

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

Vehicle Details Modification in the Vehicle Registration Card

Moi Services Website

User Manual



1. Access to the Service:

To access the service, go to **Traffic Services**, navigate to **Vehicles Services**, then select **vehicle details modification in the vehicle registration card** service and click on **start service** button.

The screenshot displays the E-Services dashboard. At the top, there is a navigation bar with 'E-SERVICES' and 'DASHBOARD' on the left, and 'العربية' on the right. Below the navigation bar, there is a search bar and a main content area. The main content area is divided into several sections. On the left, there is a vertical menu with icons for 'Traffic Services', 'Policing Services', 'Punitive & Reformatory', 'Civil Defence Services', 'Weapons & Explosives', and 'Private Security'. The 'Traffic Services' section is highlighted with a red box. Below it, there is a horizontal menu with 'Traffic Profile Services', 'Traffic Fines Services', 'Driving Licensing', 'Vehicles Services', 'Traffic Accidents', 'Certificate Services', 'Other Services', and 'Public Services'. The 'Vehicles Services' menu item is highlighted with a red box. Below this menu, there is a grid of service cards. The 'Vehicle Details Modification in the Vehicle Registration Card' card is highlighted with a red box. Each card has a 'Start Service' button.



2. Service Steps:

1. Choose the plate number of the vehicle that you want to apply the request for.

Vehicle Details Modification in the Vehicle Registration Card

Service Description

Through this service, you can update your vehicle's mortgage information in the registration card after releasing the vehicle mortgage from the mortgagee (the bank).

Progress Percentage



Traffic No. **1980200147**

Select one of the following plate numbers:





2. Service fees and delivery fees are displayed as shown below, enter delivery address details which includes:

1. Select **Emirate or region**

2. Select **Address**: Where you can select an address from the registered addresses or add new one by clicking on **add new address** button.

TOYOTA

✓ Selected

Chassis No. **RKLBV42E2C4449903**

Plate Number **FOURTH CATEGORY / ABU DHABI / 96681**

Restrictions
Service Fees
Payment Gateway

Step: Service Fees

No.	Description	Amount (AED)
1	Changing traffic card information	100
2	DELIVERY SERVICE FEES	15
Total Amount (AED)		115 AED

Showing 1 to 2 of 2 entries

To continue, Please fill your address :

Note: Will be delivered within 72 hours (Addresses inside UAE only).

Emirate/Region *

Address *

+ Add New Address

Next



2.1. When you click the **Add New Address** button the below form will appear through which you can add the details of the delivery address, enter the required data and then click on **Save As New** button.

i Delivery address X

Address Name *
Enter text.

Emirate *
Abu Dhabi

City *
Text and numbers are allowed.

Property Type *
Building

Address Line 1 *
Enter text : Address

Address Line 2
Enter text : Address

P.O Box Number
Enter number ex. 2020

Mobile Number *
ex. 05xxxxxxxx

Default Address



2.2. The added address will be displayed in the **address** list, select the delivery address and then click on **Next** button.

Restrictions Service Fees Payment Gateway

Step: Service Fees

Search...

No.	Description	Amount (AED)
1	Changing traffic card information	100
2	DELIVERY SERVICE FEES	15
Total Amount (AED)		115 AED

Showing 1 to 2 of 2 entries

To continue, Please fill your address :

Note: Will be delivered within 72 hours (Addresses inside UAE only).

Emirate/Region * Abu Dhabi

Address * Address Test test, Test test, ... x

Address name ٥٥٢٥٦٧٣
d, d, Test, 3, Abu Dhabi
Mobile Number: 7655444444

Address
Test test, Test test, City,
1234567867, Abu Dhabi
Mobile Number: 0567876556

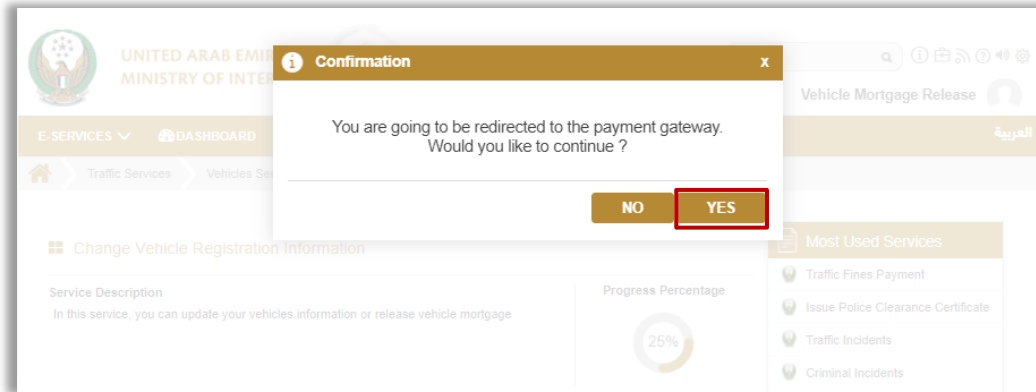
Address
Test, Test, Test, 2020, Abu Dhabi
Mobile Number:

Abu Dhabi

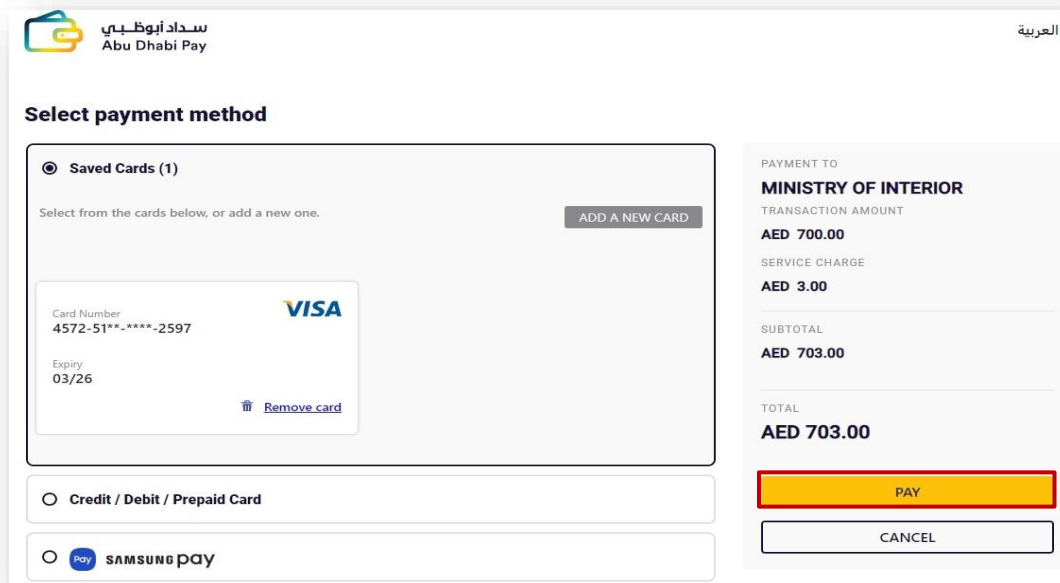
Next



3. The confirmation message described below will appear click **Yes** to go to the payment gateway.



4. You will be redirected to the Payment Gateway, Select the desired payment method (select registered card, or add a new payment card), then click on **Pay icon**.





5. Add your rating of the service through the customer pulse survey screens shown below.

Customer Pulse Survey

Overall, how satisfied are you about the Website? *

Extremely Dissatisfied Extremely Satisfied

Next

United Arab Emirates logo and Customer Pulse logo are visible in the header.

Customer Pulse Survey

Is there anything else you would like to share with us?

2000 characters lefts

Kindly provide your mobile number or Email for follow up

Previous Submit

United Arab Emirates logo and Customer Pulse logo are visible in the header.



6. The transaction has been successfully completed, payment details will be displayed as shown below.

Traffic No. 1980200147 Chassis No. RKLBV42E2C4449903

Restrictions Service Fees Payment Gateway

Step: Payment Gateway

Payment Result

Payment has been done successfully ✓

Vehicle Receipt Information:

Receipt No.	1111111111
Receipt Date.	18/11/2019
Receipt Time.	12:00 AM

View Receipt [Please click here](#)