

Key Fact Statement



du Pay Transaction Limits

Last updated: 10 January 2025

Activity	Per transaction limit (AED)	Daily limit (AED)	Monthly limit (AED)
Add funds via UAE issued Debit / Prepaid card	10,000	10,000	25,000
Add funds via Kiosk	2,500	5,000	15,000
Add funds via Bank account	25,000	25,000	25,000
International money transfer	25,000	25,000	25,000
Send money to UAE mobile number	5,000	5,000	25,000
Send money to UAE bank account	10,000	10,000	25,000
Receive money to du Pay account	5,000	5,000	25,000
Bill payments	10,000	10,000	25,000
Cardless cash withdrawal	5,000	5,000	25,000
Ecommerce Purchase (Card)	5,000	5,000	25,000
POS Purchase (Card)	10,000	25,000	25,000
ATM withdrawal (Card)	5,000	5,000	25,000

If you'd like to increase the limits, please call our customer support team at 80038729 (800dupay)

du Pay Transaction Fees

Last updated: 10 January 2025

Sr. No	Area	Item	Description	Charges (5% VAT applicable on the fees)
1	Add funds	Adding funds / cash in	Adding funds into du Pay wallet via Bank account, Kiosk or Card	No charge
2	Cross Border Transfer	International Money Transfer (IMT)	Send money to bank accounts, mobile wallets and Cash-pick up in other countries	Varies by country and amount. Refer to the app for real-time exchange rates.
3	Cross Border Transfer	IMT - Transaction cancellation	Customer initiating the IMT transaction cancellation after transaction completion	IMT transactions cannot be cancelled if the funds are delivered to the beneficiary bank account/ mobile wallet. Cash pick-up transactions can be cancelled at zero fee if the beneficiary has not collected the cash.
4	Local Transfer	P2P transfer	Send money to du Pay accounts of other contacts in the UAE	No charge
5	Local Transfer	Domestic bank transfer	Send money to bank accounts within UAE	AED 2.00 per transfer
6	Recharge	du prepaid	du mobile recharge	No charge
7	Bill Payment	du postpaid	du postpaid bill payment	No charge
8	Recharge	Etisalat prepaid	Etisalat prepaid recharge	No charge
9	Bill Payment	Etisalat postpaid	Etisalat postpaid bill payment	No charge
10	Recharge	Salik	Salik toll recharge	No charge
11	Recharge	NOL	NOL transportation card recharge	No charge
12	Bill Payment	Abu Dhabi Distribution Company (ADDC)	ADDC utility bill payment	No charge
13	Bill Payment	Al Ain Distribution Company (AADC)	AADC utility bill payment	No charge
14	Bill Payment	Etihad Water & Electricity	Etihad Water & Electricity utility bill payment	No charge
15	Bill Payment	Ajman Sewerage	Ajman Sewerage utility bill payment	AED 2.00 will be deducted by the biller from the bill payment amount.
17	Bill Payment	The Federal Electricity and Water Authority (FEWA)	The Federal Electricity and Water Authority (FEWA) bill payment	AED 3.00 will be deducted by the biller from the bill payment amount.
18	Bill Payment	Dubai Police	Fine payments	No charge
19	Service	Cash-out without card	Card less cash withdrawal from Emirates NBD ATM	No charge
20	Card	Physical Card order	Placing the order for a physical card	AED 25.00
21	Card	Domestic card payments	Payments via du Pay card within the UAE	No charge
22	Card	International card payments	Payments via du Pay card outside of the UAE	Foreign transaction fee based on the exchange rate
23	Card	Cash-out with card	Cash withdrawal from the ATM of any bank (domestic or International)	As per the respective bank
24	Card	Digital Card replacement	Replacement of the digital card	AED 5

Important Information

- Keep your account credentials, including PINs, passwords, and login details, secure at all times to prevent misuse or fraud.
- The Terms and Conditions for Wallet Services (including any relevant applications and documents) must be read and adhered to in conjunction with this document.
- du Pay may deduct any applicable fees, charges, or commissions related to the services provided. These charges will be communicated to you as per the announced rates.
- For enquiries, assistance, or complaints, you can contact du Pay through the app or by visiting our website.
- Customers are required to keep their profile and documents updated on the app. Failure to do so may result in restrictions, suspension, or closure of the wallet.
- du Pay reserves the right to amend its Terms and Conditions for Wallet Services (including any relevant applications and documents) by providing notice in accordance with applicable laws.

Warning

- du Pay may restrict or suspend wallet services if account activity is deemed unsatisfactory or if compliance with UAE regulations is not met.
- If fraudulent or unauthorized activity is detected on your wallet, du Pay reserves the right to take necessary actions, including restricting or closing your account.
- Repeated payment failures or misuse of services may result in wallet suspension or closure.
- du Pay reserves the right to debit any wallet balance toward settling outstanding dues or charges incurred due to misuse or failed transactions, as per its terms and conditions.