



How to Subscribe to an IPO

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IPO General Information

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 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
- Licensed Brokers at Dubai Financial Market (ENBD Securities – Sharjah Islamic Bank Securities – Alramz – FG Hermez – BH Capital – ADIB securities)

Subscribe through the DFM App

[View tutorial](#)

[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.

You will be able to pay for the subscription through:

- A DFM iVESTOR Card, which is activated and has sufficient funds;
- Use 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

[View tutorial](#)

Go to <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:

- 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 www.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 – 3pm).

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

Important Notes:

- If your DFM Investor Number (NIN) is not active, you are required to update your Investor Number in order to subscribe. You can update your NIN through the DFM App, eServices at www.dfm.ae, Dubai CSD Desk at DFM Trading Floor or a licensed Brokerage Firm that is a member of DFM.
- 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. (No proof of Investor Number is required to show 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.



NIN Related Information

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 (excluding minors below age 21)
eServices at www.dfm.ae	For all Types of Investors
Dubai CSD Desk at DFM Trading Floor	For all Types of Investors Timings: Mon-Thu (8:30 am - 3:00 PM) & Fri (8:30am-12:30pm) Click here for the list of required documents
Licensed Brokerage Firms at DFM	For all Types of Investors Click here to view DFM listed Brokerage Firms

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

DFM Application	Investor Number is issued instantly
eServices at www.dfm.ae	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 8am – 3pm) 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 08:30 to 03:00, Monday to Thursday and from 08:30 to 12:30 on Friday).

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 21) 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.



iVESTOR Related Information

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 <http://investor.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 www.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 www.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 - 3pm)

For the password you can visit 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 3pm) or send an email to 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.
<https://www.emiratesnbd.com/en/branches-and-atms/>

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.



DFM IPO Subscription Platform

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

Once the subscription period starts, go to <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 www.dfm.ae or the DFM App.

If you do not have an iVESTOR card or do not have an account with any of the below banks registered with the Central Bank, the payment can be completed by the bank transfer from any account you own to the account details below, with the reference number you will obtain after subscription. The subscription application will not be completed unless the amount is transferred.

Account Number: 0412063720932
IBAN: AE53026000041206372093
Account Name: DFM IPO TRANSIT ACCOUNT
Address: World Trade Centre, Sheik Zayed Road
PO Box/Zip code: AE9700,
Emirates/State/City :DUBAI
Country: UNITED ARAB EMIRATES

SWIFT: EBILAEAD

Ref# : The investor will get it after submit his subscription.

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 www.dfm.ae.

2. Which banks are available for a bank transfer through the UAE Central Bank payment gateway at 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
Ajman Bank
United Arab 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.



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

Contact Details

DFM

Any enquiries related DFM investor services, please contact Customer Service Affairs, T: +971 4 305 5555 or email: customerservice@dfm.ae, or visit Dubai CSD Investor Affairs desk, Trading Floor, World Trade Centre, Dubai.

DEWA

For Company IPO specific questions, please contact www.dewa.gov.ae/ipo or call 800-DEWA-IPO



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