



Business review

Our business segments

We operate through the below business segments.

Consumer Banking



Consumer Banking is the largest business area within the Group in terms of net operating income and serves most of the retail segment in the market through a broad range of retail products and services, including Auto finance, cards, home finance, personal finance as well as our green offerings.

DIB also offers a comprehensive suite of Sharia-compliant financial products and services tailored to meet the needs of small and medium enterprises including specialized business accounts, financing solutions and credit guarantee schemes designed to facilitate growth and contribute to the UAE's economic diversification objectives.

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Corporate Banking



Corporate Banking is the second largest business area within the Group in terms of net operating income. The business offers a comprehensive corporate banking suite designed to meet the diverse needs of businesses in the UAE and beyond. Corporate Banking comprises of teams which are organized on both a geographic and product specific basis and manages various relationships (including large corporates, middle market, contracting finance and real estate finance companies) and is instrumental in leveraging its client relationships to cross-sell other products offered by the Group, including debt capital market and treasury product services.

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Investment Banking



Investment Banking acts as the financial advisor and dealmaker for a diversified base of the Bank's clients including sovereigns, quasi-sovereigns, large corporates and financial institutions. The team helps our clients raise funding in form of Sukuk, financing solutions, structured products as well as IPOs - essentially facilitating complex financial transactions to achieve strategic objectives of these clients.

Investment Banking also manages the Bank's cross border coverage and financing of our non-UAE clients - which is a key pillar of our growth strategy.

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Treasury



Treasury is an essential part of the Bank. Treasury focuses on optimizing the use of assets, managing overall liquidity and risk, while enhancing return for the bank. Treasury provides a range of Sharia compliant products including Foreign Exchange, Profit Rate Hedging, Commodity Hedging, Fixed Income Sales (Sukuk), and Structured Investment solutions.

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Consumer Banking

Consumer Banking stands as the Group's leading business segment, contributing the highest net operating income as of 31 December 2024.

With a robust presence across the UAE, the Group delivers retail and business banking solutions through 54 strategically located branches, a widespread network of 520+ ATMs and cash/cheque deposit machines, and cutting-edge digital channels, including online banking, mobile banking, and even WhatsApp banking. This multi-channel approach ensures seamless and convenient access to banking services for customers nationwide.



Business review continued

Our largest business area

The Group offers its consumer banking customers a broad range of retail products and services.

Auto finance

DIB is a leading provider of Sharia-compliant auto financing in the UAE. Its offerings include:

Financing for individuals and businesses,

- **EVolve:** A holistic solution promoting electric and hybrid vehicle adoption to support a cleaner environment
- **DIB ACCESS:** A dedicated auto finance program for People of Determination, ensuring inclusivity and accessibility

Sharia-compliant cards

As part of its growth strategy through strategic alliances, the Group continues to expand its Sharia-compliant credit card portfolio, with several new offerings in the pipeline – including products aligned with ESG principles.

In early 2024, DIB launched the SHAMS Visa Covered Card in partnership with Visa. Designed to cater to diverse customer segments, including the affluent and emerging affluent, the card offers exclusive benefits such as:

- 5% cashback on dining and travel expenditures,
- Complimentary access to Fitness First,
- Costa Coffee purchases,
- Golf rounds and valet parking.

Additionally, SHAMS cardholders can earn Wala'a rewards on their spending, redeemable for flights, hotels, cash, retail transactions, and more.

Green offerings

In line with its commitment to sustainability and sustainable finance, DIB also provides sustainable products such as green auto finance (EVolve), Nest sustainable home finance solutions and Life sustainable personal finance journey.

Personal finance

The Group's personal finance solutions cater to individual needs through Murabaha and Ijara products. Additionally, DIB offers NBC Sukuk-based deferred sales, providing customers with upfront cash payments. This product operates on a fixed-price sale contract, allowing customers to receive the full price upfront while delivering goods on a deferred basis.

Retail home finance

As the UAE's leading home finance provider, DIB offers comprehensive solutions for both residential and commercial properties across all seven Emirates. Key features include:

- Financing for freehold and non-freehold properties,
- Options for ready, under-construction, and self-constructed properties,
- Partnerships with government housing schemes.

Building on the momentum of COP28 and its sustainability pledge, DIB introduced Nest, a sustainable home finance program. Nest empowers customers to invest in green homes, offering ancillary financing for solar panels and sustainable construction materials, fostering environmentally conscious communities.

SME Business Solutions

The Group supports small- and medium-sized enterprises (SMEs) with a suite of Sharia-compliant products and services, leveraging Murabaha and Sukuk-based structures to drive growth and innovation.



Business review continued

Investment funds

The Group offers a diverse portfolio of Sharia-compliant investment products, catering to various asset classes such as:

- Cash,
- Commodities,
- Fixed Income Securities,
- Equities.

In collaboration with leading investment houses, the Group provides structured products with varied currencies, maturities, market exposures, and capital protection options, ensuring clients have access to a wide range of investment opportunities

IPO/capital markets subscription services

The Group offers subscription services on selected IPOs. The Group provides this service to companies approved for investment in accordance with Sharia law.

Wajaha private banking

Wealth management services are delivered through four exclusive Wajaha centres located in Abu Dhabi, Al Ain, Dubai, and Sharjah. Key offerings include:

- Personal Relationship Managers,
- Financial Planning Services,
- Tailor-Made Products,
- Exclusive benefits such as international concierge services, travel insurance, ticket exchange, and cash services.

Aayan exclusive banking

Aayan Exclusive Banking caters to high-net-worth individuals, providing bespoke investment and financial solutions. With 11 Aayan centres across the UAE, the Group ensures premium service and personalised attention for its elite clientele.

Additional retail segments

Consumer Banking serves diverse customer segments, categorized by deposit levels:

- Mumayyaz: Targeting the upper mass segment,
- Mass Segment: Catering to the broader customer base,
- Lower Mass Segment: Designed for entry-level customers.

Tailored offerings have been developed to meet the unique needs of each segment, ensuring personalized banking experiences.

Beyond its 54 branches across the UAE, the Group provides self-service solutions via DIB alt digital banking that include:

- DIB alt online banking
- DIB alt mobile banking app
- DIB alt phone banking
- DIB alt on WhatsApp

These platforms empower customers with greater flexibility, enabling account inquiries, payments, and a wide range of banking services at their fingertips.



Corporate Banking

Corporate Banking is the Group's second-largest business area by net operating revenue, serving a wide range of clients across both the private and public sectors. The segment provides a comprehensive suite of modern Islamic financing solutions, including financing products, trade finance services, transaction banking solutions, and other credit facilities, alongside deposit and current accounts tailored for corporate and institutional customers.

This segment plays a critical role in leveraging its strong client relationships to cross-sell other Bank offerings, such as investment banking and treasury services, thereby delivering added value and strengthening customer partnerships.



Business review continued

The second largest business area

Corporate Banking is the second largest business area within the Group in terms of net operating income as of 31 December 2024.

The bank's corporate banking division provides a range of Sharia-compliant financial solutions tailored for large enterprises and institutions.

Financial Products and solutions

Which include Murabaha, Mudaraba, Istana and Musharaka products tailored to the needs of the Group's wholesale banking customers

Transaction Banking

DIB offers flexible cash management solutions to help corporations optimize their financial operations.

DCM, Syndications, and Cross Border Services

The bank provides expertise in debt capital markets, syndicated and cross border financing, and international transactions.

Real Estate Financing

DIB offers specialized solutions for corporate real estate projects.

Trade Finance

The bank provides customizable products and services to handle all aspects of local and international business trade requirements.

Foreign Exchange Solutions

DIB offers innovative solutions for complex foreign exchange requirements at competitive rates.

Investment Services

The bank provides financial tools designed to enhance investment returns, minimize risk, and maximize fund performance.

The Corporate banking division aims to secure and maintain relationships within the global financial sector, offering tailored solutions that cater to the specific needs of large corporate clients. The bank's approach combines Sharia-compliant financial products with modern banking technology to support the growth and success of its corporate clientele.



Investment Banking

In 2024, DIB continued to be at the forefront of the Islamic capital markets having completed over 50 deals raising ~USD 38bn in debt capital markets and USD ~20bn in cross border financing for a range of clients including sovereigns, supranational, quasi-sovereigns, corporates and financial institutions.

The team also continued to increase focus on sustainable funding with USD 6.0bn worth of deals in ESG space. This strong performance has led to DIB's position as No. 1 ranked GCC bank in the US Dollar International Sukuk League Table and 2nd in the EMEA Islamic Financing League Table in 2024.



Business review continued

A leading player in the global Islamic capital markets space

DIB's Investment Banking division is a leading regional and global participant in the Islamic finance markets, assisting its clients, which include sovereigns, government-related entities, corporates and financial institutions, with every aspect of their funding requirements.

The Investment Banking comprises of:

- Debt Capital Markets
- Financing Solutions
- Equity Capital Markets & Structured Finance
- Cross Border Origination

The investment banking's dedicated specialists provide innovative sharia compliant capital raising solutions to a diversified base of clients across the globe.

The Investment Banking has been a pioneer in structuring Sukuk issuances in the debt capital markets along with its effective distribution to a range of widespread investors having completed more than 200 Sukuk issuances. The division is also mandated for cross border financing portfolio of the bank whereby the division has successfully executed complex sharia compliant transactions in GCC, Asia, Turkey and Africa.

DIB's Investment Banking's strong performance is underpinned by its No.1 ranking amongst GCC banks in the US Dollar International Sukuk League Table and 2nd position in the EMEA Islamic Financing League Table.

What we offer

The segment primarily provide funding solutions for a diversified base of clients in terms of Sukuk issuance, financing solutions and IPO and advisory services.

Products and services

- Syndicated Term Finance Facility
- Revolving Credit / Term Finance Facility
- Leveraged & Acquisition Financing
- Project Financing
- Bridge Financing
- Sukuk Issuance and Advisory
- Investor Distribution
- IPO Advisory & Distribution
- Corporate Advisory
- Sharia Compliant Structuring

DIB participated in more than USD 6.4 bn of green & sustainable sukuk's in 2024, up by more than 35% YoY compared to USD 4.5bn in 2023.

USD 2.25bn

2022

USD 4.50bn

2023

USD 6.20bn

2024



Treasury

Treasury is an essential part of the Bank. Treasury focuses on optimizing the use of assets, managing overall liquidity and risk, while enhancing return for the bank.

Treasury provides a range of Sharia compliant products including Foreign Exchange, Profit Rate Hedging, Commodity Hedging, Fixed Income Sales (Sukuk), and Structured Investment solutions. Treasury also manages the Bank's Sukuk Investment book along with long term funding arrangement via the capital markets.



Business review continued

Third largest business area offering comprehensive solutions and risk advisory services.

Treasury forms an essential part of the Group's commitment to the Sharia-compliant banking industry. Treasury offers a comprehensive range of products backed by the Group's expert understanding of domestic and international financial markets.

Treasury works closely with Corporate Banking, Consumer Banking and Investment Banking to address their clients' foreign exchange, Islamic derivatives, fixed income (sukuk), structured investment products, liabilities and funding requirements. Its principal customers are the Group's corporate customers, financial institutions, high-net-worth individuals, small - and - medium size companies and similar businesses. The products offered to these customers include plain vanilla currency contracts, flexible delivery currency contracts, profit-enhanced products, multi-currency hedging instruments and other bespoke Sharia-compliant financial solutions.

Treasury is also responsible for building and maintaining relationships with the financial institutions sector across the globe to lend franchise support for correspondent banking activities and facilitate trade activities. Relationship with financial institutions leverages debt issuance mandates and identifies new investors for Group's own funding requirements. The Group's network of correspondent banks comprises leading financial institutions which provide trade services adding value and service to the Group's branches

and business units. The Group's correspondent banks offer one or more of the following services: remittance and payments, trade advising and confirmations.

Treasury also manages the Group's liquidity requirements, sukuk investment portfolio and funding through the capital markets, and acts under the supervision of the Asset and Liability Management Committee (ALCO). Treasury actively manages overall liquidity and risks while maintaining ratios in accordance with Central Bank guidelines.