



Re: EXTERNAL:Guidance Needed on Recent Observation

From salah masry <salahmasry@live.com>

Date Wed 10/07/2024 10:23

To Noora Begum <Noora.Begum@difc.ae>

Cc Iryna Andrieieva <t-Iryna.Andrieieva@difc.ae>; Mall Management <mallmanagement@difc.ae>; LOLITA <lolita.hc2024@gmail.com>; Alma Fuentes <Alma.Fuentes@difc.ae>; Alyazia AlQubaisi <Alyazia.AlQubaisi@difc.ae>; Maria Khoory <Maria.Khoory@difc.ae>

Dear Noora.

I believe the submission for 100% of Hair Creators salon share hold transfer was done on the portal some time back and as per my knowledge it is already approved.

Can you kindly double check and confirm the same?

Thank you

Best regards
Salah Masri
+971551859769

From: Noora Begum <Noora.Begum@difc.ae>

Sent: Wednesday, July 10, 2024 8:43 AM

To: salahmasry <salahmasry@live.com>

Cc: Iryna Andrieieva <t-Iryna.Andrieieva@difc.ae>; Mall Management <mallmanagement@difc.ae>; valiullina1309@mail.ru <valiullina1309@mail.ru>; ruchika@thehaircraftersco.com <ruchika@thehaircraftersco.com>; sukanat@thehaircraftersco.com <sukanat@thehaircraftersco.com>; LOLITA <lolita.hc2024@gmail.com>; Alma Fuentes <Alma.Fuentes@difc.ae>; Alyazia AlQubaisi <Alyazia.AlQubaisi@difc.ae>; Maria Khoory <Maria.Khoory@difc.ae>

Subject: RE: EXTERNAL:Guidance Needed on Recent Observation

CONFIDENTIAL

Dear Mr. Salah,

Noted on the below. Can you please confirm the percentage of change in shareholders for the Hair Creators salon in Gate Avenue.

Best Regards,

Noora Begum
Officer –Retail Leasing



DIFC Investments Ltd
Government of Dubai
Level 14, The Gate, Dubai, United Arab Emirates
Tel +971 4 362 2452

www.difc.ae

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Please consider the environment before printing this email.

From: salah masry <salahmasry@live.com>
Sent: Tuesday, July 9, 2024 3:41 PM
To: Noora Begum <Noora.Begum@difc.ae>; LOLITA <lolita.hc2024@gmail.com>
Cc: Iryna Andrieieva <t-Iryna.Andrieieva@difc.ae>; Mall Management <mallmanagement@difc.ae>; valiullina1309@mail.ru; ruchika@thehaircraftersco.com; sukanat@thehaircraftersco.com
Subject: Re: EXTERNAL:Guidance Needed on Recent Observation

CONFIDENTIAL

Dear Noora

The requested service here is to another salon located at liberty house cc4 and called "Hair Crafters Salon LTD where as Iuliia Valullina has bought the mentioned Salon and it's trade license and requested you to kindly issue the initial approval for share hold transfer to her name as per SR-297386 submitted by the current company share holder on the DIFC portal.

Mrs Ruchika is cced here from Hair Crafters Salon

This has nothing to do with other requests done to Hair Creators Salon.

We are now at the passport verification stage and hoping for your kind help afterwards.

Thank you so much and please email me for any further information that you may need.

Best regards
Salah Masri
+971551859769

From: Noora Begum <Noora.Begum@difc.ae>
Sent: Tuesday, July 9, 2024 3:28:53 PM
To: LOLITA <lolita.hc2024@gmail.com>; salahmasry <salahmasry@live.com>
Cc: Iryna Andrieieva <t-Iryna.Andrieieva@difc.ae>; Mall Management <mallmanagement@difc.ae>
Subject: RE: EXTERNAL:Guidance Needed on Recent Observation

CONFIDENTIAL

Dear Lolita/ Salah

We understand that DIFC has given an approval for 50% change in shareholders as per the attached.

Can you please clarify as to what changes have been initiated in the shareholders.

Best Regards,

Noora Begum
Officer –Retail Leasing



DIFC Investments Ltd
Government of Dubai
Level 14, The Gate, Dubai, United Arab Emirates
Tel +971 4 362 2452

www.difc.ae

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From: LOLITA <lolita.hc2024@gmail.com>
Sent: Wednesday, July 3, 2024 2:21 PM
To: Noora Begum <Noora.Begum@difc.ae>
Cc: Iryna Andrieieva <t-Iryna.Andrieieva@difc.ae>; Mall Management <mallmanagement@difc.ae>
Subject: EXTERNAL:Guidance Needed on Recent Observation

Caution: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear team,

I hope this email finds you well. As per your suggestion, As per your colleagues suggestion was to contact you first.I am reaching out to seek guidance on how to proceed with this matter.

Could you please provide specific instruction on how we should handle this? Any insight or recommendation you can provide would be greatly appreciated.

Thank you for your assistance. I look forward to your response.

RE: EXTERNAL:Clarification Needed Regarding Recent Observation - Hair Creators inbox x

Iryna Andrieieva
to me, Noora, Mall

12:05 PM (1 hour ago) ☆ ☺ ↶

CONFIDENTIAL

Dear Lolita,

Thank you for your reply,

We are more than happy to assist you with the observations and required actions. As a first step please coordinate your lease renewal with [@Noora Begum](#) from Retail Team.

Kind Regards,

Iryna Andrieieva
Temp Mall Management



DIFC Investments Ltd
Government of Dubai
Mall Management Office - Gate Avenue, ,
Tel +971 4 362 2471

--

Best Regards,

Lolita Tines
Accountant



[Email:lolita.hc2024@gmail.com](mailto:lolita.hc2024@gmail.com)

[http://+971562030846/]Whatsapp:+971562030846



Re: EXTERNAL:Re: Query # 00599685

From salah masry <salahmasry@live.com>

Date Wed 17/07/2024 11:36

To Noora Begum <Noora.Begum@difc.ae>; Saima Akram <t-Saima.Akram@difc.ae>

Cc DIFC Retail <retail@difc.ae>; valiullina1309@mail.ru <valiullina1309@mail.ru>;
sukant@thehaircraftersco.com <sukant@thehaircraftersco.com>; Info DIFC <info@difc.ae>; Ruchika
Singhal <ruchika@thehaircraftersco.com>

Dear Saima,

We kindly request you to give an exception and help us to do the share transfer by allowing us to do it person by visiting one of the DIFC offices who's in charge as the delay due to technical error from your portal or website is not acceptable.

Kindly do something about it or elevate our request to your management who can sort out such matters.

It is truly urgent.

Best regards

Salah Masri

+971551859769

From: Noora Begum <Noora.Begum@difc.ae>

Sent: Wednesday, July 17, 2024 11:19:28 AM

To: Saima Akram <t-Saima.Akram@difc.ae>

Cc: DIFC Retail <retail@difc.ae>; valiullina1309@mail.ru <valiullina1309@mail.ru>;
sukant@thehaircraftersco.com <sukant@thehaircraftersco.com>; Info DIFC <info@difc.ae>; Ruchika Singhal
<ruchika@thehaircraftersco.com>; salahmasry <salahmasry@live.com>

Subject: RE: EXTERNAL:Re: Query # 00599685

CONFIDENTIAL

Dear Saima,

Requesting for your assistance on the below please as they are located in Liberty House.

Best Regards,

Noora Begum

Officer –Retail Leasing



DIFC Investments Ltd

Government of Dubai

Level 14, The Gate, Dubai, United Arab Emirates

Tel +971 4 362 2452

www.difc.ae

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Please consider the environment before printing this email.

From: Ruchika Singhal <ruchika@thehaircraftersco.com>**Sent:** Wednesday, July 17, 2024 10:41 AM**To:** salahmasry <salahmasry@live.com>**Cc:** Feedback DIFC <feedback@difc.ae>; DIFC Retail <retail@difc.ae>; ROC Helpdesk <roc.helpdesk@difc.ae>; Mohammad AlFalasi <Mohammad.AlFalasi@difc.ae>; valiullina1309@mail.ru; sukanth@thehaircraftersco.com; Info DIFC <info@difc.ae>**Subject:** EXTERNAL:Re: Query # 00599685

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Caution: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Team DIFC

I have called and forwarded the above request to Ms Eman as well. We need this to be resolved today somehow!

Hope you understand that we are absolutely frustrated and dissatisfied due to the lack of response and inability to resolve our query of YOTI verification.

This is only resulting in delays and losses on our business due to no fault of ours.

In case the portal is unable to function, kindly permit Manual verification and subsequent transfer of shares.

This is now URGENT!

Regards

Ruchika Singhal

On Wed, Jul 17, 2024 at 10:19 AM salah masry <salahmasry@live.com> wrote:

Dear Difc team.

Kindly help us with your child support because this portal error is causing for both parties a lot of financial loss and holding us from starting the business. It's been more than two weeks already. Please do something about it.

Best regards
Salah Masry
+971551859769

From: Ruchika Singhal <ruchika@thehaircraftersco.com>

Sent: Monday, July 15, 2024 9:43:46 PM

To: Feedback <feedback@difc.ae>

Cc: salahmasry@live.com <salahmasry@live.com>; valiullina1309@mail.ru <valiullina1309@mail.ru>; sukant@thehaircraftersco.com <sukant@thehaircraftersco.com>

Subject: Re: Query # 00599685

Dear Kudrat

We have been unable to proceed with submission of SR-297386 even today.

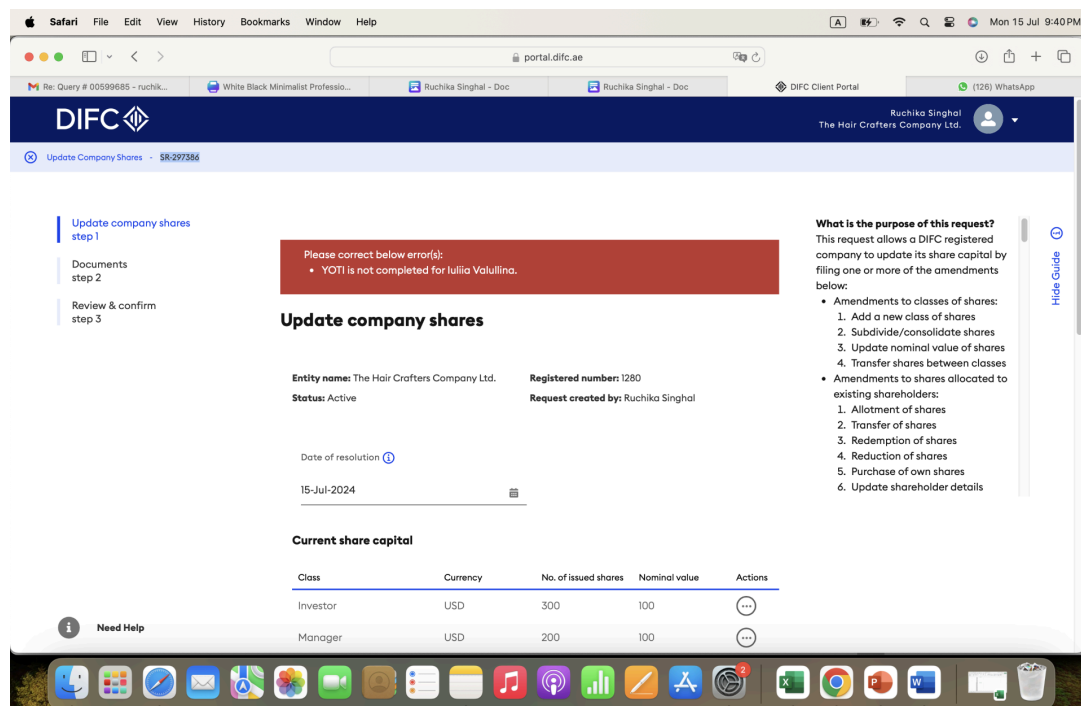
Iulia verification is attached which has been done personally and screenshot of the error on SR has been attached for reference

We expect this to be resolved ASAP and this delay is causing a huge impact and loss on both the parties.

Hope you are going to save us from this frustration!

Regards

Ruchika



On Mon, Jul 15, 2024 at 9:46 AM Feedback <feedback@difc.ae> wrote:

Dear Salah

We are checking the below with our portal team and shall update you at the earliest.

Should you require any further assistance do let us know

Regards

Kudrat Sandhu

Assistant Manager – Registry Services

Dubai International Financial Centre Authority

Tel +971 4 362 2222

----- Original Message -----

From: salah masry [salahmasry@live.com]

Sent: 14/07/2024 06:06

To: feedback@difc.ae

Cc: sukant@thehaircraftersco.com; valiullina1309@mail.ru;

ruchika@thehaircraftersco.com

Subject: Re: Query # 00599685

CONFIDENTIAL

Deer kudrat

The verification of the passport is failed again,

Can you please arrange an appointment for Julia to come in person instead?

we truly need a solution to move on.

It's been over 10 days

Best regards

Salah Masri

+971551859769

From: salah masry <salahmasry@live.com>

Sent: Friday, July 12, 2024 4:32:35 PM

To: Kudrat Sandhu <feedback@difc.ae>

Cc: valiullina1309@mail.ru <valiullina1309@mail.ru>; sukant@thehaircraftersco.com

<sukant@thehaircraftersco.com>; Ruchika Singhal <ruchika@thehaircraftersco.com>

Subject: Re: Query # 00599685

Dear Kudrat

Please find attached screenshot of passport and face ID verification, which indicates that the process is completed and please keep in mind that this is the 12th time we have done it and we still get errors of failure application honestly trying 12 times does not make any sense so kindly arrange an alternative solution to help us move on.

We appreciate your patience and support.

Best regards

Salah Masri

+971551859769

From: Ruchika Singhal <ruchika@thehaircraftersco.com>

Sent: Friday, July 12, 2024 12:33 PM
To: Kudrat Sandhu <feedback@difc.ae>
Cc: salahmasry@live.com <salahmasry@live.com>; valiullina1309@mail.ru <valiullina1309@mail.ru>; sukant@thehaircraftersco.com <sukant@thehaircraftersco.com>
Subject: Re: Query # 00599685

Dear Kudrat

Thanks for sharing the link. We have made several attempts spanning over a week and it is constantly getting rejected. Ms lullia verified the passport yesterday via an online appointment and was advised that the verification shall be uploaded to the system.

We are getting frustrated and exhausted while it's taking away our time.

Please advise if you can help in an alternative method of YOTI verification if the above fails again. We are also not sure of the reason it is failing every time

Look forward to your response

Regards

Ruchika Singhal

On Fri, Jul 12, 2024 at 12:00?PM Kudrat Sandhu
<feedback@difc.ae<<mailto:feedback@difc.ae>>> wrote:
Dear Salah

Request you to verify the passport through the link below

<https://api.yoti.com/idverify/v1/web/index.html?sessionID=eb31b1fb-f7e5-4743-99f3-7bf2ec5a8154&sessionToken=ac644c3e-544a-41c3-9fe2-5a1539b0aa82>

Should you require any further assistance do let us know

Regards
Kudrat Sandhu
Assistant Manager – Registry Services
Dubai International Financial Centre Authority
Tel +971 4 362 2222

----- Original Message -----

From: Registry Services (Companies)
[roc.helpdesk@difc.ae<<mailto:roc.helpdesk@difc.ae>>]
Sent: 12/07/2024 10:16
To: salahmasry@live.com<<mailto:salahmasry@live.com>>
Cc: valiullina1309@mail.ru<<mailto:valiullina1309@mail.ru>>;
sukant@thehaircraftersco.com<<mailto:sukant@thehaircraftersco.com>>;
ruchika@thehaircraftersco.com<<mailto:ruchika@thehaircraftersco.com>>
Subject: Re: Query # 00599685

Dear Salah

Thank you for your mail

Please note that our portal Team is looking into the below and shall get back to you at the earliest.

Should you require any further assistance do let us know

Regards
Kudrat Sandhu
Assistant Manager – Registry Services
Dubai International Financial Centre Authority
Tel +971 4 362 2222

----- Original Message -----

From: salah masry [salahmasry@live.com<mailto:salahmasry@live.com>]
Sent: 12/07/2024 08:26
To: roc.helpdesk@difc.ae<mailto:roc.helpdesk@difc.ae>
Cc: sukant@thehaircraftersco.com<mailto:sukant@thehaircraftersco.com>;
ruchika@thehaircraftersco.com<mailto:ruchika@thehaircraftersco.com>;
valiullina1309@mail.ru<mailto:valiullina1309@mail.ru>
Subject: Re: Query # 00599685

CONFIDENTIAL

Good morning,

We are still unable to submit the SR-297386 even after the passport of lullia was verified.

Please check and let us know

Best regards
Salah Masri
+971551859769

From: noreply@salesforce.com<mailto:noreply@salesforce.com>
<noreply@salesforce.com<mailto:noreply@salesforce.com>> on behalf of Registry
Services (Companies) <roc.helpdesk@difc.ae<mailto:roc.helpdesk@difc.ae>>
Sent: Friday, July 12, 2024 8:05 AM
To: salahmasry@live.com<mailto:salahmasry@live.com>
<salahmasry@live.com<mailto:salahmasry@live.com>>
Subject: Re: Query # 00599685

Dear Salah

Please share the screenshot of the error.

Should you require any further assistance do let us know

Regards
Kudrat Sandhu
Assistant Manager – Registry Services
Dubai International Financial Centre Authority
Tel +971 4 362 2222

----- Original Message -----

From: salah masry [salahmasry@live.com<mailto:salahmasry@live.com>]
Sent: 11/07/2024 11:28

To: roc.helpdesk@difc.ae<mailto:roc.helpdesk@difc.ae>
Subject: Re: Query # 00599685

CONFIDENTIAL

It didn't work for 10th times

Please please please please find a solution we need to move on

Best regards
Salah Masri
+971551859769

From: noreply@salesforce.com<mailto:noreply@salesforce.com>
<noreply@salesforce.com<mailto:noreply@salesforce.com>> on behalf of Registry
Services (Companies) <roc.helpdesk@difc.ae<mailto:roc.helpdesk@difc.ae>>
Sent: Thursday, July 11, 2024 11:19:29 AM
To: salahmasry@live.com<mailto:salahmasry@live.com>
<salahmasry@live.com<mailto:salahmasry@live.com>>
Subject: Query # 00599685

[<https://difc.my.salesforce.com/servlet/servlet.ImageServer?id=0156M000008PSqV&oid=00D20000000nkZ5><<https://difc.my.salesforce.com/servlet/servlet.ImageServer?id=0156M000008PSqV&oid=00D20000000nkZ5>>]

Dear salah masry,

Thank you for contacting the DIFC.

Further to reference #00599685. Please note unfortunately the verification has failed.
Kindly verify via

<https://api.yoti.com/idverify/v1/web/index.html?sessionID=eb31b1fb-f7e5-4743-99f3-7bf2ec5a8154&sessionToken=ac644c3e-544a-41c3-9fe2-5a1539b0aa82><<https://api.yoti.com/idverify/v1/web/index.html?sessionID=eb31b1fb-f7e5-4743-99f3-7bf2ec5a8154&sessionToken=ac644c3e-544a-41c3-9fe2-5a1539b0aa82>>

Should you require further clarifications please do not hesitate to contact us by responding to this email.

Thank you,

Vritti Shah

Dubai International Financial Centre Authority

+971 4 362 22 22

<<https://difcportal.force.com/customers/casefeedback?>

[caseid=500Td00000A7dBn](https://difcportal.force.com/customers/casefeedback?caseid=500Td00000A7dBn)<<https://difcportal.force.com/customers/casefeedback?caseid=500Td00000A7dBn>>>

Rate our response<<https://difcportal.force.com/customers/casefeedback?caseid=500Td00000A7dBn><<https://difcportal.force.com/customers/casefeedback?caseid=500Td00000A7dBn>>>

CONFIDENTIAL

Hello dear

We tried again and we are hoping it worked this time, please let us know.

Thank you

Best regards
Salah Masri
+971551859769

From: noreply@salesforce.com<<mailto:noreply@salesforce.com>>
<noreply@salesforce.com<<mailto:noreply@salesforce.com>>> on behalf of Registry
Services (Companies) <roc.helpdesk@difc.ae<<mailto:roc.helpdesk@difc.ae>>>
Sent: Wednesday, July 10, 2024 2:38:50 PM
To: salahmasry@live.com<<mailto:salahmasry@live.com>>
<salahmasry@live.com<<mailto:salahmasry@live.com>>>
Subject: Query # 00599685

[<https://difc.my.salesforce.com/servlet/servlet.ImageServer?id=0156M000008PSqV&oid=00D20000000nkZ5><<https://difc.my.salesforce.com/servlet/servlet.ImageServer?id=0156M000008PSqV&oid=00D20000000nkZ5>>]

Dear Salah masry,

Thank you for contacting the DIFC.

Further to reference #00599685. Please note I have generated a new link. Please verify using the following link

<https://api.yoti.com/idverify/v1/web/index.html?sessionID=7a2cb9da-b579-4be6-a65b-dc340ed24070&sessionToken=d68d750a-a9e8-4e1c-8804-16851308059e><<https://api.yoti.com/idverify/v1/web/index.html?sessionID=7a2cb9da-b579-4be6-a65b-dc340ed24070&sessionToken=d68d750a-a9e8-4e1c-8804-16851308059e>>

Should you require further clarifications please do not hesitate to contact us by responding to this email.

Thank you,

Vritti Shah

Dubai International Financial Centre Authority

+971 4 362 22 22

<<https://difcportal.force.com/customers/casefeedback?caseid=500Td00000A7dBn><<https://difcportal.force.com/customers/casefeedback?caseid=500Td00000A7dBn>>>

Rate our response<<https://difcportal.force.com/customers/casefeedback?caseid=500Td00000A7dBn><<https://difcportal.force.com/customers/casefeedback?caseid=500Td00000A7dBn>>>

CONFIDENTIAL

Hello dear

We have Sapna request to verify the passport of Mrs. Iuliia Valullina, with following SR number

SR-297386 but unfortunately, the feedback was failure, no matter how many time we tried so kindly we request you to host an online meeting and help us to verify the passport as soon as you can please let us know

Thank you in advance for your kind help

Best regards
Salah Masri
+971551859769

[<https://difc.my.salesforce.com/servlet/servlet.ImageServer?oid=00D20000000nkZ5&esid=018Td0000060yvC&from=ext><<https://difc.my.salesforce.com/servlet/servlet.ImageServer?oid=00D20000000nkZ5&esid=018Td0000060yvC&from=ext>>]

[<https://difc.my.salesforce.com/servlet/servlet.ImageServer?oid=00D20000000nkZ5&esid=018Td0000062qtV&from=ext><<https://difc.my.salesforce.com/servlet/servlet.ImageServer?oid=00D20000000nkZ5&esid=018Td0000062qtV&from=ext>>]

Thank You,
Kudrat Sandhu
Senior Officer - Register Services
Registrar of Companies
Dubai International Financial Centre Authority
+971 4 362 22 22

Thank You,
Kudrat Sandhu
Senior Officer - Register Services

Registrar of Companies
Dubai International Financial Centre Authority
+971 4 362 22 22

Thank You,
Kudrat Sandhu
Senior Officer - Register Services
Registrar of Companies
Dubai International Financial Centre Authority
+971 4 362 22 22

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Ruchika Singhal
Managing Director

The Hair Crafters Company Ltd

[<https://drive.google.com/a/thehaircraftersco.com/uc?id=0B4eEr0QmySUXcj1a0FkNVh2UFE&export=download>]

PO Box 506747

DIFC, Dubai, UAE

T: +971 04 3526300

M: +971 58 5791231

Whatsapp: +971 55 1079208

W: www.thehaircraftersco.com<<http://www.thehaircraftersco.com/>>

Location: <https://goo.gl/maps/7KKJHKW4aZr>

Now in Dubai

[https://ci3.googleusercontent.com/mail-sig/AlorK4xYKnILf_YpO-H4_rOpA0wO5Ci7TL31gRopEiVe7uFP_7BH1IGi_EfNhVHzBNdTvKgXqB8uqI]

Facebook: <https://www.facebook.com/TheHairCraftersCompany/>

Instagram: <https://www.instagram.com/thehaircrafterscompany/>

Thank You,
Kudrat Sandhu
Senior Officer - Register Services
Registrar of Companies
Dubai International Financial Centre Authority
+971 4 362 22 22
ref:!00D200nkZ5.!500Td0A7dBn:ref

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Ruchika Singhal
Managing Director

The Hair Crafters Company Ltd



PO Box 506747

DIFC, Dubai, UAE

T: +971 04 3526300

M: +971 58 5791231

Whatsapp: +971 55 1079208

W: www.thehaircraftersco.com

Location: <https://goo.gl/maps/7KKJHKW4aZr>

Now in Dubai



Facebook: <https://www.facebook.com/TheHairCraftersCompany/>

Instagram: <https://www.instagram.com/thehaircrafterscompany/>

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Ruchika Singhal
Managing Director

The Hair Crafters Company Ltd



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Whatsapp: +971 55 1079208

W: www.thehaircraftersco.com

Location: <https://goo.gl/maps/7KKJHKW4aZr>

Now in Dubai



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Instagram: <https://www.instagram.com/thehaircrafterscompany/>