UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE

الإمارات العربية المتحدة
وزارة الطاقـــــــة والبنيـــــــة التحتيـــــة
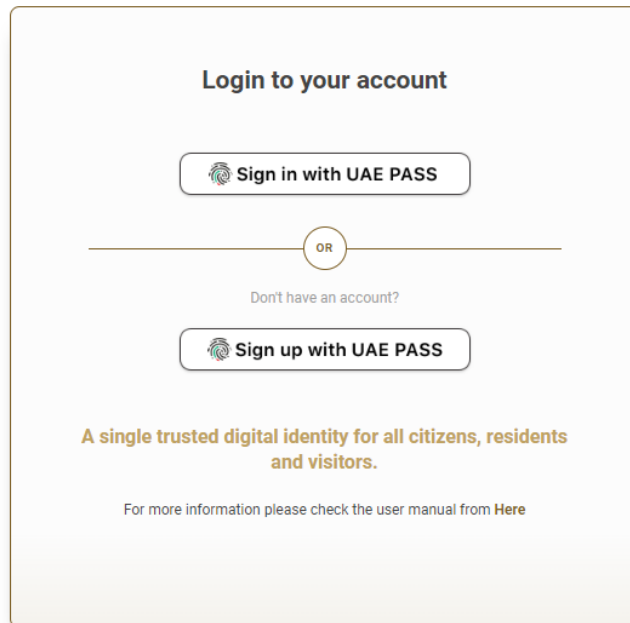
User Manual

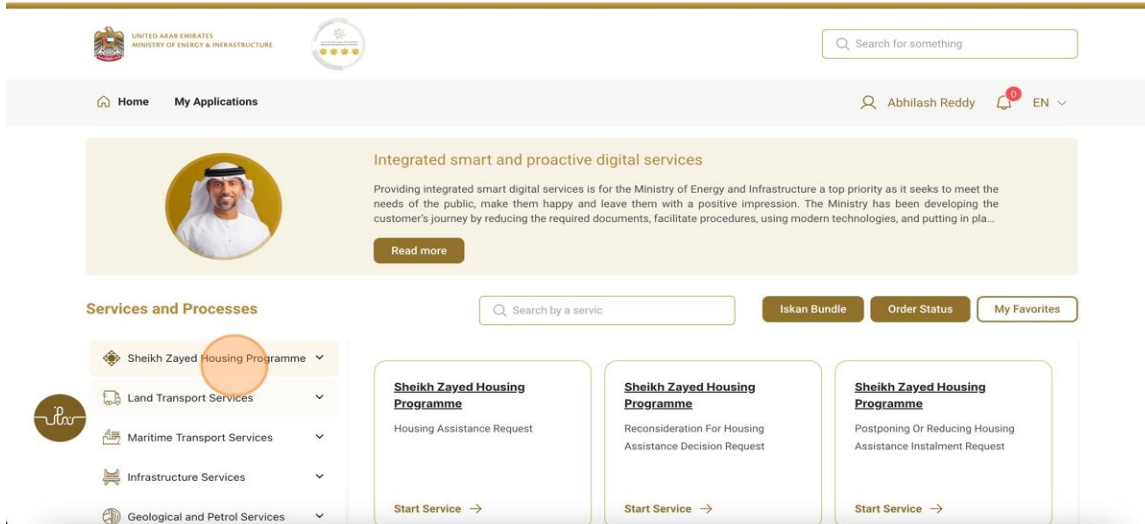# Housing assistance loan exemption Request

3.2 V

2025

1. **Open MOEI website:** https://www.moei.gov.ae

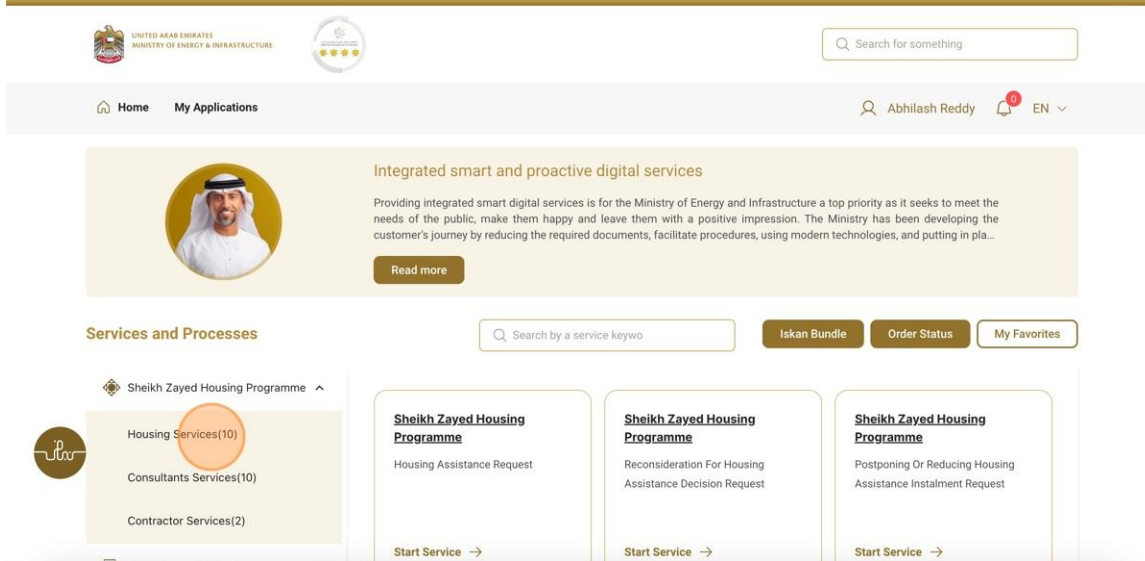2. **Click on "LOGIN" on the header**
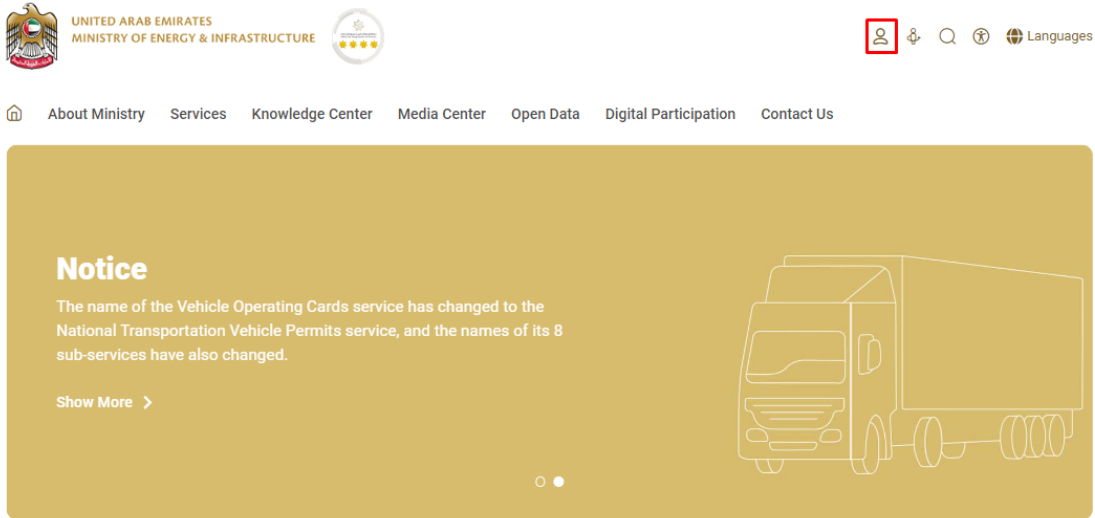
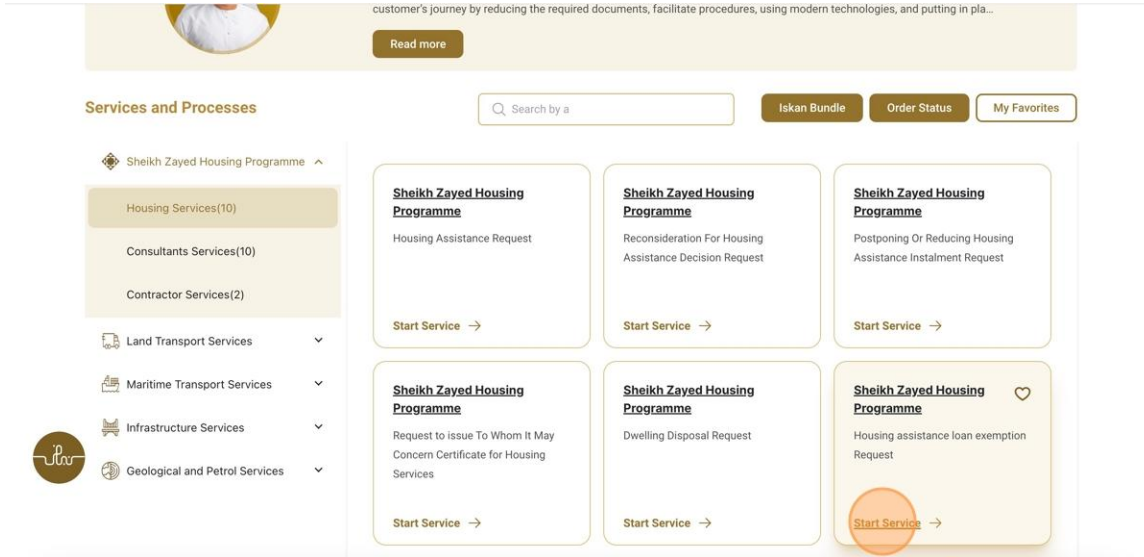3. **Then it will redirect you to the Login page, you can login using UAE PASS.**

4. **After Successful login, Beneficiary will be navigated to the page where they can view all the Services**
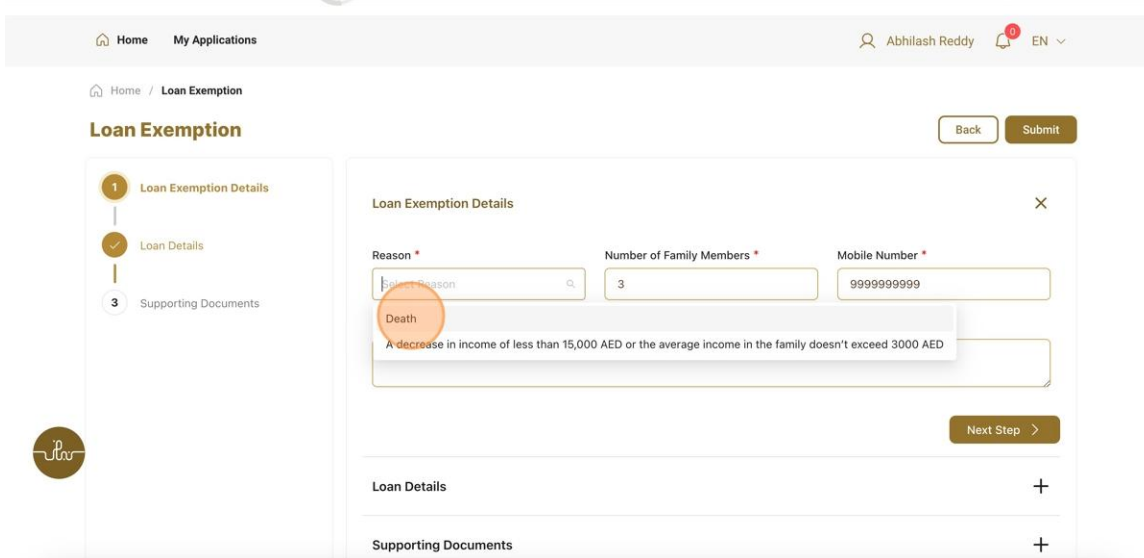

5. **Click here to open the Housing services**

6. Click here to Start the Housing Assistance Loan Exemption Request Service

7. Click here to Select the Reason from the Dropdown

8. **Click here to enter the Remarks**

9. **Click here to go to Next Step**

10. Click here to view the loan details

Loan Details

✓ Loan Details

3 Supporting Documents

Loan Details   ✕

Loan Bank Name	Loan Account Number	Total Loan Amount
بنك رأس الخيمة الوطني	11240626001	800,000 AED
Loan Closure Date	Balance Amount	No. of EMIs Pending
28-Mar-2042	582,848 AED	209.36

‹ Previous Step   Next Step ›

Supporting Documents   +

The Ministry
About the ministry
About the minister
The UAE charter for Future Services
Customer happiness charter

Using the website
Sitemap
Disclaimer
Privacy policy
Terms and conditions
Accessibility

Information and support
Services catalogue
Media centre
Contact us
FAQ's

References
Regulations
Media kit
Abbreviations and glossary

📞 171   🟢 04-7771777
📞 Toll Free 800 6634

11. Click here to upload the file

3 Supporting Documents

Supporting Documents   ✕

A copy of beneficiary's death certificate *
⬆ Upload File

A picture of the estate Inventory *
⬆ Upload File

A copy of the beneficiary's record summary *
⬆ Upload File

A copy of the heir's power of attorney to initiate... *
⬆ Upload File

Real Estate ownership certificate and a valid commercia... *
⬆ Upload File

Document from the property ownership mechanism. *
⬆ Upload File

Certificate of commercial licenses from the Economic... *
⬆ Upload File

Certificate of proof of income of the deceased beneficiary...
⬆ Upload File

‹ Previous Step

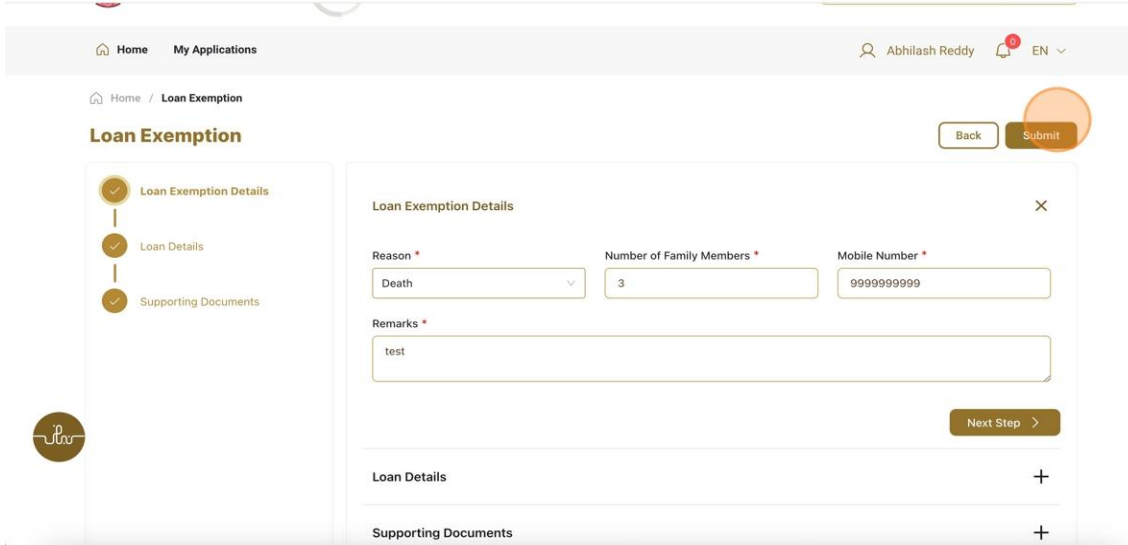**The Ministry**
About the ministry

Using the website
Sitemap

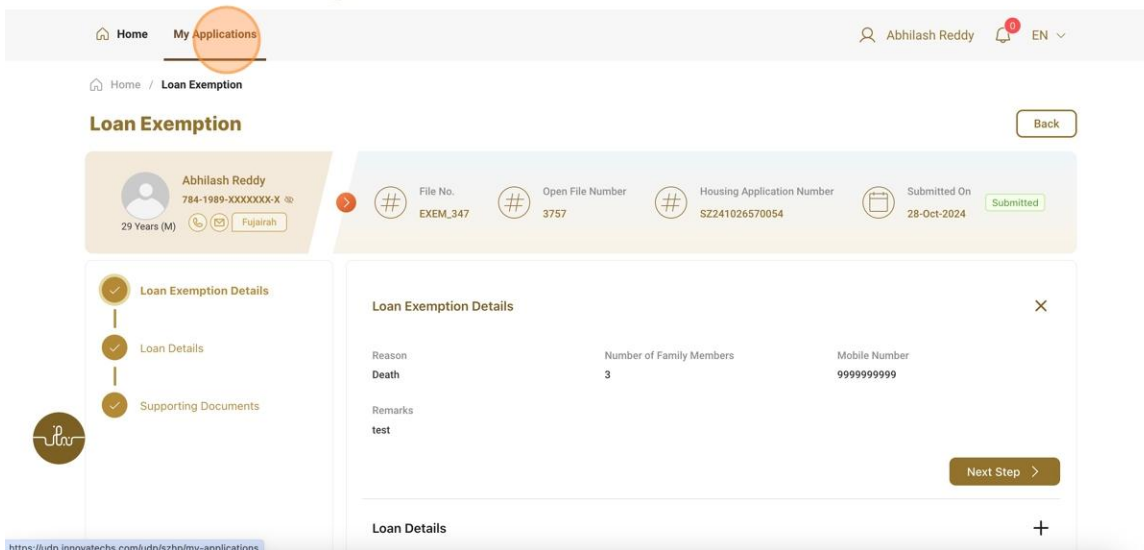**Information and support**

References
Regulations

12. Click here to Submit the Application

13. Click here on the My Applications where the user can view the Status of the Applications

14. Fill the satisfaction survey about the eService, when the following pop-up shows up: