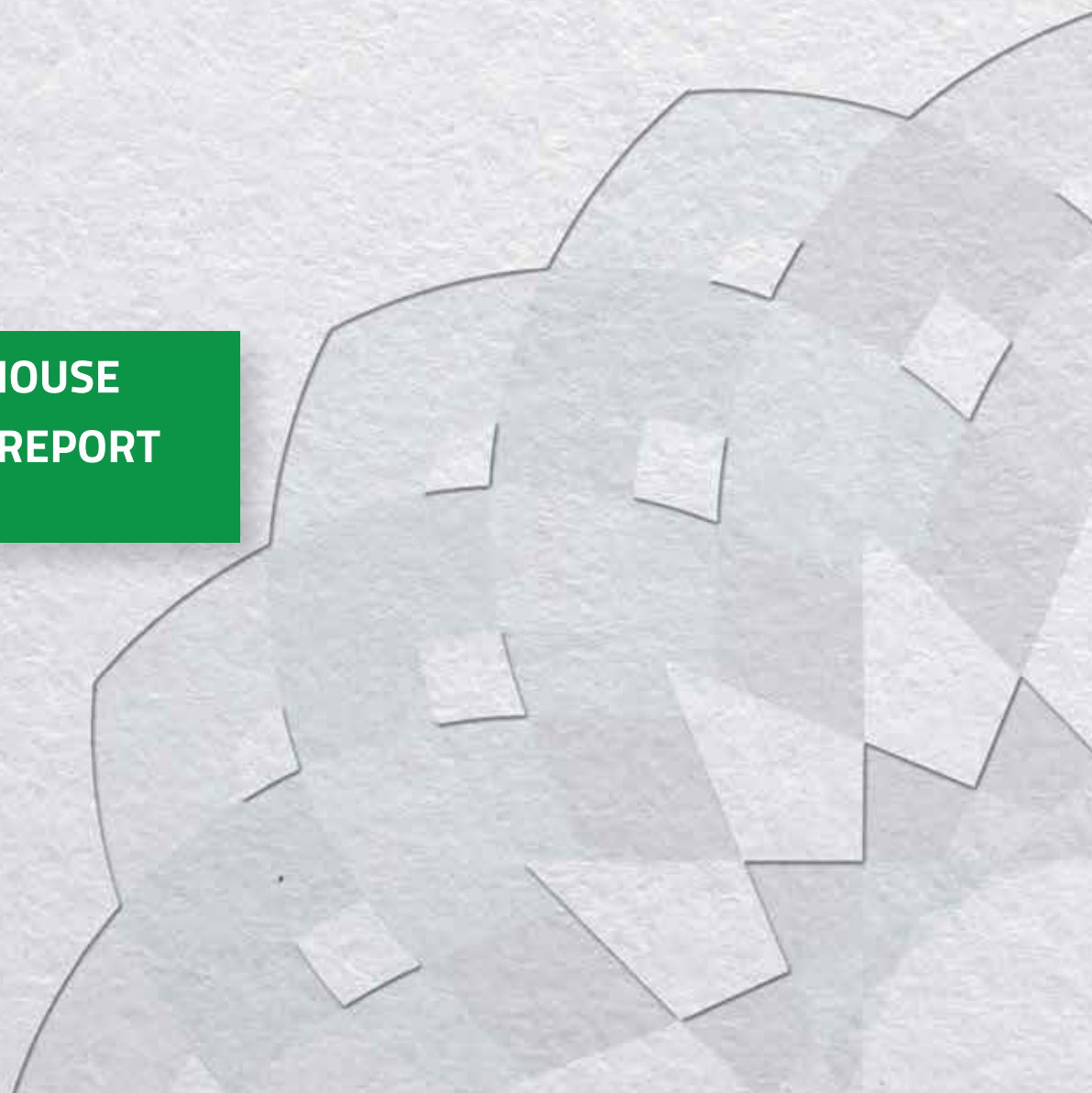




دار التأمين
INSURANCE HOUSE

ش.م.ع - P.J.S.C

INSURANCE HOUSE INTEGRATED REPORT 2023





دار التأمين
INSURANCE HOUSE
ش.م.ع - P.J.S.C

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INSURANCE HOUSE
ش.م.ع - P.J.S.C

BOARD OF DIRECTORS' REPORT



دار التأمين
INSURANCE HOUSE
ش.م.ع - P.S.C

Chairman's Report for the financial year ended 31 December 2023

On behalf of the Board of Directors, I present the financial statements of Insurance House PJSC (IH) as at 31 December 2023 and the results of its operations for the twelve months ended 31 December 2023.

The UAE Insurance Industry in general, had to endure yet another challenging year that forced insurance companies to recalibrate their business strategies, fine tune their pricing models and sharpen their service delivery capabilities, in order to stay profitable, improve customer satisfaction and enhance shareholder value.

In addition to coping with industrywide challenges, IH Management identified material errors in the process of recording transactions covering a) reinsurance share of premium, b) reinsurance share of loss adjustment and c) commission income relating to reinsurance of medical stream, all related to prior accounting periods. To fix these accounting errors, IH had to reverse Reinsurance receivable from reinsurers amounting to circa AED 69 million on a retrospective basis, by restating the comparative financial statements with corresponding impact on Accumulated Losses. Further, the adoption of IFRS 17 with effect from 1 Jan 2023 has also resulted in a one-time adjustment of circa AED 9.94 million to the opening Shareholders' Equity as of 1 Jan 2023.

For the year ended 31 December 2023, IH has registered a Total Comprehensive Loss of AED 41.01 million, compared to a Total Comprehensive Loss of AED 28.35 million in the previous year. The current year's losses were primarily sustained in the Motor business where cut-throat competition amongst insurers led to very low rates of insurance premium that was not commensurate with the underlying risk being underwritten. IH Management has already taken necessary corrective actions to restore the health of this portfolio and expects improved results going forward.

In line with IFRS 17, Insurance Revenue for the year ended 31 December 2023 was slightly lower at AED 242.95 million compared to AED 249.97 million in the previous year. Insurance Service Expenses for the full year 2023 were lower at AED 270.14 million compared to AED 313.58 million in the previous year. As

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Insurance House P.S.C: P.O. Box 129921, Abu Dhabi, U.A.E; Tel: +971 (2) 4934 444; Fax: +971 (2) 4934 400

شركة مساهمة عامة برأس مال وقدره ١١٨,٧٨٠,٥٠٠ درهم إماراتي Public Joint Stock Company and the share capital is AED 118,780,500



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of result of the above, Insurance Service Result (before adjustments for Reinsurance Contracts Issued) for the full year 2023 was a negative AED 27.19 million compared to a negative AED 63.60 million in the previous year. Insurance Service Result (after adjustments for Reinsurance Contracts Held) for the full year 2023, was a loss of AED 42.33 million, compared to a loss of AED 31.39 million in the previous year.

Net Income from Investments was lower at AED 4.74 million for the full year 2023, compared to AED 5.48 million in the previous year.

Cash & cash equivalents as of 31 December 2023 stood at a robust 17.4% of Total Assets, highlighting our conservative approach to liquidity management, and the sound liquidity position of the Company.

The unhealthy price competition amongst insurance companies and the material accounting errors stated above are temporary setbacks to our growth momentum in the near term. IH has already started executing a meticulously planned Comprehensive Recovery Plan. We are confident that with continued shareholder support and the dedication of IH Management & Staff, we will bounce back stronger than before. Going forward, profits from core insurance activities will be driven by improved digital delivery capabilities, significant fine-tuning of risk underwriting techniques & pricing models and enhanced claims management processes.

On behalf of the Board of Directors,

Mohammed Abdulla Jumaa Alqubaisi
Chairman

Abu Dhabi

29 March 2024

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دار التَّوْقَفَاءِ
INSURANCE HOUSE
ش.م.ع - P.J.S.C

EXTERNAL AUDITOR'S REPORT

Ref: UN/AUH-B-337/March 24

Independent Auditor's Report

To
The Shareholders
Insurance House P.J.S.C
Abu Dhabi, United Arab Emirates

Opinion

We have audited the accompanying financial statements of Insurance House P.J.S.C. (the "Company"), which comprise the statement of financial position as at 31 December 2023, and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of material accounting policy information and other explanatory information.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Company as at 31 December 2023, and its financial performance and cash flows for the year then ended in accordance with the International Financial Reporting Standards (IFRSs).

Basis for Opinion

We conducted our audit in accordance with the International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Company in accordance with the requirements of International Ethics Standards Board for Accountants Code of Ethics for Professional Accountants (IESBA code) together with ethical requirements that are relevant to our audit of the financial statements in the United Arab Emirates (UAE), and we have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matters

1. We draw attention to Note 22 of the financial statements, which describes the effects of material errors identified by the management in the process of recording of transactions covering a) reinsurance share of premium; b) reinsurance share of loss adjustment; and c) commission income, related to reinsurance of medical and personal assurance for prior years which resulted in losses aggregating to AED 69,343,226 with corresponding reversal of due from Reinsurers and Brokers on retrospective basis.
2. As stated in Note 1.1 of the financial statements, the Company has accumulated losses amounting to AED 119,136,157 as at 31 December 2023, (31 December 2022: AED 83,630,247) which resulted in the erosion of equity in excess of 50%. This has led to non-compliance by the Company with the solvency ratio as required by financial regulations for insurance companies issued by Central Bank of the UAE.
3. We draw attention to Note 23 of the financial statements, which describes the recognition of Net income of AED 9,306,539 (netted off under insurance service expenses) during the financial year ended 31 December 2023, due to modification of terms of Motor reinsurance treaty for the year 2022.

Our opinion is not modified in respect of these matters.

Material Uncertainty Related to Going Concern

We draw attention to Note 1.2 to these financial statements which indicates that the Company has incurred loss of AED 41,974,615 for the year ended 31 December 2023 (31 December 2022: AED 27,752,753) and has accumulated losses aggregating AED 119,136,157 as at that date (31 December 2022: AED 83,630,247). These events or conditions, along with other matters as set forth in Note 1.2, indicate that a material uncertainty exists that may cast significant doubt on the Company's ability to continue as a going concern. Our opinion is not modified in respect of this matter.

Independent Auditor's Report (continued)

To the Shareholders of Insurance House P.J.S.C Report on the Audit of the Financial Statements (continued)

Key Audit Matters

Key audit matters are those matters that, in the auditor's professional judgement, were of most significance in the audit of the financial statements of the current period. These matters, and any comments we make on the results of our procedures thereon, were addressed in the context of our audit of the financial statements, and in forming our opinion thereon, and we do not provide a separate opinion on these matters.

Key Audit Matter	How our audit addressed the key audit matter
Valuation of (Re)Insurance Contract Assets and Liabilities	
Valuation of (Re)Insurance contract assets and liabilities involve significant judgments and estimates particularly with respect to the estimation of the present value of future cash flows, eligibility of premium allocation approach (PAA) and estimation of the liabilities for incurred claims. These cash flows primarily include determination of expected premium receipts, expected ultimate cost of claims and allocation of insurance acquisition cashflows which are within the contract boundaries. The calculation for these liabilities includes significant estimation and involvement of actuarial experts in order to ensure appropriateness of methodology, assumptions and data used to determine the estimated future cash flows and the appropriateness of the discount rates used to determine the present value of these cashflows.	We performed the following procedures in conjunction with our actuarial specialist: • Understanding and evaluating the process, the design and implementation of controls in place to determine valuation of contract assets and liabilities. • Assessment of the competence, capabilities and objectivity of the management appointed actuary and our external experts. • Tested the completeness, and on sample basis, the accuracy and relevance of data used to determine future cashflows. • Evaluated and assessed the recoverability of Insurance receivables. • Involved external expert to evaluate the appropriateness of the methodology, significant assumptions including risk adjustment, PAA eligibility assessment, discount rates and expenses included within the fulfilment cashflows. This included consideration of the reasonableness of assumptions against actual historical experience and the appropriateness of any judgments applied. • Verified the source data used by experts to ensure accuracy and completeness. • We independently reperformed the calculation to assess the mathematical accuracy of the (Re)Insurance contract assets and liabilities on selected classes of business, particularly focusing on largest and most reserves.

Independent Auditor's Report (continued)

To the Shareholders of Insurance House P.J.S.C Report on the Audit of the Financial Statements (continued)

Key Audit Matter	How our audit addressed the key audit matter
Adoption of IFRS 17 Insurance Contracts	
The Company adopted IFRS 17 Insurance Contracts with effect from 1 of January 2023, which resulted in changes to the measurement of insurance contracts using updated estimates and assumptions that reflect the timing of cash flows and any uncertainty relating to insurance contracts. IFRS 17 is a new and complex accounting standard that requires management to apply significant judgement in its application to the Company's insurance contracts. The Company issues a wide range of insurance contracts and consequently a large number of judgements and estimates need to be applied and made respectively. The Company elected to apply the modified retrospective approach for transition since it assessed historical information available and determined that all reasonable and supportable information necessary for applying the full retrospective approach was not available for groups of contracts issued prior to the transition date. The Company used this approach to determine the amounts as of the transition date of 1 January 2022 and has recorded the impact within retained earnings on transition date as disclosed in statement of changes in equity. The adoption of this standard has had a significant impact on the reported financial position and performance of the Company. Due to the complexity and the significant judgements applied and estimates made in determining the impact of IFRS 17, this has been considered as key audit matter.	We performed the following procedures in conjunction with our actuarial specialist: • Obtained an understanding of the impact of the Company's adoption of IFRS 17 and accounting policies adopted by the Company. • Involved external expert to evaluate the appropriateness of the methodology, significant assumptions including risk adjustment, PAA eligibility assessment, discount rates and expenses included within the fulfilment cashflows. This included consideration of the reasonableness of assumptions against actual historical experience and the appropriateness of any judgments applied. • Assessed the key technical accounting decisions, judgments, assumptions and accounting policy elections made in applying the requirements of IFRS 17 to determine if they were in compliance with the requirements of the standard. • Reperformed the mathematical accuracy of the supporting calculations and adjustments used to determine the impact on the Company's opening equity position as at 1 January 2022 and agreed the results of those calculations to the amounts reported in the financial statements. • Tested the completeness of insurance contract data by testing the reconciliations of the Company's reinsurance contract assets and insurance contract liabilities to insurance contracts disclosed in the 2022 financial statements. • Evaluated the reasonableness of the quantitative and qualitative disclosures included in the financial statements.

Other matter

The financial statements for the year ended 31 December 2022 were audited by another auditor who expressed an unmodified opinion on those statements on 13 February 2023.

Other information

Management is responsible for the other information, which comprises the Chairman's Report which we obtained prior to the date of this auditor's report. The other information does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

Independent Auditor's Report (continued)

To the Shareholders of Insurance House P.J.S.C Report on the Audit of the Financial Statements (continued)

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information that we obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with IFRSs and their preparation in compliance with the applicable provisions of the articles of association of the Company, United Arab Emirates Federal Law No. 32 of 2021, Federal Decree Law No. (48) of 2023 Regulating Insurance Activities, Central Bank of the UAE Board of Directors' Decision No. (25) of 2014 pertinent to the Financial Regulations for Insurance Companies, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Company's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to error or fraud, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgement and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

Independent Auditor's Report (continued)

To the Shareholders of Insurance House P.J.S.C Report on the Audit of the Financial Statements (continued)

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the financial statements of the current year and are therefore the key audit matters. We describe these matters in our auditor's report unless law and regulations preclude public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Report on other Legal and Regulatory Requirements

Further, as required by the UAE Federal Law No. 32 of 2021, we report that for the year ended 31 December 2023:

- a) We have obtained all the information we considered necessary for the purposes of our audit;
- b) The financial statements have been prepared and comply, in all material respects, with the applicable provisions of the UAE Federal Law No. 32 of 2021;
- c) The Company has maintained proper books of account;
- d) The financial information included in the Chairman's report is consistent with the books of account of the Company;
- e) As disclosed in Note 6 to the financial statements, the Company has made investment in securities as at 31 December 2023;
- f) Note 17 to the financial statements discloses material related party transactions and balances, and the terms under which they were conducted;
- g) The Company has not made any social contributions during the year ended 31 December 2023;
- h) Based on the information that has been made available to us nothing has come to our attention which causes us to believe that the Company has, during the financial year ended 31 December 2023, contravened any of the applicable provisions of the UAE Federal Law No. 32 of 2021, or Articles of Association of the Company, which would materially affect its activities or its financial position as at 31 December 2023.

Further, as required by the Federal Decree Law No. (48) of 2023 Regulating Insurance Activities and the related financial Regulations for Insurance Companies, we report that we have obtained all the information and explanations we considered necessary for the purpose of our audit.

Crowe Mak,



Umesh Narayanappa

Partner

Registered Auditor Number: 1234

Abu Dhabi, U.A.E

29 March 2024

Insurance House P.J.S.C.
Financial statements

Statement of financial position as at 31 December 2023

	Notes	31 December 2023 AED	(Restated) 31 December 2022 AED	(Restated) 1 January 2022 AED
ASSETS				
Property and equipment	4	7,719,510	43,010,347	43,261,817
Financial assets	6	11,108,035	54,451,411	63,545,745
Statutory deposits	7	6,000,000	6,000,000	6,000,000
Reinsurance contract assets	5	111,451,345	116,878,610	68,286,045
Other receivables and prepayments	8	43,156,606	12,336,708	9,552,361
Fixed deposits	9	-	14,000,000	14,000,000
Cash and cash equivalents	9	37,779,645	41,930,903	54,857,557
TOTAL ASSETS		217,215,141	288,607,979	259,503,525
SHAREHOLDERS' EQUITY AND LIABILITIES				
Capital and reserves				
Share capital	10	118,780,500	118,780,500	118,780,500
Tier 1 capital	10	15,000,000	15,000,000	15,000,000
Treasury shares	10	(4,660,318)	(4,660,318)	-
Accumulated losses		(119,136,157)	(83,630,247)	(60,085,062)
Reinsurance reserve	10	1,181,192	650,848	422,793
Investment revaluation reserve		(6,069)	7,198,968	14,271,093
Statutory reserve	10	7,679,502	7,679,502	7,243,671
Proposed board of directors' remuneration		-	392,248	856,796
TOTAL SHAREHOLDERS' EQUITY		18,838,650	61,411,501	96,489,791
LIABILITIES				
Provision for employees' end-of-service benefits	11	2,531,023	3,208,318	2,883,016
Insurance contract liabilities	5	178,175,765	206,111,065	148,082,335
Other payables	12	17,669,703	17,877,095	12,048,383
TOTAL LIABILITIES		198,376,491	227,196,478	163,013,734
TOTAL SHAREHOLDERS' EQUITY AND LIABILITIES		217,215,141	288,607,979	259,503,525

These financial statements were approved by the Board of Directors on 29 March 2024 and signed on their behalf by:

Mr. Mohammed Alqubaisi
Chairman

The notes from 1 to 25 form an integral part of these financial statements.
The report of the auditor is set out on pages 3 to 7



دار التَّوْقَفَاءِ
INSURANCE HOUSE
ش.م.ع - P.J.S.C

FINANCIAL STATEMENTS

Insurance House P.J.S.C.
Financial statements

Statement of profit or loss and other comprehensive income for the year ended 31 December 2023

	Notes	31 December 2023 AED	(Restated) 31 December 2022 AED
Insurance revenue	5	242,946,852	249,971,841
Insurance service expenses	5	(270,141,405)	(313,575,327)
Insurance service result before reinsurance contracts issued		(27,194,553)	(63,603,486)
Allocation of reinsurance premiums	5	(131,578,863)	(129,193,984)
Amounts recoverable from reinsurance for incurred claims	5	116,446,112	161,406,250
Net (expense)/income from reinsurance contracts held		(15,132,751)	32,212,266
Insurance service result		(42,327,304)	(31,391,220)
Investment income	13	3,779,514	6,074,287
Insurance finance expense for insurance contracts issued	5	(7,141,637)	(1,137,384)
Reinsurance finance income for reinsurance contracts held	5	3,089,647	515,785
Net insurance finance expenses		(4,051,990)	(621,599)
Net insurance and investment results		(42,599,780)	(25,938,532)
Other income /(expense)		625,165	(1,814,221)
Loss for the year		(41,974,615)	(27,752,753)
Loss per share:			
Basic and diluted loss per share	15	(0.35)	(0.23)

The notes from 1 to 25 form an integral part of these financial statements.

Insurance House P.J.S.C.
Financial statements

**Statement of profit or loss and other comprehensive income for the year ended
31 December 2023 (continued)**

	31 December 2023 AED	(Restated) 31 December 2022 AED
Loss for the year	(41,974,615)	(27,752,753)
Other comprehensive (income)/loss		
<i>Items that will not be reclassified subsequently to profit or loss:</i>		
Gain/ (loss) on sale from investments at fair value through other comprehensive income - equity securities	942,021	(202,710)
Net unrealized gain/(loss) from investments at fair value through other comprehensive income – equity securities	(55,689)	(314,632)
<i>Items that maybe reclassified subsequently to profit or loss</i>		
Net unrealized gain/(loss) from investments at fair value through other comprehensive income – debt securities	75,438	(76,808)
Total comprehensive loss for the year	(41,012,845)	(28,346,903)

The notes from 1 to 25 form an integral part of these financial statements.

Insurance House P.J.S.C.
Financial Statements

Statement of changes in equity for the year ended 31 December 2023

	Share capital AED	Tier 1 capital AED	Treasury shares AED	Accumulated losses AED	Reinsurance reserve AED	Proposed Board of Directors' remuneration AED	Investment revaluation reserve AED	Statutory reserve AED	Total shareholders' equity AED
Balance at 1 January 2023	118,780,500	15,000,000	(4,660,318)	1,017,186	650,848	392,248	7,198,968	7,679,502	146,058,934
Adjustment due to misstatements (Note 22)	-	-	-	(75,031,826)	-	-	-	-	(75,031,826)
Balance at 1 January 2023 – Restated	118,780,500	15,000,000	(4,660,318)	(74,014,640)	650,848	392,248	7,198,968	7,679,502	71,027,108
Adjustment on initial application of IFRS 17 (Note 3.16)	-	-	-	(9,615,607)	-	-	-	-	(9,615,607)
Restated balance at 1 January 2023	118,780,500	15,000,000	(4,660,318)	(83,630,247)	650,848	392,248	7,198,968	7,679,502	61,411,501
Net loss for the year	-	-	-	(41,974,615)	-	-	-	-	(41,974,615)
Payment of Board of Director's remuneration	-	-	-	-	-	(392,248)	-	-	(392,248)
Other comprehensive income for the year	-	-	-	-	-	-	961,770	-	961,770
Transfer to reinsurance reserve	-	-	-	(530,344)	530,344	-	-	-	-
Tier 1 capital accrued coupon	-	-	-	(1,237,509)	-	-	-	-	(1,237,509)
Transfer of realized gain on disposal of investment at FVTOCI – equity	-	-	-	8,236,558	-	-	(8,236,558)	-	-
Transfer of realized loss on disposal of investment at FVTOCI – debt	-	-	-	-	-	-	69,751	-	69,751
Restated balance at 31 December 2023	118,780,500	15,000,000	(4,660,318)	(119,136,157)	1,181,192	-	(6,069)	7,679,502	18,838,650
Balance at 1 January 2022	118,780,500	15,000,000	-	(7,548,693)	422,793	856,796	14,271,093	7,243,671	149,026,160
Adjustment due to misstatements (Note 22)	-	-	-	(52,866,070)	-	-	-	-	(52,866,070)
Balance at 1 January 2022 Restated	118,780,500	15,000,000	-	(60,414,763)	422,793	856,796	14,271,093	7,243,671	96,160,090
Adjustment on initial application of IFRS 17	-	-	-	329,701	-	-	-	-	329,701
Restated balance at 1 January 2022	118,780,500	15,000,000	-	(60,085,062)	422,793	856,796	14,271,093	7,243,671	96,489,791
Net loss for the year	-	-	-	(27,752,753)	-	-	-	-	(27,752,753)
Other comprehensive loss for the year	-	-	-	-	-	-	(594,150)	-	(594,150)
Transfer to reinsurance reserve	-	-	-	(228,055)	228,055	-	-	-	-
Proposed Board of Director's remuneration	-	-	-	(392,248)	-	392,248	-	-	-
Tier 1 capital accrued coupon	-	-	-	(1,237,499)	-	-	-	-	(1,237,499)
Treasury shares	-	-	(4,660,318)	-	-	-	-	-	(4,660,318)
Transfer to statutory reserve	-	-	-	(435,831)	-	-	-	435,831	-
Payment of Board of Directors' remuneration	-	-	-	-	-	(856,796)	-	-	(856,796)
Transfer of realized gain on disposal of investment at FVTOCI – equity	-	-	-	6,501,201	-	-	(6,501,201)	-	-
Transfer of realized gain on disposal of investment at FVTOCI – debt	-	-	-	-	-	-	23,226	-	23,226
Balance at 31 December 2022 Restated	118,780,500	15,000,000	(4,660,318)	(83,630,247)	650,848	392,248	7,198,968	7,679,502	61,411,501

Insurance House P.J.S.C.
Financial statements

Statement of cashflows for the year ended 31 December 2023

	Notes	31 December 2023 AED	(Restated) 31 December 2022 AED
OPERATING ACTIVITIES			
Loss for the year		(41,974,615)	(27,752,753)
<i>Adjustments for non-cash items:</i>			
Depreciation of property and equipment	4	1,580,328	1,364,693
Un-realized loss/(gain) on investments measured at FVTPL	13	6,329	(903,959)
Dividends and interest income	13	(2,939,855)	(3,800,961)
Realised gain on sale of investments carried at FVTPL		(915,739)	(1,369,367)
Charge for employees' end-of-service benefits	11	560,255	667,476
Reclassification of unrealized loss on disposal of investment at FVTOCI		(69,751)	23,223
Cash used in operating activities		(43,753,048)	(31,771,648)
Changes in working capital			
Decrease/(increase) in reinsurance contract assets	5	5,427,265	(48,592,565)
Increase in other receivables and prepayments	8	(30,819,898)	(2,784,347)
(Decrease)/ increase in insurance contract liabilities	5	(27,935,300)	58,028,730
(Decrease)/ increase in other payables	12	(207,392)	5,828,712
Cash used in operating activities		(97,288,373)	(19,291,118)
Payment for employees' end of service benefits obligation	11	(1,237,550)	(342,174)
Net cash used in operations activities		(98,525,923)	(19,633,292)
INVESTING ACTIVITIES			
Purchase of property and equipment	4	(746,009)	(1,113,223)
Proceeds from disposal of property and equipment	4	34,596,019	-
Purchase of investments carried at FVTPL	6	(3,973,624)	(10,119,102)
Purchase of investments carried at FVOCI	6	-	(11,330,115)
Proceeds from disposals of investments carried at FVTPL	6	11,765,794	10,692,630
Proceeds from disposals of investments carried at FVOCI	6	30,422,387	21,530,100
Proceeds from redemption of fixed deposit	9	14,000,000	-
Dividends received	13	1,551,319	2,000,465
Interest received	13	1,388,536	1,800,496
Net cash generated from investing activities		89,004,422	13,461,251
FINANCING ACTIVITIES			
Tier 1 capital coupon		(1,237,509)	(1,237,499)
Directors' remuneration paid		(392,248)	(856,796)
Purchase of treasury shares		-	(4,660,318)
Net cash used in financing activities		(1,629,757)	(6,754,613)
Net change in cash and cash equivalents		(11,151,258)	(12,926,654)
Cash and cash equivalents, beginning of the year		41,930,903	54,857,557
Reclassified from financial assets (Note 6)		7,000,000	-
Cash and cash equivalents, end of the year	9	37,779,645	41,930,903

Insurance House P.J.S.C.

Financial Statements

Notes to the financial statements

For the year ended 31 December 2023

1 Legal status and activities

Insurance House P.J.S.C. (the “Company”) is a public joint- stock company registered and incorporated in the Emirate of Abu Dhabi, United Arab Emirates and is engaged in providing all classes of non-life insurance solutions in accordance with Federal Decree Law No. (48) of 2023 Regulating Insurance Activities (previously Federal Law No. 6 of 2007 as amended). The Company was established on 8 December 2010. The Company performs its activities through its head office in Abu Dhabi and branches located in Al Samha, Dubai – Sheikh Zayed Road, Sharjah, Mahawi and Motor World.

On 2 October 2023, the Federal Decree Law No. (48) of 2023 Regulating Insurance Activities was issued and came into effect on 30 November 2023 which repealed the UAE Federal Law No. 6 of 2007. The Companies must within a period not exceeding (6) six months from the date of the enforcement of its provisions from 30 November 2023 ("the transitional period") comply with the provisions of the UAE Federal Decree Law No. (48) of 2023 Regulating Insurance Activities. The Company will perform the necessary amendments to its Articles of Association in order to align with the new provisions and the requirements as approved by the General Assembly of shareholders and subject to regulatory approvals.

The Company's ordinary shares are listed on the Abu Dhabi Securities Exchange. The registered office of the Company is P.O. Box: 129921 Abu Dhabi, United Arab Emirates.

The range of products and services offered by the company include but is not limited to accidents and civil responsibility insurance, land, marine and air transportation dangers insurance, health insurance, onshore and offshore oil and gas fields and facilities services.

1.1 Equity

As of 31 December 2023, the Company's accumulated losses are AED 119,136,157 (31 December 2022: 83,630,247) which resulted in erosion of equity in excess of 50% and had affected the required solvency ratio as prescribed by the Central Bank of the UAE. The shareholders have approved the option of Company's continuation and the commencement of the implementation plan in the General Assembly Meeting dated 07 July 2023. The management has submitted the revised recovery plan on 22 November 2023 to the Central Bank of UAE.

1.2 Going concern

The Company's future plan indicates that the Company will be profitable and will generate sufficient cash flow. The Company's directors are, therefore, confident that the Company will be able to meet its liabilities as and when they fall due and to carry on its business without a significant curtailment of operations. Accordingly, these financial statements have been prepared on a going concern basis. The Company has prepared a recovery plan which is also submitted to Central Bank of UAE which consists of the following key reasons for the issues and planned steps to resolve them.

Key reasons for the accumulated loss leading to solvency deficit:

- The Company has not utilized technically sound pricing methodologies for the Medical and Motor lines.
- Financial reporting and control issues:
 - Misstatements in the preparation of the financial statements for the years ended 2020, 2021 and 2022, specifically in relation to recording of medical reinsurance premiums and medical reinsurance claims.
 - Delays in the realization of losses led to delays in pricing correction and increased accumulated losses. If these misstatements had not occurred, it was likely that corrective action, specifically the repricing of medical business, would have been taken in 2020 by the Management and the Board.
- The selling of unprofitable Motor business due to increased competition in the UAE Motor market.

Insurance House P.J.S.C.

Financial Statements

Notes to the financial statements (continued)

For the year ended 31 December 2023

1.3 Management plan to address going concern

As at 31 December 2023, the Company's accumulated losses represent 100.30% of the share capital of the Company (31 December 2022: 70.41%) which has resulted in a solvency deficit.

The Company has planned the following key actions to address the solvency deficit by increasing the total Basic Own Funds i.e. Basic Own Funds and Subordinated Liabilities. The actions are as follows.

Increase in basic own funds:

- **Asset allocation:** Reallocation of assets from equity to fixed income securities to reduce the inadmissible assets falling under equity (AED 11 million improvements in solvency).
- **Reissuing treasury shares:** Raise capital through reissuance of treasury shares (AED 4.6 million).
- **Raise Tier 1 capital:** A capital injection of AED 20 million through Tier 1 Capital will also increase the assets for solvency purposes.

Increase in subordinated liabilities:

- **Shareholder Guarantee:** Increase subordinated liabilities by means of a shareholder guarantee (AED 75 million).

The company is also planning strategy and other changes in the underwriting, operations and internal control to improve the overall profitability of the business.

2 General information

2.1 Statement of compliance

This financial Statement is for the year ended 31 December 2023 and is presented in United Arab Emirate Dirham (AED), which is also the functional currency of the Company. The financial statements have been prepared in accordance with International Financial Reporting Standards (IFRS) promulgated by International Accounting Standard Board (IASB) and interpretations thereof issued by the IFRS Interpretations Committee ("IFRS IC") and in compliance with the applicable requirements of the UAE Federal Decree Law No. 32 of 2021 ("Companies Law"), relating to commercial companies and UAE Federal Decree Law No. (48) of 2023 Regulating Insurance Activities (previously Federal Law no. 6 of 2007, as amended) concerning Financial Regulations for Insurance Companies issued by the Central Bank of the UAE ("CBUAE") and regulation of its operations.

2.2 Basis of preparation

These financial Statements have been prepared on the historical cost basis, except for financial assets carried at fair value through other comprehensive income and financial assets carried at fair value through profit and loss which are carried at fair value and the provision for employees' end of service indemnity which is calculated in line with UAE labour laws.

The Company's statement of financial position is not presented using a current / non-current classification. However, the following balances would generally be classified as current: cash and cash equivalents, financial assets at fair value through profit and loss, other receivables, and other payables. The following balances would generally be classified as non-current: property and equipment, intangible assets, deposit and provision for employees' end of service indemnity. The following balances are of mixed (including both current and non-current portions): financial assets at fair value through other comprehensive income, reinsurance contract assets, insurance contract liabilities, reinsurance contract liabilities, bank balances, fixed deposits and bank borrowings.

Insurance House P.J.S.C.

Financial Statements

Notes to the financial statements (continued)

For the year ended 31 December 2023

2 General information (continued)

2.3 Accounting convention

These financial statements have been prepared using the measurement basis specified by IFRS for each type of asset, liability, income and expense. The measurement bases are described in more detail in the accounting policies.

2.4 Standards, interpretations and amendments to existing standards

New and amended IFRS Standards that are effective for the current year

In the current year, the Company has applied a number of amendments to IFRS Accounting Standards issued by the International Accounting Standards Board (IASB) that are mandatorily effective for an accounting period that begins on or after 1 January 2023. Their adoption has not had any material impact on the disclosures or on the amounts reported in these financial statements.

New Standards or amendments	Effective date
IFRS 17 Insurance Contracts (including the June 2020 and December 2021 Amendments to IFRS 17)	1 January 2023
Amendments to IAS 1 Presentation of Financial Statements and IFRS Practice Statement 2 Making Materiality Judgements - Disclosure of Accounting Policies	1 January 2023
Amendments to IAS 12 Income Taxes - Deferred Tax related to Assets and Liabilities arising from a Single Transaction	1 January 2023
Amendments to IAS 12 Income Taxes—International Tax Reform—Pillar Two Model Rules	1 January 2023
Amendments to IAS 8 Accounting Policies, Changes in Accounting Estimates and Errors—Definition of Accounting Estimates	1 January 2023

New and revised IFRS in issue but not yet effective

The Company has not applied the following new and revised IFRS Standards that have been issued but are not yet effective:

New Standards or amendments	Effective date
Amendments to IAS 1 Presentation of Financial Statements - Classification of Liabilities as Current or Non-current	No effective date set
Amendments to IAS 1 Presentation of Financial Statements - Non-current Liabilities with Covenants	1 January 2024
Amendments to IFRS 16 Amendments to clarify how a seller-lessee subsequently measures sale and leaseback transactions	1 January 2024
Amendments to IFRS 10 and IAS 28- Sale or Construction of assets between an Investor and its associate or joint venture	1 January 2024
Amendments to IAS 7 Statement of Cash Flows and IFRS 7 Financial Instruments: Disclosures—Supplier Finance Arrangements	1 January 2024
IFRS S1 General Requirements for Disclosure of Sustainability-related Financial Information	1 January 2024
IFRS S2 Climate-related Disclosures	1 January 2024
Amendments to IAS 21 Lack of Exchangeability	1 January 2024

Management anticipates that these standards will not have any significant impact on these financial statements.

Insurance House P.J.S.C.

Financial Statements

Notes to the financial statements (continued)

For the year ended 31 December 2023

3 Material accounting policies

3.1 IFRS 17 - Insurance contracts

International Financial Reporting Standard (IFRS) 17, “Insurance Contracts” establishes principles for the recognition, measurement, presentation and disclosure of insurance contracts and investment contracts with discretionary participation features. It introduces a model that measures groups of contracts based on the Company's estimates of the present value of future cash flows that are expected to arise as the Company fulfils the contracts, an explicit risk adjustment for non-financial risk and a contractual service margin.

Under IFRS 17, insurance revenue in each reporting period represents the changes in the liabilities for remaining coverage that relate to services for which the Company expects to receive consideration and an allocation of premiums that relate to recovering insurance acquisition cash flows. In addition, investment components are no longer included in insurance revenue and insurance service expenses.

IFRS 17 replaces IFRS 4 Insurance Contracts for annual periods on or after 1 January 2023. The Company has restated comparative information applying the transitional provisions to IFRS 17. The nature of the changes in accounting policies can be summarized, as follows:

The objective of IFRS 17 is to ensure that a Company provides relevant information that faithfully represents those contracts. This information gives a basis for users of financial statements to assess the effect that insurance contracts have on the Company's financial position, financial performance and cash flows. This standard is effective for periods beginning on or after 1 January 2023.

Changes to classification and measurement

The adoption of IFRS 17 did not change the classification of the Company's insurance contracts. The Company was previously permitted under IFRS 4 to continue accounting using its previous accounting policies. However, IFRS 17 establishes specific principles for the recognition and measurement of insurance contracts issued and/or reinsurance contracts held by the Company.

Under IFRS 17, the Company's insurance contracts issued, and reinsurance contracts held are all eligible to be measured by applying the premium allocation approach (PAA). The PAA simplifies the measurement of insurance contracts in comparison with the general model in IFRS 17.

The Company applies the PAA to simplify the measurement of all of its insurance and reinsurance contracts. When measuring liabilities for remaining coverage, the PAA is similar to the Company's previous accounting treatment. However, when measuring liabilities for outstanding claims, the Company now discounts the future cash flows and includes an explicit risk adjustment for non-financial risk.

Previously, all acquisition costs were recognised and presented as separate assets from the related insurance contracts ('deferred acquisition costs') until those costs were included in profit or loss and OCI. Under IFRS 17, only insurance acquisition cash flows that arise before the recognition of the related insurance contracts are recognised as separate assets and are tested for recoverability. These assets are presented in the carrying amount of the related portfolio of contracts and are derecognized once the related contracts have been recognised.

Insurance House P.J.S.C.

Financial Statements

Notes to the financial statements (continued)

For the year ended 31 December 2023

3 Material accounting policies (continued)

3.1 IFRS 17 - Insurance contracts (continued)

Income and expenses from reinsurance contracts other than insurance finance income and expenses are now presented as a single net amount in profit or loss. Previously, amounts recovered from reinsurers and reinsurance expenses were presented separately.

The measurement principles of the PAA differ from the 'earned premium approach' used by the Company under IFRS 4 in the following key areas:

- The liability for remaining coverage reflects premiums received less deferred acquisition expenses less amounts recognized in revenue for insurance services provided;
- Measurement of the liability for remaining coverage includes an adjustment for the time value of money and the effect of financial risk where the premium due date and the related period of coverage are more than 12 months apart;
- Measurement of the liability for remaining coverage involves an explicit evaluation of risk adjustment for non-financial risk when a group of contracts is onerous in order to calculate a loss component (previously these may have formed part of the unexpired risk reserve provision); and
- Measurement of the liability for incurred claims (previously claims outstanding and incurred-but-not-reported (IBNR)) is determined on a discounted probability-weighted expected value basis and includes an explicit risk adjustment for non-financial risk.

The Company capitalizes its directly attributable insurance acquisition cash flows. No separate asset is recognised for deferred acquisition costs. Instead, insurance acquisition cash flows are subsumed into the insurance liability for remaining coverage.

Changes to presentation and disclosure

For presentation in the statement of financial position, the Company aggregates insurance and reinsurance contracts issued and reinsurance contracts held, respectively and presents separately:

- Groups of insurance contracts issued that are assets;
- Groups of insurance contracts issued that are liabilities;
- Groups of reinsurance contracts held that are assets; and
- Groups of reinsurance contracts held that are liabilities.

The groups referred to above are those established at initial recognition in accordance with the IFRS 17 requirements.

The line-item descriptions in the statement of profit or loss and other comprehensive income have been changed significantly compared with previous year. Earlier, the Company reported the following line items:

- Gross premiums written
- Reinsurance share of premiums
- Reinsurance share of ceded business premiums
- Net premiums
- Net transfer to unearned premium reserve
- Net premiums earned
- Commission earned
- Commission paid
- Gross underwriting income
- Gross claims paid
- Changes in technical reserves
- Reinsurance share of insurance claims and loss adjustments
- Net claims incurred

Insurance House P.J.S.C.

Financial Statements

Notes to the financial statements (continued)

For the year ended 31 December 2023

3 Material accounting policies (continued)

3.1 IFRS 17 - Insurance contracts (continued)

Instead, IFRS 17 requires separate presentation of:

- Insurance revenue
- Insurance service expenses
- Allocation of reinsurance premiums
- Amounts recoverable from reinsurance for incurred claims
- Insurance finance income or expenses
- Income or expenses from reinsurance contracts held

The Company provides qualitative and quantitative information about:

- Amounts recognised in its financial statements from insurance contracts,
- Significant judgements and changes in those judgements, when applying the standard.

Transition

Changes in accounting policies resulting from the adoption of IFRS 17 have been applied using a full retrospective approach to the extent practicable. Under the full retrospective approach, at 1 January 2022 the Company:

- Identified, recognised and measured each portfolio of insurance and reinsurance contracts as if IFRS 17 had always been applied;
- Identified, recognised and measured any assets for insurance acquisition cash flows as if IFRS 17 had always been applied;
- Derecognised previously reported balances that would not have existed if IFRS 17 had always been applied. These included some deferred acquisition costs for insurance contracts, intangible assets related to insurance contracts (previously referred to as 'value of business acquired'), insurance receivables and payables, and provisions for levies that are attributable to existing insurance contracts. Under IFRS 17, they are included in the measurement of the insurance contracts; and
- Recognised any resulting net difference in equity.

The Company has applied the transition provisions in IFRS 17 and has not disclosed the impact of the adoption of IFRS 17 on each financial statements line item and Earning per share. The effects of adopting IFRS 17 on the financial statements at 1 January 2022 are presented in the statement of changes in equity.

Insurance and reinsurance contracts classification

The Company issues insurance contracts in the normal course of business, under which it accepts significant insurance risk from its policyholders. As a general guideline, the Company determines whether it has significant insurance risk, by comparing benefits payable after an insured event with benefits payable if the insured event did not occur, Insurance contracts can also transfer financial risk.

Insurance and reinsurance contracts accounting treatment

Separating components from insurance and reinsurance contracts

The Company assesses its insurance and reinsurance products to determine whether they contain distinct components which must be accounted for under another IFRS instead of under IFRS 17. After separating any distinct components, the Company applies IFRS 17 to all remaining components of the (host) insurance contract. Currently, the Company's products do not include any distinct components that require separation.

Notes to the financial statements (continued)
For the year ended 31 December 2023

3 Material accounting policies (continued)

3.1 IFRS 17 - Insurance contracts (continued)

Some reinsurance contracts issued contain profit commission arrangements. Under these arrangements, there is a minimum guaranteed amount that the policyholder will always receive - either in the form of profit commission, or as claims, or another contractual payment irrespective of the insured event happening. The minimum guaranteed amounts have been assessed to be highly interrelated with the insurance component of the reinsurance contracts and are, therefore, non-distinct investment components which are not accounted for separately. However, receipts and payments of these investment components are recognised outside of profit or loss.

Level of aggregation

IFRS 17 requires a Company to determine the level for applying its requirements. The Company previously applied aggregation levels under IFRS 4, which were significantly higher than the level required by IFRS 17. The level of aggregation for the Company is determined firstly by dividing the business written into portfolios. Portfolios comprise group of contracts with similar risks which are managed together. Portfolios are further divided based on expected profitability at inception into three categories: onerous contracts, contracts with no significant risk of becoming onerous, and the remainder. This means that, for determining the level of aggregation, the Company identifies a contract as the smallest 'unit', i.e., the lowest common denominator. However, the Company makes an evaluation of whether a series of contracts need to be treated together as one unit based on reasonable and supportable information, or whether a single contract contains components that need to be separated and treated as if they were stand-alone contracts. As such, what is treated as a contract for accounting purposes may differ from what is considered as a contract for other purposes (i.e., legal or management). IFRS 17 also notes that no group for level of aggregation purposes may contain contracts issued more than one year apart.

The Company has elected to group together those contracts that would fall into different groups only because law, regulation or internal policies specifically constrains its practical ability to set a different price or level of benefits for policyholders with different characteristics. The Company applied a full retrospective approach for transition to IFRS 17. The portfolios are further divided into groups of contracts by quarter of issue and profitability for recognition and measurement purposes. Hence, within each quarter of issue, portfolios of contracts are divided into three groups, as follows:

- A group of contracts that are onerous at initial recognition (if any).
- A group of contracts that, at initial recognition, have no significant possibility of becoming onerous subsequently (if any).
- A group of the remaining contracts in the portfolio (if any).

The profitability of groups of contracts is assessed by underwriting committee that take into consideration existing and new business. The Company assumes that no contracts in the portfolio are onerous at initial recognition unless facts and circumstances indicate otherwise. For contracts that are not onerous, the Company assesses, at initial recognition, that there is no significant possibility of becoming onerous subsequently by assessing the likelihood of changes in applicable facts and circumstances.

Insurance House P.J.S.C.

Financial Statements

Notes to the financial statements (continued)

For the year ended 31 December 2023

3 Material accounting policies (continued)

3.1 IFRS 17 - Insurance contracts (continued)

Insurance and reinsurance contracts accounting treatment

Below are some of the relevant facts and circumstances that the Company considers:

- Evaluation of expected combine ratios;
- Pricing information;
- Results of similar contracts it has recognized; and
- Environment factors, e.g., a change in market experience or regulations.

The Company divides portfolios of reinsurance contracts held by applying the same principles set out above, except that the references to onerous contracts refer to contracts on which there is a gain on initial recognition. For some groups of reinsurance contracts held, a group can comprise a single contract.

Recognition

The Company recognises groups of insurance contracts it issues from the earliest of the following:

- The beginning of the coverage period of the group of contracts;
- The date when the first payment from a policyholder in the group is due or when the first payment is received if there is no due date;
- For a group of onerous contracts, if facts and circumstances indicate that the group is onerous the Company recognises a group of reinsurance contracts held:
- If the reinsurance contracts provide proportionate coverage at the later of the beginning of the coverage period of the group, or the initial recognition of any underlying contract; and
- In all other cases, from the beginning of the coverage period of the group the Group adds new contracts to the group when they are issued or initiated.

Contract boundary

The Company includes in the measurement of a group of insurance contracts all the future cash flows within the boundary of each contract in the group. For insurance contract, cash flows are within the boundary of an insurance contract if they arise from substantive rights and obligations that exist during the reporting period in which the Company can compel the policyholder to pay the premiums, or in which the Company has a substantive obligation to provide the policyholder with services. For reinsurance contracts, cash flows are within the contract boundary if they arise from substantive rights and obligations that exist during the reporting period in which the Company is compelled to pay amounts to the reinsurer or has a substantive right to receive services from the reinsurer.

A liability or asset relating to expected premiums or claims outside the boundary of the insurance contract is not recognised. Such amounts relate to future insurance contracts.

Measurement - Premium allocation approach

Insurance contracts — initial measurement

The Company applies the premium allocation approach (PAA) to all the insurance contracts that it issues and reinsurance contracts that it holds, as:

- The coverage period of each contract in the group is one year or less, including coverage arising from all premiums within the contract boundary. or
- For contracts longer than one year, the Company has modelled possible future scenarios and reasonably expects that the measurement of the liability for remaining coverage for the group containing those contracts under the PAA does not differ materially from the measurement that would be produced applying the general model. In assessing materiality, the Company has also considered qualitative factors such as the nature of the risk and the types of its lines of business.

Insurance House P.J.S.C.

Financial Statements

Notes to the financial statements (continued)

For the year ended 31 December 2023

3 Material accounting policies (continued)

3.1 IFRS 17 - Insurance contracts (continued)

The Company does not apply the PAA if, at the inception of the group of contracts, it expects significant variability in the fulfilment cash flows that would affect the measurement of the liability for the remaining coverage during the period before a claim is incurred. Variability in the fulfillment cash flows increases with:

- The extent of future cash flows related to any derivatives embedded in the contracts.
- The length of the coverage period of the group of contracts.

For a group of contracts that is not onerous at initial recognition, the Company measures the liability for remaining coverage as the premiums, if any, received at initial recognition, minus any insurance acquisition cash flows at that date, with the exception of contracts which are one year or less where this is expensed, plus or minus any amount arising from the derecognition at that date of the asset or liability recognised for insurance acquisition cash flows that the Company pays or receives before the group of insurance contracts is recognised. There is no allowance for time value of money as the premiums are mostly received within one year of the coverage period.

The Company measures its reinsurance assets for a group of reinsurance contracts that it holds on the same basis as insurance contracts that it issues, however, adapted to reflect the features of reinsurance contracts held that differ from insurance contracts issued, for example the generation of expenses or reduction in expenses rather than revenue.

Insurance contracts — subsequent measurement

The Company measures the carrying amount of the liability for remaining coverage at the end of each reporting period as the liability for remaining coverage at the beginning of period:

- Plus premiums received in the period;
- Minus capitalised insurance acquisition cash flows;
- Plus any amounts relating to the amortisation of the acquisition cash flows recognised as an expense in the reporting period for the group;
- Plus any adjustment to the financing component, where applicable;
- Minus the amount recognised as insurance revenue for the coverage period; and
- Minus any investment component paid or transferred to the liability for incurred claims.

The Company estimates the liability for incurred claims as the fulfilment cash flows related to incurred claims. The fulfilment cash flows incorporate, in an unbiased way, all reasonable and supportable information available without undue cost or effort about the amount, timing and uncertainty of those future cash flows, they reflect current estimates from the perspective of the Company and include an explicit adjustment for non-financial risk (the risk adjustment). The Company does not adjust the future cash flows for the time value of money and the effect of financial risk for the measurement of liability for incurred claims that are expected to be paid within one year of being incurred.

Insurance acquisition cash flows are allocated on a straight-line basis to profit or loss.

Reinsurance contracts

The subsequent measurement of reinsurance contracts held follows the same principles as those for insurance contracts issued and has been adapted to reflect the specific features of reinsurance held.

Insurance contracts — modification and derecognition

The Company derecognises insurance contracts when:

- The rights and obligations relating to the contract are extinguished (i.e., discharged, cancelled or expired);

Insurance House P.J.S.C.

Financial Statements

Notes to the financial statements (continued)

For the year ended 31 December 2023

3 Material accounting policies (continued)

3.1 IFRS 17 - Insurance contracts (continued)

- The contract is modified such that the modification results in a change in the measurement model or the applicable standard for measuring a component of the contract, substantially changes the contract boundary, or requires the modified contract to be included in a different group. In such cases, the Company derecognises the initial contract and recognises the modified contract as a new contract.

When a modification is not treated as a derecognition, the Company recognises amounts paid or received for the modification with the contract as an adjustment to the relevant liability for remaining coverage.

Presentation

The Company has presented separately, in the statement of financial position, the carrying amount of groups of insurance contracts issued that are assets, groups of insurance contracts issued that are liabilities, reinsurance contracts held that are assets and groups of reinsurance contracts held that are liabilities.

Any assets or liabilities for insurance acquisition cash flows recognised before the corresponding insurance contracts are included in the carrying amount of the related groups of insurance contracts issued.

The Company disaggregates the total amount recognised in the statement of profit or loss and other comprehensive income into an insurance service result, comprising insurance revenue and insurance service expense, and insurance finance income or expenses.

The Company does not disaggregate the change in risk adjustment for non-financial risk between a financial and non-financial portion.

The Company separately presents income or expenses from reinsurance contracts held from the expenses or income from insurance contracts issued.

Insurance revenue

The insurance revenue for the period is the amount of expected premium receipts (excluding any investment component) allocated to the period. The Company allocates the expected premium receipts to each period of coverage on the basis of the passage of time; but if the expected pattern of release of risk during the coverage period differs significantly from the passage of time, then on the basis of the expected of incurred insurance service expenses.

The Company changes the basis of allocation between the two methods above as necessary, if facts and stances change. The change is accounted for prospectively as a change in accounting estimate.

For the periods presented all revenue has been recognised on the basis of the passage of time.

Loss components

The Company assumes that no contracts are onerous at initial recognition unless facts and circumstances indicate otherwise. If at any time during the coverage period, the facts and circumstances indicate that a group of insurance contracts is onerous; the Company recognize a loss component as the excess of the fulfillment cash flows that relate to the remaining coverage of the group over the carrying amount of the liability for remaining coverage of the group. Accordingly, by the end of the coverage period of the group of contracts the loss component will be zero.

Insurance House P.J.S.C.
Financial Statements

Notes to the financial statements (continued)
For the year ended 31 December 2023

3 Material accounting policies (continued)

3.1 IFRS 17 - Insurance contracts (continued)

Insurance finance income and expense

Insurance finance income or expenses comprise the change in the carrying amount of the group of insurance contracts arising from:

- The effect of the time value of money and changes in the time value of money; and
- The effect of financial risk and changes in financial risk.

The Company presents insurance finance income or expenses in profit or loss only.

Net income or expense from reinsurance contracts held

The Company presents separately on the face of the statement of profit or loss and other comprehensive income, the amounts expected to be recovered from reinsurers, and an allocation of the reinsurance premiums paid. Company treats reinsurance cash flows that are contingent on claims on the underlying contracts as part of the claims that are expected to be reimbursed under the reinsurance contract held, and excludes investment components and commissions from an allocation of reinsurance premiums presented on the face of the statement of profit or loss and other comprehensive income.

Insurance House P.J.S.C.

Financial Statements

Notes to the financial statements (continued)

For the year ended 31 December 2023

3 Material accounting policies (continued)

3.1 IFRS 17 - Insurance Contracts (continued)

Key Accounting Policy choices

IFRS 17 requires the Company to make various accounting policy choices. The key accounting policy choices made by the Company are described below:

Particulars	IFRS 17 Options	Adoption approach
Policy acquisition cost	Where the coverage period of each contract in the group at initial recognition is no more than one year, IFRS 17 allows an accounting policy choice of either expensing the insurance acquisition cash flows when incurred or amortizing them over the contract's coverage period.	The Company amortized the insurance acquisition cost for all contracts. The Company allocates the acquisition cost to groups of insurance contracts issued or expected to be issued using a systematic and rational basis.
Liability for Remaining Coverage ("LRC") adjusted for financial risk and time value of money	Where there is no significant financing component in relation to the LRC, or where the time between providing each part of the services and the related premium due date is no more than a year, the Company is not required to make an adjustment for accretion of interest on the LRC.	For PAA model, Company has elected not to adjust the Liability for Remaining Coverage for discounting, as it expects the time between providing each part of the coverage and the related premium due date to be one year or less
Liability for Incurred Claims ("LIC") adjusted for time value of money	Where claims are expected to be paid within a year of the date that the claim is incurred, it is not required to adjust these amounts for the time value of money.	Company will discount all future incurred claim cashflows.
Insurance finance income and expenses	IFRS 17 provides an accounting policy choice to recognize the impact of changes in discount rates and other financial variables in profit or loss or in OCI. The accounting policy choice (the PL or OCI option) is applied on a portfolio basis.	Entire insurance finance income or expense for the period will be presented in the statement of profit or loss.
Disaggregation of risk adjustment	An insurer is not required to include the entire change in the risk adjustment for non-financial risk in the insurance service result. Instead, it can choose to split the amount between the insurance service resultant insurance finance income or expenses.	The entire risk adjustment will be presented in insurance service result by the Company.
Presentation in the statement of income – Reinsurance	The Company may present the income or expenses from a group of reinsurance contracts held, other than insurance finance income or expenses, as a single amount; or the Company may present separately the amounts recovered from the reinsurer and an allocation of the premiums paid that together give a net amount equal to that single amount	Reinsurance cession and recoveries will be presented separately in the statement of profit or loss by the Company.
Adjustments of estimate would take place on an annual basis	The Company shall apply its choice of accounting policy to all groups of insurance contracts it issues and groups of reinsurance contracts it holds.	Adjustments of estimate would take place on an annual basis.

Insurance House P.J.S.C.

Financial Statements

Notes to the financial statements (continued)

For the year ended 31 December 2023

3 Material Accounting Policies (continued)

3.2 Property and equipment

Property and equipment are recorded at cost less accumulated depreciation and any impairment losses. Depreciation is charged on a straight-line basis over the estimated useful lives of the property and equipment.

Assets in the course of construction for production, supply or administrative purposes are carried at cost, less any recognised impairment loss. Cost includes professional fees and, for qualifying assets, borrowing costs capitalised in accordance with the Company's accounting policy. Such assets are classified to the appropriate categories of property, plant and equipment when completed and ready for intended use. Depreciation of these assets, on the same basis as other property assets, commences when the assets are ready for their intended use.

The rates of depreciation used are based on the following estimated useful lives of the assets:

	Years
Computers and software	3 – 4
Office equipment and decoration	4
Motor vehicles	4
Building	30

Material residual value estimates and estimates of useful life are updated as required, but at least annually.

Gains or losses arising on the disposal of property and equipment are determined as the difference between the disposal proceeds and the net carrying amount of the assets and are recognised in statement of profit or loss.

3.3 Financial instruments

a) Recognition and derecognition

Financial assets and financial liabilities are recognised when the Company becomes a party to the contractual provisions of the financial instrument and are measured initially at fair value plus, for an item not at fair value through profit or loss, transactions costs that are directly attributable to its acquisition or issue. Regular way purchases and sales of financial assets are recognised on the date on which the Company commits to purchase or sell the asset i.e. the trade date.

b) Classification and subsequent measurement of financial assets

For the purposes of subsequent measurement, the Company classifies its financial assets into the following categories:

i) Financial assets at amortised cost

Financial assets at amortised cost are those financial assets for which:

- the Company's business model is to hold them in order to collect contractual cash flows; and
- the contractual terms give rise on specific dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

After initial recognition these are measured at amortised cost using the effective interest method, less provision for impairment. Discounting is omitted where the effect of discounting is immaterial. These are included in current assets, except for maturities greater than 12 months after the end of the reporting period which are classified as non-current assets.

Financial assets at amortised cost comprise statutory deposits, cash and cash equivalents, due from related parties and most other receivables.

Notes to the financial statements (continued)
For the year ended 31 December 2023

3 Material Accounting Policies (continued)

3.3 Financial instruments (continued)

ii) Financial assets at fair value through other comprehensive income ('FVTOCI')

Investments in equity securities are classified as FVTOCI. At initial recognition, the Company can make an irrevocable election (on an instrument-by-instrument basis) to designate investments in equity investments at FVTOCI. Designation at FVTOCI is not permitted if the equity investment is held for trading.

Fair value measurement

For investments traded in organised financial markets, fair value is determined by reference to stock exchange quoted prices at the close of business on the statement of financial position date. Investments in unquoted securities are measured at fair value, considering observable market inputs and unobservable financial data of investees.

Gains or losses on subsequent measurement

Gain or loss arising from change in fair value of investments at FVTOCI is recognised in other comprehensive income and reported within the fair value reserve for investments at FVTOCI within equity. When the asset is disposed of, the cumulative gain or loss recognised in other comprehensive income is not reclassified from the equity reserve to statement of profit or loss but is reclassified to retained earnings.

Fair value of financial instruments

Where the fair value of financial assets and financial liabilities recorded in the statement of financial position cannot be derived from active markets, their fair value is determined using valuation techniques including the discounted cash flow model. The inputs to these models are taken from observable markets where possible, but where this is not feasible, a degree of judgement is required in establishing fair values. The judgements include considerations of inputs such as liquidity risk, credit risk and volatility. Changes in assumptions about these factors could affect the reported fair value of financial instruments.

iii) Financial assets at fair value through profit or loss ('FVTPL')

Investments in equity instruments are classified as at FVTPL, unless the Company designates an investment that is not held for trading as at fair value through other comprehensive income (FVTOCI) on initial recognition.

Debt instruments that do not meet the amortised cost criteria are measured at FVTPL. In addition, debt instruments that meet the amortised cost criteria but are designated as at FVTPL are measured at FVTPL. A debt instrument may be designated as at FVTPL upon initial recognition if such designation eliminates or significantly reduces a measurement or recognition inconsistency that would arise from measuring assets or liabilities or recognising the gains and losses on them on different bases.

Debt instruments are reclassified from amortised cost to FVTPL when the business model is changed such that the amortised cost criteria are no longer met. Reclassification of debt instruments that are designated as at FVTPL on initial recognition is not allowed.

Financial assets at FVTPL are measured at fair value at the end of each reporting period, with any gains or losses arising on remeasurement recognised in the statement of profit or loss. Fair value is determined in the manner described in note 6.

Insurance House P.J.S.C.

Financial Statements

Notes to the financial statements (continued)

For the year ended 31 December 2023

3 Material accounting policies (continued)

3.3 Financial instruments (continued)

c) Classification and subsequent measurement of financial liabilities

Financial liabilities comprise amounts due to related parties and most other payables.

Financial liabilities are measured subsequently at amortised cost using the effective interest method.

d) Impairment

The Company recognises loss allowances for expected credit losses (ECL) on the following financial instruments that are not measured at FVTPL:

- financial assets that are debt instruments;
- financial guarantee contracts issued;
- loan commitments issued; and
- No impairment loss is recognised on equity investments.

The Company measures loss allowances at an amount equal to lifetime ECL, except for those financial instruments on which credit risk has not increased significantly since their initial recognition, in which case 12-month ECL are measured.

12-month ECL are the portion of ECL that result from default events on a financial instrument that are possible within the 12 months after reporting date.

Measurement of ECL

ECL are probability-weighted estimate of credit losses. They are measured as follows:

- financial assets that are not credit-impaired at the reporting date: as the present value of all cash shortfalls (i.e. the difference between the cash flows due to the company in accordance with the contract and the cash flows that the Company expects to receive);
- financial assets that are credit-impaired at the reporting date: as the difference between the gross carrying amount and the present value of estimated future cashflows;
- undrawn loan commitments: as the present value of the difference between the contractual cash flows that are due to the Company if the commitment is drawn down and the cash flows that the Company expects to receive; and
- financial guarantee contracts: the expected payments to reimburse the holder less any amounts that the Company expects to recover.

e) Offsetting financial instruments

Financial assets and liabilities are offset, and the net amount reported in the statement of financial position only when there is a legally enforceable right to offset the recognised amounts and there is an intention to settle on a net basis, or to realise the asset and settle the liability simultaneously.

f) Derecognition

The requirements for derecognition of financial assets and liabilities are carried forward from IAS 39. Financial assets are derecognised when the contractual rights to the cash flows from the financial asset expire, or when the financial asset and all substantial risks and rewards are transferred. Financial liability is derecognised when it is extinguished.

Insurance House P.J.S.C.

Financial Statements

Notes to the financial statements (continued)

For the year ended 31 December 2023

3 Material accounting policies (continued)

3.4 Employee benefits

Short-term employee benefits

The cost of short-term employee benefits (those payable within 12 months after the service is rendered such as paid vacation leave and bonuses) is recognised in the period in which the service is rendered.

A provision for employees' end-of-service benefits is made for the full amount due to employees for their periods of service up to the reporting date in accordance with the U.A.E. Labour Law and is reported as separate line item under non-current liabilities.

The entitlement to end of service benefits is based upon the employees' salary and length of service, subject to the completion of a minimum service period as specified in the U.A.E. Labour Law. The expected costs of these benefits are accrued over the period of employment.

3.5 Foreign currency transactions

Transactions in foreign currencies are translated to AED at the foreign exchange rate ruling at the date of the transactions. Monetary assets and liabilities denominated in foreign currencies at the statement of financial position date are translated to AED at the foreign exchange rate ruling at that date. Foreign exchange differences arising from translation are recognised in the statement of profit or loss.

Non-monetary items are not retranslated at period-end and are measured at historical cost (translated using the exchange rates at the transaction date), except for non-monetary items measured at fair value which are translated using the exchange rates at the date when fair value was determined.

3.6 Interest income and expenses

Interest income and expense for all interest-bearing financial instruments is calculated by applying the effective interest rate to the gross carrying amount of the financial instrument, except for financial assets that have subsequently become credit-impaired (or stage 3), for which interest income is calculated by applying the effective interest rate to their amortised cost (i.e. net of the expected credit loss provision) and are recognised within 'interest income' in the consolidated statement of profit or loss.

3.7 Dividend income

Dividend income from investments is recognised in the statement of profit or loss when the Company's right to receive dividend has been established (provided that it is probable that the economic benefits will flow to the Company and the amount of income can be measured reliably).

3.8 Provisions, contingent liabilities and contingent assets

Provisions are recognised when present obligations as a result of a past event will probably lead to an outflow of economic resources from the Company and amounts can be estimated reliably. Timing or amount of the outflow may still be uncertain. A present obligation arises from the presence of a legal or constructive commitment that has resulted from past events.

Provisions are measured at the estimated expenditure required to settle the present obligation, based on the most reliable evidence available at the reporting date, including the risks and uncertainties associated with the present obligation. Where there are a number of similar obligations, the likelihood that an outflow will be required in settlement is determined by considering the class of obligations as a whole. Provisions are discounted to their present values, where the time value of money is material.

Any reimbursement that the Company can be virtually certain to collect from a third party with respect to the obligation is recognised as a separate asset. However, this asset may not exceed the amount of the related provision.

All provisions are reviewed at each reporting date and adjusted to reflect the current best estimate.

Insurance House P.J.S.C.

Financial Statements

Notes to the financial statements (continued)

For the year ended 31 December 2023

3 Material accounting policies (continued)

3.8 Provisions, contingent liabilities and contingent assets (continued)

In those cases where the possible outflow of economic resources as a result of present obligations is considered improbable or remote, no liability is recognised, unless it was assumed in the course of a business combination.

Possible inflows of economic benefits to the Company that do not yet meet the recognition criteria of an asset are considered contingent assets.

3.9 Equity, reserves and dividend payments

Share capital represents the nominal value of shares that have been issued. Other details for reserves are mentioned in note 10 to the financial statements. Accumulated losses include all current and prior period retained profits or losses.

Dividend payable to equity shareholders is included in other liabilities only when the dividend has been approved in a general assembly meeting prior to the reporting date.

3.10 Leases

The Company as a Lessee

Company considers whether a contract is, or contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'.

To apply this definition the Company assesses whether the contract meets three key evaluations which are whether:

- the contract contains an identified asset, which is either explicitly identified in the contract or implicitly specified by being identified at the time the asset is made available to the Company;
- the Company has the right to obtain substantially all of the economic benefits from use of the identified asset throughout the period of use, considering its rights within the defined scope of the contract; and the Company has the right to direct the use of the identified asset throughout the period of use. The Company assess whether it has the right to direct 'how and for what purpose' the asset is used throughout the period of use.

Measurement and recognition of leases as a lessee

At lease commencement date, the Company recognises a right-of-use asset and a lease liability on the statement of financial position. The right-of-use asset is measured at cost, which is made up of the initial measurement of the lease liability, any initial direct costs incurred by the Company, an estimate of any costs to dismantle and remove the asset at the end of the lease, and any lease payments made in advance of the lease commencement date (net of any incentives received).

The Company depreciates the right-of-use assets on a straight-line basis from the lease commencement date to the earlier of the end of the useful life of the right-of-use asset or the end of the lease term. The Company also assesses the right-of-use asset for impairment when such indicators exist.

Insurance House P.J.S.C.

Financial Statements

Notes to the financial statements (continued)

For the year ended 31 December 2023

3 Material accounting policies (continued)

3.10 Leases (continued)

At the commencement date, the Company measures the lease liability at the present value of the lease payments unpaid at that date, discounted using the interest rate implicit in the lease if that rate is readily available or the Company's incremental borrowing rate.

Lease payments included in the measurement of the lease liability are made up of fixed payments (including in substance fixed), variable payments based on an index or rate, amounts expected to be payable under a residual value guarantee and payments arising from options reasonably certain to be exercised.

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification, or if there are changes in in-substance fixed payments.

When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset, or profit or loss if the right-of-use asset is already reduced to zero.

The Company has elected to account for short-term leases and leases of low-value assets using the practical expedients. Instead of recognising a right-of-use asset and lease liability, the payments in relation to these are recognised as an expense in statement of profit or loss on a straight-line basis over the lease term.

3.11 Cash and cash equivalents

Cash and cash equivalents comprise cash balances, call deposits, current accounts and fixed deposits which have original maturities of less than 3 months and are free from lien.

3.12 Impairment of non-financial assets

The carrying amounts of the Company's non-financial assets are reviewed at each statement of financial position date or whenever there is any indication of impairment. If any such indication exists, the asset's recoverable amount is estimated. An impairment loss is recognised whenever the carrying amount of an asset or its cash-generating unit exceeds its recoverable amount. The impairment losses are recognised in the statement of profit or loss. An impairment charge is reversed if the cash-generating unit's recoverable amount exceeds its carrying amount.

3.13 Segment reporting

Under IFRS 8 "Operating Segments", reported segments' profits are based on internal management reporting information that is regularly reviewed by the chief operating decision maker. The measurement policies used by the Company for segment reporting under IFRS 8 are the same as those used in its financial statements.

3.14 Insurance contracts

Insurance contract is an agreement whereby one party called the insurer undertakes, for a consideration paid by the other party called the insured, promises to pay money, or its equivalent or to do some act valuable to the latter, upon happening of a loss, liability or disability arising from an unknown or contingent event.

Insurance contracts are those contracts that transfer significant insurance risk. Such risk includes the possibility of having to pay benefits on the occurrence of an insured event. The Company may also transfer insurance risk in insurance contracts through its reinsurance agreements to hedge a greater possibility of claims occurring than expected. Once a contract has been classified as an insurance contract, it remains an insurance contract for the remainder of its lifetime, even if the insurance risk reduces significantly during this period, unless all rights and obligations are extinguished or have expired.

Insurance House P.J.S.C.

Financial Statements

Notes to the financial statements (continued)

For the year ended 31 December 2023

3 Material accounting policies (continued)

3.15 Critical accounting estimates and judgements in applying accounting policies

In the application of the Company's accounting policies, which are described above in these financial statements, management is required to make judgments, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future period if the revision affects both the current and future periods. The following are the key assumptions concerning the future, and other key sources of estimation uncertainty at the end of the reporting period, that have significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

Measurement of the expected credit loss allowance

Key concepts in IFRS 9 that have the most significant impact and require a high level of judgment, as considered by the Company while determining the impact assessment, are:

The assessment of a significant increase in credit risk is done on a relative basis. To assess whether the credit risk on a financial asset has increased significantly since origination, the Company compares the risk of default occurring over the expected life of the financial asset at the reporting date to the corresponding risk of default at origination, using key risk indicators that are used in the Company's existing risk management processes.

The measurement of expected credit losses for each stage and the assessment of significant increases in credit risk must consider information about past events and current conditions as well as reasonable and supportable forecasts of future events and economic conditions. The estimation and application of forward-looking information will require significant judgment.

The definition of default used in the measurement of expected credit losses and the assessment to determine movement between stages will be consistent with the definition of default used for internal credit risk management purposes. IFRS 9 does not define default but contains a rebuttable presumption that default has occurred when an exposure is greater than 90 days past due.

When measuring ECL, the Company must consider the maximum contractual period over which the Company is exposed to credit risk. All contractual terms should be considered when determining the expected life, including prepayment options and extension and rollover options. For certain revolving credit facilities that do not have a fixed maturity, the expected life is estimated based on the period over which the Company is exposed to credit risk and where the credit losses would not be mitigated by management action.

Insurance and reinsurance contracts

The Company applies the PAA to simplify the measurement of insurance contracts. When measuring liabilities for remaining coverage, the PAA is broadly similar to the Company's previous accounting treatment under IFRS 4. However, when measuring liabilities for incurred claims, the Company now discounts cash flows that are expected to occur more than one year after the date on which the claims are incurred and includes an explicit risk adjustment for non-financial risk.

Insurance House P.J.S.C.

Financial Statements

Notes to the financial statements (continued)

For the year ended 31 December 2023

3 Material accounting policies (continued)

3.15 Critical accounting estimates and judgements in applying accounting policies (continued)

Liability for remaining coverage

For insurance acquisition cash flows, the Company is eligible and chooses to capitalise all insurance acquisition cashflows upon payments.

The effect of recognising insurance acquisition cash flows as an expense on initial recognition of group of insurance contracts are to increase the liability for remaining coverage on initial recognition and reduce the likelihood of any subsequent onerous contract loss. There would be an increased charge to profit or loss on initial recognition, due to expensing acquisition cash flows, offset by an increase in profit released over the coverage period. For groups of contracts that are onerous, the liability for remaining coverage is determined by the fulfillment cash flows.

Liability for incurred claims

The ultimate cost of outstanding claims is estimated by using a range of standard actuarial claims projection techniques, such as Chain Ladder and Bornheutter-Ferguson methods.

The main assumption underlying these techniques is that a Company's past claims development experience can be used to project future claims development and hence ultimate claims costs. These methods extrapolate the development of paid and incurred losses, average costs per claim (including claims handling costs), and claim numbers based on the observed development of earlier years and expected loss ratios. Historical claims development is mainly analysed by accident years, but can also be further analysed by geographical area, as well as by significant business lines and claim types. Large claims are usually separately addressed, either by being reserved at the face value of loss adjuster estimates or separately projected in order to reflect their future development. In most cases, no explicit assumptions are made regarding future rates of claims inflation or loss ratios. Instead, the assumptions used are those implicit in the historical claims development data on which the projections are based. Additional qualitative judgement is used to assess the extent to which past trends may not apply in future, (e.g., to reflect one-off occurrences, changes in external or market factors such as public attitudes to claiming, economic conditions, levels of claims inflation, judicial decisions and legislation, as well as internal factors such as portfolio mix, policy features and claims handling procedures) in order to arrive at the estimated ultimate cost of claims that present the probability weighted expected value outcome from the range of possible outcomes, taking account of all the uncertainties involved.

Other key circumstances affecting the reliability of assumptions include variation in interest rates, delays in settlement and changes in foreign currency exchange rates.

Discount rates

The Company use bottom-up approach to derive the discount rate. Under this approach, the discount rate is determined as the risk-free yield, adjusted for differences in liquidity characteristics between the financial assets used to derive the risk-free yield and the relevant liability cash flows (known as an illiquidity premium). The risk-free rate was derived using swap rates available in the market denominated in the same currency as the product being measured. When swap rates are not available, highly liquid sovereign bonds with a credit rating were used. Management uses judgment to assess liquidity characteristics of the liability cash flows.

Insurance House P.J.S.C.

Financial Statements

Notes to the financial statements (continued)

For the year ended 31 December 2023

3 Material accounting policies (continued)

3.15 Critical accounting estimates and judgements in applying accounting policies (continued)

Discount rates applied for discounting of future cash flows are listed below:

	1 year		3 years		5 years		10 years		20 years	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Insurance contracts issued	6.66	6.02	5.72	5.66	5.35	5.46	5.02	5.19	5.36	5.10
Reinsurance contracts held	6.66	6.02	5.72	5.66	5.35	5.46	5.02	5.19	5.36	5.10

Risk adjustment for non-financial risk

The Company uses a Solvency II (Value at risk) type approach to determine its risk adjustment for non-financial risk. Each portfolio is matched with the most representative Solvency II LOB and an assumption is made that the prescribed standard deviation of premiums risk and reserves risk for a given Solvency II LOB is representative of the standard deviation of the portfolio LRC and LIC standard deviation respectively. Further, the Company assumes that the LRC and LIC each have a Lognormal distribution with the LIC mean matching the sum of the IBNR, OS and ULAE while the LRC mean matches the UPR of a given portfolio. The risk adjustment for non-financial risk is the compensation that the Company requires for bearing the uncertainty about the amount and timing of the cash flows of groups of insurance contracts. The risk adjustment reflects an amount that an insurer would rationally pay to remove the uncertainty that future cash flows will exceed the expected value amount. The Company has estimated the risk adjustment using a confidence level (probability of sufficiency) approach for different lines in the range of 60-75 percentile. That is, the Company has assessed its indifference to uncertainty for product lines (as an indication of the compensation that it requires for bearing non-financial risk) as being equivalent to the 60-75 percentile confidence level less the mean of an estimated probability distribution of the future cash flows.

The Company has estimated the probability distribution of the future cash flows, and the additional amount above the expected present value of future cash flows required to meet the target percentiles.

Classification of investments

Management decides on acquisition of an investment whether it should be classified as of fair value through profit or loss, at fair value through other comprehensive income or at amortised cost.

Valuation of unquoted equity investments

Valuation of unquoted equity investments is normally based on one of the following:

- recent arm's length market transactions;
- current fair value of another instrument that is substantially the same; and
- the expected cash flows discounted at current rates applicable for items with similar terms and risk characteristics, or other valuation models.

Provision for legal cases

Considerable judgement by management is required in the estimation for legal cases arising from claims made under insurance contracts. Such estimates are necessarily based on significant assumptions about several factors involving varying, and possible significant, degrees of judgement and uncertainty and actual results may differ from management's estimates resulting in future changes in estimated liabilities.

Insurance House P.J.S.C.
Financial Statements

Notes to the financial statements (continued)
For the year ended 31 December 2023

3 Material accounting policies (continued)

3.16 Premium Deficiency Reserve adjustments

The adjustment mainly refers to Premium Deficiency Reserve (PDR) due to certain changes in the methodology adopted by the Management based on actuarial recommendation. Accordingly, the Management had accounted the impact amounting to AED 9,615,607 (AED 6,968,874 in quarter ended 31 March 2023 and AED 2,646,733 in quarter ended 30 June 2023) prospectively under IFRS 4. However, on adoption of IFRS 17 during the current period, these costs have been retrospectively applied in the last quarter of 2022 and reversed the provision recorded in the books, which is maintained under IFRS 4, in the current year.

Insurance House P.J.S.C.
Financial Statements

Notes to the financial statements (continued)
For the year ended 31 December 2023

4 Property and equipment

	Land AED	Building AED	Office equipment and decoration AED	Computers and software AED	Motor vehicles AED	Capital work in progress* AED	Total AED
Cost							
At 1 January 2022 (Restated)	10,390,000	28,571,039	6,111,375	3,370,661	302,143	6,466,653	55,211,871
Additions during the year	-	-	41,077	215,185	403,495	453,466	1,113,223
At 31 December 2022	10,390,000	28,571,039	6,152,452	3,585,846	705,638	6,920,119	56,325,094
Additions during the year	-	-	280,240	142,204	-	383,702	806,146
(Deletions) during the year	(10,390,000)	(28,571,039)	-	-	(240,000)	-	(39,201,039)
At 31 December 2023	-	-	6,432,692	3,728,050	465,638	7,303,821	17,930,201
Accumulated depreciation							
At 1 January 2022	-	2,698,376	5,814,848	3,135,080	301,750	-	11,950,054
Charge for the year	-	952,368	203,051	166,341	42,933	-	1,364,693
At 31 December 2022	-	3,650,744	6,017,899	3,301,421	344,683	-	13,314,747
Charge for the year	-	793,640	116,544	163,227	101,150	405,767	1,580,328
(Disposals) for the year	-	(4,444,384)	-	-	(240,000)	-	(4,684,384)
At 31 December 2023	-	-	6,134,443	3,464,648	205,833	405,767	10,210,691
Carrying amount							
At 31 December 2023	-	-	298,249	263,402	259,805	6,898,054	7,719,510
At 31 December 2022	10,390,000	24,920,295	134,553	284,425	360,955	6,920,119	43,010,347

* The comprehensive IH Digital Transformation Program that commenced in 2019 was planned for 5 years till 2024 (from Conception to Go Live), aimed to enhance IH's digital capabilities across motor, commercial, and medical lines of business.

Insurance House P.J.S.C. Financial Statements

Notes to the financial statements (continued) For the year ended 31 December 2023

4 Property and equipment (continued)

The project encompasses the below key elements of digital assets apart from the upgrade or replacement of the core system which is currently in progress as per the revised project roadmap. The key digital components /capabilities which are part of the program are as follows:

- User Experience Design & Customer Journey Build
- Micro-Service based Target Technical Architecture & Infrastructure
- Digital Transformation Requirements, Process and RFP
- Comprehensive Test Pack including Methodology, Test Plan
- Online Solution for Business to Business, Business to Consumer, Insurance as a Service Components, and other Digital Fabric Layer

Transformation of Core Insurance (Replacement or Upgrade) which is currently in Progress. The above components/capabilities acquired and/or completed as part of this Project (Items 1- 5 above) are all re-usable in nature and currently form the base of the Transformation of Core Insurance, which is delayed, but still in progress. This project has been delayed due to Covid – 19, change in management team / key personnel and financial distractions of 2023. It is now being re-scheduled to be completed by 2025. The Company has capital work in progress of AED 6,898,053 (31 December 2022- AED 6,920,119) as at 31 December 2023 and management expects to capitalize it upon completion of the project. Based on internal assessment, management has initiated to amortize it effective 1 November 2023 over the period of 3 years. Management has considered the impact of amortization amounting to AED 405,768 (forming part of General and Administrative expenses) during the year.

Insurance House P.J.S.C.
Financial Statements

Notes to the financial statements (continued)
For the year ended 31 December 2023

5 Insurance and reinsurance contracts

The breakdown of groups of insurance and reinsurance contracts issued, and reinsurance contracts held, that are in asset position and those in a liability position is set out in the table below:

	At 31 December			<i>(Restated)</i> At 31 December		
	Assets	Liabilities	Net	Assets	Liabilities	Net
	AED	AED	AED	AED	AED	AED
Insurance contracts issued	(462,340)	178,638,105	178,175,765	(1,952,985)	208,064,050	206,111,065
Reinsurance contracts held	111,451,345	-	111,451,345	116,878,610	-	116,878,610

The roll-forward of net asset or liability for insurance contracts issued showing the liability for remaining coverage and the liability for incurred claims, is disclosed in the table on the next page:

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Notes to the financial statements (continued)
For the year ended 31 December 2023

5 Insurance and reinsurance contracts (continued)

Roll-forward of net asset or liability for insurance contracts issued showing the liability for remaining coverage and the liability for incurred claims (continued)
2023

	Liabilities for remaining coverage		Liabilities for incurred claims		Total
	Excluding loss component	Loss component	Estimates of the present value of future cash flows	Risk adjustment	
	AED	AED	AED	AED	AED
Insurance contract assets as at 1 January	(18,423,308)	582,921	15,689,164	198,238	(1,952,985)
Insurance contract liabilities as at 1 January	25,459,297	22,810,967	156,469,044	3,324,742	208,064,050
Net Insurance contract liabilities as at 1 January	7,035,989	23,393,888	172,158,208	3,522,980	206,111,065
Insurance revenue	(242,946,852)	-	-	-	(242,946,852)
Insurance service expenses	39,706,181	(18,500,513)	248,731,711	204,026	270,141,405
Incurred claims and other expenses (Note 23)	-	-	428,031,556	1,233,089	429,264,645
Changes to liabilities for incurred claims	-	-	(179,299,845)	(1,029,063)	(180,328,908)
Amortisation of insurance acquisition cash flows	39,706,181	-	-	-	39,706,181
Future service: Losses on onerous contracts and reversals of those losses	-	(18,500,513)	-	-	(18,500,513)
Insurance service result gain /(loss)	(203,240,671)	(18,500,513)	248,731,711	204,026	27,194,553
Insurance finance expenses through profit and loss	-	-	7,141,637	-	7,141,637
Total changes in statement of comprehensive income	(203,240,671)	(18,500,513)	255,873,348	204,026	34,336,190
Cash flows					
Premiums received	239,213,163	-	-	-	239,213,163
Claims paid	-	-	(290,543,009)	-	(290,543,009)
Directly attributable expense paid	-	-	-	-	-
Insurance acquisition cash flows	(10,941,644)	-	-	-	(10,941,644)
Total cash flows	228,271,519	-	(290,543,009)	-	(62,271,490)
Insurance contract assets as at 31 December	(863,546)	-	386,929	14,277	(462,340)
Insurance contract liabilities as at 31 December	32,930,382	4,893,375	137,101,618	3,712,730	178,638,105
Net insurance contract liabilities as at 31 December	32,066,836	4,893,375	137,488,547	3,727,007	178,175,765

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Notes to the financial statements (continued)
For the year ended 31 December 2023

5 Insurance and reinsurance contracts (continued)

Roll-forward of net asset or liability for insurance contracts issued showing the liability for remaining coverage and the liability for incurred claims (continued)

2022

Restated

	Liabilities for remaining coverage		Liabilities for incurred claims		
	Excluding loss component	Loss component	Estimates of the present value of future cash flows	Risk adjustment	Total
	AED	AED	AED	AED	AED
Insurance contract assets as at 1 January	-	-	-	-	-
Insurance contract liabilities as at 1 January	19,522,717	253,781	125,015,485	3,290,353	148,082,336
Net Insurance contract liabilities as at 1 January	19,522,717	253,781	125,015,485	3,290,353	148,082,336
Insurance revenue	(249,971,841)	-	-	-	(249,971,841)
Insurance service expenses	37,542,303	23,140,108	252,660,289	232,627	313,575,327
Incurred claims and other expenses	-	-	336,528,049	3,522,980	340,051,029
Changes to liabilities for incurred claims	-	-	(83,867,760)	(3,290,353)	(87,158,113)
Amortisation of insurance acquisition cash flows	37,542,303	-	-	-	37,542,303
Future service: Losses on onerous contracts and reversals of those losses	-	23,140,108	-	-	23,140,108
Insurance service result (gain) / loss	(212,429,538)	23,140,108	252,660,289	232,627	63,603,486
Insurance finance expenses through profit and loss	-	-	1,137,384	-	1,137,384
Total changes in statement of comprehensive income	(212,429,538)	23,140,108	253,797,673	232,627	64,740,870
Cash flows					
Premiums received	251,456,170	-	-	-	251,456,170
Claims paid	-	-	(206,654,950)	-	(206,654,950)
Directly attributable expense paid	-	-	-	-	-
Insurance acquisition cash flows	(51,513,360)	-	-	-	(51,513,360)
Total cash flows	199,942,810	-	(206,654,950)	-	(6,712,140)
Insurance contract assets as at 31 December	(18,423,308)	582,921	15,689,164	198,238	(1,952,985)
Insurance contract liabilities as at 31 December	25,459,297	22,810,967	156,469,044	3,324,742	208,064,050
Net insurance contract liabilities as at 31 December	7,035,989	23,393,888	172,158,208	3,522,980	206,111,065

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Notes to the financial statements (continued)
For the year ended 31 December 2023

5 Insurance and reinsurance contracts (continued)

Roll-forward of net asset or liability for reinsurance contracts issued showing the liability for remaining coverage and the liability for incurred claims

2023

	Assets for remaining coverage		Assets for incurred claims		
	Excluding loss component	Loss component	Estimates of the present value of future cash flows	Risk adjustment	Total
	AED	AED	AED	AED	AED
Reinsurance contract assets as at 1 January	27,195,140	9,637,875	77,974,243	2,071,352	116,878,610
Reinsurance contract liabilities as at 1 January	-	-	-	-	-
Net Reinsurance contract assets as at 1 January	27,195,140	9,637,875	77,974,243	2,071,352	116,878,610
Allocation of reinsurance premium	(121,940,988)	(9,637,875)	-	-	(131,578,863)
Net income or (expense) from reinsurance contracts held	12,621,044	-	104,274,386	(449,318)	116,446,112
Incurred claims and other expenses	-	-	185,338,276	128,040	185,466,316
Changes that relate to past service - adjustments to LIC	-	-	(81,063,890)	(577,358)	(81,641,248)
Amortisation of reinsurance acquisition cash flows	12,621,044	-	-	-	12,621,044
Future service: Loss recovery on underlying contracts	-	-	-	-	-
Reinsurance service result loss /(gain)	(109,319,944)	(9,637,875)	104,274,386	(449,318)	(15,132,751)
Reinsurance finance income through profit and loss	-	-	3,089,647	-	3,089,647
Total changes in statement of comprehensive income	(109,319,944)	(9,637,875)	107,364,033	(449,318)	(12,043,104)
Cash flows					
Reinsurer premiums paid	138,548,676	-	-	-	138,548,676
Claim recoveries from reinsurance	-	-	(118,591,864)	-	(118,591,864)
Directly attributable expense paid	-	-	-	-	-
Acquisition cash flows recovered from reinsurance	(13,340,972)	-	-	-	(13,340,972)
Total cash flows	125,207,704	-	(118,591,864)	-	6,615,840
Reinsurance contract assets as at 31 December	43,082,898	-	66,746,412	1,622,035	111,451,345
Reinsurance contract liabilities as at 31 December	-	-	-	-	-
Net reinsurance contract assets as at 31 December	43,082,898	-	66,746,412	1,622,035	111,451,345

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Notes to the financial statements (continued)
For the year ended 31 December 2023

5 Insurance and reinsurance contracts (continued)

Roll-forward of net asset or liability for reinsurance contracts issued showing the liability for remaining coverage and the liability for incurred claims (continued)

2022

Restated

	Assets for remaining coverage		Assets for incurred claims		
	Excluding loss component	Loss component	Estimates of the present value of future cash flows	Risk adjustment	Total
	AED	AED	AED	AED	AED
Reinsurance contract assets as at 1 January	(4,171,902)	-	70,552,890	1,905,057	68,286,045
Reinsurance contract liabilities as at 1 January	-	-	-	-	-
Net Reinsurance contract assets as at 1 January	(4,171,902)	-	70,552,890	1,905,057	68,286,045
Allocation of reinsurer premium	(129,193,984)	-	-	-	(129,193,984)
Net income or (expense) from reinsurance contracts held	33,345,258	9,637,875	118,256,822	166,295	161,406,250
Incurred claims and other expenses	-	-	189,325,496	2,071,352	191,396,848
Changes that relate to past service - adjustments to LIC	-	-	(71,068,674)	(1,905,057)	(72,973,731)
Amortisation of reinsurance acquisition cash flows	33,345,258	-	-	-	33,345,258
Future service: Loss recovery on underlying contracts	-	9,637,875	-	-	9,637,875
Reinsurance service result (loss) / gain	(95,848,726)	9,637,875	118,256,822	166,295	32,212,266
Reinsurance finance income through profit and loss	-	-	515,785	-	515,785
Total changes in statement of comprehensive income	(95,848,726)	9,637,875	118,772,607	166,295	32,728,051
Cash flows					
Reinsurer premiums paid	157,874,000	-	-	-	157,874,000
Claim recoveries from reinsurance	-	-	(111,351,254)	-	(111,351,254)
Directly attributable expense paid	-	-	-	-	-
Acquisition cash flows recovered from reinsurance	(30,658,232)	-	-	-	(30,658,232)
Total cash flows	127,215,768	-	(111,351,254)	-	(15,864,514)
Reinsurance contract assets as at 31 December	27,195,140	9,637,875	77,974,243	2,071,352	116,878,610
Reinsurance contract liabilities as at 31 December	-	-	-	-	-
Net reinsurance contract assets as at 31 December	27,195,140	9,637,875	77,974,243	2,071,352	116,878,610

Insurance House P.J.S.C.
Financial Statements

Notes to the financial statements (continued)
For the year ended 31 December 2023

6 Financial assets

	31 December 2023 AED	(Restated) 31 December 2022 AED
Investments carried at FVTOCI		
Quoted equity securities*	2,901,238	30,997,354
Quoted Tier 1 perpetual securities	1,190,727	2,555,228
Unquoted Tier 1 perpetual securities	6,950,000	6,950,000
	11,041,965	40,502,582

*Quoted equity securities amounting to AED 1,511,219 (31 December 2022: AED 4,503,420) are under the name of Chairman and are beneficially held and controlled by the Company.

Investments carried at FVTPL

Quoted equity securities	66,070	6,948,829
Unquoted debt securities (Note 9)	-	7,000,000
	66,070	13,948,829

The movement in the investments in financial assets is as follows:

	31 December 2023 AED	(Restated) 31 December 2022 AED
Investments carried at FVTOCI		
Fair value at 1 January	40,502,582	51,296,714
Additions	-	11,330,115
Disposals	(30,422,387)	(21,732,807)
Change in fair value	961,770	(391,440)
Fair value at the end of the reporting year	11,041,965	40,502,582
Investments carried at FVTPL		
Fair value at 1 January	13,948,829	12,249,031
Additions	3,973,624	10,119,102
Disposals	(10,850,054)	(9,323,263)
Change in fair value taken to profit or loss	(6,329)	903,959
Reclassified to cash and cash equivalents (Note 9)	(7,000,000)	-
Fair value at the end of the reporting year	66,070	13,948,829

The geographical distribution of investments is as follows:

	31 December 2023 AED	(Restated) 31 December 2022 AED
Quoted UAE equity securities	1,621,351	36,674,355
Quoted outside UAE Tier 1 Perpetual securities	1,190,727	2,555,227
Unquoted UAE debt securities (Note 9)	-	7,000,000
Unquoted UAE Tier 1 securities	6,950,000	6,950,000
Quoted outside UAE equity securities	1,345,957	1,271,829
	11,108,035	54,451,411

Insurance House P.J.S.C.

Financial Statements

Notes to the financial statements (continued)

For the year ended 31 December 2023

6.1 Fair value measurements

Management considers that the fair values of financial assets and financial liabilities that are not measured at fair value approximates to their carrying amounts as stated in the financial statements and are classified as level 3 in accordance with the IFRS 13 hierarchy.

The following table provides an analysis of financial instruments that are measured subsequent to initial recognition at fair value into Levels 1 to 3 based on the degree to which the fair value is observable.

- Level 1 – fair value measurements derived from quoted prices (unadjusted) in active markets for identical assets or liabilities;
- Level 2 – fair value measurements derived from inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly (i.e. as prices) or indirectly (i.e. derived from prices); and
- Level 3 – fair value measurements derived from valuation techniques that include inputs for the asset or liability that are not based on observable market data (unobservable inputs). Management has determined the fair value of these unquoted investments by applying an appropriate risk adjusted liquidity discount on the net assets of the investee companies.

Valuation techniques and assumptions applied for the purposes of measuring fair value

The fair values of financial assets and financial liabilities are determined using similar valuation techniques and assumptions as used for the year ended 31 December 2022.

Fair value of the Company's financial assets and liabilities that are measured at fair value on recurring basis

Some of the Company's financial assets and liabilities are measured at fair value at the end of the reporting period.

	Note	Level 1 AED	Level 2 AED	Level 3 AED	Total AED
31 December 2023					
Investments at FVTOCI					
Investment in quoted securities	(a)	2,901,238	-	-	2,901,238
Quoted Tier 1 perpetual securities	(a)	1,190,727	-	-	1,190,727
Unquoted Tier 1 perpetual securities		-	-	6,950,000	6,950,000
		<u>4,091,965</u>	<u>-</u>	<u>6,950,000</u>	<u>11,041,965</u>
Investments at FVTPL					
Investment in quoted equity securities	(a)	66,070	-	-	66,070
		<u>66,070</u>	<u>-</u>	<u>-</u>	<u>66,070</u>
31 December 2022					
<i>(Restated)</i>					
Investments at FVTOCI					
Investment in quoted securities	(a)	30,997,354	-	-	30,997,354
Quoted Tier 1 perpetual securities		2,555,228	-	-	2,555,228
Unquoted Tier 1 perpetual securities		-	-	6,950,000	6,950,000
		<u>33,552,582</u>	<u>-</u>	<u>6,950,000</u>	<u>40,502,582</u>
Investments at FVTPL					
Investment in quoted equity securities	(a)	6,948,829	-	-	6,948,829
Unquoted Tier 1 perpetual securities		-	-	7,000,000	7,000,000
		<u>6,948,829</u>	<u>-</u>	<u>7,000,000</u>	<u>13,948,829</u>

(a) Fair values have been determined by reference to the quoted prices at the reporting date.

During the year, there were no transfers between Level 1 and Level 2 fair value measurement and no transfers into or out of Level 3 fair value measurements.

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Notes to the financial statements (continued)
For the year ended 31 December 2023

7 Statutory deposits

In accordance with the requirement of Article (38) of the Federal Decree Law No. (48) of 2023 Regulating Insurance Activities (previously Federal Law No. 6 of 2007, as amended), the Company maintains a bank deposit amounting to AED 6,000,000 as of 31 December 2023 (31 December 2022: AED 6,000,000) and it cannot be utilized without the consent of the Central Bank of the U.A.E. ("CBUAE").

8 Other receivables and prepayments

	31 December 2023 AED	(Restated) 31 December 2022 AED
Prepayments	4,952,175	8,487,851
Rent receivable	873,778	1,613,778
Accrued interest income	943,301	954,103
Guarantee deposits	663,257	931,292
Other advances	1,128,076	349,684
Receivable from sale of land and building (Note 17)	34,596,019	-
	43,156,606	12,336,708

9 Cash and cash equivalents

	31 December 2023 AED	(Restated) 31 December 2022 AED
Cash on hand	5,000	5,000
Cash at banks - current accounts	10,649,456	16,102,533
Cash at bank - call account	20,125,189	15,318,930
Fixed deposits	-	24,504,440
Deposit in commercial paper (<i>Refer note iii</i>)	7,000,000	-
Cash and bank balances	37,779,645	55,930,903
Less: fixed deposits with an original maturity of more than three months	-	(14,000,000)
Cash and cash equivalents	37,779,645	41,930,903

- i. Cash at banks includes current accounts and call account balances amounting to AED 24,311,258 as of 31 December 2023 held with financial institutions which are related parties (call account balances are interest bearing) (31 December 2022: AED 9,398,853).
- ii. Bank fixed deposits as of 31 December 2023 amounting to AED Nil (31 December 2022: AED 24,504,440) carry interest rate of nil. (31 December 2022: 4.75% - 5.25% p.a.)
- iii. The company has reclassified investment in commercial paper to cash and cash equivalents as the maturity is less than 3 months with a financial institution which is a related party.

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Notes to the financial statements (continued)
For the year ended 31 December 2023

10 Capital and reserves

Share capital

	2023 AED	2022 AED
<i>Authorised, issued and fully paid:</i>		
118,780,500 shares of AED 1 each	118,780,500	118,780,500

Tier 1 capital

On 14 January 2019, the Company's Board of Directors approved the issuance of Tier 1 perpetual bonds non-convertible into shares amounting to AED 15,000,000 for the purpose of strengthening the Company's capital adequacy and assets and to support its financial position to achieve the Company's growth strategy and to be compatible with the instructions of the CBUAE.

Statutory reserve

In accordance with the UAE Federal Law No. 32 of 2021, concerning Commercial Companies and the Company's Articles of Association, 10% of net profit for each year were to be transferred to a non-distributable legal reserve until the balance of the legal reserve equals 50% of the Company's paid up share capital. The Company has not made any transfer to the reserve as it has incurred loss during the year. This reserve is not available for any distribution to the shareholders.

Reinsurance reserve

In accordance with Article (34) to Insurance Authority's Board of Directors Decision No (23) of 2019, insurance companies incorporated in the State and licensed by the Central Bank of the United Arab Emirates ("CBUAE") shall bind in the preparation of its annual financial statements and its final accounts to allocate an amount equal to 0.5% (Five per thousand) of the total reinsurance premiums ceded by them in all classes in order to create a provision for the probability of failure of any of the reinsurers with whom the Company deals to pay what is due to the Company or default in its financial position. The provision shall be accounted for year after year based on the reinsurance premiums ceded and may not be disposed of without the written approval of the Assistant Governor of the Banking and Insurance Supervision Department of CBUAE. The decision was effective from 01 December 2020. Accordingly, an amount of AED 1,181,192 (31 December 2022: 650,848) has been recorded in equity as a reinsurance default risk reserve.

Treasury shares

During the previous year, the Company bought back a total number of 5.3 million outstanding shares with AED 4,660,318.

11 Provision for employees' end-of-service benefits

	31 December 2023 AED	(Restated) 31 December 2022 AED
Balance as at 1 January	3,208,318	2,883,016
Charges during the year	560,255	667,476
Benefits paid during the year	(1,237,550)	(342,174)
Balance at the end of the year	2,531,023	3,208,318

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Notes to the financial statements (continued)
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12 Other payables

	31 December 2023 AED	(Restated) 31 December 2022 AED
Payables-inside UAE	17,669,703	17,877,095
	<u>17,669,703</u>	<u>17,877,095</u>

Inside UAE:

	31 December 2023 AED	(Restated) 31 December 2022 AED
Related party payables (Note 17)	13,487,933	14,047,973
VAT output tax payable (net)	272,898	-
Other accrued expenses*	3,908,872	3,829,122
	<u>17,669,703</u>	<u>17,877,095</u>

*Accrued expense related to amounts incurred in the normal course of business such as fee payable to regulators and other professionals.

13 Income from investments

	31 December 2023 AED	(Restated) 31 December 2022 AED
Dividend income on investment in financial assets	1,551,319	2,000,465
Interest income from fixed income securities	790,700	996,369
Interest income on fixed deposits and call account (net)	597,836	804,127
Realized gain on sale of investments carried at FVTPL	915,739	1,369,367
Unrealized (loss)/gain on revaluation of investments FVTPL	(6,329)	903,959
Reclassification of realized loss on disposal of investment at FVTOCI-debt	(69,751)	-
	<u>3,779,514</u>	<u>6,074,287</u>

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Notes to the financial statements (continued)
For the year ended 31 December 2023

14 General and administrative expenses

	31 December 2023 AED	(Restated) 31 December 2022 AED
Salaries and related benefits	23,675,408	23,306,667
Management fees	6,755,796	6,647,973
Government fees	2,203,771	2,528,675
Depreciation of property and equipment	1,580,328	1,364,693
Telephonic and postage	678,929	820,361
Bank charges	117,583	72,648
Other expenses	6,365,695	4,582,041
	<u>41,377,510</u>	<u>39,323,058</u>

Out of the total balance, the management has considered AED 40,227,524 (31 December 2022: AED 38,407,519) directly attributable expenses to insurance business and accordingly, this has been considered under Insurance services expenses.

15 Earnings per share – Basic and diluted

Earnings per share are calculated by dividing the profit or loss for the year by the weighted average number of ordinary shares outstanding during the year as follows:

	31 December 2023	(Restated) 31 December 2022
Earnings (AED):		
Loss for the year	<u>(41,974,615)</u>	<u>(27,752,753)</u>
Number of shares:		
Weighted average number of ordinary shares for the purpose of earnings per share	<u>118,780,500</u>	<u>118,780,500</u>
Loss per share (AED):		
Basic and diluted	<u>(0.35)</u>	<u>(0.23)</u>

The Company does not have potentially diluted shares and accordingly, diluted earnings per share equals basic earnings per share.

16 Risk management

The Company monitors and manages the financial risks relating to its business and operations. These risks include insurance risk, capital risk, credit risk, interest rate risk, market risk, foreign currency risk and liquidity risk.

The Company seeks to minimize the effects of these risks by diversifying the sources of its capital. It maintains timely reports about its risk management function and monitors risks and policies implemented to mitigate risk exposures.

Notes to the financial statements (continued)
For the year ended 31 December 2023

16 Risk management (continued)

Insurance risk

The risk under any one insurance contract is the possibility that the insured event occurs and the uncertainty of the amount of the resulting claim. By the nature of an insurance contract, this risk is random and therefore unpredictable.

For a portfolio of insurance contracts where the theory of probability is applied to pricing and provisioning, the principal risk that the company faces under its insurance contracts is that the actual claims and benefit payments exceed the estimated amount of the insurance liabilities. This could occur because the frequency or severity of claims and benefits are greater than estimated. Insurance events are random and the actual number and amount of claims and benefits will vary from period to period from the estimate established using statistical techniques.

Experience shows that the larger the portfolio of similar insurance contracts, the smaller the relative variability about the expected outcome will be. In addition, a more diversified portfolio is less likely to be affected across the board by a change in any subset of the portfolio. The company has developed its insurance underwriting strategy to diversify the type of insurance risks accepted and within each of these categories to achieve a sufficiently large population of risks to reduce the variability of the expected outcome.

The Company manages risks through its underwriting strategy, adequate reinsurance arrangements and proactive claims handling. The underwriting strategy attempts to ensure that the underwritten risks are well diversified in terms of type and amount of risk, industry and geography. Underwriting limits are in place to enforce appropriate risk selection criteria.

Underwriting strategy

The Company's underwriting strategy is to build balanced portfolios based on a large number of similar risks. This reduces the variability of the portfolio's outcome.

The underwriting strategy is set out by the Company that establishes the classes of business to be written, the territories in which business is to be written and the industry sectors in which the Company is prepared to underwrite. This strategy is cascaded by the business units to individual underwriters through detailed underwriting authorities that set out the limits that any one underwriter can write by line size, class of business, territory and industry in order to ensure appropriate risk selection within the portfolio.

Reinsurance strategy

The Company reinsures a portion of the insurance risks it underwrites in order to control its exposure to losses and protect capital resources.

The Company has a Reinsurance department that is responsible for setting the minimum-security criteria for acceptable reinsurance and monitoring the purchase of reinsurance by the business units against those criteria. The department monitors developments in the reinsurance program and its ongoing adequacy.

The Company enters into a combination of proportionate and non-proportionate reinsurance treaties to reduce the net exposure to the Company. In addition, underwriters are allowed to buy facultative reinsurance in certain specified circumstances.

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Notes to the financial statements (continued)
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16 Risk management (continued)

Capital risk

The Company's objectives when managing capital are:

- To comply with the insurance capital requirements required by UAE Federal Decree Law No. (48) of 2023 Regulating Insurance Activities (previously Federal Law No. 6 of 2007, as amended), concerning the formation of Insurance Authority of UAE.
- To safeguard the company's ability to continue as a going concern so that it can continue to provide returns for shareholders and benefits for other stakeholders.
- To provide an adequate return to shareholders by pricing insurance contracts commensurate with the level of risk.

In UAE, the local insurance regulator specifies the minimum amount and type of capital that must be held by the company in relation to its insurance liabilities. The minimum required capital (presented in the table below) must be maintained at all times throughout the year. The Company is subject to local insurance solvency regulations which it has not been complied with during the year.

The table below summarizes the minimum regulatory capital of the Company and the total capital held.

	31 December 2023 AED	(Restated) 31 December 2022 AED
Total capital and reserves	18,838,650	61,411,501
Minimum regulatory capital (Note 1.1)	100,000,000	100,000,000

The CBUAE has issued resolution no. 42 for 2009 setting the minimum subscribed or paid-up capital of AED 100 million for establishing insurance companies and AED 250 million for reinsurance companies. The resolution also stipulates that at least 75 percent of the capital of the insurance companies established in the UAE should be owned by UAE or GCC national individuals or corporate bodies. The Company is in compliance with these rules.

The solvency regulations identify the required Solvency Margin to be held in addition to insurance liabilities. The Solvency Margin (presented in the table below) must be maintained at all times throughout the year. The Company is subject to solvency regulations which it has complied with during the year. The Company has incorporated in its policies and procedures the necessary tests to ensure continuous and full compliance with such regulations. The table on the next page summarizes the Minimum Capital Requirement, Minimum Guarantee Fund and Solvency Capital Requirement of the Company and the total capital held to meet these required Solvency Margins

Insurance House P.J.S.C.
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Notes to the financial statements (continued)
For the year ended 31 December 2023

16 Risk management (continued)

Capital risk (continued)

	2023*	2022**
	AED	AED
Minimum Capital Requirement (MCR)	100,000,000	100,000,000
Solvency Capital Requirement (SCR)	41,753,000	55,752,000
Minimum Guarantee Fund (MGF)	30,489,000	36,938,000
Own Funds		
Basic Own Funds	5,299,000	127,069,000
Ancillary Own Funds	-	-
MCR Solvency Margin- Minimum Capital Requirement (deficit)/surplus	(94,701,000)	27,069,000
SCR Solvency Margin- Solvency Capital Requirement (deficit)/surplus	(36,454,000)	71,316,000
MGF Solvency Margin- Minimum Guarantee Fund (deficit)/surplus	(25,189,000)	90,131,000

*Indicates figures as at 30 September 2023.

**Based on previous year's audited E-form before restatement adjustments.

Credit risk

Credit risk refers to the risk that a counterparty will default on its contractual obligations resulting in financial loss to the company.

Key areas where the Company is exposed to credit risk are:

- Amounts due from reinsurers in respect of claims already paid.
- Amounts due from insurance contract holders.
- Amounts due from insurance intermediaries.
- Amounts due from banks for its balances and fixed deposits.

The Company has adopted a policy of only dealing with creditworthy counterparties as a means of mitigating the risk of financial loss from defaults. The Company's exposure and the credit ratings of its counterparties are continuously monitored, and the aggregate value of transactions concluded is spread amongst approved counterparties. Credit exposure is controlled by counter party limits that are reviewed and approved by the management annually.

Re-insurance is used to manage insurance risk. This does not, however, discharge the company's liability as primary insurer. If a re-insurer fails to pay a claim for any reason, the company remains liable for the payment to the policy holder. The creditworthiness of re-insurers is considered on an annual basis by reviewing their financial strength prior to finalization of any contract.

The Company maintains record of the payment history for significant contract holders with whom it conducts regular business. The exposure to individual counterparties is also managed by other mechanisms, such as the right of offset where counterparties are both debtors and creditors of the Company. Management information reported to the company includes details of provisions for impairment on insurance receivables and subsequent write offs. Exposures to individual policy holders and groups of policy holders are collected within the ongoing monitoring of the controls. Where there exists significant exposure to individual policy holders, or homogenous groups of policy holders, a financial analysis equivalent to that conducted for re-insurers is carried out by the Company.

The carrying amount of financial assets recorded in the financial statements, which is net of expected credit loss, represents the Company's maximum exposure to credit risk for such receivables and liquid funds.

Insurance House P.J.S.C.
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Notes to the financial statements (continued)
For the year ended 31 December 2023

16 Risk management (continued)

Interest rate risk

Interest rate risk is the risk that the value of a financial instrument will fluctuate due to changes in market interest rate. The Company is exposed to interest rate risk on call account, fixed deposits with bank, financial assets such as bonds. The interest rates are subject to periodic revisions.

The Company generally manages to minimize the interest rate risk by closely monitoring the market interest rates and investing in those financial assets in which such risk is expected to be minimal.

The Company is exposed to interest rate risk on:

- (I) Liability for incurred claims; and
- (li) Asset for incurred claims.

The below tables show the impact of 5% change in risk adjustment and discounting on liability for incurred claims and assets for incurred claims:

31 December 2023	<u>Impact on profit gross of reinsurance</u>	<u>Impact on profit net of reinsurance</u>	<u>Impact on equity gross of reinsurance</u>	<u>Impact on equity net of reinsurance</u>
Risk Adjustment				
5% increase	(186,350)	(105,249)	(186,350)	(105,249)
5% decrease	186,350	105,249	186,350	105,249
Discounting				
5% increase	380,595	203,132	380,595	203,132
5% decrease	(380,595)	(203,132)	(380,595)	(203,132)
31 December 2022 (Restated)	<u>Impact on profit gross of reinsurance</u>	<u>Impact on profit net of reinsurance</u>	<u>Impact on equity gross of reinsurance</u>	<u>Impact on equity net of reinsurance</u>
Risk Adjustment				
5% increase	(176,149)	(72,581)	(176,149)	(72,581)
5% decrease	176,149	72,581	176,149	72,581
Discounting				
5% increase	461,400	263,135	461,400	263,135
5% decrease	(461,400)	(263,135)	(461,400)	(263,135)

Market risk

Market prices risk is the risk that the value of a financial instrument will fluctuate as a result of changes in market prices, whether those changes are caused by factors specific to the individual instrument or its issue or factors affecting all instruments traded in the market.

Notes to the financial statements (continued)
For the year ended 31 December 2023

16 Risk management (continued)

Equity and debt price risk

Equity and debt price risk is the risk that the value of a financial instrument will fluctuate as a result of changes in market prices, whether those changes are caused by factors specific to the individual security, or its issuer, or factors affecting all securities traded in the market. The Company is exposed to equity and debt price risk with respect to its quoted equity and debt investments. The Company limits equity and debt price risk by maintaining a diversified portfolio and by continuous monitoring of developments in the market. In addition, the Company actively monitors the key factors that affect stock and market movements, including analysis of the operational and financial performance of investees.

At the end of the reporting period, if the equity and debt prices are 10% higher / lower as per the assumptions mentioned below and all the other variables were held constant, the Company's other comprehensive loss for the year ended 31 December 2023 would have increased / (decreased) by AED 1,110,804 (year ended 31 December 2022: AED 5,445,141).

Method and assumptions for sensitivity analysis:

- The sensitivity analysis has been done based on the exposure to equity and debt price risk as at the end of the reporting period.
- As at the end of the reporting period if equity and debt prices are 10% higher / lower on the market value uniformly for all equity and debt while all other variables are held constant, the impact on profit and other comprehensive loss for the year has been shown above.
- A 10% change in equity and debt prices has been used to give a realistic assessment as a plausible event.

Foreign currency risk

The Company undertakes certain transactions denominated in foreign currencies, which imposes sort of risk due to fluctuations in exchange rates during the year. The UAE Dirham is effectively pegged to the US Dollar, thus foreign currency risk occurs only in respect of other currencies. The company maintains policies and procedures to manage the exchange rate risk exposure.

Frequency and severity of claims

The Company manages insurance risks through its underwriting strategy, adequate reinsurance arrangements and proactive claims handling. The underwriting strategy attempts to ensure that the underwritten risks are well diversified in terms of type and amount of risk, industry and geography. Underwriting limits are in place to enforce appropriate risk selection criteria, as well as the use of reinsurance arrangements.

The Company has the right not to renew individual policies, re-price the risk, impose deductibles and reject the payment of a fraudulent claim for both short and long-term insurance contracts. Insurance contracts also entitle the Company to pursue third parties for payment of some or all costs (for example, subrogation).

The reinsurance arrangements include excess and catastrophe coverage. The effect of such reinsurance arrangements is that the Company should not suffer net insurance losses more than the limit defined in the Risk appetite statement in any one event. The risks are frequently reviewed individually and adjusted to reflect the latest information on the underlying facts, current law, jurisdiction, contractual terms and conditions, and other factors. The Company actively manages and pursues early settlements of claims to reduce its exposure to unpredictable developments.

Notes to the financial statements (continued)
For the year ended 31 December 2023

16 Risk management (continued)

Sources of uncertainty in the estimation of future claim payments

Claims on insurance contracts are payable on a claims-occurrence basis. The Company is liable for all insured events that occurred during the term of the contract, even if the loss is discovered after the end of the contract term. The estimation of IBNR is generally subject to a greater degree of uncertainty than the estimation of the cost of settling claims already notified to the Company, where information about the claim event is available. IBNR claims may not be apparent to the insured until several months, quarters & sometimes years after event that gave rise to the claims. For some insurance contracts, the IBNR proportion of the total liability is high and will typically display greater variations between initial estimates and final outcomes because of the greater degree of difficulty of estimating these liabilities. In estimating the liability for the cost of reported claims not yet paid, the Company considers information available from loss adjusters and information on the cost of settling claims with similar characteristics in previous periods. The Company involved an independent external actuary as well if deemed necessary. Large claims are assessed on a case-by-case or projected separately in order to allow for the possible distortive effect of their development and incidence on the rest of the portfolio.

The estimated cost of claims includes direct expenses to be incurred in settling claims, net of the expected subrogation value and other recoveries. The Company takes all reasonable steps to ensure that it has appropriate information regarding its claim's exposures. However, given the uncertainty in establishing some claims provisions, it is possible that the final outcome will prove to be different from the original liability established.

Sources of uncertainty in the estimation of future claim payments (continued)

The liability for these contracts comprises a provision for IBNR and a provision for reported claims not yet paid at the end of the reporting period. The amount of insurance claims is in some cases sensitive to the level of court awards and to the development of legal precedent on matters of contract and tort.

In calculating the estimated cost of unpaid claims (both reported and not), the Company's estimation techniques are a combination of loss-ratio-based estimates and an estimate based upon actual claims experience where greater weight is given to actual claims experience as time passes. The initial loss-ratio estimate is an important assumption in the estimation technique and is based on previous years' experience, adjusted for factors such as premium rate changes, anticipated market experience and claims inflation.

Process used to decide on assumptions

The risks associated with insurance contracts are complex and subject to a number of variables that complicate quantitative sensitivity analysis. The Company uses assumptions based on a mixture of internal and market data to measure its claims liabilities. Internal data is derived mostly from the Company's quarterly claims reports and screening of the actual insurance contracts carried out at the end of the reporting period to derive data for the contracts held. The Company has reviewed the individual contracts and the actual exposure years of claims. This information is used to develop scenarios related to the latency of that are used for the projections of the ultimate number of claims.

The Company uses several statistical methods to incorporate the various assumptions made in order to estimate the ultimate cost of claims. The two methods more commonly used are chain-ladder and the Bornhuetter-Ferguson methods.

Notes to the financial statements (continued)
For the year ended 31 December 2023

16 Risk management (continued)

Chain-ladder methods may be applied to premiums, paid claims or incurred claims (for example, paid claims plus case estimates). The basic technique involves the analysis of historical claims development factors and the selection of estimated development factors based on this historical pattern. Selected development factors are then applied to cumulative claims data for each accident year that is not yet fully developed to produce an estimated ultimate claims cost for each accident year. Chain-ladder techniques are most appropriate for those accident years and classes of business that have reached a relatively stable development pattern. Chain-ladder techniques are less suitable in cases in which the insurer does not have a developed claims history for a particular class of business.

The Bornhuetter-Ferguson method uses a combination of a benchmark or marker- based estimate and an estimate based on claims experience. The former is based on a measure of exposure such as premiums; the latter is based on the paid or incurred claims to date. The two estimates are combined using a formula that gives more weight to the experience-based estimate as time passes. This technique has been used in situations in which developed claims experience was not available for the projection (recent accident years or new classes of business).

The choice of selected results for each accident year of each class of business depends on an assessment of the technique that has been most appropriate to observed historical developments. In certain instances, this has meant that a weighted average of different techniques have been selected for individual accident years or groups of accident years within the same class of business. The Company has an internal actuary and independent external actuaries are also involved in the valuation of technical reserves of the Company and has used historical data for the past 9 years. The Company did not change its assumptions for the valuation of the insurance contract liabilities during the year other than those disclosed.

Concentration of insurance risk

Substantially all the Company underwriting activities are carried out in the United Arab Emirates. In common with other insurance companies, in order to minimize financial exposure arising from large insurance claims, the Company, in the normal course of business, enters into arrangements with other parties for reinsurance purposes.

To minimize its exposure to significant losses from reinsurer insolvencies, the Company primarily deals with reputed counter parties and monitors the receivable position from these parties on a regular basis.

Operational risk

Operational risk is the risk of loss arising from system failures, human error, fraud, or external events. Controls fail to perform, operational risk can cause damage to reputation, have legal or regulatory implications, or lead to financial loss. The Company cannot expect to eliminate all operational risks, but through a control framework and by monitoring and responding to potential risks, the Company is able to manage the risks. Controls include effective segregation of duties, access, authorization, and reconciliation procedures, staff education and assessment processes.

Insurance House P.J.S.C.
Financial Statements

Notes to the financial statements (continued)
For the year ended 31 December 2023

16 Risk management (continued)

Liquidity risk

The Company's Board of Directors adopted an appropriate liquidity risk management framework as the responsibility of liquidity risk management rests with the Board of Directors.

The following table shows the maturity dates of Company's financial assets and liabilities as at 31 December 2023.

	Less than 1 year AED	More than 1 year AED	Total AED
<u>Financial assets</u>			
Interest bearing	37,779,645	14,140,727	51,920,372
Non-interest bearing	105,486,301	-	105,486,301
	<u>143,265,946</u>	<u>14,140,727</u>	<u>157,406,673</u>
<u>Financial liabilities</u>			
Non-interest bearing	<u>55,225,289</u>	<u>-</u>	<u>55,225,289</u>

The following table shows the maturity dates of Company's financial assets and liabilities as at 31 December 2022 (Restated).

	Less than 1 year AED	More than 1 year AED	Total AED
<u>Financial assets</u>			
Interest bearing	57,370,841	14,065,289	71,436,130
Non-interest bearing	91,115,352	-	91,115,352
	<u>148,486,193</u>	<u>14,065,289</u>	<u>162,551,482</u>
<u>Financial liabilities</u>			
Non-interest bearing	<u>71,802,303</u>	<u>-</u>	<u>71,802,303</u>

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Notes to the financial statements (continued)
For the year ended 31 December 2023

17 Related party balances and transactions

Related parties comprise the major Shareholders, the Board of Directors and key management personnel of the Company and those entities in which they have the ability to control or exercise significant influence in financial and operation decisions. The transactions with these related parties are primarily financing in nature as follows:

	31 December 2023 AED	(Restated) 31 December 2022 AED
Premium and insurance balances receivables		
<i>Shareholder</i>		
Finance House P.J.S.C	3,495,990	4,245,137
<i>Fellow subsidiaries</i>		
Finance House L.L.C	382,833	15,933
Finance House Securities L.L.C.	240,291	10,248
	<u>4,119,114</u>	<u>4,271,318</u>
Other receivables		
<i>Shareholder</i>		
Finance House P.J.S.C	34,596,019	-
	<u>34,596,019</u>	<u>-</u>
Insurance and other payables		
<i>Shareholder</i>		
Finance House P.J.S.C	12,000,000	12,000,000
<i>Fellow subsidiaries</i>		
FH Capital P.S.C	1,453,798	2,047,973
Finance House Securities L.L.C.	37,135	-
	<u>13,490,933</u>	<u>14,047,973</u>
Investments		
<i>Shareholder</i>		
Finance House PJSC – Sukuks	6,950,000	6,950,000
<i>Fellow subsidiary</i>		
Finance House Securities LLC – Commercial papers	-	7,000,000
	<u>6,950,000</u>	<u>13,950,000</u>
Cash and cash equivalents		
<i>Shareholder (Finance House PJSC)</i>		
Cash at banks – current accounts	434,558	173,177
Cash at bank – call account	16,757,447	9,113,164
Cash at banks – fixed deposit	-	14,000,000
<i>Fellow subsidiaries</i>		
Finance House Securities LLC – Commercial papers	7,000,000	-
Finance House L.L.C.- Cash at banks – current accounts	119,253	119,353
	<u>24,311,258</u>	<u>23,405,694</u>

Insurance House P.J.S.C.
Financial Statements

Notes to the financial statements (continued)
For the year ended 31 December 2023

17 Related party balances and transactions (continued)

	31 December 2023 AED	(Restated) 31 December 2022 AED
Tier 1 capital		
Board member		
Abdulmajeed Al Fahim	500,000	500,000
	500,000	500,000

Finance House P.J.S.C is one of the major shareholders of the Company as of 31 December 2023. FH Capital, Finance House Securities L.L.C and Finance House L.L.C. are subsidiaries of Finance House P.J.S.C.

The Company, in the normal course of business, collects premiums from and settles claims of other businesses that fall within the definition of related parties as contained in IFRS.

The following are the details of significant transactions with related parties:

	31 December 2023 AED	(Restated) 31 December 2022 AED
Finance House P.J.S.C		
Sale of land and building	34,596,019	-
Gross premiums written	4,122,875	4,460,256
Interest on fixed deposit	185,597	461,676
Management fee	6,000,000	6,000,000
Interest on Sukuk	423,203	-
Finance House Securities		
Purchase of shares	55,500	17,131,776
Disposal of shares	39,628,212	31,019,074
Gross premium written	438,532	405,230
Interest on investment in commercial paper	277,687	237,339
Finance House L.L.C		
Gross premiums written	366,900	177,305
Interest on investment in Sukuks		423,926
FH Capital		
Service fees	755,796	703,797
Board of directors		
Remuneration	-	856,796

Insurance House P.J.S.C.
Financial Statements

Notes to the financial statements (continued)
For the year ended 31 December 2023

18 Segment information

The Company has two reportable segments, as described below, which are the Company's strategic business units. The business units are managed separately because they require different approach technology and marketing strategies. For each of the strategic business units, the Chief Operating Decision Maker reviews internal management reports on at least a quarterly basis.

The following summary describes the two main business segments:

- Underwriting of general insurance business – incorporating all classes of general insurance such as fire, marine, motor, medical, general accident and miscellaneous.
- Investments – incorporating investments in marketable equity securities and investment funds, development bonds, term deposits with banks and other securities.

Primary segment information - business segment

	31 December 2023			31 December 2022		
	AED			(Restated) AED		
	<u>Underwriting</u>	<u>Investments</u>	<u>Total</u>	<u>Underwriting</u>	<u>Investments</u>	<u>Total</u>
Segment revenue	242,946,852	3,779,514	246,726,366	249,971,841	6,074,287	256,046,128
Segment result	(46,379,294)	3,779,514	(42,599,780)	(32,012,819)	6,074,287	(25,938,532)
Unallocated income/expense, net			625,165			(1,814,221)
Net loss for the year			<u>(41,974,615)</u>			<u>(27,752,753)</u>

a) The following is an analysis of the Company's assets, liabilities and equity by business segment:

	31 December 2023			31 December 2022		
	AED			Restated) AED		
	<u>Underwriting</u>	<u>Investments</u>	<u>Total</u>	<u>Underwriting</u>	<u>Investments</u>	<u>Total</u>
Segment assets	168,327,461	11,108,035	179,435,496	178,225,665	54,451,411	232,677,076
Unallocated assets			37,779,645			55,930,903
Total assets			<u>217,215,141</u>			<u>288,607,979</u>
Segment liabilities	195,845,468	(6,069)	195,839,399	223,988,160	7,198,968	231,187,128
Equity			18,844,719			54,212,533
Unallocated liabilities			2,531,023			3,208,318
Total liabilities and equity			<u>217,215,141</u>			<u>288,607,979</u>

Insurance House P.J.S.C.
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Notes to the financial statements (continued)
For the year ended 31 December 2023

18 Segment information (continued)

b) Secondary segment information – revenue from underwriting departments

The following is an analysis of the Company's revenues classified by major underwriting department.

	31 December 2023 AED	(Restated) 31 December 2022 AED
Non – Marine	143,464,248	144,860,432
Medical and personal assurance	98,881,399	103,323,413
Marine	601,205	1,787,996
	242,946,852	249,971,841

There were no transactions between the business segments during the year.

Gross written premium

Details relating to gross written premium are disclosed below to comply with the requirements of CBUAE and are not calculated as per requirements of IFRS 17

31 December 2023	Non- Marine	Medical and personal assurance	Marine insurance	All types of business combined
Direct written premiums	112,604,800	113,524,047	679,052	226,807,899
Assumed business				
Foreign	1,359,186	-	-	1,359,186
Local	1,697,456	-	-	1,697,456
Total assumed business	3,056,642	-	-	3,056,642
Gross written premiums	115,661,442	113,524,047	679,052	229,864,542

31 December 2022 (Restated)	Non- Marine	Medical and personal assurance	Marine insurance	All types of business combined
Direct written premiums	176,768,944	101,430,623	1,693,138	279,892,705
Assumed business				
Foreign	223,442	-	-	223,442
Local	1,135,800	-	-	1,135,800
Total assumed business	1,359,242	-	-	1,359,242
Gross written premiums	178,128,186	101,430,623	1,693,138	281,251,947

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Notes to the financial statements (continued)
For the year ended 31 December 2023

19 Commitments and contingencies

The Company's bankers have issued in the normal course of business letters of guarantee in favor of third parties amounting to AED 6.7 million (31 December 2022: AED 6.9 million).

20 Corporate tax

On 9 December 2022, UAE Ministry of Finance released Federal Decree-Law No. 47 of 2022 on the Taxation of Corporations and Businesses (Corporate Tax Law or the Law) to enact a Federal corporate tax (CT) regime in the UAE. The CT regime is effective from 1 June 2023 and accordingly, it has an income tax related impact on the financial statements for accounting periods beginning on or after 1 June 2023.

The Cabinet of Ministers Decision No. 116 of 2022 specifies the threshold of income over which the 9% tax rate would apply and accordingly, the Law is now considered to be substantively enacted from the perspective of IAS 12 - Income Taxes. A rate of 9% will apply to taxable income exceeding AED 375,000 and a rate of 0% will apply to taxable income not exceeding AED 375,000 and a rate of 0% on qualifying income of free zone entities.

The Company will be subject to taxation commencing 01 January 2024. Currently, the Company is in the process of assessing tax impact, and necessary adjustments, if any, will be made to the opening balances as of 01 January 2024.

21 Subsequent events

a) Company has entered into an agreement dated 6 February 2024 with one of the Reinsurer to fully and finally release and discharge to each other from all liabilities and obligations arising under or relating to all of the Reinsurance Contracts relating to motor business for the contract years 2021 and 2022. Company has also cancelled the contract with the same reinsurer for the year 2023.

b) Company has received a letter of Intent from a prominent local UAE incorporated company regarding a potential transaction, which may involve an acquisition of a strategic stake into the Company.

22 Restatement

During the current year, Management has identified errors in the accounting of transactions related to the reinsurance business of medical and personal assurance for prior periods. During the quarter ended 31 March 2023, Management had carried out internal assessment (as well as engaged external consultant to review the reconciliation process) and assessed the impact and accounted for reversal of receivable from reinsurance contract aggregating AED 69,343,226 as at 31 December 2022 with corresponding impact to Accumulated Losses.

Further, Management has also identified errors in computation of deferred acquisition cost asset (forming part of Insurance contract liabilities) as of 31 December 2022 and assessed the impact and accounted for reversal of AED 5,688,600 from deferred acquisition cost as at 31 December 2022 with corresponding impact to Accumulated Losses on retrospective basis.

In accordance with the requirements of 'IAS 1 Presentation of Financial Statements' and 'IAS 8 Accounting policies, Changes in Accounting Estimates and Errors', the prior period errors had been corrected retrospectively by restating the relevant comparative balances in these financial statements.

Insurance House P.J.S.C.
Financial Statements

Notes to the financial statements (continued)
For the year ended 31 December 2023

22 Restatement (continued)

Refer table below for details of restatement:

a) Restatement as at 1 January, 2022

	1 January 2022 Previously reported (restated under IFRS 17) AED	Adjustment AED	1 January 2022 (Restated) AED
Financial Statement Level Item			
Reinsurance contract assets	121,152,115	(52,866,070)	68,286,045
Accumulated losses	(7,218,992)	(52,866,070)	(60,085,062)

b) Restatement as at 31 December, 2022

	31 December 2022 Previously reported (restated under IFRS 17)	Adjustment	31 December 2022 (Restated)
Financial Statement Level Item			
Reinsurance contract assets	186,221,836	(69,343,226)	116,878,610
Insurance contract liabilities	200,422,465	5,688,600	206,111,065
Accumulated losses restated under IFRS 17			
Opening retained earnings/(losses)	(7,218,992)	(52,866,070)	(60,085,062)
Movement for the year	(1,379,429)	(22,165,756)	(23,545,185)
Closing balance of accumulated losses	(8,598,421)	(75,031,826)	(83,630,247)

c) Restatement of Statement of profit or loss for the year ended 31 December, 2022

	31 December 2022 Previously reported (restated under IFRS 17)	Adjustment	31 December 2022 (Restated)
Financial Statement Line Item			
Insurance revenue	249,971,841	-	249,971,841
Insurance service expenses	(307,886,727)	(5,688,600)	(313,575,327)
Insurance service result before reinsurance contracts issued	(57,914,886)	(5,688,600)	(63,603,486)
Allocation of reinsurance premiums	(129,193,984)	-	(129,193,984)
Amounts recoverable from reinsurance for incurred claims	177,883,406	(16,477,156)	161,406,250
Net expenses from reinsurance contracts held	48,689,422	(16,477,156)	32,212,266
Loss for the year	(5,586,997)	(22,165,756)	(27,752,753)
Total comprehensive loss for the year	(6,181,147)	(22,165,756)	(28,346,903)

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Notes to the financial statements (continued)
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23 Changes in reinsurance agreements

The Company had entered into a Reinsurance agreement (for the year 2022) with one of the reinsurers for motor quota share proportional reinsurance agreements, where in term for cessation was 60% with 40% retention. However, Company finalized the terms of the agreement in June 2023 with 70% cessation and 30% retention. Modification in terms of the agreement resulted in reversal of premium, commission, and claims. Accordingly, incurred claims and other expenses for the year ended 31 December 2023 is net of AED 9,306,539.

24 General

The figures in the financial statements are rounded to the nearest Dirham of United Arab Emirates.

25 Approval of financial statements

The financial statements were approved and authorized for issue by the Board of Directors on 29 March 2024.



دار التأمين
INSURANCE HOUSE

ش.م.ع - P.J.S.C

CORPORATE GOVERNANCE & ESG REPORT

**CORPORATE GOVERNANCE
REPORT**

INSURANCE HOUSE PJSC

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Introduction

Incorporation was announced after holding the Constitutive Assembly meeting on 03/04/2011. Afterwards, Ministerial Resolution No. 172 dated 10/04/2011 was issued and the same recorded in the Insurance Authority's registry under number 89 on 02/05/2011 accordingly the company was licensed to practice all types of insurance excluding life insurance and to become a national company incorporated in the Emirate of Abu Dhabi with a paid up capital of AED 120 million. The Company's amended Articles of Association in Article No. 75 states the requirement to comply with the Resolutions concerning the Standards of Institutional Discipline and Governance of Joint Stock Companies for the benefit of all stakeholders including shareholders and clients to invoke the principle of transparency and justice between the company's shareholders and customers, which will reflect positively on the whole social and economic aspects.

General Assembly resolved and approved on 14JAN19 the nullification of the bought back shares of the company and to reduce the capital accordingly to AED 118,780,500.

1. Implementation of Corporate Governance

The Company in order to abide by and implement the Articles of Association as well as Chairman of Authority's Board of Directors' Decision No. (3/Chairman) of 2020 concerning Approval of Joint Stock Companies Governance Guide and amendments thereof and the CBUAE regulations, took several steps to form the applicable basis and updated and approved the following documents:

#	Document Name	Document Type
1	Online Portal Upgrade for Motor Product	Control Document
2	Motor Insurance	Change Request over Policy
3	Casualty Insurance	Change Request over Underwriting Guidelines
4	Commercial Lines	Change Request over Policy
5	Policy and Claims Data Submission	Control Document
6	Interactive Voice Response	Control Document
7	Change in Interactive Voice Response	SOP
8	Compliance Manual	Change Request over Manual

2. Statement of ownership and transactions of the members of the Board of Directors and their spouses and children in the Company's securities during 2023

Board members abide by the provisions of the Decision No. (2/R) of 2001 Concerning the Regulations as to Trading, Clearing, Settlement, Transfer of Ownership and Custody of Securities issued by the Securities and Commodities Authority (SCA) and in accordance with the provisions of Article No. 14 of the Board of Directors Decision No. 2/2001, where:

The chairman and the members of the board of directors of a company whose Securities are listed on the Market, and its general manager, and any of its employees who have knowledge of fundamental information of the company, shall not deal by themselves or through others in Securities issued by such company, or Securities issued by a parent, subsidiary, allied or affiliate company of such company, during the following periods:

- Ten (10) business days prior to the announcement of any significant information which would result in the share price increasing or decreasing, unless the information was a result of sudden unforeseen circumstances.
- Fifteen (15) days prior to the end of each financial quarter, semi-annual or annual financial period until the publication of the Company's financial statements comprising the statement of financial position, the statement of income, the statement of cash flows, the statement of changes in the shareholders equity and the clarifications on the financial statements in accordance with the International Accounting Standards, which are issued after the External Auditor's report is drafted and are signed by the company's Board of Directors or the authorized signatory in case of being quarterly, or are approved by the General Assembly along with the Auditor's report and Board of Directors' report in case of being annual financials.

The provisions of the Decision No. (2/R) of 2001 Concerning the Regulations as to Trading, Clearing, Settlement, Transfer of Ownership and Custody of Securities shall be taken into consideration if any of the above-mentioned persons traded, personally or through a third party, in the stocks of the company itself, mother company, subsidiary, affiliate or sister company. Any stock trading transaction contradicting the same shall be null and void.

Board of Directors acknowledged to disclose any stock trading transaction as described above.

Accordingly, Insurance House declares that the transactions of the Board members and their spouses and children in the Company's securities during the year 2023 are as follows.

S/N	Name	Position/Kinship	Owned shares as on 31/12/2023	Total Sale Transactions	Total Purchase Transactions
1	Mr. Mohamed Abdulla Jumaa Alqubaisi	Chairman	1,577,400	0	0
2	Mrs. Alia Abdulla Mohamed AlMazrouei	Vice Chairman	0	0	0
3	Mr. Khaled Abdulla Jumaa Alqubaisi	Board member	0	0	0
4	Mr. Abdulmajeed Ismail Ali Abdulrahim Al Fahim	Board Member	5,000	0	0
5	Mr. Murtadha Mohamed Sharif Alhashmi	Board member	0	0	0
6	Mr. Raman Tirunelveli Kuppuswamy	Board member	0	0	0
7	Mr. Jassem Mubarak Masoud Aldhaheeri	Board member	0	0	0
8	Fatima Mohamed Abdulla AlQubaisi	Daughter of Mr. Mohamed Abdulla Jumaa Alqubaisi	25,000	0	0
9	Jude Mohamed Abdulla AlQubaisi	Daughter of Mr. Mohamed Abdulla Jumaa Alqubaisi	25,000	0	0
10	Hamad Mohamed Abdulla AlQubaisi	Son of Mr. Mohamed Abdulla Jumaa Alqubaisi	25,000	0	0
11	Eisa Mohamed Abdulla AlQubaisi	Son of Mr. Mohamed Abdulla Jumaa Alqubaisi	25,000	0	0
12	Mr. Mohamed Abdulmajeed Ismail Al Fahim	Son of Mr. Abdulmajeed Ismail Ali Abdulrahim Al Fahim	995,000	0	995,000

3. Board of Directors:

Company's Board of Directors consists of seven members, as stated in the Memorandum of Association and the Articles of Association of the Company, who are highly qualified and experienced in the financial, investment and managerial fields. They are able to follow up the company's business and implement its policies in order to ensure the company's continuous progress and development.

a. Statement of the current Board of Directors composition and membership characteristics and experience:

S/N	Name	Position & Category (executive, non-executive, independent)	Experience and Qualifications	Membership and positions in any other joint-stock companies and any other important supervisory, governmental or commercial entities	Membership Duration
1	Mr. Mohamed Abdulla Jumaa Alqubaisi	Chairman Non-executive Non-independent	Over 35 years in banking and corporate management. Bachelor of Science from the University of Austin / Texas	Finance House PJSC - Vice Chairman The National Investor Pvt.JSC – Board Member FH Capital P.J.S – Board Member	12 years
2	Mrs. Alia Abdulla Mohamed Almazrouei	Vice Chairman Non-executive Non-independent	More than 20 years in several establishments Bachelor of Information Systems Management & Master of Business Administration	Khalifa Fund for Enterprise Development – Chief Executive Officer Finance House PJSC - Board Member	12 years
3	Mr. Khaled Abdulla Jumaa Alqubaisi	Board member Non-executive Independent	Over 25 years in various sectors, including investment policy development, aviation industry, defense industries, information and communications technology, and clean energy. Master in Project Management from George Washington University and a Bachelor in Finance and Operations Management from Boston University, USA.	National Central Cooling Company PJSC (Tabreed) - Chairman Finance House PJSC - Chairman Emirates Integrated Telecommunications Company PJSC (DU) - Board Member Abu Dhabi Investment Council – Board Member Mubadala Investment Company Senior Advisor to the Management Director Abu Dhabi Motorsports Management LLC – Vice Chairman Abu Dhabi Global Market - Board Member	6 years

				Connect Infrastructure Topco Limited - Board Member	
4	Mr. Abdulmajeed Ismail Ali Abdulrahim Al Fahim	Board Member Non-executive Independent	Over 35 years' experience in senior management of large-scale and world-class investment and development projects Master of Business Administration in Finance from the University of Toledo / Ohio - United States of America	Finance House PJSC - Board Member FH Capital P.J.S - Chairman Emirates National Petroleum Company Pvt.JSC - Vice Chairman Al Marjan Investments & Development LLC - Chairman SANBAN Business Commercial Investments LLC - Chairman UNii Engineering Consultancy LLC - Chairman	7 years
5	Mr. Murtadha Mohamed Sharif Alhashmi	Board member Non-executive Independent	Bachelor's degree in Accounting and Information Systems from the United Arab Emirates University He served as Chief Financial Officer of the Abu Dhabi National Oil Company (ADNOC) and the International Petroleum Investment Company (IPIC) and held several positions on the Board of Directors of Several International Oil companies, Banks, Investment Companies, EPC companies, Retail and Automotive sectors	Finance House PJSC - Board Member	4.5 years
6	Mr. Raman Tirunelveli Kuppuswamy	Board member Non-executive Non-independent	Over 35 years of experience in banking, finance and auditing. He is currently the Chief Executive	FH Capital PJS - Vice Chairman Finance House PJSC - CEO Finance House Securities Co LLC - Director	12 years

			Officer of Finance House Group. Chartered Accountant from the Institute of Chartered Accountants of India - Cost Accountant from the Institute of Cost & Works Accountants of India - Company Secretary from the Institute of Company Secretaries of India - Professional Qualification in Bank Card Management, CIB London Institute of Banking	Mainland Management LLC - Director The Emirates Payment Services LLC - Director	
7	Mr. Jassem Mubarak Masoud Aldhaheri	Board member Non-executive Independent	Investment Advisor at Municipality of Abu Dhabi since 2009. He served as Deputy CEO of Oman & Emirates Investment Holding Company during the period from 2002 until 2009 and held various positions in Abu Dhabi Investment Company between 1992 and 2002 including Assistant General Manager of Investment Division. Master of Science in Economics from California State Polytechnic University (Pomona), USA.	Etihad Capital Pvt.JSC - Chairman ARAM Group PJSC - Board Member	3 years

b. Statement of women's representation in the Board of Directors in 2023.

The company abides by women representation in the Board of Directors with a ratio of 1 member from a total of 7 board members.

c. Statement of reasons for not nominating any woman as a board member:

The company abides by women representation in the Board of Directors with a ratio of 1 member from a total of 7 board members.

d. Fundamentals of board members' remunerations:

Articles No. 41 and 65 of the Company's Articles of Association stipulate that the remuneration for the board members shall be distributed after deducting the necessary and optional reserves and distributing the dividends to the shareholders at a rate to be determined by the General Assembly of the Company. The remuneration shall be determined at the General Assembly Meeting and shall not exceed 10% of the remaining net profits after deducting the abovementioned. Such remuneration shall be subject to the deduction of the fines which had been levied on the Company by the Securities and Commodities Authority, the Insurance Authority or the Competent Authority due to the violations committed by the Board of Directors, in accordance with the Commercial Companies Law or the Company's Articles of Association during the fiscal year. The General Assembly may not deduct (wholly or partially) such fines if they were not committed due to negligence or error by the Board of Directors. Article No. 41 of the Company's Articles of Association has been amended as approved by the Annual General Assembly Meeting held on 12th April 2022 in line with the requirements under Article 171 of Federal Law Decree no. 32 of 2021 regarding Commercial Companies.

1. Total remuneration paid to the members of the board of directors for the financial year 2022

Board of Directors remuneration for the financial year 2022 was AED 392,248.

2. There is no remuneration payable to the members of the Board of Directors for the year 2023 due to the losses for the year as well accumulated losses as at 31 December 2023.

3. Details of the allowances for attending the sessions of committees derived from the Board which were paid to the Board members for the fiscal year 2023:

No allowances have been paid to the members of the Board of Directors for the fiscal year 2023 for attending the sessions of committees derived from the BOD.

4. Details of the additional allowances, salaries, or fees received by a Board member other than the allowances for attending the committees:

No additional allowances, salaries, or fees have been received by the Board members.

e. Board of Directors Meetings:

The Board of Directors held the following meetings as of 01/01/2023:

Meeting number and date	Meeting 1 02/02/2023	Meeting 2 13/02/2023	Meeting 3 11/05/2023	Meeting 4 11/08/2023	Meeting 5 13/11/2023	Meeting 6 20/12/2023
Board Members						
Mr. Mohamed Abdulla Jumaa Alqubaisi	✓	✓	✓	✓	✓	✓
Mrs. Alia Abdulla Almazrouei	✓	✓	✓ (Via Proxy)	✓ (Via Proxy)	✓ (Via Proxy)	✓ (Via Proxy)
Mr. Khaled Abdulla Jumaa Alqubaisi	✓	✓ (Via Proxy)	✓	✓	✓ (Via Proxy)	✓
Mr. Abdulmajeed Ismail Ali Al Fahim	✓	✓	✓	✓	✓ (Via Proxy)	✓
Mr. Raman Tirunelveli Kuppuswamy	✓	✓	✓	✓	✓	✓
Mr. Murtadha Mohamed Sharif Alhashmi	✓	✓	✓	✓	✓	✓
Mr. Jassem Mubarak Masoud Aldhaheri	✓	✓	✓	✓	✓	✓

Absent ✕

Attended ✓

f. Number of Board resolutions issued by passing during the 2023 fiscal year, along with its meeting convention dates

1. Board Resolution No. 07/2023 dated 20 September 2023, Resolution regarding the closure of the Company's branch in Business Bay, Dubai.

Meeting number	Meeting No. 5/2023
Date	20/09/2023

g. Statement of the BOD's duties and powers exercised by the Board Members or the Executive Management during 2023 pursuant to an authorization by the BOD, stating the period and validity of the delegation according to the following schedule:

Members of Insurance House Board of Directors decided to grant a power of attorney to Mr. Mohamed Abdulla Jumaa Alqubaisi in his capacity as Chairman of the Board of Directors valid until 30/04/2024, for:

- Representing the company, signing and acting on its behalf in front of all ministries, agencies and federal and local governmental departments in all matters related to its business and affairs.
- Opening and managing any bank account in the name of the company and acting on behalf of the company to sign, accept, assign and settle checks and bank guarantees.
- Negotiating and signing all contracts, agreements, offers, orders and purchase orders on behalf of the company.
- Representing the company, signing and acting on its behalf in all its subsidiary companies or companies fully owned or partly owned by IH.
- Depositing on behalf of the Company at any bank, institution or company any amount, capital, bonds or documents.

Mr. Issam Mouslimani was granted the following powers of attorney:

- A special power of attorney for the management of the company's business and management of its affairs related to taxes including the value-added taxes (VAT) before all ministries, and local and federal governmental bodies. Valid until 29/04/2024.
- A special power of attorney for the purchase, sale and transfer of cars which were damaged by accidents covered through the company's business. Valid until 29/04/2024.
- A power of attorney for handling the administrative affairs with governmental departments and establishments and for the management of the company's business. Valid until 29/04/2024.

The Group Head of Human Capital was granted the following powers of attorney:

- A special power of attorney for the purchase, sale and transfer of cars which were damaged by accidents covered through the company's business. Valid until 29/04/2024.
- A special power of attorney to handle the Company's Human Capital affairs with MOHRE and Federal Authority for Identity, Citizenship, Customs & Port Security.

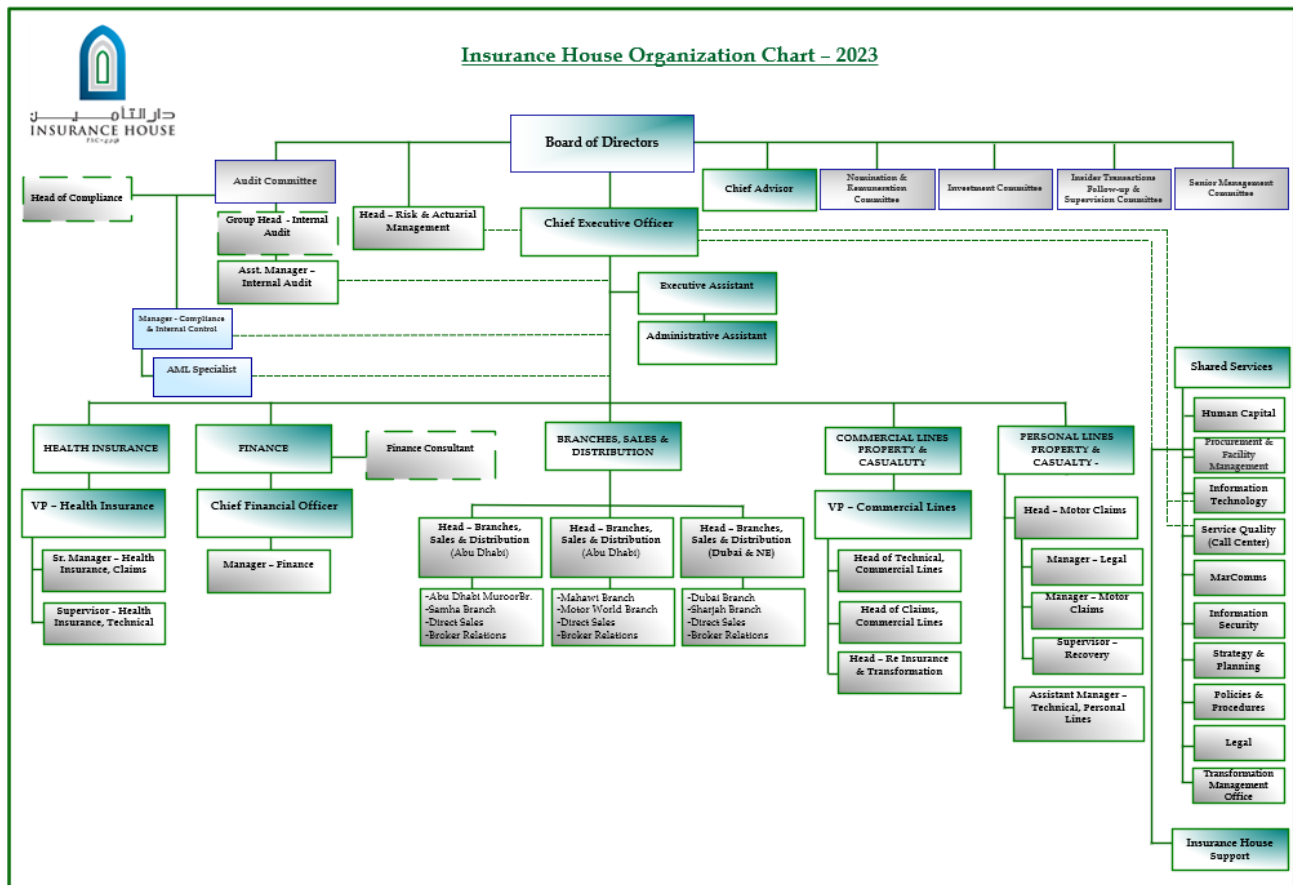
The Executive Vice President – Business Support was granted the following power of attorney:

- A special power of attorney for the purchase, sale, and transfer of cars, and to sign on documents before the relevant authorities. Valid until 29/04/2024.
- A special Power of Attorney to sign on documents, correspondence, and applications before MOHRE and the Federal Authority for Identity and Citizenship valid until 29 April 2024.

h. Statement of the details of transactions conducted with the related parties (stakeholders) during the year 2023:

#	<u>Statement of the related parties</u>	<u>Clarifying the nature of the relationship</u>	<u>Type of transaction</u>	<u>Value of transaction in AED</u>
1	Finance House PJSC	Affiliate Company	Management fee	6,000,000
2	Finance House PJSC	Affiliate Company	Gross premiums written	4,122,875
3	Finance House PJSC	Affiliate Company	Interest on fixed deposits	185,597
5	Finance House PJSC	Affiliate Company	Fixed deposits redeemed	14,000,000
6	Finance House Securities LLC	Affiliate Company	Disposal of shares	39,628,212
7	Finance House Securities LLC	Affiliate Company	Purchase of shares	55,500
8	Finance House Securities LLC	Affiliate Company	Interest on investment in commercial paper	277,687
9	Finance House Securities LLC	Affiliate Company	Gross premiums written	438,532
10	Finance House LLC	Affiliate Company	Interests on investment in sukuks	423,203
11	Finance House LLC	Affiliate Company	Gross premiums written	366,900
12	FH Capital P.J.S	Affiliate Company	Consultancy fees	755,796

- i. The complete organizational structure of the Company, which shall clarify managing director, the general manager and/ or CEO, the deputy general manager and the managers working in the company such as the financial manager.



- j. A detailed statement of senior executive staff in the first and second levels according to the Company's Organizational Chart:

S/N	Position	Date of appointment	Total salaries and allowances paid in 2023 (AED)	Total bonuses paid in 2023 (AED)	Any other cash/in-kind benefits for 2023 or payable in the future
3	CEO (until 11/05/2023)	25-Aug-22	720,931.39	-	-
4	Deputy CEO (until 11/05/2023)	10-Apr-23	112,365.58	-	-

5	CFO (until 02/08/2023)	7-Nov-22	445,934.96	-	-
6	Chief Advisor (from 12/05/2023)	10-Apr-23	1,088,645.16		
7	Head - Motor Claims	10-Jul-23	254,032.25	-	-
8	VP - Health Insurance	1-Jun-16	529,050/-	-	-
9	VP – Commercial Lines	23-Oct-12	496,122/-	-	-
10	Head – Reinsurance	11-Jul-23	173,225.80	-	-
11	Head – Commercial Claims	22-Dec-19	376,875/-	-	-
12	Head of Technical - Commercial Lines	09-Oct-23	81,290.32		
13	Head of Branches, Sales & Distribution (Abu Dhabi)	22-Feb-16	346,619/-		
14	Head of Branches, Sales & Distribution (Abu Dhabi)	06-Dec-20	346,077.74		
15	Head of Branches, Sales & Distribution (Sharjah)	04-Sep-11	419,000.04		

4. External Auditor

a. External Auditor:

Crowe Mak reviews and audits the company's accounts and is deemed among the leading auditing firms worldwide.

b. External Auditor Fees:

Crowe Mak was approved to be the external auditor for auditing and reviewing the financial statements of the Company at the Annual General Assembly meeting held on 14/04/2023 at a total fees of AED 197,250 per annum until the end of the financial year 31/12/2023.

Name of the audit office and the name of the partner auditor	Crowe Mak – Umesh Narayanappa
Number of years served as an external auditor for the Company	1 Year
The number of years that the partner auditor spent auditing the company's accounts	1 Year
Total fees for auditing the financial statements of 2023 (AED)	AED 209,742

Fees and costs of the special services other than auditing the financial statements for 2023 (AED), if any, and in case of absence of any other fees, this shall be expressly stated.	In country valuation Certificate (ICV certificate) AED 10,000/-
Details and nature of other services provided by the external auditor of the company (if any). If there are no other services, this matter shall be stated expressly.	In country valuation Certificate (ICV certificate) for 2023
Statement of the other services performed by an external auditor other than the Company's auditor in 2023 (if any). In the absence of another external auditor, this matter is explicitly stated.	In country valuation Certificate (ICV certificate) for 2023

- c. While qualified opinions were made by the Company's External Auditor in the interim financials relating to the restatement of results for the previous year, the Annual financial statements for 2023 did not carry any qualifications except 3 Emphasis of Matters (statements of fact) and a note on uncertainty related to going concern.

5. Board Audit Committee

- a. "Mr. Khaled Abdulla Jumaa Alqubaisi, Board Audit Committee Chairman, acknowledges his responsibility for the committee system in the Company, review of its work mechanism and ensuring its effectiveness."
- b. The names of the Board Audit Committee members, and a statement of its functions and the duties assigned thereto:

Board Audit Committee members	Membership status in the BOD	Position in the Committee
1. Mr. Khaled Abdulla Jumaa Alqubaisi	Independent	Chairperson
2. Mr. Abdulmajeed Ismail Ali Al Fahim	Independent	Member
3. Mr. Jassem Mubarak Masoud Aldhaheri	Independent	Member
4. Mr. Lyndon Magsino (From June 2023 onwards) Note: Mrs. Shagufta Farid (Till May 2023)	Independent Specialist	Specialist Member

The Board Audit Committee Charter was updated and approved by the Board in the BOD meeting No. 05/2023 dated 13/11/2023.

As per the approved charter, the below stated duties were assigned to the Board Audit Committee:

1. Values and ethics

To obtain reasonable assurance with respect to the company's values and ethics practices, the Board Audit Committee will:

- Review and assess the policies and procedures and practices established by the governing body to monitor conformance with its code of conduct and ethical policies by all managers and staff of the company.
- Provide oversight of the mechanism established by management to establish and maintain high ethical standards for all the executives, managers and staff of the company.
- Review and provide advise on the systems and practices established by management to monitor compliance with laws and regulations, policies and standards of ethical conduct, identify and deal with any legal or ethical violations.

2. Organizational governance

To obtain reasonable assurance with respect to the company's governance process, the Board Audit Committee will review and provide advice on the governance process established and maintained within the company and the procedures in place to ensure that they are operating as intended.

3. Risk management

To obtain reasonable assurance with respect to the company's risk management practices, the Board Audit Committee will:

- Annually review the company's risk profile.
- Obtain from the Group Head of Internal Audit (GHIA) an annual report on management's implementation and maintenance of an appropriate enterprise wide risk management process.
- Provide oversight on significant risk exposures and control issues, including fraud risks, governance issues, and any other significant matters as requested by the Board.
- Provide oversight of the adequacy of the combined assurance being provided.
- Review and provide advice on the risk management, internal control, and governance processes established and maintained by management and the procedures in place to ensure that they are operating as intended.

4. Fraud

To obtain reasonable assurance with respect to the company's procedures for the prevention, detection, and investigation of fraud, the Board Audit Committee will:

- Oversee management's arrangements for the prevention and deterrence of fraud.

- Ensure that appropriate action is taken against known perpetrators of fraud.
- Obtain assurance from management, and internal and external auditors in order to be satisfied that the entity has appropriate anti-fraud programmes and controls are in place to identify potential fraud. This is to ensure that unbiased and independent investigations are undertaken if fraud is detected.

5. Internal Control

To obtain reasonable assurance with respect to the adequacy and effectiveness of the company's controls in responding to risks within the company's governance, operations and information systems, the Board Audit Committee will:

- Consider the effectiveness of the organization's control framework, including information technology, security and control.
- Review and provide advice on the control of the organization as a whole and its individual units.
- Receive reports on all matters of significance arising from the work performed by other providers of financial and internal control assurance to senior management and the Board.

6. Compliance

The Board Audit Committee will:

- Review the effectiveness of the system for monitoring compliance with laws and regulations and the results of management's investigation and follow-up (including disciplinary action) of any instances of non-compliance.
- Review the observations and conclusions of internal and external auditors and the findings of any regulatory agencies.
- Review the process for communicating the code of conduct to the company's personnel and for monitoring compliance.
- Obtain regular updates from management and the company's legal counsel regarding compliance matters.

7. Internal audit activity

To obtain reasonable assurance with respect to the work of internal audit activity and function, the Board Audit Committee will provide oversight related to the following areas:

- The Board Audit Committee should encourage communication between the members of the Board of Directors, Senior Management, the Group Internal Audit, the External Auditors and the Central Bank personnel.
- Review and approve the Internal Audit Manual including Charter, and Annual Risk Assessment, at least annually. The charter should be reviewed to ensure that it accurately reflects the internal audit activities, purpose, authority and responsibility, consistent with the mandatory guidance of The IIA's International Professional Practices Framework and the scope and nature of assurance and consulting services, as well as changes in the financial,

risk management, and governance processes of the company and reflects developments in the professional practice of internal auditing.

- Chairman of the Board Audit Committee should be advised immediately by the GHIA of any incidents/investigations of fraudulent activity where there is a potential loss or there is a significant regulatory impact and associated reputational risk. There should be an initial report when the suspected fraudulent activity comes to light and a final fraud report should be submitted at a later date giving full details of the incident. Interim reports may be necessary if there is a significant delay between the initial reporting and the conclusion of the investigation.
- Recommend to the Board about increases and decreases to the requested resources to achieve the internal audit plan. Evaluate whether any additional resources are needed permanently or any specialist resource should be provided for a special assignment on a temporary basis through outsourcing. Board Audit Committee must ensure that a well-resourced and robust Group Internal Audit Department is established at all times in order to carry out its assignments diligently.
- Approve any additional assignment beyond the scope of an approved internal audit annual plan.
- The GHIA reports directly and functionally to the Board Audit Committee. BAC protects the Internal Auditors from Management's retaliation or intimidation.
- The BAC ensures that GHIA's appointment, replacement, or dismissal is in line with the CBUAE's approval.
- Job descriptions of GHIA should be approved by the Board Audit Committee. The Chairman of the Board Audit Committee should annually appraise the work of the GHIA.
- Whenever the GHIA is relieved of his/ her duties, the Board Audit Committee must ensure that the Central Bank is informed in a timely manner of the circumstances of this fact.
- Monitor developments in the audit field and standards issued by professional bodies, in order to encourage the usage of best audit practices.
- Recommend to the governing body the appropriate compensation of the GHIA.
- Review and provide input on the internal audit activity's strategic plan, objectives, performance measures and outcomes.
- Review and approve proposed risk based internal audit plan and make recommendations concerning internal audit projects.
- Review the internal audit's activities relative to its audit plan and discuss smooth functioning of the Group Internal Audit.
- The Board Audit Committee should receive all routine audit reports issued and audit reports issued to cover special investigations. A summary of each audit report and special investigations should be provided to the Board Audit Committee, on a quarterly basis.
- Review and track management's action plans to ensure effective implementation of internal audit observations.

- Review and advise the Board on the results of any special investigations.
- Ensure that the GIA is independent, and its employees must not be assigned any other responsibilities.
- The Board Audit Committee must ensure that an External Quality Assurance of the Group Internal Audit by UAE IIA local chapter is conducted in conformity with IIA Standards.
- The compensation of GHIA and GIA Staff must be predominantly fixed, to reflect the nature of their responsibilities. And should be determined independently of the performance of the Company. The variable compensation, bonus, or increment must be assessed by the BAC based on their performance and independent of the lines of business they monitor and control.

8. External auditors

To obtain reasonable assurance with respect to the work of external assurance providers, the Board Audit Committee will meet with the external assurance providers during the planning phase of the engagement, the presentation of the audited financial statements, and the discussion of the results of engagement and recommendation for management. The Board Audit Committee will:

- Review the external auditors' proposed audit scope and approach, including coordination of audit effort with the internal audit activity.
- Review the performance of the external auditors, and exercise final approval on the appointment or discharge of auditors.
- Obtain statements from the external auditors about their relationships with the company, including non-audit services performed in the past, and discuss the information with the external auditors to review and confirm their independence.
- Conduct regularly scheduled exclusive meetings with external auditors to discuss any sensitive matters and
- Monitor management's progress on action plans.

9. Financial Statements

The Board Audit Committee shall undertake the following duties:

- Review the Company's financial and accounting policies and procedures.
- Review with management and the external auditors the results of audit engagements, including any difficulties encountered.
- Review significant accounting and reporting issues, including complex or unusual transactions and highly judgmental areas, and recent professional and regulatory pronouncements, and understand their impact on the financial statements.
- Review the annual financial statements, and consider whether they are complete, consistent with information known to committee members, and reflect appropriate accounting principles.

- Review the management and the external auditors all matters required to be communicated to the Board Audit Committee under generally accepted external auditing standards.
- Understand strategies, assumptions and estimates the management has made in preparing financial statements, budgets, and investment plans.
- The Board Audit Committee and/or GHIA will report to the Board of Directors annually, summarizing the committee's activities and recommendations. The report may be delivered during a Board Audit Committee meeting attended by the Board of Directors or during a regularly scheduled meeting of the Board. The report should also include:
 - ✓ A summary of the work of the Board Audit Committee performed to fully discharge its responsibilities during the preceding year.
 - ✓ A summary of the work performed by the Group Internal Audit.
 - ✓ A summary of significant open/repeat audit observations.
 - ✓ A summary of management's progress in addressing the observations raised by internal and external auditors in their reports.
 - ✓ An overall assessment of risk management, control, compliance and governance processes including details of any significant emerging risks or legislative changes impacting the governing company.
 - ✓ Details of meetings including the number of meetings held during the relevant period and the number of meetings each member attended.
 - ✓ Provide information required, if any, by new or emerging corporate governance developments.
 - ✓ The committee may report to the governing body at any time regarding any other matter it deems of sufficient importance and
 - ✓ Considering any other issues determined by the Board of Directors.

c. During the year 2023, four Board Audit Committee meetings were held as illustrated below:

Meeting number and date	Meeting 1 02/02/2023	Meeting 2 24/05/2023	Meeting 3 23/08/2023	Meeting 4 15/11/2023
Mr. Khaled Abdulla Jumaa Alqubaisi	✓	✓	✓	✓
Mr. Abdulmajeed Ismail Ali Al Fahim	✓	✓	✓	✓
Mr. Jassem Mubarak Masoud Aldhaheri	✓	✓	✓	✓
Mr. Lyndon Magsino (From June 2023 onwards) Note: Mrs. Shagufta Farid (Till May 2023)	✓	✓	✓	✓

Absent ✗

Attended ✓

- No financial rewards or allowances are paid for attending the Board Audit Committee meetings.

6. Nomination and Remuneration Committee

- a. "Mr. Abdulmajeed Ismail Ali Al Fahim, Nomination and Remuneration Committee Chairman, acknowledges his responsibility for the committee system in the Company, his review of its work mechanism and ensuring its effectiveness."
- b. The names of the Nomination and Remuneration Committee members, and a statement of its functions and duties assigned thereto:

The Board of Directors, during its meeting dated 22/12/2011, decided to form the Nomination and Remuneration Committee.

The below stated duties were assigned to the Nomination and Remuneration Committee:

1. To continuously ensure the independence of the independent board members.
2. To prepare the policy for granting the bonuses, benefits, incentives and salaries to the Company's Board of Directors and employees and to review such policy on an annual basis. The Committee shall ensure that the remuneration and benefits granted to the Company's senior executive management are reasonable and match the company's performance.
3. To identify the company's needs of competencies at senior executive management and employee levels, and to determine the bases of their selection.
4. To draft Human Resources and training policy in the company, to monitor its application, and to review it on an annual basis.
5. To organize and follow up the procedures for nomination to the Board of Directors in accordance with the applicable laws and regulations and the provisions of this resolution.

The following are the members of the Nomination and Remuneration Committee:

Committee members	Membership status in the BOD	Position in the Committee
1. Mr. Abdulmajeed Ismail Ali Al Fahim	Independent	Chairperson
2. Mrs. Alia Abdulla Mohamed Almazrouei	Non-independent	Member
3. Mr. Murtadha Mohamed Sharif Alhashmi	Independent	Member

c. Meetings of Nominations and Remuneration Committee:

Meeting number and date	Meeting 1 29/12/2023
Members	
Mr. Abdulmajeed Ismail Ali Al Fahim	✓
Mrs. Alia Abdulla Mohamed AlMazrouei	✓
Mr. Murtadha Mohamed Sharif Alhashmi	✓

Absent ✕

Attended ✓

- No financial rewards or allowances are paid for attending the Nomination and Remuneration Committee meetings.

7. Management and Supervision of Insiders' Trading Committee

- "Mr. Murtadha Mohamed Sharif Alhashmi, Management and Supervision of Insiders' Trading Committee Chairman, acknowledges his responsibility for the follow-up and supervision system on transactions of the insiders in the Company, review of its work mechanism and ensuring its effectiveness."
- Names of members of the Management and Supervision of Insiders' Trading Committee, and a statement of its functions and duties assigned thereto:**

The Board of Directors, during its meeting No. 4/2017 dated 04/10/2017, decided to form the Management and Supervision of Insiders' Trading Committee.

The below stated duties and responsibilities were assigned to the Management and Supervision of Insiders' Trading Committee:

1. Perform such duties and exercise such powers as may be directed or delegated to it by the Board from time to time.
2. May delegate, as deemed advisable, certain of its responsibilities to an appropriate member of the Company's management or executive officers.
3. Establish the relevant policies and procedures, for approval by the Board, and oversee their implementation.
4. Periodically review and revise relevant policies and procedures to comply with the requirements of corporate governance, Insider trading, SCA and ADX regulations/laws, and other relevant regulations.
5. Monitoring, management, follow up, and supervision of Insiders' trading /dealings /transactions for their compliance with the rules of disclosure and transparency, the Market /ADX /relevant regulations/laws, and the Company's Insiders related policies and procedures.
6. Management, follow up, and supervision over Insiders' ownerships.
7. Disclose/submit periodic statements and reports, material information, and ownerships of Insiders and their Relatives of securities issued by the Company to the Market.

8. Assist the Board in its evaluation of the adequacy and efficiency of the Insiders related policies, procedures, practices and controls applied through an audit report (either independent internal or external) that is to be submitted to the Audit Committee.
9. The Committee, in conjunction with the Audit Committee, has the responsibility to determine the scope of the rigorous audit procedures that include full coverage of the Insiders related activities to ensure timely identification of internal control weaknesses and operating system deficiencies.
10. Ensure that every Insider signs formal declarations to familiarize him/her with the rules and regulations and that confirms his/her knowledge of his/her possession of internal data and information regarding the Company and its customers, and that s/he shall bear all the legal consequences in case of leaking such information or data or giving advice on the basis of the information in his/her possession, and his/her commitment to notify the Company of any trade carried out on the securities of the Mother Company or the Subsidiary Company before and after those trades.
11. Inform all Insiders with the Insider trading prohibition periods as informed by ADX or regulators.
12. Develop effective contractual arrangements that require, the other parties who have access to internal data and information related to the Company and its customers, to maintain the confidentiality of such data and information, and not misuse or transfer it, or cause it to be transferred directly or indirectly to other parties.
13. Take all measures to accurately maintain strict confidentiality of the Company's data and information in a way that ensures it is not exploited.
14. Preparing and maintaining, under guidance from the Board, a comprehensive register/record for all Insiders, including persons who could be considered as Insiders on a temporary basis and who are entitled to or have access to Inside information of the Company prior to publication. The record shall also include prior and subsequent disclosures of the Insiders.
15. In the event of a change in the list of Insiders, the Committee shall update the Insiders register/record and ADX register and shall immediately inform the concerned parties.
16. Provide the Compliance Officer, in advance, with any Insider transactions that they are informed of or come to know through their presence in the executive management.
17. Take appropriate actions to manage risks to the Company from uncontrolled or unauthorized transactions by individuals who have access to the Company's confidential information.
18. Responsible for setting procedures and appropriate actions to prevent the Insiders in the Company from using confidential Inside Information to make tangible or intangible gains.
19. Fulfill any other activities or have any other authorities as delegated to it by the Board and to the extent permitted by law towards Insiders Supervision.

The following are the members of the Management and Supervision of Insiders' Trading Committee:

Committee members	Membership status in the BOD	Position in the Committee
1. Mr. Murtadha Mohamed Sharif Alhashmi	Independent	Chairperson
2. Mr. Jassem Mubarak Masoud Aldhaheri	Independent	Member
3. Mr. Raman Tirunelveli Kuppuswamy	Non-independent	Member

Meetings of Management and Supervision of Insiders' Trading Committee:

Meeting number and date	Meeting 1 21/12/2023
Members	
Mr. Murtadha Mohamed Sharif Alhashmi	✓
Mr. Jassem Mubarak Masoud Aldhaheri	✓
Mr. Raman Tirunelveli Kuppuswamy	✓

Absent ✕

Attended ✓

- No financial rewards or allowances are paid for attending the Management and Supervision of Insiders' Trading Committee meetings.

c. Summary of the Committee's activities during 2023

- The committee meeting was held on 21 December 2023 with the attendance of its members. They successfully maintained the updated insiders' register. The Committee went through the rules and guidelines of the insiders' transactions which were reviewed along with the insiders' declarations.

8. Investment Committee

- a. " Mrs. Alia Abdulla Mohamed Almazrouei, Investment Committee Chairman, acknowledges her responsibility for the committee system in the Company, review of its work mechanism and ensuring its effectiveness."
- b. The names of the Investment Committee members, and a statement of its functions and duties assigned thereto:

The Board of Directors, during its meeting dated 02/11/2015, decided to form the Investment Committee.

The below stated duties and responsibilities were assigned to the Investment Committee:

1. Perform such duties and exercise such powers as may be directed or delegated to it by the Board from time to time.
2. May delegate, as deemed advisable, certain of its responsibilities to the appropriate member of the Company's management or executive officers.
3. Establish the investment strategy, policies and procedures, for approval by the Board, and oversee their implementation. The Committee has the responsibility to ensure that the investment strategy is in alignment with IH's mission.
4. Setting investment guidelines and adopting them.
5. Periodically review and revise investment policies and procedures.
6. Review and monitor investments for their compliance with company's investment policies and procedures.
7. Monitoring the performance of investment funds and investment managers in accordance with the investment policy.
8. Assist the Board in its evaluation of the adequacy and efficiency of the investment policies, procedures, practices and controls applied in the day-today management of its business through an audit report (either independent internal or external) that is to be submitted to the Audit Committee.
9. Ensure adequate segregation of duties between execution, recording, authorization, reconciliation and related assurance.
10. The Committee, in conjunction with the Audit Committee, has the responsibility to determine the scope of rigorous audit procedures that include full coverage of the investment activities to ensure timely identification of internal control weaknesses and operating system deficiencies.
11. Fulfill any other activities or have any other authorities as delegated to it by the Board and to the extent permitted by law.

The following are the members of the Investment Committee:

Committee members	Position in the Committee
Mrs. Alia Abdulla Mohamed AlMazrouei	Chairperson
Mr. Mohamed Abdulla Jumaa Alqubaisi	Member
Mr. Abdulmajeed Ismail Ali Al Fahim	Member
Mr. Jassem Mubarak Masoud Aldhaheri	Member
Mr. Raman Tirunelveli Kuppuswamy	Member

c. Meetings of Investment Committee:

No meetings were held during the year as there were no major new investments proposed in view of the accumulated losses relating to the Underwriting business and the resulting liquidity requirements of the business.

9. Internal Control System

The Board of Directors, during its meeting No. 01/2012 dated 30/01/2012, decided to set up the Internal Control Department which is granted sufficient independence to perform its duties and shall report to the Board of Directors through the Board Audit Committee.

1. Internal control

a. Definition

Internal control is the process effected by the Board of Directors of Insurance House, management and staff, designed to provide reasonable assurance of effectively and efficiently meeting various operational and financial objectives.

All levels of management at IH (BOD, senior management, line managers, officers, and departments) are responsible for establishing internal control processes to maintain and keep the Company on course toward its financial goals, to help the company to achieve its mission, to minimize risk, and to more effectively deal with change.

In addition, to properly apply therein the corporate governance rules, to ensure that the Company and its employees are complying with the provisions of the applicable laws, regulations and decisions (that regulates its duties) and internal policies and procedures, and to review the financial data that is submitted to the BOD and is used in drafting the financial statements.

The internal control system was issued by the Board of Directors. A department specialized in internal control shall apply such system.

Internal Control Department which is granted sufficient independence to perform its duties and shall report to the Board of Directors through the Board Audit Committee

b. Purpose

Describes a unified approach for evaluation of the internal control systems that management has designed to:

- provide reasonable assurance of achieving corporate mission, objectives, goals and desired outcome.
- while adhering to laws and regulations.
- allow the Company to accurately report successes and outcomes to the public and interested third parties.
- and serves as a common basis for management, directors, regulators, employees and others to better Understand internal controls, enterprise risk management.

The following is included in its tasks and annual review:

- Key control elements, including controlling the financial affairs, operations and risk management.
- Changes triggered since the last annual review relating to the nature and extent of the key risks and the Company's ability to respond to changes in its business and external environment.
- The scope and quality of the Board's ongoing surveillance of risks, the internal control system and the duties of the internal auditors.
- Number of times the Board or its committees have been informed about the outcomes of the control duties to enable them to assess the internal control status of the Company and the effectiveness of risk management.
- Detected failures or weaknesses in the control system or unexpected emergencies that have impacted or may have an intrinsic impact on the performance or financial position of the company.
- The effectiveness of the company's financial reporting and compliance with listing and disclosure rules
- To ensure the segregation of duties
- To verify the fixed assets
- To follow up the powers and authorizations of the Management.

2.Components of Internal Control:

a. Control Environment:

- The control environment sets the tone for an organization. It provides discipline, structure and strongly influences the control consciousness of the people within the organization.
- The control at Insurance House (IH) begins with the philosophy and operating style as well as the priorities and direction provided by the Company.
- Within IH departments, key factors in the control environment include integrity, ethical values and competence of personnel.

b. Risk Assessment:

- Risk assessment is the identification and analysis of relevant risks which may prevent a department from meeting its operational, financial and compliance objectives.
- Business managers at IH assess risks based on types of processes/activities performed, organizational structure, staffing levels and attitudes within the department.

c. Control Activities:

- Control activities established through various committees such as Audit & Risk Committee, Nomination and Remuneration Committee, and the establishment of an Internal Control function. Policies and procedures are established to ensure that management's directives are implemented.
- Managers and staff of all levels are aware of IH policies & procedures, system controls and supplement these procedures & controls with department level guidance when necessary.

d. Information and Communication:

- Pertinent information must be identified, captured and communicated in a form and timeframe that enables management and staff to carry out their responsibilities.
- IH managers have solid lines of communication between the departments and central functions as well between management and staff. Appropriate systems have been effectively implemented and required MIS reports are being reviewed for necessary management decisions and process improvements when required.

e. Monitoring:

- Internal Audit provided assurance over these controls.

- Monitoring is a process that assesses the quality of the internal control system and processes. IH management, line managers and staff are responsible for monitoring the activities performed, processes and business targets.

3. Internal control objectives:

- Management has established internal control objectives in order to effectively assess areas of potential risk. The following key internal control objectives apply to IH:
 - ✓ Accuracy of financial statements
 - ✓ Validity of transactions
 - ✓ Timeliness and completeness in processing transactions
 - ✓ Compliance with applicable regulations, laws and policies & procedures

4. Internal control activities:

The following internal control activities are the tools used in accomplishing these objectives:

a. Establishing a Control Conscious Environment:

IH has implemented Code of conduct to set a tone within the departments which is essential in developing sound internal controls. IH management ensures that employees are properly trained, are knowledgeable of rules, regulations, applicable laws, policies and procedures. They receive feedback on a regular basis; all these factors are key attributes of a good control conscious environment at IH.

b. Segregation of duties:

The separation of certain functions such as initiating, authorizing, recording and reconciling transactions is an important control activity. The amount of segregation possible within a department depends on the size and structure of the department. However, every effort is made by business managers to ensure that one person does not have control over all parts of a transaction.

c. Authorization / Approval Processes:

Approving and authorizing responsibilities within IH are limited to a few people. Any delegated authority is clearly documented and approved by the BOD, system passwords and access privileges are controlled and monitored. All supportive documentation is reviewed for validity, completeness and accuracy.

d. Physical Control of Assets:

Managers are responsible for the physical control of assets within the departments. Safeguards are implemented to ensure proper accountability of assets. Security gadgets have been installed and inspected.

e. Monitoring:

Monitoring activities include review of financial statements, department feedback sessions, internal evaluations, MIS reports and Internal/External Audits. This framework is subject to annual review or as situation warrants for necessary modification(s).

5. How the Internal Control Department handle any significant issues in the company, or issues disclosed in the annual reports and accounts:

The Internal Control Department deals with any significant issue in the company with independence and objectivity through informing the Board Audit Committee and the senior management of the company about the issue and potential risks and recommending the necessary steps to address the issue and prevent it from repeating. The Board Audit Committee takes the necessary decisions to address the issue and avoid its repetition in the future. The Internal Control Department shall follow up with the senior management and the departments to ensure that the procedures and decisions taken are implemented.

Mr. Charles Jacques Hajetian was the Manager of the Internal Control Department and Compliance Officer since 27 October 2013. On a temporary basis while the replacement for Mr. Charles is yet to be recruited Amna Walid Almheiri was managing the function.

The Board of Directors of the Insurance House acknowledges its responsibility for the Internal Control system in the Company and its review of the functioning mechanism of internal control and ensuring its effectiveness through the Board Audit Committee in accordance with the Chairman of Authority's Board of Directors' Decision No. (3/Chairman) of 2020 concerning Approval of Joint Stock Companies Governance Guide.

6. Number of reports issued by the Internal Control Department to the Company's Board of Directors.

5 reports were issued by the Internal Control Department during the year 2023.

10. Violations committed during financial year 2023.

No violations were committed during 2023.

11. Company's contributions during 2023 toward the local community development and environmental conservation

Driven by a firm conviction that growth can only be sustained if shared, Insurance House, in 2023 as every year, contributed to the development of the community and to protecting our precious environment. As part of its social responsibility commitments, the company participated in a number of social activities dedicated to building a better quality of life.

Insurance House, support UAE's **"Year of Sustainability 2023"** initiative, which envisions a future with minimal carbon emissions, waste production, and harm to biodiversity. Central to this endeavour is the launch of **"Insurance House's Recycling Initiative"** in collaboration with Tadweer, aimed at collecting plastic bottles, cans, and papers within the Finance House Group. Our ambition is to transform our office spaces into community collection points, serving as beacons of change and awareness for recycling. This is a remarkable partnership with Tadweer, the Abu Dhabi Waste Management Center, to embark on a journey towards a greener, cleaner, and more sustainable future.

Insurance House joined millions of people around the world in observing the **"Earth Hour"**, an annual event that symbolizes our commitment to the planet we call home. By turning off our lights for one hour, we show our solidarity in the fight against climate change and remind ourselves of the urgent need to protect our environment.

Among the community initiatives that Insurance House takes great pride in is the **"Organic Food Market"**, a collaborative effort featuring locally produced goods crafted by individuals of determination, in partnership with the **Zayed Agricultural Center for Development and Rehabilitation**. This initiative stands as a testament to our ongoing commitment to support, integrate, and empower these individuals, facilitating their active participation in both work and daily life. We are dedicated to fostering inclusivity and creating opportunities for a more vibrant and interconnected community.

Insurance House shared the success of our **"Valley Clean-Up Campaign"**, conducted in collaboration within Finance House Group and Fujairah Adventure, Fujairah Environment Authority, Adventures with Nature, Dibbah Municipality, and Civil Defense. Together, our collective efforts have not only

made a **positive impact on our surroundings** but have also taken a significant step towards realizing a cleaner, greener future. As stewards of our community and environment, each of us plays a crucial role in shaping a sustainable tomorrow.

As the UAE celebrates the '**Year of Sustainability 2023**' – Insurance House has launched the “**Switch off the Lights Campaign**” within the organization. We have created a post to our social media page as well to educate our customers and encourage them to participate on the same initiative to help reduce energy consumption. We believe, small actions can lead to a big impact, together we can do our bit for energy conservation and the environment.

Insurance House yearly **blood donation day** help save lives to those in need. The event was organized in collaboration with Abu Dhabi Health Services Co. (SEHA) organized blood donation participated by our employees and the community.

Insurance House supported the initiative of **Dubai Health Insurance Corporation about Basmah and Hepatitis Awareness**. Promoted the campaign to its social media pages to raise awareness to its customers and to the public audience in general.

Insurance House launched of its **Easy Payment Plan** specifically designed to cater to the specific requirements of small to medium-sized enterprises (SMEs) seeking Group Health Insurance. This pioneering offering aims to deliver utmost convenience, flexibility, and cost-effectiveness to businesses, ensuring the provision of extensive health coverage for their valued employees. Leveraging Finance House's unparalleled backing, Insurance House draws upon the expertise to deliver the installment offering at ZERO interest rate as a limited period promotion.

Insurance House continued its partnership with ADCB to provide our customers with the opportunity to pay with their ADCB Touchpoints to pay for their Motor Insurance Policy or any other Insurance Policy at Insurance House. Customers can even earn a remarkable 200 bonus TouchPoints for every AED 100 spent. It's the perfect way to supercharge your rewards while ensuring they have the coverage they need.

Insurance House PJSC and Copart UAE Auctions have signed an Agreement for digitally automated auction services. This collaboration will see Copart offering vehicles for sale at its online auctions on behalf of Insurance House. By partnering with a renowned entity like Copart, we aim to enhance our digitally automated auction services, ensuring efficiency and value for our clients.

In alignment with our dedication to train young Emirati students to learn the skills of the future and transition into the private sector of the UAE, we proudly support the “**Work Experience Program**”

Pilot Project (WEPP)", a nationwide initiative by the UAE Ministry of Human Resources and Emiratization (MOHRE) in collaboration with Higher Colleges of Technology (HCT).

Insurance House renewed its partnership with **Fazaa**, a social initiative deployed across the emirate of Abu Dhabi, to develop social interdependence and effective solidarity bonds within the UAE community. "Fazaa" members could benefit from IH motor insurance policy offers, by showing their "Fazaa" membership card at any IH branch across the UAE. Similar partnership with **Esaad**, to benefit the Dubai business community, and offered Esaad Members discounts on its Motor Insurance policies.

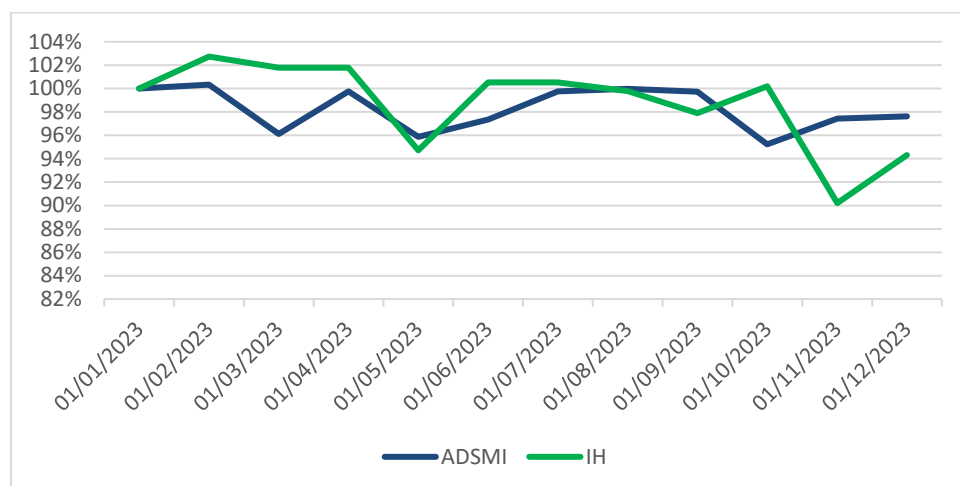
Insurance House also offered **Golden visa holders** exclusive discounts on a large variety of insurance policies, including Personal Accident, Home, Jet Ski, Medical, Motor, and Travel Insurance.

12. General Information

a. A statement of the Company share price movements in AED in the end of each month during 2023.

Month	Highest	Lowest	Closing
January	0.95	0.884	0.95
February	0.976	0.77	0.976
March	0.98	0.879	0.967
April	0.967	0.967	0.967
May	0.967	0.9	0.9
June	0.955	0.89	0.955
July	0.955	0.9	0.955
August	0.955	0.854	0.948
September	0.93	0.81	0.93
October	0.955	0.929	0.952
November	0.952	0.857	0.857
December	0.899	0.772	0.896

b. A statement of the comparative performance of the Company's shares with the market index during year 2023.



c. A statement of Company's shareholding distribution in ADX as of 31/12/2023

S/N	Shareholder Category	Percentage of Shares Held			
		Individual	Companies	Government	Total
1	Local	5.86%	92.92%	0.84%	99.62%
2	Arab	0.08%	0.08%	0.00%	0.16%
3	Foreign	0.04%	0.18%	0.00%	0.22%
	Total	5.98%	93.18%	0.84%	100.00%

d. A statement of the shareholders who hold 5% or more of the Company's capital as of 31/12/2023 according to the following schedule:

S/N	Name	Number of Shares Held	% of the Shares Held of the Company's Capital		
			Individual	Companies	Government
1	Finance House PJSC	54,175,000	0.00%	45.61%	0.00%
2	Al Mazroui Investment LLC	35,000,000	0.00%	29.47%	0.00%
	Total	89,175,000	0.00%	75.08%	0.00%

e. A statement of shareholders' distribution by the size of equity as of 31/12/2023:

S/N	Share(s) Owned	Number of Shareholders	Number of Share Held	% of the Shares Held of the Capital
1	Less than 50,000	49.0	764,816	0.64%
2	From 50,000 to less than 500,000	16.0	1,716,815	1.45%
3	From 500,000 to less than 5,000,000	13.0	16,091,762	13.55%
4	More than 5,000,000	4.0	100,207,107	84.36%
Total		82.0	118,780,500	100.00%

f. Statement of procedures taken with respect to the controls of investors' relations:

- The Company has complied with regulatory requirements on controls of investors' relations.
- Appointment of an Investor Relations Officer.

Name and contact details of Investor Relations Officer:

- Ms. Nada Mahmoud Elgindi
- Insurance House PJSC, Orjowan Building, Zayed 1st Street, Al Khalidiya PO Box: 129921 Abu Dhabi, United Arab Emirates.
- Telephone : +97124934809
- Mobile : +971561238842
- E-mail : nada.elgindi@insurancehouse.ae
- Fax No : +97124934400

- Creating a section specialized for investor relations on the Company's website. Investor Relations webpage link:

<http://www.insurancehouse.ae/TopMenu/English/Investorelat.html>

g. A statement of the special resolutions presented in the General Assembly held in 2023 and the procedures taken with respect thereto.

Special Resolutions presented and approved in the General Assembly Meeting held on 07 July 2023:

- Ratify and approve the option of the Company's continuation according to the requirements of Article 309 of the Federal Decree Law no. 32/2021 on Commercial Companies, and to proceed with the implementation of the Recovery Plan.

h. The board secretary.

Miss Fatima Jamaluddin

Date of appointment: 09/08/2022 to date

i. Detailed statement of the major events and important disclosures that the company encountered during the year 2023.

During Q1 2023 , IH Management identified material errors in the process of recording of transactions covering a) reinsurance share of premium, b) reinsurance share of loss adjustment and c) commission income related to reinsurance of medical stream for prior periods. Accordingly, the Management has accounted for reversal of Reinsurance receivable from reinsurers amounting to AED 69 million on retrospective basis by restating the comparative financial statements with corresponding impact on Accumulated Losses

j. Statement of the details of transactions conducted with the related parties during the year 2023 which equal to 5% or more of the share capital:

#	<u>Statement of the related parties</u>	<u>Clarifying the nature of the relationship</u>	<u>Type of transaction</u>	<u>Value of transaction in AED</u>
1	Finance House PJSC	Affiliate Company	Management fee	6,000,000
2	Finance House Securities LLC	Affiliate Company	Disposal of shares	39,628,212
3	Finance House PJSC	Affiliate Company	Fixed deposits redeemed	14,000,000

k. Statement of Emiratisation percentage in the Company at the end of 2020, 2021, 2022 and 2023:

In support of the Emiratisation initiatives of the government, Insurance House announced launching new job opportunities to attract national cadres to represent its commitment to support the development initiatives and complementing its support of the Emiratisation policies. Accordingly, Insurance House have recruited and trained national talents to enable them to assume managerial positions in the Company.

- The Emiratisation rate has reached 16% for the year 2020,
- The Emiratisation rate has reached 15% for the year 2021,
- The Emiratisation rate has reached 17% for the year 2022,
- The Emiratisation rate has reached 17.65% for the year 2023, and the Company is in the process of increasing this percentage.

1. Statement of the innovative projects and initiatives carried out by the Company or which were under development during 2023.

The Company did not carry out innovative initiatives or projects during 2023; however, the Company carried out cultural awareness for insurance, health, and safety on the roads through its various social media means.

The Corporate Governance Report will be available to shareholders, stakeholders and stock market customers through the Company's website, the Securities and Commodities Authority (SCA) and Abu Dhabi Securities Exchange (ADX) websites, in compliance with disclosure and transparency and in accordance with the requirements of corporate governance. The management is ready to answer any queries.

Signature of the Chairman of the Board of Directors



Date: 29 /03 /2024



دار التأمين
INSURANCE HOUSE
شركة - P.J.S.C



ENVIRONMENTAL, SOCIAL AND GOVERNANCE **REPORT 2023**

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EXECUTIVE SUMMARY

In 2023, Insurance House PJSC reaffirmed its commitment to sustainability and responsible corporate governance through the development and implementation of our Environmental, Social, and Governance (ESG) strategy. As a leading insurance provider in the region, we understand the significant impact our operations have on the environment and society. This report outlines our initiatives, accomplishments, and future goals aimed at aligning our business practices with sustainable development principles.

ENVIRONMENTAL STEWARDSHIP

In 2023, Insurance House PJSC focused on reducing our carbon footprint by implementing energy-efficient practices across our operations. We promoted a digital-first approach that reduces waste and enhances operational efficiency.

SOCIAL RESPONSIBILITY

Our commitment to social responsibility is evident in our employee engagement and community outreach programs. In 2023, we launched initiatives aimed at enhancing employee well-being, including enhanced training programs, diversity and inclusion workshops, and mental health support initiatives. Our community engagement has also expanded, with our team actively participating in local charity events, environmental clean-ups, and internship programs, reflecting our dedication to making a positive social impact.

GOVERNANCE FRAMEWORK

Transparency and ethical governance are pillars of our corporate philosophy. In 2023, we strengthened our governance framework by implementing stricter compliance measures and enhancing our reporting mechanisms. Our Board of Directors has prioritized ESG in strategic oversight, ensuring that we maintain accountability and integrity in all our operations. Training programs for employees regarding ethics, compliance, and regulatory standards have increased awareness and adherence to best practices across the organization.

FUTURE OUTLOOK

As we move forward, Insurance House PJSC is committed to continuously improving our ESG framework. Our goals for the coming years include expanding our sustainable product offerings, enhancing stakeholder engagement, and further integrating ESG considerations into our business strategy. We will continue to seek feedback from our stakeholders, ensuring our efforts align with their expectations and contribute positively to our community and the environment.

In conclusion, the ESG Report for 2023 demonstrates our dedication to sustainable practices and our vision for a responsible future. We are proud of the progress we have made this year and are excited about the opportunities that lie ahead as we work towards becoming a benchmark for sustainability in the insurance sector.



IH - OVERVIEW

Insurance House PJSC engages in the insurance businesses, which provides non- life insurance solutions. It operates through two business segments: underwriting of general insurance business and investments. The company was founded in 2010 and is headquartered in Abu Dhabi, the United Arab Emirates.

Offering a diverse portfolio of consumer and corporate insurance products and services that are in compliance with local requirements and up to par with international standards, our utmost goal is catering to a growing pool of insurance policy demanders. We take pride in offering a range of customized covers that encompass both conventional and specialized insurance classes.

MISSION

To be alert to our clients' needs by providing out-of-the-box insurance solutions through experienced and dedicated staff members.

VISION

Insurance House aspires to be a leader in its domain by providing superior insurance solutions to its clients within the UAE market.

STAKEHOLDER ENGAGEMENT

CLIENTS & PARTNERS

Frequent communication with our clients & partners as they provide innovative solutions in our products and service offerings.

- Welcome calls
- Customer surveys
- Feedback from customer buy, service, claim transactions
- Innovative and solutions



COLLEAGUES

Internal communications & feedback networks are fundamental to IH performance fair place to work development goals and sustainable growth.

- Conferences, training, and other talent development programs
- Employee Resource events and programming, and
- Employee surveys



COMMUNITY

Engagement and knowledge sharing, IH is a partnership and corporate volunteering for positive change through:

- Social media interactions
- Corporate website and other correspondence
- Knowledge sharing, corporate volunteering



STAKEHOLDER ENGAGEMENT

INVESTORS

Focusing on improving investor trust and creating long-term added value through a disciplined approach to growing our business to communicate our progress in the ESG Strategy:

- Annual general meeting
- Quarterly financial report
- Benchmarking, ratings, and rankings
- Investor conferences, meetings, and calls



GOVERNMENTS AND REGULATORS

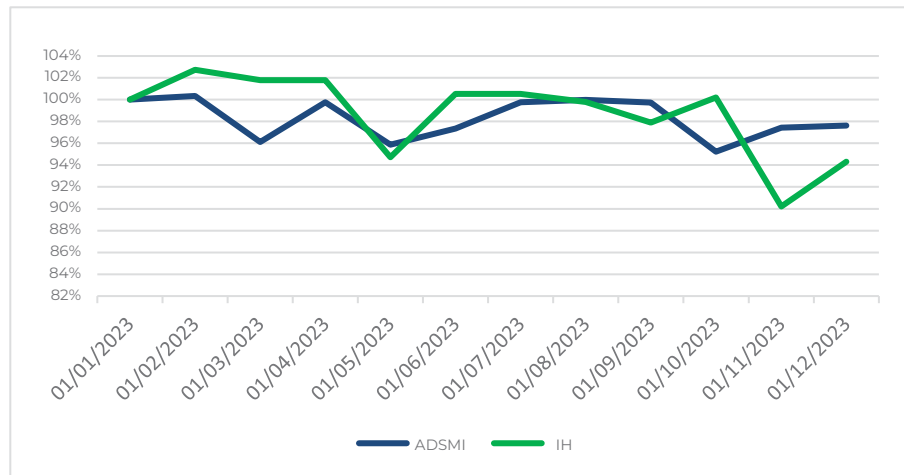
IH communicate with government agencies and regulators in the business to elevate sustainable business operations and to align with new regulatory requirements and other dialogue:

- Regulatory and other reporting
- New regulatory requirements and other dialogue
- Panel discussions and roundtables in workshop



STAKEHOLDER ENGAGEMENT

The achievement of our IH ESG strategy is dependent on our ability to effectively engage with stakeholders to better understand and more successfully address the ESG challenges and accelerate progress on our social and environmental initiatives. However, we listen to our stakeholders' views through two-way conversation and believe this positive transparency and accountability.



A statement of the comparative performance of the Company's shares with the market index during year 2023

A statement of Company's shareholding distribution in ADX as of 31/12/2023

S/N	Shareholder Category	Percentage of Shares Held			
		Individual	Companies	Government	Total
1	Local	5.86%	92.92%	0.84%	99.62%
2	Arab	0.08%	0.08%	0.00%	0.16%
3	Foreign	0.04%	0.18%	0.00%	0.22%
	Total	5.98%	93.18%	0.84%	100.00%

STAKEHOLDER ENGAGEMENT

A statement of the shareholders who hold 5% or more of the Company's capital as of 31/12/2023 according to the following schedule

S/N	Name	Number of Shares Held	% of the Shares Held of the Company's Capital		
			Individual	Companies	Government
1	Finance House PJSC	54,175,000	0.00%	45.61%	0.00%
2	Al Mazroui Investment LLC	35,000,000	0.00%	29.47%	0.00%
Total		89,175,000	0.00%	75.08%	0.00%

A statement of shareholders' distribution by the size of equity as of 31/12/2023

S/N	Share(s) Owned	Number of Shareholders	Number of Share Held	% of the Shares Held of the Capital
1	Less than	49.0	764,816	0.64%
2	From 50,000 to less than 500,000	16.0	1,716,815	1.45%
3	From 500,000 to less than 5,000,000	13.0	16,091,762	13.55%
4	More than 5,000,000	4.0	100,207,107	84.36%
Total		82.0	118,780,500	100.00%

STAKEHOLDER ENGAGEMENT

Statement of procedures taken with respect to the controls of investors' relations

- The Company has complied with regulatory requirements on controls of investors' relations.
- Appointment of an Investor Relations Officer.

Name and contact details of Investor Relations Officer:

- Ms. Nada Mahmoud Elgindi
- Insurance House PJSC, Orjowan Building, Zayed 1st Street, Al Khalidiya PO Box: 129921 Abu Dhabi, United Arab Emirates.
- Telephone : +97124934809
- Mobile : +971561238842
- E-mail : nada.elgindi@insurancehouse.ae
- Fax No : +97124934400

- Creating a section specialized for investor relations on the Company's website. Investor Relations webpage link:
<http://www.insurancehouse.ae/TopMenu/English/Investorelat.html>

A statement of the special resolutions presented in the General Assembly held in 2023 and the procedures taken with respect thereto.

Special Resolutions presented and approved in the General Assembly Meeting held on 07 July 2023:

- Ratify and approve the option of the Company's continuation according to the requirements of Article 309 of the Federal Decree Law no. 32/2021 on Commercial Companies, and to proceed with the implementation of the Recovery Plan.



IH APPROACH TO ESG SUSTAINABILITY GOALS AND OBJECTIVES

IH is implementing ESG initiatives for both internal and external stakeholders to uphold the commitment we made to our customers. By addressing sustainability challenges in our business, we are able to manage four key areas that impact our operations:

- Sustainable Business Operations
- Employee and Culture
- Community and Responsibility
- Governance and Business Ethics

SUSTAINABLE BUSINESS OPERATIONS

Resting on a solid foundation of stability, trust and enduring values, our aim is to bring vital features such as speed, care and added value into the insurance arena. Committing to always ensuring our clients' most intricate of needs are addressed through offering abundant policies which are not limited to:

- Motor Insurance,
- Engineering Insurance,
- Fire Insurance,
- Liability Insurance,
- Marine Insurance,
- Medical Insurance,
- Personal Insurance,
- Aviation Insurance,
- Energy Insurance, and more.



FINANCIAL & OPERATIONAL HIGHLIGHTS

YEAR 2023

REGULAR DIVIDEND PAYOUT TO SHAREHOLDERS	
YEAR	IN '000' AED
2018	1,188
2019	4,751
2020	4,751
2021	4,751

OPERATIONAL PERFORMANCE	IN '000' AED
Insurance Revenue	242,947
Insurance Service Expense	-270,141
Insurance Service Result	-42,327

FINANCIALS PERFORMANCE	IN '000' AED
Net Profit/(Loss)	-41,975
Investment Income	3,780
Total Asset	217,215

WEALTH CREATION FOR SHAREHOLDERS	IN '000' AED
Earning Per Share	-0.35
Dividend Per Share	N/A

	IN '000' AED
Retained Earning	-119,136
Shareholders Equity	18,838

BUSINESS ETHICS

In line with our commitment to upholding the highest standards of corporate governance and ethics, Insurance House continued to prioritize the well-being of its stakeholders in 2023.

Our Board of Directors (BOD) and management team remain dedicated to creating value for our shareholders, customers, employees, and the wider community, by focusing on:

- a. Enhanced shareholder value
- b. Stakeholder engagement
- c. Corporate social responsibility (CSR)
- d. Compliance and governance



CODE OF CONDUCT

The Insurance House code of conduct is to provide a statement of the policies and procedures of Insurance House for continuing to conduct its business in a legally and ethically appropriate manner. As such, this code constitutes an integral part of Insurance House personnel policies and procedures. Specific guidance is provided with respect to the following topics:

- a. Insurance House values
- b. The role of Insurance House supervision
- c. Conflicts of interest
- d. Protecting Insurance House information and assets
- e. Compliance with laws and regulations
- f. Violations of policy: reporting obligations and discipline

Insurance House Board of Directors has charged all the company's employees with the responsibility of enforcing the compliance program and ensuring that the code and Insurance House related policies govern the business activities of all company employees.

This charge, however, in no way diminishes each employees responsibility to understand and comply with the code and Insurance House related policies. It also does not diminish each supervisors responsibility to ensure that those employees for which he or she has responsibility comply with the code and all related Insurance House policies in effect including, without imitation, the contract policy, security policy, purchasing policy, travel and entertainment policy, accounting policy and procedure, privacy policy, immigration policy and equal employment opportunity and with other employment-related policies.



DATA PRIVACY AND SECURITY

Insurance House implemented a Data Leakage Prevention (DLP) system across its network in order to ensure appropriate preservation of data confidentiality, secure data and ensure applicable compliance standards are met. DLP consistently monitors and identifies sensitive data on the network where intentional/ unintentional leakage is happening, however, the risk to the company is substantial. A DLP system has the ability to locate (Discover) confidential electronic data within Insurance House's core system and determine if there is a potential data leakage. The system has the ability to monitor and detect data leakages happening at:

- Data in motion: Email, Uploads to internet websites and FTP servers, Transmitted over file shares, Instant Messaging
- Data at rest, compressed data storage drives, removable media, file servers etc.
- Data in Desktop and Laptops. Data Leakage Prevention - Cybersecurity Preparedness



On Cybersecurity Preparedness, the increasing complexity of the Insurance House environment requires the creation of a Cybersecurity Incident Respond Plan (CSIRP) to efficiently handle cybersecurity incidents, while further protecting Insurance House's sensitive and critical information damage and/ or exposure due to any security breach. These services are offered to instil a sense of trust with our customers, employees, and business partners who have provided us with a range of sensitive information. Insurance House has in place a Data Privacy and Cybersecurity Policy to ensure adequate safeguards for our customer and business data as well as compliance with data protection legislation. This Policy is communicated via classroom sessions and e-learning to all employees when they join Insurance House and are regularly given refresher training and awareness activities focusing on topics such as proper data handling, breach reporting and phishing.

WORKPLACE SAFETY

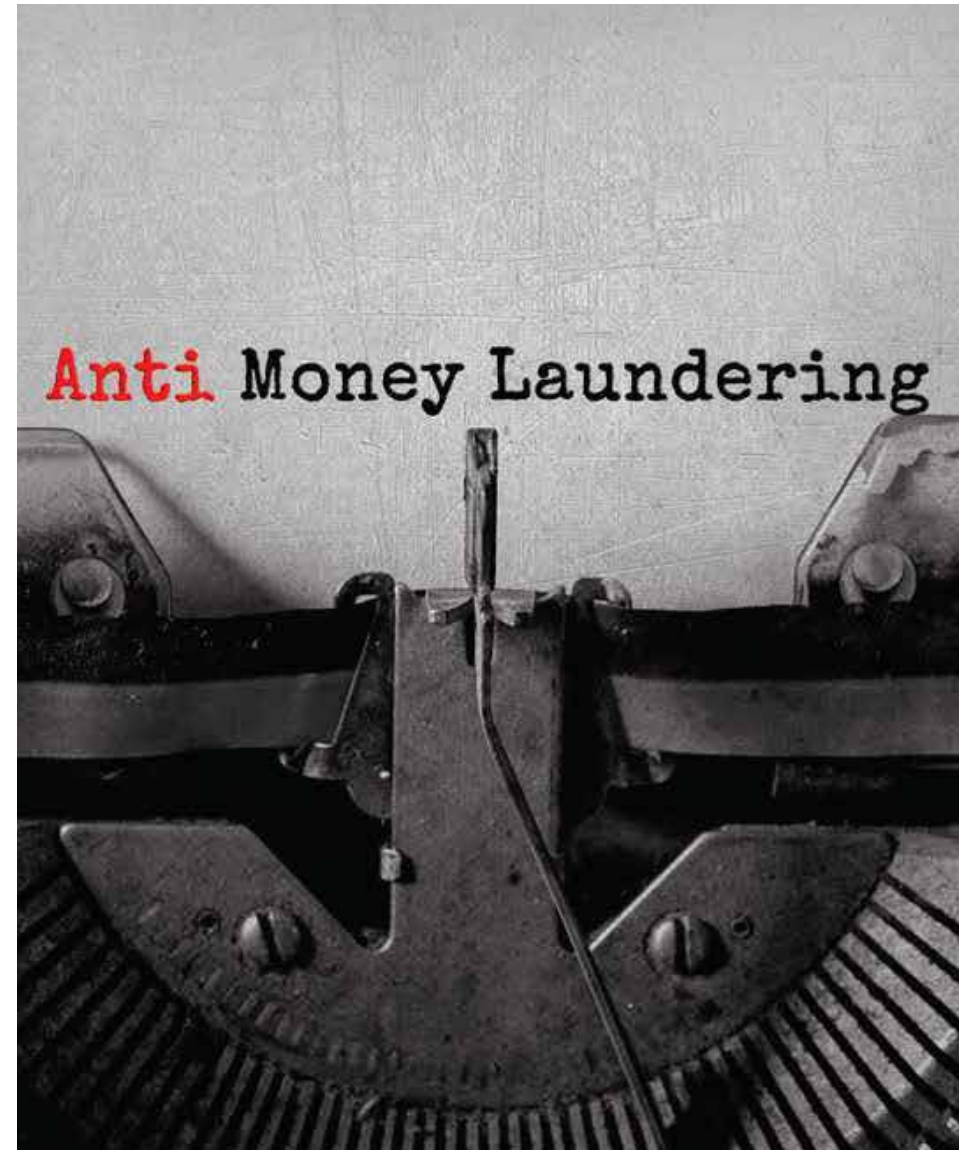
At Insurance House, we take measures to ensure a healthy, safe, and secure environment for all our employees, agents, and customers. Our admin team is responsible for conducting fire drills at all premises. IH support and protect the health of their staff, communities, service providers, and clients. The core business moved to remote or flexible working in a safe working environment, to understand how senior management was adapting to the new sustainable business operations.



ANTI MONEY LAUNDERING

Insurance House is committed to the efforts of the Government of UAE, Central Bank of UAE, and Global efforts in combating Money Laundering & Terrorist Financing. These operational policies are primarily derived from the UAE Federal Law. This applies to Insurance House businesses (or business units), business under IH's management control, and staff in all departments and subsidiaries.

These policies include a risk-based approach to conducting customer due diligence, ongoing monitoring, suspicious activity reporting, training, and record keeping. Insurance House uses comprehensive AML/CTF monitoring software/ online tool to screen, risk profile, and monitor customer activity. In addition, all Insurance House employees have completed AML and CTF training.

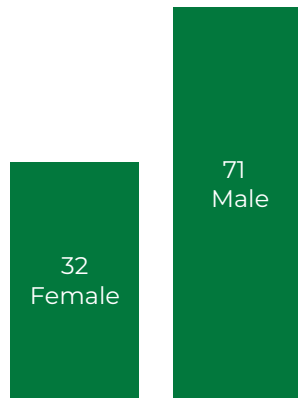


EMPLOYEE CULTURE

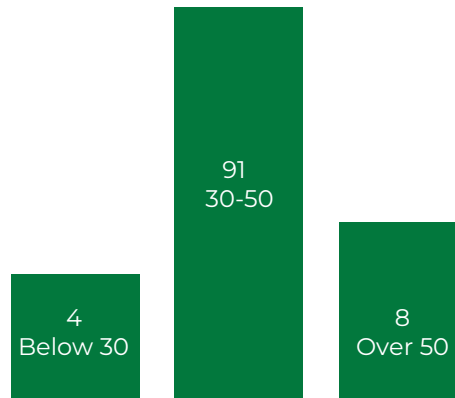
Insurance House employees are one of the vital resources of our organization. The company believes in the effective management of Human Capital in order to achieve the organization's objectives. Hence, the company aspires to recruit the right people, develop and retain the best talent, and create robust policies and procedure on Human Capital engagement that will enable the company to achieve its objectives and aspirations.



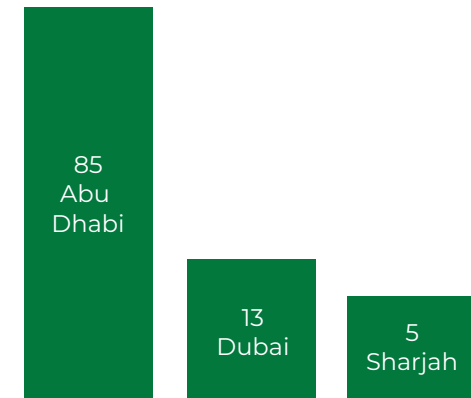
TOTAL HEAD COUNT OF IH EMPLOYEES ON 31 DECEMBER 2023



IH Employees by Gender



IH Employees by Age



IH Employees across UAE

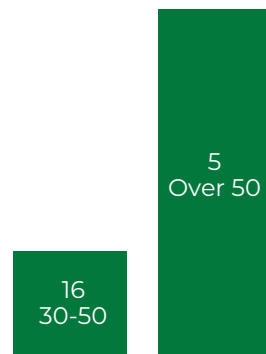
EMPLOYEE ENGAGEMENT

Insurance House creates and maintains a positive work environment, Whereby all new employees are required to complete the company orientation program in addition to a set of e-learning modules centered on the learning and development framework Our Code of Conduct includes the professional services that we offer our customers and all external stakeholders. It provides clear guidance on how to conduct business at all times, and it is protected by the risk management matrix Employees are encouraged to resolve issues by talking to and working with their direct line managers and the Human Resources department (open door policy). This builds a collaborative and inclusive workplace which prioritizes employee engagement.

EMPLOYEE TURNOVER



Employees by Gender



Employees by Age





CHARTING THE COURSE: OUR ESG INTEGRATION OBJECTIVES

ENVIRONMENTAL



Resource Efficiency and Waste Management

This objective encapsulates all our efforts towards waste reduction, energy conservation, and the principle of 'Reduce, Reuse, Recycle'. This includes use of natural lighting, and sorting biodegradable and non-biodegradable waste, among other activities.



Community Environmental Engagement

Through initiatives such as the “Clean-up campaign” this objective aims to involve both employees and the wider community in environmental sustainability.

SOCIAL RESPONSIBILITY AND COMMUNITY ENGAGEMENT



Employee Well-being and Stakeholder Engagement

Incorporating health-check-up initiatives, staff reward programs for sustainability this objective aims to enhance the well-being of our employees and other stakeholders.



Social Equity and Inclusion

Insurance House focuses on diversity and inclusion efforts, aiming to increase female representation in management roles and promote social equity through partnerships in community service.

COMMUNITY INITIATIVES



Aligned with charitable donations and community service, this objective focuses on resource allocation for societal betterment through contributions and community involvement.

ECONOMIC RESPONSIBILITY



Local Economic Development

Our investments covers local entrepreneurship and focuses to economic growth, incorporating responsible investment practices and considers ESG factors in company investment decisions.

GOVERNANCE



ESG issues have the potential to impact business performance. All Insurance House employees are responsible for contributing to the realization of our ESG priorities. This is core to who we are and how we operate. The Insurance House ESG team is responsible for overseeing governance around ESG, in addition to integrating and addressing ESG issues within our business and providing input on our ESG approach, environmental targets, submissions to sustainability indices, and in reviewing this Report. The Insurance House ES team also considers the latest ESG research and feedback raised by key stakeholders in order to provided input on specific ESG issues relevant to the Insurance House operations.

OUR ESG ACHIEVEMENTS: A YEAR IN REVIEW

Driven by a firm conviction that growth can only be sustained if shared, Insurance House, in 2023 as every year, contributed to the development of the community and to protecting our precious environment. As part of its social responsibility commitments, the company participated in a number of social activities dedicated to building a better quality of life.



ENVIRONMENTAL INITIATIVES



Insurance House, support UAE's **"Year of Sustainability 2023"** initiative, which envisions a future with minimal carbon emissions, waste production, and harm to biodiversity. Central to this endeavour is the launch of **"Insurance House's Recycling Initiative"** in collaboration with Tadweer, aimed at collecting plastic bottles, cans, and papers within Insurance House. Our ambition is to transform our office spaces into community collection points, serving as beacons of change and awareness for recycling. This is a remarkable partnership with Tadweer, the Abu Dhabi Waste Management Center, to embark on a journey towards a greener, cleaner, and more sustainable future.



Insurance House joined millions of people around the world in observing the **"Earth Hour"**, an annual event that symbolizes our commitment to the planet we call home. By turning off our lights for one hour, we show our solidarity in the fight against climate change and remind ourselves of the urgent need to protect our environment.

ENVIRONMENTAL INITIATIVES



Insurance House shared the success of our **“Valley Clean-Up Campaign”**, conducted in collaboration within Finance House Group and Fujairah Adventure, Fujairah Environment Authority, Adventures with Nature, Dibbah Municipality, and Civil Defense. Together, our collective efforts have not only made a positive impact on our surroundings but have also taken a significant step towards realizing a cleaner, greener future. As stewards of our community and environment, each of us plays a crucial role in shaping a sustainable tomorrow.



As the UAE celebrates the 'Year of Sustainability 2023' – Insurance House has launched the **“Switch off the Lights Campaign”** within the organization. We have created a post to our social media page as well to educate our customers and encourage them to participate on the same initiative to help reduce energy consumption. We believe, small actions can lead to a big impact, together we can do our bit for energy conservation and the environment.

SOCIAL RESPONSIBILITY AND COMMUNITY ENGAGEMENT



Among the community initiatives that Insurance House takes great pride in is the **“Organic Food Market”**, a collaborative effort featuring locally produced goods crafted by individuals of determination, in partnership with the Zayed Agricultural Center for Development and Rehabilitation. This initiative stands as a testament to our ongoing commitment to support, integrate, and empower these individuals, facilitating their active participation in both work and daily life. We are dedicated to fostering inclusivity and creating opportunities for a more vibrant and interconnected community.



Insurance House yearly **Blood Donation** day help save lives to those in need. The event was organized in collaboration with Abu Dhabi Health Services Co. (SEHA) organized blood donation participated by our employees and the community.

SOCIAL RESPONSIBILITY AND COMMUNITY ENGAGEMENT



Insurance House supported the initiative of **Dubai Health Insurance Corporation** about **Basmah and Hepatitis Awareness**. Promoted the campaign to its social media pages to raise awareness to its customers and to the public audience in general.



In a proactive commitment to employee well-being, Insurance House, in collaboration with Emirates Hospital and Al Ahalia Hospital, organized **“Free Health Screenings”** for all employees. Recognizing that quality of life begins with good health, this initiative underscores our dedication to supporting our team members in maintaining their well-being and staying at the top of their game. This complimentary health screenings, emphasizing our belief that a healthy team is an empowered team.

SOCIAL RESPONSIBILITY AND COMMUNITY ENGAGEMENT



Insurance House (IH) have partnered with the Bahrain Institute of Banking & Finance (BIBF), a reputable financial institute in the GCC, to deliver a bespoke insurance programme approved by the Chartered Institute of Insurance UK. The partnership will provide Insurance House identified talents/employees with exclusive opportunity to participate in this six-month programme for their professional growth and development. Our partnership with BIBF allows us to offer a prestigious programme that will equip our talents with the knowledge and skills necessary to excel in the insurance industry.



Insurance House PJSC (IH), supported the Federal Traffic Council the **Accident Free Day** campaign, by slashing its motor insurance premiums by up to 28% on 28th August 2023. The nationwide campaign, launched by the UAE Ministry of Interior and the General Headquarters of the Police, aims to promote safe driving during the first day back-to-school and highlight the significance of road safety, particularly for families commuting with children.

The initiative, which coincides with the 'Our Children are a Trust' traffic campaign, offers motorists the chance to get an official certificate and four black points removed from their traffic files by registering with the Ministry of Interior and signing an online pledge to participate in a day without accidents, in addition to not recording any traffic violations or accidents on 28th August 2023.

SOCIAL RESPONSIBILITY AND COMMUNITY ENGAGEMENT



In alignment with our dedication to train young Emirati students to learn the skills of the future and transition into the private sector of the UAE, we proudly support the **“Work Experience Program Pilot Project (WEPP)”**, a nationwide initiative by the UAE Ministry of Human Resources and Emiratization (MOHRE) in collaboration with Higher Colleges of Technology (HCT).



At Insurance House, our commitment extends beyond mere operation—we are dedicated to maintaining an engaged and motivated team. It is our steadfast endeavor to perpetually navigate the path towards excellence. Believing in empowering our team's success, Insurance House's **Learning and Development** Function tirelessly works to provide learning tools for our employees. Through initiatives like Learn & Earn, in-house classes, structured and specialized training, professional development, and LinkedIn Learning—powerful tools supporting staff professional development throughout the year—we acknowledge and celebrate all participants quarterly. Moreover, we provide cash rewards to our employees who successfully complete learning courses to value their dedication towards success and advancement. This initiative reflects our dedication to fostering education and a culture of growth, innovation, and excellence.

SOCIAL RESPONSIBILITY AND COMMUNITY ENGAGEMENT



Insurance House our commitment to cultivating a world of equality, inclusivity, and opportunity includes a strong emphasis on **“women empowerment”**. We express our heartfelt appreciation for the invaluable contributions of our female employees by presenting tokens of gratitude during both International Women’s Day and Emirati Women’s Day.



A vibrant display of community and employee engagement, Insurance House celebrated the **UAE National Day** with a traditional event. Filled with cultural richness to the occasion with a captivating traditional dance performance. The event featured intricately set-up tents where employees enjoyed Emirati arts and crafts, delicacies like "Reqaq" and "Luqeimat catered by Emirati entrepreneurs.

ECONOMIC INITIATIVES



Insurance House launched its **Easy Payment Plan** specifically designed to cater to the specific requirements of small to medium-sized enterprises (SMEs) seeking Group Health Insurance. This pioneering offering aims to deliver utmost convenience, flexibility, and cost-effectiveness to businesses, ensuring the provision of extensive health coverage for their valued employees. Leveraging Finance House's unparalleled backing, Insurance House draws upon the expertise to deliver the installment offering at ZERO interest rate as a limited period promotion.



Insurance House continued its partnership with **ADCB** to provide our customers with the opportunity to pay with their ADCB Touchpoints to pay for their Motor Insurance Policy or any other Insurance Policy at Insurance House. Customers can even earn a remarkable 200 bonus TouchPoints for every AED 100 spent. It's the perfect way to supercharge your rewards while ensuring they have the coverage they need.

ECONOMIC INITIATIVES



Insurance House PJSC and Copart UAE Auctions have signed an Agreement for digitally automated auction services. This collaboration will see Copart offering vehicles for sale at its online auctions on behalf of Insurance House. By partnering with a renowned entity like Copart, we aim to enhance our digitally automated auction services, ensuring efficiency and value for our clients.



Insurance House renewed its partnership with **Fazaa**, a social initiative deployed across the emirate of Abu Dhabi, to develop social interdependence and effective solidarity bonds within the UAE community. "Fazaa" members could benefit from IH motor insurance policy offers, by showing their "Fazaa" membership card at any IH branch across the UAE. Similar partnership with Esaad, to benefit the Dubai business community, and offered Esaad Members discounts on its Motor Insurance policies.



Insurance House also offered **Golden visa holders** exclusive discounts on a large variety of insurance policies, including Personal Accident, Home, Jet Ski, Medical, Motor, and Travel Insurance.



Insurance House **Economic Sustainability Governance** (ESG) Strategy sets the direction to lead in sustainability within the insurance sector. Our strategy aims to systemically integrate the principles of environmental care, social equity, and good governance into our business model. These imperatives are not mere policies but rather pressing calls for action. They inform our corporate ethos, shaping not just our business models but also the values we want to represent and propagate. Our objectives and tactical plans are built to create long-term value for stakeholders and contribute to both national and global sustainability initiatives. It serves as our blueprint to contribute positively to environmental stewardship, social well-being, and robust governance.