



Lulu Retail - Initial Public Offering

Frequently Asked Questions (FAQs)

Monday 21st October 2024



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Transaction Timetable

Event	Date
ITF announcement	Mon 21 Oct
Opening of books both Retail and Qualified Investor Offering	Mon 28 Oct
Closing Retail	Tue 5 Nov
Closing Qualified Investor	Tue 5 Nov
Pricing and Qualified Investor allocations	Wed 6 Nov
Retail allocation notification by SMS	Tue 12 Nov
Commencement of refunds and dispatch of allotment letters to retail investors	Wed 13 Nov
Expected Date of Listing the Shares on the ADX	On or around 14 Nov



1. Company Overview

1.1. Who is Lulu Retail?

Lulu Retail is the largest full-line retailer with stores in all six GCC countries (“pan-GCC retailer”) by selling space, sales (retail sales value) and number of stores in 2023. It operates retail stores under the “Lulu” brand in the UAE, the KSA, Oman, Qatar, Kuwait and Bahrain.

Lulu Retail has a strong omni-channel presence in the form of **(i)** three formats of brick-and-mortar stores catering to various shopping occasions including hypermarkets (one-stop-shop), express stores (everyday shopping), and mini markets (grab and go); and **(ii)** e-commerce via the Group’s website and mobile application, supported by a partnership with Amazon in the UAE, HungerStation in KSA, Snoonu in Qatar and a partnership with talabat across all markets.

As of 31st August 2024, Lulu Retail operates a network of 240 stores, comprising 116 Hypermarkets, 102 Express Stores and 22 Mini markets, with 103 stores located in the UAE, 56 stores located in the KSA and 81 stores across the other markets.

1.2. What are Lulu Retail’s different store formats?

Lulu Retail is engaged in the retail sale of food and non-food products through its network of stores organised under three formats, designed to fit every need of customers, and through its website and the Lulu Retail App.

Hypermarkets

As at 31 August 2024, Lulu Retail operates a total of 116 Hypermarkets, including 43 Hypermarkets in the UAE, 25 Hypermarkets in KSA, 21 Hypermarkets in Oman, 11 Hypermarkets in Qatar, eight Hypermarkets in Kuwait and eight Hypermarkets in Bahrain. Hypermarkets make up 48% of the Group’s stores and 81% of 2023 sales. The majority of Lulu Retail’s Hypermarkets are located within shopping malls, allowing for large volume purchases.

Express Stores

Lulu Retail’s Express Stores service the everyday shopping needs of its customers with a focus on groceries and fresh food. The group currently operates a total of 102 Express Stores, including 56 Express Stores in the UAE, 17 Express Stores in KSA, nine Express Stores in Oman, nine Express Stores in Qatar, eight Express Stores in Kuwait and three Express Stores in Bahrain. Express Stores make up 43% of the Group’s stores and 16% of 2023 sales

Mini Market

Mini Markets, the smallest store format, allow Lulu Retail to open its stores in locations where other formats might not be suitable to cater to “grab-and-go” and convenience customers. Currently Lulu Retail operates a total of 22 Mini Markets, including four Mini Markets in the UAE, 14 Mini Markets in KSA, three Mini Markets in Qatar and one Mini Market in Bahrain. Mini Markets make up 9% of the Group’s stores and <1% of 2023 sales.



Online Channel

Lulu Retail enables the online sales of its products through its website and Lulu Retail App, as well as through third-party e-commerce providers, including Amazon in the UAE, HungerStation in KSA, Snoonu in Qatar and Talabat across the GCC. These e-commerce providers operate alongside Lulu Retail's own Online Channel services to promote the Group's stores on their platforms, take orders and payments for products from consumers, collect the orders from stores and deliver the products from Lulu Retail's stores to its consumers. The Online channel made up 3% of the Group's 2023 sales.

1.3. What are Lulu Retail's core geographic markets?

Lulu Retail operates retail stores under the Lulu Retail brand across the whole GCC covering the UAE, the KSA, Oman, Qatar, Kuwait and Bahrain.

1.4. In terms of market share, how does Lulu Retail compare to its industry peers?

Lulu Retail holds the top position in modern offline grocery retail in the GCC region, capturing 13.5% share of the GCC modern offline grocery market in 2023.

Lulu Retail is the largest retailer in Oman, Qatar, Bahrain and Kuwait and the second largest grocery retailer in the UAE. Lulu Retail is also the fastest growing and largest pan-GCC retailer in the KSA, in each case based on the retail sales value for 2023.

1.5. How has Lulu Retail performed financially over the past year?

The Group's revenue for the year ended 31 December 2023 increased by 5.6% to \$7,278 million from \$6,894 million for the year ended 31 December 2022, which in turn represented an increase of 9.2% from \$6,312 million for the year ended 31 December 2021.

Revenue for the six months ended 30 June 2024 increased by \$203.5 million, or 5.6%, to \$3,867.7 million from \$3,664.2 million for the six months ended 30 June 2023.

The Group has also experienced sustained EBITDA margin expansion up to 10.4% in 2023 from 10.2% in 2022. EBITDA for the six months ended 30 June 2024 increased by 4.2% to \$390.9 million from \$375.1 million for the six months ended 30 June 2023. The Group's EBITDA for the year ended 31 December 2023 increased by 7.2% to \$753.4 million from \$702.8 million for the year ended 31 December 2022.

1.6. What is Lulu Retail's growth strategy?

The Group's growth potential is supported by the following tangible and deliverable strategic levers:

Driving Like-for-Like Growth in Existing Stores

The Group intends to continue to drive its strong Like-for-Like Sales Growth by offering appealing and diverse products, including Private Label products, and by continuously monitoring, refreshing and expanding its product assortment to cater to changing customer preferences. In addition, the Company will focus on further enhancing its in-store experience by continuing to provide differentiated customer service,



implementing marketing and promotional initiatives to reinforce brand awareness and expanding its loyalty programme.

Growing Market Share and Network Expansion through New Store Rollouts

Lulu believes that it is well positioned to increase its market share and grow its store network, with a primary focus on the KSA and UAE. In other markets, the Group plans to grow by selectively opening stores and maintaining its market share and leadership positions. Strategically, the Group targets expansion into new urban and rural areas in its markets, thereby gaining access to relatively less penetrated areas. Additionally, the Group is gradually shifting towards an asset-light model for its new stores, which will help ensure lower capital spending requirements and faster rollouts.

Improving Operational Efficiencies and Leverage Driven by Scale

The Group is also improving its operations and business processes and extracting additional optimisation opportunities from its significant scale across the entire spectrum of functions from sourcing and distribution to sales and head office operations. In addition, the Group plans to utilise technology to enhance automation, build on optimisation initiatives across its logistics network, inventory management, and in-store operations, and deploy more advanced technologies such as self-checkouts (in over 70 stores) and self-scanners in stores.

Exploring Further Upside Opportunities

The Group is continually looking at further opportunities and initiatives to further grow and optimise its product range, sales channels and customer offering. The Group intends to continue to focus on increasing the contribution to sales of its Private Label products through marketing, SKU expansion and the introduction of new product categories. In addition, since the launch of its online store in 2012, the Group has been focusing on adapting its customer proposition and integrating its offline advantages and online opportunities to extract the maximum benefit from the rapid growth of the online market. The Group plans to continue to grow its online channels and its existing strategic partnerships with third-party e-commerce providers.

1.7. What is Lulu Retail's presence in the Kingdom of Saudi Arabia?

In KSA, Lulu Retail has maintained a presence since 2009. As at 31 August 2024, the Group operated a network of 56 stores and four distribution centres in 14 cities. Based on the Group's estimates, in 2023 it had the highest sales per sq.m. in the KSA and the highest average sales per store in the KSA.

Lulu Retail believes in the significant growth potential of the grocery retail market in the KSA reaching USD 48 billion by 2028 (source: Euromonitor) and intends to build on its leading position and increase its market share in the KSA by leveraging its established platform and successful track record in the market. The Group sees potential to expand its footprint in over 20 cities with populations over 200 thousand, along with avenues to open multiple stores in cities with populations of 1 million or more.

In addition, the Group has partnerships with a number of governmental entities in the KSA which the Group believes will unlock new opportunities. The Group believes that



it is a preferred tenant in the KSA, which will facilitate its expansion into prime locations, along with its expansion in growing communities and new cities.

1.8. What is the grocery retail market outlook?

The near-term outlook for the market is positive, underpinned by a number of socio-economic factors that support Lulu Retail's growth. The GCC market is characterized by a young demographic and growing populations, increased spending power and urbanisation, high employment rate, and economic and infrastructure development, resulting in a projected CAGR of 4.2% of the GCC grocery retail market between 2023-2028. The GCC Modern Retail Market is projected to grow at a CAGR of 4.8% during the same period.

2. Lulu Retail's IPO

2.1. Why invest in Lulu Retail's IPO?

You should make an informed decision based on a detailed review of the offering documents, available at www.luluretail.com/ipo. You may also wish to discuss this with your financial advisor before making an investment decision.

Lulu Retail believes it has several competitive strengths that make it a compelling investment opportunity, which are included below and described in greater detail in the Prospectus, available on the Lulu Retail IPO website (www.luluretail.com/ipo/):

- Large and growing addressable market supported by strong tailwinds and transformation agendas
- Largest pan-GCC retailer distinguished by scale, agility, and trusted partnerships
- Compelling customer proposition underpinned by a well-balanced product offering
- Strong operational backbone supported by global sourcing capabilities
- Robust Financial Performance with Attractive Margins and Strong Cash Conversion
- Highly experienced stakeholder and management team with a proven track record of success

2.2. What is the rationale for this share offering?

The Offering is being conducted, among other reasons, to allow the Selling Shareholder to sell part of its shareholding to more actively manage and optimise its portfolio of assets, while providing increased trading liquidity in the Company's shares and raising the profile of the Company with the domestic and international investment community, and with consumers and the public across the GCC.



2.3. What percentage of Lulu Retail is intended to be listed?

A total of 2,582,226,338 shares, equivalent to 25% of the Company's share capital, is intended to be listed on the ADX. The Selling Shareholder reserves the right to amend the size of the Offering and the size of any Tranche at any time prior to the end of the subscription period at its sole discretion, subject to applicable laws and upon obtaining the approval of the Relevant Authorities in the UAE.

2.4. When will Lulu Retail commence trading on ADX?

The company is expected to commence trading on or around 14 November 2024, subject to the completion of all the relevant legal requirements and procedures.

2.5. When is the Qualified Investor book-building and retail subscription period?

Qualified Investor book-building and retail subscriptions will open on 28 October 2024 and close on 5 November 2024. The final offer price announcement will be made on 6 November 2024.

2.6. What will the company's dividend policy be?

The Company endeavors to maintain a total dividend pay-out ratio of 75% of annual distributable profits after tax, paid semi-annually following the approval and publication of the results for the respective periods, subject to applicable financial parameters, internal and external circumstances, and as per applicable legal provisions.

The Group targets that a dividend for the six months ended 31 December 2024 will be paid in the first half of 2025.

- The objective of the Company's dividend policy is to provide fairness, sustainability and consistency in distributing profits to shareholders.
- The Company's ability to pay dividends is dependent on a number of factors and there is no assurance that the Company will pay dividends or, if a dividend is paid, what the amount of such dividend will be. Any decision to declare and pay dividends in the future will be made at the discretion of the Board of Directors.

2.7. Are new shares being issued by the Company or is the existing majority shareholder selling shares?

No new shares are being issued. The Offer Shares are existing ordinary shares and are being offered for sale by the Selling Shareholder. The net proceeds from the Offering will be received by the Selling Shareholder. The Company will not receive any proceeds of the Offering.

2.8. Would Lulu Retail's majority shareholder consider selling more shares at a later stage?

Upon the successful completion of the Offering, the Selling Shareholder will be subject to a lockup period of 180 calendar days starting from Listing, during which it may not dispose of any Shares that they own. The Selling Shareholder is not currently considering selling more shares, and the Company does not currently intend to issue additional Shares after the end of the Initial Public Offering.



2.9. How will Lulu Retail use the proceeds of the IPO?

The Company will not receive any proceeds of the Offering. The net proceeds from the Offering will be received by the Selling Shareholder.

2.10. Is this investment Shariah-compliant?

The Internal Sharia Supervision Committee of Emirates NBD Bank P.J.S.C. have issued a Shariah pronouncement confirming that, in their view, the Offering is compliant with Shariah principles. Investors should undertake their own due diligence to ensure that the Offering is Shariah compliant for their own purposes.

3. How to participate in the IPO

3.1. When will I be able to buy shares in Lulu Retail?

The offer period for the IPO will commence on 28 October 2024 and will close for retail and professional investors on 5 November 2024. Final pricing will be announced on 6 November 2024.

Successful professional subscribers will be informed of their allocation on 6 November 2024 by JGCs and JBRs. Retail Tranche subscribers will be informed of their allocation on 12 November 2024 by ADX via SMS.

The Company is expected to complete its ADX listing on or around 14 November 2024, subject to completion of regulatory requirements and approvals.

3.2. What is the offer structure for the Lulu Retail IPO?

The Offering of the Offer Shares is divided as follows:

First Tranche (1): Open to individual subscribers, eligible Lulu employees and other investors who do not qualify as Professional Investors. A NIN with ADX and bank account number is required to apply for shares.

Second Tranche (2): Open to Professional Investors as described in the “Definitions and Abbreviations” section of the UAE Prospectus.

Third Tranche (3): Open to all natural persons who qualify as Senior Executives of the Group, who have a bank account and do not participate in the First Tranche or Second Tranche.

3.3. How do I know under which tranche I should subscribe?

There are strict criteria relating to minimum investment size, investor’s net-worth and qualifications that investors should meet.

Eligible Lulu employees should apply via the First Tranche.

Select Lulu Senior Executives are eligible to apply via the Third Tranche. Senior Executive eligibility criteria will be communicated internally at Lulu Retail.



For more information, please refer to the Prospectus on Lulu Retail's IPO webpage at www.luluretail.com/ipo.

3.4. What is the size of the retail offer?

The Selling Shareholder offers 258,222,634 Shares for individual investors as part of the First Tranche, representing 10% of the Total Offer Shares.

3.5. Can foreign investors participate in the IPO?

Yes, providing they meet the qualification requirements set out in the Prospectus and the IOM.

3.6. Can I apply for shares in more than one Tranche?

A Subscriber should only submit an application for shares via one Tranche. In the event a Subscriber applies for subscription in more than one Tranche, the Lead Receiving Bank and the Joint Lead Managers may deem one or both applications invalid.

3.7. What is the price per share?

The final offer price will be determined based on the Qualified Investor orders received. The final offer price and the final offering size will be announced on 6 November 2024. Retail subscribers will subscribe at the final offer price and will be refunded excess monies in case of oversubscription and in accordance with their allocation. The final offer price is the same for all investors.

3.8. Is there a minimum and maximum application size?

Yes.

For the First Tranche: the minimum application size is AED 5,000, with any additional application to be made in increments of AED 1,000. Each Subscriber in the Retail Tranche will be guaranteed a minimum allocation of 1,000 Shares, and each Eligible Employee will be guaranteed a minimum allocation of 2,000 Shares. There is no maximum application size for subscribers in this Tranche.

For the Second Tranche: the minimum application size is AED 5,000,000 for Professional Investors. There is no maximum application size for Professional Investors.

For the Third Tranche: the minimum application size is AED 50,000. There is no maximum application size for subscribers in this Tranche and no guaranteed minimum allocation.

3.9. What is the allocation policy?

For the First Tranche: Each Subscriber in the UAE Retail Tranche other than the Eligible Employees will be guaranteed a minimum allocation of 1,000 Shares, and each Eligible Employee will be guaranteed a minimum allocation of 2,000 Shares. Shares in the First Tranche available for allocation in excess of the aggregate minimum guaranteed allocation shall be allocated on a pro-rata basis. Any fractional entitlements resulting from the pro rata distribution of Offer Shares will be rounded down to the



nearest whole number. Shares will be allocated in accordance with the aforementioned allotment policy, based on the Final Offer Price.

For the Second Tranche: Allocations within the Qualified Investor Tranche will be determined by the Company and the Selling Shareholder, in consultation with the Joint Lead Managers (excluding HSBC Bank Middle East Limited in connection with any Offering to natural persons). It is therefore possible that Subscribers who have submitted applications in this tranche may not be allocated any Shares or that they are allocated a number of Shares lower than the number of Shares mentioned in their subscription application.

For the Third Tranche: In case of over-subscription in the Third Tranche, any excess in the subscribed Offer Shares will be allocated pro rata to each Subscriber's subscription application amount based on the Final Offer Price. Applications will be scaled back on the same basis if the Third Tranche is over-subscribed. Any fractional entitlements resulting from the pro rata distribution of the Offer Shares will be rounded down to the nearest whole number. Shares will be allocated in accordance with the aforementioned allotment policy, based on the Final Offer Price.

3.10. Who are the Receiving Banks?

Joint Lead Receiving Banks:

- Abu Dhabi Commercial Bank PJSC
- First Abu Dhabi Bank PJSC

Receiving Banks:

- Dubai Islamic Bank PJSC
- Emirates Islamic Bank PJSC
- Emirates NBD Bank PJSC
- Mashreq Bank PSC (no participating branches; only digital subscriptions)
- Wio Bank PJSC
- Al Maryah Community Bank LLC (MBank)

3.11. When is the latest that I can subscribe?

Subscriptions for both retail and professional investors will close on 5 November 2024.

3.12. When is the deadline for payment for Retail Investors?

Subscription amounts paid by way of cheque must be submitted by 1:00pm on 2 November 2024 (2 working days prior to the closing date) in the UAE.

- Subscription amounts paid by way of UAEPGS, FTS and SWIFT, ATM, Internet Banking, Mobile Application & Website must be submitted by 1:00 pm on 4 November 2024 (1 working day prior to the closing date).



- Subscription applications received through ATM, Internet Banking, Mobile Application & Website must be made before / by 1:00 pm on 5 November 2024 (on the closing date).

3.13. What is the book building process?

The book building process comprises the following steps:

1. The Company hires one or more investment banks to act, among other things as lead manager(s) who are licensed by the SCA to carry out on behalf of the Company the management of the Offering, and to provide advice related to the Offering, and to coordinate with SCA and the Offering Participants and to assist the Company in determining the price range at which the security can be sold and drafting a prospectus to send out to the investors.
2. The appointed joint lead managers invite certain Professional investors, normally, but not restricted to, large-scale sophisticated buyers and fund managers, to submit bids on the number of shares that they are interested in buying and the prices that they would be willing to pay for such shares. The Professional investors' bids are recorded in a register specifically for recording the subscription orders for the shares being offered.
3. The book is 'built' by listing and evaluating the aggregated demand for the shares from the submitted bids. The underwriters analyze the information, and based on that analysis, determine with the Company and the Selling Shareholder the final price for the shares, which is termed the Final Offer Price. Shares for submitted bids pertaining to the Second Tranche are then allocated among the accepted bidders, at the discretion of the Company and the Selling Shareholder.

3.14. When will I know how many shares are allotted to me?

For First and Third Tranche subscribers, an SMS notification will be sent regarding the final allocation on 12 November 2024.

Second Tranche subscribers will be notified by the JGCs and JBRs on 6 November 2024.

3.15. If I do not receive the full allocation for which I applied, what is the refund process?

For the First Tranche, the commencement of refunds related to the investment surplus to the Investors as well as the commencement of dispatch of registered mail relating to the allotment of shares will be communicated on 13 November 2024.

3.16. How long will it take to process my refund?

For the First Tranche, the Receiving Banks commit to refund the oversubscription amounts received for the Offering and any accrued profit on such amounts one day after the subscription closing until one day prior to the refund to the First Tranche Subscribers and Third Tranche Subscribers, provided that the refund is made within



five working days from the date on which all allocations of Offer Shares to successful First Tranche Subscribers and Third Tranche Subscribers are determined.

3.17. Can I get the IPO subscription financed or leveraged?

Please contact your relationship manager at the Receiving Bank for further details.

3.18. When will I be able to sell my shares?

Trading is expected to begin on or around 14 November 2024, subject to regulatory approvals. From this date, shares in the Company will be available to buy and sell.

4. How to subscribe

4.1. How do I subscribe?

The subscription application must be submitted by a Subscriber to any of the Receiving Banks listed in the Prospectus. The subscriber's ADX NIN and bank account number must be provided, together with payment in full for the number of shares they wish to subscribe for. Funds are to be paid in one of the following ways:

- Certified bank cheque (Manager's Cheque) drawn on a bank licensed and operating in the UAE, in favor of Lulu Retail Holdings – IPO
- Debiting a Subscriber's account with a Receiving Bank; or
- Electronic subscriptions (please refer to the section on "Electronic subscription" in the prospectus available at www.luluretail.com/ipo).

Details of the Subscriber's bank account must be completed on the subscription application form even if the application amount will be paid by Manager's Cheque.

The subscription amount may not be paid or accepted by a Receiving Bank using any of the following methods:

- in cash;
- cheques (not certified); or
- any other mode of payment other than mentioned above. Please refer to Annex 3 for the details of the Receiving Bank's participating branches.

4.2. What is an ADX investor number (NIN) and how can I get one?

A NIN is an investor identification number that is used by ADX through which all transactions on the exchange can be initiated including clearing, settlement and trading transaction. All subscribers to the IPO require a NIN to apply for shares.

4.3. How do I create an ADX investor number (NIN) to subscribe to the IPO?



Investors can apply for the issuance of an investor number on ADX through one of the following service channels:

- SAHMI digital platform (for Emirates ID card holders with UAE Pass)
- Accredited Brokerage Firms and custodians
- Customer service offices at all branches of ADX.

The following documents are required to issue a NIN:

Individuals:

- Original Emirates ID card (for UAE citizens and residents holding Emirates identity)
- Passport and ID card from the country of residence for foreigners not residing in the Emirates and an International Bank Account Number (IBAN) letter, providing that the bank account is solely in the name of the applicant and not a joint bank account

Companies:

- A valid trade license copy (original for review)
- Company incorporation contract
- Company's Board of Director members list for the last certified/audited period
- A Letter with the list of all authorized signatories
- International Bank Account Number (IBAN) letter

Companies incorporated in Free Zones:

- A copy of the free zone license (original for review)
- A list of the company's board members for the last certified period
- A letter with the list of authorised signatories
- International Bank Account Number (IBAN) letter

For more information, please visit www.adx.ae

4.4. How do I obtain a NIN for a dependent?

Investors can apply for the issuance of an investor number on Abu Dhabi Securities Exchange for dependents through one of the following service channels:

- Through the ADX-licensed brokerage firms.
- Through ADX 's smart application, SAHMI, and this is only for individuals with an Emirates ID (for dependents please select family service).
- Individuals or their legal representatives can visit ADX help desk offices located in Abu Dhabi, Sharjah and Al Ain.

4.5. What are the documents required to apply for shares at a receiving bank's branch?



For individuals who are UAE or GCC nationals or nationals of any other country:

- the original and a copy of a valid passport or Emirates identity card; and
- in case the signatory is different from the Subscriber:
 - i. the duly notarized power of attorney held by that signatory or a certified copy by UAE-regulated persons/bodies, such as a notary public, or as otherwise duly regulated in the country;
 - ii. the original passport or Emirates ID of the signatory for verification of signature and a copy of the original passport or Emirates ID; and
 - iii. a copy of the passport or Emirates ID of the Subscriber for verification of signature; or
- In case the signatory is a guardian of a minor, the following will be submitted:
 - iv. original and copy of the guardian's passport or Emirates ID for verification of signature;
 - v. original and copy of the minor's passport; and
 - vi. if the guardian is appointed by the court, original and copy of the guardianship deed attested by the court and other competent authorities (e.g. notary public).

For corporate bodies including banks, financial institutions, investment funds and other companies and establishments:

- UAE registered corporate bodies:
 - vii. the original and a copy of a trade license or commercial registration for verification or a certified copy by one of the following UAE-regulated persons/bodies; a notary public or as otherwise duly regulated in the country;
 - viii. the original and a copy of the document that authorizes the signatory to sign on behalf of the subscriber and to represent the Subscriber, to submit the application, and to accept the terms and conditions stipulated in the Prospectus and in the subscription form;
 - ix. NIN details; and
 - x. the original and a copy of the passport or Emirates ID of the signatory.
- Foreign corporate bodies: the documents will differ according to the nature of the corporate body and its domicile. Accordingly, please consult with the Joint Lead Managers to obtain the list of required documents.

4.6. How do I apply electronically (E-subscription) through ADX and the Receiving Banks?

ADX ePortal Subscription:

For applying through ADX ePortal Subscriptions:

Please access –

For Arabic – <https://www.adx.ae/Arabic/Pages/ProductsandServices/ipo.aspx>

For English – <https://www.adx.ae/English/Pages/ProductsandServices/ipo.aspx>



Refer to the “ADX IPO ePortal Subscription Instructions” page and follow the instructions. Click on the IPO Subscription Link provided to subscribe for the First Tranche. (***Applicable only for investors who do not have accounts with any of the Receiving Banks***).

FAB EIPO-Subscription

Access <https://www.bankfab.com/en-ae/cib/iposubscription>

Refer to the “How to subscribe page” and follow the instructions and submit subscriptions for the First Tranche.

FAB Mobile Banking application is available for FAB Clients.

If you need any support, please call the FAB Call Centre on (02) 616 1800

Dubai Islamic Bank EIPO-Subscription

Text +97146092222 on WhatsApp and type IPOSUB.

Follow the set of instructions.

If you need any support, please contact the DIB call center on (+971) 4 609 2222 or visit the [website](#)

Emirates Islamic Bank E-IPO Subscription

Account holders with Emirates Islamic Bank can subscribe via the bank’s mobile application channel as well as through ATMs.

Eligible persons can access Emirates Islamic Bank’s ATMs with their debit card, and mobile application using their relevant username and password. This will be deemed sufficient for the purposes of identification.

If you need any support, please contact the EIB call center on (04) 316 00 66.

Abu Dhabi Commercial Bank E-IPO Subscription

Visit <https://www.adcb.com/Lulu> and click IPO Subscription Link

Complete login authentication (Customer ID, Mobile Number and OTP)

Enter NIN Number

Select broker, enter subscription amount, select account and submit

If you need any support, please contact the ADCB call center on (60) 050 20 30.

Mashreq Bank E-IPO Subscription



Existing Mashreq can digitally submit their IPO subscription requests, generate NINs with ADX & open brokerage account via their Mashreq Mobile App. Eligible clients can also apply for leverage through the same digital journey.

Non-Mashreq customers should follow the same process after opening their Mashreq account through the Mashreq Mobile App.

If you need any support, please contact the ADCB call center on (+ 971) 4 424 4457.

Emirates NBD E-IPO Subscription

Account holders with Emirates NBD Bank can subscribe via the bank's online internet banking and mobile application channel as well as through ATMs. Eligible persons can access Emirates NBD Bank's ATMs with their debit card, and online banking or mobile application using their relevant username and password (as is customary with these channels). This will be deemed sufficient for the purposes of identification and accordingly the supporting documentation in relation to application set out elsewhere in this Prospectus will not apply to electronic applications.

Subscribers without an Emirates NBD Bank account, who are either in the UAE or outside the UAE, can subscribe through the dedicated IPO website <https://IPO.EmiratesNBD.com> and pay through Online Banking via the UAE Central Bank Payment Gateway ("PGS") or through UAE Central Bank Fund Transfer ("FTS") or SWIFT.

In case of any issues or support, please contact the dedicated Emirates NBD Bank IPO team through our call center 800 ENBD IPO (800 3623 476)

Wio Bank E-IPO Subscription

Wio Bank's digital IPO subscription allows customers to generate a National Investor Number (NIN) with ADX instantly and submit their IPO subscription requests. Eligible clients can obtain leverage on their IPO subscriptions.

Existing Wio Personal customers can visit the IPO section within the app and subscribe for active IPOs instantly. New customers can avail the service by first opening their Wio Personal account: download the Wio Personal app from the App Store or Google Play onto your mobile device and apply for an account in minutes. Once your application is approved, you can subscribe to active IPOs from within the app immediately.

Subscription applications through Wio Bank will only be accepted if they are made by UAE residents.

For any queries or support, please refer to the FAQs under the IPO section in the Wio Personal app. You can also contact the team on 600-500-946.

MBank E-IPO Subscription



To subscribe through Mbank, download Mbank UAE app on your mobile device from Apple App store or Google Play or Huawei AppGallery. For instructions on the process of applying for the IPO through the app, access <https://www.mbank.ae/IPO> Refer to the section “How to subscribe” for step by step guidance.

Refer to the section “How to subscribe” for instructions on subscribing through Mbank UAE app on your mobile device (the app is available for download on the Apple App store and Google Play).

Applications for Minors can also be made through the app.

Applicants can also issue ADX NINs from the Mbank mobile app.

Subscription applications through Al Maryah Community Bank LLC will only be accepted if made by UAE residents.

For support, please contact Mbank call centre at 600 571 111.

4.7. Does ADX have pre-validation?

For trading on ADX, the brokerage firm will validate the following:

- NIN;
- Bank account number;
- Broker details;
- Trading account number; and
- Availability of shares

5. Environmental, Social, and Governance (ESG)

5.1. Who are the key individuals within the Lulu Retail senior management team?

Name	Position
Mr. Saifuddin Taher Bhai Rupawala	Chief Executive Officer
Mr. Ashraf Ali MA	Executive Director - Global Operations
Mr. Prasad Kallingal Kuttappan	Chief Financial Officer
Mr. Abdul Saleem Valiyakath Ibrahimkutty	Chief Operating & Strategy Officer
Mr. Salim Musalim Veettil Aboo	Group Director – Global Operations
Mr. Mohamed Althaf Musliam Veetil Mohamed	Group Director – Global Operations & Chief Sustainability Officer
Mr. Parameswaran Nampoothiri Easwaran Nampoothiri	Director – Finance
Mr. Santhoshkumar Raghavan Pillai	Director – Accounts & Control
Mr. Shabu Puthiyaveettil Abdul Majeed	Director – Global Operations
Mr. Abdu Rasak Chuzhiyangatel Paliyath	Director – HR
Mr. Nandakumar Vijayappan	Director – Marketing and Communications
Mr. Mohamed Anish Poovamparambil	Group Chief Information Officer
Mr. Jeevan Krishna	Chief Legal & Compliance Officer
Mr. Nidhin Jose	Director Investor Relations, Group Company Secretary

For more detail on the senior management team, please see the Prospectus at www.luluretail.com/ipo/

5.2. Who are the members of the Lulu Retail Board of Directors?

Name	Position
Mr. Yusuffali Musaliam Veettil Abdul Kader	Chairperson
Mr. Saifuddin Taher Bhai Rupawala	Chief Executive Officer & Executive Director
Mr. Ashraf Ali MA	Executive director – Global Operations & Executive Director
Mr. Abdul Saleem Valiyakath Ibrahimkutty	Chief Operating & Strategy Officer & Executive Director
Mr. Gil Adoteye Adotevi-Akue	Non-Executive Director
Mr. Abdulrahman Ibrahim Hamad Abaalkhail*	Non-Executive Director
Mr. André G. Sayegh*	Non-Executive Director
Mr. Reed Hamad Khamis Alsheryani Aldhaheri*	Non-Executive Director
Salmeen Obaid Suwaid Alsembari Al Ameri	Non-Executive Director

*Denotes that the Director is independent under the Governance Rules.

For more detail on the Board of Directors, please see the Prospectus at www.luluretail.com/ipo/

5.3. Can you summarise Lulu Retail’s ESG commitments?

The Company’s firm commitment to ESG is encapsulated in its focus on circular economy initiatives that embed sustainability practices into Lulu Retail’s business operations. For example, the Group has formed strategic partnerships with leading organisations, including NorthLadder for the recycling of electronic waste and Sparklo for the installation of reverse vending machines on its premises. Lulu Retail is also committed to environmental management initiatives such as the implementation of energy efficiency improvements aimed at reducing costs and promoting locally made products via community initiatives. For more details on the Company’s ESG policy please visit [www.luluretail.com/ipo.](http://www.luluretail.com/ipo/)

6. Appendix – List of participating Receiving Bank branches (UAE)

First Abu Dhabi Bank (FAB) Participating Branches

#	Branch name	Branch Type	Customer Timing (Monday -Saturday)	IPO Subscription Timings (Monday - Saturday)	Branch Address
1	Business Park, Abu Dhabi	Abu Dhabi	08: am to 02:00 pm (Monday- Thursday);	8 am to 1 pm - Mon - Thurs.	Khalifa Park Al Qurm, PO BOX:6316
			08:00 am to 12:30 pm (Friday)	08:00 am to 12:00 pm (Friday)	
			08: am to 02:00 pm (Saturday)	08: am to 01:00 pm (Saturday)	
2	FAB One Tower, Abu Dhabi	Abu Dhabi	08: am to 02:00 pm (Monday- Thursday);	8 am to 1 pm - Mon - Thurs.	Intersection of Shaikh Khalifa Street and Baniyas Street, PO BOX:2993
			08:00 am to 12:30 pm (Friday)	08:00 am to 12:00 pm (Friday)	
			08: am to 02:00 pm (Saturday)	08: am to 01:00 pm (Saturday)	
3	Khubeirah	Abu Dhabi	08: am to 02:00 pm (Monday- Thursday);	8 am to 1 pm - Mon - Thurs.	Near Spinneys, Khalidya Street Abu Dhabi
			08:00 am to 12:30 pm (Friday)	08:00 am to 12:00 pm (Friday)	
			08: am to 02:00 pm (Saturday)	08: am to 01:00 pm (Saturday)	
4	Al Batin	Abu Dhabi	08: am to 02:00 pm (Monday- Thursday);	8 am to 1 pm - Mon - Thurs.	Street No. 9 Next to Bateen Bus Terminal and Al Bateen Mall; PO BOX:7644
			08:00 am to 12:30 pm (Friday)	08:00 am to 12:00 pm (Friday)	
			08: am to 02:00 pm (Saturday)	08: am to 01:00 pm (Saturday)	
5	Salam Street	Abu Dhabi	08: am to 02:00 pm (Monday- Thursday);	8 am to 1 pm - Mon - Thurs.	Salam Street, Abu Dhabi
			08:00 am to 12:30 pm (Friday)	08:00 am to 12:00 pm (Friday)	
			08: am to 02:00 pm (Saturday)	08: am to 01:00 pm (Saturday)	
6	Al Ain New	Al Ain - Abu Dhabi	08: am to 02:00 pm (Monday- Thursday);	8 am to 1 pm - Mon - Thurs.	Al Ain New PO BOX: 17822
			08:00 am to 12:30 pm (Friday)	08:00 am to 12:00 pm (Friday)	
			08: am to 02:00 pm (Saturday)	08: am to 01:00 pm (Saturday)	
7	Bur Dubai	Dubai	08: am to 02:00 pm (Monday- Thursday);	8 am to 1 pm - Mon - Thurs.	Abdulla Al Rostamani Building, Khalid Bin Walid Road, Bur Dubai; PO BOX:115689
			08:00 am to 12:30 pm (Friday)	08:00 am to 12:00 pm (Friday)	
			08: am to 02:00 pm (Saturday)	08: am to 01:00 pm (Saturday)	
8	Sheikh Zayed Rd.	Dubai	08: am to 02:00 pm (Monday- Thursday);	8 am to 1 pm - Mon - Thurs.	ALQUZE NEXT TO GOLDEN DAIMOND; PO BOX:52053
			08:00 am to 12:30 pm (Friday)	08:00 am to 12:00 pm (Friday)	

			08: am to 02:00 pm (Saturday)	08: am to 01:00 pm (Saturday)	
9	Deira Branch (ABS)	Dubai	08: am to 02:00 pm (Monday- Thursday);	8 am to 1 pm - Mon - Thurs.	Abu Baker Al Siddique Rd, Deira
			08:00 am to 12:30 pm (Friday)	08:00 am to 12:00 pm (Friday)	
			08: am to 02:00 pm (Saturday)	08: am to 01:00 pm (Saturday)	
10	Jabal Ali Branch	Dubai	08: am to 02:00 pm (Monday- Thursday);	8 am to 1 pm - Mon - Thurs.	Near Gate No.5, Adjacent to Dubai Chamber Office
			08:00 am to 12:30 pm (Friday)	08:00 am to 12:00 pm (Friday)	
			08: am to 02:00 pm (Saturday)	08: am to 01:00 pm (Saturday)	
11	Sharjah	Sharjah	08: am to 02:00 pm (Monday- Thursday);	8 am to 1 pm - Mon - Thurs.	Al Reem Plaza, Ground floor Buheira Corniche, Sharjah; PO BOX:1109
			08:00 am to 12:30 pm (Friday)	08:00 am to 12:00 pm (Friday)	
			08: am to 02:00 pm (Saturday)	08: am to 01:00 pm (Saturday)	
12	Ajman	Ajman	08: am to 02:00 pm (Monday- Thursday);	8 am to 1 pm - Mon - Thurs.	Lulu Center, Al Ittihad street, Downtown, Ajman
			08:00 am to 12:30 pm (Friday)	08:00 am to 12:00 pm (Friday)	
			08: am to 02:00 pm (Saturday)	08: am to 01:00 pm (Saturday)	
13	Fujairah	Fujairah	08: am to 02:00 pm (Monday- Thursday);	8 am to 1 pm - Mon - Thurs.	Opposite to Plaza Theatre Hamdan Bin Abdulla street; PO BOX:79
			08:00 am to 12:30 pm (Friday)	08:00 am to 12:00 pm (Friday)	
			08: am to 02:00 pm (Saturday)	08: am to 01:00 pm (Saturday)	
14	RAK (LNBAD)	Ras Al Khaimah	08: am to 02:00 pm (Monday- Thursday);	8 am to 1 pm - Mon - Thurs.	FAB RAK (LNBAD), Corniche Al Qawasim Road, Near to NMC Royal Medical Center, RAK
			08:00 am to 12:30 pm (Friday)	08:00 am to 12:00 pm (Friday)	
			08: am to 02:00 pm (Saturday)	08: am to 01:00 pm (Saturday)	
15	Umm Al Quwain	Umm Al Quwain	08: am to 02:00 pm (Monday- Thursday);	8 am to 1 pm - Mon - Thurs.	Building No 211, King Faisal Road Al Maidan Area, Umm Al Quwain; Po BOX:733
			08:00 am to 12:30 pm (Friday)	08:00 am to 12:00 pm (Friday)	
			08: am to 02:00 pm (Saturday)	08: am to 01:00 pm (Saturday)	

Dubai Islamic Bank (DIB) Participating Branches

#	Branch Name	Branch Location	Customer Timing	IPO Subs Timings	Branch Address	Contact No.
1	Abu Dhabi Main Br.	Abu Dhabi	Monday to Thursday & Saturday 08:00 AM - 02:00 PM Friday 7:15 AM to 12:15 PM	Monday to Thursday & Saturday 08:00 AM - 02:00 PM Friday 7:15 AM to 12:15 PM	Airport Road, Opposite to Etisalat Bldg, Abu Dhabi	04 - 6092222
2	Al Ain Main Br	Al Ain	Monday to Thursday & Saturday 08:00 AM - 02:00 PM Friday 7:15 AM to 12:15 PM	Monday to Thursday & Saturday 08:00 AM - 02:00 PM Friday 7:15 AM to 12:15 PM	Khalifa Street, DIB Bldg., Al Ain	04 - 6092222
3	Dubai Main Br.	Dubai	Monday to Thursday & Saturday 08:00 AM - 2:00 PM Friday 7:15 AM to 12:15 PM	Monday to Thursday & Saturday 08:00 AM - 02:00 PM Friday 7:15 AM to 12:15 PM	DIB Head Office building, Al Maktoum Road, Near Clock Tower. Port Saeed, Dubai	04 - 6092222
4	Sheikh Zayed Road Br.	Dubai	Monday to Thursday & Saturday 08:00 AM - 02:00 PM Friday 7:15 AM to 12:15 PM	Monday to Thursday & Saturday 08:00 AM - 02:00 PM Friday 7:15 AM to 12:15 PM	Grosvenor House Commercial Tower, Sheikh Zayed Road, Near Fairmont Hotel, Dubai	04 - 6092222
5	Umm Suqeim Br.	Dubai	Monday to Thursday & Saturday 08:00 AM - 02:00 PM Friday 7:15 AM to 12:15 PM	Monday to Thursday & Saturday 08:00 AM - 02:00 PM Friday 7:15 AM to 12:15 PM	Abdalla Bin Fahd Villa, Jumeirah Street, Umm Suqeim 1, Dubai	04 - 6092222
6	Ras Al Khaimah Main Br.	RAK	Monday to Thursday & Saturday 08:00 AM - 02:00 PM Friday 7:15 AM to 12:15 PM	Monday to Thursday & Saturday 08:00 AM - 02:00 PM Friday 7:15 AM to 12:15 PM	Al Nakeel Area - Al Muntasir Str - Dubai Islamic Bank Bldg.	04 - 6092222
7	Sharjah Main Br	Sharjah	Monday to Thursday & Saturday 08:00 AM - 02:00 PM Friday 7:15 AM to 12:15 PM	Monday to Thursday & Saturday 08:00 AM - 02:00 PM Friday 7:15 AM to 12:15 PM	King Abdul Aziz st. - Al Qasimia / Al Nud - Sharjah	04 - 6092222

ADCB Participating Branches

#	Branch name	Branch Type	Branch Code	Branch Location-Area	Customer Timing (Friday)	IPO Subscription Timings (Monday to Thursday & Saturday)	IPO Subscription Timings (Friday)	Branch Address
1	Shahama Branch	Normal Branch	00153	Abu Dhabi	08:00 AM - 12:00 PM	08:00 AM - 03:00 PM Monday to Thursday & Saturday	08:00 AM - 12:00 PM	Dubai Abu Dhabi Road, Near Bani Yas Coop, P.O. Box: 76122
2	Hazza Bin Zayed Stadium Branch	Normal Branch	00207	Abu Dhabi, Al Ain	08:00 AM - 12:00 PM	08:00 AM - 03:00 PM Monday to Thursday & Saturday	08:00 AM - 12:00 PM	Hazza Bin Zayed Stadium, Al Ain
3	Zayed Town Branch	Normal Branch	00152	Abu Dhabi, Al Dhafra Region	08:00 AM - 12:00 PM	08:00 AM - 03:00 PM Monday to Thursday & Saturday	08:00 AM - 12:00 PM	Zayed Town Main Street, Near Zayed Town Court, P.O. Box: 50013 Zayed Town
4	Al Riggah Branch	Normal Branch	00251	Dubai	08:00 AM - 12:00 PM	08:00 AM - 03:00 PM Monday to Thursday & Saturday	08:00 AM - 12:00 PM	Al Riggah Road, Near Al Riggah Metro-Station, P.O. Box: 5550
5	Business Bay Branch	Normal Branch	00265	Dubai	08:00 AM - 12:00 PM	08:00 AM - 03:00 PM Monday to Thursday & Saturday	08:00 AM - 12:00 PM	Business Bay, Al Khaleej Al Tejari, Dubai, Nearest landmark-Business bay metro station
6	Ajman Branch	Normal Branch	00321	Ajman	08:00 AM - 12:00 PM	08:00 AM - 03:00 PM Monday to Thursday & Saturday	08:00 AM - 12:00 PM	Al Ittihad Street, Near Lulu centre, P.O. Box: 1843
7	Ras Al Khaimah Branch	Normal Branch	00341	Ras Al Khaimah	08:00 AM - 12:00 PM	08:00 AM - 03:00 PM Monday to Thursday & Saturday	08:00 AM - 12:00 PM	Al Naeem Mall, New central business district, P.O. Box: 1633
8	Fujairah Branch	Normal Branch	00331	Fujairah	08:00 AM - 12:00 PM	08:00 AM - 03:00 PM Monday to Thursday & Saturday	08:00 AM - 12:00 PM	Hamed Bin Abdulla Street, Near ADNOC P.O. Box: 770 Fujairah
9	Ruwais Branch	Normal Branch	00154	Abu Dhabi, Al Dhafra Region	08:00 AM - 12:00 PM	08:00 AM - 03:00 PM Monday to Thursday & Saturday	08:00 AM - 12:00 PM	Ruwais Housing Complex Sh. Zayed Road, Near Etisalat Office P.O.Box: 11851 Ruwais
10	Al Zahiya City Centre Branch	Mall Branch	00302	Sharjah	03:00 PM - 09:00 PM	10:00 AM - 03:00 PM Monday to Thursday & Saturday	No IPO Subscription on Friday	Sheikh Mohammed Bin Zayed Street, Al Zahia City Centre, Ground level, near Entrance A, P.O. Box: 23657

11	Reem Mall Branch	Mall Branch	00166	Abu Dhabi	03:00 PM - 09:00 PM	10:00 AM - 03:00 PM Monday to Thursday & Saturday	No IPO Subscription on Friday	Ground level, Al Reem Island, Abu Dhabi. P.O. Box: 939 Abu Dhabi
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Emirates NBD Participating Branches

#	Emirate	Branch	Location	Working Hours	IPO Working Hours	Contact
1	Dubai	Deira Branch	Ground Floor, new Emirates NBD Building at Abra Rd, Deira, Dubai	Monday to Thursday	Monday to Thursday	800 ENBD IPO (800 3623 476)
				(8:00 AM - 3:00 PM)	(8:00 AM - 1:00 PM)	
				Friday	Friday	
				(8:00 AM - 12:00 PM)	(8:00 AM - 11:00 AM)	
				Saturday	Saturday	
				(8:00 AM - 3:00 PM)	(8:00 AM - 1:00 PM)	
2	Dubai	Jumeirah Branch	Emirates NBD Building, Al Wasl Rd Intersection, Umm Suquiem 3, Jumeirah, Dubai	Monday to Thursday	Monday to Thursday	800 ENBD IPO (800 3623 476)
				(8:00 AM - 3:00 PM)	(8:00 AM - 1:00 PM)	
				Friday	Friday	
				(8:00 AM - 3:00 PM)	(8:00 AM - 11:00 AM)	
				Saturday	Saturday	
				(8:00 AM - 3:00 PM)	(8:00 AM - 1:00 PM)	
3	Dubai	Al Qusais Branch	Damascus St, Near Dubai Grand Hotel, Al Qusais, Dubai	Monday to Thursday	Monday to Thursday	800 ENBD IPO (800 3623 476)
				(8:00 AM - 3:00 PM)	(8:00 AM - 1:00 PM)	
				Friday	Friday	
				(8:00 AM - 12:00 PM)	(8:00 AM - 11:00 PM)	
				Saturday	Saturday	
				(8:00 AM - 3:00 PM)	(8:00 AM - 1:00 PM)	
4	Abu Dhabi	Abu Dhabi Main Branch	Ground Floor, Al Neem Building, Shaikh Khalifa Street, Abu Dhabi	Monday to Thursday	Monday to Thursday	800 ENBD IPO (800 3623 476)
				(8:00 AM - 3:00 PM)	(8:00 AM - 2:00 PM)	
				Friday	Friday	
				(8:00 AM - 3:00 PM)	(8:00 AM - 12:00 PM)	
5	Abu Dhabi	Al Muroor Branch	New Airport Road, Muroor, Abu Dhabi	Monday to Thursday	Monday to Thursday	800 ENBD IPO (800 3623 476)
				(8:00 AM - 3:00 PM)	(8:00 AM - 1:00 PM)	

				Friday (8:00 AM - 12:00 PM)	Friday (8:00 AM - 11:00 AM)	
				Saturday (8:00 AM - 3:00 PM)	Saturday (8:00 AM - 1:00 PM)	
6	Al Ain	Al Ain Main Branch	Sheikh Khalifa Bin Zayed St, (in front of Burjeel Hospital), Al Ain	Monday to Thursday (8:00 AM - 3:00 PM)	Monday to Thursday (8:00 AM - 1:00 PM)	800 ENBD IPO (800 3623 476)
				Friday (8:00 AM - 12:00 PM)	Friday (8:00 AM - 11:00 AM)	
				Saturday (8:00 AM - 3:00 PM)	Saturday (8:00 AM - 1:00 PM)	
				Monday to Thursday (8:00 AM - 3:00 PM)	Monday to Thursday (8:00 AM - 1:00 PM)	
				Friday (8:00 AM - 12:00 PM)	Friday (8:00 AM - 11:00 AM)	
7	Ajman	Ajman Branch	Emirates NBD Building, Sheikh Rashid Bin Humaid St, Al Sawan, Ajman	Monday to Thursday (8:00 AM - 3:00 PM)	Monday to Thursday (8:00 AM - 1:00 PM)	800 ENBD IPO (800 3623 476)
				Friday (8:00 AM - 12:00 PM)	Friday (8:00 AM - 11:00 AM)	
				Saturday (8:00 AM - 3:00 PM)	Saturday (8:00 AM - 1:00 PM)	
				Monday to Thursday (8:00 AM - 3:00 PM)	Monday to Thursday (8:00 AM - 1:00 PM)	
				Friday (8:00 AM - 12:00 PM)	Friday (8:00 AM - 11:00 AM)	

Emirates Islamic Bank (EIB) Participating Branches

#	Branch name	Branch Location	Customer Timing	IPO Subscription Timings	Branch Address
1	Healthcare City Branch	Dubai	Monday to Thursday (8am - 4pm) Friday (8 - 12.30pm & 2pm - 4pm)	Monday to Thursday (8am - 1pm) Friday (8am - 11.30am)	Building 16, Dubai Health Care City
2	Nad Al Hamar	Deira	Monday to Saturday (8am - 2pm) Friday (8am - 12.30pm)	Monday to Saturday (8am - 1pm) Friday (8am - 11.30am)	Bel Remaitha Club Building, Show Rooms # S-8 & S-9, Nad Al Hamar Area, Al Rubat street
3	Halwan Branch	Sharjah & NE Region	Monday to Saturday (8am - 8pm) Friday (8am - 11.30am)	Monday to Saturday (8am - 1pm) Friday (8am - 10.30am)	Sheikh Isam Building, Wasit Street, Industrial Area, Halwaan, Sharjah
4	Ajman Kalifa Bin Zayed	Ajman	Monday to Saturday (8am - 2pm) Friday (8am - 12.30pm)	Monday to Saturday (8am - 1pm) Friday (8am - 11.30am)	Sara Plaza 2, Al Jurf 2 area - Shaikh Khalifa Bin Zayed St - Ajman
5	Ras Al Khaimah Branch	Ras Al Khaimah	Monday to Saturday (8am - 8pm)	Monday to Saturday (8am - 1pm)	Emirates Islamic Tower, Ground

			Friday (8am - 12.30pm)	Friday (8am - 11.30am)	Floor, Al Muntaser Road - Al Nakheel Area
6	Fujairah Branch	Fujairah	Monday to Saturday (8am - 2pm) Friday (8am - 12.30pm)	Monday to Saturday (8am - 1pm) Friday (8am - 11.30am)	Near Choithram Supermarket, Sheikh Hamad Bin Abdulla Street
7	Main Branch Abu Dhabi	Abu Dhabi	Monday to Saturday (8am - 2pm) Friday (8am - 12.30pm)	Monday to Saturday (8am - 1pm) Friday (8am - 11.30am)	Khalidiyah Corniche Area, Wave Tower
8	Al Ain Main Branch	Al Ain	Monday to Saturday (8am - 2pm) Friday (8am - 12.30pm)	Monday to Saturday (8am - 1pm) Friday (8am - 11.30am)	Al Ain, Al Murabaa Area, Othman Bin Affan Street, opposite to Al Ain Mall

MBank Participating Branches

S.No	Branch name	Branch Location-Area	Customer Timing	IPO Subscription Timings	Branch Address
1	Al Maryah Community Bank, Innovation Hub	Abu Dhabi	8AM to 4PM (Monday - Thursday)	8AM to 4PM and 24x7 through Mbank app (Monday -Thursday)	Al Maryah Community Bank, Innovation Hub, 454 Shakbout Bin Sultan Street, Abu Dhabi, UAE
			8AM to 12PM (Friday)	8AM to 12PM and 24x7 through Mbank app (Friday)	
			8AM to 4PM (Saturday)	8AM to 4PM and 24x7 through Mbank app (Saturday)	
2	Al Maryah Community Bank, Mall of the Emirates	Dubai	10AM to 10PM (Monday - Thursday)	10AM to 10PM and 24x7 through Mbank app (Monday -Thursday)	Al Maryah Community Bank, Level 1, Ski Dubai Entrance, Mall of the Emirates, Dubai, UAE
			10AM to 10PM (Friday)	10AM to 10PM and 24x7 through Mbank app (Friday)	
			10AM to 10PM (Saturday)	10AM to 10PM and 24x7 through Mbank app (Saturday)	
3	Al Maryah Community Bank, Capital Mall	Abu Dhabi	10AM to 10PM (Monday - Thursday)	10AM to 10PM and 24x7 through Mbank app (Monday -Thursday)	Al Maryah Community Bank, Mohammed Bin Zayed City, Mussaffah - Abu Dhabi, UAE
			10AM to 10PM (Friday)	10AM to 10PM and 24x7 through Mbank app (Friday)	
			10AM to 10PM (Saturday)	10AM to 10PM and 24x7 through Mbank app (Saturday)	

7. Glossary

For a detailed glossary of terms, refer to “Definitions and Abbreviations” in the Prospectus.