

GIG CONNECT

From Origin to Excellence

GULF INSURANCE GROUP ACQUIRING THE FUTURE



AXA Gulf is now part of GIG.
Be a part of our family and let's insure the future together.



Bahrain
UAE
Oman
Qatar

KSA

GULF INSURANCE GROUP ACQUIRING THE FUTURE

AXA Gulf is Now an Additional Part of GIG.

Continued on Page 2

Message From GIG - Algeria, CEO



Despite the COVID19 crisis and the rhythm imposed by the pandemic, the group has made an outstanding forward move by the acquisition of AXA Gulf operations, transaction which will undoubtedly propel us to play the leading roles in the region in line with the group's strategy in place.

I join with all GIG colleagues to welcome AXA Gulf's teams and wish them all the best within in a group where all we can feel is being at home.

2021, and after 5 years of "2a" acquisition by GIG, we have proudly moved to the GIG branding which has been very successful, giving unquestionably a new breath to our company by having GIG-Algeria as a brand.

Nowadays, GIG-Algeria is working on very ambitious projects and with their implementation it will achieve by 2022 a milestone which will allow it to start a new era, that of a market player having the means of its ambitions in the development of its operations and the customer experience which remains itself a strategic objective.

The unconditional support from group's HQ on all fields allowed and is still allowing us to embrace the future with confidence and keep realising our dreams in accordance with our vision.

With a deep Respect towards all stakeholders, we believe in the Rewarding coming out of Lasting relationships, keep though moving From Origin to Excellence.

I wish you an excellent reading of this new edition, hoping to meet you in excellent conditions.

Mourad KAOUA
GIG-Algeria | Chief Executive Officer

Dear Colleagues,

"Connecting with others is rewarding; it makes us feel like we're not alone in the world."

Jonah Berger

The above quote summarizes the importance of being connected with others and how strong we can feel while acting as one, which pushes us to take each edition of the GIG connect very high, which will allow us to know always more about each other after each issue.

It is an honour for me today to reach you by these few and modest words and share with all of you the pride we all of us express by belonging to the GIG family.

The past two years were exceptionally challenging for all of us, some of us have been through very tough moments and I do express my deep compassion for them, wishing a wonderful and blessing future for all of us.



C O N T E N T S

02 News & Events

11 Products & Services

16 Get to Know

18 Give Us Your Opinion

19 Raffle Draw

20 GIG-Life

Feedback and Submissions

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Gulf Insurance Group Completes the Acquisition of AXA in the Gulf



The Gulf Insurance Group announced the successful completion of the acquisition of AXA’s operations in the Gulf region, after obtaining all the required approvals from the relevant markets. The transaction, valued at \$474.75 million, is among the largest insurance acquisitions in the region.

The transaction, in accordance with the acquisition agreement concluded in late November 2020, includes AXA’s stake in AXA Gulf Company (Bahrain, UAE, Oman and Qatar) and AXA Cooperative Insurance Company (KSA). The acquisition of AXA’s stake in AXA Green Crescent Insurance Company in UAE has been approved by all necessary regulatory authorities, including by the Central Bank of the UAE and is in the final stage of the completion process.

With this transaction, GIG also acquired Yousuf Bin Ahmed Kanoo Group of Companies’ (YBA Kanoo) shareholding in AXA Gulf.

With an extensive presence in the region for over 70 years, AXA in the Gulf is the largest international composite insurer across five markets with a wide range of insurance products and services for corporate and individual customers.



Mr. Paul Adamson
GIG-Gulf CEO

The transaction substantially expands GIG’s insurance business portfolio, bringing the Group into two new markets in Oman and Qatar, and reinforces its operations in Bahrain, UAE and KSA. The strengthened client-centric quality service, combined revenue and human capital and sustainable growth

strategy, help the Group to become one of the largest insurers and the most diversified in the region.

On his part, AXA Gulf CEO, Mr. Paul Adamson said, “Thanks to the rigorous but efficient collaboration with local regulators in our five respective markets, we have been able to retain the integrity of our existing operations. Our partners, brokers and customers have shown trust and patience. As we enter into the final stage of the transition, we are looking forward to continuing to deliver on our promises with the support of our new shareholders and the guaranteed continuity of our operations and teams, which will ensure that our customers are not impacted by this transaction. This new chapter will allow us to build our scale, capacity and footprint across the region and enable us to grow our competitive advantage through the creation of sustainable employment whilst supporting the local communities in which we operate.”



Khaled Saoud Al Hasan
GIG CEO

Group CEO of GIG, Mr. Khaled Saoud Al Hasan said, “It is with absolute pleasure that we announce the completion of the acquisition. This is a remarkable milestone in our expansion journey. The exponential insurance business growth and the quality of services will be further enhanced through our enlarged geographical presence (13 markets in the region) to better serve our customers while leveraging the existing international network and ecosystem of AXA Gulf. I would like to thank the Group Chairman, Board members, major shareholders - KIPCO and FAIRFAX – for their continuous support towards its successful completion. I would also like to thank our team who participated for their extraordinary efforts in accomplishing this acquisition and all regulatory parties for their support towards this successful end result. On behalf of the GIG family, I am delighted to welcome our new colleagues. Wishing everyone all the success.”

GIG-Bahrain and GIG-Bahrain Takaful Affirms A.M. Best Rating



Dr. Abdulla Sultan
GIG -Bahrain CEO

Subsequent to its annual review, A.M. Best Europe – Rating Services Limited affirmed the financial strength rating A- (Excellent) and the long-term issuer credit rating of “a-” (Excellent) of GIG-Bahrain and its subsidiary, GIG -Bahrain Takaful, with the outlook for both ratings is stable.

According to the agency’s statement, the ratings reflect both companies’ balance sheet strength, which AM Best assesses as very strong, as well as its strong operating performance, neutral business profile and appropriate enterprise risk management. The ratings also factor in the financial strength of their parent company, Gulf Insurance Group, due to the strategic importance to the group.

Dr. Abdulla Sultan, CEO of GIG -Bahrain stated that the management is very pleased with the A- Credit Rating given to the company and its subsidiary has witnessed the difficult economic cycles in recent history. The rating reflects the financial strength of the company and its ability to meet its short and long-term obligations. He added

that the company has an excellent record of profitability reflecting good underwriting performance for various types of insurance in Bahrain and Kuwait. He also quoted that the company is particularly pleased with the turn-around and operational synergy with GIG - Bahrain Takaful.

Commenting on obtaining this excellent financial and credit rating, Mr. Essam Al Ansari, CEO of GIG -Bahrain Takaful, said that this reflects the company’s orientation in working as a pioneer in the takaful sector in the Kingdom as this would enhance the confidence of the company’s clients and contribute to solidifying the company’s ability to fulfill its financial and credit obligations and to be a prominent member of Gulf Insurance Group and a subsidiary of GIG-Bahrain.

Insurance Terms



Rights of Recourse Policy

Exempting the insured from some of the right of recourse cases that are set forth in the policy such as crossing red or yellow lights, driving above speed limits or driving opposite to the traffic direction.

GIG Raises Awareness with Al Sidra Association



Gulf Insurance Group aided makeover accessories and donated towards women detected with breast cancer at Al Sidra Association, a psychological care for cancer patients.

As females struggle in their treatment through chemotherapy, radiation etc., they tend to go through physical changes that includes hair loss. Gulf Insurance Group was content to donate makeover accessories to help females feel better about themselves. Other females have different struggles such as financing their treatment, as it can be costly. Therefore, Gulf Insurance Group donated funds to help those in need to save their life and undergo the required treatment.

On a different occasion, Gulf Insurance Group attended a support group at Al Sidra to raise awareness for breast cancer and in return, employees and the patients were gifted gig souvenirs to show gig’s appreciation towards them and their families.

Al Sidra Association is a psychosocial support center for cancer patients, and their families, who are living with cancer. Their dedicated staff and volunteers provide information and education along with emotional, social and psychological support for cancer at any stage of the disease. They provide a warm, caring, safe and confidential environment for all their patients, and their families to help them cope with the cancer experience.

GIG-Gulf Meets New Shareholders in Bahrain



GIG-Gulf CEO, Paul Adamson had the pleasure of spending the day with Mr. Khaled Al Hassan, GIG CEO along with Mr. Bijan Khosrowshahi, President of Fairfax International and Jean Cloutier, Vice President of Fairfax who flew into Bahrain to see state-of-the-art headquarters, meet some of our colleagues, catch up on business and have a face-to-face introduction with the Kanoo family.

During the meeting, Mr. Paul gave Mr. Khaled and Mr. Bijan an in-depth tour of Bahrain Bay office. Following the office tour, discussed business updates concerning how AXA-Gulf and AXA-KSA are currently performing. After

business discussions, the team met with the Kanoo family to introduce the new shareholders joined by Ali Babar, CEO of AXA-KSA, and Nicola Bell, Chief Financial Officer discussing the future of AXA organization and how to further collaborate to ensure continued success across the region.

Now that the transaction with GIG has formally closed, the real work begins, and look forward to working more closely with the new shareholders to achieve long-term vision and build the future of success.

GIG-Egypt Celebrated World Cleanup Day



GIG-Egypt celebrated World Clean Up Day, with Plastic Bank in cooperation with Banlastic Egypt launched an environmental initiative to set a new Guinness World Record by cleaning more than 10 beaches in Alexandria in just two hours. This major initiative was launched under the Ministry of Environment, with the participation of 200 volunteers. Approximately 3,000 to 4,000 kilograms of plastic waste were collected to be recycled via Plastic Bank's ecosystem.

This initiative aligns with Plastic Bank's strategy of reducing plastic pollution in the River Nile and Egyptian seashores. It also strives to educate society on the importance of proper disposal of plastics, thus serving the 14 sustainable development goals and achieving Egypt 2030 Vision.

GIG-Bahrain's Commitment Towards Sustainable Development



Mr. Ahmed Bucheeri
Chairman of the
Committee

As GIG-Bahrain entered the United Nations Sustainable Development Goals (SDGs), society is now demanding that the world's economic resources be utilized effectively to protect environment and create a sustainable development for the community. The notion of Environmental, social and governance (ESG) issues are gaining traction to help boost the construction of a sustainable society.

GIG-Bahrain in line with Bahrain Economic Vision 2030 and United Nations Sustainability Development Goals on protecting the planet and global well-being of people is committed to contribute to the national, regional, and global strategy for the sustainable development and achieve long-term competitive success.

Therefore, GIG-Bahrain has taken an initiative to embed

32 metrics and indicators of Environmental, Sustainability and Governance (ESG) in our business functions and share transparent and balanced information about our performance through annual ESG reporting.

On this occasion, Dr. Abdulla Sultan, Chief Executive Officer of GIG - Bahrain, expressed "Setting up a robust ESG compliance function at GIG-Bahrain has been a top priority for the company considering the strategic outlook of the Kingdom of Bahrain in terms of the country's Vision 2030. In fact, the latent practice and spirit of ESG has been present in the culture and strategy of the company, since its formation, in one form or the other. However, this initiative of setting up the company's first ESG framework, that is measurable in terms of quality and quantity, will give a tangible form to the pre-existing latent practice and spirit."

Mr. Ahmed Bucheeri, chairman of the committee stated "We strive to be a sustainability leader in our sector, provide a fair and inclusive workplace and be transparent in our performance and commitments towards material ESG issues."

GIG-Kuwait Signs a Sponsorship Agreement with Kuwait Olympic Committee



GIG - Kuwait announced signing of a health insurance sponsor agreement with Kuwait Olympic Committee, according to which health care services will be provided to the players of the first teams of the group and individual national sports with regard to sports injuries examination, diagnosis and complete treatment,

This agreement was signed during a press conference at the headquarters of the Olympic Committee, in the presence of the Chairman of the Board of Directors GIG - Kuwait, Mr. Khaled Saoud Al Hassan, and the President of the Kuwait Olympic Committee Sheikh Fahad Nasser

Al Sabah and a number of executive directors in the group, in addition to the pioneers of sports in Kuwait, and a group of male and female players.

During the press conference, Mr. Khaled Saoud Al Hassan said, under this agreement, which lasts for one year, GIG - Kuwait has exclusive insurance coverage for 263 male and female players from the Kuwait Olympic Committee, where they will be subject to examination, diagnosis and treatment in case of injury, which It enhances confidence in the insurance services provided by the group and its role in society."

Mr. Al Hassan expressed his happiness with this distinguished sponsorship in line with Gulf Insurance's social responsibility policy, which is a very important step, especially as the agreement contributes to strengthening and developing the health care services provided by the group at the same time by covering players in all local and foreign competitions of various games.

AM Best Affirms Gulf Insurance Group's Financial Strength Rating at 'A' Excellent



Mr. Khalid Al Sanousi
Group Executive Manager

“We are pleased with the outstanding results of the Group’s financial strength rating from AM Best. This achievement is thanks to the Group’s well-established and comprehensive Enterprise Risk Management Framework that provides appropriate tools and techniques that help to identify, measure and aptly manage risk at a Group level. The completion of the AXA transaction and rights issue clearly indicate that Group’s strategic execution is progressing in the right direction. We strive to explore innovative approaches for the Group with the aim of providing an exciting customer experience of world-class offerings under a strong and unified GIG brand across the markets we operate in.”

Gulf Insurance Group, announced that AM Best has affirmed the Group’s financial strength rating at ‘A’ Excellent. The outlook for the Group’s credit ratings has been revised from negative to stable.

The rating affirmation and the revision of the outlook to stable came after Group’s announcement of the completion of its acquisition of AXA’s operations in the Gulf region.

The agency added that post-acquisition, GIG’s balance sheet will benefit from risk-adjusted capitalization at the strongest level, supported by a capital raise of KD 50 million to partly fund the acquisition of AXA Gulf.

The Group also has a comprehensive reinsurance program, supported by well-rated counterparties and a relatively conservative investment strategy.

The agency disclosed that GIG is amongst the largest and most diversified insurance groups in the MENA region, with market leading positions in Kuwait, Jordan and Bahrain, and a strong footprint in Egypt, Turkey and Algeria. After consolidating AXA Gulf, the Group’s GWP is expected to reach approximately USD 2.5 billion in 2022.



Safe Blood for All



GIG-Egypt and GIG-Egypt Life Takaful took the initiative in donating blood to the Red Crescent.

Safe blood products and blood transfusions is a critical aspect of public health care, saving millions of lives every day, improving the health and quality of life for many patients.

Gulf Insurance Group Continues its Excellent Ratings Profile by S&P

S&P Global Ratings

Gulf Insurance Group Standard & Poor's Global Rating Agency announced that it has raised its long-term issuer credit and financial strength ratings on Gulf Insurance Group and its core subsidiary, Gulf Insurance and Reinsurance to 'A, from 'A-'. The outlooks on these entities are stable. At the same time, S&P assigned 'BBB+', issue rating to the subordinated notes that GIG is issuing. This came after the group announced that it had obtained all the necessary regulatory approvals that it is issuing up to Kuwaiti dinar (KWD) 60 million (US\$199 million) of Tier 2, junior, subordinated, perpetual notes, which will qualify in their entirety as capital for solvency purposes.

The stable outlook reflects the agency's expectation that over the next two years, GIG will successfully integrate AXA's Gulf operations; improve its investment mix; maintain its improved capital adequacy; and continue improving its operating performance, which will help to safeguard its very strong capital over the next two years.

The agency revised upward the assessment of the group's capital and earnings, which led to a review of the overall financial risk profile, where the adequacy of the group's capital and earnings was estimated to be at the "AA" level or higher, after issuing these bonds and after increasing the capital by 50 million Kuwaiti dinars in September 2021, the agency also expects the group's financial risk profile to become stronger after listing the investment assets of AXA companies, and as a result; along with the increase in shareholders' equity, the Agency expects a decrease in high-risk assets compared to shareholders' equity.

The Group's Digital Audit Unit Launches the First Training Program for AXA Gulf Companies



Mr. Abdul Rahman Sobhi - Deputy Manager of Internal Audit of the Group and Head of the Digital Audit Unit

We were pleased to have our colleagues in the internal audit departments of AXA - Gulf companies join the group's audit work teams, which will undoubtedly enrich the group's audit system in a way that supports the management's efforts in implementing the group's strategy" said Mr. Mohamed Ibrahim - Senior Manager of Group's Internal Audit when talking about launching the first training program provided by the group's digital audit unit to qualify the internal audit teams of AXA Gulf companies to use the audit program Galvanize.

It is worth noting that the Galvanize program is one of the

best auditing platforms globally, which allows activating continuous audit techniques and digitizing internal audit procedures, and is currently used by audit departments in Group companies as the main platform for internal audit teams.

On his part, Mr. Abdul Rahman Sobhi - Deputy Manager of Internal Audit of the Group and Head of the Digital Audit Unit indicated that "the generalization of the use of the Galvanize program is in line with the strategy of the Group's audit department with regard to aspects of digitization and related projects, and currently the audit unit is participating The Group's digital team is involved in more than 25 projects to digitize internal auditing, regulatory compliance, governance and combating financial crimes. He also indicated that the group's digital audit unit, provided a training course on the use of the Galvanize program for colleagues in the AXA Gulf companies, and it was clear their keenness to keep pace with the digitization process adopted by the Internal Audit Department in the group. The meeting included constructive and positive discussions that reflected the keenness of all attendees to be in line with the Group's audit management methodology.

GIG Receives Best “General Insurance Company” Award in the MENA Region



Gulf Insurance Group, one of the leading insurance service providers in the Middle East and North Africa, announced that it has won the “General Insurance Company of the Year, 2021” award at the 8th Middle East Insurance Industry Awards (MIIA), held virtually and organized by Middle East Insurance Review.

This award is absolutely a great testament to GIG’s dynamic leadership and ability to meet the growing business demands coupled with its promising strategic developments despite the pandemic situation. GIG’s strive to be a regional powerhouse through its regional expansion programme, diversified product offerings with an increased focus on product innovation, digital transformation journey with customer centric approach, operational and financial performance delivery etc..were well appraised.

The Group’s success story in adopting digital initiatives were also taken into consideration including digitalization

of distribution channels, claims services, consumer products, robotic process automation, data lab analytics and the digitalization of core functions across the Group and also launched the first Auto Telematics in Jordan. GIG also successfully diversified its product offerings with greater emphasis on property and casualty products and life especially for extended warranty and specialty lines, following the formation of its financial lines desk.



Ahmed Ragab, Corporate Risk Manager

Gulf Insurance Group also has the pleasure to congratulate our colleague, Mr. Ahmed Ragab for winning “Corporate Risk Manager of the Year”. Mr. Ragab who was recognized for his expertise in risk management and leading role in GIG’s success in risk management. As a Group risk and actuarial manager, Mr. Ragab leads the enterprise risk management (ERM) and actuarial developments for all GIG companies, including some affiliates.

GIG Sponsors Kuwait University Engineering Students



iHydroponics

Gulf insurance Group annually sponsors graduating students at the College of Engineering & Petroleum at Kuwait University. The future engineers created ‘iHydroponics’ which is a type of cultivation that supports a soilless planting process. Instead of soil, the plant will receive its nutrients directly from the water.

The proposed system “iHydroponics” is an intelligent system that makes taking care of plants easier. The system is capable to monitor both the pH level and the amount of nutrients dissolved in the water then it responds by balancing them automatically. iHydroponics support a full control on the planting process using a smartphone application as well as providing the user with information about the system’s state. Also, iHydroponics operates using solar power which is a clean source of energy.

GIG seek as many opportunities to support the youth of Kuwait.

GIG CEO Summit: The Road to US\$ 3Bn by 2025



Gulf Insurance Group’s CEOs held their annual summit virtually due to COVID19 in May 2021, attended by the CEOs of the group companies and the group’s Executive team along with Fairfax’ representatives where they reviewed GIG’s performance and agreed on the strategies for the upcoming years.

The main topics that were discussed during the summit were related to the acquisition integration and

optimization of AXA, Efficiency & Revenue Diversification, Multinational & Regional Partnership and more across the group.

The group and its leadership team are enthusiastic about the future opportunities in the region and are willing to “up their game” to take advantage of such opportunities.

GIG-Egypt’s AM Best Rating



GIG-Egypt’s rating agency AM_Best has affirmed credit rating at B++ for Financial strength rating, and bbb+ for Issuer credit rating. The outlook for both ratings is “Stable”.

That comes in a very critical time on which the whole global insurance market is suffering from the consequences

of the spreading of COVID-19 pandemic, which led to downgrades in credit rating for many re/insurance companies around the globe, as well as for the sovereign rating for many countries.

Accordingly, we believe maintaining the rating at this special time is a remarkable achievement, as it reflects the great confidence that the rating agency has about GIG Egypt’s financial strength and resiliency about its growth and profitability potentials in the future.

This is the eleventh year in row since GIG-Egypt got its first credit rating from AM Best.

GIG-Kuwait Blood Donations



GIG - Kuwait organized a blood donation campaign for the employees in Kuwait in cooperation with the Central Kuwait Blood Bank. This campaign was aimed to raise awareness about the importance of blood donation and showed the group’s keenness, based on its social responsibility, to contribute to this community and give the blood for all the sick and needy people.

Gulf Insurance Group Announces Net Profit of KD 44.8 Million (US\$ 148.5 Million) with 242% Growth for the First Nine Months of 2021

10.6% Growth in GWP Reaching KD 369.6 Million (US\$ 1.23 billion)

GIG announced a net profit of KD 44.8 million (US\$ 148.5 million), or 218.9 fils per share, for the first nine months of 2021, an increase of 242 percent over KD 13.1 million (US\$ 43.4 million) or 64.06 fils per share reported for the same period last year. This increase is due to the improvement in the Group's underwriting and investment performance results, in addition to the profits arising from the acquisition of AXA's operations in the Gulf region.

Shareholder equity reached KD 212.4 million (US\$ 704.2 million) as at September 30, 2021 with increase of 81% compared to KD 117.4 million (US\$ 389.3 million) as at December 31, 2020.

Book value per share reached 748 fils as at September 30, 2021, an increase of 19 percent from December 31, 2020.

Gross written premium reached KD 369.6 million (US\$ 1.23 billion), a growth of 10.6 percent compared to the KD 334.3 million (US\$ 1.1 billion) reported in the same period last year.

Net investment income and sundry income reached

KD 16.8 million (US\$ 55.7 million) compared to KD 12.23 million (US\$ 40.5 million) for the same period last year, at an increase of 37 percent.

Net technical reserves rose from KD 179 million (US\$ 593 million) on December 31, 2020, to reach KD 474.1 million (US\$ 1.6 billion) as at September 30, 2021. This increase, representing a growth of 165 percent, supports the company's technical operations and to protect the policyholders rights, thereby strengthening GIG's ability to withstand emergencies and risks that may rise in the future.

Total assets reached KD 1.4 billion (US\$ 4.6 billion) as at September 30, 2021 compared to KD 800.7 million (US\$ 2.65 billion) as at December 31, 2020, at an increase of KD 74.4 percent.



Khaled Saoud Al Hasan, GIG CEO

Our results for the first nine months of 2021 reflect the strength of GIG as a group, its ability to take risks through diversifying revenue sources and our ability to preserve stakeholders' benefits and protect their rights. This is also in line with our constant endeavor to provide the best insurance services to our valued customers in all markets we operate in, by adopting the necessary strategies to digitally transform our operations in digital distribution of products, digital claims services and other supporting functions.

GIG-Jordan Introduces 360 The International Medical Insurance Program In Partnership with AXA Life and Health Reinsurance Solutions PTE.Ltd

GIG-Jordan has introduced a new international medical insurance program called 360, which provides care and medical insurance services inside Jordan and around the world through a range of medical service providers of all specialties and in partnership with AXA Life and Health Reinsurance Solutions PTE.Ltd the leading global company in the insurance industry.

The 360 program offers the highest levels of medical insurance protection in more than 54 countries around the world, including the United States of America. It includes medical coverage outside the hospital from doctors, laboratories, pharmacies, radiology centers, physiotherapy, in addition to in-hospital coverage.

AXA group is one of the world's leading insurance group, serving more than 105 million customers.



GIG- Bahrain Launches its Revamped Mobile Application & Website



Mr. Ali Noor, COO at GIG-Bahrain

GIG-Bahrain announced today the launch of its revamped mobile application gig-GO as well as their website www.gigbh.com that have been redesigned completely with new features and a seamless user experience.

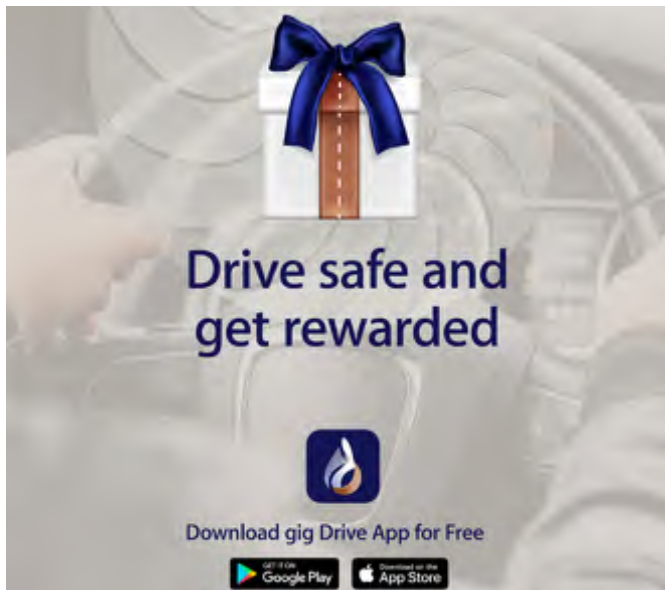
Dr. Abdulla Sultan, CEO at GIG-Bahrain said: "As we move towards the digital world rapidly, we at GIG - Bahrain

are improving our digital platforms to meet the digital demand. Dr. Sultan also added that the CBB is instructing all insurance companies to have their business digitally ready before the end of the year, and we at GIG - Bahrain aim to distinguish our services in the local market. The revamp is resultant to the outcome of various customer feedback and Beta Testing to ensure that all our customer requirements are clearly reflected.

Mr. Ali Noor COO at GIG-Bahrain commented that they have added unique features to the new app and the website which is the first in the Kingdom of Bahrain, such as tracking your Motor Claims Status, this feature will allow their customers to know exactly at which stage their Motor claim is at. Moreover, you can now add and remove benefits from your insurance policy and recalculate the price through the app or click on the virtual branch icon for a live call with one of our agents and many more other features.

The **GIG GO** app is now available on Google play store, Apple Appstore and Huawei AppGallery.

GIG-Jordan Launches GIG Drive app



As part of GIG - Jordan's commitment to provide the best to its valued customers, it has launched a new free application as the first of its kind in Jordan. GIG Drive, is intended for all GIG-Jordan customers who are holders of comprehensive vehicle insurance policies (both individuals and companies), with its main objective to promote the habits of safe driving.

GIG Drive app automatically detects the driver's journeys through cellular sensor systems such as GPS, and measures the safe driving index by combining scores of four key factors: speed, mobile phone use, braking and acceleration, and based on recorded measurements, many rewards are offered via Safe Driving Challenges that are launched periodically.

GIG-Kuwait Launches the Gulf Rewards Program



GIG - Kuwait recently launched the Gulf Rewards Program, which is specially designed for the group's customers in

Kuwait, as part of its endeavor to improve all the services it provides to its customers.

In cooperation with various local companies and stores, GIG - Kuwait signed an agreement of special discounts and promotions that all its customers can easily benefit from through simple steps by showing their electronic membership card once they are customers who hold any valid document with the group.

In this context, Head of Marketing and Public Relations - Salman Al Najdi - said: "We are very pleased to launch this program, which is the first of its kind in the insurance sector in Kuwait, as it enhances our relationship with our clients by giving them additional privileges once they are clients of the group, as we strive hard to provide a distinctive long-term customer experience that will enhance the relationship and add an added value that will delight our customers and continue to serve them after the sale and provide them with everything that is distinct."

GIG-Turkey Partners with Samsung

GIG-Turkey also started a new partnership with Samsung, providing extended warranty and accidental damage for Samsung Electronics. The partnership is expected to become another successful and long-term business engagement for GIG-Turkey.



SAMSUNG

GIG - Kuwait Launched a Campaign for their Smartphone Application



GIG- Kuwait launched a marketing and advertising campaign for a month (from September 16 to October 16) to announce the latest advanced mobile application in the Kuwaiti and regional insurance market, in order to provide distinguished and advanced insurance services to its customers and to confirm its continued leadership role in the local market .

Salman Al Najdi, Director of Marketing and Public Relations, stated that Gulf Insurance Group - Kuwait always seeks to ensure that customers' needs are managed in a way that keeps pace with technological developments, and to provide them with all that is new and in the easiest way, as it has developed the application and the website and made it the easiest and fastest way to issue or renew insurance policies at any time and from anywhere. It requires the customer to download the application, register, search for the right product for his needs and complete the purchase process.

Al Najadi added that the group's operations in Kuwait sought to motivate customers to purchase through the

application or website during the period of this campaign, and there was be a draw at the end of the campaign for prizes amounting to 17,500 Kuwaiti dinars, and the method of participation was available to everyone with ease. For every KD. 10 Spent through the application or website to purchase or renew an insurance policy, the customer had one chance to enter the draw.

Al Najdi stated that the prizes consist of three consecutive prizes, through which the winner of the first prize will receive ten thousand Kuwaiti dinars, the winner of the second prize will receive five thousand Kuwaiti dinars, and the third prize winner will receive two thousand five hundred Kuwaiti dinars.

In conclusion, he stressed the continued success of Gulf Insurance in Kuwait and its constant endeavor to provide everything new to its customers and keep pace with the latest technological and technical services through programs and benefits that it provides them on an ongoing basis, commensurate with its prestigious position.

GIG-Jordan Offers Electronic Travel Insurance



GIG-Jordan has launched Electronic Travel Insurance services where clients can now issue travel insurance policies electronically within minutes through the company’s website or through the virtual assistant “Sanad” via WhatsApp application.

The customer can choose the desired travel destination and time period for travel and pay online, and then obtain a travel insurance document. This service is available to all countries whether for customers located inside or outside Jordan (Arriving to Jordan).

This service is part of the company’s digital transformation strategy, which aims to provide robust, relevant and innovative digital insurance solutions and experiences that are customer-centric and aligned with the changing dynamics and emerging needs of the world of today.

It is noteworthy that GIG-Jordan’s “travel” insurance policy provides several insurance coverages that are tailored to suit the needs of our valued customers.

GIG-Jordan Launched “Sanad” through WhatsApp



GIG-Jordan launched a dedicated virtual assistant service via the WhatsApp application under the name “Sanad”. It provides a range of insurance services round the clock, seven days a week, including travel insurance, vehicle insurance renewal, insurance coverage and medical network information, account statements in addition to many other services. This service enables easy communication of the customer with the company anytime and anywhere.

GIG-Bahrain Takaful Launched Afya Plan



Health is wealth and at Takaful International we offer a wide range of medical plans for you and your family. Under the Afya medical plan, you will be provided with financial protection in case of suffering from an illness, where you will have the luxury of choosing from five different unique categories, taking into consideration the various needs and expectations of the community in terms of benefits, network providers and cost. Afya allows you to benefit from a diverse network of hospitals and specialized clinics all over the world and the plan covers all ages up to the age of 75.

GIG-Turkey Launched Telemedicine



What is Telemedicine?

It is a health service for remote diagnosis, evaluation, practice of medicine and application development by using communication technology.

What does it offer?

Telemedicine service, which offers Personal Accident Insurance, which our insured can receive free online doctor services in many different branches.

In addition to the Accidental Loss of Life and Permanent Disability coverages, the Daily Hospital coverage offered as a result of Accidental and Illness, your hospitalization expenses up to a maximum of 50 days, including the diseases caused by Covid 19, are covered by us.

Multi-Service Network, Telemedicine and 24/7 Ambulance

Service and Medical Institution and Pharmacy discounts, which are offered in addition to the main coverages.

What are its Advantages?

Changing the world with the COVID 19 pandemic accelerated and new norms in our lives has emerged. with worldwide impact Like other global events, COVID 19 thinking of individuals/consumers and changed the way they live their lives. Health is also subject to change and habits, in the areas where it started to change is coming.

Trying to avoid Health Problems accordingly, through remote access and getting medical opinions and support is new today as lifestyle trends is being evaluated.

ANA SAYFA HAKKIMIZDA GÖRÜLER HESAP KARIYER İLETİŞİM

Telemedicine - Hayata Devam Güvence Planı

- Tüm
- Akl Top
- Akl Yalın
- Anesteziyoloji
- Bebek ve Çocuk Hastalıkları
- Dermatoloji (Cilt Hastalıkları)
- Diş Hastalıkları
- Göz Hastalıkları
- İç Hastalıkları
- Kadın Hastalıkları ve Doğum
- Kalp Hastalıkları
- Kanser Hastalıkları
- Kulak Burun Boğaz
- Ortopedi
- Plastik Cerrahi
- Radyasyon
- Sağlık Yönetimi ve İstatistik
- Üroloji
- İyileştirme

Dr. Abdullah ÇALIŞCI
Cocuk Sağliđ ve Hastalıkları

Uzm. Dr. Mehmet NİHALELİ
Kardiyoloji ve Cilt Hastalıkları

Doç. Dr. Erhan YILDIRIM
Göğüs Hastalıkları

Uzm. Dr. Feriye ÖZKURTULU
Kardiyoloji

Op. Dr. Gülşah BİLİCİ
Kardiyoloji

Op. Dr. Haluk SARIMAN
Ortopedi

Telemedicine - Hayata Devam Güvence Planı ile sunulan Ferdi Kaza teminatlarının yanı sıra ücretsiz **Medline Ambulans Hizmeti** ve **Online Sağlık Danışmanlık Hizmeti** ile kendinizi ve sevdiklerinizi güvence altına alın.

Gulf Sigorta | gig
Turkey



As CFO of GIG - Gulf, you have been at the forefront of the sale and transition from AXA to GIG. What was the most difficult and what was the most surprising situation you found yourself in?

It was obviously a shock at the beginning when I learnt that AXA was selling its operations in the Gulf. To be honest, this brought very mixed emotions, especially as I had been part of the AXA Group for 19 years. However, it was also exciting to know that I was going to be part of a new Group. Since GIG was confirmed as the buyer, I realized that we are very aligned when it comes to corporate values and growth ambitions and the GIG working model is very empowering.

The sale process was extremely challenging from a workload perspective trying to balance the very significant volume of confidential transaction requests with all the usual BAU demands and at the same time manage through the global Covid 19 pandemic. I was most pleasantly surprised about the fantastic, collaborative working relationships in place between the AXA Group, KIPCO, Fairfax and GIG transaction teams including the external lawyers on both sides. There was a significant amount of legal documentation to be negotiated as part of the transaction, but this was always done in such a respectful and professional way and so certainly gave a lot of comfort that we were going to be in very good hands with our new owners.

Tell us a bit more about your areas of responsibility as you have a broad scope of topics under your leadership?

As CFO, I am responsible for the traditional finance functions of Strategy, Financial Planning & Analysis, Financial Reporting, Expense Management and Credit Control alongside responsibility for managing our Investment portfolio and the Actuarial function. In addition, I have the Legal, Procurement, Logistics and Compliance (including Company Secretary) teams reporting to me. Although the breadth of my responsibility is quite wide, I am completely supported by a real strong team of experts and love the variety that comes with having such a diverse range of responsibilities.

Many of the roles within my team will remain mostly unchanged under our new ownership with the biggest changes being within financial reporting to GIG Group, which is quite different to the reporting previously done to the AXA Group as well as the administration of the Board through my Company Secretarial responsibility. Our new Board of Directors was appointed immediately after the sale completed on sixth of September and now comprises representatives from GIG and Fairfax in addition to an independent chairman to replace the previous AXA and Kanoo executives so the only consistent Board Director is our CEO, Paul Adamson.

We are now in the process of establishing our new Board Committees, conducting the induction for the new Board members and updating all our Board approved policies and procedures to adapt to our change in ownership.

What do you think will be the biggest challenge for the new GIG entities, Gulf and Saudi, in the coming years?

One of the largest challenges will be the continued fast pace of regulatory change in the region with advancements expected in tax, data privacy, financial crime and capital requirements across the five countries we operate in. And of course, there is also the huge task of implementing a completely new international accounting standard for insurance companies, IFRS 17, which will bring a lot of change in our financial and actuarial reporting and require significant process and data enhancements. We need to manage these changes, whilst continuing to support the business.

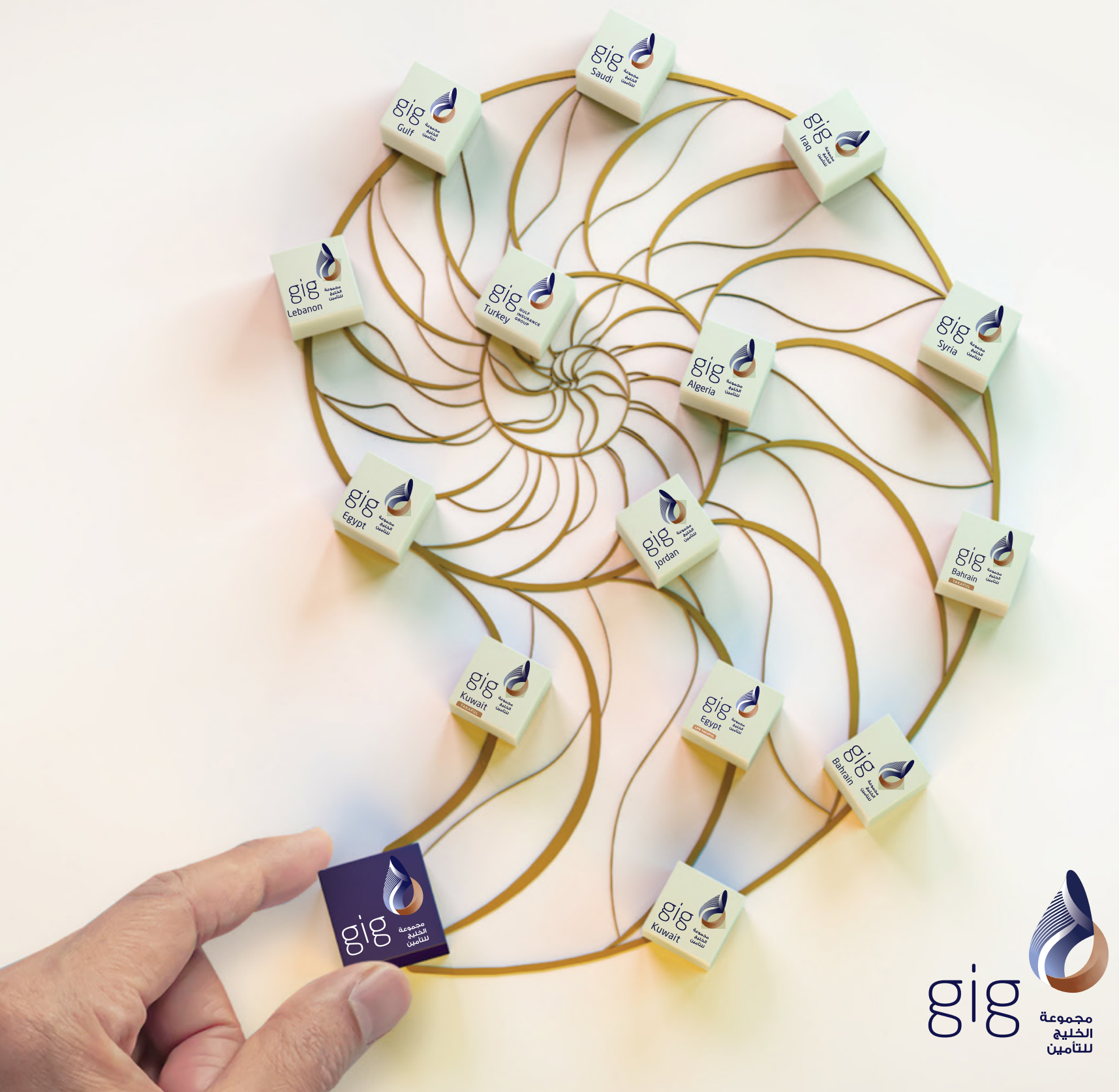
Since you arrived in the Middle East you live in Bahrain, tell us a bit more about your family and office life.

My family and I arrived in Bahrain 5 years ago when I became the CFO of AXA Gulf after 14 years working with AXA in the UK. We found Bahrain such an easy country to settle into, with everyone so welcoming both inside and outside of work. My kids (11-year-old daughter and 9-year-old son) are in a fantastic British school and are fully enjoying all their activities again now that Covid restrictions have lifted. My husband joined the finance department of YBA Kanoo when we moved to Bahrain and continues to enjoy working there now.

When I first moved to Bahrain, the regional head office was in a very old, dark, run down building in downtown Manama and our Bahrain branch operations was in a separate building in the Seef district. I was so delighted when we were moved our Bahrain staff into our new regional headquarters in the up-and-coming Bahrain Bay area in January last year. The building is completely open plan with lots of light and stunning views of Bahrain Bay and has provided an amazing, collaborative working environment for our expanded teams here in Bahrain.

Lasting Relationships Built with trust over the years

We have a long term perspective on the value of our clients.
Whereby the lifetime value of a client relationship is seen as of much greater value than the cost associated with any single transaction with a client.



How Did it Feel to Travel After the Horrific Lockdown of Covid-19 ?



Mohamed Gharieb | GIG - Bahrain Life Takaful

During Covid-19 I travelled many times to Egypt to see my family. In the beginning, it was a bit frustrating that we have to do PCR test and be in quarantine for 10 days. However, after seeing my family and the smiles on my kids' faces made me think and bit of frustrations are worth taking. I enjoyed with my family, spending time with them in Egypt.

Maram Redha | GIG - Bahrain Life Takaful

During Covid-19 I travelled to Dubai with my friends for a couple of days, it was a great experience since no one was able to travel for such a long time. I must admit I had a mixture of fears, the moment our travel started, it made us feel very relaxed and happy that we took the right decision. We enjoyed our vacation, going for sightseeing and especially the new arch; it captivated us. As we returned to Bahrain, our mind kept assuring us that things would bounce back to normal soon!



Ayşe Gardet | GIG-Turkey

I flew to New York from İstanbul for work after almost 18 months of no air travel. It was an interesting experience that required a lot of preparation and coordination due to the PCR test requirements both ways and other Covid related precautionary measures. Having to wear a mask for almost 20 hours, including check in, flight time and the couple hours of delay, made it quite challenging. I was still happy to be on a plane after a long break, yet wish that travel would become more fun as it used to be.

Mohamed Salah | GIG - Egypt

The travel experience was more than wonderful and amazing, the trip remains engraved in the memory, as it was my first trip since more than two years ago, and getting in touch with this huge number of more than 800 insurance experts from all the world to share their experience face to face and that was much better than contact them through online seminars.



Bothina Tawfeek | GIG - Egypt Life Takaful

Travelling during Covid-19 was not easy. We had to follow the recommended precaution which including social distancing.

But all these precautions didn't prevent me from enjoying my travel. we went to restaurants, malls and all indoor places we were hanging around with our masks and gloves, but when we needed to take off our masks we enjoyed our time in open air.

Fatemah AlMansour | GIG

I Went on a Dubai Vacation During the Pandemic

The energy in Dubai was just as electric as it was like pre-Covid, and even with all the safety measures in place, my experience was still a memorable one, even with the smell of sanitizer in every corner I walked through.



Issue 6 Winner



Mr. Ahmed Ragab, Group Manager, picking out issue-6 winner from the raffle bowl



Mr. Abdul Kadir Raj from gig-Kuwait wins a One Plus 9 mobile phone

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: December 29 - 2021

1 In What Year Did KIPCO Become Gulf Insurance Group Major Stakeholder?



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Q P V M H Q U S U F F I C I E N T B

GIG Global Takaful Insurance Policy Award Investor Profit Plans Application Settlement Sufficient

GIG LIFE



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GIG - Egypt Life Takaful



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