

gig CONNNECT

From Origin to Excellence



Achievements of a Remarkable Year 2019

At the end of 2019, we received 3 remarkable awards which portrays how the company has exceeded in their expectations in the insurance market. We were awarded with International Investors Awards 2019, 6th Middle East Insurance Industry Awards and Insurance Brand Award 2019.

International Investors Awards 2019 select champions from a broad range of businesses through diversity and inclusivity. They look for large, mid and small- cap businesses while appreciating start-up that through innovation and technology achievements, have already made their mark. As the leader

in the insurance industry in the MENA region, we excelled in all criterias and were selected as the best private insurers in GCC 2019.

The 6th Middle East Insurance Industry Awards nominated us for our dynamic leadership and ability to meet the growing business demands. As one of the largest and most diversified insurance groups in the MENA region, we have created a competitive edge in its markets through the implementation of a comprehensive approach involving the use of the latest and superior IT services, product innovation, customer relations management, enterprise risk management, corporate governance,

prudent underwriting practices and digitalization.

The World Branding Forum awarded gig with Insurance Brand of the Year 2019 as they aim to advance the standards, skills and education of the branding community for the good of the industry and consumers. Winners of this award are judged on three criterias: brand valuation, consumer market research and public online voting. As the leader in the insurance industry in the MENA region, we excelled in all criterias and were selected as the best brand.

Group Corporate Communications & Investor Relations Department



Regulatory Compliance Workshop

Kuwait Insurance Federation held a Regulatory compliance related workshop for the insurance sector on October 2019.

The workshop was led by Mr. Mohamed Ahmed Ibrahim – Group Manager of the Internal Audit & Compliance. The event's main theme was "Regulatory Compliance in the Insurance Sector" focusing on several compliance & governance aspects related to the insurance sector.

The workshop hosted a group of managers from several insurance companies within the State of Kuwait.



CEO Summit

On December 17-18, 2019 all the gig Group CEO's gathered in Kuwait at the Four Seasons Hotel, for a 2-days CEO Summit. This was an opportunity for all the Group subsidiaries and affiliates to present their 2020 budgets including the Key Strategies, critical success factors and challenges for 2020.

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gig-Turkey Strategy Meeting

Gulf Sigorta Senior Management and gig-Turkey Board members gathered for a mid to long term strategy meeting in Istanbul, Turkey, on 17th September, 2019. During the meeting, general market dynamics, potential gaps and opportunity areas were discussed with a rough action plan that was drafted. Discussion topics included; immediate opportunities to be pursued with no additional investment, product innovation and ideas to expand existing portfolio profitably, as well as preliminary longer term expansion areas.



Dear Colleagues,

I am honoured to write to you today through this wide window gig-Connect to wish you a happy 2020 full of love, peace, and success. May all your wishes come true, and our group continue to play its paramount leading role in the insurance industry in our region.

There is no doubt that gig-connect has allowed us to reach out to each other, and share moments of achievement and excellence, and increased our sense of belonging to a larger family, living in different countries, yet, carrying the same values and sharing the same hopes and aspirations. Every new issue of gig- Connect gives us a strong motivation to be active, engaged, and innovative members of this big family. I would, therefore, like to thank those who are behind this great effort and wish this initiative all the success.

2019 has been an outstanding year for our group, and in addition to the excellent financial results achieved by our group, we continue to live the joy of winning the “2019 General Insurance Company Award for the MENA”, which reflects the appreciation of the insurance community in the region to our efforts, each one of us in his or her position as the total achievement is only the result of the achievement of individuals. This award is a reminder of our key values, foremost of which is “From Origin to Excellence”.

For us in gig- Jordan, 2019 was an eventful and successful year from all aspects, being financial, technical and operational. We have launched many projects related to people, technology, and processes. During the year, 37 of our colleagues obtained international professional certification, 26 of them were certified by the Chartered Insurance Institute. AM Best has upgraded our company’s rating to become the best among companies operating in Jordan, and we have taken important strides in integrating technology into our customers’ experience and continued to be the market leader in terms of both size and profitability. This would not have been possible without working with team spirit and dedication.

I am still fascinated by what Gibran once said “Work is love made visible”, and what the impressionist painter Renoir said “work lovingly done is the secret of all order and all happiness”. Let us receive the year 2020 with hope, love our work, do it with passion, develop our industry, make a difference in life, and spread optimism everywhere.

I take this opportunity to thank Gulf Insurance Group for its unwavering support and wish you all a lasting health and happiness.

Happy New Year.

Best Regards,
Ali Al Wazani

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Feedback and Submissions

For more information,
feedback or submissions,
please contact:

Corporate Communications
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Insurance Brokers Seminar with AGLIC



AGLIC organized an exceptional seminar for insurance brokers in Algeria as a way to bring its services closer to its clients. The seminar focused on simplifying the content of Group Health

and Life Insurance as this coverage is complementary to social insurance. Over 20 specialized offices in insurance contracts from all over Algerian cities attended this occasion. AGLIC found this

a way to help them to get to know the company thoroughly and allowed them to discover the true capabilities of the company and its projects to modernize and develop services.

Annual Calendar Contest



gig-Algeria organized an annual Calendar Contest to encourage photo amateur artists in December 2019, through its Facebook page, for the 12 most beautiful photos. This edition had a theme of the Algerian Natural Landscape, where 95 candidates participated in the 1st 2019 edition from which 12 among 135 pictures were selected by the Jury. 9 Laureates were rewarded. These photos were used on the agendas and calendars for the year 2020 with the name of the winner will be proudly displayed. The ceremony of presentation of gifts to the winners of the photo competition, was held on December 8, 2019 during which 9

young photographers were rewarded in the presence of our teams, the collection of photos of the different landscapes of Algeria was displayed and contemplated by the staff. In addition to the presentation of gifts, gig-Algeria did not fail to honor a trophy to the representatives of INFO TRAFIC ALGÉRIE and ASTUCES AUTOMOBILES ALGÉRIE - 2 important influencers on Facebook and partners of gig-Algeria company - for their actions and their commitment to road safety.

gig - Bahrain attends the Women Power Summit 2019



The women power summit aims to showcase opportunities for investments, partnerships and collaborations created by inspiring female entrepreneurs and investors.

FAIR Conference



gig and its subsidiary attended the 26th FAIR Conference which was held in Marrakech between 22nd and 26th September 2019, with their ultimate goal, to meet various insurers/ brokers/ reinsurers etc., to strengthen the

business relationship and to explore new potential markets/ partners to grow the group's business portfolios. On the other hand, during their presence in Marrakech gig group with the assistance of Fair Fax and the

attendance of KIPCO's representative conducted a digitalization workshop for all its subsidiaries CEOs, where various vendors presented their innovative digital products.

gig Sponsors the First Badminton Tournament in Kuwait



Gulf Insurance Group sponsored the first Badminton tournament in Kuwait in cooperation with the Asian Union and International Federation by the Kuwait Badminton Club which took place at Al Kazema Club on 28th of November 2019. The badminton tournament had a mix of young boys and girls determined to train months in advance in order to be part of competitions.

Gulf Insurance Group Sponsors the 'New Kuwait Summit 2019'

Gulf Insurance Group proudly took the opportunity in becoming the Diamond Sponsor of the New Kuwait Summit 2019. The event, held under the auspices of H.H. the Prime Minister Sheikh Sabah Al Khaled Al Sabah, took place on the 10th and 11th of December 2019.

The New Kuwait Summit 2019 delivered Kuwait with a global platform and window to the world with which to attract insightful debate and information into the seven pillars identified by the Kuwait National Development Plan (KNDP); Global Position, Human Capital, Public Administration, Infrastructure, Healthcare, Economy and Living Environment.



Reinsurance Treaty Meetings in Sharm ElShiekh



Senior Executives of the gig team headed by Mr. Farid Saber, Asst. Group CEO had Treaty Renewal Discussions with Hannover Re Team led by Mr. Adham El Muezzin, CEO.

The teams had deliberated on the treaties performance, gig's Underwriting, claims and risk management approaches, initiatives taken which were well acknowledged by

Hannover Re Executives. Teams had also discussed the challenges encountered by both direct and RI markets as well and the need to improve overall Technical Results. Executives acknowledged that the business relationship between both the entities has matured well and aimed for cementing it further in the years to come. Guy Carpenter, Flag Broker Team who was also present had facilitated the discussions. This meeting was conducted with the assistance of Mr. Alaa El Zoheiry, MD, gig-Egypt and his team as part of Sharm Rendezvous held in November 2019.

CEO Summit



The Summit was hosted by Mr. Khaled Al Hasan and attended by Mr. Bijan Khosrowshahi, the Group Executive Management Team, in addition to the CEO's. The summit discussed the 2020 Marco-economic indicators and Socio-political challenges facing the MENA region and how the Group would successfully navigate through

such challenges by adopting clear Strategies and solid implementation plans to achieve the targeted growth and profitability level. Key topics included the digital transformation, M&A activities, succession planning, Takaful growth strategy, diversification of revenue stream, adoption of IFRS 17 and many other

initiatives the Group is taking in 2020 to improve efficiency and performance. This is an excellent networking occasion that takes place annually to improve the bonding among the group leadership team, especially for young leaders and to encourage cross countries collaboration on many mutual initiatives.

The 1st edition of the Brokers' Annual Meeting BAM_2019

On November 28, 2019, l'Algérienne des Assurances organized the first edition of the Brokers Annual Meeting at the Holiday Inn Algiers. Brokers received this new rewarding scheme with great pleasure and qualified it as very innovative and a very professional way to strengthen the relation between the broker and the insurance company.

Mr. Mourad Kaoula, Chief Executive Officer stressed on the importance of strengthening the relationship with the brokers as important players in each and every insurance market and the added value they may bring to the insurance industry. This edition ended with a lunch, in honour of all the guests and the 2020's BAM second edition that will be revealed soon.



gig - Algeria Sponsor of Algeria 2.0



As part of its strategy in terms of promoting the innovative technologies and their use in the Insurance/Financial industries, l'Algérienne des Assurances sponsored and participated in the "Algeria 2.0" event, considered to be the largest national tech event "crossroads of ICT and WEB professionals".

Mr Abdelhalim Khababa represented as a panelist and participated in the discussion of Cyber Security as a subject, while sharing his experience in terms of new technologies and IT security issues that companies may

face all long their journey to the digital environment. He shared a lot of his knowledge with the participants and promoted the quality of the Human Resources our company is based on.

Our willingness to participate to the next editions with more representation as part of our CSR strategy allowing new up coming talents discovering the insurance industry and invest in technologies that can be used in the Insurance industry world wide.

Kingdom of Bahrain Wins Gulf Cup



Congratulations gig - Bahrain for winning the Gulf Cup!

Shariaa Supervisory Committee Meeting



gig-Life Takaful Egypt was honored by the visit of the two former Egyptian Grand Muftis Dr. Nasr Farid Wasel (Head of the Shariaa Supervisory Committee) and Dr. Ali Gomaa (member of the Shariaa Supervisory Committee) as well as Dr. Refaat El-Awady (member of the Shariaa Supervisory Committee).

The purpose of the meeting was to revise the Financial reports for the year ending 30th June 2019 and to endorse its conformity with the takaful system and the Islamic Law of Egypt.

gig - Jordan hosted Seminar for “Cyber Insurance”

gig - Jordan hosted a Seminar in November 2019 for “Cyber Insurance” which was attended by Corporate Clients, Banks, Financial Institutions, Telecommunication, Brokers etc.,

gig - Jordan invited the Underwriters from M/s. CHUBB and Mr. Syed Adil – Executive Technical Manager (Iraq Operations & Group Regional Business Development) to conduct this seminar.

Mr. Syed Adil – briefly presented the gig-group/ gig-Jordan and stressed the significance of Cyber Insurance on how it



can affect a company and what gig can offer across 11 countries where we operate.

Underwriters from CHUBB - talked more in depth about Cyber Insurance, the coverage,

exclusion, proposal forms, the underwriter approach, market situation, etc.

It was a full day interactive seminar which was well received by the audience.

gig-Jordan Takes Part in the Fifth Conference for Health Care Accreditation Council (HCAC)



gig-Jordan participated in the fifth Conference for Health Care Accreditation Council (HCAC), which was held in Amman on 12/11/2019, as a leading sponsor of the Conference. The Conference highlighted the Key challenges faced by the health care institutions aiming at the development of quality of services and

the health care introduced. It also focused on key issues as a donor for the accreditation, such as, the development the standards of health care, training and accreditation of the evaluators in addition to the accreditation of programs and institutions of health care.

Mr. Ahmad Ghanem, Mr. Fadi Al Farra, along

with a number of the company’s employees attended the conference as representatives of gig-Jordan. Mr. Al Farra received an honorary shield in appreciation of the sponsorship of the Company to the Conference.

gig - Life Takaful Egypt Sponsors 2nd Sharm Rendezvous Annual Conference

gig-Life Takaful Egypt participated in one of the most important annual events organized every year by the Insurance Federation of Egypt "IFE". The conference was attended by major local market players as well as a few international insurance and re-insurance companies which presented a vibrant environment to meet and connect with each other.

The event took place in Sharm El Sheikh from November 11th to 14th 2019. gig-Life Takaful Egypt sponsored the 4-day conference that was attended by the top management and key middle management.



Agency Sales Channel Awards Night



gig- Life Takaful Egypt held a grand event for its Agency Sales Channel celebrating their efforts and sales achievements for the year 2018-2019.

The event was very motivational and inspiring; many success stories were shared as well as hardship ones. All attendees were appreciated for their achievement and their professionalism.

The day was concluded by our MD Mr Rimah Asaad and the Head of the Agency Mr. Mohamed Roushdy distributing various awards to top achievers.

gig - Life Takaful Egypt's Bancassurance Celebration of Abu Dhabi Bank Staff Winners

Mr. Rimah Asaad, the MD of gig- Life Takaful Egypt together with the Head of Bancassurance Sales Channel Ms. Farida Sonbol congratulated the winners from ADIB Bank staff on the 10th November 2019 for their dedication and outstanding performance.

The event had a great role in reflecting the company's aspiring future business development.



gig-Jordan Provides Medical Services for its Clients through Accrediting Al Abdali Medical Centre



The agreement of accrediting Al Abdali Medical Centre as one of the medical service providers for gig-Jordan was signed in the presence of the Chairman of Board of Directors, His Excellency Nasser Louzi.

Mr. Ahmad Abu Ghazaleh, The deputy chairman of directors of the Medical Centre and Dr. Ali Al Wazani, the CEO of gig – Jordan signed the agreement, under which, the centre will provide its medical services for the insured according to different medical insurance programs of gig – Jordan.

Dr. Al Wazani, on the other hand, stressed that such step comes, in accordance with the company’s policy, which seeks to expand its medical network and include the largest number of medical services suppliers.

gig- Jordan Takes Part in the Third Adolescent Regional Health Conference



gig- Jordan has participated as one of the leading sponsors for the Third Adolescent Regional Health Conference “an investment in adolescent health” which was held in Amman from 12 -14 December 2019. This conference was organized by the Royal Health Awareness Society (RHAS) in cooperation with the Ministry of Health. It aimed at exchanging experience on aspects related to the adolescent health in order to promote a sound health and social environment for them.

The conference was under the patronage of

the Minister of Health Dr. Sa’ed Jaber. The inauguration ceremony was attended by representatives from gig-Jordan Mr. Suleiman Dandees, an executive director of the Medical Insurance Department Miss. Rana Al Ramahi from the Marketing Department, Mr. Kareem Mansoor and Mr. Hani Qabook from the Retail Department.

Mr. Suleiman Dandees received an honorary shield as a gesture of appreciation for the contribution of gig-Jordan in sponsoring the Conference.

Medical Insurance Coverage Agreement



Amman Chamber of Trade has signed an agreement with gig-Jordan on Sunday 20/10/2019. This agreement aims at providing medical insurance coverage for members of the Amman Chamber of Trade, their families and their employees. The agreement was signed by Mr. Khalil Al Haj Tawfeeq, the chairperson of Amman Chamber of Trade, and Dr. Ali Al

Wazani, CEO of gig-Jordan. This took place in the presence of the members of Amman Chamber of Trade, heads of syndicates, Trade Associations and the work teams of both sides.

A special office has been dedicated for the insurance employees to enable them to explain, and provide details on how to avail the service.

The Avenues Mall Branch Opening

gig-Kuwait celebrated the soft opening of its latest and 13th branch in the Avenues Mall. The branch will serve potential and existing customers with almost all insurance line of business services including, policy purchases, renewal, filing a claim and much more.



Gulf Sigorta shall reveal a balanced and profitable growth in 2020

Gulf Sigorta hosted its business partners and agents in Bucharest between October 17 and 20.

Becoming popular with the strategies applied for its sales channels, Gulf Sigorta hosted its sales and distribution channels, who accomplished its objectives during the year, in the visit arranged to Bucharest, Romania, between October 17 and 20. In the travel in which Gulf Sigorta top management attended as a full team, agencies experienced unforgettable moments and found opportunity to listen Gulf Sigorta's objectives for 2020 from the General Manager.

Sağiroğlu spoke at the meeting held in Hilton Bucharest Garden Inn Old Town Hotel and stated that; they set forth to complete 2019 with a performance achieving all budgetary objectives in all



channels and branches and continued" We reached serious growth rates which contributed to our profitability in Travel and Transportation Insurances which was determined as target for the branch in the beginning of the year. We recorded a growth

by 43 percent and 31 percent in Travel Insurances and Transportation Insurances respectively".

Sağiroğlu noticed that they would maintain their growth rate in the sales channels.

gig Attends Annual Media Dinner



Gulf Insurance Group attended the annual media dinner hosted by KIPCO at the Marina Hotel, in recognition of the media's support for the KIPCO Group throughout the year. The attendees were representatives from the Group's public relations and communications departments, as well as members of Kuwait's leading media outlets and news agencies. The guests were treated with live music and a barbeque dinner outdoors by the pool area.

gig - Algeria launches TunEasy

لأول مرة في الجزائر
تأمينكم الشامل على سيارتكم
صالح أثناء عطلتكم في تونس
#زاني_فهنّي

تمتّعوا بعطلتكم
في تونس
أنتم، و سيارتكم
www.2a.dz / Facebook : @2APageOfficielle

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الجزائرية للتأمينات
L'Algérienne des Assurances



Every summer and winter holiday, a significant number of Algerian tourists cross the borders to Tunisia. In 2018, nearly 2.7 million Algerian tourists went to Tunisia in the summer, whereas in winter 2019, not less than 18,000 Algerians crossed the borders every day through the Wilaya Tébessa, one of the wilayas bordering Tunisia.

Having noticed a breach in the actual comprehensive product available in the Algerian Market, the innovative idea was to put in place a top-up cover making our product wider and different from the others available in the market.

TunEasy is an exclusive product and is an extension of the comprehensive motor



cover which covers claims occurring on the Tunisian territory with a duration not exceeding 30 days.

The product has come to enhance the actual

motor available packages and promote the company's brand as an innovative player in the Algerian Insurance Market.

**Insurance Terms
“pre-existing
condition”**



A Pre-existing Condition is any disease, illness or injury that:

- Insured/Policyholder has been diagnosed; or
- Insured /Policyholder had received medication, advice or treatment prior to the Enrollment Date; or
- Insured/Policyholder had experienced symptoms prior to the Enrollment Date, whether or not the condition was diagnosed; or
- Insured/Policyholder should reasonably, in our opinion, have

known about; or

- is a consequence of injury or illness for which medical, surgical and/or Pharmaceutical treatment or advice was provided prior to the Insured/Policyholder’s Enrollment Date.

If the Insured did have a Pre-Existing Condition before joining and declared it to us in the Application, the terms of cover for that condition will be noted in the Policy Schedule.

Direct marketing plan changed to Gulf Sigorta Customer Services!

As of November 2019, gig-Turkey decided to incorporate Direct Marketing activities, which were managed by the agency of the contracted call center for more than 15 years, into Gulf Sigorta Customer Services.

By incorporating the direct marketing sales and operations processes into Gulf Sigorta Customer Services, the aim is to increase profitability and achieve efficient return rates with the help of a long-term and sustainable model. In addition, they will be able to closely monitor the call center sales performance and achieve more successful renewal and new sales rates.

After the infrastructure and product revisions were first completed during transition period of this project, necessary training was provided to the Call Center Direct Marketing sales, collection and renewal teams.

The Non-Collection Calls, which started as the first phase of the transition, have yielded fruitful and pleasing results in the first month and would like to thank all colleagues for their support and efforts.

gig-Turkey is pleased to announce that they have new sales and cross-selling plans, primarily for Personal Accident Insurances and Complementary Health products, which will firstly aim at customers in the direct sales channel customer database and then strategic business partners in Travel Insurance branch and current insurers. For 2020, the main targets will be to expand customer repository and increase our renewal rates.



gig - Kuwait launches new international health insurance plans

gig-Kuwait in co-operation with AXA - Global Healthcare and UIB London have developed an international private medical insurance product for individuals and families. The plans offer a high level of cover and provide access to medical treatment anywhere in the world (inside and outside Kuwait).

This comprehensive product offers a wide range of benefits. All plans include cover for in-patient treatment, such as surgery and rehabilitation as well as emergency medical evacuation and repatriation assistance. Customers can then choose to include or exclude cover for treatment in the USA as well as select a plan with or without out-patient treatment. Other benefits can include, but are not limited to the treatment of wellness, dental and optical cover as well as maternity and newborn benefits and cover for congenital conditions.

This product is serviced around the clock, 24/7, by a dedicated,

professional team and allows customers to make use of AXA’s global medical network and direct billing arrangements with providers around the world.

AXA – Global Healthcare has been supporting customers with their international private medical insurance needs for over 55 years. They’re part of the AXA Group who were rated the #1 global insurance brand.



Rami El Baraki

Group Senior Manager

Finance - Treasury & Investment Operations

Question & Answer..

(IFRS 17) The New Insurance Contract Standard

1. What are (IFRS) and what is (IFRS 17)?

(IFRS) refers to International Financial Reporting Standards and they are a set of accounting standards developed by an independent, not-for-profit organization called International Accounting Standards Board (IASB or the Board).

(IFRS 17) is the new insurance contracts standard which replaces the current applied standard (IFRS 4).

2. Why was there a need for a new standard of insurance contracts?

(IFRS 4) the current insurance contracts standard is an interim standard that allowed insurance entities to use a wide variety of accounting practices reflecting national accounting requirements and variation of those requirements which resulted in differences in accounting treatments across jurisdictions and products which made it difficult for investors and analysts to understand and fairly compare insurers' results. Therefore; (IFRS 17) was presented by (IASB) as the first truly international comprehensive accounting standard for insurance contracts and to provide a more useful and consistent accounting model which serves investors and analysts needs in terms of comparability, consistency and information transparency.

3. Who is driving this, and when is it effective from?

As mentioned, it has been driven globally by (IASB) and by local regulatory bodies whom require financial reporting according to IFRS's.



The effective implementation date is 01 January 2022 and comparative accounts for 2021.

4. What are the main areas of impact?

The major areas of impact could be summarized as follows:

Accounting, Actuarial, Data, Systems and operation processes.

It is worth mentioning that (IFRS 17) is much more than just an accounting change since it have a major impact on business, systems and operations and there's a huge need of required amount in terms of quality of data and the associated costs required in terms of acquiring new systems and implementation advisory.

5. How did gig plan implementing (IFRS 17)?

Actually, gig was one of the few groups in the region that started early in 2018 by setting an implementation roadmap for (IFRS 17) and engaged "Ernst & Young" to perform

the gap operation and financial impact assessment for the whole group companies, and this phase was finalized by end of 2019 and we are currently in preparation of the next phase which requires appointing an implementation advisor and project management and acquiring a new tool "system" for (IFRS 17) calculations. We are aiming to be ready for actual implementation by end of 2020.

Also, gig arranged for all group companies trainings and workshops that involved finance, actuarial, IT and operation teams to raise the awareness on the new standard and its requirements which should be consistent across all group companies even though some might not be required to implement the new standard as they do not follow (IFRS) in their financial reporting or were not required from their local regulatory bodies to implement the new standard, they will still be required to implement (IFRS 17) as they are part of gig.

I would like to say that working on the (IFRS 17) project was a big challenge for the group and feels a lot like walking on a bridge while building it at the same time.

Some trips may be surprising. You better insure yourself in advance

Gulf Travel Insurance protects you against accidents you may encounter while traveling. It covers the cost of treatment and the costs of your canceled travels.



Gulf
Sigorta | **gig**
Turkey



GULF
INSURANCE
GROUP

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Bahrain National Day



gig-Bahrain celebrated Bahrain's National Day and Accession day in its headquarters in Seef Area. Celebrations included giveaways, Bahraini breakfast and a coffee stand to give out hot drinks to staff and customers.



Issue 3 Winner



Mr. Umair Javed from gig - Kuwait receives samsung galaxy s10 plus

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

- 1) Complete 2 of the 3 activities
- 2) Take a picture of your chosen activities and send your answers to branding@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: March 15 - 2020

1 What is the name of the first company gig acquired outside of the Kuwait?



Hint: 1. Key Milestone 2. gig Timeline Achievements

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| NAMED INSURED | LISTED DRIVER | INVESTIGATOR | INVESTIGATION |
| EXCLUSIONS | ENDORSEMENTS | CSW | COVERAGE |
| COOPERATION | CONDITIONS | BUSINESS USE | AUTHORIZATION |



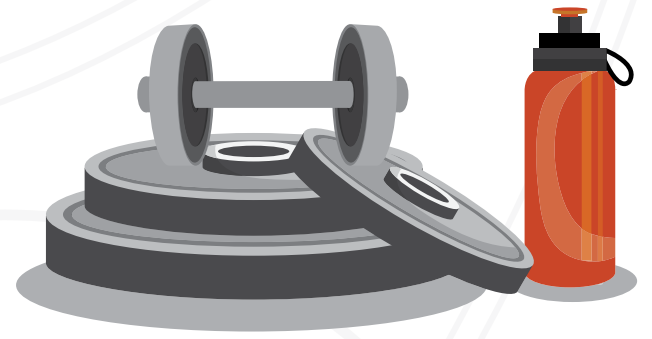
gig Battle Fitness Festival's 1st annual Fitness event by Gulf Insurance Group kicked off on 1st and 2nd of November at the Green Island in collaboration with Circuit+ Fitness who organized the region's largest fitness event.

The event was attended by more than 2,500 athletes, spectators and volunteers from over 40 different countries. Athletes competed in a number of games, including the Athlete Games, the Super Team Cup, the Saracen Race, and for the first time the Power lifting Combat.

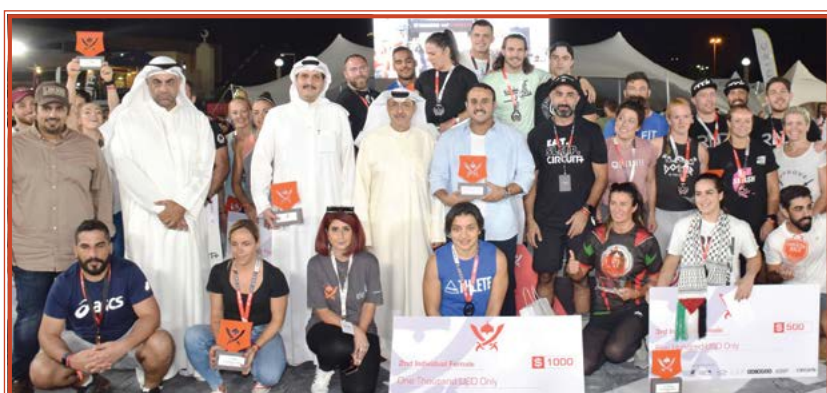
Gulf Insurance Group held an interactive booth at the event to engage with the visitors and athletes through competitions and fun activities.

As successful as the event was, Gulf Insurance Group 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. Competitive sports have gained popularity among young men and women in Kuwait in the recent years, and we hope that this event will serve to further support a more active lifestyle among this segment of the society.





gig Battle Fitness Festival



gig-Turkey Insures Athletes



We at gig-Turkey take sports very seriously. As Personal Accidents UW Team, we sold insurance to a professional volleyball player in Turkey, who had gone to travel the distance to New York City. As he made the right decision by purchasing our long term travel insurance plan, he secured himself from any future accidents. Little did he know that the travel insurance was going to be in good use as gig-Turkey received a call from the professional volleyball player saying that while he was riding the bicycle in Central Park, he fell and twisted his wrist. Knowing that his hand is the main and important feature for his success in his career he needed the claims department to help him find medical treatment the soonest. gig-Turkey covered all medical expenses by directing him to the closest hospital. The volleyball player had to go through Physiotherapy to recover for a period of time and he would not have been successful if it wasn't for gig-Turkey to help him get back on the field.

gig Annually Supporting Future Engineers



Gulf Insurance Group annually sponsors graduating students from the College of Engineering & Petroleum at Kuwait University. The future engineers created a reservoir & Well Diagnosis using production logging which was successfully implemented at KOC. Their objective was to determine where the oil, gas and water are coming from in a producing well or to determine where the gas or water is going to in an injection well. Because the radial influx (or outflux) of these phases into the borehole cannot be directly measured, production logging looks for intervals of stable or unchanging flow rate (q) and then calculates the differences between adjacent stable intervals. gig seeks as many opportunities to support the youth of Kuwait.





Get to know Mr. Volkan Emir

Director

gig - Turkey

1) Could you introduce yourself briefly?

I hold a BA in Economy and started my professional career at Citi Bank. Prior to acquisition of AIG by gig Group, I spent 13+ years in different divisions at AIG including; Claims Reporting, UW, Sales and currently employed as Director in charge of Service Programs (Extended Warranty, AD/Theft and Plus Products). In my current position, I am responsible for managing the existing portfolio from an UW stand point, as well as business development and expansion.

2) Service Programs Unit is the largest sales channel in gig-Turkey. How did you achieve that?

We offer coverage to the end users for newly purchased consumer electronics and mobile phones. We also partner with large retail chains and mobile phone operators. We were the first in market to launch this product back in 2010 and remain the pioneer and leader in Turkey. It has been a learning curve and we did work really hard to reach the current, favorable portfolio performance. This business requires simultaneous coordination of many different internal and external components. Our priority has always been establishing transparency in the long term, win-win relationships with our business partners.

Since the initial launch almost a decade ago, we went through many hurdles and

learned valuable lessons and applied all our experience and learnings to improve our operations. We have also made a point of providing the best service possible. We emphasized reliability and network and strived to keep certain standards rather than short term strategies. In summary, I cannot mention one single reason for Gulf Sigorta being the most experienced and competent provider in EW, but rather a combination of hard work, systems investments, partner relationship and customer centricity.

3) What is your main strategy for the upcoming years?

You need mobile phones to reach customers and obtain big data that you can utilize to match customers' needs/meet your target universe and the like. That is why we are also attracted by technology, artificial intelligence, IOT and other new concepts that will help us better understand and provide service to our clients, like our competitors.

As the market pioneer in Service Programs, we have the most experience and expertise, yet still competition is gearing up as the consumer demand continues increasing.

We have two strategies for mid to long term, one of which is keeping our existing model (B2B) and continuing to serve clients through strong direct partnerships. While retention is of essence, we are also always proactively pursuing new clients to diversify our portfolio.

Our second strategy is to get closer to the end user and create/reach a wider audience through effective models. We target to launch a new product for mobile phones in use by second half of 2020. The model we are working on is based on remote diagnostics and scoring. Our IT teams are in the process of building a customized screening tool that will enable us to offer accidental damage, theft and extended warranty programs to users that currently have no cover.

The end user can access the scoring tool on his/her mobile and follow the intuitive and user friendly steps to help us understand whether the device in question is eligible for cover. If yes, the proposal will be made available via the same application and user will have the ability to proceed with purchasing cover. The application is foreseen and designed to be modular end to end with sufficient flexibility to be later applied to other consumer products making the whole process to be available online. (quoting binding, payment, claims reporting and reimbursement)

We are also eager to share our learnings and expertise to replicate similar programs in other gig operations as we believe sharing experiences is a great way for accelerated, profitable growth. Me and my team are ready to help structure operations that will best meet the country needs and strategies.

* About Service Programs

We can describe Extended Warranty as an offering that either expands the content or lengthens the duration of the product manufacturer's warranty.

As Turkey team, we have almost been working on Service Programs for a decade with consumer electronics retailers and mobile phone operators where our product is offered to the client at the time of purchase.

Final comments on points to take into consideration for a successful program would be, understanding the regulatory environment, utilizing a system that will enable monitoring each step and having a strong claims division with company oversight of the repair network utilized. Of course, there are numerous other details yet, experience and hands on continuous work as well as market dynamics will bring those about for each operation.

gig LIFE



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gig - Bahrain



gig - Bahrain



gig



gig - Kuwait



gig - Bahrain



gig - Kuwait



gig - Turkey



gig - Kuwait



gig - Algeria

حياة gig



gig



gig - Jordan



gig - Egypt Life Takaful



gig - Jordan



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gig - Jordan



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