

Ten DFM services will be solely processed through smart channels in the initiative day:

DFM participates in the “Day without Service Centres” initiative

- The market implemented comprehensive awareness campaign for participants about its smart and electronic services
- H. E. Essa Kazim: “DFM provides its participants with numerous smart solutions that represented a quantum leap in the methods of service provision in capital markets sector, including the smart services for investors, the cash dividend distributions through iVESTOR card and the eIPO platform”

Dubai, 24 October 2017: Dubai Financial Market (DFM) will participate in the “Day without Service Centres” initiative that was launched by Dubai Government’s Department of Finance in order to encourage greater number of customers to use smart channels to get services and transactions accomplished. On the initiative’s day, Thursday October 26, Ten DFM services will be solely available through smart channels.



His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai has approved the initiative, as part of Dubai's strategy to strengthen its position amongst smartest cities globally.

As part of its Smart Borse Strategy, the DFM has tremendously succeeded in making the vast majority of its services available through smart channels over the past few years, through its website and mobile applications.

The DFM enables its customers to pay for the services as well as participate in the IPOs through the e-payment gateway of Dubai Government.

His Excellency Essa Kazim, Chairman of Dubai Financial Market (DFM) said: "Digital transformation and implementation of the latest technological advancements has always been a key pillar of DFM's strategy since inception. Our efforts in this field are in line with the vision of His Highness Shaikh Mohammad Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, which emphasizes on transforming Dubai into the smartest city globally. Within this context, DFM has provided its participants with numerous smart solutions



that represented a quantum leap in the methods of service provision in capital markets sector. These solutions include; the smart services for investors and brokers, the cash dividend distributions through iVESTOR card, and the eIPO platform. The “Day without Service Centres” initiative is an important opportunity to shed light on our efforts to provide customers with seamless and efficient experience in dealing with DFM. The initiative also underlines the collaborative efforts of various entities in order to achieve the strategic goals of digital transformation in Dubai.”

It is noteworthy that DFM has implemented comprehensive awareness campaign for participants about its smart and electronic services. It included connecting with them through email, placing educational banners on the DFM website and at the trading floor in order to explain the importance of using smart channels instead of the customer service counters. A specialized team has also been available at the trading floor to guide customers on smart ways to get services accomplished remotely.

List of services solely available through smart channels on the initiative’s day:

1. Investor Number Request



2. Changing/Adding Investor Information
3. Family Transfer Request
4. Merge Between Sole Proprietorship A/C with Individual A/C or Vice Versa
5. To Whom it may concern certificate request
6. Power of attorney Cancellation Request
7. Cash Dividends Request
8. Unclaimed Dividends Request
9. iVESTOR Card Services Request
10. Statement Request

- Ends-

About Dubai Financial Market: Dubai Financial Market (DFM) was established as a public institution with its own independent corporate body. DFM operates as a secondary market for the trading of securities issued by public shareholding companies, bonds issued by the Federal Government or any of the local Governments and public institutions in the country, units of investment funds and any other financial instruments, local or foreign, which are accepted by the market. The DFM commenced operations on March 26, 2000 and became the first Islamic Shari'a-compliant exchange globally since 2007. Following its initial public offering in November 2006, when DFM offered 1.6 billion shares, representing 20 per cent of its paid-up capital of AED 8 Billion, DFM became a public joint stock company and its shares were listed on 7 March 2007 with the trading symbol (DFM). Following the IPO, the Government of Dubai retained the remaining 80 per cent of DFM Company through Borse Dubai Limited. www.dfm.ae For media inquiries, please contact:



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