

Retainer Support – Ongoing Services

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Post-delivery subscription model for continuous client management. Applicable after Level 2+ engagement completion.

Retainer Tiers

Basic Retainer — \$1,500/month

SERVICE	FREQUENCY
Annual visa renewal coordination	Annual
Trade license renewal	Annual
Emirates ID renewal	As needed
Ad-hoc advisory (email/call)	Up to 2 hours/month
CRM monitoring & status updates	Monthly

Best for: L1/L2 clients with simple structures, no employees.

Standard Retainer — \$3,000/month

SERVICE	FREQUENCY
Everything in Basic	—
Accounting & bookkeeping	Monthly
VAT filing	Quarterly
Corporate tax filing	Annual
Employee visa renewals (up to 3)	As needed
Quarterly review call with partner/client	Quarterly
Bank relationship management	Ongoing

Best for: L2 clients with active businesses, 1–5 employees.

Premium Retainer — \$5,000/month

SERVICE	FREQUENCY
Everything in Standard	—

SERVICE	FREQUENCY
Employee visa processing (up to 10)	As needed
Dedicated account manager	Ongoing
Wealth management advisory	Quarterly
Real estate portfolio monitoring	Quarterly
DIFC Foundation administration	Annual
Will updates & estate planning	Annual
Priority response (< 4 hours)	Ongoing
Monthly strategic review	Monthly

Best for: L3 clients with complex structures, multiple entities, family office needs.

What Retainer Covers vs. What's Billed Separately

INCLUDED IN RETAINER	BILLED SEPARATELY
Coordination & management	Government fees (pass-through)
Advisory time (within limits)	New company formations
Document preparation	Additional bank accounts
Renewal processing	Real estate transactions
Status reporting	Litigation / legal disputes
Communication with authorities	Audit & tax investigation support

Retainer Agreement Terms

1. **Minimum commitment:** 6 months
2. **Billing:** Monthly, due on the 1st
3. **Unused hours:** Do not roll over
4. **Scope changes:** Require written agreement
5. **Cancellation:** 30-day written notice after minimum period
6. **Government fees:** Invoiced separately at actual cost (no markup)

Partner Revenue from Retainer

Partners receive a recurring share of retainer revenue for clients they referred:

RETAINER TIER	MONTHLY REVENUE	PARTNER SHARE (INDICATIVE)
Basic	\$1,500	\$150/month
Standard	\$3,000	\$300/month

RETAINER TIER	MONTHLY REVENUE	PARTNER SHARE (INDICATIVE)
Premium	\$5,000	\$500/month

Annual partner revenue from one Premium retainer client: \$6,000/year recurring.

Transition from Delivery to Retainer

STEP	ACTION	TIMELINE
1	Delivery completion confirmed	Week 0
2	Retainer proposal sent to partner/client	Week 1
3	Retainer tier selected and signed	Week 2
4	First monthly cycle begins	Week 3
5	First quarterly review scheduled	Month 3