

# WIN WITH ADNOC WALLET



## Frequently Asked Questions (FAQ)

A. GENERAL INFORMATION		Response
1	What is the ADNOC Wallet promotion campaign?	The ADNOC Wallet promotion campaign is a special offer where customers can earn coupons for chances to win exciting prizes by using their ADNOC Wallet for transactions and top-ups.
2	How long does the promotion run?	From 2nd Dec till 27th January
3	Who is eligible to participate in this promotion?	All ADNOC Wallet users are eligible to participate in the promotion.
B. PARTICIPATION AND ENTRIES		
4	How do I enter the promotion?	You're automatically entered when you use your ADNOC Wallet for transactions or top it up during the promotion period.
5	What are the prizes I can win?	Prizes include weekly draws for AED 7,000 ADNOC Plus Cards and a mega draw for Chevrolet Tahoe LS and GMC Canyon 2.7T
6	How many coupons can I earn per week?	You can earn 1 coupon for every AED 100 spent using your ADNOC Wallet, up to a maximum of 10 coupons per week.
7	Is there a limit to the number of coupons I can earn through top-ups?	Yes, you can earn a maximum of 20 coupons for the entire campaign from top-ups.
8	How do I check my coupon balance?	You can check your coupon balance in the ADNOC app under the promotion section.
DRAWS AND WINNING		
9	When is the mega draw for the luxury cars?	The mega draw date will be announced towards the end of the promotion on 28th Jan 2025
10	When are the weekly draws held?	The weekly draws take place every Monday at 12:00 PM UAE time throughout the promotion period. Winners of the AED 7,000 ADNOC Plus Cards will be announced following each draw.
11	How will I be notified if I win?	Winners will be notified via the contact information provided in their ADNOC Wallet account (phone or email).
ADNOC WALLET USAGE		
12	Can I use my existing ADNOC Wallet for this promotion?	Yes, your existing ADNOC Wallet is eligible for the promotion.
13	Do I need to download a new app to participate?	No, you can use the existing ADNOC app. Just ensure it's updated to the latest version.



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		Response
14	What services can I pay for using ADNOC Wallet?	You can pay for fuel, Oasis store shopping, car wash, oil change, and LPG purchase (both online and onsite) at ADNOC stations.
15	How do I top up my ADNOC Wallet?	You can top up through the ADNOC app or at any ADNOC service station.
16	Are there any fees associated with using ADNOC Wallet?	There are no additional fees for using ADNOC Wallet.
<b>COUPONS AND REWARDS</b>		
17	What happens to my coupons if I don't win in a weekly draw?	Every week, new raffle coupons are added for the weekly draw, while the previous week's coupons are removed.
18	Can I transfer my coupons to another person?	No, coupons are non-transferable and linked to your ADNOC Wallet account.
<b>SECURITY AND ACCOUNT MANAGEMENT</b>		
19	How secure is ADNOC Wallet?	ADNOC Wallet uses advanced encryption and security measures to protect your information and transactions.
20	What should I do if I lose my phone with the ADNOC app?	Contact ADNOC customer support immediately to secure your account.
<b>USAGE AND AVAILABILITY</b>		
21	Can I use ADNOC Wallet at all ADNOC stations?	Yes, ADNOC Wallet is accepted at all ADNOC stations across the UAE.
<b>PRIZES AND REDEMPTION</b>		
22	How do I redeem my ADNOC Plus Card if I win?	Winners will receive instructions on how to redeem their ADNOC Plus Card upon notification of their win.
23	Are the luxury car prizes transferable or can they be exchanged for cash?	Typically, prizes are not transferable or exchangeable for cash.
<b>ODDS AND FAIRNESS</b>		
24	What are the odds of winning?	The odds of winning depend on the total number of entries. Each coupon represents one entry into the draw.



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EARNING COUPONS		Response
25	Is there a minimum spend required to earn coupons for weekly draw?	You earn 1 coupon for every AED 100 spent, so the minimum spend to earn a coupon is AED 100.
26	Can I earn coupons for non-fuel purchases at ADNOC stations?	Yes, all eligible purchases made using ADNOC Wallet at ADNOC stations can earn coupons.
TRANSACTION MANAGEMENT		
27	How do I check my transaction history on ADNOC Wallet?	You can view your transaction history in the ADNOC app under the Wallet or Transactions section.
28	What happens if there's an error in a transaction?	Contact ADNOC customer support with details of the transaction for assistance.
ELIGIBILITY AND RESTRICTIONS		
29	Can I participate if I'm not a UAE resident?	Only UAE residents with valid Emirates ID are eligible to participate in this promotion.
WINNER SELECTION AND NOTIFICATION		
30	What happens if a winner is unreachable?	ADNOC will make several attempts to contact winners. If unsuccessful, they may select an alternate winner as per the promotion's terms.
BUSINESS ACCOUNTS		
31	Can corporate or fleet accounts participate in this promotion?	The promotion campaign is only limited to individual accounts
SUPPORT		
32	How do I contact customer support for issues related to this promotion?	You can contact ADNOC customer support through the app, website, or by calling 800300
PRIZE USAGE		
33	Are there any restrictions on how I can use the AED 7,000 ADNOC Plus Card?	The ADNOC Plus Card can typically be used for both Fuel and Non Fuel purchases at any ADNOC stations in UAE. Check the card terms for any specific restrictions.
INTEGRATION WITH OTHER PROGRAMS		
34	Can I combine my ADNOC Rewards points with this promotion?	The promotion is separate from the regular ADNOC Rewards program. However, you may still earn regular points on your purchases.