

# gig CONNECT

From Origin to Excellence



## Finance workshop in Bahrain

**G**ulf Insurance Group's Finance Leaders held their first finance workshop in Bahrain in December 2018, where gig-Bahrain hosted the CFOs and Finance Directors from the parent company, along with 8 subsidiaries and 4 associates who attended the workshop. The event has witnessed a positive participation from the Group Risk Management directors and internal audit leaders.

**T**he workshop agenda included IFRS training session, delivered by Ernst & Young, which covered the new accounting standards IFRS 17: "Insurance Contracts" and IFRS9: "Financial Instruments". The workgroup sessions were based on interactive discussions from all participants to share best practices and experiences. They focused on topics as the modern role of CFO, finance business partnering, finance talent

management & succession planning, 2019 goals & objectives, enhancing the budgeting and forecasting processes, enhancing cash planning and liquidity management process, optimisation of capital management, cost optimisation and expense allocation. Artificial Intelligence tools for the financial reports currently in use in Bahrain and Jordan were reviewed, as well as a presentation by GBM of the Cognos.



**gig sponsors Dhuwa Al Yadda**

Gulf Insurance Group had the pleasure to sponsor Dhuwa Al Yaddah children's cultural festival for the 3rd time. It exposed the importance of children today by encouraging national talent of young boys and girls. The event served many booths for children to visit which consisted of playing, learning and having fun.



**gig-Jordan furnishes medical clinics in public schools**

gig-Jordan has collaborated with the Royal Health Awareness Society to inaugurate medical clinic at 'Dabooq elementary school', for the public, by supporting and providing the school with clinic furniture, in order to support the treatment of students and provide them with health services.

The honorable Mrs. Reem Abu Okab (Deputy Executive Director), Human Resources Department, has inaugurated the clinic in the presence of a number of distinguished employees from different departments, who attended the ceremony.



**SME's Products Contest**

gig-Egypt Life Takaful has launched a competition for the direct sales agents for the production of collective insurance policies for small and micro enterprises (SME's), under the patronage and supervision of the collective sales supervisor Mrs. Niera Haddad. Mr. Rimah Asaad, the Managing Director of gig-Egypt Life Takaful together with the head of agency Mr. Mohamed Roushdy, handed over the prizes to the winners in an atmosphere of joy, love of work and success. The event endowed the agents with a spirit of competition, focusing on their capabilities and sales skills, with a view to empower them and demonstrate their excellence in work, thus building their successful professional characters in the competitive labor market.



## Dear Colleagues,

It is a great pleasure to meet you through this wonderful newsletter, through which we can see the latest news and activities of the group. I would like to thank the team who organized this newsletter and the management of Gulf Insurance Group for their unstinted support to the subsidiaries.

We, gig-Bahrain, have benefited greatly from this support in the development of our business, achieved the desired goals and have managed to maintain our leading position in Bahrain insurance market; being the largest company in terms of Gross Premium Revenue and Technical Profits. The latest result of this support was the acquisition of 81.94% of shares of Takaful International, Bahrain's third-largest insurer in terms of Gross Premium.

We achieved positive results in 2018, with a premium growth of 37% and a 22% growth in profits and look forward to achieving the best in 2019, reflecting the performance of the group as a whole.

We also work with the Group's management and associates to transform our goals and plans into reality. It will enable us to achieve the expected growth, most importantly to provide the training and development to the staff members to take leadership positions in the future, to create new products & services and to develop the Group's automated systems to keep in pace with the latest advanced technology.

In conclusion, I wish all the companies and affiliates progress, success and that the year 2019 will be a good year for all.

Best Regards,  
Ebrahim Al Rayes

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**Feedback and Submissions**

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## Gulf Insurance Group General Assembly and Shafafiyah Forum



Gulf Insurance Group held its 57th Ordinary General Assembly Meeting, during which shareholders approved the Board of Director’s recommendation to distribute a cash dividend of at 36% (36 fils per share) for the year ended December 31, 2018.

Following the General Assembly, Gulf Insurance Group held its ‘Shafafiyah’ Transparency Investors Forum, to present an overview of the Group’s performance during 2018 and its expectations and prospects for 2019.

Group CEO Mr. Al-Hasan said:

“The year 2018 witnessed a boom in the adoption of digitization to align with the technological development which is the characteristic of this era. The Group has started to launch and adopt many strategies that aim to achieve notable development in products and services. The Group also boasts medical insurance services for Kuwaiti retirees for the third consecutive year.”

He added:

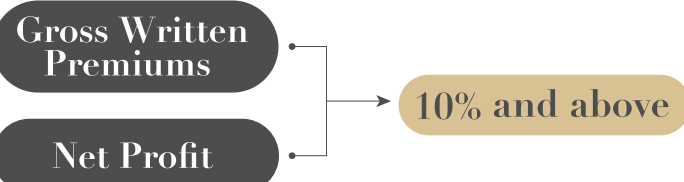
“I would like to extend my sincere thanks to all of our clients, shareholders, employees, reinsurers and insurance brokers and the official regulators for the continued trust and cooperation with the Group. We pray that Kuwait continues to be blessed with security, safety and prosperity under the wise rule of its leaders.”



### 2018 Gross Written premiums (Conventional and Takaful Business)



### Targeted growth rates for 2019



## gig-Turkey & L'Algérienne Vie Celebrate World Women's Day



gig-Turkey and L'Algérienne Vie celebrated World Women's Day in March, supporting their female colleagues. The two companies gathered their employees in a small

event to support each other with a special treatment given by receiving gifts of appreciation for being valuable in the world.



## Gulf Insurance Group Sponsors the PEAK Conference

## Buruj: Capital Increase and Election of the Board Members



Buruj Cooperative Insurance Company KSA has witnessed significant developments during the first quarter of the year 2019. Such developments included an increase in the Company's capital from SR 250 million to SR 300 million, i.e. an increase of 20%, upon the approval at the Extraordinary General Assembly held on 14/01/2019, with a view to strengthen the capital base of the Company, thus contributing to increasing the rates of growth and expansion of Buruj Business over the coming years. These developments also included the election of the Board of

Directors members in the Company for the fourth term, starting from 09/03/2019 and for a period of three years, until 08/03/2022. Thus, the members of the Board committees were reformed, to consist of the Executive Committee, Investment committee, Audit Committee, Nomination and Remuneration Committee, Risk Committee and Corporate Governance Committee; in accordance to the laws and regulations in force in the Kingdom of Saudi Arabia.



Gulf Insurance Group sponsored the Professional Educators Association Kuwait (PEAK) conference on February 2nd, at the American United School in Sabah Al Salem associated by its parent company KIPCO (Kuwait Projects Company).

PEAK is an annual conference for educators in Kuwait to help them develop and learn from each other through workshops. This conference hosts between 1,000-1,400 people each year, from over 15 diverse English-language schools in Kuwait. gig took the great opportunity to sponsored the conference in order to provide the required insurance for individual educators and schools.





## Al-Ansari promoted to CEO at gig-Bahrain Takaful

gig- Bahrain Takaful announced the promotion of Mr. Essam Mohammed Al Ansari to the position of Chief Executive Officer of the Company.

Mr. Essam was appointed as CEO days after the Company announced its new identity upon joining the Gulf Insurance Group at the

ceremony recently held at the Ritz Carlton Hotel. Worth mentioning is that Mr. Al Ansari held several senior positions in the Company; has initially served as Deputy General Manager when he joined the company in 2006. He enjoys extensive insurance experience of more than thirty years in Bahraini and Gulf insurance markets, where, before joining the Company, he worked as Assistant General Manager at Bahrain National Insurance Company, in charge of all general insurance technical operations.

Prior to that, Al Ansari worked for the Cooperative Insurance Company, in KSA, for over seven years, during which he held

several leading positions in the company, acquiring insurance expertise in addition to holding direct links with major international reinsurance companies.

Mr. Al Ansari holds FCII Certificate from the Chartered Insurance Institute of the United Kingdom (CII), which is the highest insurance qualification in the world, where only 6,000 persons in the insurance industry hold it so far. He is also an active Bahrain Insurance Association member, with valuable contribution to the development and loftiness of the insurance business in Kingdom of Bahrain.

## gig – Jordan participates in ‘Tareeqi’ for University Students



On Tuesday 26 February 2019, gig-Jordan participated in Tareeqi Program, designed for university students organized through the Business Development Center (BDC) in cooperation with King Abdullah II Fund for Development.

This program aimed at developing students' capabilities and skills in the labor market, assisting them to find their career path, in addition to providing them with practical opportunities in the insurance field.

The honorable Reem Abu Oqab (Human Resources Deputy Executive Director) represented gig-Jordan as she delivered a speech in which she gave an overview of gig-Jordan, the history of its establishment, as well as the insurance solutions the Company offers. The speaker also provided the students with some advices and information to help them in defining their career paths and in selecting the required and sound profession, through hard work and proper planning.

## gig-Jordan holds a ceremony to honor employees



The Human Resources Department at gig-Jordan held a ceremony on Sunday 10th February 2019 to honor some employees of the company who have recently received international certificates.

This step is part of the company's strategy to increase the efficiency of the staff members and enable them to provide the best services at the highest standards. The honored employees include: Muna Suliman – Internal Auditing (CICS certificate), Hanan Shaban – Compliance Department (A certified

compliance officer), Husam Masa'deh – Medical Production Department (CII Certificate), Zeina Dabbas – Reinsurance Department (CII Certificate) and Eman Juneid – Medical Underwriting and Reinsurance Department (CII Certificate).

## Training in SMEs Insurance products

Mr. Rimah Asaad the Managing Director of gig-Egypt Life Takaful was very keen to urge the sales staff to intensify their work towards the SMEs policies productivity, and arranged 6 consecutive lectures training over 150 agents, supporting, explaining and responding to all their inquiries, believing in the importance of these coverage that related to social needs as well as its positive impact on the company's profitability.



## gig-Bahrain continues to support Disability & Autism

gig-Bahrain donated a car to the Bahraini Society for Intellectual Disability & Autism as part of their corporate social responsibility. The car will be used by the Bahraini Society to transfer their members who have a disability

and are autistic. The society is the one in the region that takes care of their members by providing therapy and rehabilitation to be part of the community.

## gig-Turkey Collaborates with ESN Turkey



gig-Turkey collaborated with Erasmus Student Network (ESN) - Turkey branch, the largest student association in Europe, founded in 1989 with its presence in more than 1000 Higher Education Institutions from 39 countries, in celebration for the 5th year round. ENS provides international support and counseling to 200,000 students studying under the Erasmus scheme.

Thanks to this cooperation, gig-Turkey offered students in the Erasmus program with Travel

Insurance products, allowing students to have broad coverage during their internship and education.

During the meeting at ESN Turkey in Maltepe University, there were representatives from 145 universities. gig-Turkey promoted special products developed for students studying abroad, students coming to Turkey to study, and educated the representatives on new developments in the scope of cooperation.



**Insurance Terms  
“Occupational  
Accidents”**



An occupational accident is a sudden and unexpected accident caused by external factors due to which the employee suffers injuries. As an occupational accident is considered an accident occurring in the work place premises or, on the way home from work or vice versa or while the employee is away on a business trip or running an errand ordered by the employer

## New gig - Egypt and gig - Egypt Life Headquarter



The time has come where the final stages of finishing the new headquarters for Non-life and life companies. It is planned to officially open within this year and from the company commitment to use affordable and energy saving systems in the new building which consists of high energy saving led panels as a building lighting system, double-glazed glass panels to mitigate heat transfer inside the building which minimizes air conditioning system consumption and Building management system, (BMS) which is minimizing all electrical equipment energy consumption.

## gig-Jordan takes part in the Australian National Day Celebration at the Australian Embassy



The Gulf Insurance Group’s Jordan team participated in the annual celebration of the National Day of the State of Australia, where the Embassy held a large reception in the presence of a large number of diplomats and ambassadors of Arab and foreign countries in the Kingdom on the occasion of the 40th National Day of Australia. Rami Dababneh, Munther Silver and Rakan Rabia, Senior Customers Department, attended as representatives of the gig-Jordan and participated in the Embassy National Day celebrations.

## Training and Development at Buruj

The Human Resources Department at Buruj started a multilevel training program to raise the efficiency and development of Buruj Staff. The first course called “The Art and Technique of Developing Key Performance Indicators KPI” launched on February 25th, 2019 targeted managers & supervisors. The course covered the impact of KPIs on employees, performance of the company, achievement of its strategic objectives, conditions of performance indicators, criteria of good KPI and types of KPIs, it also showed them how to design, document, manage KPIs and review them.

On March 4, 2019, the Training and Development Section conducted a course called “Time And



Priorities Management”, it was to focus on how to manage time, effort and priorities. The course introduced topics such as the effort curve, how to set priority, five time management techniques, how to deal with procrastination and time killers/wasters.

On March 10, 2019, the Training and Development Section presented a course on “How to Motivate Your Employees using The Eight Desires For

Human Beings”. The course focused on advanced concepts in motivation, understanding the moral and psychological needs for their staff. The course concentrated on developing employee’s performance effectiveness and boosting their productivities.



## Bancassurance Teams Celebrating Achievements & Success

As a part of Team's promotion and drive to boost motivation and morale, "gig-Egypt Life Takaful" decided to celebrate and honor their strongest Banking partners for achieving contest targets of the first 6 months of the financial year 2018/2019.

Those 5 Partners represent Misr Bank Islamic, FAB, AUDI ADIB & NBK which are considered to be the most reputable ranked banks in Egypt.

Our Partner Banks have exceeded their year to date targets by more than 70%.



## gig – Jordan Sponsors MUN 8th Conference

In line with gig-Jordan's full attention to students, exerting every possible effort to raise their awareness on international issues and decision making, the Company participated in the 8th annual conference held by the National Orthodox School "Model of the United Nations – MUN", which is deemed an educating activity, where students perform the roles of UN delegates and members, with a view to

raise awareness about the current political events and many other topics in the field of international relations, diplomacy and UN agenda. Over 400 students have attended the Conference from different schools in the Kingdom.

Mr. Rashed Abu Rumman and Mrs. Haifaa Al-Refai have attended as representatives from gig-Jordan.



## Civil Defense Week

On the occasion of the General Directorate of Civil Defense celebrating their International Day on the 1st of March 2019, both gig – Bahrain Takaful and gig-Bahrain sponsored "Civil Defense Week" event for three days, during which they presented their products and services to the public. Officials at the Directorate gave a live performance on fire and smoke hazards to educate the public about the relating risks and to educate them on how to manage such situations.





## Chief Executive Officer elected 2nd Vice President

L'Algérienne Vie has elected Mr. Saïd Haddouche as the 2nd Vice-President on October 28, 2018 at the Algerian Union of Insurance and Reinsurance (UAR) headquarter, in Algiers.

Among the missions of the vice-president, he represents the company's life insurance, the

defense, the representation of the collective interests for the development of the market and the promotion in the revival of the Algerian economy.

The Algerian Union of Insurance and Reinsurance Companies are placed under the responsibility of a president elected for a four-year term by the General Assembly. Assisted by two vice-presidents represents the UAR in all acts of civil and professional life with public authorities as well as national and international institutions.

## Takaful International Unveils New Brand Identity



Takaful International Company B.S.C. (Bahrain) announced the launch of its new brand identity on the 12th of

February 2019 at Ritz Carlton Bahrain, incorporating a revamped logo that reflect the company's aspiring for further progress and development, consequent to the Company's integration into Gulf Insurance Group (gig) in 2015 and gig's completion of the process of acquiring a majority stake in Takaful International, so as to become the Islamic insurance arm of Gulf Insurance Group.

Working on the brand identity began soon after Takaful became a member of gig, where the new look seeks to embody the powerful synergies that underpin the shared values and vision that exists between the organizations.

## "Central American Dream" trip by gig- Turkey

gig- Turkey rewarded its sales channels who exceeded their targets by taking them on a VIP trip to Panama and Costa Rica.

gig- Turkey sales channels had the opportunity to go on a trip to Central America. The group started the trip launched with the motto "Central American Dream" with a stunning panoramic city tour in San Jose, the capital of Costa Rica. The sightseeing tour included visits to national theatre, museums, university, supreme courthouse, renowned squares and streets.

On the second day of the trip, the group took off to Tarcoles, located on the Pacific coast of Costa Rica where they went on a safari trip on the river, having the opportunity to see crocodiles, armadillos, sloths, and other wild animals in their natural habitat. Carara National Park was the next stop where the group watched a local dance show of Costa Rica in a restaurant in Escazu on the same evening.

During the trip, gig- Turkey sales channels visited the Poas Volcano, which is one of the active volcanos in Costa Rica and the La Paz



Waterfall Gardens Nature Park with a chance to see the waterfalls and butterfly sanctuary.

As days passed by the group went to Panama from San Jose visiting landmarks of the city including the opera house, national theater, and presidential palace. The group visited Pamala la Vieja, the first Spanish town built on the coast of Pacific Ocean, and Casco Vieja, the former colonial center of Panama, which is now in the Unesco world heritage list. The team returned to Istanbul bursting with energy and increased motivation.

## Comprehensive Health Insurance Coverage Conference



gig-Jordan's CEO, Dr. Ali Al Wazani has taken part in the discussion session organized by the Ministry of Health in cooperation with the World Health Organization (WHO) on Saturday 19 January 2019 under the patronage of the Prime Minister Dr. Omar Al Razaz. The session was entitled "Practical Steps towards Achieving a Comprehensive Health Insurance Coverage".



## Agency Trip to Bangkok & Pattaya

gig-Turkey took seven agencies on a trip to Thailand in January, to celebrate their success on the home insurance campaign. gig-Turkey awarded its seven agencies that brought remarkable success during its home insurance campaign, by taking them on a trip to Bangkok and Pattaya, the capital city of Thailand, which means the “City of Angels” in Thai. After resting at the hotel from the long travel on the first day, the agencies took a panoramic city

tour on the second day.

On the third day, agencies got the chance to visit the crocodile farm on their way to Pattaya. The next day agencies took a tour of the Coral Island, as they spent the following day relaxing in the sun at the beaches and swimming in the magnificent sea in Pattaya. Agencies enjoyed a “summer” vacation in January, and came back to Istanbul, rested and motivated.



## gig Egypt Renews KidZania Egypt Contract



gig – Egypt renewed their sponsorship contract with KidZania Egypt as the medical department using gig- Egypt logos to brand the area and ambulance. KidZania is a city just for children, giving them an all-day experience on how to work with 40 Egyptian businesses. gig-Egypt took advantage to train children for their future careers as part of the park activities, to increase their knowledge on health insurance and to show the importance of it.

## Virus “C” Campaign

As a part of the company commitment towards employee’s health and in solidarity with the Virus “C” Campaign, sponsored by the President of Egypt (under the motto “Egypt Free of Virus C”). gig-Egypt provided a mobile clinic with specialized doctors inside the company premises to make it easier for the employees to go through all examinations required for Virus C tests, blood sugar percentage and blood pressure, in addition to measuring weight and height, with a view to ensure employees’ health and safety.

١٠٠ مليون  
طحة

مبادرة رئيس الجمهورية  
للقضاء على فيروس سي  
و الكشف عن الأمراض غير السارية

## gig-Kuwait opens Insurance Office, Hospital and ER within KidZania

gig-Kuwait sponsored KidZania and opened the insurance office, hospital and ER, where children will learn about the various aspects of insurance and how essential and beneficial it is for their lives.

At KidZania, gig-Kuwait will also focus on the performance of endoscopic surgery and nursery to take care of new born babies at the hospital. Children will learn about being a doctor's assistant and the importance of paramedics in the emergency room. Finally,

gig-Kuwait will help raise awareness of the essential role that insurance plays in children's lives, underlining how today's children need to be conscious about all areas of insurance including life & Investment, health, motor, travel, property, and experience all the amazing benefits offered. Children will be able to enjoy gig-Kuwait's activities within KidZania Kuwait.



## gig participated in FAIRFAX's AGM and Investors Forum 2019

Gulf Insurance Group successfully took part in an Investors' Exhibition organized by FAIRFAX Financial Holdings Limited in Toronto, Canada. The event was held in conjunction with FAIRFAX's Annual General Meeting on April 11, 2019.

The exhibition was an opportunity for gig to present its credentials to investors from around the world who had come to attend FAIRFAX's AGM. It was also a great occasion for gig to showcase their brand and share their strategic story among the international business community.

FAIRFAX is a holding company, which through its subsidiaries, is engaged in property and casualty insurance and reinsurance and investment management. The Canadian based company is gig's second largest shareholder after KIPCO.





## gig organize a donation in collaboration with Operation Hope



Gulf Insurance Group started the new year in an innovative manner, by organizing a donation campaign to those in need, in cooperation with Operation Hope; a non-profit organization working in Kuwait since 2005.

At the outset of the year 2019, employees at gig and gig- Kuwait had launched a donation campaign for low income male workers who live in poor housing conditions near Kuwait borders, in locations that may lack some services. Donations included warm clothing, food and personal care items. gig employees are determined to continue, over the year, exerting their efforts to satisfy the needs of as many people as possible, since it is a duty we all share.

## 2019 KIPCO Sharakah Forum



2019 KIPCO Sharakah Forum launched two segments: a panel discussion about “Digital Transformation for Social Impact” and the “Mix and Mingle” Session, where the main speakers were H.E. Khaled Al Roudhan, Minister of Commerce and Industry and Minister of State for Youth Affairs Kuwait, Ms. Amal Al Mannai, CEO of Qatar Foundation for Social Work and Dr.Salem Al Hajraf, Deputy Director General at KFAS. The Mix and Mingle allowed 14 representatives from the private sector companies and organizations to closely interact with several local and public benefit organizations, in addition to the opportunities to create future partnerships towards a better society.





## Buruj Customer Care

In an endeavor to maximize customer satisfaction, in line with international standards and high professionalism, two customer services were launched in Buruj on the 13th of February 2019:

- 1. Direct response to customers' queries regarding the status of claims for vehicles.**
- 2. Serve customers directly by providing them with payment vouchers and bank transfer, if any.**

These two services will provide a better and faster service for Buruj customers in responding to their inquiries during the call, instead of taking customer data and verifying it internally and then calling them back again, which will save customers and internal division's time and provides faster service to our customers.

## KHADAMAT Middle East cooperated with gig-Kuwait



gig - Kuwait cooperated with KHADAMAT Middle East which is a Kuwaiti company that is licensed by the Egyptian Ministry of Immigration to provide a multitude of services to the Egyptian community abroad and under its direct supervision. With the population of Egyptian expats in the state of Kuwait exceeding 650,000 residents, the Ministry of Immigration and the Egyptian government are expressing high interest in offering services to its citizens abroad, utilizing the highest levels of professionalism, quality control and

latest technology solutions and systems. gig - Kuwait will support Khadamat by promoting four different segments of loyalty cards (Single, Family, VIP, and Non-Egyptian) and each segment will have a set of different discounts on our various insurance products.



## Suat Celayir Personal Insurances Group Manager "Your policy is ready in seconds"



gig-Turkey sales channels are issuing policies with the fast policy portal "Gulf Force" in seconds, regardless of time and place. The project launched with the motto: "Our sales channels are redefining the word fast", is now ready for gig-Turkey Schengen and International Travel Health Plans.

gig-Turkey Personal Insurances Group Manager Suat Celayir underlines that they keep on using technology effectively and efficiently, and with the help of this new technology, sales channels save on labor and time, which ultimately makes it more competitive, given that they can now issue Schengen and International Travel Health Policy in seconds, by replying just 4 questions.





## Question & Answer.. Micro Insurance Policy with Makeen Lotfy

### General Manager, Business and Products Development

#### What was the motivation behind the micro insurance expansion?

Makeen: Egyptian insurance penetration is scarce. A population of 100 million; there is an insurance penetration in Egypt of less than 2% of the population. Micro-insurance is a tool that provides middle to lower class Egyptians with affordable insurance covers at affordable prices to reach the mass.

#### How do you consider the social impact of micro insurance ?

Makeen: Our business model is not only supporting our business expansion and the growth of our insurance premiums , but also has direct social/financial impact as an effective tool to enhance the lives of millions of people in the Egyptian villages .. This is totally matching the vision of gig's entire management about the intersection between social justice and insurance. Of how a vision from the top about innovation can be driven to the villages of Egypt which total population exceeds 45 million people, mostly illiterate and unserved .

#### What was the action plan of gig- Egypt to access this niche market?

Makeen: Last Feb. 2018 – BoD of gig – Egypt approved the establishment of a new department specialized in micro insurance, which remains the first in the Egyptian market , targeting to provide tailored covers with adequate cost to meet the actual needs of the targeted clients segment particularly in the rural villages in Upper Egypt. Throughout the year gig – Egypt has stepped into various partnerships with largest micro finance players , arranged field surveys in rural areas to measure the actual needs of the farmers followed by launching products bouquet to poor individuals and families .

#### What were roadblocks or challenges and how were they overcome?

Makeen: The individual premiums of policies are too small and the volume is too high to use traditional distribution channels. The cost of selling and underwriting insurance and of administering a claim does not decrease in proportion to the value of the policy. Using traditional channels and processes will not be sufficient in this business . Moreover, as micro insurance is a low-cost, high volume business; therefore, scale is crucial.

To get over this , gig – Egypt has launched the first phase last March 2018 by selling micro insurance as a negative option, bundled with the micro loans. Once awareness was being created, the second phase targeted family members of the micro loan borrowers followed by the third phase to target the whole communities with wide range of diversified micro products.

#### Is there technology involvement in micro insurance project ?

Makeen: gig – Egypt developed a new concept of selling micro insurance products for the first time in Egypt via a mobile application. The application supports the sales force to educate clients, give case studies to increase risk awareness and the application binds, covers and collects the premium in real time. The end-state is to facilitate the sale of micro insurance products right at the doorstep of the client .

#### What are the micro insurance products gig – Egypt offering?

Makeen: Our products bouquet currently includes accident & health, cancer , home and funeral micro insurances which are all pre-underwritten products with different ceilings that vary between EGP 10K up to EGP 100K and pricing scheme that starts as low as EGP 60 per annum.

Coming on pipe , gig – Egypt is now tailoring new micro products for live stock, medical, credit insurance and agricultural risks to be launched once approved by the regulator .

#### How do you evaluate this new project after one year performance?

Makeen: One year ago we had this initiative with high hopes to put it into action , now we are proud to be one of the largest players in micro insurance in Egypt having the widest distribution channels to our micro products. This month we celebrated issuing the micro policy for the client No 100.000, we are very honored to serve this new segment of clients and to expand in this niche market as an strategic objective for gig, we target to double this figure three times this new year. At this chapter of the story we are much excited to achieve the hard equation by supporting our community via providing insurance protection to the majority of the people while doing good and profitable business.





# Kuwait National & Liberation Day



Just like last year , gig-Kuwait arranged celebrations for the National and Liberation days for its employees. The event included plenty of surprises, competitions and prizes for the large number of attendees. During the event an exquisite ambiance was created by a popular Kuwaiti band performing traditional Kuwaiti Music and Dance .





TAKAFUL INTERNATIONAL

# Launches A New Corporate Identity

and commemorates the 30th anniversary



gig

مجموعة  
الخليج  
للتأمين

Bahrain

Takaful

Takaful International B.S.C





**Mr. Moaath Al Boodai**

## **gig-Kuwait stands for their valuable clients - (Banta) after horrific weather damages**

First off, Mr. Moaath Al Boodai we are proud to have you as our partners, we are told that one of your stores (Banta Furniture and furnishing Co.) were totally destroyed by the horrific rain fall that occurred in Kuwait, tell us...

1. How long have you been covered by Gulf Insurance?

**Now it's the third year with Gulf insurance**

2. As we know, property insurance is a must for every business... did you know it would come in handy one day or did you think you should have it to be on the safe side?

**Definitely we believe we should have it to be in the safe side**

3. Describe how Gulf Insurance helped you once you contacted them about your incident?

**Gulf insurance respond with high once we contact them we found them in the floor during the incident and their help was as expected**

4. Were you satisfied with the employees?

**Totally satisfied**

5. What did you like about the employees once they started the procedure?

**The employees were helpful , supportive and understanding**

6. Would you recommend Gulf Insurance to your family and friends?

**Yes I am**

7. What insurance policy would you highly recommend in your experience?

**In our business and from my experience we highly recommend a full insurance policies to cover our business activities**



**Before**



**Incident**



**After**

## **'I am sleeping soundly thanks to gig-Turkey'**



If you are working as a freelance CPA, even the smallest mistake you make when reporting your clients' financial information may cost you a lot. Bayram Ali Ontas, living in Ortaca, is working as a freelance CPA for a company under a contract and has faced a problem. However, he was relieved with the CPA Professional Liability Insurance he got

from gig-Turkey.

Let us tell you Ontas' story: when an error was found in the books of the driving school that he was providing professional services to, a fine was imposed on the driving school. However, Ontas, was well aware of the substantial liability arising from his profession, and had already taken

a precaution, and purchased individual CPA Professional Liability Insurance from gig-Turkey. Thanks to insurance, both he and his client were compensated after the company he is working for had to pay for the fine. Ontas says that he has been sleeping soundly at night with an approximate of 14 million dollars of claim payment on February 13, 2016.





## Get to know Mr. Syed Adil

### Executive Technical Manager

Mr. Syed Adil joined GIC back in 1999, as a Section Head - Marine Claims Department and got promoted over the years as Regional Executive Technical Manager (RETM) for Marine & Aviation Department.

He later left gig and immigrated to Canada to pursue his Canadian Citizenship in December 2012 and later rejoined gig in 2017 as Executive Technical Manager. His job entails restructuring the Iraq operations. Apart from Iraq Operations, in January 2019 gig gave him another challenging role to head the group regional business development, thereby coordinating with group companies for their regional/corporate clients.

1) First off, I would like to say congratulations on the new role Mr. Syed. Describe how you would lead your job in the new role.

**Thank you indeed and to the management of gig for entrusting me for this assignment. I would rely on my long-term services with gig and deep knowledge of people and our operations within these markets. I am excited to work with our subsidiaries and affiliates to drive forward the strategy in servicing the regional accounts.**

2) What is the best technique to accomplish your job?

**We will initially target clients with regional business presence through our business relationship in the market via our subsidiaries/affiliates. We will also be utilizing the technology to target specific prospects in the region through our partnership with Meeds specifically related to construction and engineering projects.**

3) What method is needed for a Technical Manager to become successful?

**If I can describe in few words I would say "I would put myself in the place of the customer to understand clearly the needs and level of services required to protect the interests in the best possible manner"..**

4) If you had a problem with your job, how would you overcome it?

**I am a positive person by nature and I always look the positive side in any challenging situation. I am pretty sure with proper communication we would be able to overcome any challenges or problem.**

5) What procedure you follow to observe the problem?

**The key success is to be a good listener, I would also take a step back wards and detach myself from the situation I am in, to have a more objective view and to determine the best course of action.**

6) How do you maintain clients to stay with gig before they change their mind?

**Looking at the gig values, it's all about respect your customer, build a lasting and rewarding relationship based on honesty. In simple words, treat your customer the same way as you would like to be treated.**

7) Do you believe the type of communication with your clients is good enough or could you do more to fulfill their necessities?

**Different clients require different type of communication; for instance millennials would like to interact more digitally with the organization versus older clients that still value personal touch relationship and we at gig are always trying to adopt to the different expectations for a better customer experience.**



# gig LIFE



gig - Bahrain



gig - Bahrain



gig - Bahrain Takaful



gig



gig - Bahrain



gig - Egypt



gig - Bahrain Takaful



gig - Buruj



gig - Bahrain



gig



gig



gig - Jordan



gig



gig - Bahrain



# حياة gig

