




The Association of Global Custodians - Questionnaire 2024 - 2025

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Welcome to the Depository-Information Gathering Project.

Before beginning, we suggest that you print the entire document for review on paper and review the Glossary of Terms. Each will assist you with answering the questions. For help, contact: Robin D. Truesdale, Baker & McKenzie LLP (202) 835-1664   ; e-mail:

Robin.Truesdale@bakermckenzie.com.

Note

- * When reviewing/updating your prior year's responses in the questionnaire, please ensure that the sub-questions are reviewed/updated as well.
- * Please deselect/uncheck any responses in the sub-questions where those responses are no longer applicable.
- * Please note: Any text in the "other" and/or "please explain/describe" questions should be deleted before deselecting the response. In this regard, note that deselecting a response with written text does not delete the information, it only hides the information from view.
- * Any responses that appear in open text boxes should be deleted if the information is no longer applicable.

SCOPE, STRUCTURE, OWNERSHIP, CAPITAL, REGULATION AND AUDIT

The purpose of this section is to understand the ownership structure and financial strength of your institution, as well as the level of regulatory and operational supervision to which it is subject.

Response Necessary/Eligibility Question

1. Rule 17f-7, by reference to Rule 17f-4, requires that, for a depository to be eligible to hold securities of U.S. registered investment companies (such depositories hereinafter referred to as "Eligible Securities Depositories"), the depository must be a "system for the central handling of securities where all securities of any particular class or series of any issuer deposited within the system are treated as fungible and may be transferred or pledged by bookkeeping entry without physical delivery of the securities."

Are all securities of a particular class or series of any issuer that are deposited in your institution treated as fungible, and can they be transferred or pledged by bookkeeping entry without physical delivery of the securities?

- Yes
- No (please answer 1a)
- Other (please answer 1a)

1a. Please explain:

Response Necessary/Eligibility Question

2. Rule 17f-7 also requires that an Eligible Securities Depository "acts as or operates a system for the central handling of securities or equivalent book-entries in the country where it is incorporated," or "acts as or operates a transnational system for the central handling of securities or equivalent book-entries." Does your institution: (Choose all that apply.)

- Act as or operate a system for the central handling of securities or equivalent book-entries in the country where it is incorporated? (please answer 2b)
- Act as or operate a transnational system for the central handling of securities or equivalent book-entries? (please answer 2b)
- Act in another capacity with respect to the handling of securities or equivalent book-entries? (please answer 2a)
- Not applicable (please answer 2a)
- Other (please answer 2a)

2b. Please specify the types of securities for which you act as or operate a system for the central handling of securities or equivalent book-entries:

Equities, ETFs, REITs, government bonds and corporate bonds.

3. What type of legal entity is the institution? (Choose all that apply.)

- Public Company
- Private Company
- Central Bank (or part thereof)
- Stock Exchange (or part thereof)
- Other (please answer 3a)

4. Is the institution operated as a "for profit" or a "not for profit" organization?

- For profit
- Not for profit
- Other (please answer 4a)

5. Please provide the names of the owners and their ownership interest percentages.

Dubai Central Clearing and Depository Holding LLC (100%) which in turn is 100% owned by Dubai Financial Market, the stock exchange of Dubai, UAE.

6. Please answer the following:

6a. What is the date of establishment of the depository? 13/03/2019

6b. What is the date that the depository's operations began? 26/10/2019

7. Under what regulation or statute is the depository established and governed?

Chairman of the SCA Board of Directors' Decision No. (19/R.M) of 2018 Concerning the Regulation of the Central Depository Activity.

7a. Is the regulation or statute electronically available?

- Yes (please answer 7b)
- No

7b. If regulation or statute is electronically available, please supply web address(es) here or upload document(s) in question 7c.

<https://www.sca.gov.ae/en/regulations/regulations-listing.aspx#page=1>
(PDF copy also attached)

7c. Please supply document(s) here:

Board of Directors Decision No. (19R.M) of 2018.pdf

7d. Please provide details of the structure and composition of your Board together with their industry experience and responsibilities in governing the depository.

What are the qualifications to become a board member?

N/A. The CSD does not have a Board of Directors but has a CEO and supporting management team.

7e. What are the election procedures?

N/A

7f. What is the maximum length of time a board member can serve?

N/A

7g. How are the voting powers distributed amongst the board members (i.e. does each board member have one vote or do certain members have additional voting power)?

N/A

7h. Who is responsible for regulating the board members?

N/A

Response Necessary/Eligibility Question

8. Rule 17f-7 requires that an Eligible Securities Depository “is regulated by a foreign financial regulatory authority as defined under section 2(a)(50) of the Act”, with section 2(a)(50) establishing that “‘foreign financial regulatory authority’ means any (A) foreign securities authority, (B) other governmental body or foreign equivalent of a self-regulatory organization empowered by a foreign government to administer or enforce its laws relating to the regulation of fiduciaries, trusts, commercial lending, insurance, trading in contracts of sale of a commodity for future delivery, or other instruments traded on or subject to the rules of a contract market, board of trade or foreign equivalent, or other financial activities, or (C) membership organization a function of which is to regulate the participation of its members in activities listed above.”

Who regulates the activities of the depository? (Choose all that apply.)

- A governmental body or regulatory organization empowered to administer or enforce laws related to securities matters.
- A governmental body or self-regulatory organization empowered to administer or enforce laws related to other financial activities.
- A membership organization which regulates the participation of its members in securities matters or other financial activities.
- Other (please answer 8a)

9. Please provide the name of regulatory authority(ies) identified in question 8:

The Securities and Commodities Authority of the UAE (SCA) who is also a member of the International Organization of Securities Commissions (IOSCO)

Response Necessary/Eligibility Question

10. Rule 17f-7 requires that an Eligible Securities Depository “is subject to periodic examination by regulatory authorities or independent accountants.”

Is the depository subject to periodic examination by: (Choose all that apply.)

- Regulatory authorities?
- Independent accountants?
- Other (please answer 10a)

10a. Please explain:

- [1]Ruler's Court External Audit
- [2]Quality Assurance Audit
- [3]Internal Audit
- [4]Financial Audit Authority

11. What enforcement actions are available to the regulatory authority(ies) for breach of applicable statute or regulatory requirements? (Choose all that apply.)

Name of Authority #1 (please answer 11a):

The Securities and Commodities Authority of the UAE (SCA)

11a.

- Fines
- Restrictions on depository activities.
- Suspension of depository activities.
- Termination of depository activities.
- Other (please answer 11b)

11b. Please explain:

Issue reprimand letters.

Name of Authority #2 (please answer 11c):

N/A

11c.

- Fines
- Restrictions on depository activities.
- Suspension of depository activities.
- Termination of depository activities.
- Other (please answer 11d)

12. Has there been any use of such enforcement actions in the last three years?

- Yes (please answer 12a)
- No
- Other (please answer 12a)

Capital

13. Are annual financial statements publicly disclosed?

- Yes (please answer 13a)
- No (please answer 13e)
- Other (please answer 13h)

13a. If yes, the AGC requests a copy of the institution's annual report. Is the annual report available electronically?

- Yes (please answer 13b)
- No (if no, please send a copy of the annual report to the Washington office of Baker & McKenzie, 815 Connecticut Ave., NW, Washington, DC
- 20006, Attn: Robin Truesdale)

Internal Audit

14. Is an internal audit undertaken in your depository?

- Yes (please answer 14a)
- No (please proceed to 15)

14a. If yes, what areas does the audit cover (financials, operations, etc.) and which department in your depository handles it?

All operational areas as well as financial.
Group Internal Audit Department handles the audit.

14b. Please list the date of your last internal audit: 29/09/2024

Please list the period that the audit covered: 31/12/2023 to 29/09/2024

14c. How frequently does the internal audit occur? (Choose one.)

- Two or more times a year (please answer 14e)
- Annually (please answer 14e)
- Less than annually (please answer 14d)

14e. Are the results of the internal audit publicly available?

- Yes
- No

14f. Please select the statement that most accurately characterizes the results of the last internal audit: (Choose one.)

- No material exceptions found.
- Minor exceptions found. (please answer 14g)
- Material exceptions found. (please answer 14g)

15. Is a financial audit performed by an Audit Firm, Regulatory Authority, or other external party?

- Yes (please answer 15a)
- No (please proceed to 16)

15a. If yes, please state the name(s) of the entity(ies) who perform the financial audit.

Deloitte Middle East (DME)

15b. Please list the date of your last financial audit performed by an Audit Firm, Regulatory Authority, or other external party:

29/09/2024

15c. Please list the period that the audit covered:

31/12/2023 to 29/09/2024

15d. How frequently does the financial audit occur? (Choose one.)

- Two or more times a year (please answer 15f)
- Annually (please answer 15f)
- Less than annually (please answer 15e)

15f. Are the results of the financial audit publicly available?

- Yes
- No

15g. Please select the statement that most accurately characterizes the results of the last financial audit: (Choose one.)

- No material exceptions found.
- Minor exceptions found. (please answer 15h)
- Material exceptions found. (please answer 15h)

16. Is an operational audit performed by an Audit Firm, Regulatory Authority, or other external party?

- Yes (please answer 16a)
- No (please proceed to 17)

16a. If yes, please state the name(s) of the entity(ies) who perform the operational audit.

Deloitte Middle East (DME)

16b. Please list the date of your last operational audit performed by an Audit Firm, Regulatory Authority, or other external party:

30/12/2023

16c. Please list the period that the audit covered:

31/12/2022 to 30/12/2023

16d. How frequently does the operational audit occur? (Choose one.)

- Two or more times a year (please answer 16f)
- Annually (please answer 16f)
- Less than annually (please answer 16e)

16f. Are the results of the operational audit publicly available?

- Yes
- No

16g. Please select the statement that most accurately characterizes the results of the last operational audit: (Choose one.)

- No material exceptions found.
- Minor exceptions found. (please answer 16h)

Material exceptions found. (please answer 16h)

16h. If minor or material exceptions were found, what actions were taken? Please describe:

PARTICIPANTS AND PARTICIPATION

The purpose of this section is to understand issues relating to participation in the depository, including eligibility requirements, conditions of participation, and supervision of participants.

17. What types of entities are eligible to become participants and how many of each type are there currently? (Choose all that apply.)

- Banks (please answer 17a)
- Brokers (please answer 17e)
- Individuals (please answer 17i)
- Foreign Institutions (please answer 17m)
- Other entities (please answer 17q)
- Not applicable

17a. How many Bank participants are there currently? (then please answer 17b)

There currently 6 banks as depository participants.

17b. Please select the features included in the eligibility requirements for Banks. (Choose all that apply.)

- Financial Thresholds (please answer 17c)
- Regulatory Oversight (please answer 17c)
- Market Experience (please answer 17c)
- Other (please answer 17d)

17c. Where can a description of the specific eligibility requirements for Bank participants be found?

Dubai CSD and SCA websites.

17e. How many Broker participants are there currently? (then please answer 17f)

There are currently 26 active broker participants as at 30 September 2024.

17f. Please select the features included in the eligibility requirements for Brokers. (Choose all that apply.)

- Financial Thresholds (please answer 17g)
- Regulatory Oversight (please answer 17g)
- Market Experience (please answer 17g)
- Other (please answer 17h)

17g. Where can a description of the specific eligibility requirements for Broker participants be found?

DFM, Dubai CSD and SCA websites.

17i. How many Individual participants are there currently? (then please answer 17j)

Approximately 1,400,000 individual participants with direct accounts with the CSD. Dubai CSD also operates a mandatory direct custody account for investor. Each individual investor may also account with Trading Participants.

17j. Please select the features included in the eligibility requirements for Individual participants. (Choose all that apply.)

- Financial Thresholds (please answer 17k)
- Regulatory Oversight (please answer 17k)
- Market Experience (please answer 17k)
- Other (please answer 17l)

17l. If other, please explain:

Mandatory for investors to have an Investor Number with Dubai CSD to hold securities listed on the DFM stock exchange. Eligibility requirement is a valid identification document, bank account details and relevant supporting documents in case of corporate entities.

17m. How many Foreign Institution participants are there currently?

4 as at 30 September 2024.

17n. Please select the features included in the eligibility requirements for Foreign Institution participants. (Choose all that apply.)

- Financial Thresholds (please answer 17o)
- Regulatory Oversight (please answer 17o)
- Market Experience (please answer 17o)
- Other (please answer 17p)

17p. If other, please explain:

By way of linkage agreements.

17q. If you have selected "Other entities" above, please explain:

Issuers, share registrars, pledgee banks, Courts, approved entities.

17r. Indicate how many "Other entities" are currently participants?

About 140 as at 30 September 2024.

17s. Please select the features included in the eligibility requirements for the participants referred to above as "Other entities". (Choose all that apply.)

- Financial Thresholds (please answer 17t)

- Regulatory Oversight (please answer 17t)
- Market Experience (please answer 17t)
- Other (please answer 17u)

17u. If other, please explain:

Participant agreements/contracts.

18. Are participants required to contribute capital to the depository that would result in ownership of the depository?

- Yes (please answer 18a)
- No
- Not applicable
- Other (please answer 18b)

19. Are prospective participants subject to an initial review and approval process regarding compliance with eligibility requirements?

- Yes
- No
- Not applicable
- Other (please answer 19a)

Conditions of Participation

20. What governs the relationship between the depository and the participants? (Choose all that apply.)

- Relevant law and regulation
- Standard participation contract
- Established terms and conditions of participation
- By-laws of the depository
- Rules of the depository
- Other (please answer 20a)
- Not applicable

Response Necessary/Eligibility Question

21. Rule 17f-7 requires that an Eligible Securities Depository “holds assets for the custodian that participates in the system on behalf of the Fund under safekeeping conditions no less favorable than the conditions that apply to other participants.”

Please confirm that assets of foreign investors held by custodians as participants in the depository are held under safekeeping conditions no less favorable than the conditions that apply to other participants.

- Yes (please answer 21b)
- No (please answer 21a)
- Not applicable (please answer 21a)
- Other (please answer 21a)

21b. Please confirm the basis for the arrangements in place to ensure that the assets you hold for custodians receive the same level of safekeeping protection as the assets held for other categories of participants. (Choose all that apply.)

- Relevant Law and Regulation (please answer 21d)
- Standard participation contract (please answer 21d)

- Established terms and conditions of participation (please answer 21d)
- By-laws of the depository (please answer 21d)
- Rules of the depository (please answer 21d)
- Other (please answer 21c)

21d. For each item in Question 21b that you checked, please briefly supply references or citations to the law(s), regulation(s), or depository rule(s), participation condition(s), or participant contract provision(s), as applicable.

N/A

22. How does the depository notify participants of material changes to the conditions of participation? (Choose all that apply.)

- By e-mail
- By telephone
- By public announcement
- By press release
- Other (please answer 22a)
- Not applicable

22a. Please explain:

Via circulars and/or rule updates sent via email and posted to website.

Governance of Participants

23. Who enforces compliance with the depository's conditions of participation? (Choose all that apply.)

- The depository
- The exchange
- The depository's regulator
- Other (please answer 23a)
- Not applicable

23a. Please explain:

N/A

24. What enforcement actions are available to the enforcement authority? (Choose all that apply.)

- Fines
- Restrictions on participation
- Suspension of participation
- Termination of participation
- Other (please answer 24a)
- Not applicable

24a. Please explain:

Reprimand letters.

25. Has there been any such enforcement actions in the last three years?

- Yes (please answer 25a)
- No
- Not applicable
- Other (please answer 25b)

DEPOSITORY FUNCTIONALITY AND SERVICES; USE OF AGENTS

Certain functionalities and services reduce risk to an investor if provided in an efficient manner. The purpose of this section is to identify those functionalities that may potentially be offered by depositories and clearing systems around the world, and ascertain whether they are offered by your institution.

26. For which of the following security types do you serve as a depository or clearing system? (Choose all that apply.)

- Government securities
- Equities
- Corporate bonds
- Corporate money market instruments
- Others (please answer 26a)
- Not applicable

26a. Please name the other security types:

ETFs, REITs

27. Is the use of the depository in your market compulsory by law or compulsory by market practice for the settlement or safekeeping of all instrument types in your market (e.g. equities, government securities, corporate bonds, money market instruments, warrants, derivatives etc). (Choose all that apply.)

- Yes by law for settlement of all instrument types (please answer 27a)
- Yes by law for safekeeping of all instrument types (please answer 27a)
- Yes by market practice for settlement of all instrument types (please answer 27b)
- Yes by market practice for safekeeping of all instrument types (please answer 27b)
- Yes by law for settlement, but not for all instrument types (please answer 27a)
- Yes by law for safekeeping, but not for all instrument types (please answer 27a)
- Yes by market practice for settlement, but not for all instrument types (please answer 27b)
- Yes by market practice for safekeeping, but not for all instrument types (please answer 27b)
- Neither/other (please answer 27c)

27a. Please list the instrument types for which it is not compulsory by law to:

(i) settle in your depository

N/A

(ii) safekeep in your depository:

N/A

28. Settlement and Safekeeping Percentages

28a. Please list by instrument type the percentage of the total market in your jurisdiction (either volume or value) settled within your institution, exclusive of your links with third parties.

Equities = 100%

Government Bonds = 100%

Corporate Bonds = 100%

28b. Please list by instrument type the percentage of the total market in your jurisdiction (either volume or value) held in safekeeping within your institution.

Equities = 100%

Government Bonds = 100%

Corporate Bonds = 100%

29. Are there any activities performed by a third party on behalf of the depository for the depository participants (e.g., vaulting of physical securities, registration, entitlement processing, etc.)?

Yes (please answer 29a)

No

Not applicable

Other (please answer 29i)

30. Has any participant suffered any losses in the past three years due to the depository's performance?

Yes (please answer 30a)

No

Not applicable

Other (please answer 30m)

30c. Corporate Action. Please specify total loss in USD:

30e. Settlement Process - Securities. Please specify total loss in USD:

30g. Settlement Process - Cash. Please specify total loss in USD:

30i. System Outage. Please specify total loss in USD:

30k. For Other, please specify number of instances:

30l. For Other, please specify total loss in USD:

30m. If other, please explain:

Other Services

31. Who accepts cash deposits (or makes payment credit accommodations) for depository transactions? (Choose all that apply.)

- Depository
- Central Bank
- Banks appointed by depository (please answer 31a)
- Neither/others (e.g. credit lines used please answer 31b)
- Not applicable

31a. Please name banks:

(1) Emirates NBD Bank; (2) Standard Chartered Bank.

32. Who processes cash clearing (or draws on credit lines, if applicable) for depository transactions? (Choose all that apply.)

- Depository
- Central Bank
- Banks appointed by depository (please answer 32a)
- Neither/others (please answer 32b)
- Not applicable

32b. If others, please explain:

The CCP clearing house entity is legally responsible for cash clearing.

33. Who controls the movement of cash for cash deposits (or draws on credit lines, if applicable)? (Choose all that apply.)

- Depository
- Central Bank
- Banks appointed by depository (please answer 33a)
- Neither/others (please answer 33b)
- Not applicable

33b. If others, please explain:

For trade settlement, the CCP clearing house entity is responsible for cash deposits through the settlement banks.

34. Who controls the movement of cash for cash clearing (or for draws on credit lines, if applicable)? (Choose all that apply.)

- Depository
- Central Bank
- Banks appointed by depository. (please answer 34a)
- Neither/others (please answer 34b)

Not applicable

34b. If others, please explain:

CCP clearing house entity is responsible for cash clearing.

35. Please indicate services you provide. (Choose all that apply.)

- Information in advance on corporate (annual or special) meetings in order that owners can vote.
- Tax assistance where foreign holders may be entitled to tax relief at source or through a claim.
- In order to avoid fails, an automatic securities lending facility - if requested - is provided for. (please answer 35a)
- Collateral handling in support of activities including securities lending, overdraft coverage, cash management, repurchase agreements, etc. Please provide details. (please answer 35c)
- Same day turnaround settlements.
- Information on distribution of new issues (IPO, Privatization).
- Other (please answer 35d)
- Not applicable

35d. If other services, please explain:

[1] Cash dividend payments services for listed companies who appoint DFM as paying agent.

[2] iVestor Card for retail investors whereby dividend payments are credited to the iVestor debit card of retail investors who signs-up for the card service.

36. What procedures are in place for the processing of corporate action entitlements? (Choose all that apply.)

- Credited to the securities account on the day indicated below regardless of whether actually collected by the depository on the scheduled date. (please answer 36a)
- Credited to the securities account upon actual receipt by the depository.
- Corporate action entitlements are handled by an entity separate from the depository. (please answer 36c)
- Not applicable
- Other (please answer 36d)

36d. If other, please explain:

On the next settlement day for securities consolidations.

37. What procedures are in place for the processing of interest and dividends?(Choose all that apply.)

- Credited to the cash account on the day indicated below regardless of whether actually collected by the depository on the scheduled date. (please answer 37a)

- Credited to the cash account upon actual receipt by the depository.
- Income and dividend collection is handled by an entity separate from the depository. (please answer 37c)
- Not applicable
- Other (please answer 37d)

Linkages With Other Central Securities Depositories (CSD) or International Central Securities Depositories (ICSD)

38. Please list all depositories or settlement systems to which you have an electronic link.

None

39. Are procedures and controls (firewalls) in place to avoid systemic collapse or contamination if one of the linked entities should experience business interruptions for whatever reason?

- Yes (please answer 39a)
- No (please answer 39a)
- Other (please answer 39a)
- Not applicable

40. Has a business interruption recovery plan been developed in the event the linkages should become inoperable for any reason?

- Yes
- No (please answer 40a)
- Other (please answer 40a)
- Not applicable

ACCOUNT STRUCTURES AND RECORDKEEPING

The purpose of this section is to identify the nature of accounts; the naming convention is employed, the level of segregation achieved, accessibility in the event of bankruptcy and the frequency of reporting generated from them.

41. Are participants permitted to maintain more than one account at the depository?

- Yes (please answer 41a)
- No
- Not applicable
- Other (please answer 41d)

41a. If yes, please indicate number: (Choose one.)

- An unlimited number of accounts.
- More than one account (please answer 41b and indicate how many)
- Other (e.g. subaccounts) (please answer 41c)

42. Are participants required/permitted to segregate assets held for their own benefit from those they hold for their clients?

- Yes (please answer 42a)
- No
- Not applicable
- Other (please answer 42d)

42a. If yes, is segregation required or simply permitted?

- Required (please answer 42b)
- Permitted (please answer 42b)
- Other (please answer 42e)

42b. How does segregation occur? (Choose all that apply.)

- By separately designated participant accounts.
- By sub-accounts within a single participant account.
- By separately designated beneficial owner accounts.
- Other - e.g. share registration (please answer 42c)

43. Does the depository permit its participants to open accounts in the participant's own nominee name(s)?

- Yes (please answer 43a)
- No
- Other (please answer 43b)
- Not applicable

43a. If yes, do laws exist, which define as well as protect the rights of beneficial owners with respect to securities registered in nominee name?

- Yes
- No

44. In the event a participant's single or main account is blocked for any reason (e.g., insolvency, penalties, violations, liens), would securities held in any account or accounts on behalf of the participant's clients be accessible:

44a. By the participant's clients?

- Yes (please answer 44b)
- No
- Not applicable
- Other (please answer 44c)

44b. If yes, please describe briefly how clients of participants would access their securities and whether there would be any delay in their ability to do so:

For securities of clients of participants are registered with the depository in the clients' names, the clients' are recognized as legal owners of securities.

There is no delay in clients being able to access their accounts through DFM or through the client's global custodian if securities are held in such segregated accounts. Where securities are held in the names of nominees or omnibus accounts, there may be delays by clients of participants to access their securities.

44d. By the intervening authorities controlling insolvency or other proceedings?

- Yes (please answer 44e)
- No
- Not applicable
- Other (please answer 44f)

44g. By the participant's creditors?

- Yes (please answer 44h)
- No
- Not applicable
- Other (please answer 44i)

44j. By the depository's creditors?

- Yes (please answer 44k)
- No
- Not applicable
- Other (please answer 44l)

45. In what form does the depository maintain records identifying the assets of each participant? (Choose all that apply. Please refer to "Help" for clarification.)

- Computer file (please answer 45b)
- Microfiche (please answer 45b)
- Hard copy (please answer 45b)
- Computer tape (please answer 45b)
- Other (please answer 45a)

45b. In which format is the source data maintained?

Database

Response Necessary/Eligibility Question

46. Rule 17f-7 requires that an Eligible Securities Depository “provides periodic reports to its participants with respect to its safekeeping of assets, including notices of transfers to or from any participant's account.”

Does the depository make available periodic safekeeping reports to participants, including notices of transfers to or from the participant's account?

- Yes (please answer 46b)
- No (please answer 46a and then proceed to 48)
- Other (please answer 46a)

46b. If yes, please indicate the scheduled frequency.

- Daily
- Annually
- Weekly
- Upon request
- Monthly
- Other (please answer 46c)
- Quarterly

46c. If other, please explain:

Participants also have access to the depository system to view transactions to/from accounts under the participants' control.

47. What is your document and record retention policy for documents and records described above in this section? (Choose one.)

- 6 months or less 5 years
 1 year 7 years
 3 years Other (please answer 47a)

47a. If other, please explain:

10 years

SETTLEMENTS

The purpose of this section is to identify the model of settlement employed, the relationship between cash and securities, and the basis on which participants meet their obligations.

48. The Committee on Payment and Settlement Systems of the Bank for International Settlements (BIS) has identified three common structural approaches or models for linking delivery and payment in a securities settlement system. Please indicate which model your procedures most closely resemble (Please refer to details on the models within the "Help" section located below this question): (Choose all that apply.)

- Model 1 - Gross, Simultaneous Settlements of Securities and Funds Transfers. (please answer 48a) Not applicable
 Model 2 - Gross Settlements of Securities Transfers Followed by Net Settlement of Funds Transfers. (please answer 48a) Other (please answer 48b)
 Model 3 - Simultaneous Net Settlement of Securities and Funds Transfers. (please answer 48a)

48a. Please briefly describe your settlement process, including how your settlement procedures may vary from the model chosen above (and as described below in the Help section)?

On T+0, securities sold are put in 'pending' status once execution occurs while turnaround trades are allowed. Seller is still the legal owner of securities under 'Pending' status and is eligible for all benefits. On T+2, upon completion of cash settlement, securities sold are removed from 'pending' status and deducted from seller balance and added to buyer's balance. Unalleged trades can be rejected by custodians to executing broker for settlement.

Question 48 Help:

***Model 1** - Gross, Simultaneous Settlements of Securities and Funds Transfers. These systems settle transfer instructions for both securities and funds simultaneously on a trade-by-trade (gross) basis, with final (irrevocable and unconditional) transfer of securities from the seller to the buyer (delivery) occurring at the same time as final transfer of funds from the buyer to the seller (payment). The securities settlement system maintains securities accounts and funds accounts for participants. Transfer of securities and cash are made by bookentry.*

***Model 2** - Gross Settlements of Securities Transfers Followed by Net Settlement of Funds Transfers. These systems settle securities transfer instructions on a trade-for-trade (gross) basis, with final transfer of securities from the seller to the buyer (delivery) occurring throughout the processing cycle, but settle funds transfer instruction on a net basis, with final transfer of funds from the buyer to the seller (payment) occurring at the end of the processing cycle.*

The securities settlement system maintains securities accounts for participants, but funds accounts are usually held by another entity (often a commercial bank or the central bank). Securities are transferred by book-entry, such transfer being final at the instant the entries are made on the securities settlement system's books. The corresponding funds transfers are irrevocable, but not final. During the processing cycle, the system calculates running balances of funds debits and credits, the balance being settled at the end of the processing cycle when the net

debit and net credit positions are posted on the books of the commercial bank or central bank that maintains the funds accounts. Settlement of funds accounts may occur once a day or several times a day.

Model 3 - Simultaneous Net Settlement of Securities and Funds Transfers. These systems settle transfer instructions for both securities and funds on a net basis, with final transfer of both occurring at the end of the processing cycle. Settlement may occur once a day or several times a day. The securities settlement system maintains securities accounts for participants. Funds accounts may be maintained by another entity, either a commercial bank or the central bank.

During a processing cycle, running balances of debits and credits to funds and securities accounts are calculated. All funds and securities transfers are provisional until the end of the processing cycle, at which time book-entry transfer of securities take place. If and only if all participants have sufficient balances of funds and securities, final transfers of the net securities balances and net funds balances are executed.

49. Are the cash and security movements simultaneous?

- Yes
- Not applicable
- No (please answer 49a)
- Other (please answer 49c)

49a. If cash and security movements are not simultaneous, please indicate the duration of the timing gap. (Choose one.)

- 1 hour
- 5 hours
- 2 hours
- Overnight
- 3 hours
- 2 days
- 4 hours
- Other (please answer 49b)

49b. If other, please explain:

15 minutes gap.

OWNERSHIP OF SECURITIES

The purpose of this section is to determine how ownership of securities is represented, the ways the depository maintains ownership or control of securities held in the depository, and the extent to which ownership of assets held by the depository is separated from the proprietary assets of the depository.

50. How are depository eligible securities held by the depository?

- Securities in the depository are held in dematerialized form.
- Securities in the depository are held in certificated form.
- Other (please answer 50a)

51. If depository eligible securities are certificated, can depository eligible securities be held outside of the depository?

- All eligible securities must be held in the depository. (please answer 51b)
- Securities may move freely into and out of the depository. (please answer 51h)
- Once entered into the depository, eligible securities must remain in the depository. (please answer 51b)
- Certain designated securities may be held outside the depository. (please answer 51a)
- Not applicable
- Other (please answer 51k)

51c. Are these certificates:

- Bearer
- Registered (please answer 51d)
- Other (please answer 51g)

52. If securities are dematerialized:**May dematerialized security positions be re-certificated and held outside the depository?**

- Yes (please answer 52a)
- No (please answer 52a)
- Not applicable
- Other (please answer 52j)

52a. Are the securities held: (Choose all that apply.)

- Through book-entry at the depository
- Through book-entry at a registrar or issuer (please answer 52b)
- Other (please answer 52k)

52d. If the securities held by the depository are recorded by book entry at the registrar, are the securities registered only to the depository, with the depository providing the function of recording ownership on a centralized basis for the market? (Choose all that apply.)

- Yes (please answer 52e)
- No (please answer 52g)
- Other (please answer 52l)

52i. If the securities held with the depository are recorded by book-entry at the registrar, what are the control features at the registrar for transfer of registrar positions to and from the depository (e.g., authentication procedures, reconciliation, confirmation of position at registrar)? Please describe:

52k. If other, please explain:

For delisted securities, the issuer can either continue to hold the delisted securities in the depository or withdraw the securities and hold as physical certificates. Where securities are listed, there is no option to hold physical certificates.

52l. If other, please explain:

Dubai CSD maintains the register for the registrar.

Response Necessary/Eligibility Question

53. Rule 17f-7 requires that an Eligible Securities Depository “maintains records that identify the assets of each participant and segregate the system's own assets from the assets of participants.”

Does the depository maintain records that identify the assets of each participant and segregate the system's own assets from the assets of participants?

- Yes
- No
- Not applicable (please answer 53a)
- Other (please answer 53a)

54. Does the law protect participant assets from claims and liabilities of the depository?

- Yes
- No
- Not applicable
- Other (please answer 54a)

55. Can the depository assess a lien on participant accounts? (A lien would entitle the depository to take and hold or sell the securities of the participant in payment of a debt.)

- Yes (please answer 55a)
- No
- Not applicable
- Other (please answer 55o)

55a. If yes, for what reasons are liens or similar claims imposed? (Choose all that apply.)

- Fees and expenses
- Collateralization of overdrafts
- To secure payment for purchased securities
- Other (please answer 55b)

55b. Please describe:

Only securities underlying a novated purchase contract which is not settled by the Clearing Member to the CCP upon instructions of the CCP entity.

55c. Please indicate the limits of this lien as indicated below: (Choose one.)

- The lien is limited to securities in the participant's proprietary account.
- The lien is limited to securities in the course of purchase and sale transactions, but does not extend to settled positions.
- The lien may extend to settled client positions. (please answer 55d)
- Other (please answer 55d)

55e. If a lien is placed on a participant's account which has been designated for its clients, will the depository select certain securities to be subject to the lien?

- Yes (please answer 55f)
- No (please answer 55h)
- Other (please answer 55n)

55f. If yes, please indicate whether: (Choose one.)

- The lien is placed on the most liquid securities in the account
- The lien is placed on the securities with the greatest value in the account
- Other selection criteria is used (please answer 55g)

55i. If other, please describe:

N/A

55j. For accounts designated as client accounts, do procedures exist to restrict the placement of liens only to obligations arising from safe custody and administration of those accounts?

- Yes (please answer 55k)
- No
- Other (please answer 55m)

55k. If yes, are the restrictions accomplished by:

- Contract between the depository and the participant
- Other procedures (please answer 55l)

55l. Please explain:

Clearing and settlement rules of the CCP.

55n. If other, please explain:

Only securities underlying a novated purchase contract which is not settled by the Clearing Member to the CCP upon instructions of the CCP entity.

56. Transfer of Legal Ownership

Does the depository have legal authority to transfer title to securities?

- Yes (please answer 56a)

- No
- Not applicable
- Other (please answer 56e)

56a. When does title or entitlement to depository securities pass between participants? (Choose one.)

- At the end of the business day on which the transfer occurs. (please answer 56c)
- When corresponding money or other consideration is transferred. (please answer 56c)
- When the transaction is processed on an intra-day basis. (please answer 56c)
- Other (please answer 56b)

56c. Where does title or entitlement to depository securities pass between participants? (Choose one.)

- On the depository books
- On the registrars books
- Other (please answer 56d)

56e. If other, please explain:

N/A

HANDLING OF SECURITIES OUTSIDE THE DEPOSITORY ENVIRONMENT

The purpose of this section is to consider the process (and any risk inherent within such a process) that involves the safekeeping of client assets while they are being removed from a depository and being lodged into a depository.

57. How are eligible securities lodged (that is, placed) in the depository system? (Choose all that apply.)

- A registered certificate in the name of the depository is delivered to the depository.
- A participant delivers the security with a valid transfer deed or stock power or other transfer document to the depository which then effects registration.
- A registrar re-registers the security in the name of the depository.
- Other (please answer 57a)
- Not applicable

57a. Please describe:

Securities are dematerialised in Dubai CSD. Upon the successful IPO, the listed company will send files containing details of shareholdings. All subsequent transfers and trade settlements will be conducted through the debiting and crediting of securities in the depository system.

58. When are securities lodged into the depository reflected in a participant's depository account? (Choose all that apply.)

- Securities are reflected in the participant depository account immediately upon delivery to the depository.
- Securities are re-registered prior to being reflected in the participant's depository account.
- Other (please answer 58a)
- Not applicable

58a. Please explain:

Securities balances are credited to the respective investor accounts as instructed by the issuer pursuant to a listing, corporate actions or when investor's demat physical certificates.

59. How long does it usually take to lodge securities with the depository? (Choose one.)

- 1 to 2 days
- 3 days to 1 week

- 2 to 4 weeks
- More than 4 weeks (please answer 59a)
- Not applicable
- Other (please answer 59b)

60. During the process of lodging securities into the depository, can the securities: Be traded?

- Yes
- No (please answer 60c)
- Not applicable
- Other (please answer 60c)

60a. During the process of lodging securities into the depository, can the securities: Be settled?

- Yes
- No (please answer 60d)
- Not applicable
- Other (please answer 60d)

60b. During the process of lodging securities into the depository, can the securities: Have ownership transferred?

- Yes
- No (please answer 60e)
- Not applicable
- Other (please answer 60e)

60c. If they cannot be traded, or if you answered other, please explain:

No trading, settlement can be affected until the deposited securities are actually credited to the investor accounts by the depository. Where securities are credited in relation to an IPO, the said securities can only be traded from the date of listing.

60d. If they cannot be settled, or if you answered other, please explain:

No trading, settlement can be affected until securities are given good value. Where securities are credited in relation to an IPO, the said securities can only be traded once listed.

60e. If ownership cannot be transferred, or if you answered other, please explain:

No transfers can be affected until securities are part of depository register and balances reflected in the account.

61. Are securities immediately available for delivery upon transfer to the depository?

- Yes
- No (please answer 61a)
- Not applicable
- Other (please answer 61d)

62. Please describe briefly the arrangements/procedures/facilities you maintain to ensure that eligible securities held at the depository are handled at least as efficiently as compared to securities held outside the depository, particularly in relation to income, corporate actions and proxy services.

Securities of all listed companies are fully dematerialized within the depository system. The depository is managing the full share book of all securities in the depository and as such, no

securities are held outside the depository. All securities type of corporate actions are handled by Dubai CSD electronically; there is no need to physically mail securities-type of corporate action to shareholders. Risk of corporate action certificates being lost in mail is totally removed. Sharebook is updated on a realtime basis. In addition, payment of cash dividends is now also centralized and made by the depository to the bank accounts of all eligible shareholders. No physical cheques issued.

63. What transfer process steps are involved when eligible securities are withdrawn from the depository for safekeeping? (Choose one.)

- Securities are re-registered into the name of the beneficial owner or a nominee.
- Securities are re-certificated and re-registered into the name of the beneficial owner or a nominee.
- Securities are re-certificated and delivered as bearer instruments.
- Securities are transferred as is any physical delivery in the market.
- Other (please answer 63a)
- Not applicable.

63a. Please specify:

For de-listings, securities may be removed from the depository and details of shareholders' register will be provided to the issuer or share registrar of the listed company unless the issuer elects to still use the services of Dubai CSD as a depository for unlisted securities.

64. How long does it usually take to remove securities from the depository? (Choose one.)

- 1 to 2 days
- 3 days to 1 week
- 2 to 4 weeks
- More than 4 weeks (please answer 64a)
- Not applicable
- Other (please answer 64b)

65. While the securities are being removed from the depository, can they:

65a. Be traded? (Choose one)

- No (please answer 65b)
- Not applicable
- Yes
- Other (please answer 65b)

65b. Please explain:

There is pre-validation of securities balances during execution of trades. Trading, settlement or transfer cannot be effected if there is insufficient available balances caused by the removal of securities from the depository. In addition, the instrument code will also be removed from the trading system to prevent trading.

65c. Be settled?

- No (please answer 65d)
- Not applicable
- Yes
- Other (please answer 65d)

65d. Please explain:

There is pre-validation of securities balances during execution of trades. If there are insufficient securities balances for trade execution, the order will not be executed and therefore there will be no trades for settlement. Once trades have been executed, securities balances are earmarked and earmarked securities balances for trade settlement cannot be transferred or removed from the depository.

65e. Have ownership transferred?

- No (please answer 65f)
- Not applicable
- Yes
- Other (please answer 65f)

65f. Please explain:

Ownership transfer is based on available owned securities balances. If securities are being removed from the depository, the available owned balance will be reduced by the quantity of securities to be removed from the depository.

STANDARD OF CARE

The purpose of this section is to understand the responsibility and liability that the depository has in providing services to its participants/members in the settlement and clearing of securities and/or cash, and to understand what type of protections exist for participants in the event of a participant failure/default.

Depository Liability**66. Does the depository accept liability (independent of any insurance coverage) for the following:****66a. Reconciliation errors with the registrar and/or the issuer that result in direct damages or losses to participants?**

- No
- Not applicable
- Yes (please answer 66b)
- Other (please answer 66d)

66e. Theft of securities (either physical certificate or electronically from accounts at the depository) from the depository that result in direct damages or losses to participants?

- No
- Yes (please answer 66f)
- Not applicable
- Other (please answer 66h)

66f. If yes, please check all of the following that apply:

- Financial limits are imposed on the amount of liability assumed by the depository
- The depository assumes liability for direct losses
- The depository assumes liability for indirect or consequential losses
- Other (please answer 66g)

66i. Failure of the depository's systems that result in direct damages or losses to participants because they cannot use either securities or funds?

- No
- Yes (please answer 66j)
- Not applicable
- Other (please answer 66l)

66m. Any direct damages or losses to participants caused by the depository due to its errors, omissions or fraud?

- No

- Yes (please answer 66n)
- Not applicable
- Other (please answer 66p)

66n. If yes, please check all of the following that apply:

- Financial limits are imposed on the amount of liability assumed by the depository
- The depository assumes liability for direct losses
- The depository assumes liability for indirect or consequential losses
- Other (please answer 66o)

66q. Any direct damages or losses to participants caused by the depository in its capacity as a central counterparty?

- No
- Not applicable
- Yes (please answer 66r)
- Other (please answer 66t)

66u. Does the depository guaranty settlement?

- No
- Yes (please answer 66v)
- Not applicable
- Other (please answer 66w)

66w. If other, please explain:

Settlement guarantee is provided by the CCP entity (Dubai Clear LLC). Dubai CSD is the CSD entity.

66x. Any direct damages or losses to participants caused by the depository as a result of force majeure events, acts of God, or political events, etc.?

- No
- Yes (please answer 66y)
- Not applicable
- Other (please answer 66-1)

66-2. In all cases where the depository assumes responsibility for direct or indirect or consequential losses, is the depository's liability limited by a standard of care determination?

- No
- Yes (please answer 66*)
- Not applicable
- Other (please answer 66!)

66*. Please define the standard of care applied:

Liable only if there is negligence, fraud or wilful conduct.

67. Do the depository's written contracts, rules, or established practices and procedures provide protection against risk of loss of

participant assets by the depository in the form of?

67a. Indemnification

- Yes (please answer 67b)
- No
- Other (please answer 67b)
- Not applicable

67d. Insurance

- Yes (please answer 67e)
- No
- Other (please answer 67e)
- Not applicable

67g. Acknowledgement of liability for losses caused by depository's own actions.

- Yes (please answer 67h)
- No
- Other (please answer 67h)
- Not applicable

67h. Please explain (then please answer 67i):

Liable only if there is negligence, fraud or wilful conduct.

67i. Please provide details of the relevant sections of the contracts, rules or practices where this information is found.

N/A

67j. Other

- Yes (please answer 67k)
- No

68. Is the depository immune from legal action in its own jurisdiction?

- Yes
- No
- Other (please answer 68a)

Security Control

69. How do participants receive information (view actual settlement of trades, movement of securities on their accounts, etc.) and see the status of their accounts? (Choose all that apply.)

- By direct electronic link
- By receipt of physical account holding statements
- Other (please answer 69a)
- Not applicable

69a. Please explain:

By SMS Messages to the investors directly once the trade is executed or when the transfer is approved.

Entity Name

United Arab Emirates Dubai Central Securities Depository LLC

70. Do participants have access to affect their holdings, including confirming and affirming trades, movement of securities on their accounts, etc.?

- Yes (please answer 70a)
- No
- Other (please answer 70d)
- Not applicable

70a. How is access given to participants? (Choose all that apply.)

- By direct electronic link (please answer 70b)
- Other (please answer 70c)

70b. Please select type of electronic link:

- Dial-up modem
- Secured, leased, dedicated telephone line
- Internet
- Fax

71. Regarding data security:

71a. Are passwords used by participants to access their accounts?

- Yes
- No
- Not applicable
- Other (please answer 71b)

71c. Does each user have a unique user ID?

- Yes
- No
- Not applicable
- Other (please answer 71d)

71e. Are passwords regularly changed?

- Yes (please answer 71f)
- No
- Not applicable
- Other (please answer 71g)

71f. How often?

As may be determined by participants but forced change after a pre-determined period.

71h. Is there a user lock-out after a pre-set number of unsuccessful User ID attempts?

- Yes (please answer 71i)
- No
- Not applicable

Other (please answer 71j)

71i. How many? According to Dubai CSD's data security policy.

72. Does the depository communicate with other market entities such as stock exchanges, payment systems, clearing houses, etc., by secured linkages?

Yes (please answer 72a)

No (please proceed to 74)

Not applicable (please proceed to 74)

Other (please answer 72a)

72a. Please explain:

Dubai CSD's depository system is interfaced with both the trading system of the exchange for prevalidation of securities balances and the clearing system of the CCP for collateral purposes and also with settlement banks for cash settlements.

73. How does the depository communicate with other market entities?

73a. Stock Exchanges (Choose all that apply.)

Dial-up modem

Secured, leased, dedicated telephone line

Internet

Fax

Paper/other

Not applicable

73b. Payment Systems (Choose all that apply.)

Dial-up modem

Secured, leased, dedicated telephone line

Internet

Fax

Paper/other

Not applicable

73c. Clearing Houses (Choose all that apply.)

Dial-up modem

Secured, leased, dedicated telephone line

Internet

Fax

Paper/other

Not applicable

73d. Registrars (Choose all that apply.)

Dial-up modem

Secured, leased, dedicated telephone line

Internet

Fax

Paper/other

Not applicable

74. How is access to the physical building controlled? (Choose all that apply.)

- By guards
- By electronic keys/personal ID card
- By alarm system
- Other (please answer 74a)

75. What are the vault security procedures for the safekeeping of physical paper? (Choose all that apply.)

- Not applicable no vault is maintained
- Electronic keys/combinations
- Dual access control
- Visitor logs
- Vault counts (please answer 75a)
- Intrusion alarms
- Fire alarms
- Guards
- Other (please answer 75b)

Participant Default Protections Resulting from a Participant Failure

76. If a participant defaults, how is the loss covered? (Choose all that apply?)

- Depository insurance covers the loss (please answer 76a)
- The depository guaranty fund covers the loss
- Loss is shared among participants (please answer 76b)
- Other (please answer 76d)
- Not applicable

77. During the past three years, has there been a situation where a participant defaulted which resulted in a significant loss?

- Yes (please answer 77a)
- No
- Not applicable
- Other (please answer 77a)

78. Does the depository have a guaranty fund independent of stock exchange or other market guarantees?

- Yes (please answer 78a)
- No (please proceed to 79)
- Not applicable (please proceed to 79)
- Other (please answer 78l)

78d. How is the fund financed? (Choose one.)

- Contributions from owner (please answer 78e)
- Contributions from participants (please answer 78f)
- Funding from retained earnings
- Other (please answer 78g)

78h. Who is covered by the fund? (Choose all that apply.)

- Direct depository participants only

- The beneficial owner also
- Other (please answer 78i)

78j. When is the guaranty fund used? (Choose all that apply.)

- When a broker defaults
- When a direct participant defaults
- Other (please answer 78k)

79. Does the depository have forms of oversight management for assessing and monitoring of the following? (Choose all that apply.)

- Participant eligibility requirements
- Participant volumes
- Participant financial strength
- Other loss or default protections the depository maintains (please answer 79a)
- Collateral requirements for participants (please answer 79b)
- Debit caps for participants (please answer 79c)
- Settlement controls that minimize or eliminate the risk of default by a participant (please answer 79d)
- Blocking of securities movement before receipt of payment
- Blocking payment until securities are moved
- Other forms of risk management used for assessing and monitoring participant exposures (please answer 79i)
- Not applicable

80. Does the stock exchange have default protections that extend to the depository, such as the following? (Choose all that apply.)

- Margin requirements for stock exchange members
- Guaranty fund for stock exchange members
- Financial requirements for stock exchange membership
- Other (please answer 80a)
- No
- Not applicable

80a. Please explain:

There is a separate CCP entity, Dubai Clear LLC which is responsible for margin requirements of Clearing Members, settlement default fund and minimum collateral and financial requirements for clearing membership.

BUSINESS RECOVERY PLAN

This section is intended to identify key aspects of the depository's Business Recovery Plan (BRP), including testing requirements and past results, expected recovery time periods, and the independent review and validation (if any) of the BRP.

81. Do you have a formal business recovery plan?

- Yes (please answer 81a)
- No
- Other (please 81g)

81a. Does your Business Recovery Plan include: (Choose all that apply.)

- Back-up of all computer files
- Off-site data storage
- Back-up files stored and locked

Off-site operations facility

Other (please answer 81h)

**81b. Please identify both the frequency and the last date of testing for the following third party:
Depository participants/members**

At least once a year.

**81c. Please identify both the frequency and the last date of testing for the following third party:
Stock exchange**

At least once a year. Last test: March 2023. Result:Successful

**81d. Please identify both the frequency and the last date of testing for the following third party:
Central bank**

N/A

**81e. Please identify both the frequency and the last date of testing for the following third party:
Local brokers**

At least once a year. Last test: March 2023. Result:Successful

**81f. Please identify both the frequency and the last date of testing for the following third party:
Any other third party**

N/A

82. How quickly can the main system be reactivated in the event of an outage? (Choose one.)

1 - 4 hours

4 - 8 hours

8 - 24 hours

Longer than 24 hours

Not applicable

Other (please answer 82a)

83. If a back-up system exists, how quickly can the back-up system be activated in the event of the main system failing? (Choose one.)

1 - 4 hours

4 - 8 hours

8 - 24 hours

- Longer than 24 hours
- Not applicable
- Other (please answer 83a)

84. Will the depository publicly announce any system interruption?

- Yes (please answer 84a)
- No (please proceed to 85)
- Not applicable
- Other (please answer 84g)

84a. To whom will the depository disclose any system interruptions? (Choose all that apply.)

- To the depository regulators
- To all direct participants
- To direct and indirect participants
- To the public via the internet (please answer 84b)
- In the press (please answer 84c)
- Other (please answer 84d)

84b. If so, please list webpage address:

www.dubaicsd.ae

84e. How will the depository disclose any system interruptions? (Choose all that apply.)

- By e-mail
- By telephone
- Public announcement
- Press release
- Other (please answer 84f)

84f. Please explain:

Official Correspondences.

85. In the past three years, has it been necessary to activate the recovery plan in a live situation?

- Yes (please answer 85a)
- No
- Not applicable
- Other (please answer 85e)

PERFORMANCE, INSURANCE, AND LOSS

This section is intended to identify the level of insurance maintained by the depository, and the extent to which coverage would extend to financial loss incurred by participants and their clients, including but not limited to losses resulting from operating performance, security breaches, and employee negligence or misconduct.

86. Has there been any material loss by the depository during the past three years?

- Yes (please answer 86a)
- No
- Other (please answer 86b)

Not applicable

87. Has the depository been subject to any litigation involving a participant during the past three years?

Yes (please answer 87a)

No

Other (please answer 87b)

Not applicable

88. Has the depository realized revenues sufficient to cover expenses during the past three years? (Choose one.)

Yes for all three years

Yes for two of the last three years

Yes for one of the last three years

None of the last three years

Not applicable

Other (please answer 88a)

89. Does the depository maintain a reserve for operating losses?

Yes (please answer 89a)

No

Not applicable

Other (please answer 89b)

90. Has the regulatory body with oversight responsibility for the depository issued public notice that the depository is not in current compliance with any capital, solvency, insurance or similar financial strength requirements imposed by such regulatory body?

Yes (please answer 90a)

No

Not applicable

Other (please answer 90f)

90b. In the case of such a notice having been issued, has such notice been withdrawn, or, has the remedy of such noncompliance been publicly announced by the depository?

Yes (please answer 90c)

No (please answer 90d)

Other (please answer 90e)

91. Does the depository have insurance to cover losses in the event of Default on settlement commitments by the depository or a participant?

Yes (please answer 91a)

No

Not applicable

Other (please answer 91c)

91b. What is the amount of the deductible?

92. Does the depository have Fidelity insurance (that is, insurance to cover loss of securities or money resulting, for example, from acts such as forgery, theft, fraud and/or employee dishonesty)?

- Yes (please answer 92a)
- No
- Not applicable
- Other (please answer 92c)

92a. What is the amount of the coverage?

USD2 million

92b. What is the amount of the deductible?

USD100,000

93. Does the depository have insurance for Operational Errors?

- Yes (please answer 93a)
- No
- Not applicable
- Other (please answer 93c)

93a. What is the amount of the coverage?

USD2 million

93b. What is the amount of the deductible?

USD100,000

94. Does the depository have Errors and Omissions insurance?

- Yes (please answer 94a)
- No
- Not applicable
- Other (please answer 94c)

94a. What is the amount of the coverage?

USD2 million

94b. What is the amount of the deductible?

USD100,000

95. Does the depository have insurance for the Premises?

- Yes (please answer 95a)
- No
- Not applicable
- Other (please answer 95c)

95a. What is the amount of the coverage?

USD2 million

95b. What is the amount of the deductible?

USD100,000

96. Does the depository have any other insurance?

- Yes (please answer 96a)
- No
- Not applicable
- Other (please answer 96d)

96a. If so, what is it for?

It covers the following areas: Loss of property, Forgery or Alterations, Securities Counterfeit currency, official investigation costs, Incomplete Transactions, computer systems.

96b. What is the amount of the coverage?

USD2 million

96c. What is the amount of the deductible?

USD100,000

97. Who is the insurance carrier? If more than one insurance carrier, please list each carrier here and provide your responses to questions 97a and 97b in corresponding order.

Insurance Provider: Orient UNB Takaful

97a. Who is the insurance carrier's parent company, if applicable? (If inapplicable, simply type n/a.)

N/A

97b. What is the term of the policy?

12 months renewable.

97c. Who does the insurance cover? (Choose all that apply.)

- Depository
- Direct depository participants
- Final investors
- Other (please answer 97d)
- Not applicable

97d. If other, please identify:

It is a group policy which covers the stock exchange and also the CCP company.

98. If you feel that you would like to provide additional details on any of the given answers, feel free to provide any additional comments here (maximum of 5,000 characters) or prepare an additional document identifying the question(s) you are commenting on and upload the document under 98a:

Dubai CSD is 100% owned by Dubai Central Clearing and Depository Holding LLC which in turn is a 100% subsidiary company of Dubai Financial Market PJSC(DFM), a public listed stock exchange operator. The CSD functions of Dubai CSD was previously performed by the Clearing, Settlement and Depository Division (CSD Division) of DFM for which a separate AGC Questionnaire is available. To enhance asset protection and comply with new regulatory requirements requiring a CSD to be a separate legal entity, Dubai CSD was setup to takeover the depository operations of the CSD Division and to comply with new regulatory requirements concerning central securities depository activity.

Dubai Financial Market PJSC (DFM), and is an establishment of, and fully backed by, the Government of Dubai. DFM commenced operations on 26 March 2000. DFM became a Public Joint Stock Company on 2006. It is managed by a CEO reporting to a board of directors chaired by DFM's Managing Director & CEO. DFM is regulated by the Securities and Commodities Authority (SCA), a federal securities and commodities regulatory body. Since 2001, DFM, including the depository function has been an ISO 9001:2015 accredited organization on a continuing basis. DFM has an ISO 27001 certification for information security.

98a. Upload document here:

PUBLIC AVAILABILITY

99. The AGC encourages respondents/depositories to make their answers to this questionnaire publicly available. Will you be making your response publicly available? (For additional guidance, please review the help feature to this question.)

- Yes (please answer 99a)
- No

99a. If yes, how will you be making it publicly available: (Choose all that apply.)

- Web site (please answer 99b)
- By individual request with depository (please answer 99c)
- Other (please answer 99i)

99b. Please provide web site address of publicly available questionnaire:

www.dubaicsd.ae

99c. Please provide name of contact at depository who has been designated to receive such requests (then please answer 99d).

Ms. Haneen Hammadi(halhammadi@dubaicsd.ae), Ms Afra Al Suwaidi (ajalsuwaidi@dubaicsd.ae), Mr Bhuvnesh Sharma (bsharma@dfm.ae)

99d. How would they prefer to be contacted? (Choose all that apply.) Telephone (please answer 99e)

Facsimile (please answer 99f)

By mail/air courier (please answer 99g)

By e-mail (please answer 99h)

99h. What is the preferred e-mail address for such requests:

Ms. Haneen Hammadi(halhammadi@dubaicsd.ae), Ms. Afra Al Suwaidi ajalsuwaidi@dubaicsd.ae), Mr Bhuvnesh Sharma (bsharma@dfm.ae)

100. Association members from time to time receive requests from their direct investor-clients for an informational copy of a depository's completed questionnaire. Such requests typically lead to interactions between personnel at the depository in question and member personnel or client personnel, or both. Those interactions take time and impose costs on both members and depositories.

Do you approve of Association members delivering a copy of your completed questionnaire to the member's direct client in response to the client's request?

Yes

No

CYBER SECURITY

101. Does your organization have a documented cybersecurity policy in place? If so, please provide a copy or overview.

Yes

No

Comments:

102. Please confirm that your staff receive relevant training about this policy:

Yes

No

Comments:

103. Please provide an overview of your policy for continuity of business in the event of a large data breach or cyber attack against your organization.

The policy for business continuity is for mission critical operations to resume within 2 hours irrespective of the cause of business disruption.

104. In the last 12 months have there been any changes to the policy? If yes, please detail.

Yes

No

Comments:

addition of new processes

105. Please advise how often you review the policy.

Semi-Annually

Annually

Other

Comments:

As and when necessary.

106. Please provide (as an attachment) a diagram showing where your cybersecurity function resides and who it reports to.

Comments:

As a dedicated IT security function reporting to the CEO.

107. How does your organization identify which business functions carry a cyber risk?

Through a business impact analysis process which is part of the risk assessment process.

108. Do you conduct ongoing testing and monitoring processes to ensure that all internal and external connectivity and system configurations are not at risk of cybersecurity breaches? If yes, please provide details and indicate frequency.

Yes

No

Comments / frequency:

109. What technological controls and protections are in place for your systems and networks?

Examples: DDOS, firewalls, intrusion protection system, anti-virus software, email security solutions

110. Does your organization use multi-factor authentication?

- Yes
- No

Comments:

111. Where your organization has outsourced activities or functions to a third-party provider, is your cyber risk exposure documented?

- Yes
- No

Comments:

No outsource functions to third-party providers.

112. What measures does your organization have to ensure early detection of a cyber attack?

IT security has a surveillance system in place.

113. What is the agreed resumption time for critical operations following a cyber attack?

For critical business operations, 2 hours irrespective of what caused the business interruption.

114. How would you advise clients of a successful cyber attack against your organization?

Press release, member circulars.

115. In the last 12 months has your organization been subject to a cyber attack that impacted the service you provide to us? If yes, please provide details.

- Yes
- No

Comments:

116. Are the following elements of your cybersecurity framework tested pre and post deployment of changes?

Vulnerability assessment:

- Yes
- No

Scenario based penetration tests:

- Yes
- No

Testing of incident response process and technical/business/operations (e.g. table-top exercise):

- Yes
- No

Other - Please describe in comments:

117. For cloud technology and associated cybersecurity risks, please confirm:

- (i) that you have procedures and controls in place to protect our information from mishandling or theft;**
- (ii) how these procedures and controls tie back to your record retention policy**

- Yes
- No

Comments:

Cloud technology is not used.

118. Does your organization conduct dark web searches for signs of a breach (internet protocol or customer/client personally identified information for sale)?

- Yes
- No

Comments:

119. Is your organization aware of SWIFT's Customer Security Program (CSP)?

- Yes
- No

Comments:

120. Does your organization ensure compliance with SWIFT's CSP controls?

Yes

No

Comments:

We are not a user of SWIFT.

121. Does your organization respond to requests for your institution's attestations?

Yes

No

Comments:

Not a SWIFT user.

122. Does your organization request the attestation details of your counterparties and incorporate the responses into ongoing relationship and risk management programs?

Yes

No

Comments:

Our membership agreement requires the member to confirm that it has in place a cyber policy.

Please provide any comments you have regarding the questionnaire.

N/A

You have reached the end of the questionnaire. Please be sure your contact details are updated. Your contact information is located in the first section of Part One of the questionnaire.