

Processing of eight service requests via smart channels only during the initiative's week:

DFM Promotes Dubai's Digital Transformation through Active Participation in the "Week without Service Centres" Initiative

- **HE/ Essa Kazim: "The Smart Bourse strategy has successfully generated numerous innovative capital market solutions"**

Dubai, 21 October 2018: As part of its commitment to embrace leadership's vision on digital transformation, the Dubai Financial Market (DFM) participates in the "Week without Service Centers" initiative, launched by the Dubai Government's Department of Finance in order to boost customers' inclination to get services accomplished through smart channels.

During the initiative's week, from 21 until 25 October, eight DFM services will be solely available through smart channels.

The initiative underlines the joint efforts of stakeholders in Dubai to achieve the strategic objectives in terms of strengthening Dubai's position as the smartest city globally.

The DFM enables customers to pay for the services through the e-payment gateway of Dubai Government. Investors can submit and track their requests online using DFM Smart Services Application or the eServices page on DFM website.

His Excellency Essa Kazim, Chairman of DFM said: “As part of our commitment towards leadership’s digital transformation vision, we are pleased to actively participate in the “Week without Service Centres” initiative for the second consecutive year. DFM is at the forefront of exchanges employing technological advancements to provide services in seamless and effective ways. We have developed numerous innovative capital market solutions as part of our Smart Bourse strategy and we encourage participants to utilize electronic channels to attain market services. We appreciate the initiative of the Department of Finance, which underline the collaborative efforts of various stakeholders to achieve the strategic goal of transforming Dubai into the smartest city globally.”

It is noteworthy that the DFM has successfully participated in the inaugural round of this initiative in 2017, as number of service requests accomplished through the smart channels has increased 63% on the day of the initiative. The exchange has implemented a comprehensive



awareness campaign for participants about its smart and electronic services. It included connecting with them through email 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 available through smart channels only during the initiative's week:

1. Investor Number services
2. Securities statement services
3. Cash dividends services
4. IVESTOR card services
5. Securities transfer services
6. Merge between sole proprietorship A/C with individual A/C or Vice Versa Request
7. To whom it may concern certificate request
8. Cancellation of Power of Attorney issued by DFM 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:





Atef Fathy

Vice President – Head of Media & Public Relations

Dubai Financial Market

Tel: 04-3055334

Email: afathy@dfm.ae

