



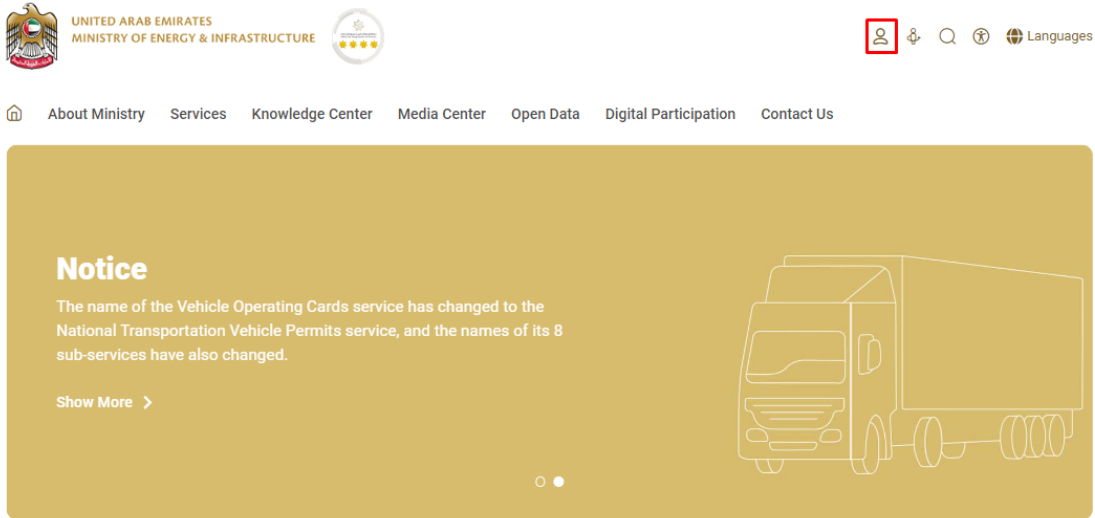
User Manual

Housing assistance loan exemption Request

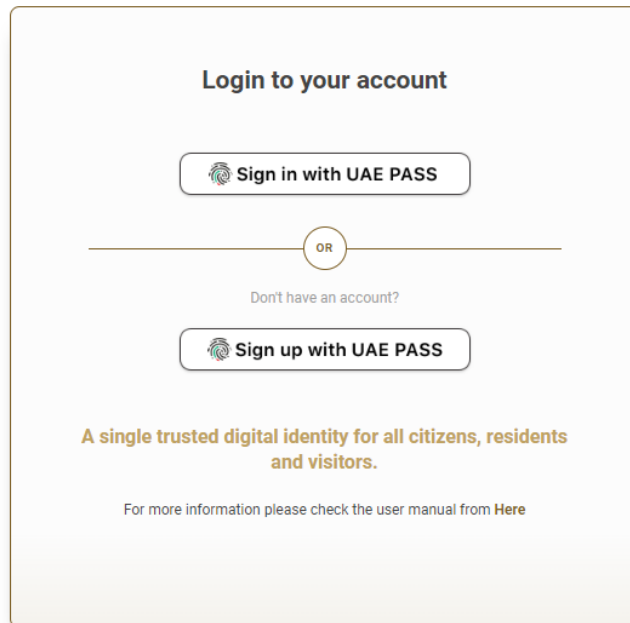
3.2 V

2025

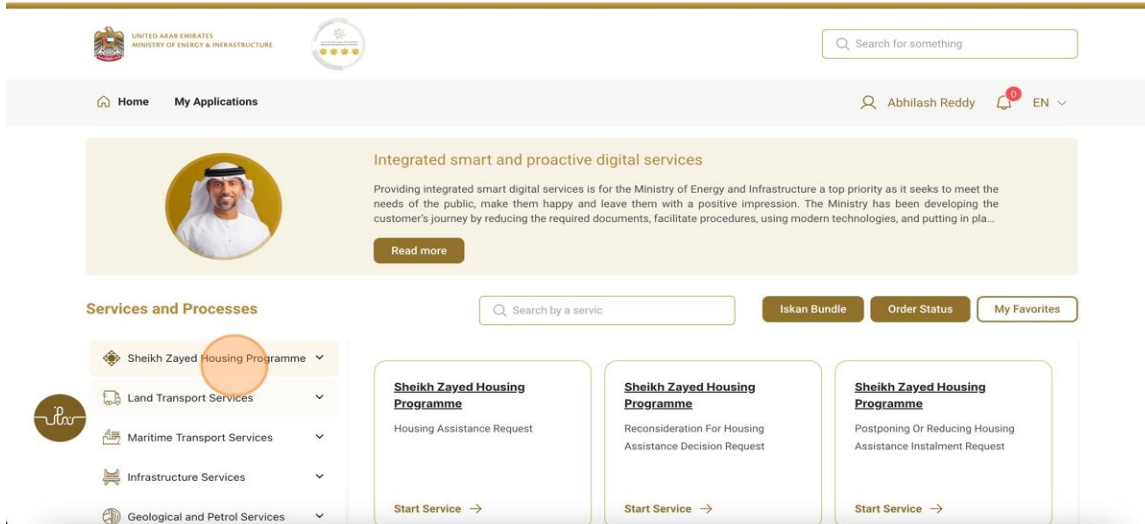
1. Open MOEI website: <https://www.moei.gov.ae>
2. Click on “LOGIN” on the header



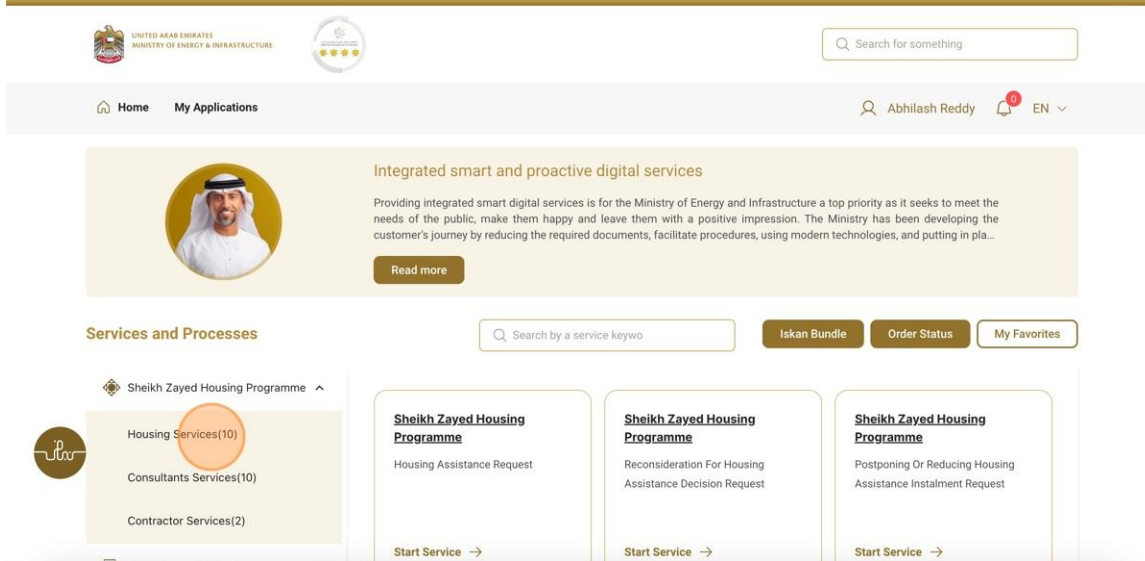
3. Then it will redirect you to the Login page, you can login using UAE PASS.



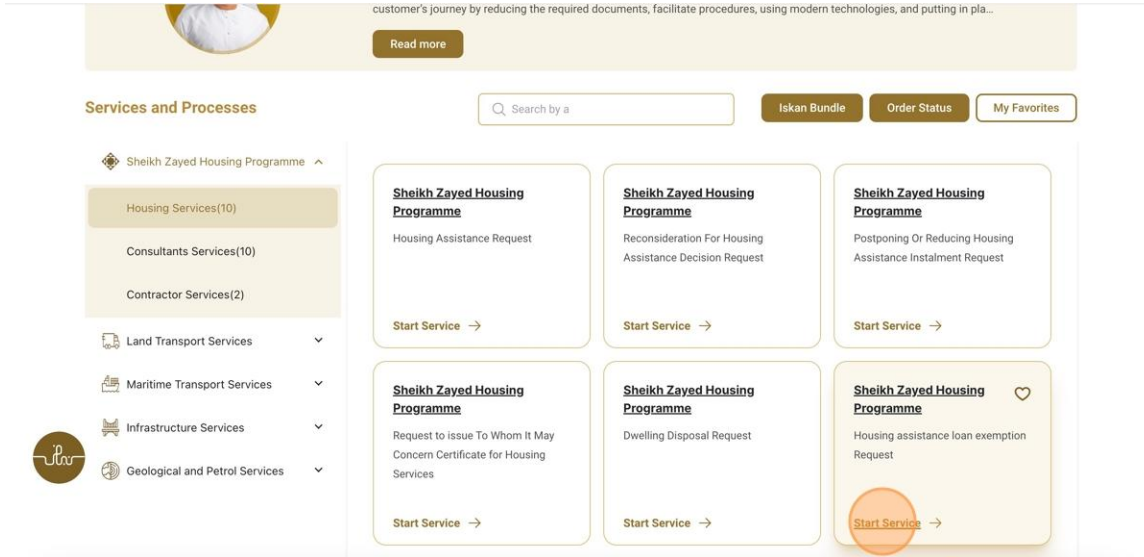
4. After Successful login, Beneficiary will be navigated to the page where they can view all the Services



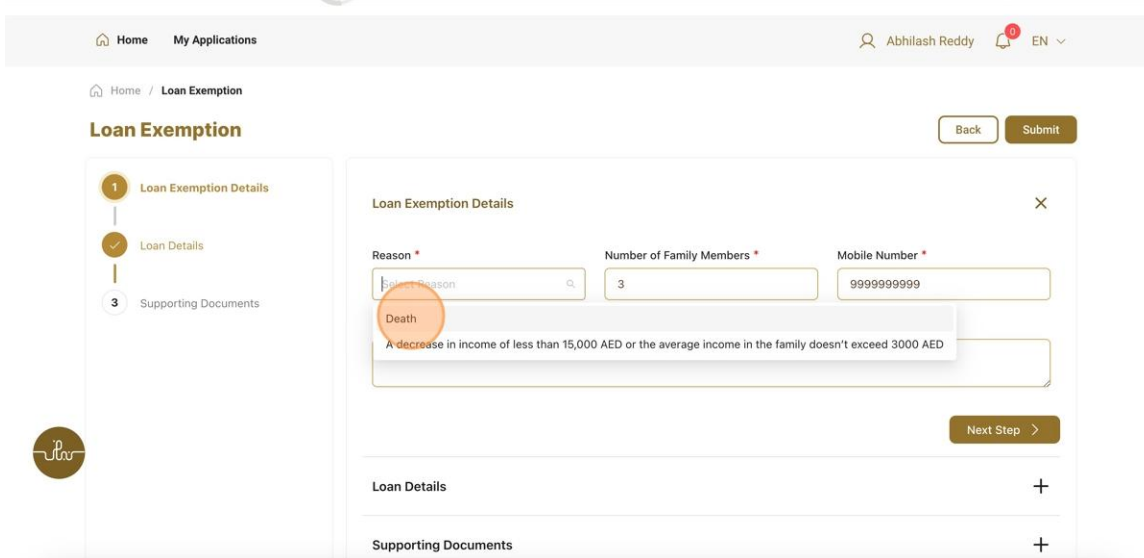
5. Click here to open the Housing services



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

The screenshot shows a web application interface for 'Loan Exemption'. At the top, there are navigation links for 'Home' and 'My Applications', and a user profile for 'Abhilash Reddy' with a notification bell icon showing '1' and a language dropdown set to 'EN'. Below the navigation is a breadcrumb trail: 'Home / Loan Exemption'. The main heading is 'Loan Exemption', with 'Back' and 'Submit' buttons to its right. On the left, a vertical sidebar contains three steps: '1 Loan Exemption Details' (highlighted with a gold circle), '2 Loan Details' (checked with a gold checkmark), and '3 Supporting Documents'. The main content area is titled 'Loan Exemption Details' and contains three input fields: 'Reason *' with a dropdown menu showing 'Death', 'Number of Family Members *' with the value '3', and 'Mobile Number *' with the value '9999999999'. Below these is a 'Remarks *' text area, which is highlighted with a large orange circle. At the bottom right of this section is a 'Next Step >' button. Below the main form are two expandable sections: 'Loan Details' and 'Supporting Documents', each with a '+' icon.

9. Click here to go to Next Step

This screenshot is identical to the previous one, showing the 'Loan Exemption' form. In this view, the 'Remarks' field contains the text 'test'. The 'Next Step >' button at the bottom right of the form is highlighted with a large orange circle, indicating the next action to be taken.

10. Click here to view the loan details

Loan Details

3 Supporting Documents

Loan Details
✕

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

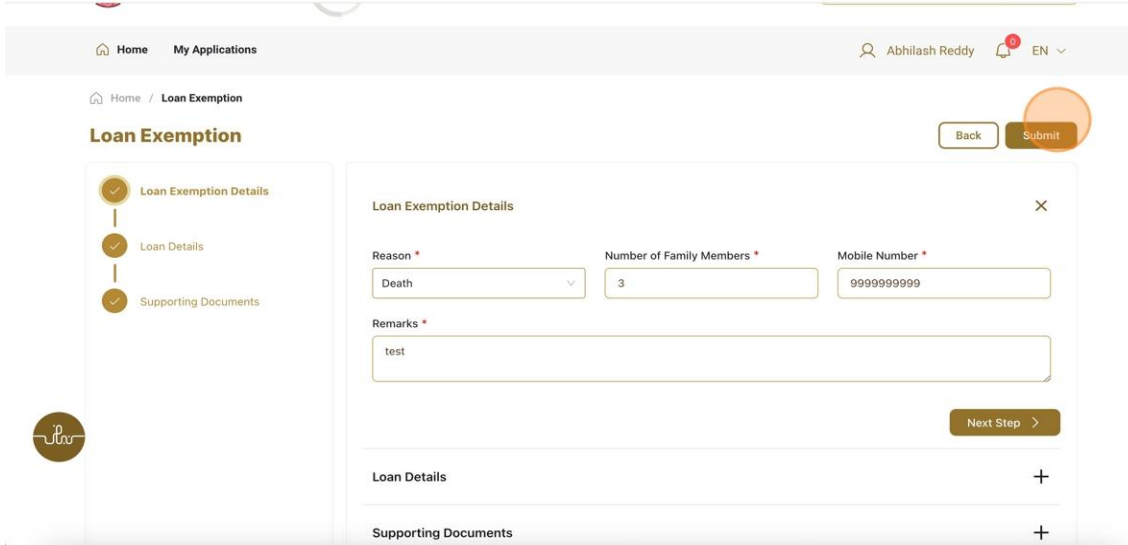
- Sitemap

Information and support

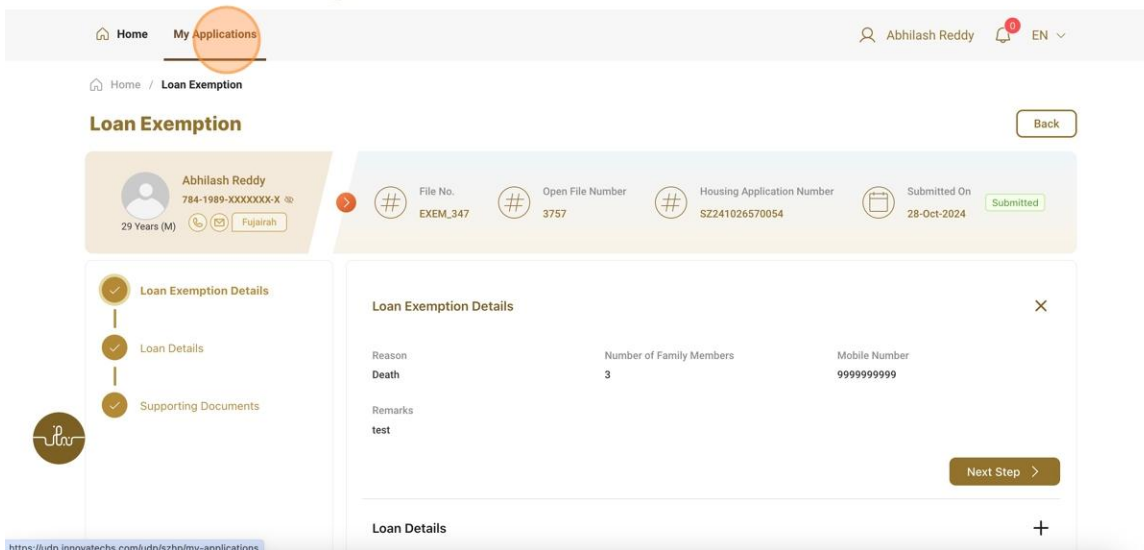
References

- 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:

Customer Pulse Survey

Based on your experience in getting the service. To what extent do you agree on the following statements?

	Extremely Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Extremely Agree
Availability & accuracy of Service information	★	★	★	★	★	★	★
Ease of Service accessibility in the Smart Application	★	★	★	★	★	★	★
Ease & Simplicity of Service Application Steps	★	★	★	★	★	★	★
Ease and Variety of payment options	★	★	★	★	★	★	★
Possibility of Service Status Tracking	★	★	★	★	★	★	★
Service Completion time was reasonable & within my expectations	★	★	★	★	★	★	★
Smart Application efficiency (no delays or errors in app)	★	★	★	★	★	★	★
Availability of Online Support	★	★	★	★	★	★	★

Previous Next

Customer Pulse Survey

Overall, how satisfied are you about the service? *

★ ★ ★ ★ ★ ★ ★

Extremely Dissatisfied Extremely Satisfied

Next