



عام زايد
YEAR OF ZAYED



SAVE TIME BY SUBMITTING REQUESTS ONLINE THROUGH DFM eSERVICES

We kindly advise to submit requests online through DFM eServices. Any requests submitted to DFM Client Services Affairs in person for services that are available online through DFM eServices will be charged **AED 50** administrative fee in addition to the specified service fee as from **2nd January 2019**.

To avoid the additional fee, please submit your requests online by accessing eServices via DFM Smart Services App or www.dfm.ae, for the following services:

- Update Investor Information
- iVESTOR Card Services
- Investor Statements and Reports
- Cash Dividends Services
- Family Transfers
- Securities Withdrawal Requests

Services that will not be charged the additional administrative fee include:

- Investor Number Requests, Merge Investor Numbers, Unfreeze Shares, Receive Original Share Certificates, Receive Returned iVESTOR Cards, Inheritance and Judicial Transfers.
- Investors aged 60 and above, and People of Determination are exempt from the administrative service fee for requests in person at the DFM Client Services Affairs.

To register to eServices through DFM Smart Services App or www.dfm.ae, please ensure the following:

- Your Investor Number (NIN) is updated.
- Use the email address and mobile number that are registered with DFM.

For inquiries, please contact DFM Customer Services on:

Tel: **+971 4 305 5555**

Email: **customerservice@dfm.ae**



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