

Frequently Asked Questions

- **How can I apply for IPO?**
 - It is recommended that the Customer uses mobile banking for subscribing to the IPO as it is simple, instant, and available 24/7.
 - If you are an unregistered customer, please refer to the mobile banking section for the registration steps.
- How can I apply for 1:1 Financing?
 - You can apply at any Dhofar Islamic branch. To find your nearest branch location, click [here](#)
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- **What is the minimum number of shares I can apply?**
 - Individuals can apply for a minimum of 1000 shares (OMR 111) for normal IPO subscription.
 - Individuals can apply for a minimum of 18,000 shares (OMR 1,998) for IPO 1:1 Finance. 9,000 shares (OMR 999) will be the finance amount.
- **When can I start subscribing for the QQBi IPO?**
 - You can start subscribing for the QQBi IPO on 24th November 2024.
- **Till when is the subscription allowed?**
 - The subscription is allowed till 28th November 2024. Please try to ensure you have applied before 28th November 2024 to avoid last minute rushes.
- **Can I apply for my family members from the branch?**
 - Yes. You can apply for your family members through our branches for the IPO Subscription.
 - 1:1 Finance is only limited to the account holder.
- **What is the processing fee for IPO financing 1:1?**
 - The processing fee for 1:1 IPO financing is 0.25% + VAT. The minimum fee is OMR 25 + VAT, and the maximum fee is OMR 125 + VAT.
- **What do I need to ensure so that I can apply for the IPO.**
 - Keep your MCD ID handy.
 - Ensure your refund account is updated in MCD as your Dhofar Islamic Account number.
 - Ensure you have the necessary funds.

How to apply through Mobile banking?

- **I do not have an account with Dhofar Islamic. Can I still apply for the IPO through the mobile banking app?**
 - You can open an account instantly on our Mobile Banking App. Download it [here](#). Once the account is opened, add balance to the account and you can apply for the IPO instantly.

- **From which App I can apply for IPO?**
 - You need to download and register to “Dhofar Islamic” App to apply for IPO.
- **Do I need to have account to register for “Dhofar Islamic” App?**
 - Existing Dhofar Islamic customers require to have active account with a valid debit card to register in Dhofar Islamic App.

New to Dhofar Islamic customer will be able to register for Dhofar Islamic App when they open a new account instantly via the App.

- **How do I register to Dhofar Islamic Mobile Banking.**
 - Download “Dhofar Islamic App from Appstore or Play store or App Gallery, use your active debit card and account information to complete the registration steps.
- **What if I have a problem with my account, can I register in “Dhofar Islamic” App?**
 - You must visit the nearest branch to update your bank profile. To register in “Dhofar Islamic” App.
- **What is the minimum and maximum number of shares I can subscribe for using the Dhofar Islamic App.**
 - Individuals can apply for a minimum of 1000 shares (OMR 111) & maximum of 9,009,000 shares (OMR 999,999) for normal IPO subscription.
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- **Can I apply for the 1:1 Finance from the mobile banking app?**
- You can apply at any Dhofar Islamic branch. To find your nearest branch location, click here **Can I apply for my family and relatives using Dhofar Islamic App?**
 - Yes. Using “Dhofar Islamic” App you can subscribe for your family and relatives using their personal investor ID.
- **Can I apply for 1:1 IPO financing for my family and relatives?**
 - For 1:1 IPO financing you can only apply for yourself as Dhofar Islamic account holder.
- **My account has been debited but I have not yet received the subscription confirmation.**
 - You do not need to worry. Your application will be processed. We will communicate to you the output of your subscription once the process is completed.
- **My account has been debited but I have received a message for failed subscription, and I have not received my refund.**
 - In case the subscription is not successful, your money will be refunded back to your account that was debited within 48 hours.

Applying through Branches:

- **How can I apply for the QQBI IPO through the branch?**
 - Register your request on the MCD Website
 - Walk in to the branch with a printout or email copy of your request.
 - Fill the forms available at the branch.
 - Submit the form.
 - Payment can be made in cash over the counter or by giving instructions to debit your BD account.
- **Can I apply for the 1:1 Finance from the branch?**
 - Yes, you can apply for the 1:1 Finance from our branch.
 - Walk in to the branch.
 - Ensure you have funds available for your subscription.
 - Approach a branch staff for 1:1 Finance.
 - Sign the necessary financing forms and Security forms.
 - Wait for a confirmation message from Dhofar Islamic for your subscriptions.
- **Which branch can I go for IPO subscription and 1:1 Finance?**
 - You can walk in to any Dhofar Islamic Branch to apply for the IPO subscription and 1:1 finance.
- **My account has been debited but I have not yet received the subscription confirmation.**
 - Please anticipate us to complete your request before the end of next working day.
 - We will communicate to you the output of your subscription once the process is completed.
- **My account has been debited but I have received a message for failed subscription, and I have not received my refund.**
 - In case the subscription is not successful, your money will be refunded back to your account that was debited within 48 hours.