



ORDINARY ANNUAL GENERAL MEETING 2019 & SUMMARY REPORT

QATAR INSURANCE COMPANY (Q.S.P.C.)

ORDINARY ANNUAL GENERAL MEETING

25/02/2020

SUMMARY REPORT

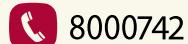
AGENDA

BOARD OF DIRECTORS

BOARD OF DIRECTORS' REPORT

CONDENSED CONSOLIDATED FINANCIAL STATEMENTS

For more information please contact



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www.qatarinsurance.com

Annual General Meeting Agenda 25/2/2020

- 1) Hearing and approving Directors Report on the activities of the Company and its financial positions for the year ended 31st Dec. 2019, and its future plan.
- 2) Hearing and approving the Auditor's Report for the financial statements 2019.
- 3) Discussing and approving the company's balance sheet and its profit & loss statement for the year 2019.
- 4) Approving the recommended profits distribution, being cash dividend of (15%) from the share par value, i.e. Qatari Dirhams (15) for each share and determine the date of payment.
- 5) Discharging the members of the Board of Directors, and approving their remuneration.
- 6) Reviewing and approving the Corporate Governance Report for the year 2019.
- 7) Reviewing and approving the remuneration policy for the year 2020.
- 8) Appointing the auditors for the Financial Year 2020 and determine their fees.
- 9) Electing the members of the Board of Directors for the period (2020 - 2022)

Notes

- The right to attend the meeting is for shareholders who are listed in the Company's register with Qatar Central Securities Depository as per the Stock Market closure as of the meeting day.
- Shareholders are requested to attend the meeting one hour before the specified time, carrying the proxy forms if available, along with their ID cards in order to facilitate the registration procedures.
- A shareholder who cannot attend the meeting in person may appoint another shareholder in writing to represent him using the proxy and nomination form published in the company website (www.qatarinsurance.com) which are also available at our company head office at West Bay.

- The notice for the Annual General Meeting and the related information attached to it, together with the Corporate Governance Report, proxy form and nomination form is also published in the company website (www.qatarinsurance.com), the Qatar Exchange website (Company News @www.qe.com.qa) and are also available at our company head office at West Bay.
- Dividends will be distributed after being approved at the AGM.
- The distribution shall commence from the next working day at all CBQ branches.
- If the shareholder is a company, association or an authority, a written, signed and stamped proxy is required along with the company's ID/ Commercial Registration.
- These financial statements and reports have been published in accordance with the Commercial Companies Law, Financial Securities Listing Regulations, Qatar Central Bank Law and financial institution regulations.
- The remuneration policy for the year 2020 are published in the company website (www.qatarinsurance.com) and are also available at our company head office at West Bay.
- This invitation is considered as a replacement to the invites that used to be sent out by post.
- **The approval of the financial statements, dividend distribution proposal and the agenda of the AGM are subject to the approval of Qatar Central Bank and other related regulatory bodies.**

**H.E. Sheikh Khalid bin Mohammed
bin Ali Al-Thani**
Chairman and Managing Director



**Sheikh Khalid bin Mohammed
bin Ali Al-Thani**
Chairman & Managing Director



**Abdulla bin Khalifa
Al-Attiya**
Deputy Chairman



**Hussain Ibrahim
Al-Fardan**
Board Member



**Jassim Mohammed
Al-Jaidah**
Board Member



**Sheikh Hamad bin Faisal
bin Thani Al-Thani**
Board Member



**Khalaf Ahmed
Al-Mannai**
Board Member



**Sheikh Jassim bin Hamad
bin Jassim bin Jabor Al-Thani**
Board Member



**Sheikh Saoud bin Khalid
bin Hamad Al-Thani**
Board Member



**Sheikh Faisal bin Thani
bin Faisal Al-Thani**
Board Member



**Sheikh Abdul Rahman
bin Saoud bin Fahad Al-Thani**
Board Member



**Ali Youssef Hussein
Ali Kamal**
Board Member



**Khalifa Abdulla Turki
Al Subaey**
Group President

Board of Directors' Report

Dear Esteemed Shareholders,

The Board of Directors of QIC is pleased to present the Group's 55th Annual Report, which includes the Group's activities, its consolidated financial statements for the year 2019 and its outlook for 2020.

QIC Group consolidates its global footprint

In 2019, QIC Group continued to reposition and balance its business portfolio. We strengthened our footprint in MENA markets while consolidating our international activities under a single roof – QIC Global. Already in 2018, we had initiated the de-risking of our portfolio. By allocating risk capacity from lower margin, but highly capital-intensive severity risks to higher frequency and lower severity business, we are building a portfolio with a risk-return profile that is more predictable and commensurate with our shareholders' risk appetite.

QIC Group reports stable results

On the back of its strategic focus on strengthening its leading position in the MENA region and on consolidating its international position, QIC reported stable results in 2019. Our Gross Written Premiums grew to QAR 12.8 billion, demonstrating an increase of 2% from QAR 12.6 billion in 2018. Despite the continued geopolitical tensions, domestic operations in Qatar and the MENA region performed strongly. Our regional direct insurers in non-life and life reported Gross Written Premiums of QAR 3 billion, compared to QAR 2.9 billion in 2018. In particular, we benefited from the successful positioning of our personal lines business as among the most digitally transformed operations in the region. Meanwhile our international business reported Gross Written Premiums of QAR 9.8 billion, as compared to QAR 9.7 billion in 2018. We continued the de-risking of our book of business from volatile severity risks to select frequency risks to generate a more predictable and less capital-intensive return. QIC's international business now accounts for 76% of the Group's total premium base.

The Group's net underwriting result came in at QAR 355 million, as compared to QAR 576 million in 2018. This reflects the prudent reserve strengthening policy applied across the international business, the impact of increase in reserves for our UK motor business in response to the further revision of the Ogden discount rate by the UK Government, and the impact of natural catastrophe losses experienced in the autumn of 2019 due to the tropical cyclones, Typhoons Faxai and Hagibis that caused landfall in Japan. On the other hand, our direct business in Qatar and MENA continued to perform strongly, benefiting from enhanced efficiencies through the wider use of digital technologies. Based on the above, we reported a non-life combined ratio of 103.3% for 2019 (2018:101.3%).

Consolidating our international operations under a single roof

In 2018, we announced the consolidation of our international business under a single platform. Qatar Re, the world's 26th largest reinsurer according to A.M. Best; Antares, the Group's Lloyd's of London based global specialty insurance company; QIC Europe Limited, QIC's pan-European carrier; and the Gibraltar based non-life carriers were integrated under the QIC Global platform. This integration provided our international operations greater strategic alignment, improved corporate governance, access to a wider pool of skilled resources and an enhanced Enterprise Risk Management framework.

Structured low-severity, low-volatility business forms the backbone of our long-term underwriting strategy at QIC Global. Our strategy of de-risking our portfolio and reducing exposure to natural catastrophe risks is already paying-off. In the past two years, the performance of global reinsurance markets have been well below historical levels. As the industry continued to experience major catastrophe losses, the industry's top 20 reinsurers reported average combined ratios of 109% and 101% in 2017 and 2018, respectively. However, the market remained over-capitalized. By mid-2019, global reinsurance capital had returned to its

peak position of USD 610 billion. As a result, rates as well as terms and conditions only hardened moderately in 2019.

In the past year, the industry experienced insured catastrophe losses to the magnitude of USD 52 billion. Japan was again struck by two large typhoons, which swept over the Tokyo Bay. Typhoon Faxai caused landfall in late August and brought wind speeds of around 200 kph, causing insured losses of approximately USD 7 billion. In October 2019, Japan experienced Typhoon Hagibis, its worst tropical cyclone in more than 60 years, causing insured losses of approximately USD 10 billion.

Given our global reinsurance portfolio, we experienced losses from both typhoons, the levels of which are in line with our exposure in the market. In addition, our underwriting performance was affected by the UK Government's decision to revise the Ogden discount rate to minus 0.25% in July 2019. The impact of the revision in the Ogden discount rates on QIC's underwriting results was due to our sizeable footprint in the UK motor market.

Continued regional leadership and digital innovation

In 2019, we accelerated our focus on risks with a low volatility and severity profile that require less risk capital. QIC will thus rebalance its portfolio of commercial risks with a stronger emphasis on short-tail business, like personal lines, which provide a higher return on capital invested while generating more predictable and stable returns.

QIC Insured, the personal insurance division of Qatar Insurance Company, continued its digital transformation with the introduction of innovative products and services. We recently integrated Artificial Intelligence into our IT systems. By now, QIC Insured generated more than a third of its business through its online portal. In 2019, we won the prestigious "Best Digital Transformation in Insurance Award", recognizing our best-

in-class digital technologies both in the retail and life & medical insurance space. In January 2019, QIC was once again recognized as the "Best Motor Insurance Company MENA" at the Global Banking & Finance Review awards.

QLM, the Group's life and medical insurance subsidiary, pursued profitable growth and led the industry through its ambitious digital strategy. QLM, which began as a department within QIC, has grown into a thriving medical and life insurance company that generates significant shareholder value. With the impending introduction of mandatory medical insurance schemes in Oman and Kuwait, QLM is looking forward to expanding its presence in these geographies. The company is also aiming to significantly enhance its penetration in the life insurance markets in Qatar and other GCC territories by collaborating with leading global life insurance industry participants.

In December 2019, QIC reached an IT facilitation agreement with one of the leading players in the global insurance and reinsurance industry (Global Partner). Under the agreement, QIC and Global Partner will collaborate in the development of a product offering combining QIC's internally developed insurance system with the Global Partner's specialized insurance IT offerings and will promote the resultant solutions to carriers in emerging markets. Our agreement with one of the iconic players in the global insurance and reinsurance industry is testament to QIC's accomplishments in the sphere of IT. QIC stands to benefit from the adoption of its IT offerings by carriers in emerging markets that will generate new revenue streams, accelerate the development of advanced digital solutions and provide QIC entry into new insurance markets.

Investment management – an outstanding strength of QIC

In 2019, QIC's investment team once again proved its mettle. Despite heightened global market volatility and tightening monetary policy environment, our investment team

performed exceptionally well, and in line with its record of accomplishment as one of the best asset managers in the Middle East region.

QIC Group's current investment and other income came in at QAR 1,084 million, as compared to QAR 863 million in 2018. On a year-to-year basis the return on investment excluding any one-off gains came at a healthy 4.4%, compared with 4.3% for 2018. The team's outstanding investment performance is attributed to careful diversification of the portfolio across geographies and investment classes.

In acknowledgment of our superior asset management capabilities, QIC was once again recognized as the "Top Investment House" in a survey conducted by The Asset magazine in collaboration with Benchmark Research for the second consecutive year. 377 institutions including asset managers, hedge funds, private banks, banks, insurance companies and sovereign wealth funds were appraised by the survey.

In May 2019, QIC Group also received authorization to establish Epicure Investment Management Company regulated by the Qatar Financial Centre (QFC). Epicure has been set-up to carry out investment business consultancy, to leverage QIC's exceptional investment management capabilities.

Further strengthening our ERM framework

QIC Group is a frontrunner in Enterprise Risk Management (ERM) and demonstrates a robust corporate compliance culture. Our risk-based capital adequacy ranks amongst the strongest level, benefiting from our large capital base. We have been accredited for our exceptionally strong financial flexibility proven by our ability to successfully access capital markets and generate organic growth.

We continuously improve our risk management framework that is commensurate with the complexity of our risk portfolio. On a global

scale, we drive forward the centralization of our Enterprise Risk Management with the integration of our international operations into the group-wide risk management framework.

In 2019, the international credit rating agencies, Standard & Poor's and A.M. Best, reaffirmed the Group's "A" rating, in recognition of the strength of our balance sheet, our strong operating performance and our appropriate Enterprise Risk Management. However, in December 2019, the agencies revised their outlook for QIC's 'A' rating from stable to negative. The change in outlook was partly due to the risk of non-payment/delayed payment of a debt tranche from Markerstudy Group, which is due in April 2020. This tranche was an aspect of Qatar Re's acquisition of insurance companies in Gibraltar from Markerstudy Group. While we do not foresee any major impact of that risk to our earnings on the basis of our existing 'AAA' level of risk-based capital, we expect to resolve the repayment matter with Markerstudy Group by May 2020.

Governance Code

Qatar Insurance Company has complied with the requirements and principles of governance in accordance with the corporate governance code for legal entities listed in the main market - issued by the Qatar Financial Markets Authority (QFMA), and in accordance with the corporate governance code for insurance companies issued by the Qatar Central Bank (QCB). The Annual report on corporate governance (copy attached) describes the company's position in terms of compliance with the corporate governance code. The Annual report on corporate governance will be submitted to Qatar Financial Markets Authority (QFMA) post approval at the AGM.

Commitment to Qatarization

QIC is committed to further its efforts in achieving Qatarization in accordance with the country's efforts to realizing the Qatar National Vision (QNV) 2030. QIC has a track

record of empowering younger Qatari talents into demanding corporate roles and executive management positions.

As part of a smooth transition and succession planning at the executive management level, on 13 January 2020, the Board approved the recommendation of Mr. Khalifa A. Al Subaey, the Group President & CEO and appointed Mr. Salem Khalaf Al Mannai as the Group CEO of Qatar Insurance Group. Mr. Salem Khalaf Al Mannai has been with QIC since 2001 and has been instrumental in positioning QIC Group as the digitally transformed insurance company in the region. Mr. Khalifa A. Al Subaey will continue in his capacity as the Group President of Qatar Insurance Group.

QIC Group maintains a lean and efficient organization. In 2019, the Group's continued endeavour towards further streamlining and automating of its processes once again was met with an additional improvement of our operational expense ratio to 6.5%.

In total, the Group's stable underwriting results and strong investment income translated into a consolidated net profit of QAR 671 million for 2019, compared with QAR 664 million for the previous year. After the Board of Directors' remuneration of QAR 21.5 million (2018: QAR 21.5 million), this results in Earnings Per Share of QAR 0.175/share (2018: QAR 0.175/share). The Board is pleased to recommend a total cash dividend of (15%) for the year ended 31 December 2019.

In addition to serving its shareholders, QIC continues to value its corporate social responsibility and provides support to the community in cultural, sporting and educational initiatives. For this year, QIC has allocated 2.5% of its profits generated from its Qatar operations (QAR 12.02 million) towards such initiatives.

Cautiously optimistic outlook for 2020

Going into 2020, we are slightly more bullish. Global financial markets will stay volatile as we enter the year of the US

presidential elections. Although the Phase One Trade Deal between the US and China was regarded as a major success, difficult issues remain unresolved. These could weigh on the global economy and the capital markets. Unconventional monetary policy and negative yields are here to stay, as central banks will continue their highly accommodative policy stance. However, Qatar and the MENA region are expected to benefit from economic diversification and reduced dependence on hydrocarbon exports. Qatar is poised to benefit from ongoing investments for the upcoming FIFA World Cup 2022 and continued population growth.

The insurance market in the region is expected to grow along with GDP as the rising population and improving awareness as well as mandatory insurance schemes, improved regulation and infrastructure investments generate greater demand. QIC will continue to execute on its strategy of enhancing its focus on lower volatility and higher frequency risks, which are expected to provide us with a more stable and predictable return on capital. As such, our shareholders and policyholders will see further digitization and streamlining of our processes and an expansion of our highly successful direct insurance business.

The Board of Directors would like to express its gratitude to the Group's management team and our employees for their tireless efforts and determination. Our sincere thanks also go to our Esteemed Shareholders for their continued support. Finally, we would like to express our deepest appreciation and gratitude to the wise leadership of H.H. Sheikh Tamim bin Hamad Al-Thani, the Amir of the State of Qatar, for his continued support and guidance.

Consolidated Statement of Financial Position

AT DEC 31, 2019

	Notes	2019 (QR '000)	2018 (QR '000)
Assets			
Cash and cash equivalents	5	8,544,700	8,011,163
Insurance and other receivables	6	8,452,858	9,345,951
Reinsurance contract assets	7	5,099,804	5,467,185
Equity accounted investments	8	149,638	145,267
Investments	9	15,788,492	14,876,164
Investment properties	10	596,004	606,372
Property and equipment	11	146,935	52,033
Goodwill and intangible assets	12	636,883	660,488
Total Assets		39,415,314	39,164,623
Liabilities And Shareholders' Equity			
Liabilities			
Short term borrowings	13	4,526,219	4,881,821
Provisions, reinsurance and other payables	14	3,995,183	4,142,016
Insurance contract liabilities	7	20,499,218	20,420,997
Long term borrowings	15	178,500	132,554
Total Liabilities		29,199,120	29,577,388
Shareholders' Equity			
Share capital	16	3,266,101	3,189,059
Share premium	16	2,759,194	2,554,492
Legal reserve	17	634,567	634,567
General reserve	18	287,000	287,000
Fair value reserve	19	177,462	(313,851)
Catastrophe special reserve	20	32,017	32,017
Other components of equity	23	(38,772)	60,012
Retained earnings		1,335,692	1,282,527
Equity Attributable To Shareholders Of The Parent Company		8,453,261	7,725,823
Non-controlling interests		147,337	245,816
Total Shareholders' Equity		8,600,598	7,971,639
Subordinated perpetual debt	22	1,615,596	1,615,596
Total Equity		10,216,194	9,587,235
Total Liabilities and Shareholders' Equity		39,415,314	39,164,623

These consolidated financial statements were approved by the Board of Directors and signed on its behalf by the following signatories on 2 February 2020.

**H.E. Sheikh Khalid bin Mohammed
bin Ali Al-Thani**

Chairman and Managing Director

Khalifa Abdulla Turki Al Subaey

Group President

Consolidated Statement of Income

FOR THE YEAR ENDED DEC 31, 2019

	Notes	2019 (QR '000)	2018 (QR '000)
Gross premiums			
Premiums ceded to reinsurers	(a) 24	(1,744,393)	(1,796,793)
Net premiums		11,098,772	10,809,042
Movement in unexpired risk reserve	(a) 24	(266,759)	536,927
Net earned premiums		10,832,013	11,345,969
Gross claims paid	(a) 24	(9,733,481)	(8,201,224)
Reinsurance recoveries	(a) 24	1,803,912	1,217,899
Movement in outstanding claims	(a) 24	324,486	(882,578)
Net commission	(a) 24	(2,879,788)	(2,911,354)
Other insurance income	(a) 24	8,227	7,596
Net underwriting result		355,369	576,308
Investment income	25	1,152,385	894,954
Finance costs	25	(142,482)	(114,783)
Net investment income		1,009,903	780,171
Advisory fee income		12,937	17,218
Rental income		47,489	48,904
Other income		496	489
Total investment and other income		1,070,825	846,782
Share of profit from equity accounted investments	8	13,622	15,872
Total Income		1,439,816	1,438,962
Operating and administrative expenses	26	(664,929)	(741,483)
Depreciation and amortisation		(82,858)	(32,733)
Profit before Income Tax		692,029	664,746
Income Tax		(21,114)	(578)
Profit after Tax for the Year		670,915	664,168
Attributable to:			
Equity holders of the parent		650,874	645,942
Non-controlling interests		20,041	18,226
		670,915	664,168
Earnings per share			
Basic and diluted earnings per share attributable to ordinary equity holders of the parent in Qatari Riyals (2018: Restated as a result of private rights issue)	27	0.175	0.175
Cash dividend per share in Qatari Riyals	28	0.15	1.50

Consolidated Statement of Comprehensive Income

FOR THE YEAR ENDED DEC 31, 2019

	2019	2018
	QR ('000)	QR ('000)
Profit for the year	670,915	664,168
Other comprehensive income (OCI)		
OCI to be reclassified to profit or loss in subsequent periods		
Debt instruments at fair value through other comprehensive income		
Net changes in fair value during the year	507,992	(376,694)
Foreign currency translation differences foreign operations	26,834	(17,584)
Total comprehensive income for the year	1,205,741	269,890
Attributable to:		
Equity holders of the Parent	1,177,128	267,136
Non-controlling interests	28,613	2,754
Total comprehensive income for the year	1,205,741	269,890

FOR THE YEAR ENDED DEC 31, 2019

Consolidated Statement of Changes in Equity

	Share capital	Share premium	Legal reserve	General reserve	Fair value reserve	Catastrophe special reserve	Other component of equity	Retained earnings	Attributable to owners of the parent Company	Non-controlling interests	Total equity
	(QR '000)	QR ('000)	(QR '000)	(QR '000)	(QR '000)	(QR '000)	(QR '000)	(QR '000)	(QR '000)	(QR '000)	(QR '000)
At 1 January 2018	2,773,095	2,554,492	701,321	287,000	(92,410)	381,227	74,402	1,338,130	8,017,257	256,336	8,273,593
Impact of adopting IFRS 9	-	-	-	143,261	-	(149,726)	(6,465)	(269)	(6,734)	-	-
At 1 January 2018 (Adjusted)	2,773,095	2,554,492	701,321	287,000	50,851	381,227	74,402	1,188,404	8,010,792	256,067	8,266,859
Profit for the year	-	-	-	-	-	-	-	645,942	645,942	18,226	664,168
Net change in investments at fair value through other comprehensive income (FVOCI)	-	-	-	-	(361,710)	-	-	-	(361,710)	(14,984)	(376,694)
Foreign currency translation	-	-	-	-	-	-	-	(17,096)	(17,096)	(488)	(17,584)
Total comprehensive income for the year	-	-	-	-	(361,710)	-	(17,096)	645,942	267,136	2,754	269,890
Dividend for the year 2017	415,964	(66,754)	-	-	-	(349,210)	-	-	(415,964)	(415,964)	(423,578)
Issuance of bonus shares	-	-	-	-	-	-	-	-	-	-	-
Interest on Subordinated perpetual debt (Note 22)	-	-	-	-	-	(2,992)	-	(13,166)	(32,996)	(49,154)	(34,427)
Effect of acquisition/sale of stake in subsidiaries	-	-	-	-	-	-	-	15,872	(15,872)	-	(80,455)
Transfer to other components of equity	-	-	-	-	-	-	-	-	(9,959)	(9,959)	(1,964)
Provision for sports and social activities support fund (Note 21)	-	-	-	-	-	-	-	-	-	-	(51,118)
Balance as at 31 December 2018	3,189,059	2,554,492	634,567	287,000	(313,851)	32,017	60,012	1,282,327	7,725,823	245,816	7,971,639
Balance as at 1 January 2019	3,189,059	2,554,492	634,567	287,000	(313,851)	32,017	60,012	1,282,527	7,725,823	245,816	7,971,639
Impact of adopting IFRS 16 (Note 3)	-	-	-	-	-	-	-	(5,382)	(5,382)	57	(5,325)
At 1 January 2019 (Adjusted)	3,189,059	2,554,492	634,567	287,000	(313,851)	32,017	60,012	1,287,145	7,720,441	245,873	7,966,314
Profit for the year	-	-	-	-	-	-	-	650,874	650,874	20,041	67,915
Net change in investments at fair value through other comprehensive income (FVOCI)	-	-	-	-	499,420	-	-	499,420	499,420	8,572	507,992
Foreign currency translation	-	-	-	-	-	26,834	-	26,834	26,834	-	26,834
Total comprehensive income for the year	-	-	-	-	499,420	-	26,834	650,874	1,177,128	28,613	1,205,741
Dividend for the year 2018 (Note 28)	77,042	204,702	-	-	(8,107)	-	(139,240)	(7,248)	(127,149)	-	(478,359)
Private rights issue (Note 28)	-	-	-	-	-	-	-	(81,081)	(81,081)	-	(81,081)
Interest on Subordinated perpetual debt (Note 22)	-	-	-	-	-	-	-	13,622	(13,622)	-	-
Transfer to other components of equity	-	-	-	-	-	-	-	-	(12,017)	(12,017)	(12,017)
Provision for sports and social activities support fund (Note 21)	-	-	-	-	-	-	-	-	-	-	-
Balance as at 31 December 2019	3,265,101	2,759,194	634,567	287,000	177,462	32,017	(38,772)	1,335,692	8,453,261	147,337	8,900,598

(1) The Group has initially applied IFRS 16 at 1 January 2019. Under the transition method, comparative information has not been restated.

Consolidated Statement of Cash Flow

FOR THE YEAR ENDED DEC 31, 2019

		2019	2018
	Notes	(QR '000)	(QR '000)
Operating Activities			
Profit before tax		692,029	664,746
<i>Adjustments for:</i>			
Depreciation of property & equipment and investment properties		48,617	31,287
Amortization of intangible assets, net		34,241	1,446
Share of profit from equity accounted investments	8	(13,622)	(15,872)
Investment income and other income		(904,055)	(774,619)
Impairment loss on insurance and other receivables		11,968	16,400
Provisions for employees' end of service benefits	14	3,743	11,124
Net foreign exchange loss on property & equipment and investment properties		10,512	10,627
Gain on sale of investment properties	25	(176,415)	(54,947)
Loss on sale of property and equipment		3,547	1,491
Net unrealised gain on financial investments		(71,915)	(65,388)
Operating loss/profit before working capital changes		(361,350)	(173,705)
Working capital changes			
Change in insurance and other receivables		880,362	1,767,884
Change in insurance reserves – net		445,602	(218,537)
Change in provisions, reinsurance and other payables		(283,785)	(1,303,375)
Cash generated from operations		680,829	72,267
Payment of social and sports fund contribution		(9,959)	(9,409)
Income tax paid		(6,776)	(4,098)
Employees' end of service benefits paid	14	(3,549)	(858)
Net cash generated from operating activities		660,545	57,902
Investing Activities			
Net cash movements in investments		(332,421)	(951,916)
Purchase of property and equipment	11	(36,607)	(17,416)
Purchase of investment properties	10	(929)	(77,809)
Acquisition of stake in subsidiaries	38	-	(179,937)
Dividend received from equity accounted investment	8	9,251	13,125
Investment income and other finance income		904,055	774,619
Proceeds from sale of investment properties		178,034	108,138
Net cash generated from / (used in) investing activities		721,383	(331,196)
Financing Activities			
Interest paid on subordinated perpetual debt		(81,081)	(81,081)
Increase in non-controlling interest		-	(7,614)
Net (repayment) proceeds of borrowings		(312,762)	906,375
Dividends paid		(473,852)	(409,700)
Net cash generated (used in) / from financing activities		(867,695)	407,980
Net increase in cash and cash equivalents		514,233	134,686
Effect of foreign currency exchange difference		19,304	(37,577)
Cash and cash equivalents at 1 January	5	8,011,163	7,914,054
Cash and Cash Equivalents at 31 December	5	8,544,700	8,011,163