

## Frequently Asked Questions RTA Commercial eWallet Service

**Q. What is the Commercial eWallet Service?** It's a new debit account service that is within RTA. Companies can load money into their eWallet account and use the money in the account as a new payment mode, to pay for RTA services instead of using cash or credit cards.

**Q. How does it work?** A company logs onto [www.nol.ae](http://www.nol.ae) and establishes a debit account. The company then logs on and selects what services they want to use the eWallet to pay for. At present the eWallet payment mode can only be used to pay for Licensing Agency services, such as vehicle registration renewal or fine payment. Importantly the company locks payments from the account to their company Traffic File. When the money amount in the account is low the company can load more value into the account Online.

**Q. What are the benefits of the service?** It means cash, debit or credit card payments are not needed for individual payments. It allows means that payments from the account are locked to company products, like renewal of the company's vehicle registration, so there is little chance that fraud will occur. The payment happens as an internal fund transfer within RTA. All the transactions are tracked and an Online transaction statement is available to companies. The payment transfer occurs at the time of the transaction and the amount is always right.

**Q. What payments can I use the service for?** At this stage any Licensing Agency service, which mainly involve vehicles and driver's licenses. In time companies will be able to use the account for a wide range of RTA payments. Payments from the account can be used of the Licensing Agency's online channel as well as at RTA Customer Service Centres.

**Q. When does it start?** The Commercial eWallet service starts in early February 2013.

**Q. How do I establish an eWallet account & how long does it take?** It takes about 10 minutes to apply Online for the account at [www.nol.ae](http://www.nol.ae) which will be established within 2 working days. Linking the account to Licensing Agency services takes only a few minutes. Then load value into the account which also takes only minutes and its ready to use.

**Q. How do I load money into the account?** You can load money into the account from a Bank Transfer or a credit card.

**Q. What are the costs associated with the service?** There are no costs to setting up the account or using it. The cost of various Licensing Agency service are the same regardless of whether the eWallet service is used.

**Q. If I close my account can I have my money back?** Yes if you have more than \*\*\* in your account. You would need to apply for a refund when you apply to cancel your account.

**Q. Is it compulsory that my company must have an eWallet account?** No. It's a new service option to make doing business with the RTA easier.



**Q. How does the service reduce fraud?** Once a company locks payments from their eWallet account to the company's Traffic File within the Licensing Agency, payments cannot be made for any other service or another Traffic File. If a company has more than 1 Traffic File, that's ok, but the company must select the Traffic Files they want to use the eWallet payments for.

**Q. If the company has an eWallet account can we still use a credit card when we want?** Yes, this is your choice.

**Q. What is the maximum amount of money I can have in my account?** There is no limit to the amount of money a company can have in their eWallet account. The service is designed to cater for the owners of very large vehicle fleets.

**Q. What happens if there is no money in the account can I still do transactions?** No. The transaction will be rejected. The service will send an automatic alert to the company when the account value is low. The email will notify the company to add money to their account.

**Q. Will it be compulsory to use RTA's Online service for some transactions?** Yes. Some transactions such as the renewal of a commercial vehicle registration will not be available in RTA centres in the future. Companies can use the Licensing Agency's Online renewal service for this transaction and choose to pay using either their credit card or the eWallet service.

**Q. When will using the RTA's Online service become compulsory?** For renewal of commercial vehicle registration it is expected to be compulsory in 2013.

End

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