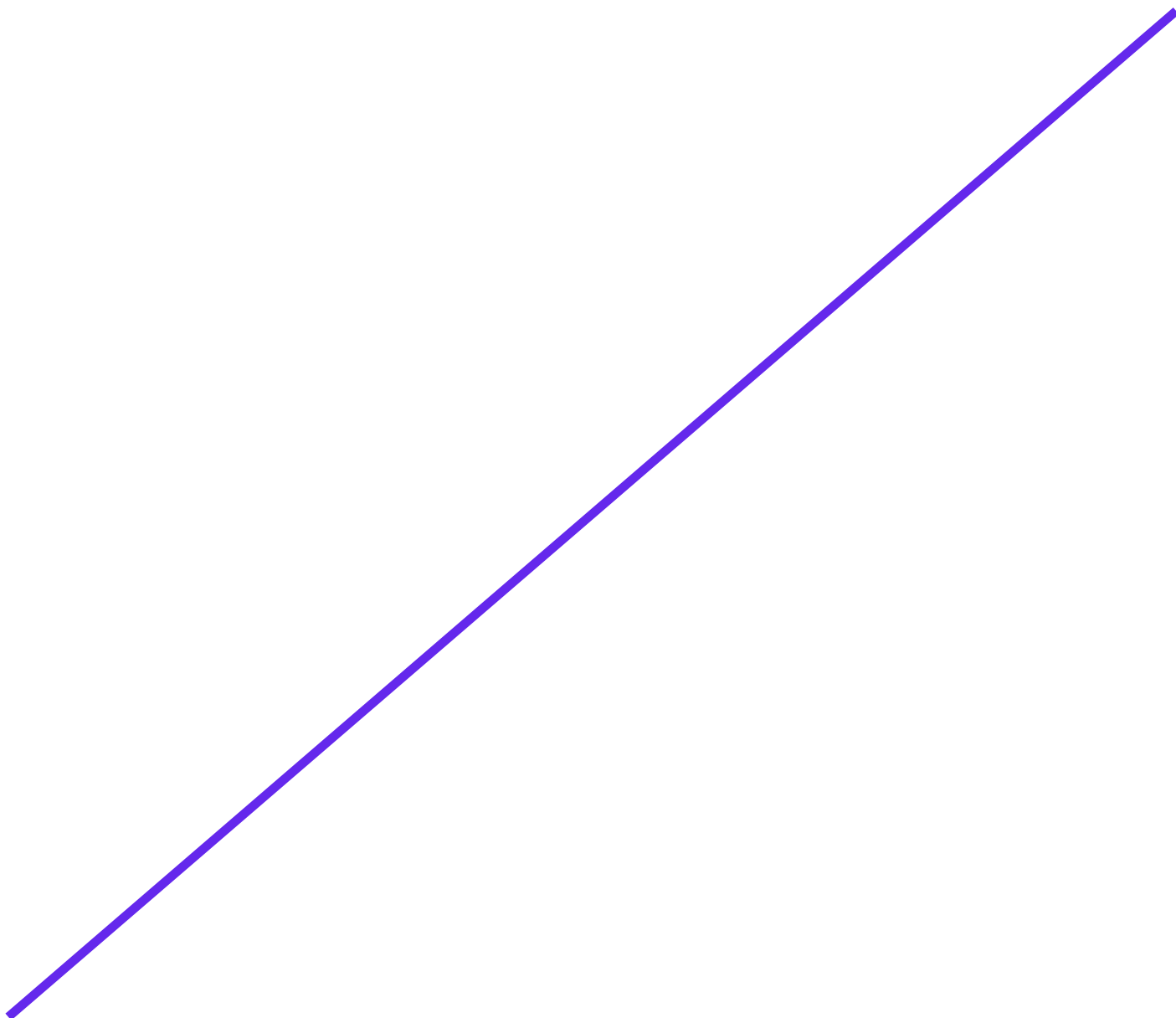


2024

How to Subscribe  
to an IPO.



IPO General Information	4
NIN Related Information	6
iVestor Related Information	8
DFM IPO Subscription Platform	9
IPO Upgrade	10
Trading Related Information	12

## 1. What is an IPO?

An initial public offering (IPO) refers to the process of offering shares of a private company to the public, which we refer to as an issuance. A public share issuance allows a company to raise capital from investors (Institutions and Individuals). The transition from a private to a public company requires the company to comply with the rules and regulations for the interest of both the company and investors. After the IPO, the company becomes a publicly listed company on the market and the shares are traded through the exchange. Thus, an IPO is also commonly known as “going public”.

## 2. How do I subscribe to an IPO?

IPOs can be subscribed to using multiple channels as detailed below. A list of active and upcoming IPOs on DFM are available on both DFM's website [www.dfm.ae](http://www.dfm.ae) and [DFM's mobile application](#).

Primary channels to subscribe to an IPO are:

- DFM's IPO Platform <http://ipos.dfm.ae>
- DFM's mobile application (App Store / Google Play)
- Banks participating in the IPO

### Subscribe through the DFM App

#### [Download the DFM App](#)

The app will guide you through the IPO process and to acquire a DFM investor number (NIN) if you do not already have one.

#### [View tutorial](#)

You will be able to pay for the subscription through:

- A DFM iVestor Card, which is activated and has sufficient funds;
- Your Bank Account to subscribe online through the UAE Central Bank payment gateway (on the DFM app); or
- Make a direct transfer to the specified bank account number

---

### Subscribe through DFM's website on the IPO Subscription Platform

Go to [ipos.dfm.ae](http://ipos.dfm.ae) and click on the quick link on the home page, the IPO subscription platform will only be active from the subscription period opening date until the end of the subscription period.

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

#### [View tutorial](#)

- An active DFM Investor Number (NIN) (can be obtained in 3 minutes with DFM app); and
  - A DFM iVestor Card (if preferred as payment method) which is activated and has sufficient funds, or use your Bank Account to subscribe online through the UAE Central Bank payment gateway from [dfm.ae](http://dfm.ae) or the DFM App.
-

---

### Subscribe through the receiving banks

- You need your active DFM Investor Number (NIN) to subscribe through the bank (which can be obtained in 3 minutes on the DFM app)
- If you do not have your DFM Investor Number (NIN) with you, please call Customer Services Affairs from the registered mobile number with DFM to retrieve your DFM Investor Number (NIN) on +971 4 305 5555 (weekdays 8am – 4pm).

You can also subscribe through the UAE Central Bank Fund Transfer (FTS) platform available for investors maintaining an account with a UAE bank. Subscription applications received through the FTS must be before 12pm, the day before the last day of subscription.

View the receiving bank subscription channels and details in the Company Prospectus.

Note: To subscribe via banks (for individuals or proxy), please read the company's prospectus on the DFM website [www.dfm.ae](http://www.dfm.ae)

---

### Important Notes:

- Subscription applications received through the DFM IPO Subscription Platform must be before 2pm the day before the last day of subscription.
- You will need your active DFM Investor Number (NIN) to subscribe at the Bank.
- Individuals, Sole Proprietorships, Institutions and Companies can all subscribe through the participating banks listed in the company's prospectus.

### 3. If I subscribe to an IPO, when will I receive my allotment notification and 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 DFM if subscribed online via the DFM IPO subscription Platform.

### 4. If I used my iVestor Card to subscribe, how will I get a refund if my subscription amount isn't fully allotted?

It will be refunded back to your iVestor Card.

## 1. What is a DFM Investor Number (NIN)

An identification number issued for the Investor by Dubai CSD at DFM. This is required for an Investor to hold shares that are traded on DFM, including subscribing to an IPO of a company that will list on DFM.

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

Please find below the channels to apply for a DFM Investor Number:

DFM App	For Individual Investors only (Legal guardians can also apply for their minors below age 18)
---------	--

---

eServices at <a href="http://www.dfm.ae">www.dfm.ae</a>	For Companies Only
---	--------------------

---

Dubai CSD Desk at DFM Trading Floor	For all Types of Investors Timings: Mon-Fri (8:00 am – 4:00 pm)
-------------------------------------	--

---

Licensed Brokerage Firms at DFM	For all Types of Investors  <a href="#">Click here to view DFM listed Brokerage Firms</a>
---------------------------------	---

---

## 3. When will I receive my DFM Investor Number (NIN)?

DFM Application	Investor Number is issued instantly (for minors within 1 business day)
-----------------	--

---

eServices at <a href="http://dfm.ae">dfm.ae</a>	Investor Number is issued within 1 working day
---	--

---

Dubai CSD Desk at DFM Trading Floor	Investor Number is issued instantly
-------------------------------------	-------------------------------------

---

Licensed Brokerage Firms of DFM	Investor Number is issued within 1 working day
---------------------------------	--

---

4. Is there a fee for obtaining a DFM Investor Number (NIN)?

No, there is no fee for obtaining a DFM Investor Number (NIN).

5. I have lost / forgotten my DFM Investor Number (NIN), what do I do?

- Call the Customer Services Affairs on +971 4 305 5555 from the mobile number you have registered with DFM (weekdays 8:00 am – 4:00 pm) to receive the DFM Investor Number (NIN) immediately over the phone.
- Alternatively, investors can visit the Dubai CSD Desk at the DFM Trading Floor, Rashid Tower, World Trade Centre, Dubai (From 08:00 am to 04:00 pm, Monday to Friday).
- Contact your broker

6. Can I apply through my Trading Member for a DFM Investor Number (NIN)?

Yes, you can. All DFM investor services can be accessed through a licensed Trading Member of DFM.

7. Can I open a DFM Investor Number (NIN) on behalf of someone else?

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

8. Can a minor (below the age of 18) apply for a DFM Investor Number (NIN)?

Yes, through the Guardian or Legal Representative.

9. If I have a DFM Investor Number (NIN) with the DFM, am I required to also open an account with a Trading Member for the subscription?

No, it is not required; your shares will be registered under your DFM Investor Number (NIN). However, to immediately trade with your allocated shares, you will need to open an account with a Trading Member. You can find the list of licensed DFM Trading Members at [www.dfm.ae](http://www.dfm.ae).

## 1. What is the DFM iVestor Card?

The DFM iVestor Card is a pre-paid card allowing you to receive cash dividends electronically and enables you to subscribe to IPO or Rights Issues using the online DFM IPO Subscription Platform with the card.

## 2. How do I apply for the DFM iVestor Card?

You can apply via [dfm.ae](https://dfm.ae) or the DFM App. It takes up to 10 working days for you to receive the iVESTOR Card, so ensure you apply for it in advance to an expected IPO.

## 3. What are the iVestor Card fees?

There are no fees to apply for an iVestor card.

## 4. If I have lost my iVestor Card, what do I do?

You can request for a replacement through DFM eServices at [dfm.ae](https://dfm.ae), the DFM App, via your Broker, or the Dubai CSD Customer Service desk.

Note: It is too late to replace your iVestor Card in order to subscribe to an IPO 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 participating banks for the IPO.

## 5. How much do I pay for iVestor Card replacement fees?

There is no fee for a replacement card.

## 6. If I already have an iVestor Card, how do I register to eServices?

Register as a "New User" in DFM eServices via [dfm.ae](https://dfm.ae) or the DFM App.

## 7. How do I top-up my iVestor Card?

You can top-up your iVestor Card through one of the following ways:

1. Emirates NBD cash deposit machines (up to a value of AED40,000).
2. Emirates NBD branches in the UAE.
3. Transfer from your Emirates NBD bank account to your iVestor Card through Emirates NBD's Online Banking Services; or
4. Through the DFM App within the 'iVestor Card' section (this may take up to two working days for the funds to be available on the iVestor Card).

Note: 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 IPO.

## 8. How do I activate my iVestor Card?

You can activate your iVestor card via the DFM App or call the DFM iVestor Card Services on +971 4 305 5555 (option 3) - 24 hours.

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

For the username you can call Customer Services Affairs on +971 4 305 5555 (weekdays 8am - 4pm)  
For the password you can visit [www.dfm.ae](http://www.dfm.ae) and within the eServices Login box, select "Forgot Password".

10. When will I get the confirmation of my subscription payment using my iVestor Card?

Payment confirmation is sent by email on the same day.

11. What if I did not receive an email confirmation for the iVestor Card subscription payment?

Call Customer Services Affairs on +971 4 305 5555 (weekdays 8am to 4pm) or send an email to [customerservice@dfm.ae](mailto:customerservice@dfm.ae) with the details.

12. During the last day of subscription, until what time can iVestor cardholders subscribe through eServices online?

Until 2pm.

13. How do I add credit to the iVestor Card outside the United Arab Emirates?

Transfer from your UAE Emirates NBD account to your iVestor Card through Online Banking Services.

14. In the case of topping up the iVestor Card, when will the amount be available?

iVestor Card top-ups through Emirates NBD online banking are reflected instantly. Top-ups through the DFM App can take up to two working days for the funds to be available on the iVestor Card.

15. Which bank branches provide the iVestor Card top-up service?

All Emirates NBD branches in the UAE support DFM's iVestor Card top-up service over the counter.

16. Can we use any other bank's cash deposit machine apart from Emirates NBD to top-up my iVestor Card?

No, only Emirates NBD cash deposit machines can be used.

17. Can we use the iVestor Card to withdraw money from any ATM?

Yes, you can withdraw money from any ATM worldwide carrying the VISA logo.

18. What is the maximum limit for the subscription amount to an IPO using the iVestor Card

AED250,000 per day.

19. What is the maximum limit for the subscription amount to an IPO using the UAE Central Bank Payment Gateway?

This depends on your bank as each bank has their own limit policy.



## 1. How do I subscribe to an IPO online through DFM?

Once the subscription period starts, go to [ipos.dfm.ae](https://ipos.dfm.ae). The link will take you to the DFM IPO Subscription Platform webpage:

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

- An active DFM Investor Number (NIN);
- A DFM iVestor Card which is activated and has sufficient funds, or use your Bank
- Account funds to subscribe online through the UAE Central Bank payment gateway at [dfm.ae](https://dfm.ae) or the DFM App.

Note: Subscription applications received through the DFM IPO Subscription Platform must be before 2pm, the day before the last day of subscription. To subscribe via banks (for individuals or proxy) please read the company's prospectus on the DFM website [.dfm.ae](https://dfm.ae).

## 2. Which banks are available for a bank transfer through the UAE Central Bank payment gateway at [www.dfm.ae](https://www.dfm.ae) or the DFM App?

- Abu Dhabi Commercial Bank (ADCB)
- Arab Bank
- Citi Bank
- Commercial Bank International (CBI)
- Commercial Bank of Dubai
- Dubai Islamic Bank (DIB)
- Emirates NBD
- First Abu Dhabi Bank (FAB)
- HSBC
- Standard Chartered Bank

## 3. Are there any fees charged when using the Central Bank of the UAE payment gateway?

A fee of AED2.00 per transfer is charged.

## 4. What is the maximum limit for the subscription amount via the UAE Central Bank Payment Gateway?

This depends on your bank as each bank has their own limit policy.

## 5. How to subscribe if I don't have iVestor card or an account with the banks that are connected with the UAE Central Bank payment gateway?

The third method of payment is chosen, which is direct transfer to the Dubai Financial Market account according to the procedures below

1. Complete the subscription application and provide us with the account number from which the transfer will be made.
2. Once the application is completed, you will be provided with the account number and the data you will transfer to
3. Transfer data changes from one transaction to another, and accordingly, the transfer must be committed according to the data provided to you and you do not share it with anyone else and do not use this data for any other transfer or any other transaction
4. The excess amount will be returned to the same account number that was entered and from which the transfer was made.

## 1. What is IPO upgrade?

IPO upgrade (leverage) options increase the chances of higher allocation. IPO upgrade is offered in liaison with our partner Al Maryah Community Bank (Mbank). We recommend you review the below to understand the process and the fees.

The amount of upgrade or the additional subscription amount depends on your initial contribution and the upgrade multiples available.

*For example if you want to subscribe AED 5,000 and you decide to use the upgrade facility to provide 2x the capital you added; therefore your subscription will be boosted to AED 15,000. AED 5,000 is your initial IPO subscription and the upgrade is for AED 10,000 (2x your contribution).*

## 2. What are the upgrade options available?

The upgrade options are multiples ranging from 1 to 5 times depending on the IPO.

There will be a minimum subscription amount to apply for the IPO upgrade (leverage).

## 3. How do I apply for IPO upgrade?

You will see this option through the DFM app when entering the value of your subscription. The upgrade is applicable to specific IPO's and may not be available for other IPOs.

## 4. How are the charges calculated?

The charges and fees levied is a minimum of AED 150.00 plus AED 0.15 per incremental shares allocated.

### Example of fee calculation:

**Original allocation: 1,000 shares**

**Additional shares received due to upgrade: 500 shares**

**Upgrade fee: AED 150.00 + (AED 0.15 \* 500 shares= AED 75.00)**

**Total fee: AED 225.00**

## 5. How will I be notified on my IPO upgrade request status?

The upgrade request will be received and shall remain under process till its approved, adjusted, or not applied depending on the allocation criteria by our partner Bank. You will receive the updates via your email.

The request will remain under process until IPO closure date.

The status of your upgrade will have no impact on your initial IPO subscription.

## 6. Will my initial subscription request be impacted?

Irrespective of the IPO upgrade request status, the subscription based on the initial IPO amount will not be impacted.

## 7. Is the IPO upgrade applicable to everyone?

IPO upgrades will be accepted for UAE residents, primary investors (not minors), and individuals (not institutions) only and will not be available to non-UAE residents.

## 8. Can I apply for more than one upgrade subscription request?

No, the investor can opt for one upgrade request only.

## 9. Will I pay interest on the upgrade amount?

There are no additional interest or profit charges. The charges and fees levied is minimum of AED 150.00 plus AED 0.15 + 5% VAT per incremental share allocated due to the upgrade.

**10. Are margin calls applicable for IPO subscription?**

There are no margin calls applicable.

**11. Can I apply the IPO upgrade for minors or other investors**

No, the IPO upgrade is only available for primary investors.

**12. Are there any specific requirements from Al Maryah Community Bank (Mbank) for the upgrade request?**

Our IPO upgrade financing partner Al Maryah Community Bank (Mbank) requires investors to accept their terms and conditions for the account and wallet opening and fill additional information requested during the IPO upgrade journey.

**13. Will Al Maryah Community Bank open an account for me based on the investor upgrade request?**

Yes, Mbank will open a wallet account for you during the IPO upgrade process as per UAE Central Bank rules.

**14. Can I use this wallet account for other purposes with Al Maryah Community Bank?**

No, this wallet account will be used for the upgrade facility option only. If you wish to open a current account with Mbank, you will have to open it with them directly.

**15. How can I pay with wire transfer for IPO upgrade?**

Only send the due amount as mentioned in the email, without adding the IPO upgrade amount.

**16. How will IPO upgrade fees be deducted?**

The fee amount will be deducted from the refund amount of the original subscription.

# Trading Related Information.

1. **When can I trade the subscribed shares?**

You will be able to trade the shares once the company is listed on DFM, you can buy and sell the shares through your brokerage firm.

2. **How can I keep track of my trading portfolio?**

You can check and update your portfolio through the DFM App or DFM eServices.

3. **How can I track the share performance?**

All listed shares are available to track on the DFM App or the Market Watch on DFM's website [www.dfm.ae](http://www.dfm.ae)

## Customer Service Affairs

T: +971 4 305 5555

E: [customerservice@dfm.ae](mailto:customerservice@dfm.ae)

 [@DFMAlerts](https://twitter.com/DFMAlerts)

 [@dubaifinancialmarket](https://www.instagram.com/dubaifinancialmarket)

 [Dubai Financial Market](https://www.linkedin.com/company/dubai-financial-market)

## Disclaimer:

The information provided in this document ("Information") is provided by way of general information and comment only. While reasonable care has been taken in producing this Information, changes in circumstances may occur at any time and may impact on the accuracy of the Information. The Information does not constitute professional advice or provision of any kind of services and should not be relied upon as such. Neither Dubai Financial Market ("DFM") nor Nasdaq Dubai Limited ("Nasdaq Dubai") and/or their affiliates, officers or employees, give any warranty or representation as to the accuracy, reliability, timeliness or completeness of the Information now or in the future. Neither of DFM or Nasdaq Dubai shall be liable for any loss suffered, directly or indirectly by any person acting in reliance upon the Information contained herein. No part of the Information provided is to be construed as a solicitation to make any financial investment. Information, including forecast financial information and examples should not be considered as a recommendation in relation to holding, purchasing or selling securities or other instruments. The information does not take into account any investor's individual investment objectives, financial position and particular investment needs. As such, before making any decision, investors should conduct their own due diligence and consult their financial advisors. The performance of trading securities or instruments is not guaranteed and past performance is not an indication of future performance. Unless otherwise stated, DFM and Nasdaq Dubai own copyright in the Information contained herein. The Information may not otherwise be reproduced and must not be distributed or transmitted to any other person or used in any way without the express approval of DFM and Nasdaq Dubai.