

INVESTOR GUIDE

EMIRATES NBD SECURITIES L L C.

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INVESTOR GUIDE

1. TRADING PROCEDURE

Individual and corporate investors who seek to trade securities in any stock market need to maintain a direct securities account with CDS (Clearing and Depository System) and a trading account with an accredited Broker. The sections below outline the requisite steps.

(i) Issuance of an Investor Identification Number

An individual or a corporate investor who wishes to trade securities in any market will need to acquire a unique identification number called Investor Number (IN). It may be obtained through the relevant market Investor Help Desk or through its accredited Brokers. Its' issuance triggers automatically the creation of an Investor Account for the custody of shares traded in the market.

This IN will be quoted in all correspondence, forms and instructions. It identifies the investor account at the Clearing and Depository System (CDS) used to transfer share to and from the account, each time the investor buys or sells shares.

The required documents are:

A: Individuals:

I. For UAE nationals:

Copy of Passport and Family Registration.

Copy of the Driving License / UAE ID.

II. For non UAE nationals:

Copies of minimum of two documents: Copy of Passport / Labour Card / Staff ID (For UAE residents) / Birth Certificate / Government Issued ID (eg: Driving License, Social Insurance Card and UAE ID)

“Investor Signature Form” duly completed by the investor/ the agent/ the guardian.

For a sole proprietor, in addition to the above, copies of Trade License and Registration Certificate

For a representative (agent), copy of the power of attorney authenticated by a notary public, in addition to copy of the agent's passport.

Minor investors (under 18) are permitted to open investment accounts only with the submission of a court order in which the permission is granted to do so.

B: Corporate Bodies:

- I. Copy of Trade License & Registration Certificate (For Non-UAE licensed companies, these documents should be authenticated by UAE embassy and the Ministry of Foreign Affairs of the country in which the company is incorporated as well as the Ministry of Foreign Affairs of UAE)
- II. Copy of the power of attorney of the company's representative, authenticated by a notary public in addition to a copy of the representative's passport.
- III. Investor Signature Form duly completed by the company's representative.
- IV. List of Board of Directors & Partners including their nationalities, and IDs.

Provided that all the procedures have been followed, the stock market will issue an IN card containing the Investor Number. This will be delivered either by SMS, mail, collected personally or through the broker, according to the investor's wish. The IN Application form is available at the market Investor Help Desk or with any Accredited Broker.

(ii) Investor Account within the CDS

Investor share certificate deposits, new allotted issues, or Bonus / Right issues will be credited to the Investor Account within CDS. When the investor intends to sell shares, he/she is required to transfer the quantities of shares to his/her broker trading account; however, none of the Brokers have access to Investor Account at CDS.

(iii) Share Certificate Deposits and Dematerialization

Shares are traditionally held in physical or paper form. This method has its own inherent weaknesses like loss/theft of certificates, forged/fake certificates, cumbersome and time-consuming procedure for transfer of shares etc. Therefore, to eliminate these weaknesses, the Market has made it compulsory that trades in all listed securities should be settled in dematerialized form (electronic form).

The existing securities which are held with investors at present can be dematerialized as illustrated below,

To facilitate share certificate deposit, the investor needs to submit a duly completed Demat Request Form together with the Share Certificate/s to the company registrar, who, after examining the required documents cancels the physical certificate/s and inform the Securities Market to transfer the number of securities to the investor account.

Alternatively, investors may surrender the share certificate/s in physical form to the Securities Market accredited broker, who will arrange to get them sent to and verified by the company registrar. Upon confirmation, the investor account is credited with the equivalent number of shares.

After dematerialization, the investor will no longer hold physical share certificate/s, but will maintain an account with the CDS, in which his ownership is reflected as a computerized credit entry.

Investor Accounts are credited only after the company registrars have validated the deposited certificates in order to detect deposits of forged, loss or stolen certificates.

Investor can withdraw securities from the CDS by submitting a request through the Investor Help Desk. Upon withdrawal, the Investor Account is debited and the relevant company registrar is instructed to issue a certificate in the name of the Investor.

(iv) Transfers

An investor may have more than one account with one or more Brokers in Dubai Financial Market (DFM). In Abu Dhabi Securities Exchange (ADX), an investor can have only one account at least with one broker but may open additional accounts within different brokerage companies. The investor can transfer securities among these accounts by making the request through the relevant broker.

(v) Statement of Accounts

CDS regularly provides statement of accounts to all holders of active investor accounts and upon request to other investors. All account statements are mailed directly to account holders at the addresses recorded in the CDS system.

The account statement allows the investor to confirm his/ her legal ownership upon any securities transactions and to check his/her stock account movements and balances during the given period.

(vi) Opening of an investment account

After the New Investment Number (NIN) is issued by the respective share markets, the client can open an investment account at any of the Emirates NBD Bank Branches.

It is the bank account where the share transactions will be routed through. The investment account would be debited in case of purchase and funds would be credited to this account in case of sale.

Following documents are required to open an investment account for Share Trading Purposes:

For Individual

- Copy of UAE national family book / national book (Khulasat Qayd) and passport, for UAE nationals
- Copy of passport with Visa page for non nationals
- A secondary identification such as driving license / UAE ID card.

Sole Proprietorship

- Trade License
- Commercial Registration Certificate
- Original Passport of the proprietor & photocopy of same. (If UAE national - Khulasat Qayd in addition)
- Company stamp

Partnership

- Trade License
- Original Passports of the Partners & photocopies of same. (If UAE national - Khulasat Qayd in addition)
- Commercial Registration Certificate
- Notarized partnership agreement
- Company stamp

Limited Liability Company

- Commercial /Trade License
- Original Passports of directors / share holders & photocopies of same (if UAE Nationals – Khulasat Qayd, in addition)
- Commercial Registration Certificate
- Memorandum & Articles of Association
- Resolution from the Board of Directors authorizing to open a share investment account
- (Agreement) No Objection letter to open & operate the account with ENBDS signed by the Authorized signatories or the nominated person
- Company stamp

(vii) Opening a Trading Account with a Broker

Investors are required to set up a trading account with a market-accredited broker before they commence trading. The completed Account Opening Form with the required documents should be submitted to the broker, who will scrutinize the accuracy of same and open the account in your name/company name if the documents are in order. When an account is opened, the applicant becomes an investor participant and will be entitled to issue instructions for trading securities.

An investor, who wants to start trading on dematerialized titles, is required to submit a signed transfer form to the CDS, stating the quantities of shares he/she intends to trade or to transfer. The CDS in turn will undertake the transfer of shares from the investor accounts to his/her Trading Account with the broker, according to his/her instructions

(viii) Pledge and Release of Securities

The Depository Services also include the recording of pledges in favor of lending institutions with the agreement of both the borrower & the lending institution. The CDS procedures require that both the pledgor (borrower) and the pledgee (lending institution) complete and sign the pledge application form. Thereafter, CDS mark the securities pledged in the investor account for the quantity agreed by the parties and in accordance with the details submitted in the CDS Pledge Form by the parties concerned.

In the records of CDS, a pledgor remains the shareholder of his pledged securities. However, he cannot avail of these shares unless the pledgee submits the appropriate pledge release instructions in accordance with CDS Procedures. Any benefits however, still accrue to the pledgee unless stated or agreed otherwise. Completed pledge or release forms are required duly signed by authorized signatories of the pledgee, for CDS to act on pledgees instructions.

(ix) Transmission

In the case of transmission, the claimant has to provide the Securities Market with Valid transmission documents from the court. The CDS, after checking accuracy of the application and the supported documents, will transfer securities to the account of the claimant

2. SECURITIES TRADING

The process of securities trading starts when an investor formally requests from his/her broker to purchase or sell a security, according to specific conditions.

The investor may channel buy and sell orders through a brokerage firm in person, or using agreed means of communication. In order to complete the transaction, the broker must obtain authorization from the Investor, empowering him to act. The said authorization shall be binding on the client.

Upon receiving an order, the broker will promptly record the order into the electronic trading system. The system then automatically verifies all the details of the investor for whom the order is to be executed and matches buy and sell orders of a particular stock based on the price and quantity requirements.

Once the trade is executed, the investor will be notified of the deal confirmation and the transfer of share ownership occurs electronically from the seller to the buyer accounts.

All telephone conversations conducted over the Securities Market telephone lines are recorded to ensure that the Securities Market can go back to these recordings in case of disputes between investors and brokers or other parties.

The main types of trading orders conducted at the Securities Market are the limit-price orders and the market price orders. In addition, as part of efforts to service all types of investors, the Securities Market has introduced other types of orders for trading. These are orders carrying time validity and/or other specified orders.

(i) Limit Price Order:

This is an instruction where the investor specifies the price at which he is willing to execute the transaction or better. Meanwhile the broker is bound to record the order into the electronic trading system at this specified price.

(ii) Market Price Order:

A market order is placed without a specified price, and is executed as soon as possible at the best available price.

(iii) Orders Carrying Time Validity:

An order carrying time validity is an instruction to the broker to perform a buy or sell within a specified period. It shall be cancelled if not executed during the specific period fixed for its execution.

3. SECURITIES CLEARING AND SETTLEMENTS

The Securities Market is responsible for clearing and settlement of the transactions executed in the marketplace. To this end, the markets provide relevant regulations on the structure, procedure and supervision of the clearing and settlement aimed at reducing risk and improving market efficiency. All DFM and ADX transactions in markets are settled on a book-entry clearing basis on T+2. (Transaction day + 2 more days) E.g. - A trade done on Sunday will be settled on Tuesday.

i. Settlement Method

The markets adopt multilateral netting system under which the transactions are cleared and settled on a net basis by broker. After the clearing of the transactions by the securities Market, the transfers of securities ownership is done through the book-entry system, which is operated by the markets.

ii. Settlement Procedure

a. Netting (T)

At the end of each trading session, the amount of securities and money to be delivered and/or paid on the settlement day is determined through netting process reflected in CDS settlement report.

b. Delivery of Securities and/or Payment of Money (T+2)

Transactions are finally settled on T+2 in the way of delivery versus payment. Ownership of purchased securities is transferred among Investors' trading accounts. The cash settlement is done among Brokers through the designated settlement banks.

4. INVESTOR RESPONSIBILITIES

i. Each investor is eligible to possess one exclusive identification number (IN) for each securities market, used to facilitate securities transactions with respect to settlement and transfer of shares to and from his/her account each time he/she buys or sells shares. Thus, it is prohibited to have more than one IN, and failure to comply with this rule constitutes a violation by the investor and will be subject to legal action.

ii. An investor is required to disclose any shareholdings equal to or greater than 5% of a company's issued capital.

iii. An investor is responsible for all costs associated with trading securities. Therefore, he is required to pay, upon request of his broker, all the amount necessary to cover his transactions, in particular the purchasing price and commissions or other fees required by the Market/ broker.

iv. The customer shall deliver to the Broker a duly signed power of attorney under which he/she authorizes such persons to execute shares transfer forms on his/her behalf.

v. The customer is responsible to inform his/her Broker if he/she has not received confirmation as per his/her instruction within 48 Hours.

5. INVESTMENT GUIDELINES

Investment in securities is an art and science based on principles, rules and regulations, which require certain knowledge and experience that could assist in realizing the good choice and preference between the investment opportunities in the Market.

Among the most important guidelines that can be given in this field are as follows:

i. Investment objectives:

Identify and establish the investment objectives, preferences and constraints accurately in terms of return requirement and risk tolerance, in order to develop an explicit investment strategy.

ii. Trade-off between risk and return:

Consider that an accurate financial analysis, asset allocation and diversification are investment techniques that can be used in concert to manage the investor risk and track his goals in order to reduce risk and maximize return.

iii. Combination of fundamental analysis:

Combine the fundamental analysis based on the company financial statements (balance sheet, income statements, cash flows) with all other available information (press release and required disclosures) regarding the securities, to determine the appropriate risk facing the issuer and to develop an expected return forecast based on this risk.

iv. Analysis of issuer's historical data:

Analyze issuer's historical data, which will provide useful information concerning future performance expectations and the prediction of the security price trend.

v. Monitoring market and economic conditions:

Analyze the changes in macroeconomic variable on continuous basis and consider all factors (negative/positive) when making trade decisions.

vi. Selecting of advisors:

Ensure that they have the required qualifications and expertise in making valuable decisions and are properly registered in your jurisdiction in order to provide the services you need.

vii. Factors that affect the domestic economy:

Examine the factors that affect the economy and the financial standing of the issuer in order to determine which macroeconomic variables and financial influences most affect the economic and financial vulnerability of the market.

viii. Evaluating the company's technology capacity:

Evaluate the company's capacity in understanding the technology employed in the production and distribution of its product and analyze the forces affecting the issuer current and future competitive advantage.

ix. Selecting a broker:

Select the broker who provides best services to his/her customers in order to create competition between the brokers and improve their services.

x. Small and beginner investors:

Investors who do not have enough securities trading experience, they may invest through Investment Funds and Asset Management Institutions, which will carry out the administration of the investor's money and thereby ensure a well-diversified investment portfolio and combination of risk -reward.

xi. Risk associated with trading in securities:

Trading in securities may have several risks that could lead to the loss of investor's capital or a part of it. As the prices of the securities may increase, they may also dramatically fall causing losses to the investor. Further, liquidating the securities and selling them may become a hard process in view of the low demand. In addition, there are many risks to which the investor may be exposed to; therefore, the investment should be based on studies based under professional consultation.

6. ON LINE TRADING

The one-line securities trading screen displays a continuous flow of real time quotes and includes the following information:

- i. Company Name:** All names of companies listed in the Securities Market are displayed.
- ii. Company Symbol:** Special Symbol provided to companies for trading purposes as given by the Securities Market.
- iii. The last closing price:** The average price of the securities at the last trading session, computed as the value of securities traded divided by the number of securities traded.
- iv. Opening Price:** The price of the first executed transaction on a security during a trading session.
- v. Highest Price:** The highest price executed on a security during a trading session.
- vi. Lowest Price:** The lowest price executed on a security during a trading session.
- vii. Last Price:** The price of the last executed transaction on a security during a trading session.
- viii. Change:** The Change price for the day is the difference between the last price and the last closing price.
- ix. The 52 Week High Price:** The highest price executed on a security during the preceding 52 weeks.
- x. The 52 Week Low Price:** The lowest price executed on a security during the preceding 52 weeks.
- xi. Ask Price:** The lowest price quoted to sell a security.
- xii. Ask Size (Volume):** The number of shares a seller is willing to sell at the Ask Price.
- xiii. Bid Price:** The Highest price quoted to buy a security.
- xiv. Bid size (Volume):** The number of shares a buyer is willing to buy at the bid price.
- xv. Number of transactions:** Total executed transactions per company.
- xvi. Trading volume:** Total volume of shares traded per company.
- xvii. Trading value:** Total value of shares traded per company.

xviii. Market index: A statistical market capitalization-weighted index that represents the performance of the Securities Market listed companies through the measurement of the change of securities prices now relative to some base value.

xix. Total Market activity: Include the total shares traded value, volume and the total number of transactions executed for all companies during a trading session.

7. IPO FOR COMPANIES TO BE LISTED IN UAE SHARE MARKETS

Initial Public Offering (IPO) is the means of raising initial capital of a company. Subscription to IPO's could be done by any Investor (or categories of investors as determined by the company e.g. UAE nationals only, GCC nationals only, Open to all or open to non nationals subject to cap limit etc.).

IPO Subscription

The respective companies announce initial Public Offering (IPO) of their shares from time to time. Each company would announce the Lead Bank and the other participating banks, from whom the application forms could be obtained.

The Prospectus issued by the respective company in relation to IPO's will give vital information on the company profile, objectives, financial performance and the constitution of Board of Directors etc. It would also stipulate the terms of offer including the total number of shares on offer for subscription, the unit price, the premium where applicable, minimum subscription, percentage or number of shares to which the investor would become entitled, means of subscription, issue of allotment letters, relevant closing dates of acceptance etc. Further, prospectus will also list the required documents for subscription. (Individuals, companies or financial institutions)

8. RIGHT ISSUES FOR COMPANIES LISTED IN UAE SHARE MARKETS

The purpose of right Issue is to increase the issued share capital of an existing company. The subscription for Right Issue is only opened to the existing shareholders as of the Ex-Date declared by the company. (Date as of which the investors should hold the shares of the issuing company to become eligible to subscribe)

The respective companies announce Right Issues from time to time. Each company would announce the Lead Bank and the other participating banks, from whom the application forms could be obtained.

The Prospectus issued by the respective company in relation to Right issues will give vital information on the company profile, objectives, financial performance and the constitution of Board of Directors, etc. It would also stipulate the terms of offer including the total number of shares on offer for subscription, the unit price, the premium where applicable, minimum subscription(if applicable), percentage or number of shares to which the investor would become entitled, means of subscription, issue of allotment letters, relevant closing dates of acceptance etc.

Further, prospectus will also list the required documents for subscription. (individuals, companies or financial institutions)

In case of Right Issues, the Company would issue an Invitation Letter (also called 'Allotment Letter') in which the number of shares each investor is entitled would be specified.

Invitation Letters (Letters of Allotment)

The respective company will announce the Ex-Date during the Annual General Meeting or Extra Ordinary Meeting with regard to the Rights Issue and the percentage / ratio which the share holder would become entitled to subscribe for the Rights Issue. All eligible share holders will be issued with an invitation letter specifying the number of shares the investor is entitled to subscribe.

If any investor is entitled to subscribe for the Right issue by virtue of holding the shares of the company as at the declaration ex – Date and he/she does not receive the invitation letter, the following steps could be followed to obtain a letter of invitation.

- Contact the respective share markets (DFM / ADX / NASDAQ-DUBAI) and obtain a certified Inventory statement as at the Ex-Date as proof of his/her holding of the company shares.(This Statement could be obtained from the Central Depository System –(CDS) of the respective share markets)
- Submit this certified inventory statement to the relevant Company along with a request for an invitation letter.

9. FREQUENTLY USED TERMS

i. Primary Market: This is where new security is first offered (sold), whether in IPO's or as an additional issue of stock or bonds by a company that is already public.

ii. Secondary Market: It is the market where trading in securities takes place in accordance with the laws, regulations and instructions in force.

iii. Par value: Par value is the nominal value of a security. It is set by the company issuing the share, at the time of the public offering.

iv. Book Value per Share: It reflects the accounting value of the share and computed by dividing the Shareholders equities on the number of subscribed shares.

v. Shareholder's equity: Balance sheet item that includes the book value of ownership in the corporation. It includes paid-up capital, issue premium, reserves and retained earning and subtracting loss and discount on par.

vi. Market Capitalization: This is the aggregate market value of a listed security. It is equal to the market price per share, multiplied by the total number of outstanding shares.

vii. Net Income: It is the amount in excess of revenue earned over related expenses incurred. This amount is usually found at the bottom of a company's Profit and Loss statement.

viii. Cash Dividends: The amount of cash distributed to the shareholders by a company, expressed as a percentage of par value.

ix. Bonus share: A bonus issue is described as a free issue, a scrip issue, a capitalization issue or a stock dividend. These are new shares issued by a company to its existing shareholders, usually in a mathematical proportion to the number of shares already held. What the company is doing is turning part of the profits and reserves accumulated into capital.

x. Market Price: The last reported price at which a security was traded on an Exchange or the current quote.

xi. Buy Order: It is an instruction given by an investor to a broker to buy a Specified amount of shares of a certain company.

xii. Sell Order: It is an instruction given by an investor to a broker to sell a specified amount of shares of a certain company.

xiii. Initial Public Offering (IPO): A company first public issue of shares.

xiv. Share Book: An official record of ownership of company Information about shareholders such as their names, addresses and numbers of Shares held.

xv. Security: An asset such as share or bond and units of Mutual Funds.

xvi. Investor: An individual, establishment or a company that owns shares in a Public Company.

xvii. Investor Number: A unique number given to an investor by an exchange.

xviii. Broker: A company licensed by the government authorities according to the Federal rules and regulations. A broker is authorized to trade at any Market on behalf of an investor after obtaining an official approval from the investor.

xix. Registrar: The division that maintains the investor share register.

xx. Trading Floor: The area in the Market where brokers and investors interact with each other to execute orders.

xxi. Share: An instrument or legal right signifying equity, or an ownership position, in a corporation.

10. FREQUENTLY USED RATIOS

i. Earnings per Share (EPS in AED) = $\text{Net Income} / \text{Weighted Average Number of share}$

ii. Return on paid-in Capital (in %) = $(\text{Net Income} / \text{Paid-up Capital}) \times 100$

iii. Return on Equity (ROE %) = $(\text{Net Income} / \text{Shareholder's Equity}) \times 100$

iv. Return on Assets (ROA %) = $(\text{Net Income} / \text{Total Assets}) \times 100$

v. Cash Dividend to Paid-in Capital (%) = $(\text{Cash Dividend} / \text{Paid-in Capital}) \times 100$

vi. Dividend Yield (%) = $(\text{Annual Cash Dividend per Share} / \text{Market Price Per share}) \times 100$

vii. Price Earning Ratio (PE in Times) = $\text{Market Price per Share} / \text{Earnings Per Share}$

viii. Market to Book Value (times) = $\text{Market Price of Share} / \text{Book Value of Equity Per share}$

11. FREQUENTLY ASKED QUESTIONS

1. How can I get the NIN number?

Answer – Please refer above under section 1(i) "Issuance of an Investor identification Number"

2. What do you mean by the bank investment account and where can I open this account?

Answer– i) It is the bank account where the fund transactions will be routed through. The investment account would be debited in case of purchase and funds would be credited to this account in case of sale.

ii) The client can open an investment account at any of the Emirates NBD Bank Branches.

iii) The Required documents are explained under 1 (vi) above.

3. Can I open an account under power of attorney?

Answer – Yes. ENBDS accepts power of attorney attested by courts.

4. How can I open a brokerage account at ENBDS?

Answer – Simply visit any of the Emirates NBD Bank branches and fill up an ENBDS Brokerage account mandate and hand over same to Emirates NBD Bank Branch representatives along with the account opening document for Bank investment account. The bank will forward the brokerage mandate to ENBDS and ENBDS, after opening the brokerage account will inform you the trading ID using which you can commence trading.

5. What is the procedure for trading in UAE share markets?

Answer - Please refer section 2 "securities Trading" stated above.

6. What are the methods of trading available at ENBDS?

Answer – (i) By personally visiting ENBDS brokerage offices and trade in person by filling and submitting a prescribed order form to brokers.

(ii) By contacting a Broker over the phone. (No 04-3160100)

(iii) Using on line trading. (Internet Trading)

(iv) By sending orders through fax. However these orders will not be executed until they are confirmed over the telephone by the customer.

7. How can the broker establish the identity of the customer where the caller's voice is not familiar or unidentifiable to the broker?

Answer – The broker shall establish the correct identity of the client by making further inquiries regarding other personal details. These other personal details the broker will inquire from the customers would be minimum of 3 (three) of the following. The customers must make sure not to disclose these personal details to a third party under any circumstances and ENBDS shall not take any responsibility for errors that will occur due to use of these information by a third party.

- i) Investment Account Number (067/068/069 suffix a/c)
- ii) Trading Account Number (111 suffix a/c)
- iii) NIN (Investor Number)
- iv) TRADE NET ID
- v) Brokerage Number
- vi) Address – P.O.Box Number
- vii) Date of Birth
- viii) Phone Number/Additional Phone Number

8. How can I trade online?

Answer – Please refer above under section 6 “On line trading”

9. What do you mean by a ‘share transfer’? Can I transfer my shares to another person? If so, how?

Answer – Yes, A share transfer is simply a movement of stocks between a broker and the market – Central Depository Systems (CDS), between 1st and 2nd degree relatives (spouse, children, parents, brothers and sisters) and between related party companies within the same group.

Please refer ‘The list of services provided by Emirates NBD Securities LLC’ document - section - 7 for more details.

10. What are the charges involved in trading in securities?

Answer – Please refer” The list of services provided by Emirates NBD Securities LLC” document – section 3 and 4 titled Opening brokerage accounts in UAE markets and NASDAQ - DUBAI market.

11. Is there any mechanism to reconfirm my order?

Answer – As a value addition, ENBDS may reconfirm the client orders via a telephone system having voice recording capability with facility to retrieve such voice records as and when required. This is an additional mode of reconfirmation other than the usual SMS confirmation being sent to clients.

12. Is it possible me to pledge my shares and obtain a loan facility from the bank?

Answer – It is possible, provided that the bank credit requirements are met. Please refer under section 1(viii) above - “Pledge and Release of Securities”

13. What is the minimum balance requirement to be maintained in an investment account?

Answer – There is no minimum balance requirement for maintaining an investment account.

14. Is there any charge involved in, as a result of not operating the investment account for a considerable period?

Answer – No.

15. How can I obtain a statement of account?

Answer –Please refer under section 1 (v) above - Account statement

16. How Can I make changes in the existing details of my accounts such as P.O. Box no: / Address etc?

Answer – It can be done by making a written request through Emirates NBD Bank branch where your investment account is maintained for changing required details in both investment account and brokerage account.

17. Can I withdraw sale proceeds soon after the sale?

Answer – No. You can withdraw sale proceeds only after the settlement date. i.e. after 2 working days of selling the shares.(T+2)

18. What is the responsibility of the investor in notifying any discrepancy regarding their trading accounts?

Answer – Investor must advise ENBDS immediately when come across any discrepancy. (for contact details, please refer the “contact list” in the CD) If there are any delays in notifying the discrepancies to ENBDS, ENBDS shall not be held responsible for rectifying such errors.

19. What are the timings for trading sessions in UAE markets?

**Answer – Pre- open session; from 9.30am to 10.00am.
Trading session; from 10.00am to 2.00pm.**

20. Can I pay my utility bills and make other payments by using the investment account?

Answer – Yes. Provided you have the bank net facility of Emirates NBD. Please visit www.emiratesnbd.com for more details.