



ADNOC WALLET

ADNOC Wallet (Prepaid) FAQ's

These FAQs are for ADNOC Wallet account for individuals. For corporate prepaid account related queries **please contact our call center on 800 300**

NO	FAQ	RESPONSE
1	What is ADNOC Wallet?	ADNOC Wallet is a secure online account that allows instant and convenient payments to be made at ADNOC service stations. This includes refueling, shopping, lube changes and car washes. The ADNOC Wallet also allows you to keep track of all purchases made at ADNOC service stations.
2	What are the benefits of ADNOC Wallet?	ADNOC Wallet makes paying at ADNOC service stations quick and easy. Key features of ADNOC Wallet are: <ul style="list-style-type: none"> ● Convenient/easy payments at ADNOC service stations ● Fully secure payments ● Record of everyday purchases at ADNOC service stations ● Option to register multiple cars or multiple family members/beneficiaries to the same account ● Save your bank card(s) details securely for a quick payments and auto top up
3	Where can I use the ADNOC Wallet?	ADNOC Wallet can be used at all ADNOC service stations to pay for Fueling, Convenience store purchases, Car Wash and Lube change.
4	Who can open an ADNOC Wallet account?	Any UAE resident age 18 years and above can open an ADNOC Wallet account.
5	How many ADNOC Wallet accounts can I open?	Each individual can open only 1 ADNOC Wallet account.
6	How can I open an ADNOC Wallet account?	ADNOC Wallet account can be opened in many convenient ways: <ul style="list-style-type: none"> ● Download our mobile app and fill a simple form ● Visiting our website ● Visit any ADNOC Service stations and ask our friendly staff to open an account for you
7	What documents do I need to create an ADNOC Wallet account?	All you need is your Emirates ID and phone number.
8	How many people can use the ADNOC Wallet?	The ADNOC Wallet is created for an individual (main account holder). The main account holder can nominate additional people such as family members to use his/her Wallet account. These additional people are known as beneficiaries.
9	What documents are needed to add additional people (beneficiaries) to the account?	We need the Emirates ID and mobile phone number for each person / beneficiary to be added to the account.
10	How can I add additional people (beneficiary) to my account?	You can add beneficiary thru our mobile app, website or by visiting any of our service station where our staff can assist you. Please do remember to present the Emirates ID for both yourself (main account holder) and the beneficiary you wish to add.
11	What are tokens?	Token is a payment device or payment mode associated to the ADNOC Wallet and allows you to spend the money in your ADNOC Wallet.
12	What is the validity of the tokens?	<ul style="list-style-type: none"> ● Smart Tag (RFID chip): Renewal is required every (one) year

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		<ul style="list-style-type: none"> ● Emirates ID: until the expiry of the Emirates ID Card ● ADNOC Plus Card: 5 years from issue date 								
13	How can I use the ADNOC Wallet?	<p>ADNOC Wallet offers you 4 convenient ways to make payment at ADNOC Service station. Each of these 4 is known as a token, the 4 tokens are:</p> <ul style="list-style-type: none"> ● Smart Tag (RFID chip) installed on your vehicle (To pay for - Fuel) ● Emirates ID (To pay for - Fueling, Convenience store, Car Wash & Lubes) ● ADNOC Plus card (To pay for - Fueling, Convenience store, Car Wash & Lubes) ● Mobile Pay (To Pay for - Fuel) 								
14	How do I top up ADNOC Wallet?	ADNOC Wallet can be conveniently topped up thru our mobile app, online payment on the website or by visiting any ADNOC service station.								
15	What methods of payment are accepted to top up the ADNOC Wallet?	The ADNOC wallet can be topped up using bank card (online or at ADNOC service station) or alternatively by cash at our service station.								
16	What is auto top up?	Auto top up is convenient way to ensure that your ADNOC wallet is topped up automatically when it reaches a low balance. Our auto top up feature is flexible and allows you to set your own limits for top up. Just log in to your account on our mobile app or website to set up the auto top up.								
17	What is "Pay As You Go"?	Pay As You Go allows you to pay quickly and conveniently by using your saved bank card. In order to access ADNOC Oasis E-Store the Pay As You Go feature must be activated.								
18	Is there a limit to the amount I can spend using the ADNOC Wallet?	ADNOC Wallet can be used for AED 10000 in any calendar month. Maximum top up and balance allowed is also AED 10000 per month. These limits are subject to change from time to time as decided by ADNOC Distribution.								
19	Can I control the amount that can be spent or change any settings for ADNOC Wallet?	Yes of course, you can decide what to purchase using ADNOC Wallet (fuel or non-fuel). You can also set limits for the amount that can be spent by your beneficiaries.								
20	Do you offer refunds from the ADNOC Wallet?	Money once topped up on ADNOC Wallet cannot be refunded, you can however use all the money in your ADNOC Wallet to buy products or services from any ADNOC service station.								
21	Where can I track my ADNOC Wallet transactions?	You can track your ADNOC Wallet transaction on our mobile app or by logging in to your online account.								
22	What fees are associated with ADNOC Wallet Tokens?	<table border="0"> <tr> <td>- Emirates ID</td> <td>Free</td> </tr> <tr> <td>- Smart Tag Installation Request</td> <td>52.5 (Inclusive of VAT)</td> </tr> <tr> <td>- Annual Service fee for RFID token</td> <td>26.25 (Inclusive of VAT)</td> </tr> <tr> <td>- Fuel and Non-Fuel card Personalization (ADNOC Plus)</td> <td>262.50</td> </tr> </table>	- Emirates ID	Free	- Smart Tag Installation Request	52.5 (Inclusive of VAT)	- Annual Service fee for RFID token	26.25 (Inclusive of VAT)	- Fuel and Non-Fuel card Personalization (ADNOC Plus)	262.50
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23	Do I have an option to opt-out and not pay the Annual service fee for RFID?	To not pay the annual service fee for Smart tag (RFID), you can choose not to use the Smart tag in a calendar year, uninstall it or have it suspended/ inactivated as a payment token. You can continue to use our complimentary tokens i.e. Mobile Pay and Emirates ID to pay using your ADNOC Wallet.								
24	How will I be charged for this fee?	As soon as you request Smart tag or ADNOC Plus card as additional payment token, you will be informed about the one-time payment and it will be deducted from your ADNOC Wallet account balance. The annual service fee for Smart tag (RFID) will be charged on 31st of Dec. at the end of each calendar year from your ADNOC Wallet account.								

The company reserves the right at any time to change the above prices.