



DFM FAQs
How To Subscribe To A Rights Issue

حيث ملتقى السيولة
Connecting Liquidity

Any enquiries related to DFM Investor Services please contact: DFM Customer Services
T: +971 4 305 5555 (weekdays 8.00am – 3.00pm) or Email: customerservice@dfm.ae

DFM FAQs

How To Subscribe To A Rights Issue

Subscription Stage: TWO WAYS TO SUBSCRIBE

1. How do I subscribe to a Rights Issue?

There are 2 ways to subscribe:

1. In person at receiving Banks with your DFM Investor Number (NIN):
 - You need your DFM Investor Number to subscribe at the bank. (No proof of Investor Number required to show the Bank).
 - If you do not have your Investor Number with you, please call DFM Customer Services from your registered mobile number with the DFM to retrieve your DFM Investor Number (NIN) on +971 4 305 5555 (weekdays 8am – 3pm).
2. iVESTOR Cardholders can subscribe online via the DFM Website
Go to www.dfm.ae and click on the banner link live from the subscription period opening date.

To subscribe online, you will need to have the following:

1. A DFM Investor Number (NIN)
2. A DFM iVESTOR Card, which is activated and has sufficient funds plus
(Important Note: If you do not hold an iVESTOR card, you will not be able to subscribe online. You can subscribe in person at participating banks).
3. A DFM eServices Username & Password

SUBSCRIBING AT THE BANK

Important Notes:

- You will need your DFM Investor Number (NIN) to subscribe at the Bank. (No proof of Investor Number required to show the Bank).
- Individual investors can subscribe at all participating banks.
- Individuals / Sole Proprietorships / Institutions / Companies can all subscribe through the participating banks listed within the Company Prospectus.

2. What are the requirements to subscribe in person at the Bank?

Please view the requirements within the company prospectus on their website.

You will need your DFM Investor Number (NIN). (No proof of Investor Number required to show the Bank).

3. What is a DFM Investor Number (NIN)?

The Investor Number (NIN) is a dedicated number given to a person registered with the DFM to trade on DFM and NASDAQ Dubai listed securities.

4. How do I apply for a DFM Investor Number (NIN)?

Please complete the "Investor Number Request Form" from the DFM website, www.dfm.ae, and click through the APPLY button on the DFM Notification pop up, follow the steps highlighted within the form on how to apply & submit the form.

Submit via:

- DFM Customer Service Desk, World Trade Centre, DFM (weekdays from 8.00am to 2.00pm),
- Your broker or
- Email (client@dfm.ae)

Important Documents needed:

- Copy of your passport, Emirates ID for UAE residents, and Family Book for UAE Nationals.

5. When will I receive my Investor Number (NIN)?

Same day, if applied directly at the DFM Customer Service Desk in DFM, World Trade Centre, Dubai. (weekdays 8.00am until 2.00pm).
It will require 2 working days if requested by email or through your broker.

6. Is there a fee for obtaining an Investor Number?

No it is free of charge.

7. I have lost / forgotten my Investor Number, what do I do?

Call the DFM Customer Services Number on +971 4 305 5555 from the mobile number you have already registered with the DFM (weekdays 8.00am – 3.00pm) to receive the Investor Number immediately over the phone.

Or you can email customerservice@dfm.ae and you will receive your Investor Number within two working days.

Alternatively, investors can visit the DFM Customer Service Desk at the DFM Trading Floor, World Trade Centre, Dubai (weekdays 8.00am – 2.00pm).

8. Can I apply through my broker for a DFM Investor Number?

Yes you can. All DFM investor services can be accessed through your appointed broker.

9. Can I open an Investor Number on behalf of someone else?

Yes you can through an official Power of Attorney (POA). If the POA is issued outside the UAE, it must be certified by the UAE embassy of that country or the UAE Ministry of Foreign Affairs.

10. Can a minor (below the age of 21) apply for an Investor Number?

Yes through the Guardian / Legal Representative.

11. If I have an Investor Number with the DFM, is it required to open a broker account for the subscription?

No, it is not required, your shares will be registered under your Investor Number.

Important Note: However, to immediately trade with your allocated shares, you would need a dedicated broker. You can find the list of licensed DFM-brokerage firms at www.dfm.ae

SUBSCRIBING ONLINE (FOR iVESTOR CARDHOLDERS ONLY)

12. How do I subscribe online?

Go to www.dfm.ae and click on the banner link live from the subscription period opening date taking you to the DFM eIPO Online Subscription webpage:

To subscribe online, you will need to have the following:

1. A DFM Investor Number (NIN)
2. A DFM iVESTOR Card, which is activated and has sufficient funds plus
Important Note: If you do not hold an iVESTOR card, you will not be able to subscribe online. You can subscribe in person at participating banks
3. A DFM eServices Username & Password to Login.

13. What is the DFM iVESTOR Card?

The iVESTOR Card is a pre-paid card allowing you to receive cash dividends electronically and enables you to subscribe to IPOs and Rights Issues using the online DFM eIPO subscription platform with the card.

You do not need the iVESTOR Card if subscribing in person at the bank, only the DFM Investor Number (NIN)

14. How do I apply for the DFM iVESTOR card?

It is too late to apply and receive your card in time to subscribe to an IPO or Rights Issue coming up within the next 10 days, as it takes 10 working days to apply via www.dfm.ae and receive the iVESTOR Card.

Important Note: If you do not hold an iVESTOR card, you will not be able to subscribe online. You can subscribe in person at participating banks.

15. What are the iVESTOR card fees?

(AED 50)

Important Note: If you do not hold an iVESTOR card, you will not be able to subscribe online. You can subscribe in person at participating banks.

16. How do I pay for the iVESTOR Card fees?

Contact DFM iVESTOR Card Services on +971 4 305 5555 (option 3) - 24 hours.

Important Note: If you do not hold an iVESTOR card, you will not be able to subscribe online. You can subscribe in person at participating banks.

17. If I have lost my iVESTOR Card, what do I do?

Contact DFM iVESTOR Card Services on +971 4 305 5555 (option 3) – 24 hours.

Important Note: It is too late to replace your iVESTOR Card in order to subscribe to an IPO or Rights Issue coming up within the next 10 days, as it can take up to 10 working days to receive the iVESTOR Card. Please subscribe in person at the participating banks for the company IPO or Rights Issue.

18. If I already have an iVESTOR card, how do I register to eServices?

Visit www.dfm.ae and register as a “New User” in the eServices Login Box.

19. How do I top-up my iVESTOR Card?

- Through Emirates NBD Cash deposit machines (up to a value of AED 40,000) and at Emirates NBD branches in the UAE (up to a value of AED 300,000 at the branch, anything greater is subject to DFM’s prior approval).
- Cash deposit service in Emirates NBD branches outside of the UAE is currently not available.
- Ensure to top-up in good time bearing in mind the subscription period dates of the company IPO or Rights Issue.

20. How do I activate my iVESTOR Card?

Call the DFM iVESTOR Card Services on +971 4 305 5555 (option 3) - 24 hours.

21. Where can I deposit cash / top-up the iVESTOR Card?

Through Emirates NBD Cash deposit machines (up to AED 40,000) and at Emirates NBD branches in the UAE (dependant on the branch maximum).

22. What if I have lost my eServices Username & Password?

For Username – please call DFM Customer Services on +971 4 305 5555 (weekdays 8am – 3pm)

For Password – visit www.dfm.ae and within the eServices Login box, select “Forgot Password”



23. When will I get the confirmation of my subscription payment using my iVESTOR Card?

Payment confirmation will be sent by email the next working day.

24. If I did not receive an email confirmation for the iVESTOR Card subscription payment?

Call the DFM Customer Services on +971 4 305 5555 (weekdays 8.00am to 3.00pm) or email customerservice@dfm.ae

25. If I receive an email confirming insufficient funds, when I can subscribe again?

Immediately upon receiving the email, you can top-up your iVESTOR Card at any Emirates NDB cash deposit machine or Branch in the UAE, and immediately apply again until the subscription period ends.

Post – Allocation / Subscription Stage:

26. If I subscribed through the DFM website, when I will receive my allotment notification & how?

Upon the allotment announcement, an SMS and email confirmation will be sent via the bank if subscribed in person at the branch, or an email confirmation from the DFM if subscribed online via the DFM eIPO subscription platform.

Disclaimer:

Neither DFM, the Founders, the Board, the Lead Receiving Bank nor the iVESTOR Card issuing bank shall in anyway be liable for the use of the electronic subscription facility by the Subscriber nor the debiting of the iVESTOR Card by the iVESTOR Card issuing bank, in respect of all and any losses or damages suffered, directly or indirectly as a result of the electronic subscription facility and/or the iVESTOR Card. This disclaimer appears on the DFM website at www.dfm.ae and shall be considered an integral part of this communication.

