



Change of Vehicle Registration Card Information

MOI Services Website

User Manual

Version Number:2.0



1. Access to the Service:

To access the service, go to **Traffic Services**, navigate to **Vehicles Services**, then select **Change of Vehicle Registration Card Information** service and click on **start service** button.

The screenshot displays the UAE Ministry of Interior services portal. At the top right, there is a search bar with the text "Search here in services" and a magnifying glass icon. Below the search bar, the "TRAFFIC SERVICES" section is highlighted. The navigation menu includes: Traffic Profile Services, Traffic Fines Services, Driving Licensing, Vehicles Services (highlighted with a red box), Traffic Accidents, Certificate Services, Other Services, and Public Services. On the left sidebar, the "Traffic Services" category is also highlighted with a red box. The main content area shows a grid of service cards. The card for "Change of Vehicle Registration Card Information" is highlighted with a red box. Each card includes an icon, the service name, and a "Start Service" button. The grid is paginated with buttons for "1" and "2".



2. Service Steps:

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

Change of Vehicle Registration Card Information

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
30%

Traffic No. 1070035002

Search Options

Select one of the following plate numbers:

Filter by plate number

FORD - TAURUS

13 47543

FORD - EDGE

14 94430

Showing 2 of 2 Plates

2. Select **Emirate/Region** related to your address then Select receiving method from **receive by** list which include the following options:
 1. Electronic Driving License Card (No Delivery)
 2. Print From Self Services Machines
 3. Courier Service

You have no restrictions preventing you from proceeding in the application. To continue and calculate total amount, press "Next" button.

Please specify how to receive the new vehicle registration card.

Emirate/Region * Abu Dhabi

Receive by * Please Select

Please Select

Electronic Card (No Delivery)

Print From Self Service Machines

Courier Service

Next



2.1. If you selected **Electronic Card** option, no further details will be requested from you, click on **Next** button to move to the next step.

Please specify how to receive the new vehicle registration card.

Emirate/Region *

Receive by *

i You can access your digital registration card from the service 'Vehicle Details' on your Dashboard or services menu. The digital copy will be ready after complete transaction.
Note: You can print the digital card anytime without any additional charges.

Next

2.2. If you selected **Print from Self Services Machines** option, no further details will be requested from you, click on **Next** button to move to the next

Please specify how to receive the new vehicle registration card.

Emirate/Region *

Receive by *

i You can print your vehicle registration card by yourself at any self service machine (Kiosk)

Next



2.3. If you selected **Courier Service** option, you need to select **delivery company**, select address from your saved addresses or add new one, then click on **Next** button.

Restrictions Service Fees Payment Gateway

You have no restrictions preventing you from proceeding in the application. To continue and calculate total amount, press "Next" button. i

Please specify how to receive the new vehicle registration card.

Emirate/Region * Abu Dhabi ▾

Receive by * Courier Service ▾

i Will be delivered vehicle registration card within 72 hours (Addresses inside UAE only).

Delivery Company * TRAFFIC AND PATROLS DEPT. ▾

Address * Address Test test, Test test, City, 1234... ▾

Address
Test test, Test test, City, 1234567867, Abu Dhabi
Mobile Number: 0567876556
[Update Address](#) | [+ Add New Address](#)

Next



3. Service fees will be viewed as shown below, click on **Next** button.

Restrictions **Service Fees** Payment Gateway

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

Next

4. The confirmation message described below will appear click **YES** to move to the payment gateway.

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, then click on Pay button to complete payment process.

The screenshot shows the 'Summary' page of the Abu Dhabi Pay payment gateway. At the top left is the logo for 'سداد أبوظبي Abu Dhabi Pay'. The main heading is 'Summary'. Below this is a table with the following details:

Payment to	Ministry of Interior
Transaction Amount	AED 115.00
Service Fees	AED 3.00
Total Amount	AED 118.00

Below the table is the 'Choose Payment Method' section, which features a 'DigitalWallet' option with a 'Change' link. At the bottom of the screen are two buttons: 'Cancel' and 'Pay'. The 'Pay' button is highlighted with a red border.


6. Add your rating of the service through the customer pulse survey screens.

The screenshot shows a 'Customer Pulse Survey' window. At the top left is the United Arab Emirates emblem. At the top right is the 'نبيض المتعامل' (Customer Pulse) logo and the text 'CUSTOMER PULSE'. Below the logo is a language selector set to 'English'. The main heading is 'Customer Pulse Survey'. The survey question is 'Overall, how satisfied are you about the Website? *'. Below the question is a rating scale consisting of seven stars. The first star is selected, and the text 'Extremely Dissatisfied' is positioned below the first star, while 'Extremely Satisfied' is positioned below the seventh star. At the bottom center is a 'Next' button.





7. The transaction has been successfully completed; payment details and new registration card will be displayed as shown below.

Payment Gateway Result
08/10/2024





Payment has been done successfully ✓


Download Receipt
 File Size: 1 MB
 11111111111
 115 AED



Download Certificate
 File Size: 1 MB

Traffic Number	Application Number	Total Amount
1980200147	1646	115 AED
Payment ID		
100202428232128030		






Click to see
the other
side



Zoom



File Size: 350
KB