



UNITED ARAB EMIRATES
MINISTRY OF COMMUNITY EMPOWERMENT

Guide

Digital Haslah

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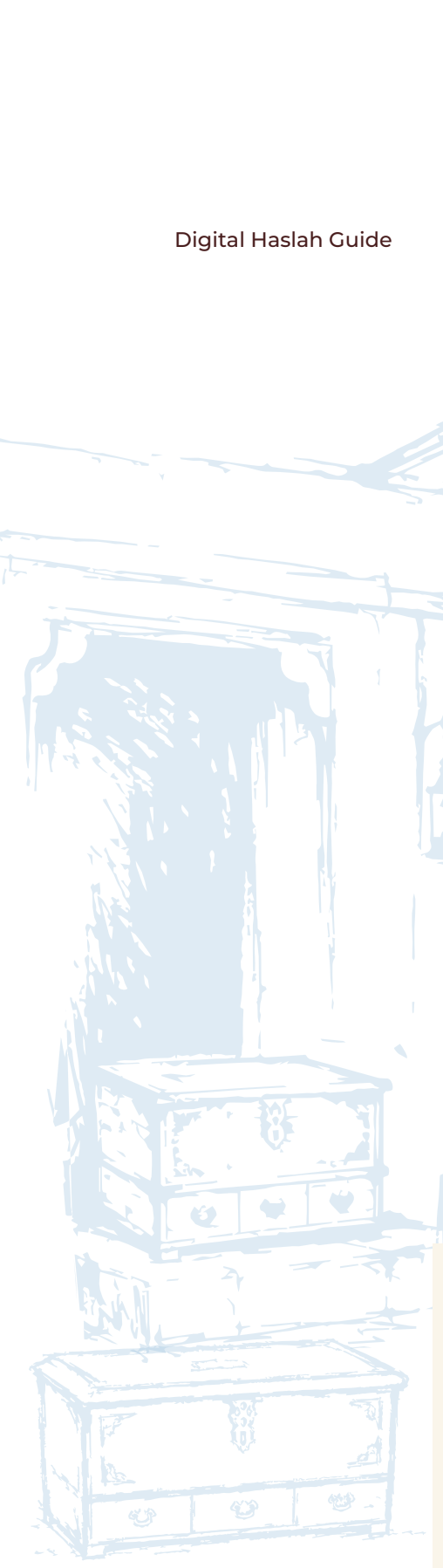


This guide is a **comprehensive reference for Digital Haslah**, bringing together essential information on how to use it and addressing the most frequently asked questions related to it. The information is presented in a clear and simplified manner to facilitate access to and use of the services and information available through Digital Haslah.

The guide introduces Digital Haslah, outlines the steps for using it, and addresses frequently asked questions, in addition to presenting key messages and important terms. It serves as a clear and practical reference that can be consulted whenever needed.

Digital Haslah is part of the Ministry of Community Empowerment's efforts to facilitate beneficiaries' access to information about their Inflation Allowance entitlements and enable them to track their balances and purchases easily and conveniently.

Digital Haslah



Digital Haslah

A More Flexible and Seamless Experience.. with Security and Privacy...

Digital Haslah is introduced for beneficiaries of the Inflation Allowance as a step toward a more seamless and intuitive digital experience, enabling beneficiaries to access their essential information anytime and from a single place.

Digital Haslah enables beneficiaries to view their balance, transaction history, and approved service providers, helping facilitate access to information, enhance the user experience, and reduce the need for traditional inquiries.

What Does Haslah Mean?

Haslah is a term from the Emirati dialect used to refer to a designated place for storing and preserving provisions and household necessities. The name was chosen to reflect the concept of safeguarding beneficiaries' entitlements, organizing them, and making them easily accessible.

What Does Digital Haslah Provide?



Digital Haslah operates using a **digital points system**, where each point represents one UAE Dirham, and beneficiaries can use the points to purchase approved goods or services.



Inflation Allowance beneficiaries can access their Digital Haslah and view its information through the Ministry's website.

Digital Haslah provides quick and clear answers about the Inflation Allowance and helps beneficiaries learn:

- ① The monthly allowance amount and available balance
- ② Spending and usage transactions.
- ③ Approved service providers.



Digital Haslah currently supports **food and fuel allowances**.



Inflation Allowance beneficiaries can use Digital Haslah to view the updated list of service providers.



Frequently Asked Questions



Frequently Asked Questions

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1 What is Digital Haslah?

A secure and user-friendly digital platform for Inflation Allowance beneficiaries that enables them to track the monthly allowance amount and available balance after each purchase, review purchase details, and identify newly approved service providers.

2 What is the purpose of Digital Haslah?

Digital Haslah aims to enhance the beneficiary experience for the Inflation Allowance by facilitating access to allowance and balance information, reviewing purchases, and identifying approved service providers. It provides a more seamless and secure digital experience while maintaining the simplicity of the current beneficiary journey.

3 What types of allowances does Digital Haslah currently support?

Digital Haslah currently supports food and fuel allowances. These allowances are tracked in the form of digital points, with each point representing a value in UAE dirhams that can be used for approved purchases.

4 Is Digital Haslah secure?

Digital Haslah is secure and can be accessed through the beneficiary's UAE PASS, helping protect beneficiary data and ensuring that Digital Haslah is managed in an organized and secure manner in accordance with the approved controls.

5 Does Digital Haslah need to be activated before use?

No, accessing Digital Haslah does not require any prior activation. It appears automatically on the beneficiary's page on the Ministry's website once the Inflation Allowance has been activated.

6 Does the beneficiary need to create a new account to Digital Haslah?

No, there is no need to create a new account. Once you are an Inflation Allowance beneficiary, you can access Digital Haslah through your page on the Ministry's website.

7 How are digital points calculated?

Digital points are calculated based on the allowances due to the beneficiary, with each digital point equivalent to one UAE Dirham.

8 Is the amount deducted automatically when a purchase is made?

Yes, the amount is deducted immediately upon completion of each purchase.

9 Has the allowance amount changed?

No, the allowance amounts, the method of calculating them, and the eligibility requirements have not changed.



Frequently Asked Questions

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- 10 Do I need to submit an application to benefit from the service providers?**
No. If you are an Inflation Allowance beneficiary, you can visit any of the approved service providers listed in Digital Haslah.
- 11 Has LuLu Hypermarket been removed as a food allowance provider?**
No. LuLu Hypermarket has not been removed as a food allowance provider. Beneficiaries can view the list of approved service providers through Digital Haslah, where any updates to the list will also appear directly.
- 12 Have new service providers been added for the food allowance?**
Yes. New service providers have been added for the food allowance, including Abu Dhabi Cooperative Society, Union Coop, and SPAR supermarkets across all Emirates. All Inflation Allowance beneficiaries can benefit from these providers.
- 13 Which entities are expected to join the Inflation Allowance service provider network in the future?**
The current list of service providers in Digital Haslah includes LuLu Hypermarket for the food allowance and ADNOC for the fuel allowance, in addition to the Meera Group, which includes Abu Dhabi Cooperative Society, Union Coop, and SPAR supermarkets for the food allowance. You can follow any developments or updates to the list of service providers through your Digital Haslah.
- 14 How can I check my Inflation Allowance balance?**
You can check your Inflation Allowance balance through Digital Haslah, which you can access by logging in to the Ministry of Community Empowerment's website and selecting Digital Haslah. Through Digital Haslah, you can view the monthly allowance amount, purchase history, and remaining balance.
- 15 Can I view the amounts that have been spent?**
Yes. Digital Haslah displays a record of the amounts spent and remaining, in addition to the monthly allowance amount due.
- 16 Will I receive notifications?**
No, no new notifications will be added. You can check the available balance in Digital Haslah and view your purchases through it.
- 17 What should I do if my balance does not appear in Digital Haslah?**
Please make sure that you are logged in correctly and using your UAE PASS. If the issue persists, you can contact the Contact Center at 800623.



Frequently Asked Questions

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- 18 Can the balance be used with all the providers listed in Digital Haslah?**
Yes. The balance can be used with the approved service providers listed in Digital Haslah.
- 19 Are There Any Fees for Using Digital Haslah?**
No. There are no fees for beneficiaries to use Digital Haslah.
- 20 Can the Inflation Allowance balance be transferred to another person?**
No. Digital Haslah is not a money transfer application; it is a tracking page only. A beneficiary may not transfer their Inflation Allowance balance to another person. The balance may only be used by the beneficiary in accordance with the approved controls.
- 21 Can the Inflation Allowance balance be withdrawn in cash?**
No. The Inflation Allowance balance cannot be withdrawn in cash. The points are credited to the UAE PASS, and the balance may only be used with approved service providers.
- 22 How can I know if a new service provider has been added?**
The list of service providers will be updated automatically in Digital Haslah.
- 23 Can I withdraw the amount from an ATM if I do not wish to use Digital Haslah?**
Digital Haslah is intended to provide information on your available balance and purchase transactions, as well as the approved service providers. It is not used for withdrawing funds. As an Inflation Allowance beneficiary, you cannot withdraw the amount, as it may only be used with approved service providers.
- 24 I am from one of the Emirates of the UAE. Can I benefit from an approved service provider in another Emirate?**
Yes. As long as you are an Inflation Allowance beneficiary, you can use approved service providers in any Emirate of the UAE.
- 25 Can I shop at branches of Abu Dhabi Cooperative Society, Union Coop, and SPAR supermarkets outside the Emirate of Abu Dhabi?**
Yes. Food Allowance beneficiaries can shop at branches of approved service providers across the Emirates.
- 26 What does Digital Haslah page display?**
Digital Haslah page displays the Food Allowance balance and Fuel Allowance balance, as well as purchase details, including the transaction date, service provider name, number of points used, and remaining balance, in addition to the list of approved service providers.



Frequently Asked Questions

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Can I track all transactions involving the use of my allowances?

Yes. The beneficiary's digital page displays a record of allowance transactions, including the purchase date, service provider name, points used, and remaining balance.

28

What Should I Do If I Encounter a Problem While Using Digital Haslah?

You can contact the Ministry through the Contact Center at 800623, or visit the nearest Ministry Customer Happiness Center.

29

Are Digital Haslah Services Available to All Social Welfare Beneficiaries?

Digital Haslah is available only to Inflation Allowance beneficiaries.

30

What Are the Eligibility Requirements for Using Digital Haslah?

You must be an Inflation Allowance beneficiary.

31

Does the Beneficiary Need to Submit a Separate Application to Activate Digital Haslah?

The beneficiary does not need to submit a separate application to use Digital Haslah services. As an Inflation Allowance beneficiary, you can log in to the Ministry's website using your UAE PASS to access Digital Haslah securely and easily.

32

How Can I Access Digital Haslah?

You can access Digital Haslah by logging in to the Ministry's website using your UAE PASS and then selecting "Digital Haslah."

33

Do I Need to Use My UAE PASS to Access Digital Haslah?

Accessing Digital Haslah requires the Inflation Allowance beneficiary to use UAE PASS or a temporary passcode sent to the mobile number registered with their identity.

34

Do I Need to Present My UAE PASS When Making a Purchase?

Yes. You must present your original and valid UAE PASS when making a purchase from an approved service provider.

35

How Can the Beneficiary Start Using Digital Haslah?

The beneficiary can start by logging in to their profile and viewing their Inflation Allowance information, including the purchasing mechanism with approved providers and access to their data. A page has been added to provide more information about the "monthly allowance amount, available balance, and purchase transactions carried out" through Digital Haslah by visiting the Ministry's website and logging in using UAE PASS.



Frequently Asked Questions

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What Steps Should Be Followed Before Using the Allowance with a Service Provider?

It is recommended to verify that the service provider is included in the approved list and review the available balance and entitlements through Digital Haslah before proceeding with the purchase.

37

When Is Digital Haslah Balance Updated?

Digital Haslah balance is updated on the first day of each month. The balance is recalculated and replenished in accordance with the monthly entitlement.

38

Is the Remaining Balance Carried Over and Accumulated at the Beginning of Each Month?

No. The remaining balance is not carried over to the following month. The balance is recalculated at the beginning of each month in accordance with the monthly entitlement.

39

Does the Balance Appear Immediately After Allowances Are Added or a Purchase Is Made?

Yes. Digital Haslah balance is updated immediately after allowances are added or any purchase is completed.

40

Can I Check the Available Balance in Digital Haslah Before Making a Purchase?

Yes. The beneficiary can check the available balance in Digital Haslah before making a purchase, either by logging in to the Ministry's website or through the sales person "cashier" at the store.

41

What Happens If the System Becomes Unavailable While a Transaction Is Being Processed?

The system is designed so that no amount is deducted from the beneficiary's balance until the purchase is completed and authenticated by both the Ministry and the service provider. If a system failure occurs while the transaction is being processed, the amount will not be deducted and the balance will remain unchanged. The service provider can retry the payment transaction once the system is restored.

42

What Should I Do If the Purchase Does Not Appear in the Transaction History?

Contact the Ministry through the Contact Center at 800623 or submit an inquiry through the Ministry's website.



Frequently Asked Questions

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43 What Should I Do If the Service Provider Declines to Process the Transaction?

A purchase may be declined by approved service providers if the product being purchased does not fall within the permitted food category. Non-permitted goods and products include electronics, all tobacco products, and gift cards. If the transaction is declined for this reason, please ensure that the requested products fall within the permitted food category and try again. Please also check the available balance in Digital Haslah before making the purchase.

44 What Should I Do If the Displayed Balance Is Incorrect?

Contact the Ministry through the Contact Center at 800623 or submit an inquiry through the Ministry's website.

45 What Happens If Points Are Deducted but the Purchase Is Not Completed?

The system is designed so that no amount is deducted until the purchase is completed and authenticated by both the Ministry and the service provider. Therefore, if the system becomes unavailable, the amount will not be deducted and the balance will remain unchanged. The service provider can submit another request to deduct the amount from the balance. If any issue arises in this regard, please contact the Ministry through the Contact Center at 800623 or submit an inquiry through the Ministry's website.

46 Does Digital Haslah Support Other Types of Allowances?

Digital Haslah provides access to information on the Food and Fuel Allowances, including the amounts disbursed under each.

47 I Am a Food Allowance Beneficiary. Can I Purchase Any Products I Want from Service Providers Approved by the Ministry?

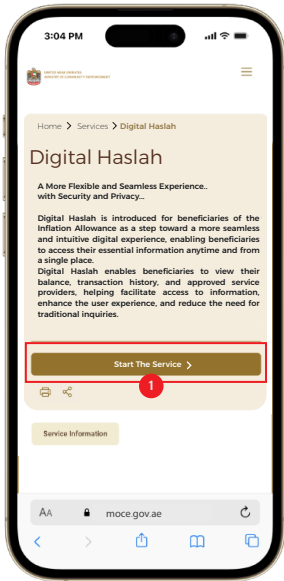
The Food Allowance is intended to help address inflation in the prices of essential goods. Purchases of tobacco products, digital cards, gift cards, and electronic devices will not be accepted. You may purchase other necessities that are excluded from the eligible items by separating them into a separate invoice and using another payment method.

Usage Steps



Usage Steps

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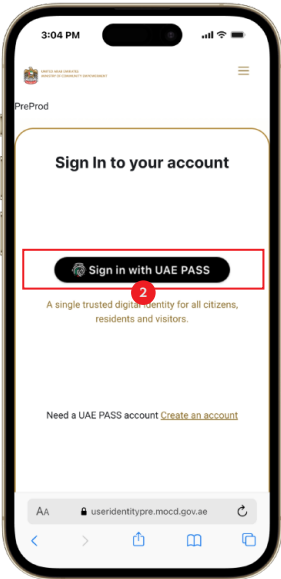
Enter the Ministry of Community Empowerment’s website

www.moce.gov.ae

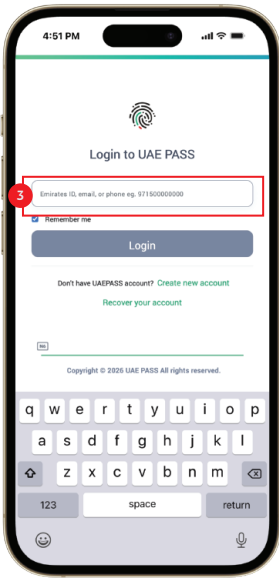
Select “Our Services”

and click “Digital Haslah” then start the service.

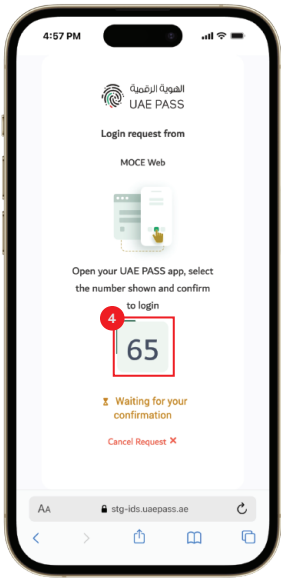
2 Login in using your **UAE PASS.**



3 Enter your UAE PASS number or the mobile number registered with your identity.



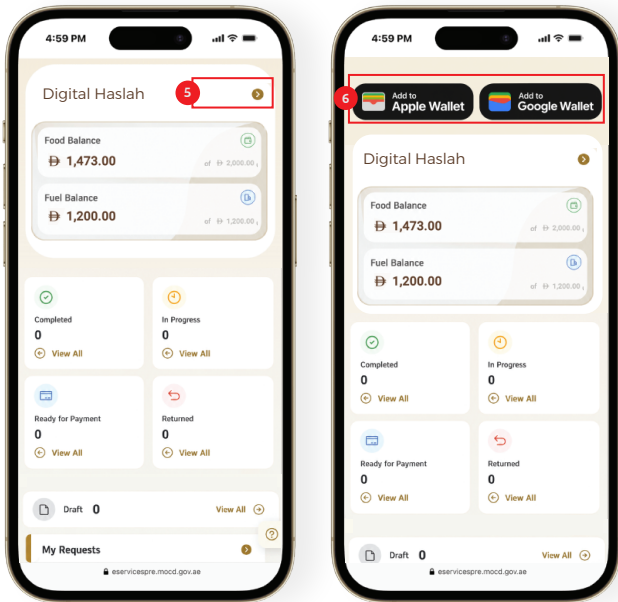
4 Open UAE PASS application on your device and enter the number displayed to complete the login.





Usage Steps

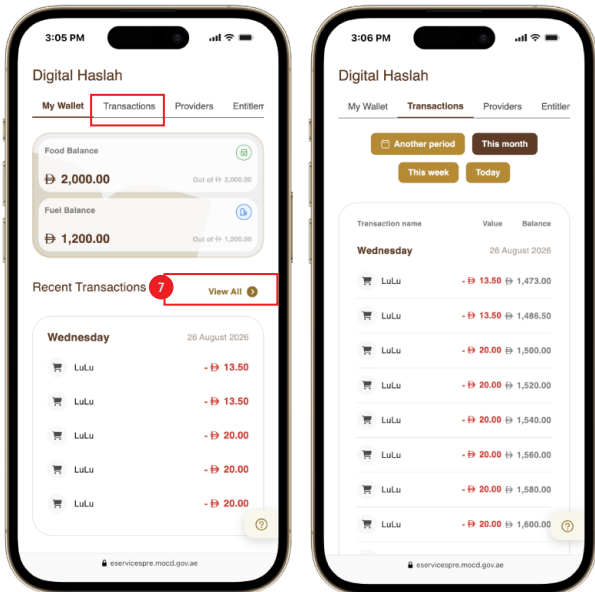
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The service homepage provides a summary of the Food and Fuel Allowance balances and an overview of the status of the activated services.

Click **“View Details”** Digital Haslah

Digital Haslah can be added to digital wallets for easy access and to receive notifications directly on your smart device through Apple Wallet or Google Wallet.



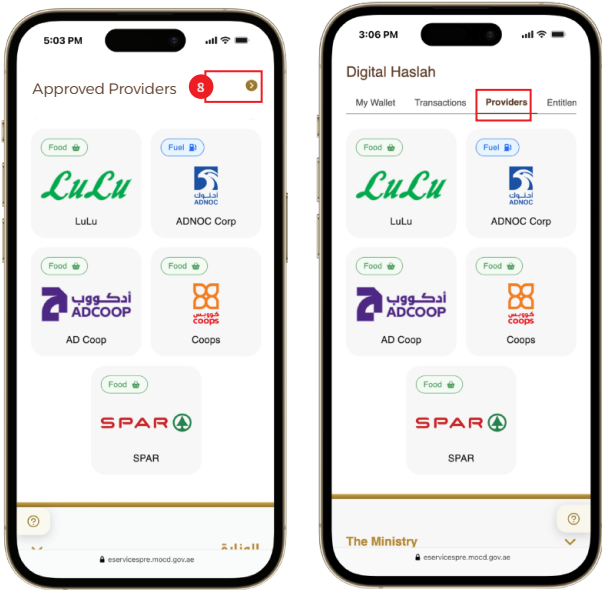
Digital Haslah page also displays a summary of purchase transactions under the **“My Wallet”** section.

Click **“View All”** or the **“Transactions”** section at the top to view the details.



Usage Steps

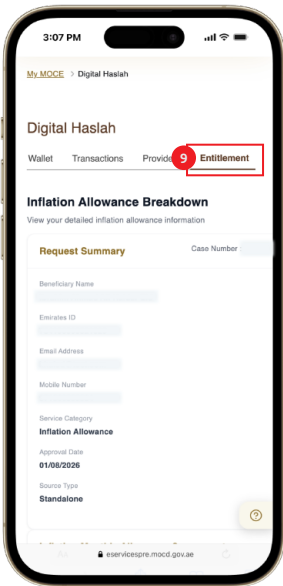
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Below the summary of recent transactions on Digital Haslah page, you can view a summary of the approved service providers.

Click **“View All”** or the **“Providers”** section at the top to view the details.



9

To view details of your entitlements and account information, including your approved monthly benefits and the calculation of family members, if applicable,

Click the **“My Allowances”** section at the top to view the details.

Key Messages

- Digital Haslah aims to enhance the beneficiary experience and provide more shopping options.
- Digital Haslah is a platform for managing Food and Fuel Allowances in an easy, secure, and transparent manner.
- Digital Haslah ensures privacy and transparency by enabling beneficiaries to view their balances, amounts disbursed, and remaining balances.
- Allowances are managed in the form of digital points, with each point representing a value in UAE dirhams that can be used for approved purchases.
- Allowances remain restricted to the approved purposes and categories in accordance with the Ministry's regulations.
- All approved service providers are listed on Digital Haslah, and any new provider will be added and announced through the Ministry's various platforms.
- There are no changes to the eligibility requirements or allowance amounts unless officially announced.
- The Contact Center and Customer Happiness Center staff across all Emirates are ready to support beneficiaries, answer inquiries, and address any technical issues.
- Digital Haslah can only be accessed through UAE PASS of the Inflation Allowance beneficiary.
- The Ministry continuously works to expand the service provider network to provide broader coverage for beneficiaries. Any updates to the service providers will appear in Digital Haslah. We are committed to providing a broader and more convenient service network for beneficiaries, and this remains an ongoing effort in collaboration with our partners.

Key Terms

Haslah

Haslah is a term used in the Emirati dialect to refer to a designated place for storing provisions, goods, and household necessities.

Digital Haslah

A digital platform for tracking approved allowances, enabling beneficiaries to view their balances and transactions and use their allowances with approved service providers.

Digital Points

A digital value representing approved allowances, which can be used for eligible purchases in accordance with the Ministry's regulations.

Approved Service Provider

An entity approved by the Ministry of Community Empowerment that enables beneficiaries to use their allowances.

Allowances

Amounts or benefits approved for beneficiaries under specific categories, including food and fuel.

Beneficiary Page

A digital page that enables beneficiaries to view their allowance balances, transaction history, service status, and approved service providers.



UNITED ARAB EMIRATES
MINISTRY OF COMMUNITY EMPOWERMENT



Official Website of the Ministry
of Community Empowerment

www.moce.gov.ae



Apply for the Inflation Support on
the Ministry of Community
Empowerment's Website

[https://www.moce.gov.ae/en/social-welfare
-program](https://www.moce.gov.ae/en/social-welfare-program)



Federal Decree-Law No. (23)
of 2024 on Social Support
and Empowerment



Cabinet Resolution No. (57) of 2025
Regarding the Executive Regulations
of Federal Decree by Law No. (23) of
2024 Regarding Social Support and
Empowerment



Cabinet Resolution No. (58)
of 2025 Regarding Inflation
Allowance

**For Inquiries
Please contact the
Unified Contact Center:
800623**