

UNITED ARAB EMIRATES
MINISTRY OF FINANCE



الإمارات العربية المتحدة
وزارة المالية

User Guide for Submit inquiries about the Ministry's services

Process Flow

Customers can access the service through the Ministry of Finance portal at <https://mof.gov.ae/general-inquiries/> by selecting the Services option, as illustrated below:

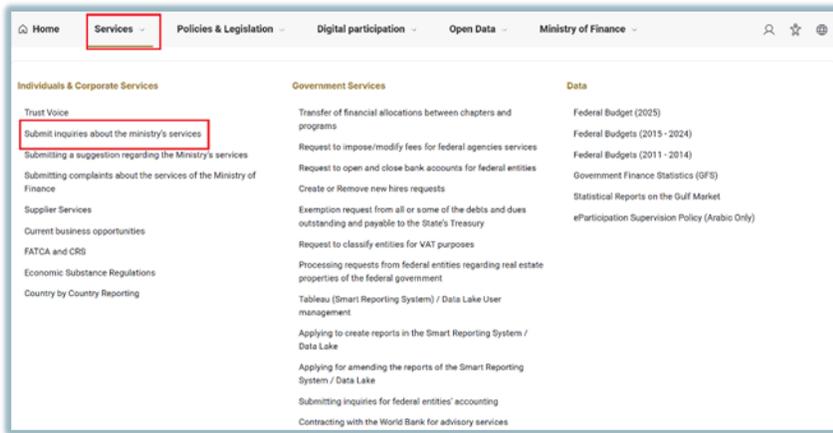


Figure 1: Services

New Inquiry

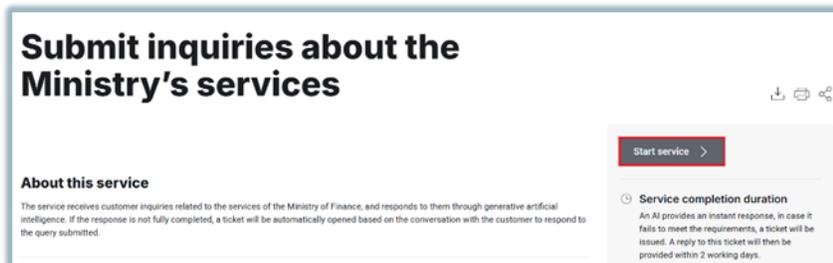


Figure 2: Start Service

After successfully logging in via the Digital Pass, the customer will reach the start page as shown in the image below.

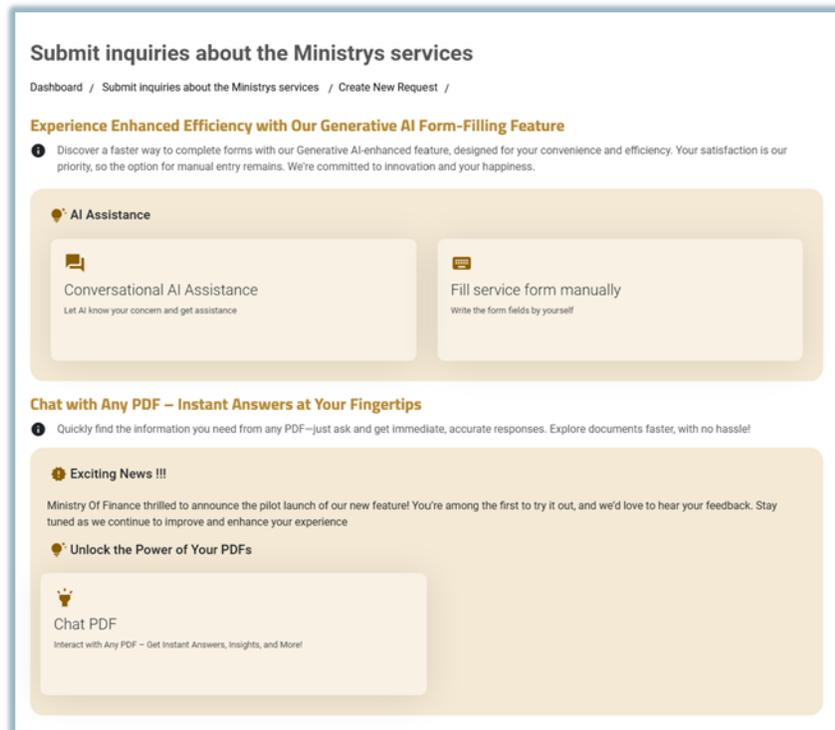


Figure 3: Home Page

Adding a New Inquiry

After a successful login, the user will be redirected directly to the dashboard page. Upon reaching the inquiry submission page, the customer is required to fill in only five essential details:

- Name
- Email Address
- Phone Number
- Inquiry Summary

Submit inquiries about the Ministrys services

Dashboard / Submit inquiries about the Ministrys services / Create New Request /

Progress Do you want AI Assistance?

100%

Name AHMED OSMAN JAMA

Email ahmedoj@hotmail.com

Mobile Number * 971502524562

Subject Subject

Inquiry Summary Inquiry Summary

Attachments

Select files...

Allowed file type: doc, docx, gif, jpeg, jpg, png, pdf, xls, xlsx

Maximum size for each file: 2MB

Max files allowed: 3

Submit Save as Draft

Figure 4: Inquiry Submission Page

Once the submission process is completed, the **Customer Pulse Survey** must be filled out as illustrated below.

Submit inquiries about the Ministrys services

REQ294145

Dashboard / Submit

United Arab Emirates

CUSTOMER PULSE

English

Customer Pulse Survey

Overall, how satisfied are you about the service? *

Extremely Dissatisfied Extremly Satisfied

Next

Figure 5: Customer Pulse Survey

Reviewing a Previous Inquiry

This can be done by logging in via Digital Identity, navigating to the Dashboard, and selecting Ongoing Requests to track the status of inquiries.

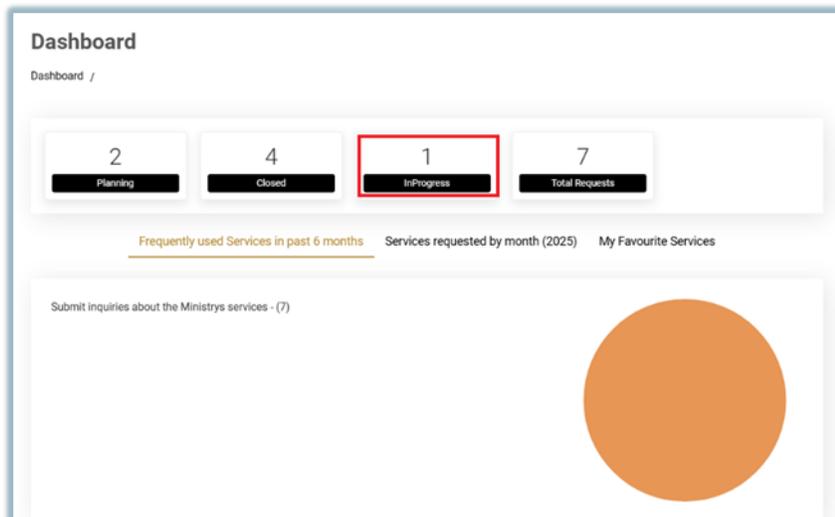


Figure 6: Reviewing a Previous Inquiry