The Purpose of this Booklet

Dubai Financial Market (DFM) and NASDAQ Dubai recognize the importance of providing investors and market participants with the necessary information and data which support them in making informed investment decisions, as part of our strategy to build a fruitful relationship with investors.

The exchanges are committed to provide investors and market participants with innovative products and services in conducting trading, clearing, settlement and depository of securities, in an efficient, transparent and liquid environment.

This booklet highlights key products and services available for investors from DFM and NASDAQ Dubai and how to access them.

We value your feedback and input to continuously enhance our products and services. If you have any questions or comments, please email customerservice@dfm.ae

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Overview

Since its inception in 2000, Dubai Financial Market (DFM) has always been committed to developing innovative products and services using the most advanced technologies and international best practices to meet the evolving needs of its investors. NASDAQ Dubai, which opened in 2005 as the region’s international exchange, also has a mandate to innovate and provide investors with solutions of the highest standard. In 2010 the two exchanges consolidated their back-office operations to create a dynamic force in the region’s capital markets.

DFM and NASDAQ Dubai together provide a wide choice of financial instruments to investors which include listed equities, bonds and Sukuk across the two exchanges and equity derivatives on NASDAQ Dubai, as well as other financial instruments which are currently being developed including ETFs, mutual funds, rights issues and covered warrants.
DFM offers investors across both exchanges a wide range of technologically enhanced eServices for instant access to real time data, stock portfolio and transaction information online, as well as online form submission, all via a single login online at www.dfm.ae.

In 2010, DFM launched an innovative solution, iVESTOR, designed to be the financial link between the exchanges and investors, and was the first exchange globally to pioneer this flexible and effective solution. Replacing the traditional method of cheques, investors are able to instantly receive cash dividends electronically through the iVESTOR payment card, which can also be used globally for online and retail purchases.

Additionally, in 2011, DFM launched the “Stock Portfolio Inquiry Call Service” a 24/7 voice portal tailored to meet evolving investor needs and a first of its kind service amongst the region’s financial markets. This service allows investors the opportunity to instantly track their investment and transaction details in DFM and NASDAQ Dubai listed companies.

DFM’s and NASDAQ Dubai’s ongoing commitment to launching innovative products and services which meet evolving investor needs, reaffirms their position as centers of excellence and innovation amongst leading exchanges in the region.
Products and Financial Instruments

Dubai Financial Market (DFM) and NASDAQ Dubai operate as secondary markets for the trading of equities and other instruments issued by public shareholding companies and government or semi-government entities, whether based in the UAE or overseas.

The following financial instruments are currently listed on the Dubai Financial Market or NASDAQ Dubai:

Securities Listed on DFM and NASDAQ Dubai

DFM and NASDAQ Dubai listings represent a broad range of economic sectors including leading companies in real estate and construction, banking, transportation, investment and financial services, insurance, telecommunications, consumer staples and more. DFM and NASDAQ Dubai are actively working with companies across various sectors to expand the sector base, to mirror the growing economic diversity of the UAE and ultimately provide an even greater choice of securities for investors.

The following four categories of securities are currently provided by DFM and NASDAQ Dubai:

1. **Shares** of companies listed on the exchanges.
2. **Bonds** representing debt instruments, in which the investor lends money to a company or government entity which is required to repay the investor the loan amount with accrued interest.
3. **Sukuk**, which are bonds that are structured under Shari’a principles. These involve shared ownership in assets and exclude any interest payments.
4. **Equity derivatives**, financial products that derive their value from an underlying asset. *(Traded through NASDAQ Dubai only).*
1. Shares

Shares are simply defined as a listed company's equity. When the company issues shares in order to increase its capital or offers a part thereof for sale, buyers of the shares become shareholders of the company, each to the extent of their contribution in the capital and can be entitled to the profit generated by the company based on the extent of their ownership thereof. This is according to the General Assembly’s decision regarding the payment of share dividends.

In addition, securities listed on the markets include dual-listed securities of foreign companies listed in their home exchanges. Investors are therefore able to trade in the securities of these foreign companies listed on DFM and/or NASDAQ Dubai.

The DFM has developed a comprehensive Shares standard outlining the Shari’a parameters for acquiring and trading shares of listed companies. Download the “Shariá Standard for Acquiring and Trading in Shares” at www.dfm.ae

Investor Voting Rights

The ownership of ordinary shares grants a voting right for every owned share. For instance, if a given company issues 100 shares, the holder of shares in this company shall have a 1% voting right. Those holding ten shares will be entitled to 10% of the voting rights and so on. Shareholders can, through voting, affect the company’s operations, its management’s direction, the election of its Board Members, and consequently the company’s overall activities which ultimately affects the upward or downward trend of the company’s share price.

Valuing Shares

This is one of the most important investment requirements, where the investor makes his/her investment decisions based on such a valuation. Considering the importance of the valuation, this is a key part of the investment process, and investors ought to give it their full attention. Many analysts rely on the history of market trends of similar conditions and then predict that the market could take the same path previously witnessed. The main indicator of the upward or downward share price trend is the supply and demand of shares that drive the share price on the market.

There are a number of ‘values’ of a share which investors should understand before beginning to trade. These values are summarized as follows:

### Face Value

The face value of a share is a nominal price set by the company for the share upon its establishment. This price is printed on the front of the share certificate. The face value of a share is not usually related to the share price on the market, and ranges from AED 1 to AED 10 on DFM. This may change when the share is divided or consolidated subject to approval at the General Meeting.
**Book Value**
Contrary to the face value, the book value varies. The book value is what the shareholder expects to obtain in the event that the company goes into liquidation. It is calculated by dividing the difference between the company’s assets including fixed, current and cash assets, and the company’s liabilities including but not limited to its debt, by the number of shares.

**Market Value**
Market value is the most widely watched value among market participants, and is affected as previously mentioned by the supply (number of shares offered to investors) and the demand (number of shares investors wish to buy). An investor can know the share price by following its trading activity on the DFM trading floor, the DFM or NASDAQ Dubai websites or through the media.
2. Bonds

Dubai Financial Market (DFM) and NASDAQ Dubai offer a selection of bonds including bonds listed by equity issuers, government bodies and institutions. DFM and NASDAQ Dubai listed bonds are tradable on-exchange.

Essentially, a bond is a debt instrument sold by companies or governments where the issuer of the bond undertakes to pay annual or semi-annual interest, known as a coupon, set in the issuing contract and written on the bond itself. The issuer also acknowledges its debt to the person or entity who owns the bond through the face value mentioned on the bond itself, and undertakes to amortize the bonds within the time limit agreed upon and known as the ‘maturity date’.

Most bonds contain an undertaking by the issuer to repay over a series of cash payments on a semi-annual basis in addition to a single amount to be settled at the expiration of the bond to the investor or holder of the bond. Payments are calculated by multiplying the bond interest rate by its face value. For instance, if the company issues a bond of AED 1,000 face value and 10% interest rate, the annual interest on this bond will amount to AED 100. Payments are usually settled on a semi-annual basis and so the holder of this bond would receive AED 50 every six months.

On the maturity date, the borrower will pay the value of the bond to its holder in addition to the accrued interest for this period. In the event that the company issues a bond for 10 years at 10% interest rate, this means that the company will pay to the investor AED 50 every six months for 10 years in addition to the AED 1000 at the end of the ten years.

The interest rate is determined by many factors, the most important of which is the risk factor for the issuing company. Large, reputable or highly rated companies tend to have lower levels of investment risks and so the investor accepts lower interest rates. The duration of the bond period also plays a role in setting the interest rate with longer bond periods imposing higher interest rates.
3. Sukuk

Dubai Financial Market (DFM) and NASDAQ Dubai offer a selection of Sukuk, including Sukuk listed by equity issuers, government bodies and institutions. DFM and NASDAQ Dubai listed Sukuk are tradable on-exchange.

Sukuk are bonds that are structured to comply with Shari’a principles. Unlike conventional bonds, they do not pay interest. Sukuk are based on collecting funds from their owners and investing them through appropriate financing and investment contracts. Immediate money is not offered to finance-seekers in exchange for future money; rather the dealings are conducted on assets, usufructs and financial rights.

Sukuk can be structured in a number of different ways to produce payments for investors. Structures include Sukuk Al Ijara, based on ownership of an asset; Sukuk Murabaha, based on ownership of a debt; Sukuk Al Musharaka, based on ownership of a business; and Sukuk Al Istithmar, based on ownership of an investment.

The DFM developed a comprehensive Sukuk standard, namely the “DFM Standard for Issuing, Acquiring and Trading Sukuk” which will play a crucial role in the global expansion of the Islamic finance sector. Download the Sukuk standard at www.dfm.ae

4. Equity Derivatives

NASDAQ Dubai has established the UAE’s only platform for trading equity derivatives on-exchange. These currently consist of futures on the FTSE NASDAQ Dubai UAE 20 index, and futures on 20 individual UAE stocks traded on NASDAQ Dubai, the DFM and the Abu Dhabi Securities Market.

Derivatives are financial products that derive their value from an underlying asset, such as shares. Every year, billions of dollars of equity derivatives change hands on exchanges around the world.

Derivatives can be used for risk management and speculative purposes. Investors can use derivatives to manage downside risk of an equity or a whole share portfolio. Derivatives can also be used to enable investors to gain exposure to a share or a market at a fraction of the price of the underlying.

For information on how to trade listed securities on the DFM and NASDAQ Dubai, please download the “How to Trade on DFM and NASDAQ Dubai” online guide at www.dfm.ae, or visit DFM Customer Service, DFM Trading Floor, World Trade Centre, Dubai, or a DFM-licensed or NASDAQ Dubai-licensed brokerage firm.
Other Financial Instruments tradable on DFM or NASDAQ Dubai

Dubai Financial Market (DFM) and NASDAQ Dubai continue to work closely with their regulators - the Securities and Commodities Authority (SCA) and the Dubai Financial Services Authority (DFSA) respectively - to diversify the financial instruments available on the two exchanges and provide an even wider choice of asset classes as investment opportunities, in order to meet the evolving needs of investors. These instruments include and are not limited to:

1. Mutual Funds

A mutual fund is a contract concluded between the fund manager and participants, where the latter pays specific cash amounts in return for units or parts of common ownership of the funds’ assets which determine each participant’s share of owned units. The fund manager is in charge of managing the funds by investing them on markets and in instruments stipulated in the funds regulations agreed upon with the participants in return for administrative fees. The participants’ profits or losses are calculated based on the change in the value of the units in their possession.

Mutual funds enable participants to keep their investments and achieve their investment objectives through investment banks in charge of the funds’ administrative management and development at the lowest risk levels, while satisfying the cash liquidity and periodic income requirements.

Structure-wise, mutual funds are divided into two main categories: Open-ended and closed-ended funds:

- **Open-ended funds** are characterized by the participants’ ongoing ability to enter and exit them, as well as amend the volume of their assets depending on the participants’ demand: the wider the participants’ demand, the greater the volume of the asset funds. These funds are evaluated on a regular basis, most often weekly, and so it is possible to enter such funds or exit every week at the time of their evaluation.

- **Volumes of closed-ended funds** have ceilings and once these are reached, the fund manager ceases to accept new participants or to issue new units. A participant wishing to leave a closed-ended fund can sell the units he owns to another participant.
2. REITs
A REIT is a Real Estate Investment Trust. REITs are securities that are invested directly in property or property mortgages and benefit from income streams generated from them such as rent. They usually follow the same characteristics as mutual funds.

3. Rights Issues
A rights issue refers to the right of a company’s shareholders to buy new shares (subscribing to capital increase shares). This type of subscription grants shareholders securities called rights which enable them to cost-efficiently increase their shareholding in the company.

Issued by companies specifically for their shareholders, rights issues are securities tradable on DFM or NASDAQ Dubai just like other securities, such as ordinary shares.

The importance of trading rights issues is that shareholders have the advantage to benefit from their rights, especially those who do not wish to exercise their option to subscribe, and are provided with liquidity without the need to sell their shares by selling their rights issue to somebody who wants to subscribe for shares in the company. The trading of rights issues also enables shareholders wishing to participate in the subscription who do not have sufficient financial capacity to do so, to take part therein by selling a part of their right and using the proceeds of such a sale for subscription. Trading rights issues on markets increases the markets’ trading volumes and enhances overall market liquidity.
4. Derivatives
In addition to the futures currently listed on NASDAQ Dubai, the exchange can list other types of futures as well as list options.

**Futures**
A futures contract is an agreement between two investors to buy or sell a specific quantity of a certain asset at a specific future date. The price for which the asset will be bought or sold for is decided on day one. Futures may be listed on equities such as NASDAQ Dubai stocks, and on bonds and indices.

Investors can gain exposure to any of these instruments with a relatively low initial payment (the initial margin) to manage counterparty risk. Futures are often used by investors for investment hedging and arbitrage.

**Options**
Options are a financial derivative that provide their holders the right (without any obligation) to buy or sell a specific quantity of an underlying asset at an agreed price, on or before an agreed date. The price paid for such a right option is known as “premium” which constitutes the investors only possible loss. The underlying assets include individual shares, a group of shares, indices and currencies.

The contract establishes a specific exercise price, called the strike price, at which the contract may be exercised, or acted on. If the investor chooses not to action the option it will expire worthless.

Options can be either American style or European style options. American style gives the holder the right to exercise the option throughout the lifespan of the contract. European style options can only be exercised on expiry.
5. Exchange-Traded Funds (ETFs)

An ETF is an investment fund traded on stock exchanges, much like stocks. ETFs hold assets such as stocks, commodities or bonds. They usually track an index, such as a stock index or bond index.

ETFs offer investors an undivided interest in a pool of securities and other assets and thus are similar in many ways to traditional mutual funds, except that shares in an ETF can be bought and sold throughout the day like stocks on a securities exchange.

ETFs offer the investor exposure to an index (portfolio of securities) without the need to buy every company in the index.

Dubai Financial Market (DFM) and NASDAQ Dubai are actively developing new products and financial instruments on an ongoing basis to provide investors a greater choice of investment opportunities. To find out the latest information, please visit www.dfm.ae and www.nasdaqdubai.com
Investor Services

Dubai Financial Market (DFM) and NASDAQ Dubai are committed to enhancing their services and providing investors with technologically advanced solutions. This includes iVESTOR, a first of its kind global service enabling investors to instantly receive cash dividends electronically; a wide range of eServices tools enabling investors to benefit from instant access to Real Time Data on DFM and NASDAQ Dubai listed securities; and eStockPortfolio services to monitor transactions and investments, as well as eForms to instantly submit and track online requests to DFM. All of the abovementioned eServices can be accessed via a single login online at www.dfm.ae

DFM also provides a free 24/7 “Stock Portfolio Inquiry Call Service” which is a comprehensive voice portal enabling investors to instantly and confidentially track investments in DFM and NASDAQ Dubai listed securities, as well as track bonus and rights issues shares. To register please contact DFM Customer Service on +971 4 305 5555.
1. Trading and other data on Websites

The Dubai Financial Market (DFM) website is one of the main sources of investment information and data for investors. It contains important data needed to trade, such as information on DFM and NASDAQ Dubai listed companies including their financial statements and Board of Directors’ membership. By registering on the website, investors can track in ‘real time’ the trading activity on DFM and NASDAQ Dubai and peruse electronic balance statements of their investment portfolio, in addition to accessing many other services available on the DFM website, www.dfm.ae

DFM also provides investors with periodical (daily, weekly, monthly and annual), bulletins on its website. These bulletins show the performance of the DFM General Index total trading activity, which companies have the lowest and highest trading values and volumes, investor transactions (individuals, institutions, local and foreign) by trading value, key trading indicators of the most active companies, movement of traded securities and transactions related to certificates of dividends, in addition to other significant information and data that educates investors about the DFM investment rules.

NASDAQ Dubai’s website www.nasdaqdubai.com also contains key data on NASDAQ Dubai securities including trading statistics (in ‘real time’ for registered users), monthly summaries of the market’s performance, and information about issuers including historical price/volume data and company disclosures, as well as information about the FTSE NASDAQ Dubai UAE 20 index.

2. Investor Number Services

In order to trade Dubai Financial Market (DFM) and NASDAQ Dubai listed securities, it is a pre-requisite to hold an Investor Number (NIN). The NIN is a unique investor identification number within the electronic depository system maintained by DFM and NASDAQ Dubai which records all investor transactions in the two exchanges.

If you do not have an Investor Number (NIN), kindly complete the “Investor Number Request Form” downloadable at www.dfm.ae (within CSD, eForms) and provide the supporting documentation listed within the form; or in person at the DFM CSD Client Services Affairs desk, Trading Floor, Dubai World Trade Centre; at a DFM-licensed brokerage or a NASDAQ Dubai-licensed brokerage. (View list of brokers at www.dfm.ae)

International investors who are using global custodians for depository and settlements, can obtain the investor number form for DFM or NASDAQ Dubai through those custodians. Those global custodians will communicate with the UAE local custodians to facilitate the process of the investor number request from international investors.
3. eTrading

DFM and NASDAQ Dubai enable brokers to provide online trading services to their clients through licensed brokerage firms. Online trading is a tailored solution offered by the brokerage firms which meets investors needs, providing access to market information and enables them to trade DFM and NASDAQ Dubai listed securities from home or the office. An investor wishing to benefit from this service should refer to a licensed brokerage firm to provide such services.

Online trading offers investors a number of key advantages:

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<td>1</td>
<td>Investors can instantly track the execution of their transactions as well as their investments at any time.</td>
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<td>2</td>
<td>Investors can swiftly access real-time data on a 24/7 basis on DFM and NASDAQ Dubai listed securities from anywhere in the world.</td>
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<td>3</td>
<td>It facilitates fast transfers of orders from the client to the broker and avoids any errors resulting from unclear data.</td>
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<td>4</td>
<td>It facilitates trading and reduces dependence on brokers.</td>
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Accordingly, online trading makes investing in DFM and NASDAQ Dubai listed securities much easier and quicker.
4. eServices
As part of our commitment to providing investors with the latest in digitally advanced services, Dubai Financial Market (DFM) offers a wide range of online “eServices” for investors across both exchanges to meet their evolving needs, by simply registering at www.dfm.ae

Using a single LOGIN, investors can instantly access the following eServices:

- **Real Time Data** on DFM and NASDAQ Dubai listed securities
- **eStockPortfolio** to track your stockportfolio and transactions instantly with 24/7 access to various types of statements with up to date information
- **iVESTOR Card** online statements
- **eForms** to submit and track online requests to DFM and NASDAQ Dubai for various types of services. These include and are not limited to:
  - Investor Number requests
  - Transfer of Securities Ownership requests
  - Securities Balance Statement requests
  - Updating Investor account information held at DFM
  - Cash Dividend requests

5. Securities Balance Statement Request Services
The DFM Clearing, Settlement, Depository Division offers a range of services to satisfy requests for securities balance statements for DFM and NASDAQ Dubai. Investors can:

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<tr>
<td>1</td>
<td>Receive a Securities Balance Statement by email, fax, mail or in person at DFM. Please complete the “Securities Statement Request” form.</td>
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<tr>
<td>2</td>
<td>Receive a free daily trading statement via SMS, email or eFax. Please complete the “Changing/Adding of Investor Information” form.</td>
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<tr>
<td>3</td>
<td>Receive a free Securities Annual Statement of account by mail. Please contact DFM Customer Service on +971 4 305 5555.</td>
</tr>
<tr>
<td>4</td>
<td>Subscribe to the daily, weekly or monthly securities statements and receive them by email, fax or mail. Simply complete the “Subscription of Securities Balance Statement” form.</td>
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To download the above forms and view the list of fees, please visit www.dfm.ae or apply in person at the DFM CSD Client Services Affairs desk, Trading Floor, Dubai World Trade Center, or through a DFM or NASDAQ Dubai licensed brokerage firm. (View lists of brokers at www.dfm.ae and www.nasdaqdubai.com).
6. Stock Portfolio Inquiry Call Service
This service is a comprehensive voice portal tailored to meet evolving investor needs and a first of its kind service amongst the region’s financial markets. The service allows investors the opportunity to instantly track their investment and transaction details in DFM and NASDAQ Dubai listed securities.

The “Stock Portfolio Inquiry Call Service” is available in Arabic and English with 24/7 instant access, enabling investors to inquire easily and confidentially about balance transactions; whether they are within a Clearing, Settlement and Depository account or a brokerage account, investors can track bonus/rights issue shares, transfers of shares from/to the account, and executed trade details (buy and sell) amongst many other services.

To register for the above services please contact DFM Customer Service on +971 4 305 5555.
7. iVESTOR

The iVESTOR Card enables individual investors to receive any due dividends instantly on the electronic card and withdraw cash from anywhere in the world via VISA and PLUS marked ATMs, and Emirates NBD ATMs in the UAE. Replacing the traditional cheque, investors receive notification via SMS once any due dividends have been deposited for instant withdrawals.

Investors can then make online and retail purchases and top up from any Emirates NBD cash deposit machine or branch. Investors are also able to use the card to register and vote during Annual General Meetings of participating listed companies.

As an iVESTOR cardholder you can track your card transactions and deposits through the iVESTOR online statements available at www.dfm.ae within eServices.

Benefits of the iVESTOR Card

- **Receive instant deposits** of any future cash dividends from participating DFM and NASDAQ Dubai listed companies to your iVESTOR Card account with an SMS notification.
- **Fast and easy cash withdrawals** of deposited funds from millions of VISA or PLUS marked ATMs.
- **Instantly deposit funds** into the card account via any Emirates NBD cash deposit machine or branch.
- **Purchase** goods/ services/ make reservations using your iVESTOR Card at any retail outlet worldwide or online accepting VISA.
- **Sharia-compliant**.
How and where you can use the card?*

* A host of additional card services will be announced in the near future.

** DFM dividends and other joint stock companies’ dividends (who appoint DFM as the dividend distribution agent).

To find out more about the card or to apply, please visit www.dfm.ae or contact iVESTOR Card Customer Service; Tel: +971 4 305 5555 (24 hours), Fax: +971 4 305 5189, Email: dividendservices@dfm.ae
8. Dividend Payment Services

Dividends are paid at specific dates using your chosen payment method. In addition to the iVESTOR Card service, DFM offers the cash dividend payment method of bank transfer and cheque.

Please follow the below steps to select your payment method:

**Step 1:**
Obtain an Investor Number at DFM by completing the “Investor Number Request Form”. (If you have an Investor Number go to step 2).

**Step 2:**
Complete the “Cash Dividends Request Form” and select one payment method only: Cheque, Bank Transfer or iVESTOR Card, kindly noting the following:

A. **Cheque** (available for all types of Investors)
   - Cheques will be mailed to the registered postal address of the shareholder.
   - Free of charge.

B. **Bank Transfer** (available for all types of Investors)
   - Bank account details required of the Shareholder only.
   - Please attach a bank statement or a certified bank letter issued within the last 6 months.
   - Dividends will be automatically converted to cheques if the amount is AED 500 and below.
   - Bank transfer is subject to a transfer fee which will be deducted from the dividend amount.

C. **iVESTOR Card** (available for individual investors & sole proprietorships only)
   - Cards will be mailed to the registered postal address of the Shareholder.
   - The applicant will receive an SMS to activate their card.
   - There are three types of cards to choose from: Classic (AED 50). Platinum (AED 200) and iVESTOR Shabab for under 21s (AED 30).

Subject to Terms and Conditions (view at www.dfm.ae (iVESTOR).
9. Transfer of Securities Services

There are a number of transfer services available to investors on DFM and NASDAQ Dubai through the DFM Clearing, Settlement and Depository (CSD) division.

**Transfer of Securities from CSD to the Broker (Stock Transfer)**

This service enables investors to transfer securities from their CSD account to their trading account held with the appointed broker.

In order to transfer securities, the investor should complete the “Transfer Securities between CSD and Broker” application form and submit to their appointed Broker attaching the following copies:

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<tr>
<td>1</td>
<td>Allotment Notice (where applicable).</td>
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<td>2</td>
<td>A valid National ID for UAE Nationals and Residents (unless it has been previously submitted).</td>
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<td>3</td>
<td>Investor Signature Form (unless it has been previously submitted).</td>
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<td>4</td>
<td>A true copy of a duly authenticated and valid Power of Attorney with a copy of the representative’s ID (unless it has been previously submitted).</td>
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<td>5</td>
<td>In the case of a guardian other than the father, a true copy of the guardianship order issued by the court (unless it has been previously submitted).</td>
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**Transfer of Securities from the Broker to CSD (Registry Transfer)**

This service enables investors to transfer securities from their trading account held with the appointed broker to their CSD account.

In order to transfer securities, the investor should complete the “Transfer Securities between CSD and Broker” application form and submit to their appointed Broker attaching the following copies:

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**Transfer of Securities between Brokers**

This service enables investors to transfer all or part of their securities from their trading account held with the appointed broker to their account with another appointed broker. The first broker’s approval of the transfer is a basic requirement for acceptance of the application and a transfer fee of AED 10 per company will be charged.

In order to transfer securities, the investor should complete the “Transfer Securities Between Brokers/Between Accounts” application form and submit to their appointed broker attaching the following copies:

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<td>4</td>
<td>In the case of a guardian other than the father, a true copy of the guardianship order issued by the court (unless it has been previously submitted).</td>
</tr>
</tbody>
</table>

**Transfer of Securities between Accounts**

This service enables investors to transfer all or part of their securities between their trading accounts within the same broker and a transfer fee of AED 50 per company will be charged.

In order to transfer securities, the investor should complete the “Transfer Securities Between Brokers/Between Accounts” application form and submit to their appointed broker attaching the following copies:

<table>
<thead>
<tr>
<th></th>
<th>A valid National ID for UAE Nationals and Residents (unless it has been previously submitted).</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Investor Signature Form (unless it has been previously submitted).</td>
</tr>
<tr>
<td>3</td>
<td>A true copy of a duly authenticated and valid Power of Attorney with a copy of the representative’s ID (unless it has been previously submitted).</td>
</tr>
<tr>
<td>4</td>
<td>In the case of a guardian other than the father, a true copy of the guardianship order issued by the court (unless it has been previously submitted).</td>
</tr>
</tbody>
</table>
**Transfer of Ownership Services**

The securities of the investor must be available in their CSD account in order to process any of the below transfers:

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Transfer of securities ownership between spouses and up to second-degree relatives.</td>
</tr>
<tr>
<td>2</td>
<td>Transfer of securities ownership as a result of a succession or Will.</td>
</tr>
<tr>
<td>3</td>
<td>Transfer of securities ownership by virtue of a judicial order.</td>
</tr>
<tr>
<td>4</td>
<td>Transfer of securities ownership by virtue of an amicable settlement with a financial institution.</td>
</tr>
<tr>
<td>5</td>
<td>Transfer of securities ownership from the account of one of the partners to that of the company and vice versa, from the company's account to that of another subsidiary company or from the account of an individual establishment to that of a company and vice versa.</td>
</tr>
<tr>
<td>6</td>
<td>Transfer of securities ownership from an individual to a joint account and vice versa, or from a joint account to another joint account.</td>
</tr>
<tr>
<td>7</td>
<td>Transfer of securities ownership from the account of a founder to that of another founder.</td>
</tr>
<tr>
<td>8</td>
<td>Merging a sole proprietorship account with a personal account or vice versa.</td>
</tr>
<tr>
<td>9</td>
<td>Special deal transactions are available for the trades valued at AED 10 million and above, and are subject to DFM approval for DFM listed securities and NASDAQ Dubai approval for NASDAQ Dubai listed securities.</td>
</tr>
</tbody>
</table>

The transfers listed above are subject to fees. Please visit www.dfm.ae to view the fees list under CSD.
To apply for any of the services, please download the forms at www.dfm.ae under CSD and kindly follow the below steps:

<table>
<thead>
<tr>
<th>Step</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Obtain an Investor Number at DFM by completing the “Investor Number Request” form. (If you have an Investor Number please go to step 2).</td>
</tr>
<tr>
<td>2</td>
<td>Complete the “Transfers” form.</td>
</tr>
<tr>
<td>3</td>
<td>Submit the original securities certificate, if not submitted prior or attach a copy of the allotment notice.</td>
</tr>
<tr>
<td>4</td>
<td>Attach a copy of your valid passport.</td>
</tr>
<tr>
<td>5</td>
<td>Attach a copy of your valid National ID. (For UAE Nationals and Residents only).</td>
</tr>
<tr>
<td>6</td>
<td>Attach a copy of the UAE Family Book or Marsoom. (For UAE Nationals only).</td>
</tr>
<tr>
<td>7</td>
<td>For Inheritance Transfers: attach a copy of the death certificate, limitation succession and securities distribution certified by the court.</td>
</tr>
<tr>
<td>8</td>
<td>For Companies’ Transfers: attach a valid copy of the Memorandum of Association, Trade License &amp; Commercial Register, along with an authorized signatory letter, if not submitted prior.</td>
</tr>
</tbody>
</table>
10. Power of Attorney Services

Dubai Financial Market (DFM) provides a number of Power of Attorney services:

1. A certified Power of Attorney issued by DFM for the purposes of trading on DFM and NASDAQ Dubai. The agent and representative should both be present at the DFM CSD Client Services Affairs desk and follow the steps below:
   a. Obtain an Investor Number for the agent, by completing the “Investor Number Request Form” if you do not have an Investor Number.
   b. Present a copy of your valid passport.
   c. Present a copy of your valid National ID. (For UAE Nationals and Residents only)
   d. Fee Payment of AED 100.
   e. Present a copy of the Power of Attorney to the broker if needed.

2. Cancellation of a Power of Attorney issued by DFM:
The agent or representative can request to cancel the Power of Attorney issued by DFM at any time by completing the “Cancellation of DFM Power of Attorney” form.

3. Certifying Power of Attorney Issued by Courts:
Power of Attorney’s issued by courts are considered valid without any expiry date unless mentioned or cancelled officially by the courts.

4. To Whom it May Concern Letter:
   a. Obtain an Investor Number at DFM by completing the “Investor Number Request Form” if you do not have an Investor Number.
   b. Complete the “To Whom it May Concern Letter” form.
   c. Attach a valid copy of passport.
   d. Attach a valid copy of National ID (for UAE Nationals and Residents).
   e. Fee payment of AED 100 per letter.
General Guidelines when applying for DFM and NASDAQ Dubai Investor Services

As a regulated market, it is important to note the general rules and procedures that are applied on various transactions conducted on DFM and NASDAQ Dubai.

These rules relate to a number of areas including signature authentication and transactions of agents, legal representatives (foreign companies/institutions), and minors.

1. **Signature Authentication**

   The signature of the investor is an essential and key element to confirm the identity of the investor applying for a service. The signature of the investors can be authenticated at the Dubai Financial Market or by the official authorities.

   To authorize a signature, the investor must complete the “Investor Signature” form, in which it will be authorized and authenticated based on the following cases:

   • The signature must be certified by an official authority, therefore the form must be officially sealed by one of the following: A licensed brokerage firm at Dubai Financial Market or NASDAQ Dubai, an accredited bank, or through a listed company in the Dubai Financial Market.
   • The signature must be authorized by an accredited bank, licensed broker or DFM CSD (where the investor must appear in person for signature or else his/her passport must be presented if the passport shows his/her official signature).

   If the investor desires to change the signature, he/she must cancel the registered signature and follow the same steps mentioned above to request a new signature approval.

   The licensed brokerage firm or the accredited bank, or the listed company which accepts the signature initially, is fully responsible for the legal validity of the signature. The CSD Department will only accept authenticated signatures.

   For foreign companies, the trade license, commercial registration and Article of Association issued abroad must all be certified by the legal authorities and the UAE Embassy in the country concerned.
2. **POA Representation**

Investors can deal with the DFM and access investor services through an Attorney acting on their behalf under an accredited legal Power of Attorney (POA).

The following rules must be taken into account when dealing with a Power of Attorney:

- A true copy of a duly authenticated and valid Power of Attorney must be provided with a copy of the representative’s ID.
- A Power of Attorney issued from other countries must be authenticated by the official authorities and the UAE embassy in those countries.

3. **Transactions of Minors**

- No transactions can be conducted or services provided to an investor who is a minor (less than 21 years old) without the guardian (father) acting on his/her behalf.
- If the authorized guardian is other than the father, a copy of the guardianship order issued by the court or jurisdiction must be attached.

**Payment method for DFM Services and Fees**

- Cash or Cheque addressed to ‘Dubai Financial Market’.
- Deposit/Wire Transfer: (Bank Ref. Slip required).

To view the list of fees for the services mentioned above, please visit www.dfm.ae under CSD.
Forms and How to Submit

All the forms mentioned in this booklet and more can be downloaded at www.dfm.ae (within CSD, eForms), or through eForms under eServices; or completed in person at the DFM CSD Client Services Affairs desk, Trading Floor, Dubai World Trade Centre; or at a DFM-licensed or NASDAQ Dubai-licensed brokerage firm. (View list of brokers at www.dfm.ae).

Submit completed forms with the required supporting documentation via one of the options below:

**Online:**
Submit online and track your requests via eServices at www.dfm.ae (If you have not already registered for eServices, please register online at www.dfm.ae).

**CSD Client Services Affairs desk on the DFM Trading Floor:**
Dubai Financial Market, Ground Floor, Dubai World Trade Centre. The CSD desk is open from 8.00am to 2.00pm, Sunday to Thursday. Tel: +971 4 305 5555.

**A Broker:**
Submit completed forms and supporting documents to a DFM-licensed or NASDAQ Dubai-licensed broker. View list of brokers at www.dfm.ae.

**By Email:**
Scan the signed form (which should be authenticated by a DFM-licensed or NASDAQ Dubai-licensed broker, or an accredited bank) with supporting documents and email to client@dfm.ae.

We value your feedback and input to continuously enhance our products and services. If you have any questions or comments, please email customerservice@dfm.ae.
Stay in touch...
Stay abreast of the latest developments at DFM and NASDAQ Dubai with daily bulletins, listed company disclosures, market performance and news, as well as the monthly eNewsletter at www.dfm.ae and www.nasdaqdubai.com

Contact Us:
DFM Customer Services
Clearing, Settlement & Depository
T: +971 4 305 5555, F: +971 4 305 5191
Email: customerservice@dfm.ae

DFM is regulated by the SCA and NASDAQ Dubai is regulated by the DFSA.