

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

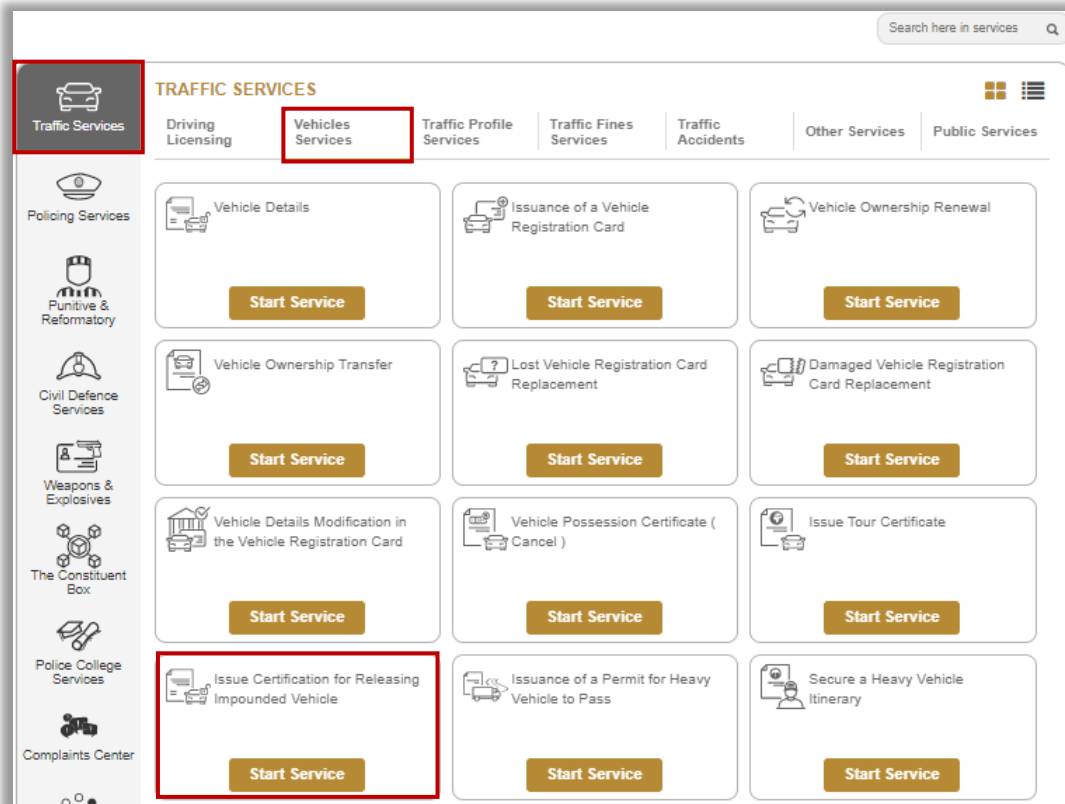
Issue Certification for Releasing Impounded Vehicle

Moi Services Website
User Manual



1. Access to the Service:

Navigate to **Issue certification for releasing impounded vehicle** from **vehicle services** that fall under **traffic services**, then click on **Start Service** button.





2. Service Steps:

1. Select the vehicle plate number that you want to issue the certificate for.

Issue Certification for Releasing Impounded Vehicle

Service Description

Through this service, vehicle owners can request the release of their impounded vehicles after the expiry of the impoundment period.

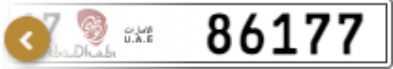
Progress Percentage

20%


Traffic No. 1980108908

Select one of the following plate numbers:

TOYOTA



GMC



Showing 3 of 3 Plates



2.The service fees and fines (if exists) will be displayed,
then click on **next** button to proceed with service steps.

Select one of the following plate numbers:

Search by plate number

TOYOTA

7

86177

GMC

4

71079

✓ Selected

Showing 3 of 3 Plates

Chassis No.

1GTN29E07DZ223232

Plate Number

FOURTH CATEGORY / ABU DHABI / 71079

Confiscation Details

File Number

100200000187

Confiscation Date

End Date

21/09/2020

Number of Confiscation Days

60 Days

Service Fees

Vehicle Recipient Info

Payment Gateway

Step: Service Fees

No.	Description	Amount
1	Impounded vehicles floor fees	3100
Total Amount (AED)		3100 AED

Next



3. Determine the vehicle recipient by selecting (myself, another person) from the list then click on **next** button.

Service Fees Vehicle Recipient Info Payment Gateway

Step: Vehicle Recipient Info

Who will pick up the vehicle?

Please Select

Please Select

Myself

Another Person

Next

3.1. If you select **another person** as the vehicle recipient, you should add the receiver Traffic number and mobile number then click on **next** button to move to payment step.

Confiscation Details

File Number 100200000188 Received Date

End Date 21/09/2020

Period For Release 21 Days

Service Fees Vehicle Recipient Info Payment Gateway

Step: Vehicle Recipient Info

Who will pick up the vehicle?

Another Person

Receiver TCF No. *

Please Enter Receiver TCF No.

Enter number ex. 11301967xx

Receiver Mobile No. *

Please Enter Receiver Mobile No.

ex. 05xxxxxxxx, +9715xxxxxxxx, 009715xxxxxxxx

Next



3.2. If you select **myself**, click on **next** button directly.

Confiscation Details

File Number100200000187

Confiscation Date---

End Date21/09/2020

Number of Confiscation Days60 Days

Service Fees

Vehicle Recipient Info

Payment Gateway

Step: Vehicle Recipient Info

Who will pick up the vehicle?

Myself

Next

4. To confirm the payment process click on **yes** button

Confirmation

X


You are going to be redirected to the payment gateway.
Would you like to continue ?

NO

YES



5. 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**.

سداد أبوظبي
Abu Dhabi Pay

العربية


Select payment method


☒ Saved Cards (1)

Select from the cards below, or add a new one.

Card Number
4572-51**-****-2597


Expiry
03/26



 [Remove card](#)

ADD A NEW CARD

☐ Credit / Debit / Prepaid Card

☐  SAMSUNG pay

PAYMENT TO
MINISTRY OF INTERIOR

TRANSACTION AMOUNT
AED 700.00

SERVICE CHARGE
AED 3.00

SUBTOTAL
AED 703.00

TOTAL
AED 703.00

PAY

CANCEL

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6. You can evaluate your experience in obtaining the service through the customer **pulse** survey screens shown below.

This screenshot shows the first screen of the Customer Pulse Survey. It features the United Arab Emirates logo on the top left and the 'نَبْضُ الْمُتَعَامِلِ CUSTOMER PULSE' logo on the top right. A language selector shows 'English'. The main heading is 'Customer Pulse Survey'. The question is 'Overall, how satisfied are you about the Website?'. Below the question is a horizontal row of seven stars for rating. The first star is highlighted. The text 'Extremely Dissatisfied' is on the left and 'Extremely Satisfied' is on the right. A 'Next' button is at the bottom center.

This screenshot shows the second screen of the Customer Pulse Survey. It has the same header as the first screen. The question is 'Is there anything else you would like to share with us?'. Below the question is a dropdown menu with the text 'Please select' and a downward arrow. Underneath is a large text input area. Below the input area, it says '2000 characters lefts'. Further down, it says 'Kindly provide your mobile number or Email for follow up' above another text input field. At the bottom, there are two buttons: 'Previous' and 'Submit'.