

# How We Work — Process and Boundaries

A practical overview for partners. What WTP handles, what we expect from you, and what to tell your clients.

## The four phases

Every engagement follows the same sequence regardless of scope.

PHASE	WHAT HAPPENS	TIMELINE	YOUR ROLE
1. Pre-screen	KYC/AML, Source of Funds review, risk classification, banking scenario	5–7 business days	Submit intake form + documents
2. Confirmation	Package recommendation, cost summary, engagement letter	2–3 business days	Confirm scope with client, collect signature
3. Delivery	Company formation, bank appointments, visa processing, real estate	3–8 weeks	Remain available for client questions
4. Ongoing	License renewals, accounting, compliance, expansion support	Continuous	Introduce new clients, receive updates

## What we handle

- Full KYC/AML screening and risk classification
- Bank selection and appointment coordination
- Government paperwork: company registration, visa, Emirates ID
- Tax registration: corporate tax, VAT, transfer pricing
- Real estate search and purchase coordination
- Post-setup: renewals, accounting, employee visas, compliance

We manage all operational execution in the UAE. Your client does not need to navigate government portals, bank procedures, or licensing authorities.

## What we do NOT handle

- Legal advice (tax structuring, treaty interpretation, corporate governance) — this remains with you
- Investment advice or portfolio management
- Immigration law outside UAE
- Disputes, litigation, or arbitration
- Anything that requires bypassing compliance

If your client needs legal counsel in the UAE, we can recommend vetted firms. We do not provide legal opinions.

## What we need from you

1. **Complete intake form** — the pre-screen cannot start without it

2. **Supporting documents** — passport, SOF documentation, bank statements (6 months)
  3. **Honest client profile** — if you know about risks, tell us upfront. Finding out later delays everything
  4. **Availability** — respond to our clarification requests within 2 business days
  5. **Client preparation** — set realistic expectations on timelines and process
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## Communication

WHAT	HOW
Case acknowledgment	Within 4 hours of submission
Status updates	Weekly email (or more frequently at milestones)
Urgent matters	Same business day response
Your questions	Direct line to assigned manager
Post-completion	Summary report within 48 hours of final deliverable

You will have a single point of contact at WTP — an assigned case manager for each engagement.

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## Boundaries we maintain

**We decline cases that don't meet our criteria.** Approximately 30% of submitted profiles are classified RED and declined. This protects your reputation as much as ours. **We do not promise guaranteed bank accounts.** We assess bankability, select the most suitable bank, and prepare the strongest possible application. If no bank fits the profile, we say so at the pre-screen stage — before any money is spent. **We do not bypass compliance.** Pressure to skip steps, rush assessments, or circumvent regulations is grounds for immediate case termination. No exceptions. **We do not contact your clients directly without permission.** Every referred client is tagged to you. We do not initiate communication with your client unless you authorize it. This is contractual.

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## Timelines — what to tell your client

SERVICE	TYPICAL TIMELINE
Pre-screen + banking scenario	1–2 weeks
Personal visa + bank account	4–6 weeks
Company formation + corporate banking	6–10 weeks
Full setup (L3 — company, banking, visa, real estate, accounting)	10–16 weeks

Timelines depend on client responsiveness, document completeness, and bank processing speed. Delays on the client side extend the timeline proportionally.

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## When things go wrong

**Bank rejection:** We route the application to an alternative bank (we work with 8+ banking partners). If no alternative exists, we explain why and recommend next steps. **Document gaps:** We flag missing items within 24 hours of discovery. The pre-screen pauses until resolved. **Scope changes:** If the client needs additional services mid-engagement, we issue a revised proposal. No surprise charges. **Escalation:** Any concern about service quality reaches a senior manager the same business day.

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For WTP partners only.