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لخدمات الحجاج Pilgrims Services

# Navigating Nusuk FAQ- eWallet

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## FAQ 1: Are there any fees for topping up the eWallet?

The only applicable fees at the time of topping up your eWallet will be based on the payment method you use (e.g. Credit Card or Bank Transfer) and associated international transaction or foreign exchange rate fees.

## FAQ 2: What about the 1.5% processing fee?

There's a 1.5% processing fee for all transactions on Nusuk, whether you're buying a package or withdrawing funds (requesting a refund) from your wallet. When packages are available, their prices already include this fee. For example, if a package costs 50,000 SAR, that price covers the processing fee. If you have 50,000 SAR in your wallet and want to withdraw or get a refund, you'll receive slightly less due to the processing fee. So, if you asked for a full refund of 50,000 SAR, you'd get 49,250 SAR after the fee deduction.

## FAQ 3: Do I have time to make the payment once packages are released for purchase?

If you don't have sufficient funds in your eWallet to purchase your chosen package for the desired number of people, you won't be able to confirm your booking. Full payment must be made at the time of booking using your eWallet; there's no option to pay later, such as in 48 hours or 7 days. While you may be able to top up your wallet after packages are released, doing so could delay your booking process and potentially cause you to miss out on securing your preferred package. We strongly recommend ensuring you have enough money in your eWallet before packages are released to secure your spot for Hajj 2024.

## FAQ 4: How does one activate the e-wallet, and is a specific minimum amount required?

The e-wallet can be activated through a credit card or bank transfer payment. Testing its functionality by sending a small amount, such as 10SAR, is recommended to ensure it works smoothly. After confirming its functionality, you can top up gradually as needed.

## FAQ 5: If payment is initially made via bank transfer, can one later switch to card payment or vice versa?

Yes.

## FAQ 6: Can multiple people pay into the eWallet, and can different payment methods be used?

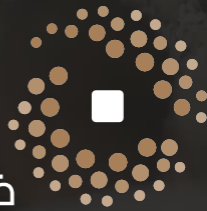
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