

Last updated: 30 Jun 2026

du Pay Transaction Limits

Maximum wallet balance allowed in AED	150,000
Wallet Credit limit (Monthly) in AED	25,000
Wallet Debit limit (Monthly) in AED	25,000
Maximum amount per transaction in AED * except for the below specific transactions	25,000
• Add funds via card	10,000
• Cash in via kiosk	2,500
• ATM card withdrawal	5,000
• Cardless cash withdrawal	5,000
• Card Ecommerce transactions	5,000
• Card POS transactions	10,000
• Remittance limits	25,000
It also varies based on beneficiary bank/ wallet or remittance partner	

These are default limits for customers registering on du Pay. **Your limits are also visible on the du Pay app within Manage > My Limits.**

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

du Pay Transaction Fees

Services	Detail	Fee / Charges (5% VAT applicable on the fees)
Account	Registration	No charge
	IBAN	No charge
Add funds	via Bank account	No charge
	via Card	No charge
	via Kiosk	No charge until Aug 31, 2026 Effective Sep 1, 2026, following charges will apply: <ul style="list-style-type: none"> Up to 3 transactions per month: Free 4-5 transactions per month: AED 1.9 per transaction 6+ transactions per month: AED 2.86 per transaction This fee (+VAT) will be deducted from the amount cashed in via kiosk
International Money Transfer (IMT)	International Money Transfer	Varies by country, mode and amount. Refer to the app for real-time exchange rates and fees.
	International Money Transfer cancellation	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.
Local Transfer	UAE mobile number	No charge
	Domestic bank transfer	AED 4.00
Recharge / Bill Payment	du prepaid	No charge
	du postpaid	No charge
	Etisalat prepaid	No charge
	Etisalat postpaid	No charge
	Salik	No charge
	NOL	No charge
	Abu Dhabi Distribution Company (ADDC)	No charge

	Al Ain Distribution Company (AADC)	No charge
	Etihad Water & Electricity	No charge
	Ajman Sewerage	AED 2.00 will be deducted by the biller from the bill payment amount.
	The Federal Electricity and Water Authority (FEWA)	AED 3.00 will be deducted by the biller from the bill payment amount.
	Dubai Police	No charge
Card-less Cash Withdrawal	ATM withdrawal without card	No charge until Aug 31, 2026 AED 2.00 effective Sep 1, 2026
Card	Digital Card Order	No charge
	Digital Card replacement	AED 5.00
	Physical Card order	AED 25.00
	Physical Card reissue	AED 25.00
	Domestic card payments	No charge
	International card payments	Foreign transaction fee based on the exchange rate
	ATM withdrawal with card	AED 2.00 within the UAE AED 20.00 outside the UAE
	Third party wallet top up	No charge until Aug 31, 2026 Effective Sep 1, 2026, charge will be 0.5% of value or AED 1, whichever is higher

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.