

GIG CONNECT

Invested in You



Gulf Insurance Group's Gala Dinner in Muscat, Oman





MESSAGE FROM GIG - KUWAIT TAKAFUL CEO

Mubarak O. Al Ayyar

In the name of Allah, the Most Merciful, After two years of restructuring GIG - Kuwait Takaful, our success is evident in establishing a space where every talent actively contributes, playing pivotal roles in reinforcing our vision and mission. A culture of continuous nurturing ensures that our skilled individuals and leaders propel GIG Takaful to new heights, guided by blessings. The enduring legacy of Fairfax, our shareholder lies in the wisdom of a rule adopted 38 years ago, navigating through challenges to craft numerous success stories. The cornerstone of this achievement is EVC - a commitment to fostering a robust work environment, embracing exemplary business ethics, values, and culture. With unwavering faith in our core vision and mission, I urge all colleagues to embrace the golden rule of EVC. Our

trust in the slogan "Invested in You" remains steadfast. Taking pride in our brand, GIG - Kuwait Takaful, and the many days ahead adorned with success stories, a shared accomplishment of dedicated stakeholders.

In the spirit of relentless innovation and unwavering commitment, let us forge ahead together toward new horizons of success. Your dedication propels our shared journey forward. As Elbert Hubbard wisely quoted, "The world is moving so fast these days that the man who says it can't be done is generally interrupted by someone doing it."

Sincerely,

Mubarak O. Al Ayyar

GIG - Kuwait Takaful CEO

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For more information, feedback or submissions, please contact:

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Gulf Insurance Group Sponsors Teddy Bear Hospital



GIG sponsored Teddy Bear Hospital which took place at Al Asmia Mall, organized by students at the Faculty of Medicine at Kuwait University. Teddy Bear Hospital is a global movement to eliminate the fear of doctors from children where children will receive live experiences.

The students aspired to make a change in the community through Teddy Bear Hospital to take away the stress factor between children and doctors for a smoother and cooperative health care outcome.

GIG strives to help students make the world a better place.

GIG - Egypt Life Takaful Ithmaar



GIG - Egypt Life Takaful initiative of planting 100 fruit trees in the Capital Gardens City - the New Administrative Capital. This is based on the CSR of GIG - Egypt Life Takaful and to achieve the goal of environmental action

within the framework of the Sustainable Development goals. The CSR team and Sustainable Development Unit launched the "Ithmaar" initiative, supporting the creation of a clean, healthy, safer, and more sustainable environment.

GIG - Algeria's Corporate Celebration



GIG - Algeria's first annual meeting, EL MIBAD, took place on June 8, 2023. It was a remarkable and festive evening, commemorating the 25th anniversary of GIG - Algeria. During this event, employees reviewed the key moments that the company has experienced since its establishment,

expressing gratitude and appreciation to the employees for their loyalty and continuous efforts. Additionally, they honored the top-performing agencies that achieved remarkable successes.

GIG - Turkey Volleyball Tournament



GIG - Turkey participated in the Women's/Men's Beach Volleyball Tournament organized by the Women Insurers Association specially for the 100th Anniversary of the Republic of Turkey on 20-22 October. 20 teams from the insurance industry competed in the 3-day organization. The "Gulf Pitirciklar" team, which successfully completed the tournament, proudly represented our company in this event.

GIG - Bahrain Takaful CEO Excellence Award for 2023



GIG - Bahrain Takaful honored employee Mohammed Abdulaziz with CEO Excellence Award for 2023, recognizing his exceptional performance, proactivity, and positive initiatives.

Gulf Insurance Group Sponsors Tmkeen



GIG partnered with KIPCO and other KIPCO companies in sponsoring Tmkeen, as it is our commitment to support Kuwait's youth as the Strategic Sponsor of the 10th Youth Empowerment symposium.

Tmkeen is a non-profit Youth Empowerment Organization founded to educate, inform and inspire the Kuwaiti Youth. Launched in 2012, Tmkeen has since organized annual entrepreneurship events that give aspiring local talent an opportunity to connect with and learn from international business leaders.



Insurance Term

Deductible

The amount of the loss which the insured is responsible to pay before benefits from the insurance company are payable. You may choose a higher deductible to lower your premium

GIG - Algeria

BAM 2023 4th Edition BAM 2023



GIG - Algeria's successful 4th edition of the Brokers Annual Meeting took place on December 6, 2023, at the Sofitel Hotel. This event provided an opportunity for GIG - Alegria's guest experts to discuss the challenges and opportunities

associated with the modernization of the insurance sector from various perspectives. In line with the core values of "RESPECT, LASTING, REWARDING," GIG - Algeria had the honor of rewarding our top-performing brokers with a trip to Bahrain for their exceptional commitment.

GIG - Kuwait New Branch in Sabah Al-Salem



As part of GIG - Kuwait's keenness to provide distinguished and advanced insurance services to all its customers and within the local expansion strategy to expand the circle of its insurance services and solutions, GIG - Kuwait announced the opening of its new branch in the Sabah Al-Salem area amid GIG - Kuwait's efforts to strengthen its leadership position in the local market, through its insurance branch network which is the largest in Kuwait

in terms of the number of branches and their scope.

On this occasion, the CEO of GIG - Kuwait, Mr. Tariq Al-Sahhaf, expressed his joy with the opening of the new Sabah Al-Salem branch, emphasizing that this step comes in line with the Group's policy and strategy to open the latest branches, expand the local spread, get closer to customers, and work to develop and modernize its network of branches spread across the country. In accordance with the latest systems and standards, and providing it with all the capabilities that provide our customers with speed, comfort and ease in providing insurance services.

The Sabah Al-Salem branch provides all services for issuing insurance documents and claims for individuals: car insurance, marine insurance for boats and yachts, travel insurance, health insurance, home insurance, and life investment insurance, in addition to issuing replacement cards for the Afya Retirees insurance program.

The branch operates on a morning and evening shift system. In addition to facilitating most services through the GIG - Kuwait application 24 hours a day, 7 days a week.

The opening of the new branch was attended by CEO of GIG - Kuwait, Tariq Al-Sahhaf, Deputy CEO, Ali Al-Hindal, and a number of leaders from GIG - Kuwait.

GIG - Jordan Sponsored Open Track Day - Porsche Club



GIG - Jordan sponsored "Open Track Day - Porsche Club," held at Manja International Circuit on September 11. The event witnessed an electrifying atmosphere with high-speed track activities, showcasing the remarkable capabilities of Porsche cars. This sponsorship exemplifies GIG - Jordan's commitment to supporting events that foster community engagement and enrich local experiences. Our participation opened doors for direct interaction with attendees, reinforcing the company's values and dedication to excellence. As we continue to support initiatives like the "Open Track Day," we aim to bolster our brand presence and cultivate enduring relationships within the community.

Gulf Insurance Group Publishes Its First Sustainability Report Revealing ESG Milestones and vision

Empowering Sustainability to Embrace the Future



Aspires To A Sustainable Business Strategy, Solid Governance And Positive Social Impact

GIG published its first sustainability report that outlines the Group's endeavors and milestones in Environmental, Social and Governance (ESG) areas, showcasing its commitment to integrating a sustainable business strategy, solid governance and positive social impact.

Entitled "Empowering Sustainability to Embrace the Future", the report highlights GIG's aim to becoming a regional sustainability model for the insurance industry as it takes an inclusive approach to fulfilling the aspirations of stakeholders in contributing toward the global sustainability goals, and recognizing its accountability to safeguarding their best interest.

GIG's sustainability approach:

The Group's business strategy is focused on developing forward-thinking solutions that promote sustainability and resilience, as well as contribute to creating a future that is better suited for future generations. These solutions respond to a necessary need to innovate insurance products and services to cater to changing economic environments where digitization, cyber platforms and green businesses are growing, in addition to increasing efficiency and reinforcing culture within the Group's operations to support efforts for climate change and warrant its social responsibility toward employees, partners, clients, and the communities in which it operates.

GIG - Egypt Raises Awareness in Al Gamaleya

GIG - Egypt launched an environmental awareness project for the people of Al Gamaleya area of Old Cairo in cooperation with the Association of Friends of Environment and Development Fedaa, and the project included seminars that discussed some important environmental issues such as climate change and positive environmental behaviors in the presence of a number of specialized university professors and a number of women and children of Al Gamaleya area, as The seminars witnessed Interaction between lecturers and attendees.

The project also included awareness-raising campaigns on maintaining clean streets, where plastic bags were distributed to 50 families to train them on the process of separating household waste from the source, and the bags were also distributed to 50 workshops to protect workshops owners from pollution.



GIG - Egypt

Awarded 'The Best Insurance Company in North Africa of the Year 2024'



GIG - Egypt Awarded The Best Insurance Company in North Africa of the Year 2024 by MENA IR Magazine in recognition of the company's outstanding achievements in the local and regional market, in a distinctive ceremony held in Dubai, United Arab Emirates, amid a heavy presence of insurance experts and leaders in the Middle East. GIG - Egypt received the award after a comprehensive evaluation of several criteria such as financial strength, outstanding level of customer service, as well as development, innovation, and use of technology.

Mr Alaa El Zoheiry, Managing Director of GIG - Egypt was also awarded The Best Reinsurance Professional for the Year 2024 by MENA IR Magazine in recognition of his outstanding contribution to the development of the insurance sector in the Middle East and North Africa in general, being one of the main drivers in the industry and the development of the insurance market, and for the successful business strategy and entrepreneurialism Innovation of GIG - Egypt which has achieved sustainable success and growth in recent years, overcoming several changes challenges facing the Egyptian and global economy.

GIG - Jordan

Donates to King Hussein Cancer Foundation



GIG - Jordan employees have chosen to forgo their annual Ramadan Iftar event and donate 10,000 JD to the King Hussein Cancer Foundation (KHCC). Their generous act of kindness has inspired employees to join hands and create a touching video documenting their journey of generosity.

The impact of this donation extended beyond their offices,

benefiting cancer patients and their families through the exceptional support offered by the King Hussein Cancer Foundation. GIG - Jordan's generous contribution serves as an inspiring example, encouraging other companies to partake in philanthropy and foster a culture of positive change within the community.

GIG - Turkey Year End Event



Gulf-Turkey held a year-end event in İzmir-Çeşme on 27-28 October. While relieving the tiredness of the whole year, the team also had the opportunity to evaluate the goals of the next year and enjoyed being together. The 100th anniversary of Turkish Republic was also celebrated with special events

in the organization, which included a special coffee workshop, stand-up show and various activities. Waltz and Zeybek dance shows were organized in memory of the founder of our Republic, Mustafa Kemal Atatürk. The organization, which ended with a drone shooting where the whole team was together, provided efficient and effective motivation.

GIG - Kuwait Sponsors Support the Youth Run Kuwait



In line with GIG-Kuwait's strategy to support the youth, Run Kuwait is an annual race that helps raise funds for low-income children

who are unable to afford appropriate healthcare. Furthermore, Run Kuwait aids in providing children with rehabilitation services for injuries, treatment for speech and behavior disorders.

The charity run is an annual event that brings communities together for a common cause. By partnering with Fawzia Sultan Healthcare Network, GIG-Kuwait demonstrates its unwavering commitment to corporate social responsibility and community welfare.

Gulf Insurance Group-Kuwait recognizes the profound impact that access to proper healthcare can have on the lives of young individuals and is honored to contribute to their wellbeing.

GIG - Bahrain Takaful Earns 2023 Great Place to Work Certification



Essam Al-Ansari
Chief Executive Officer of GIG - Bahrain Takaful

GIG - Bahrain Takaful is delighted to announce its achievement as a Certified™ Great Place to Work® for the second year in a row following a comprehensive evaluation conducted by Great Place to Work® Middle East. This prestigious certification is based on direct feedback from employees through an extensive and anonymous survey, reflecting their workplace experience.

Commenting on this remarkable achievement, Mr. Essam Al-Ansari, Chief Executive Officer of GIG - Bahrain Takaful, stated, "We are delighted to once again receive the Great Place to Work certification. This certification reflects the company's strong commitment to creating a stimulating and distinguished work environment. This nurturing environment, which fosters empowerment and continuous growth, is the cornerstone that elevates the company's leadership and enables the achievement of exceptional results. The company will continue its efforts to enhance the spirit of innovation, ensure employee well-being, and invest in empowering them to reach new heights of prosperity. We recognize that our employees are the foundation of our success, and we extend our heartfelt appreciation to our exceptional team for their diligent efforts in driving achievements and advancements within the company."

Gulf Insurance Group Battle Fitness Festival



Gulf Insurance Group kicked off the GIG Battle Fitness Festival for the 4th year around in collaboration with Circuit+ Fitness, the region's largest fitness events.

The event took place at Kuwait Motor Town on December 15 and 16, 2023 with more than 2,500 athletes, spectators and volunteers registered to attend. Athletes competed in a number of games, including the Athlete Games, the Super Team Cup, the Saracen Race, and Powerlifting Combat.

As successful as the event was, GIG is honored to have had this opportunity to be the title sponsors by supporting athletes and to take its Corporate Social Responsibility (CSR) to the next level by helping our younger generation lead a more health-conscious life. The GIG Battle Fitness Festival is an all-encompassing fitness festival that goal of creating an annual competition that would unite the excitement of competitive fitness and the thriving athletic communities in the Middle East under one roof. Over the years, this initiative has grown to attract athletes from all around the globe.

Gulf Insurance Group Confirms Fairfax completes acquisition of KIPCO stake in GIG



FAIRFAX
FINANCIAL HOLDINGS LIMITED

GIG confirmed that it remains committed to delivering on its strategy to achieve further growth in a sustainable model that focuses on customer-centricity, digital transformation and insurance solutions for the future, following the change in the Group's shareholding structure.

Kuwait Projects Company (Holding) K.S.C.P ("KIPCO") has officially transferred its 46.32% shareholding in GIG to Fairfax Financial Holdings Limited ("Fairfax") (TSX: FFH and FFH.U), in line with the previously announced binding agreement between the two parties. Fairfax is now the largest shareholder in the

Group with an aggregate ownership of 90.01%.

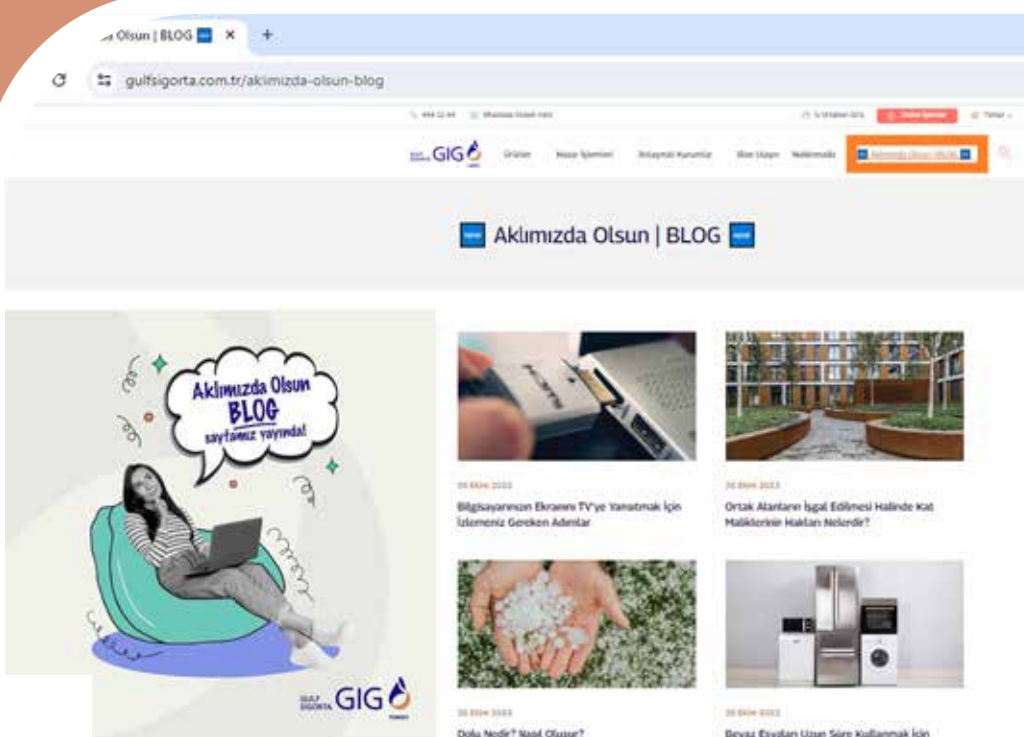
Speaking of the change in shareholding, **Mr. Khaled Saoud Al Hasan, Group CEO of GIG**, said:

"I take this opportunity to thank KIPCO for being a strategic investor and partner since 1997, a role that has contributed to the exponential growth and strong position that our Group holds today in the MENA region. I also welcome Fairfax which has been a shareholder in GIG since 2010 as we look forward to benefiting of its international network and extensive experience in the insurance industry. The change in shareholding does not affect any of our stakeholders and will not change in our identity and values as a Kuwait-grown insurance group."

Mr. Prem Watsa, Chairman and CEO of Fairfax, also said:

"We are thrilled to have GIG and its experienced and talented team led by Khaled Saoud Al Hasan, Group CEO of GIG, and Paul Adamson, CEO of GIG Gulf, join the Fairfax Group. GIG has a very strong presence in the Middle East and North Africa region, and we look forward to working with Khaled, Paul and the entire GIG team to further develop GIG's business over the long term."

GIG - Turkey Launches Blog



GIG-Turkey's blog named 'Keep In Your Mind!' went live as of October 2023 on our web site. With this BLOG, which we think will support us in both brand awareness and reaching organic potential customers, we will keep our interactions active with different content and we will reach customers without advertising by promoting our products. In addition to that this menu will be beneficial for us in terms of supporting our content on social media, contributing positively to our SEO rankings and positively affecting consumers' purchasing decisions.

Gulf Insurance Group Maintains Excellent "A" Ratings



Khaled Al Sanousi
Group Executive Manager

Strong operational and regional diversification along with the long-term strategy to drive innovation in insurance

GIG along with its subsidiary Gulf Insurance and Reinsurance Company, financial strength rating (FSR) of "A" (Excellent) and the long-term issuer credit rating (ICR) of "a" (Excellent) by AM BEST. The outlook of these ratings is stable.

This followed an upgrade in the month of May 2023 by Moody's Investors Service of GIG's insurance financial strength rating (IFSR) from "A3" to "A2", with a revised

outlook from positive to stable. Standard & Poor's had also affirmed during March 2023 an "A" rating for both GIG's FSR and ICR with a stable outlook.

The strong ratings reflect the strength of GIG's consolidated balance sheet, with a solid operating performance, enhanced business profile and diversification, disciplined underwriting and investments and a comprehensive reinsurance program.

Rating agencies emphasized GIG's excellent risk management and governance framework as a key credit strength, and anticipate improving profitability and earnings coverage, by leveraging economies of scale with a comfortable capital adequacy and capacity to grow its business further.

Commenting on the rating, **Mr. Khaled Al Sanousi, Group Executive Manager**, said:

"GIG continues to deliver on its strategy to ensure long-term profitability while leading the industry with a sustainable business that focuses on innovative insurance, customer-centricity and digital transformation. Supporting the strategy, our Group has successfully expanded its operations geographically in the MENA region, and operationally through the diversification of its business lines.

"The consolidation of the Group's bold expansions and investments over the years was coupled with a comprehensive risk mitigation framework, enabling GIG to maintain today a solid financial position. As we move forward, we remain observant of global developments to continue to safeguard the interests of all our stakeholders."

GIG - Egypt Life Takaful Trip to Wadi El Rayan



GIG - Egypt Life Takaful has a remarkable event, along with many employees who joined in a team building trip to Wadi El-Rayan - Fayum, where they participated in team activities, fishing, horseback riding, beach-games and many other, while enjoying Egyptian Bedouin traditions and foods.

GIG - Jordan Collaborates in Afforestation campaign



The Royal Society for the Conservation of Nature, in collaboration with GIG - Jordan carried out a tree-planting campaign in the Dibbeen Reserve with the participation of a group of employees, as part of the group's social responsibility initiatives.

The participation of the group's employees in the campaign is part of their efforts to increase green spaces in Jordan and address the impacts of climate change on biodiversity and sustainability. The campaign involved various activities such as digging and transferring agricultural soil, planting seedlings, irrigation, and land coordination.

GIG - Algeria's Talent Day



GIG - Algeria held its Talent Day at Tala Guilef in Tizi Ouzou. The weekend was a moment to celebrate the company's outstanding employees and announce the Best Employee of the Year 2022, confirming our commitment to rewarding excellence.

GIG - Jordan Collaborate with The National Children's Museum Society



GIG - Jordan is pleased to announce the signing of a collaboration agreement with The National Children's Museum Society, a distinguished non-profit educational institution under the patronage of Her Majesty Queen Rania Al Abdullah.

Together, we look forward to supporting the remarkable educational initiatives and services offered by the museum, ensuring an enjoyable and enriching learning experience for all young minds.

Gulf Insurance Group Internal Audit Strategic Plan



GIG internal audit conducted a meeting to discuss the strategy of the internal audit plan

The Group Internal Audit Department conducted a session with the Heads and representatives of internal audit teams from GIG Group companies to present the GIG Internal Audit Strategic Plan. This session took place on Wednesday, November 22, 2023, and included participants from companies in Turkey, Jordan, Gulf, KSA, Egypt, Egypt Life, Algeria, and AGLIC.

During the meeting, Ahmad Isbahe - Head of Group QA Unit, shared with the team the presentation of the GIG audit strategy including the annual audit plan consideration for the next years. In conclusion, the GIG team addressed inquiries and questions from the attendees.

Gulf Insurance Group Group Compliance Maturity Model



GIG Compliance Department conducted a Training on "Group Compliance Maturity Model"

In continuation with the Group Compliance Department strategy, to support and enhance the maturity level of Group Subsidiaries Compliance function, The Group Compliance Department has completed three days training program

"Group Compliance Maturity Model" for all of GIG's Subsidiaries Compliance department based on the international standards of compliance practice .

Mr.Manaf Almutairi, Deputy Manager of the Group Compliance Department, pointed out that training program represents an integral part of group compliance strategy, and it aims to support our Subsidiaries Compliance functions in a continuous and sustainable manner and foster a continuous improvement in the culture of Compliance.

On his part, Mr.Mithun Thekke Thalakkal, Senior Officer of the Group Compliance Department handled the training sessions by explaining the Group Compliance Maturity Model and the importance of Designing, Implementing, and Maintaining a strong and robust Compliance Management Program across all the Group subsidiaries.

As Group Compliance, we also aim to support our approach towards digitizing compliance processes and integrating the work through the use of "Diligent" Platform.

The Group Compliance Department believe that, the three days training program has equipped our subsidiaries, compliance team with the necessary skills and knowledge to drive success in the evolving landscape of Compliance.

GIG - Gulf Awarded Best HR Services Award



It gave GIG - Gulf great pride to be awarded the Best HR Services Award at the annual CHRO's Networking Event, where the company was accompanied by a diverse set of the country's biggest and top-performing businesses.

The annual CHRO's Networking Event, organized by the Emirates Institute of Finance (EIF) witnessed the honoring of a number of banks and chief human resources officials for their cooperation in achieving the country and the institute's goals aimed at nationalizing cadres, empowering them, and developing their capabilities through cooperation with EIF in providing advanced training and academic programs.

GIG - Gulf Networking Badminton Tournament



The 2023 GIG - Gulf Badminton Tournament brought together insurance brokers from across Dubai at Danube World Sports in Business Bay. The event showcased an impressive display of skills, sportsmanship, and networking as more than 300 participants battled in eight badminton courts and 256 matches spread on 11 hours.

The tournament saw an enthusiastic turnout of insurance brokers from various companies making a fantastic networking opportunity as well as competitive sporting event. The matches during the tournament were nothing short of spectacular. Participants showed their agility, speed and precision on the court making every match a thrilling spectacle.

During the day, our GIG Staff including Paul Adamson, Chief Executive Officer - GIG - Gulf and Franck Heimburger, Chief Personal Lines Officer as well as non-badminton tournament participants enjoyed friendly padel tennis matches.

The GIG - Gulf Badminton tournament concluded with a prizes' ceremony to honor the winners and recognize their exceptional sportsmanship. Congratulations to all the winners!



Insurance Term

Financial Guarantee Insurance

A surety bond, insurance policy or, when issued by an insurer, an indemnity contract and any guaranty similar to the foregoing types, under which loss is payable upon proof of occurrence of financial loss to an insured claimant, obligee, or indemnitee.

Gulf Insurance Group

Sponsored the GAIF Conference 2024



Gulf Insurance Group once again took part in sponsoring the '34th General Arab Insurance Federation Conference (GAIF)' in Muscat, Oman. The event's main objective is to promote collaboration amongst Arab insurance markets and associated organizations in order to strengthen linkages and coordinate a range of operations.



GIG - Kuwait

Obtained ISO/IEC 27001:2022 Certification



GIG - Kuwait has recently been awarded the ISO/IEC 27001:2022 certification upon its successful transition of previously held ISO27001:2013 ISMS standard. Certification audit was conducted by BSI Management System, a global provider of information management system assessment, certification and training services.

GIG - Kuwait is the first company in Kuwait and second in GCC region to get transition to ISO/IEC ISO27001:2022 ISMS standard from BSI certification body. This certification

will enhance GIG I.T system and give strong momentum to GIG efforts in further developing insurance services. Being certified means that we have successfully met the highest standard in Information Security.

GIG - Kuwait expects this certification to benchmark its information security processes against global standards. The certification will help build credibility and trust among the stakeholders, ensure compliance to relevant regulations and proactive security management in the organization to develop a security culture at all levels in the organization.

This certification will further streamline our internal security processes in line with international standards with regard to internal controls on information. ISO/IEC 27001:2022 certification enhances our capabilities in various domains such as Policy, Access control, Cybersecurity, Business continuity planning and Legal Compliance. These capabilities result in better risk assessment and prioritization.

GIG - Jordan

Application Introduces Additional Electronic Services



GIG - Jordan, has brought about a new development in customer convenience and interaction by adding new electronic services and innovative features to its digital platforms. These recent enhancements on mobile and web applications aim to provide users with a comprehensive experience, blending innovation with efficiency.

These features include:

1. Issuance of Motor Insurance Policies.
2. Loyalty Program with Points Accumulation.
3. Tracking Motor Insurance Claims.
4. Issuance of Individual Medical Insurance Policies.
 5. Renewal of Medical Insurance Policies.
 6. Submission of Medical Claim Requests for Reimbursement.

GIG - Jordan

Launches Leading Medical Service Providers Portal



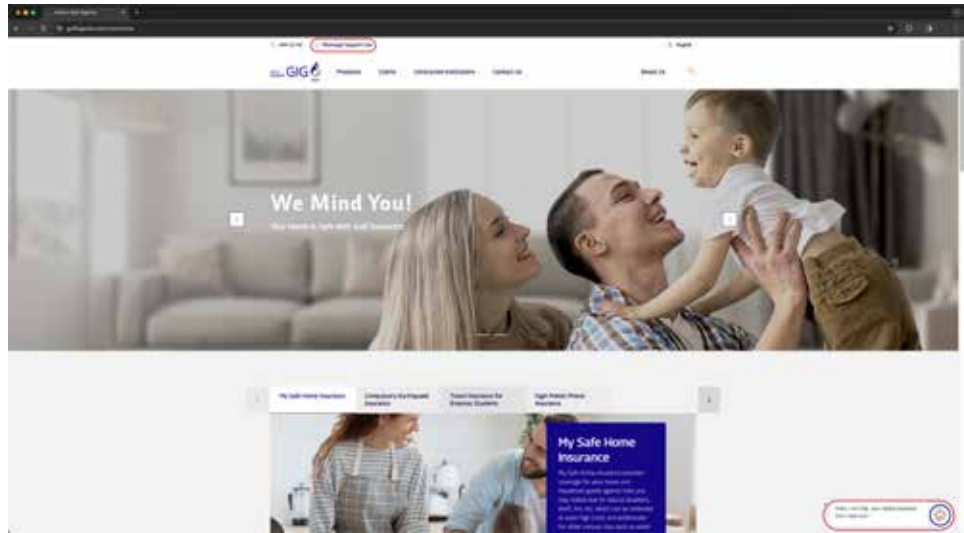
GIG - Jordan has made a groundbreaking stride in healthcare management with the unveiling of its pioneering Medical Service Providers Portal. This launch marks an innovative step towards redefining the concept of healthcare management, with the platform designed to facilitate seamless navigation through the intricate journey of healthcare, from medical authorization to claims management and beyond.

The Medical Service Providers Portal empowers authorized healthcare providers to efficiently register and manage patient visits. The comprehensive system includes crucial features such as medical authorization, patient verification, claims management, and digital archiving of patient records.

The introduction of the Medical Service Providers Portal by GIG - Jordan signals the company's significant commitment to leveraging technology to enhance healthcare services. As the industry continues to evolve, this revolutionary platform sets new standards for integrated and patient-centered healthcare management.

GIG - Turkey's New Digital Asistant is Live!

Whatsapp & Chatbot digital tool integration on GIG - Turkey's website completed. The Our new Digital Asistant 'GIGI' has been live since July 2023. As Gulf-Turkey team, the starting point of our project was the idea of strengthening our interactions. We diversified our contact points by moving our communication with our policyholders and business partners to the digital environment. Thanks to this channel, where we aim to enable our customers to contact with the least waiting time, we aimed to enable them to experience Advanced Customer Experience. With this innovative digital transformation in our processes, we will be able to benefit from the



advantages of technology in every sense, from the production stage to after-sales support.

GIG - Jordan Offers for Enterprises



At GIG - Jordan, recognized the importance of supporting small and medium-sized enterprises in efficiently managing various human resource management tasks. That's why they are excited to offer a Human Resource Management system (in collaboration with Menaitech) for free to their clients.

This optional addition is available to small and medium-sized companies that choose to enroll their employees in their medical insurance programs. By enhancing the operational capabilities of companies, they aim to help accelerate productivity levels.

"We believe in empowering our clients with the tools they need to succeed, and we are here to assist every step of the way."

GIG - Turkey's Health Tourism Complication Insurance



In 2023, GIG - Turkey "Health Tourism Complication Insurance" product was launched within the scope of the Travel Health branch. Health Tourism Complication Insurance covers cases where secondary (revision) medical intervention is required for foreigners who come to Turkey for the purpose of health tourism, due to complications that may arise from this medical intervention after their medical intervention.

In their product, their plan options are available under 4 different plan headings. Coverage is provided for complications that may occur after Eye, Dental, Hair Transplantation and Aesthetic operations to be performed in Turkey. The policy is valid for 180 days from the start date.

The number of tourists coming to the country for Health Tourism is 1,258,382 people in 2022 and 1,026,492 people in 2023. The product was launched in order to have a share of this wide-ranging market.

In addition to Health Tourism Complication Insurance product mentioned above, they have a new Marine Cargo Insurance product launched in 2023.

The Marine Cargo Insurance product is designed to enable users to issue transportation and spot transportation policies more quickly. Since the cargo policy issued for the transportation of goods must be issued before the start of the transportation, the most important criteria for the user is speed.

GIG - Gulf

Achieves ISO/IEC 27001 certification



testament to the collective efforts of their dedicated teams, who have worked tirelessly to enhance our information security posture. The ISO/IEC 27001 certification marks a significant milestone in our journey to safeguard our valuable information assets and protect them from evolving cyber threats. This certification does not only demonstrate their commitment to data security but also brings forth a multitude of benefits that extend far beyond the IT and security domains.

This recognition reinforces our reputation as a company that prioritizes data security and takes proactive measures to protect sensitive information. This enhanced reputation can lead to increased customer loyalty, improved business partnerships, and a stronger competitive edge in the market.

GIG - Gulf announces that as of November 23rd, 2023, GIG - Gulf has officially achieved ISO/IEC 27001 certification, a globally recognized standard for information security management systems (ISMS). This accomplishment is a

GIG - Gulf

WhatsApp Launch



GIG - Gulf celebrated the launch of WhatsApp across the region. The team swapped the blue, white and gold for GREEN for the day and enjoyed the sweet taste of success. It's been a phased project resulting in GIG - Gulf's agents being able to engage with and serve the customers on their preferred communication channel. Whilst the focus on a structured expansion of its usage to relevant processes & journeys, GIG - Gulf's mission is to be Customer First!

Health Hub

Going Live in Bahrain & Oman



HEALTH HUB

GIG-Gulf is extending their Health Hub system to their teams and partners in Bahrain & Oman. The system roll-out started in November 2023.

They have worked hard to limit any disruption to services or experiences available to their customers, and count on GIG -Gulf's support leading up to and during this transition to enable a smooth roll-out. The Health Hub leverages on the caring mindset and requires cross departmental collaboration to accelerate the full deployment. Following the successful roll out in Qatar, GIG-Gulf continue building on this foundation for the upcoming launch in Bahrain & Oman.



Get to Know

Philemon Rajan
Deputy Manager
Group Corporate Communications, Investor Relations & Admin. Affairs.
Gulf Insurance Group (GIG)

Could you give us a brief about yourself?

First of all, I am pleased and honored to be featured in this edition and absolutely proud of being part of GIG family. I hold a Master of Business Administration (MBA) with dual specialization in Finance and Marketing from India. I am also a Certified Investor Relations Officer (CIRO) from UK Investor Relations Society in association with Middle East Investor Relations Association (MEIRA).

An extensive experience of over 17 years span Banking, Financial services, Marketing, Compliance functions throughout my career.

Tell us a bit more about your current areas of responsibility?

My current areas of responsibility are Corporate Communications, Investor Relations, and Procurement; however, the strategic focus is on Investor Relations.

To give you an apt understanding in simple terms, and in line with its broader objective, we consider Investor Relations as a strategic responsibility that integrates core functions - finance, marketing, corporate communication, and compliance enabling to provide an effective communication between GIG and its stakeholders. This requires a significant effort to keep the communication channels open, and that's possible with the help of such integration.

Though it was evolving in the Middle East, Investor relations was relatively new in the State of Kuwait when I started my journey here in 2012. From there, it was a great experience to establish and maintain an IR culture and framework within the company and successfully applied the best standards and practice in enhancing the

experience of stakeholders. This required a lot of attention to detail and a collaborative environment was ensured with all parties involved.

We are making sure that GIG's valuable investors', financial community - local, regional and international and other stakeholder audience are equipped with necessary, accurate and appropriate information while ensuring the Group to continue to be represented and is seen as responsible and transparent entity. Since 2014, we are an active corporate member of Middle East Investor Relations Association (MEIRA), who is an independent, non-profit organization dedicated to promoting the investor relations profession and international standards.

We have also launched a plethora of investor relations tools, integrated on our website to offer a more comprehensive information that can help financial community, investors, and GIG management with an in-depth analysis. This can also be customized as per the requirement.

It is obvious to get confused with Public Relations. How do you differentiate Investor Relations from PR?

The roles of these two are sometimes disputed, but actually differs in its purpose, audience and frameworks. It must be aligned for sure when it comes to transmitting information to the stakeholders and highly required to always ensure the message consistency.

At GIG, we have a clear mechanism of collaborating with each other in positioning the information. We segregate IR related scope of work (more of financial and business nature) which is handled by GIG IR team and non-IR related by GIG PR team in line with communication schedules. However, the alignment and validation of such dissemination of any nature come from investor relations enabling to ensure the transparency and consistency. This is mainly due to complying with the regulatory landscape, which is one of the core perspectives of investor relations. Also, IR takes an active role in articulating company strategy and purpose to all classes of stakeholders.

What are your key project areas for the coming years?

As we all are heading to an era of digital transformation, the main area of development lies in Digital IR. The pandemic has sufficiently taught us the necessity of having digital applications. To revolutionize, we strive to continue to provide value to our stakeholders by investing in the best-in class technology and infrastructure. In line with the Group's Digital transformation strategy, there are many strategic initiatives we would like to leverage in the field of IR. Enhancing and digitalizing our reporting, investing in more advanced investor relations tools, development of specific IR app, e-AGMs etc. are to name a few.

ESG integration into IR is also another focus area as the core ESG values are deeply rooted in our strategy, culture, and values.

It is very crucial and important to have an IR culture across our group entities and prioritizing its integration is another area that we are working on.

GIG Gala Dinner in Muscat, Oman 2024

Gulf Insurance Group held its GIG Gala Dinner in Muscat, Oman- where elegance meets expertise. An Evening of networking, fine dining, and celebrating success in the world of Insurance”





GIG - Algeria Success Story



As the representative of Algeria Carrefour Group, allow me to share our positive experience with GIG - Algeria. By working and exchanging with my vis-à-vis in GIG - Algeria, I instantly noticed their professionalism that leads me to say that they are an exceptional team! I quickly understood and discovered that it is real culture at GIG - Algeria.

Each time I am in need of any support of theirs, the whole team is responsive and present (even after working hours) by providing the necessary and right answers.

Personally, I experienced the Motor/TunEasy guarantee (Motor all-risk insurance in Tunisia) and I was very confident for our partnership.

However, my real great experience with GIG - Algeria concerns the claim of Bordj Bou Arreridj Shopping Center endured after violent floods occurred in this region October 2022. A disastrous situation which obliged us to take the decision to close these stores without any vision on the date of the reopening, because torrential rains squarely crossed the store, with a level of mud that rose to more than a meter and our goods and merchandises had been considerably affected.

During this period, GIG - Algeria was great support, and their permanent care and presence allowed us to resume our work without stress, knowing that the anxiety and the damages were enormous.

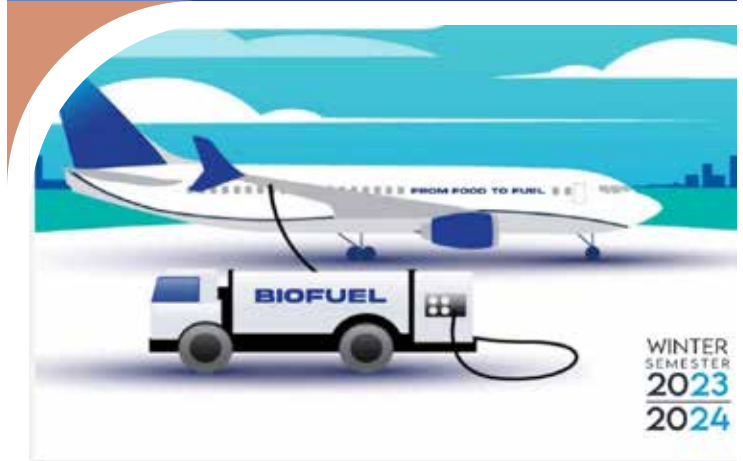
The expertise step was crucial for us, GIG - Algeria dispatched the experts quickly who accomplished their report while maintaining clear and effective communication.

Our insurer GIG - Algeria confirmed that we would be compensated before 31/12, our whole team thought that this could not happen because this was a very short deadline that we hardly could believe to be viable.

Indeed our 1st compensation cheque was delivered December 28th this allows us to reopen our stores quickly.

GIG - Algeria has shown us a partnership of excellence, a moral commitment that goes beyond the formal contract signed between us

Gulf Insurance Group Builds Futures



Gulf Insurance Group annually sponsors graduating student's projects at the College of Engineering & Petroleum at Kuwait University. The future engineers decided to produce biofuel by managing the waste food in Kuwait through designing engineering plant that takes the waste food extracts methanol and ethanol from it and starts processing it until producing paraffinic kerosene to be used as a jet fuel. The process is designed to be an eco-friendly alternative to petroleum derived jet fuel. GIG seeks as many opportunities to support the youth of Kuwait.

GIG - Jordan

A Tale of Swift Assistance



At the heart of our values lies a steadfast commitment to consistently deliver the highest standards of service to our clients, and we take great pride in sharing

success stories such as this one. The call center team at GIG - Jordan received a call from one of their insured clients who had encountered an unfortunate incident—a punctured tire. With an urgent appointment looming, she was in desperate need of assistance to reach her destination as quickly as possible.

Ensuring her safety was paramount, the call center team swiftly coordinated with the service provider to dispatch a representative to address her immediate needs. Despite anticipated delays due to traffic congestion and adverse weather conditions, our dedicated team persisted in finding a solution. Upon learning that the client was conveniently located near one of our company branches, rapid arrangements were made to enlist the help of nearby employees to change the tire, going above and beyond their usual duties to ensure the client's timely arrival at her important appointment.

GIG - Turkey Succeeds to Satisfy Client



Complaint management, which is closely related to customer relationship management, is an effective tool for maintaining successful long-term relationships with our customers. As GIG-Turkey Complaint Management Unit, our aim is to evaluate each complaint from customer's perspective, track business processes that lead to the complaint and ensure sustainable customer relations management by taking relevant actions and increase the customer's loyalty to our company.

In April 2023, a customer of ours purchased travel insurance so as to use in visa procedures. After the policy was purchased, a signed copy of the policy was sent to our customer by our company. Our insured stated that the policy pdf was not accepted by the consulate during the visa procedures, and that if he did not submit the signed original of the policy on the same day, he would not be able to participate in his trip.

Although, as a company, we fulfilled our obligation by sending the policy to our customer at the time of purchase, in order to ensure customer satisfaction the original policy was delivered to our customer via a private vehicle on the same day. Our customer used the document in visa procedures and thanked us for our customer-oriented approach.

GIG - Egypt Solves Solutions



As the General Manager of GIG - Egypt Insurance Mohandseen branch, I take great pride in sharing our success stories and highlighting our commitment to go beyond the role of a typical insurance company.

Our belief is that the true value of GIG Insurance lies in being a trusted insurance consultant and a strong supporter of our clients' success. It is through this approach that we have achieved remarkable milestones in the insurance industry in Egypt.

Over the years, our strong relationships with clients and brokers have allowed us to write numerous success stories. Today, I would like to present one such story that exemplifies our dedication to supporting our clients through challenging situations. It all began when one of Egypt's largest contracting companies became our client. After a while, a significant number of pending claims arose due to missing documents, leaving the customer desperate to have their claims settled. Upon investigation, we discovered that the problem stemmed from the subcontracting companies and the absence of an efficient method for our clients to obtain the required claim documents.

In response, my colleagues and I at Mohandseen branch took the initiative to reach out to the subcontractors, with the approval of our client, and obtained the necessary documents. Through multiple meetings and extensive discussions, we were able to resolve most of the issues at hand. As a result, approximately 50% of the pending claims were paid out to the client, and the remaining unaccepted claims were closed. This turnaround significantly improved the client's portfolio, leading to their utmost satisfaction.

This success story not only increased client satisfaction and loyalty to our company but also transformed the perception of insurance as a whole. The client and the contractors involved in this case have now become some of the most important clients we have. This demonstrates the transformative power of our approach, where GIG Insurance acts as a true partner in success, offering more than just risk coverage.

Invested in You.

**GIG Unveils The Future by Shaping a Valuable
Insurance Ecosystem for the MENA Region.**



www.gulfinsgroup.com

GIG 
مجموعة الخليج للتأمين
GULF INSURANCE GROUP

Kuwait Bahrain Jordan Egypt Turkey Algeria UAE KSA Oman Qatar Iraq Lebanon

Issue 11 Winner



Mrs. Subha Lyer, Senior Auditor at GIG, picking out issue 11 winner from the raffle bowl



Mr. Jujar Dahodwala from GIG - Bahrain wins a laptop.

Do you want to win the latest valuable gadget? All you need to do is:

1. Complete the 2 activities
2. Take a picture of your chosen activities and send your answers to pr@gig.com.kw
3. You must be a GIG employee in order to enter the raffle draw
4. 1 winner is chosen and will have their picture included in GIG Connects' next issue

*Deadline: May 30th, 2024

1

As of the year 2024, how many subsidiaries does Gulf Insurance Group have?

2

Find the below words

- Policy Period Insurance Property Investor Policy
- Marine Claim Liability Investor Coverage
- Damages Takaful Kuwait Quote Settlement
- GIG Red Flags
- Accident Profit Award Health Forms

D W F P L K X Y B M E M A K K
 S A Y R O S X Y L A W A R D U
 I L M P E L E M J H T R Q H W
 K C D A C D I T T Z C I U E A
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 N A I I I E R L Y L K E T L T
 V I F N A N S C A P E A E T Q
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GIG Life



GIG - Turkey



GIG - Kuwait



GIG - Jordan



GIG - Algeria



GIG - Egypt Life Takaful



GIG - Algeria



GIG - Algeria



GIG



GIG - Jordan



GIG - Egypt



GIG - Turkey



GIG - Algeria

حياة GIG



GIG



GIG - Egypt Life Takaful



GIG - Egypt



GIG - Algeria



GIG



GIG - Jordan



GIG - Algeria



GIG - Kuwait



GIG - Algeria



GIG - Jordan



GIG - Algeria



GIG - Kuwait