

# How-to Guide for Waiver Request

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**Guide to Completing Waiver Requests for Late Filing Penalties in ADGM Registry Solution**



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# Introduction

## Introduction to ADGM

ADGM is an international financial centre established pursuant to Abu Dhabi Law No. 4 of 2013 in the Emirate of Abu Dhabi, United Arab Emirates. With its own civil and commercial laws based on English common law, ADGM offers the local, regional and international business communities a world-class legal system and regulatory regime.

## Introduction to the Office of Data Protection

The Office of Data Protection is responsible for regulating the ADGM Data Protection Regulations 2021 ("DPR 2021") within ADGM. It is also responsible for maintaining the register of Data Controllers, enforcing the obligations upon Data Controllers and upholding the rights of individuals. It provides a range of information, guidance and tools not only to entities operating within ADGM, but also to individuals and the general public. As part of ADGM's data protection regime, all ADGM-registered entities are required to register as a Data Controller and pay the statutory fees.

## Purpose of this Guidance

This how-to guide explains the process for requesting a waiver of penalties issued by the ODP for late filings under DPR 2021 in the Online Registry Solution. It outlines the circumstances in which a waiver may be granted, the requirements for making a request, and the consequences of non-compliance.

This how-to Guide should be read in conjunction with the ODP Guidance on Waivers available on the Guidance page of the ODP website here: <https://www.adgm.com/operating-in-adgm/office-of-data-protection/guidance>.

# Waiver Submission Process – Late Filing Penalties

The Waiver Request submission process for Late Filing Penalties in the ADGM Registry Solution is divided into the key steps as outlined below:

- Login to the Online Registry Solution
- Access the Entity Profile section

- Select the Relevant Entity
- Navigate to “**More**” and click on “**Fines**”
- Select the Relevant Fine
- Open the Waiver request Form
- Review the Requirements
- Provide the Required Information
- Confirm the Submit

### Step 1 - Login to the Company Registry Portal

Access the ADGM Company Registry Portal using your registered login credentials here:

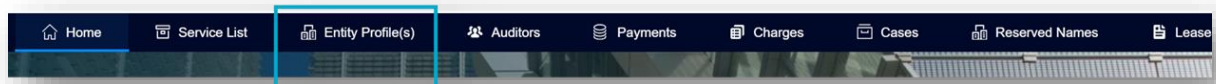
<https://newreg.adgm.com/>

Once logged in, you will be able to view all available services and entity records linked to your account.

### Step 2 - Entity Profile

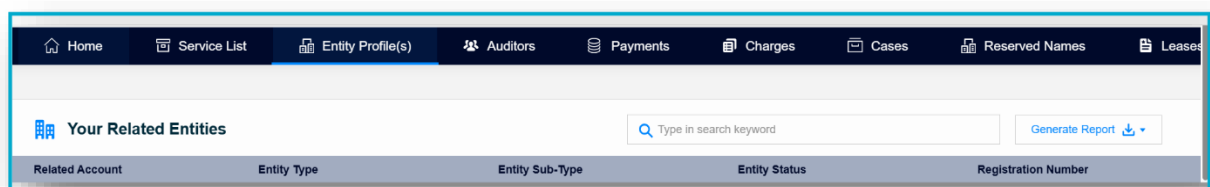
Click on the **Entity Profile** section from the homepage.

This section contains the list of all ADGM entities registered under your account.



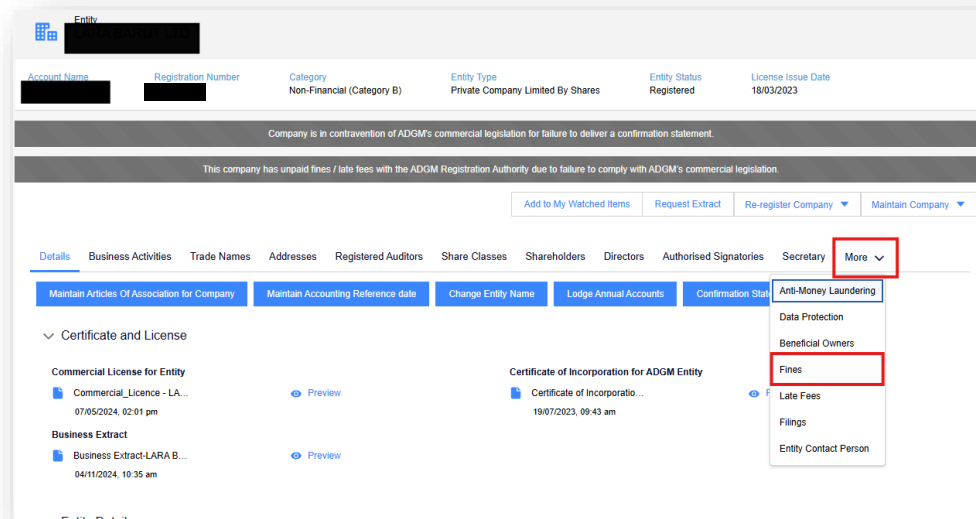
### Step 3 - Select the Relevant Entity

Select the entity for which the Late Filing Penalty Waiver Request will be submitted.



#### Step 4 - Navigate to “More” and click on “Fines”

Go to the “**More**” menu in the ADGM Registry Solution 2.0 and click on “**Fines.**” This section lists all fines associated with the selected entity.



#### Step 5 - Select the Relevant Fine

Review the list of **pending fines** and click on the **fine name** you wish to request a waiver for.

Account Name

Registration Number

Category

Entity Type

Entity Status

License Issue Date

Non-Financial (Category B)

Private Company Limited By Shares

Registered

18/03/2023

Company is in contravention of ADGM's commercial legislation for failure to deliver a confirmation statement.

This company has unpaid fines / late fees with the ADGM Registration Authority due to failure to comply with ADGM's commercial legislation.

Add to My Watched Items

Request Extract

Re-register Company

Maintain Company

Details

Business Activities

Trade Names

Addresses

Registered Auditors

Share Classes

Shareholders

Directors

Authorised Signatories

Secretary

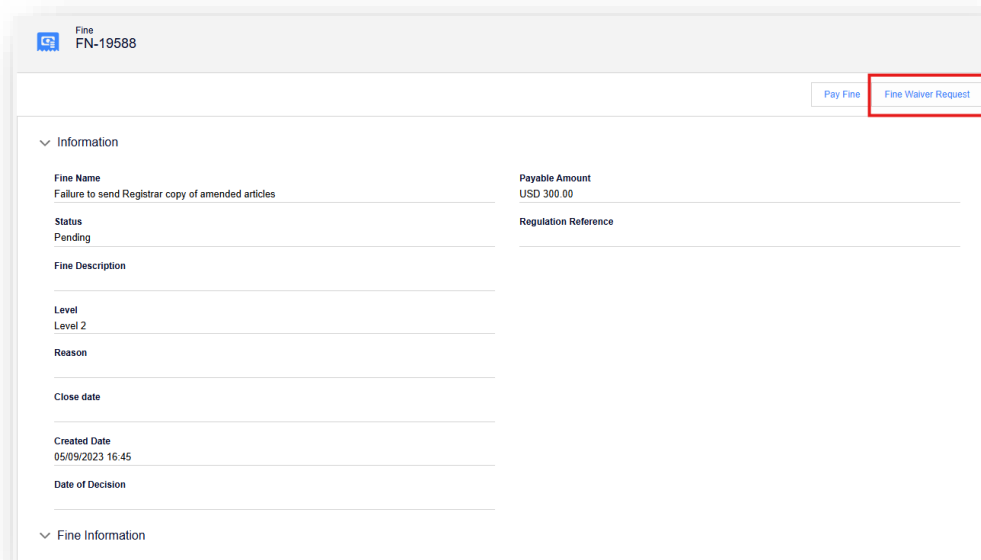
Fines

More

Name	Description	Status	Payable Amount	Close Date
FN-19526	check data pro 1	Paid	USD 450.00	31/08/2023
FN-19588	Failure to send Registrar copy of amended articles	Pending	USD 300.00	

## Step 6 - Open the Waiver Request Form

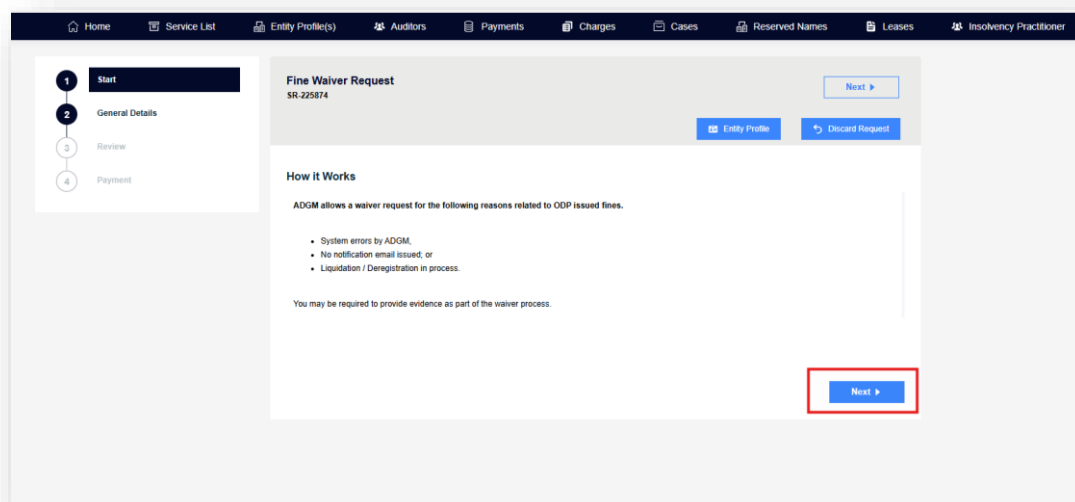
Click on **“Fine Waive Request”** to start the waiver submission process.



The screenshot shows a web interface for a fine waiver request. At the top, there's a header with a fine icon and the text "Fine FN-19588". On the right, there are two buttons: "Pay Fine" and "Fine Waiver Request", with the latter highlighted by a red box. Below the header, there's a section titled "Information" with a dropdown arrow. This section contains several fields: "Fine Name" (Failure to send Registrar copy of amended articles), "Status" (Pending), "Fine Description", "Level" (Level 2), "Reason", "Close date", "Created Date" (05/09/2023 16:45), and "Date of Decision". To the right of these fields, there are two more fields: "Payable Amount" (USD 300.00) and "Regulation Reference". At the bottom of the "Information" section, there's a link "Fine Information".

## Step 7 – Review the Requirements

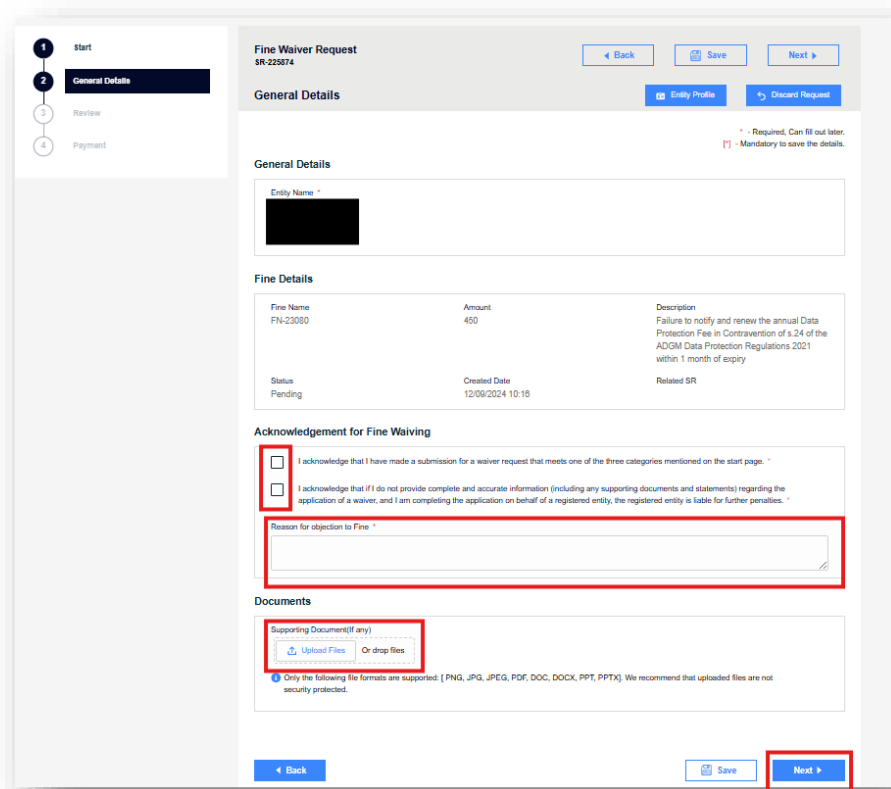
Carefully read the instructions, requirements, and process details provided on the page. Once reviewed, click **“Next.”**



The screenshot shows a web interface for the "Fine Waiver Request" process. At the top, there's a navigation bar with links: Home, Service List, Entity Profile(s), Auditors, Payments, Charges, Cases, Reserved Names, Leases, and Insolvency Practitioner. Below the navigation bar, there's a sidebar with a progress indicator showing four steps: 1. Start, 2. General Details, 3. Review, and 4. Payment. The main content area is titled "Fine Waiver Request" with the reference number "SR 225874". On the right, there's a "Next" button. Below the title, there's a section titled "How it Works" with a list of reasons related to ODP issued fines: "System errors by ADGM", "No notification email issued, or", and "Liquidation / Deregistration in process." Below this list, there's a note: "You may be required to provide evidence as part of the waiver process." At the bottom right, there's a "Next" button highlighted by a red box.

## Step 8 - Provide the Required Information

Complete the declaration, **explain the reason for requesting the waiver**, and upload any **supporting documents** relevant to your request. Then click **“Next.”**



**Fine Waiver Request**  
SR-225874

General Details

Entity Name \*

Fine Details

Fine Name	Amount	Description
FN-23030	450	Failure to notify and renew the annual Data Protection Fee in Contravention of s.24 of the ADGM Data Protection Regulations 2021 within 1 month of expiry
Status	Created Date	Related SR
Pending	12/09/2024 10:10	

Acknowledgement for Fine Waiving

☐ I acknowledge that I have made a submission for a waiver request that meets one of the three categories mentioned on the start page. \*

☐ I acknowledge that if I do not provide complete and accurate information (including any supporting documents and statements) regarding the application of a waiver, and I am completing the application on behalf of a registered entity, the registered entity is liable for further penalties. \*

Reason for objection to Fine \*

Documents

Supporting Document(s) (if any)

Upload Files Or drop files

Only the following file formats are supported: [ PNG, JPG, JPEG, PDF, DOC, DOCX, PPT, PPTX]. We recommend that uploaded files are not security protected.

Next >

## Step 9: Confirm and submit

On the final page, provide the last declaration and click **“Pay and Submit.”**

**Note:** No payment is required for submitting a fine waiver request, even though the button says **“Pay.”**

For more information, you may contact the Office of Data Protection on:

**Telephone No.:** 00 971 2 3338888

**Email:** [Data.Protection@adgm.com](mailto:Data.Protection@adgm.com)

**Address:** ADGM Building, Abu Dhabi Global Market Square, Al Maryah Island, Abu Dhabi,  
United Arab Emirates.

**Website:** <https://www.adgm.com/operating-in-adgm/office-of-data-protection/overview>