



**CIC GROUP**

# **Investor Briefing**

**2022 End Year Results**

**22<sup>nd</sup> March 2023**

**GENERAL • LIFE • HEALTH • ASSET**

# Agenda

**1. Overview and Strategy**

**2. Economic Overview**

**3. Financial Performance**

**4. Geographical Segments Performance**

# OVERVIEW & STRATEGY

GENERAL • LIFE • HEALTH • ASSET

# CIC at a Glance



**23.7B** Gross  
Written Premium



**46.7B** Assets



**40%** Asset  
Management  
Unit trust Market  
Share



**6.5%** Life  
Assurance Market  
Share



**8.7%** General  
Business Market  
Share



**4** Countries



**25** Branches

## QUICK CIC FACT

# Our Philosophies and Values

## ❖ **Our Purpose**

A financial service industry institution predominately owned by the Co-operative Movement transforming lives.

## ❖ **Why we exist as CIC Insurance Group**

We operate in Kenya and the region using the co-operative model to ensure that we economically and socially transform our stakeholders by the Innovative Insurance and Asset Management solutions that we offer.

## ❖ **Our Vision Statement**

To be a world-class provider of insurance and other financial services.

## ❖ **Our Mission Statement**

To enable people achieve financial security.

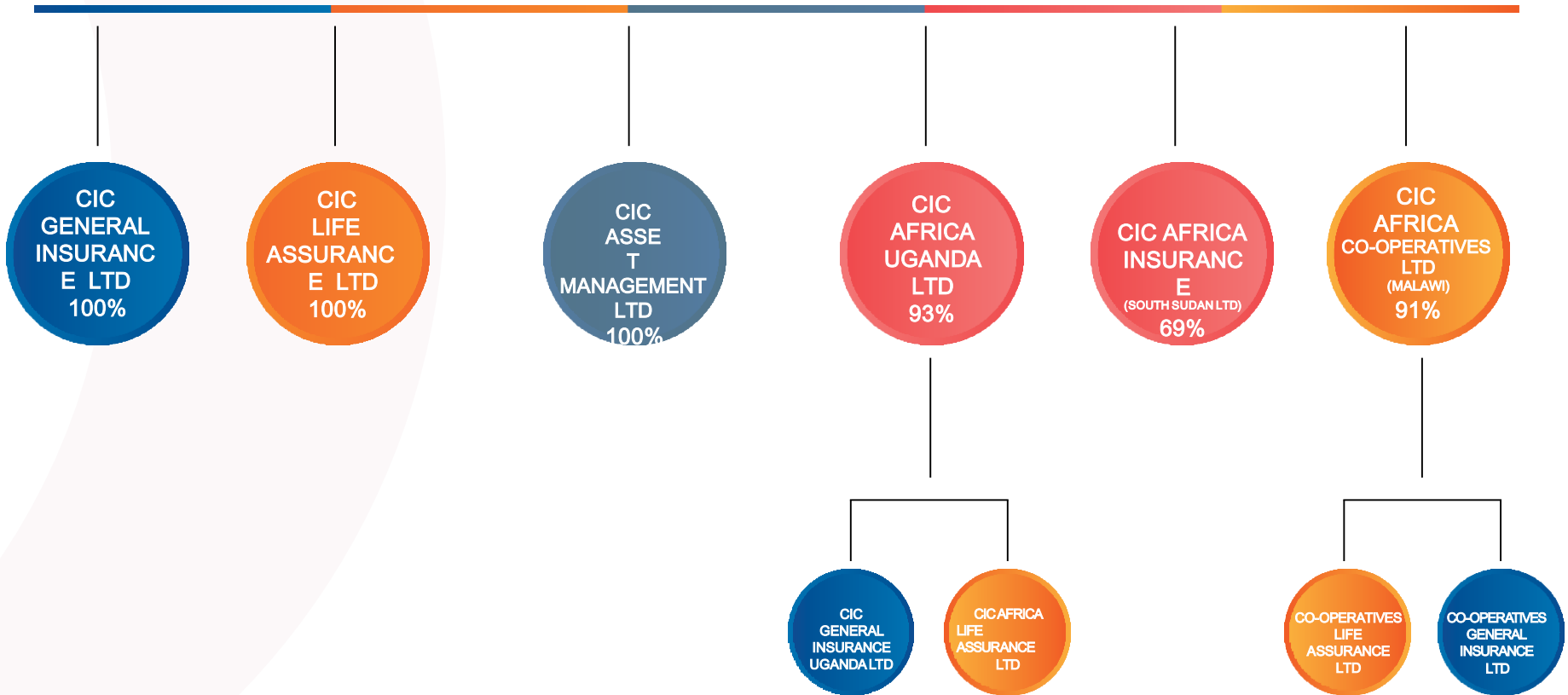
## ❖ **CIC Tagline/Slogan**

We keep our word

## ❖ **Value Proposition**

To offer simple, flexible insurance and financial services built around our customers' needs.

# Group Structure



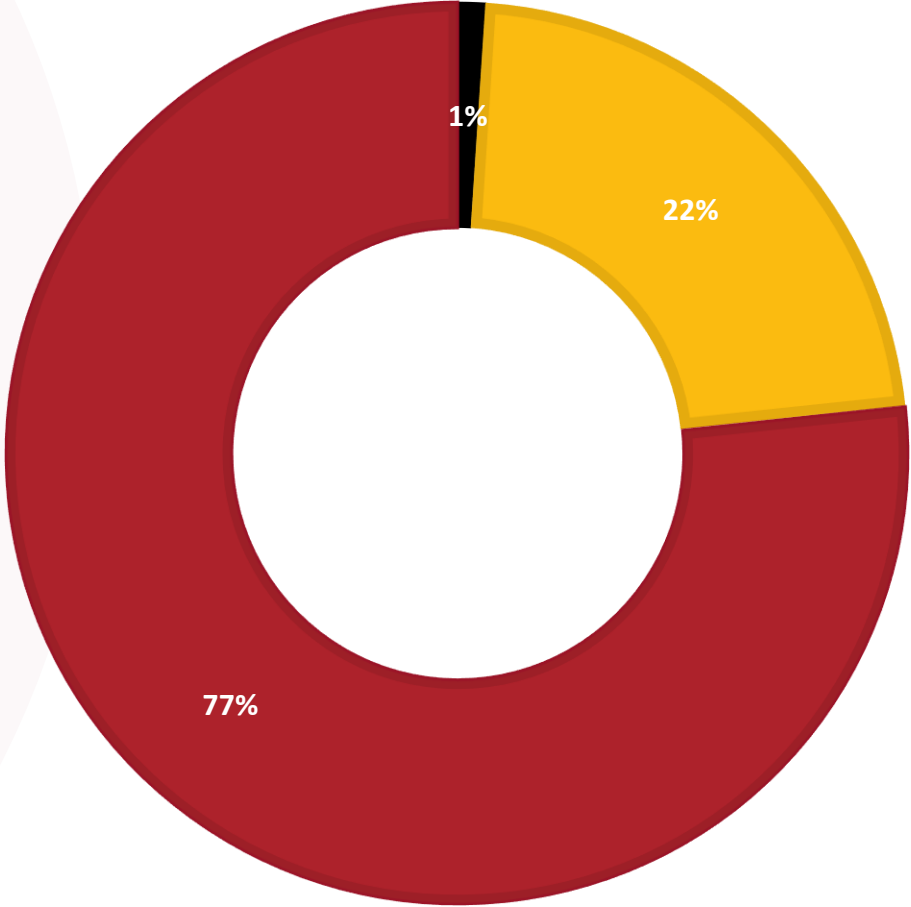
GENERAL • LIFE • HEALTH • ASSET



# Ownership Structure

SHAREHOLDER CATEGORY VS % OF SHARES HELD

■ FOREIGN INVESTOR    ■ LOCAL INDIVIDUAL INVESTORS    ■ LOCAL INSTITUTIONAL INVESTORS



# Senior Management Team



**Mr. Patrick Nyaga**  
Group Chief Executive Officer.



**Mr. Philip Kimani**  
Group Chief Financial Officer



**Mr. Fred Ruoro**  
Managing Director  
CIC General Insurance Limited



**Mr. Meshack Miyogo**  
Managing Director  
CIC Life Assurance Limited



**Mr. Humphery Gathungu**  
Managing Director  
CIC Asset Management Limited



**Mr. Andrew Murunga**  
Managing Director  
CIC Africa Insurance (SS) Limited



**Mr. Chris Mugwangá**  
Managing Director  
CIC Africa Co-operatives Insurance



**Mr. Erick Obila**  
Managing Director: CIC Africa  
(Uganda) Limited



**Ms. Gail Odongo**  
Group Company Secretary/Chief  
Legal Officer



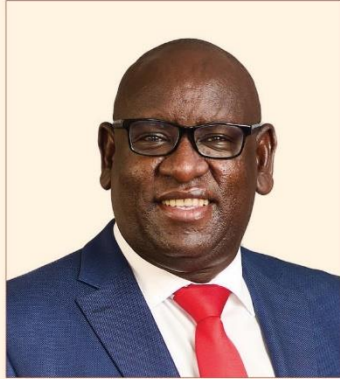
**Ms. Pamela Oyugi**  
General Manager Human  
Resource & Administration



# Senior Management Team



**Mr. Henry Malmqvist**  
Group Chief Information Officer



**Mr. Joseph Kamiri**  
General Manager Marketing and  
Customer Experience



**Mr. Richard Nyakenogo**  
General Manager Co-operatives



**Mr. Michael Mugo**  
General Manager Branch  
Distribution



**Mr. Muyesu Luvai**  
Group Chief Internal Auditor



**Ms. Salome Ndegwa**  
Group Actuarial Manager



**Ms. Susan Robi**  
Group Risk and Compliance  
Manager

***“We keep our word”***

# Our Journey of Growth & Value Creation

**CIS started** as an insurance agency within the Kenya National Federation of Co-operatives (KNFC).

1968

**Incorporated** and licensed as **Co-operative Insurance Services Ltd (CIS)**.

1978

Name change from **CIS** to the **Cooperative Insurance of Kenya Ltd (CIC)**.

1999

Name change to **CIC Insurance Group Limited** in preparation for the **demerger** of our Life and General Business operations.

2010

We fully demerge resulting in the formation of :-  
• **CIC Life Assurance Limited**,  
• **CIC General Insurance Limited**  
• **CIC Asset Management Limited**.

2011

**CIC Insurance Group** listed its shares by introduction at the **Nairobi Securities Exchange** on **Thursday 19th July 2012**.

2012

Entry into **Southern Sudan** and commencement of **Regional Expansion**.

2013

**Opening** of **CIC Plaza II** and Successful **Corporate Bond** issue (oversubscribed by 111%).  
**Entry** into **Malawi** and **Uganda** markets.

2014

Successful implementation of a unified **CIC Brand**.

2015

Successful launch of a the **CIC Foundation**. **CIC Group** awarded **Best Company to Work** for Deloitte - 2016. **CIC Life** awarded **Group Life Company of the Year** - AKI

2016

**AKI Awards** – Overall Winner 2017 **Group Life Company of the Year** - AKI Group Life Best Practice

2017

**CIC Life** awarded **Group Life Company of the Year** - AKI  
**CIC Insurance Group PLC** turns **50 Years**

2018

**Marked 50 Years** of service to the people  
**CIC Life** awarded **Group Life Company of the Year** - AKI  
**CIC Insurance Group PLC** paid the 2014 **KShs 5b Corporate Bond** upon maturity.

2019

Launched Customer **Digital Motor Certificates and Records & Information Management System Awards**

- **Winner** – AKI Group Life Company of the Year
- **Second runners up** AKI Motor Data System Award
- **CIC General** awarded **Best Automotive Insurer** – Automotive Industry Excellence Awards
- **Best Motor Insurer** – Cheki Awards

2020

**Awards**  
• Awarded 2nd Runners up - **FIRE Awards** Insurance Category 2021  
• **Decade of Excellence Insurance Kenya** - Global Banking and Finance Awards 2021  
• **Best General Insurance Company Kenya, Best Life Insurance Company Kenya, Best Asset Management Company Kenya** - International Business Magazine Awards 2021

2021

New medical product for cooperative members dubbed **"CIC CoopCare"**  
**Motoring Assist** launches in conjunction with AA Kenya **Awards**

- **AKI Awards: Winner** Group life company of the year 2021
- **Think Business Awards: Winner** Medical underwriter of the year - Group Medical CIC General Insurance
- **Champions of Governance Awards: Winner** Champion of Governance & Champion of Governance in the insurance sector
- **COYA Awards: Finalist** CIC life company

2022

**2023 & BEYOND**

# Key Highlights on Our Strategy Execution

## Transformational Initiative

### Key Highlights

## Digitization

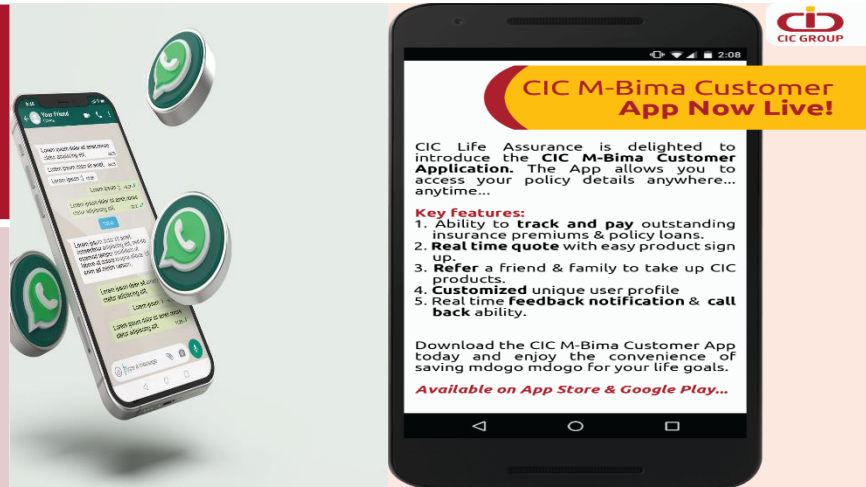
We have implemented various digital solutions as below:

1. Life business customer mobile App
2. Whatsup for Business
3. Revamped CICAM mobile App
4. Customer Relationship Management (CRM) system
5. Key performance management (KPI) system
6. Other solutions such as automated claim vetting for medical division, centralized quotation tool etc

## Cost Management

Reviewed contracts and re-negotiation with key supplies

Launch of Kiambu land sale on 1<sup>st</sup> November 2022. With a focus to address loan interest expense to the Group – About 35% progress made on phase 1





# Key Highlights on Our Strategy Execution

Transformational Initiative	Key Highlights
Innovative products	<p>Launched various innovative solutions such as:</p> <ol style="list-style-type: none"><li>1. CIC Motoring Assist- This is a FREE 24/7 road rescue assistance service available for all CIC comprehensive customers.</li><li>2. CoopCare Health Insurance- An affordable health insurance, for Cooperatives and Sacco's</li><li>3. Kameeza Product in CIC Uganda</li></ol>
Cooperative strategy	<p>We have continued to aggressively implement our cooperative strategy including:</p> <ul style="list-style-type: none"><li>- Survey to better understand the market</li><li>- Trainings</li><li>- Customer relationship management including visitations and client support in AGM's</li><li>- Product customization</li></ul>



# Awards 2022



**AKI Awards** - Overall Winner

Group Life Company of the Year

**AKI Group Life Best Practice Award**



**Champions of Governance Awards:**

**Overall Winner** Champion of Governance

2022 in the insurance sector **Winner**

Company Secretary of the Year

## Other Awards

**AKI Awards:** 2nd Runners up **Most Improved Company & Minimum Loss Ratio**

**Think Business Awards: Winner** Medical underwriter of the year - Group Medical CIC General Insurance

**Think Business Awards:** 1st Runners up Claim Settlement Award & Most Customer Centric Underwriter - CIC Life assurance

**COYA Awards: Finalist** CIC life company

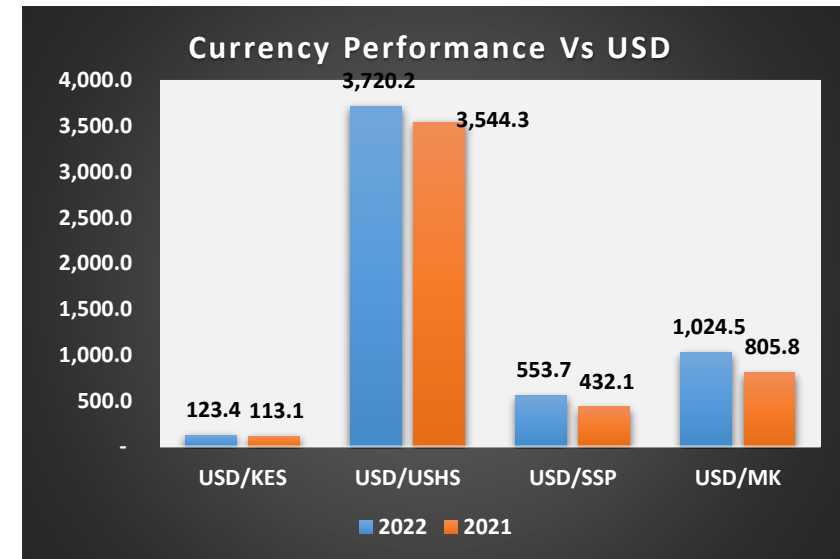
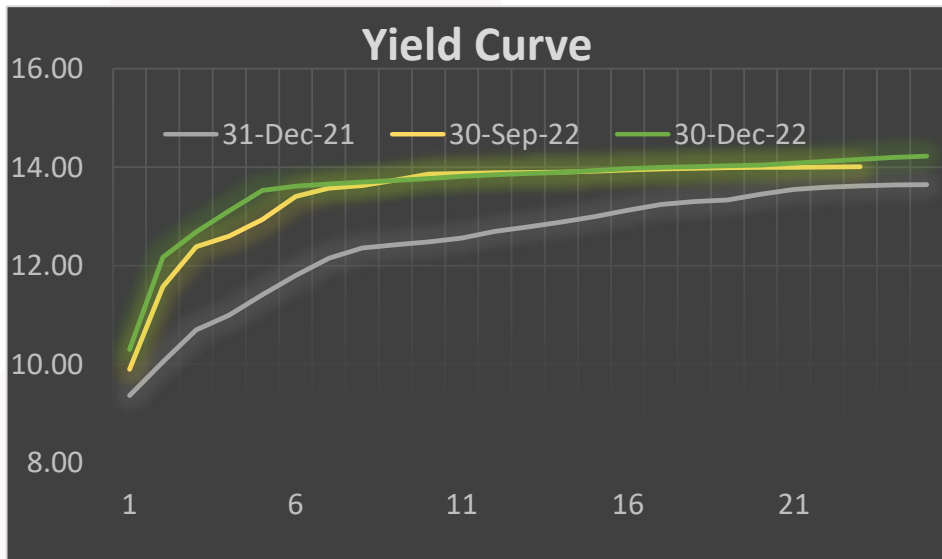
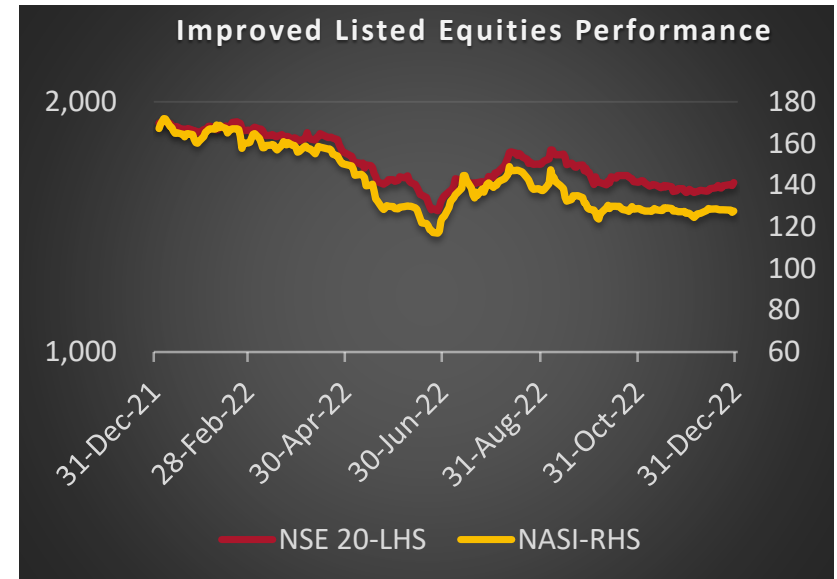
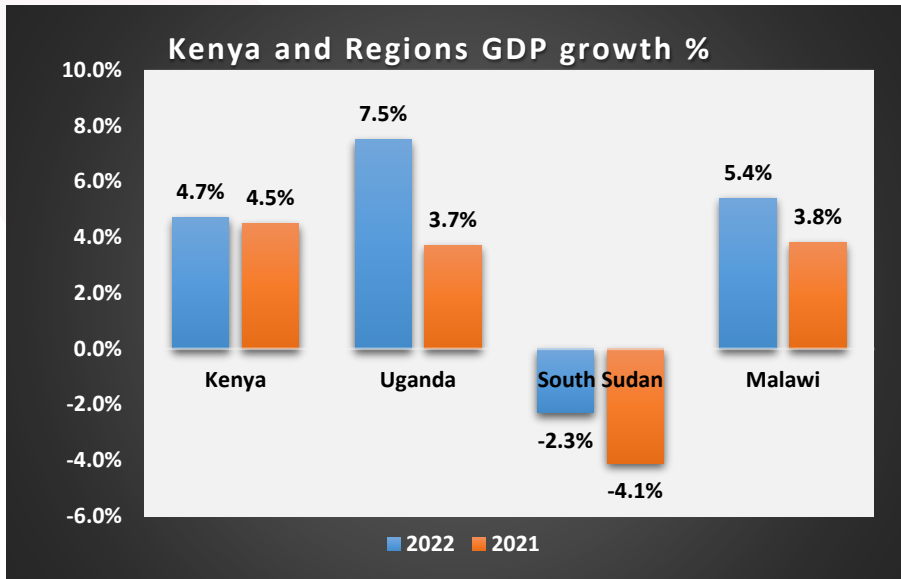


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# ECONOMIC OVERVIEW

GENERAL • LIFE • HEALTH • ASSET

# ECONOMIC OVERVIEW SUMMARY



# FINANCIAL HIGHLIGHTS

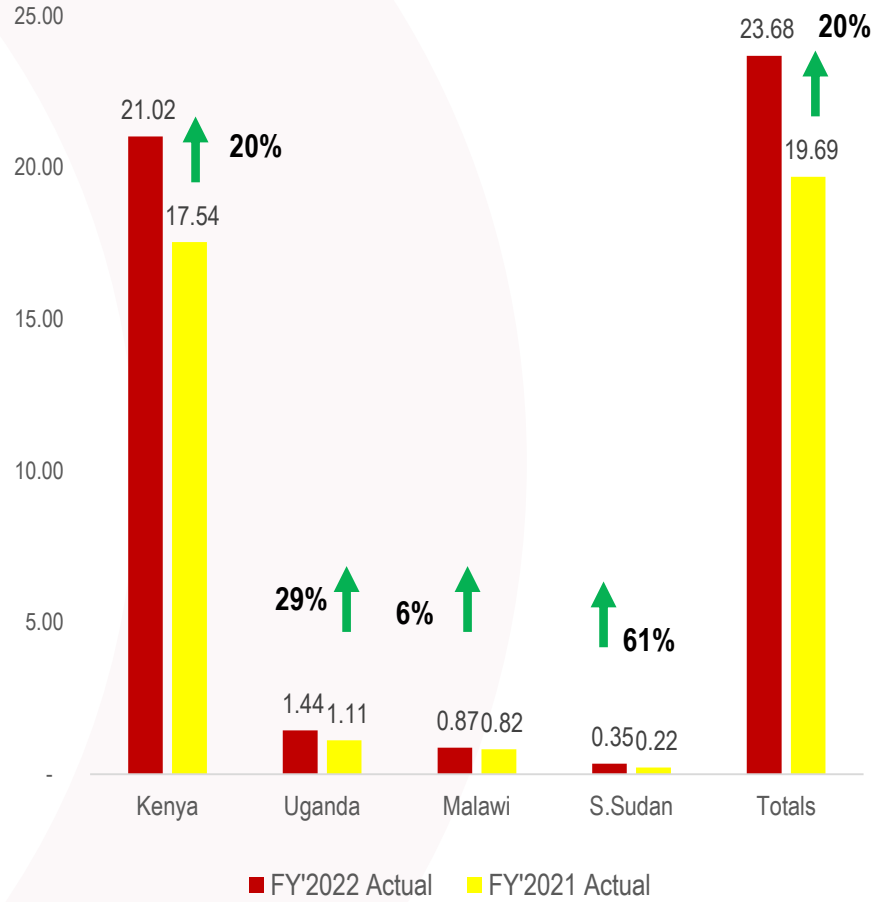
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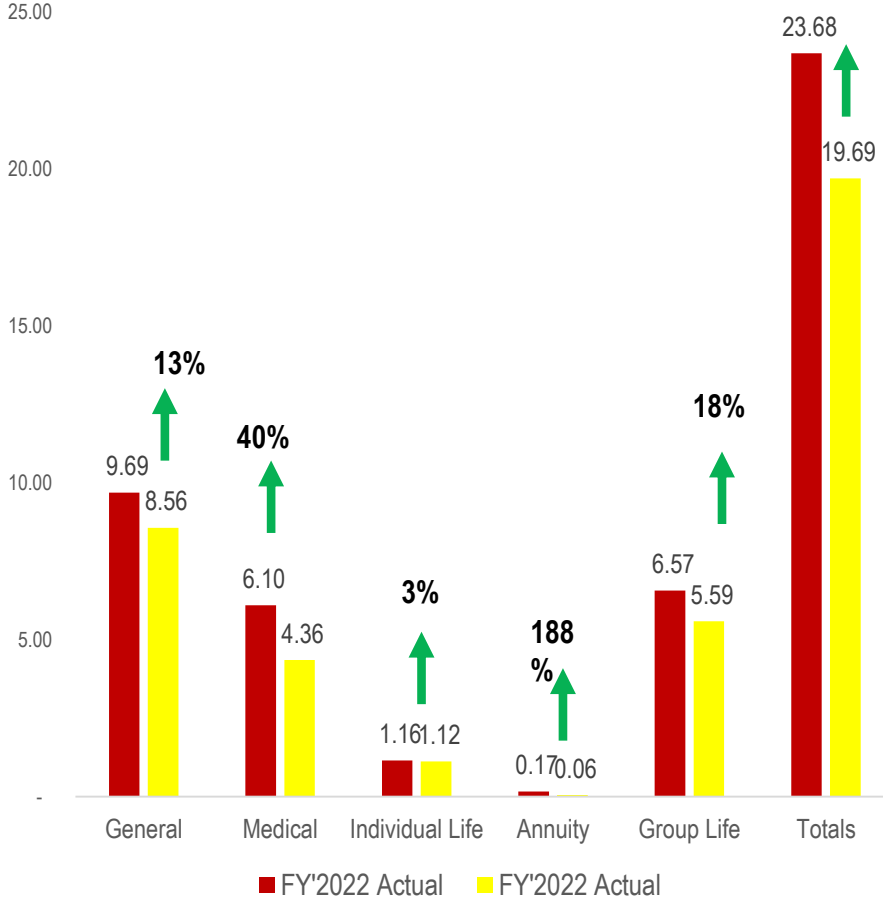


# 2022 Gross Written Premium

### GWP per Country KShs Billions

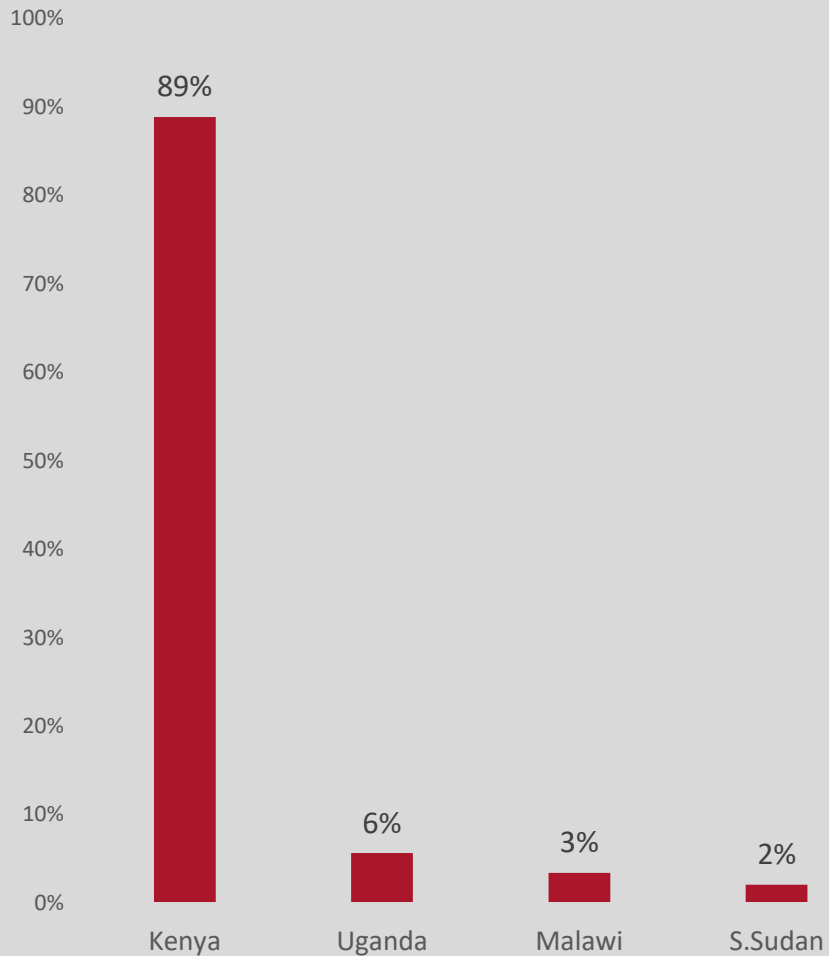


### GWP Per Line of Business KShs Billions

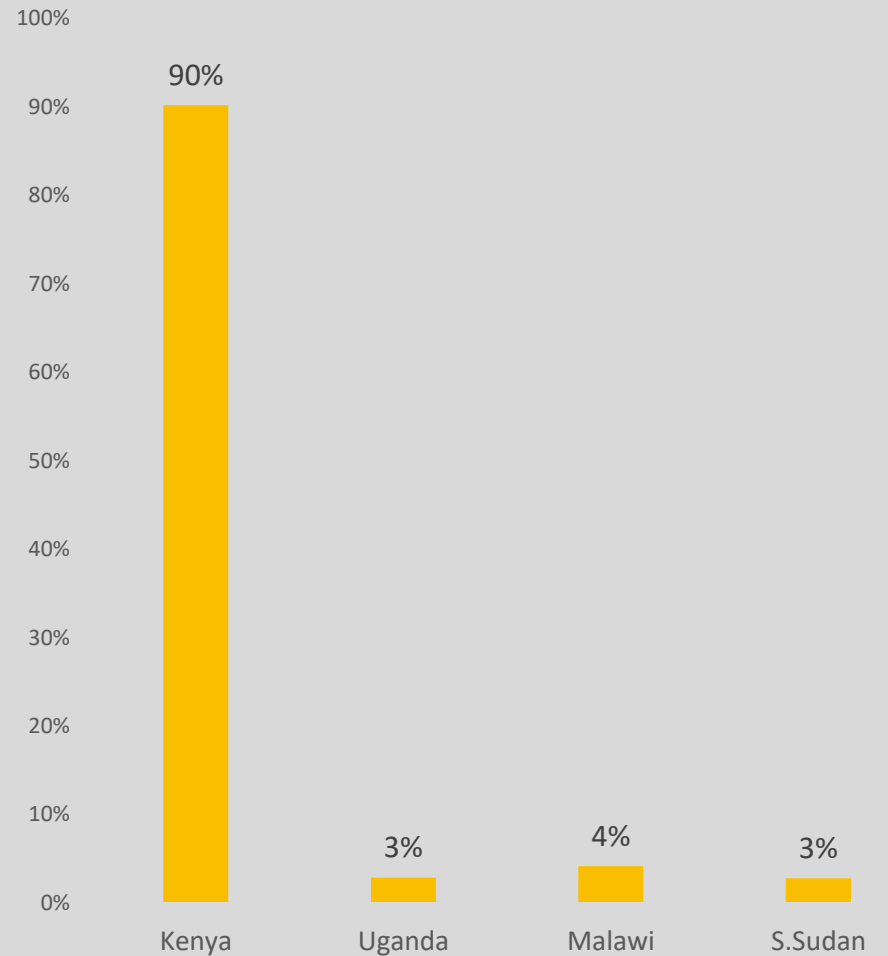


# Financial Performance Contribution

## GWP Contribution per Country - 2022



## PBT Contribution per Country -2022



# 2022 Profit Before Tax at Kshs 2,030 Million

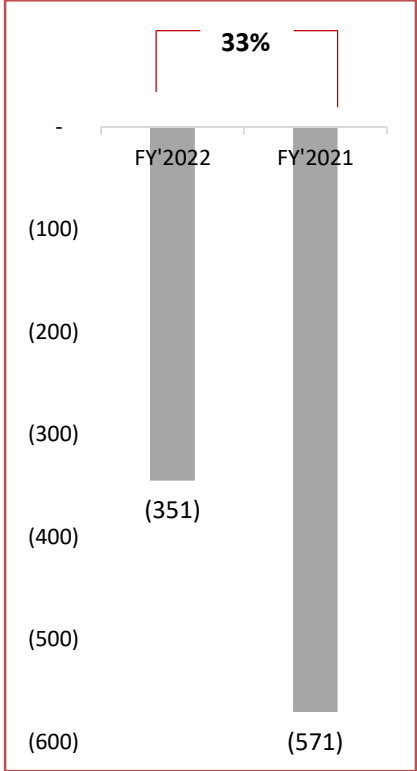
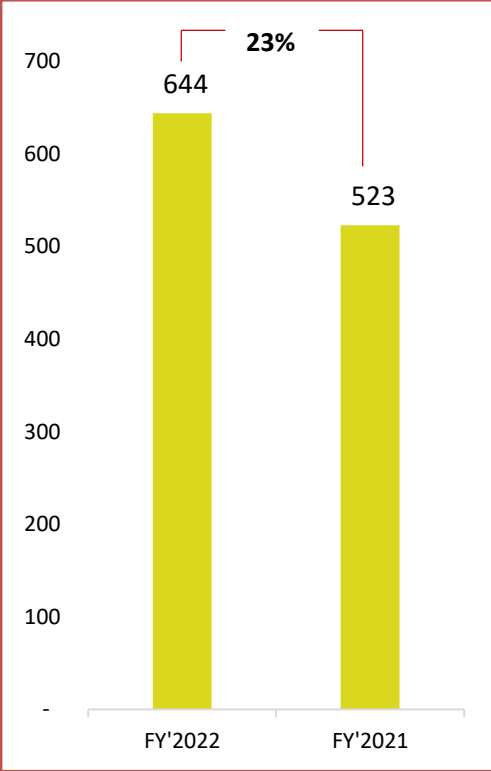
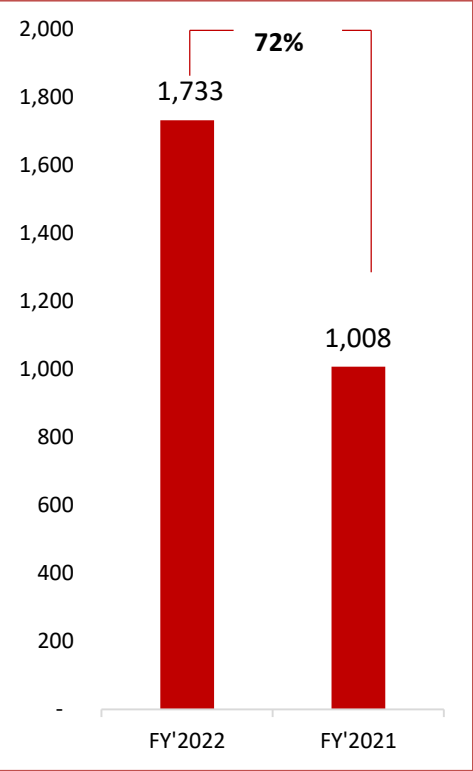
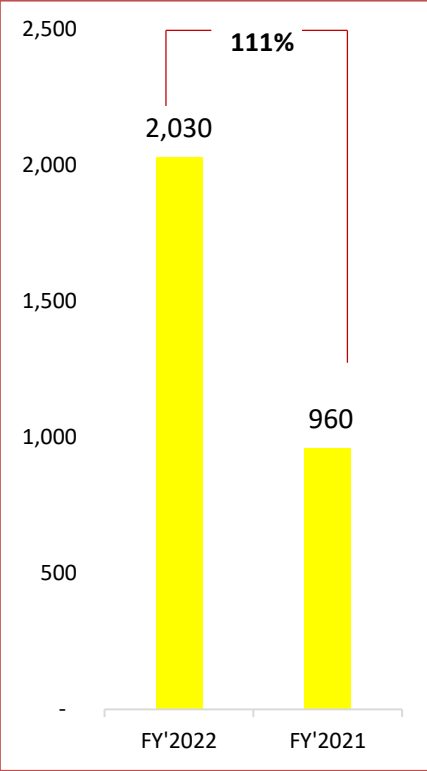
Profit / (Loss) Before Tax in Kshs Millions

## Consolidated

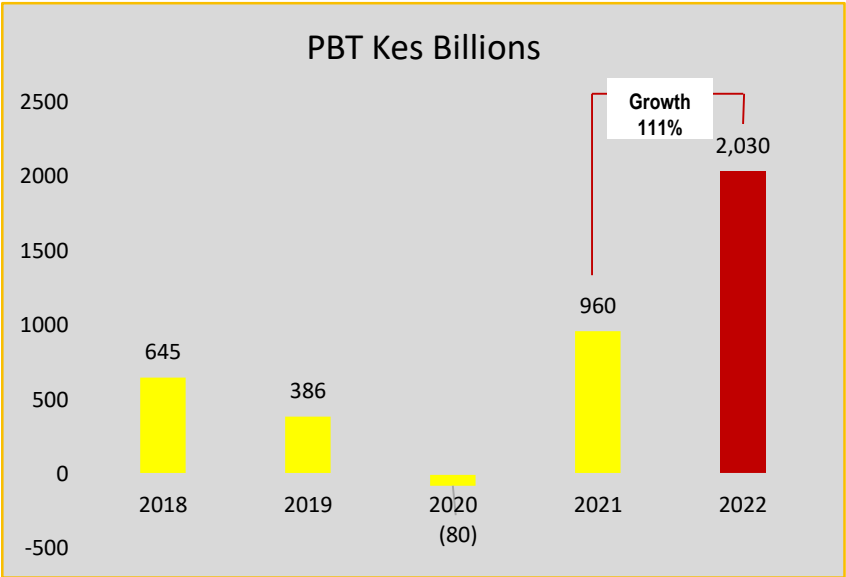
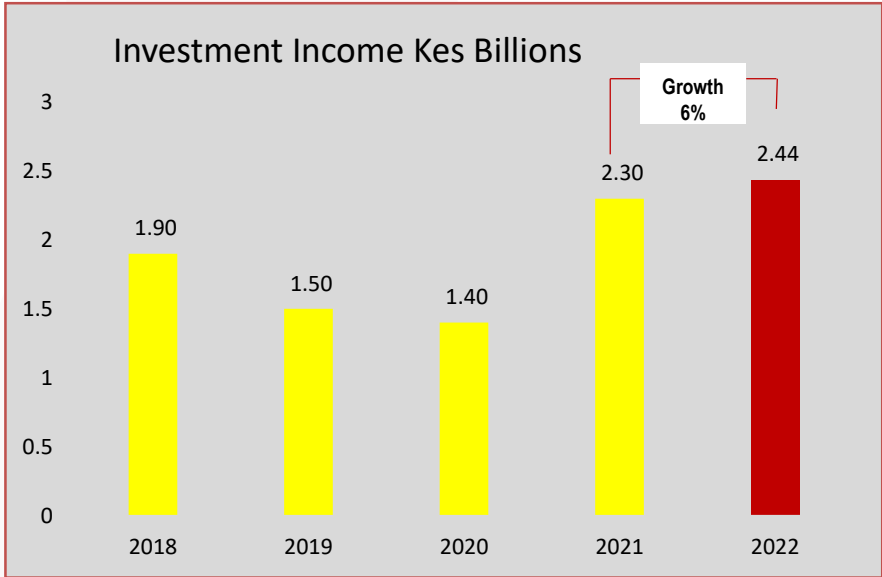
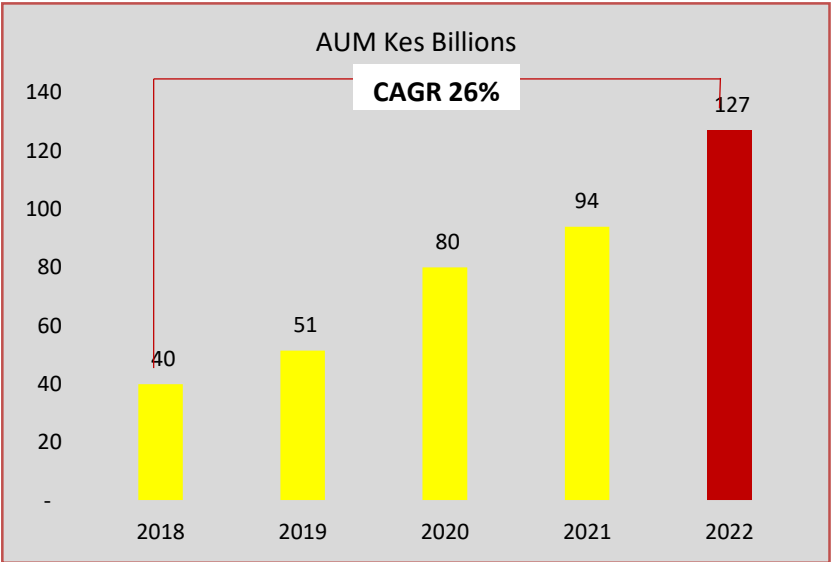
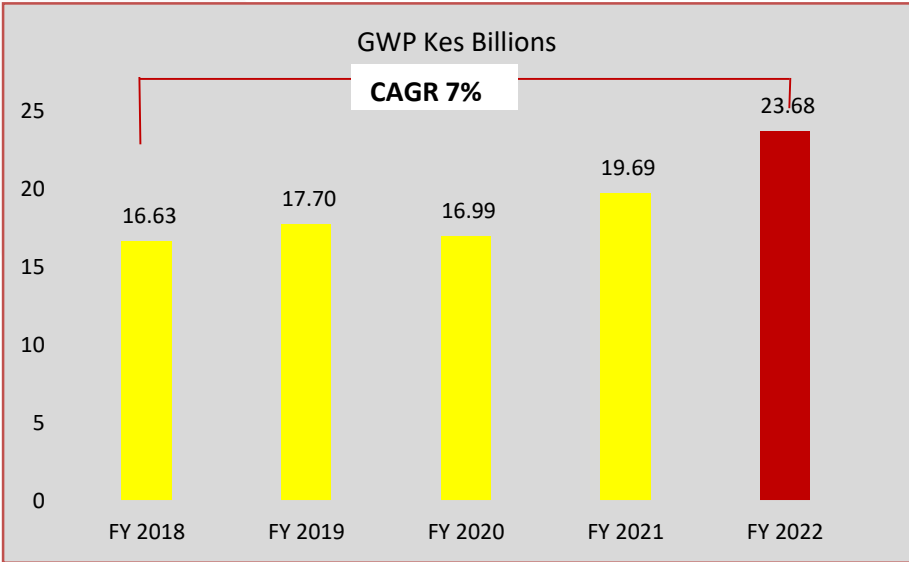
## Insurance Business

## Asset Management

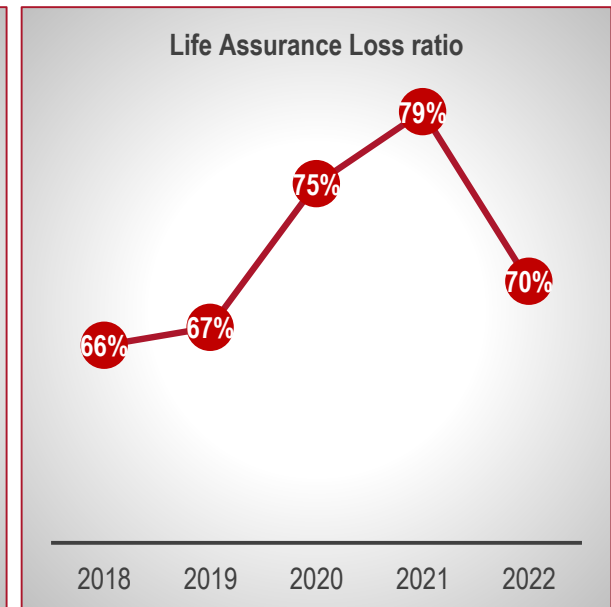
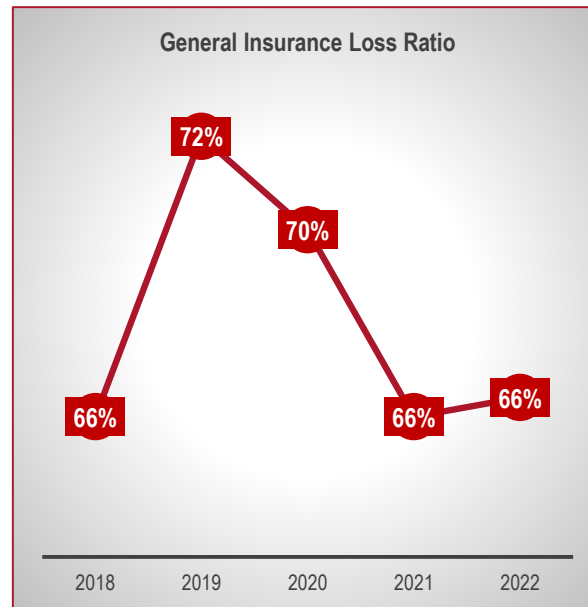
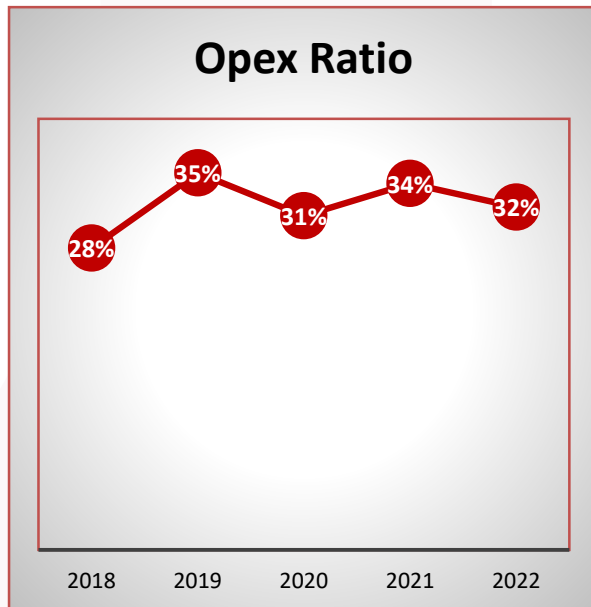
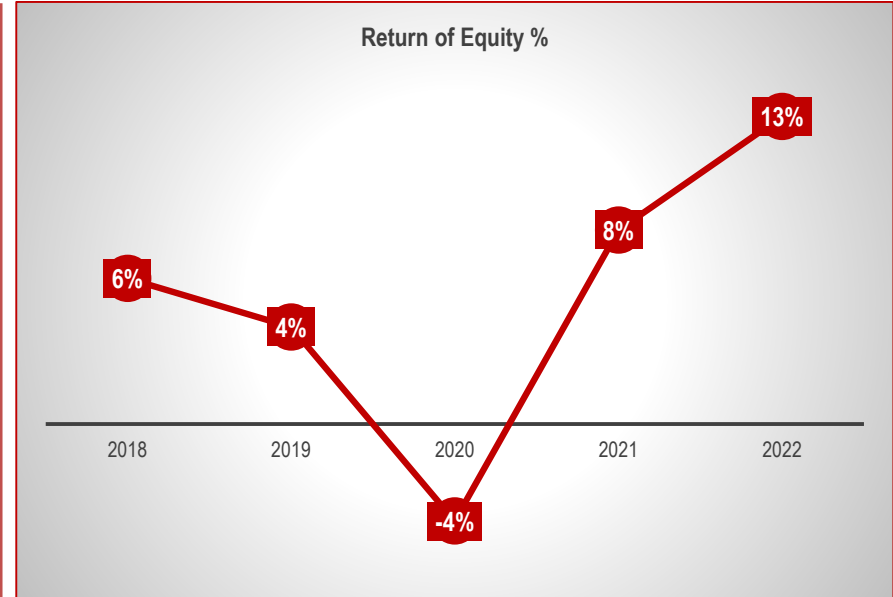
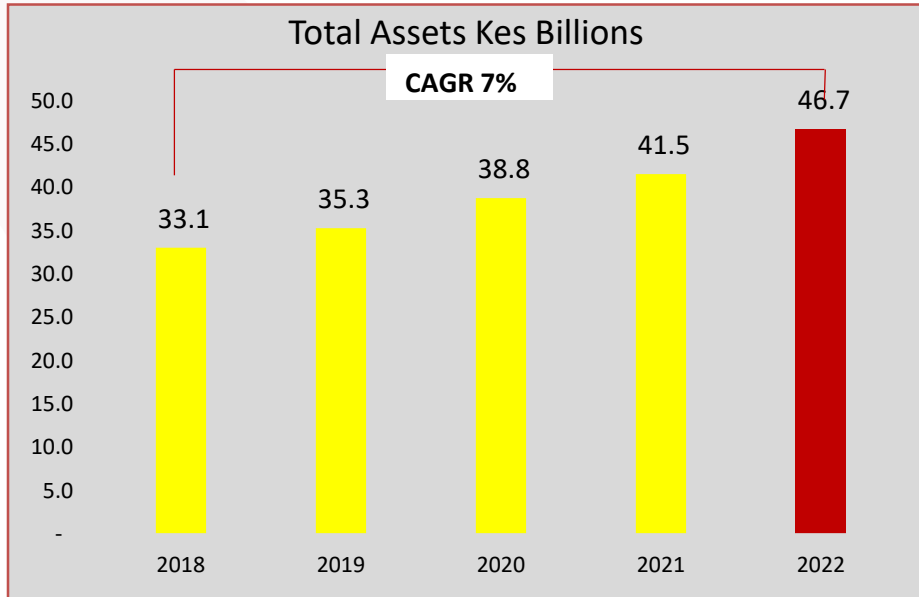
## Non- Insurance Business



# Five Year Financial Highlights



# Five Year Financial Highlights



# 2022 Group Financial Performance

Performance underpinned by resilient growth in topline and improved underwriting results

## GWP

**Kshs 23.7 B**


(2021:Kshs 19.7 B)

20% 

## Underwriting Result-General

**Kshs (333) M**

(2021:Kshs (486) M)

31% 

## Underwriting Result-Life

**Kshs (345) M**

(2021:Kshs (882) M)

61% 

## Operating Expense inclusive of Impairment

**Kshs 5.56 B**

(2021:Kshs 4.76B)

17% 

## Receivables Impairment

**Kshs 657 M**


(2021:Kshs 689 M)

5% 

## Fees & Commissions Income

**Kshs 2.39 B**


(2021:Kshs 2.14 B)

12% 

## Profit Before Tax

**Kshs 2,030 M**


(2021:Kshs 960 M)

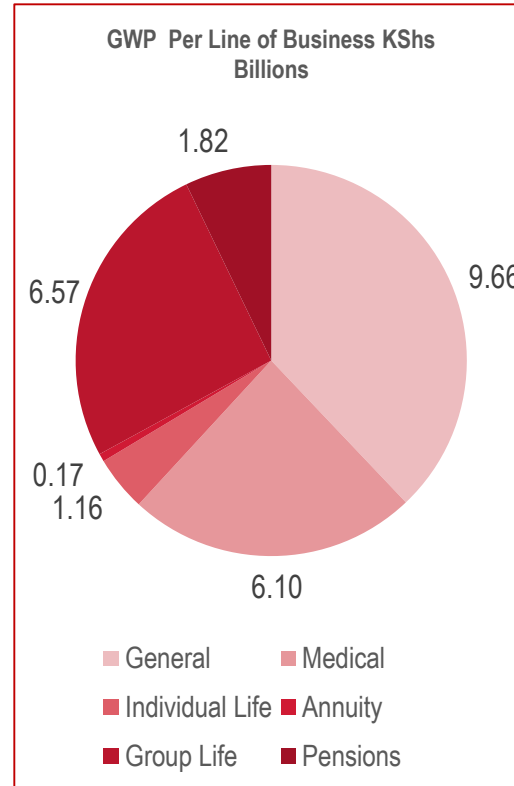
111% 

## Investment Income

**Kshs 2.53B**

(2021:Kshs 2.3B)

9% 



- GWP grew by 20% driven by a strong performance across the subsidiaries
- Improvement in General business underwriting from claims process control and cost management.
- Group Life Underwriting results significantly improved driven by price changes and cost control.
- Fair value gains on revaluation of Kiambu land
- Receivables clean up continues to be a focus area.

# **GEOGRAPHICAL SEGMENTS PERFORMANCE**

**GENERAL • LIFE • HEALTH • ASSET**


# Market Segment Performance

## Kenya

### GWP

**Kshs 21.02 B**

(2021:Kshs 17.5 B)

20% 

### Fees & Commissions Income

**Kshs 2.2 B**

(2021:Kshs 1.9B)

16% 

### Capital Adequacy Ratio (CAR)


**General Insurance**  
**124%**

**Life Assurance**  
**118%**

### Underwriting Result General

**Kshs (152) M**


(2021:Kshs (242) M)

37% 

### Profit Before Tax

**Kshs 1,794 M**

(2021:Kshs 546 M)

218% 

### Underwriting Result-Life

**Kshs (322) M**


(2021:Kshs (926) M)

65% 

### Investment Income

**Kshs 2.3 B**

(2021:Kshs 1.9B)

21% 

- GWP went up by 21% reflecting business growth in Medical and Group Life businesses
- Underwriting results improved from a loss of kshs. 1.2 billion to a loss of Kshs. 470 Million
- Overall Kenya business contributing Kshs. 1.8 billion profit
- Life company PBT grew from a loss of Kshs. 78 Million to a profit of 631 Million

### Operating Expense Inclusive of Impairment

**Kshs 4.84 B**


(2021:Kshs 4.3B)

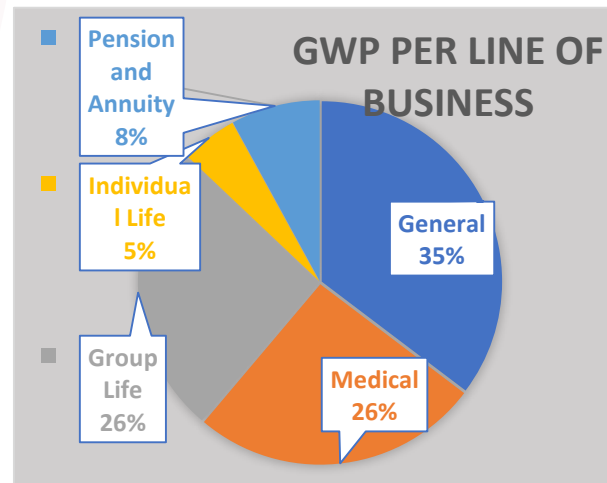
13% 

### Receivables Impairment

**Kshs 566 M**

(2021:Kshs 638M)

11% 





# Uganda

Resilient premium growth and focus on underwriting

## GWP

Kshs 1.4B

(2021:Kshs 1.1 B)

29% ↑

## Underwriting Result-General)

Kshs (36) M

(2021:Kshs (39) M)

8% ↑

## Underwriting Result-Life

Kshs (16) M

(2021:Kshs (45) M)

136% ↑

## Operating Expenses inclusive of the impairment

Kshs 313 M

(2021:Kshs 214 M)

46% ↑

## Receivables Impairment

Kshs 37 M

(2021:Kshs 9 M)

311% ↑

## Profit / (loss) Before Tax

Kshs 68 M

(2021:Kshs (20) M)

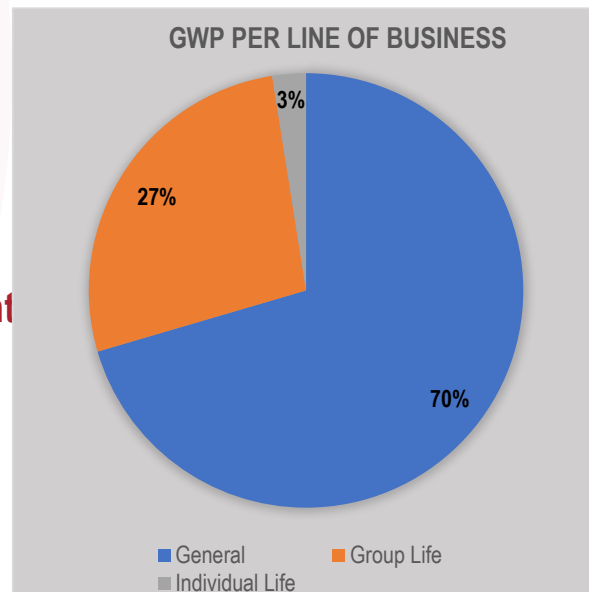
442% ↑

## Investment Income

Kshs 83 M

(2021:Kshs 113 M)

-26% ↓



## Capital Adequacy Ratio (CAR)

General  
Insurance

209%

Life  
Assurance

133%

- Life Business: 31% GWP growth
- General Business: GWP up by 37%.
- Focus on underwriting results reflected in the improved profits which grew by 442%

# Malawi

Strong Profits despite economic shocks

## GWP

**Kshs 0.87 B**


(2021:Kshs 0.82 B)

6% 

## Underwriting Result-General

**Kshs (35) M**


(2021:Kshs 47 M)

-174% 

## Underwriting Result- Life

**Kshs 53M**

(2021:Kshs 91 M)

-42% 

## Operating Expenses inclusive of Impairment

**Kshs 242 M**

(2021:Kshs 194M)

25% 

## Receivables Impairment

**Kshs 17 M**


(2021:Kshs 21M)

-19% 

## Profit Before Tax

**Kshs 99 M**


(2021:Kshs 202 M)

-51% 

## Investment Income

**Kshs 82 M**

(2021:Kshs 64M)

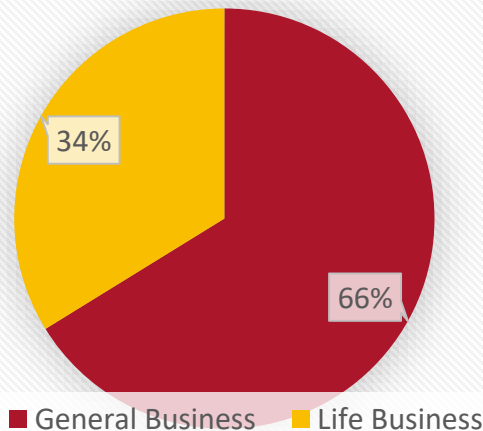
27% 

## Solvency Ratio

**General  
Insurance  
20.5%**

**Life  
Assurance  
252%**

## GWP Per line of Business



- Resilient performance despite economic shocks
- Kshs. 99 Million profit despite revaluation of local currency
- Focus on improving the underwriting and reinsurance processes and therefore improving capital adequacy


# South Sudan

Strong operating profit results despite volatile operating environment

### GWP

**Kshs 0.35B**


(2021:Kshs 0.22 B)

61% 

### Underwriting Result-General

**Kshs (110) M**


(2021:Kshs (253) M)

57% 

### Underwriting Result-Life

**Kshs (93) M**

(2021:Kshs (2) M)

-4550% 

### Operating Expenses inclusive of Impairment

**Kshs168 M**


(2021:Kshs 166M)

1% 

### Receivables Impairment

**Kshs 37 M**


(2021:Kshs 39 M)

-5% 

### Profit Before Tax

**Kshs 67 M**


(2021:Kshs 212 M)

-68% 

### Investment Income

**Kshs 256 M**

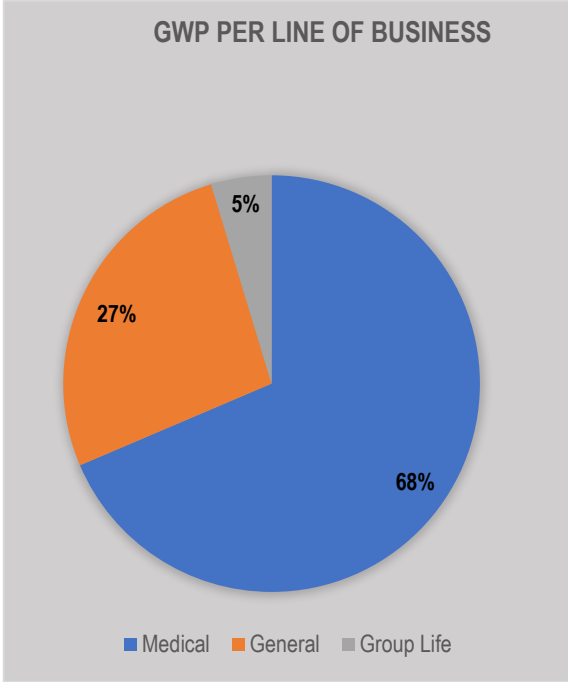
(2021:Kshs 466 M)

-45% 

### Solvency Ratio

**General Insurance**  
148%

**Life Assurance**  
148%



- GWP grew by 61% driven by medical business
- Investment income includes unrealized gains of Kshs. 174 Million (2021: Kshs. 398 Million)
- Strong capital adequacy/ solvency



*Thank you*

*We keep our word*