

How do I open an account?

To open an account, please visit our branch to meet with us and sign our account opening forms. You will also need to submit the following documents.

For Individuals:

- Clear copy of your currently valid passport
- Clear copy of your currently valid UAE residency visa (for non-UAE nationals)
- Clear copy of your family book (for UAE nationals)
- Clear copy of your currently valid Emirates ID (both sides)
- IBAN certificate for your bank account, issued, dated and stamped by your bank (mandatory requirement by the markets) for receiving cash dividends
- Please also bring your original passports, Emirates ID and family book with you

For Companies:

- Currently valid company commercial license
- Currently valid company membership certificate from the Chamber of Commerce
- Memorandum of Association (Establishment Contract)
- Power of Attorney
- Signature Verification for Power of Attorney
- Clear copy of currently valid passport of the Power of Attorney, with visa page (for non-UAE nationals) or family book (for UAE nationals)
- Clear copy of currently valid Emirates ID (both sides) of the Power of Attorney
- IBAN certificate for your bank account, issued, dated and stamped by your bank (mandatory requirement by the markets) for receiving cash dividends
- Please also bring the original of all the above documents with you
- Important: All account opening forms and above documents must be stamped with your company stamp. Please bring it with you.

Are there any costs or admin fees for opening an account?

No, accounts are opened and maintained free of charge

How do I transfer securities to/from my brokerage account(s)?

For ADX securities transfers, please complete and submit [this form](#). There is a charge of AED 10 per company listed on ADX for outgoing transfers only.

For DFM securities transfers, please complete and submit [this form](#).

How do I obtain an iVESTOR Card for DFM in order to withdraw cash dividends from the exchange?

To apply for an iVESTOR Card please complete and submit this form in Arabic or this form in English. The iVESTOR card costs AED 50.

How can I receive cash dividends from DFM listed securities directly into a bank account?

Please complete and submit [this form](#) .

How do I request a report showing all my securities listed on an exchange?

To request ADX reports, please complete and submit [this form](#)

To request DFM reports, please complete and submit [this form](#).

Reports cost AED 10.

Some of my personal details have changed. How do I update them?

Please complete and submit to us the following forms, as well as your new or update passport, visa, ID, family book, or company documents.

[SHUAA Securities Personal Data Amendment Form.](#)

[ADX Investor Data Amendment Form.](#)

[DFM Data Amendment Form.](#)

How do I withdraw funds from my brokerage account?

Please complete and submit this form.

How do I close my brokerage account?

Please complete and submit this form.

Can I have more than one account?

Yes, you can have a Margin trading account and a Normal trading account

What are the fees for trading?

Please [click here](#) for information on trading fees

How does SHUAA Securities treat my personal information?

We treat all customer personal information as strictly confidential and it is stored securely in our records, in accordance with the relevant UAE laws and regulations.

How do I deposit money into my brokerage account(s)?

If you are a new customer we will provide you with the relevant bank account details when we confirm the opening of your brokerage account.

If you are an existing customer, please contact econfirmation@integratedsecurities.ae to request the bank account details

How do I obtain an Investor Number (NIN) if I don't already have one?

To apply for a NIN on ADX, please complete and submit [this form](#).

To apply for a NIN on DFM, please complete and submit [this form](#) in Arabic or [this form](#) in English

How do I place trading orders?

- You can place trading orders in the following ways:
- By calling your dedicated broker on the phone.
- By email
- Via our e-trading platform. Please [click here](#) for more information and to access e-trading (link to e-trading website)
- Via mobile phone. Please [click here](#) for more information and to download the App (link to mobile trading App page)
- Via Bloomberg messaging