

# Top up each nol card at a minimum of AED 20 at metro ticket vending machines.



## 01 Why minimum AED20 top-up for nol card is set at the Ticket Vending Machines (TVM) in Dubai Metro Stations?

To help customers save time and enjoy smoother journeys, a minimum of AED20 is set for topping up each nol card at Ticket Vending Machines in Metro Stations.

## 02 When does the minimum top-up amount take effect at the Ticket Vending Machines (TVM) in Metro Stations?

Starting from 1st March 2025, the minimum top-up amount for each nol card is AED 20 at the Ticket Vending Machine (TVM) in all Metro Stations.

## 03 What if I have an urgent need to top-up my nol card less than AED 20?

To top-up less than AED 20, please use Nol Pay App, Solar Top-up machines at selected Bus Stops, Zoom stores or Ticket Vending Machines in Tram stations.

## 04 Does the minimum AED20 top-up for nol card apply to all payment methods at Ticket Vending Machines (TVM) in Metro Stations?

Yes, the minimum AED20 top-up amount at Ticket Vending Machines (TVM) applies to all payment methods including cash, credit cards, and other forms of payment.

## 05 Can I use a combination of payment methods to meet the minimum AED20 top-up amount?

No, each top-up transaction must be a single payment method at a minimum of AED20. Combining multiple payment methods to meet the minimum amount will not be accepted.

## 06 Is the minimum top-up amount also in effect at Dubai Tram Ticket Vending Machines(TVM)?

No, currently the minimum AED20 top-up for nol card applies only to the Ticket Vending Machines (TVM) in Dubai Metro Stations.

## 07 Will there be an exemption of minimum top-up requirement for senior citizens, students, people of determination or pregnant women?

We recognize the unique needs of eligible concession customers and pregnant women. Although the minimum top-up requirements apply, if you have a specific concern or challenge, please contact our station staff for assistance.

## 08 What if I buy a new nol card via the Ticket Vending Machine (TVM), do I still need to top up with AED 20 as minimum balance?

When you purchase a new nol card for AED25, it comes with an initial balance of AED19. If you wish to top up immediately after purchase or at any time thereafter, a minimum AED20 top-up applies.

## 09 Where can I find more information or assistance regarding the minimum top-up requirement?

For additional information or assistance, please visit RTA website [rta.ae](http://rta.ae) or contact RTA customer happiness centre at 800 9090.