

CIC INSURANCE GROUP PLC - 46H ANNUAL GENERAL MEETING

Date: 9th May 2025

Time: 10:00 a.m. EAT

SHAREHOLDERS QUESTIONS AND RESPONSES

These were the questions that were received prior and during the AGM, and the responses.

NO	QUESTION	RESPONSE
1	gift to compliment dividend	Dear shareholder, we appreciate your creative suggestion and will explore its feasibility as we enhance our shareholder engagement plans.
2	When were dividends last declared?	Dear shareholder, Thank you for the question. The company has declared a dividend of KShs 0.13 per share held for the year ended 31/12/2024 to be paid on or before 18th June 2025, to shareholders appearing on the Register of Members at the close of business on 22nd April 2025
3	What is the cut off for dividend payout	Dear shareholder, Thank you for the question. The company has declared a dividend of KShs 0.13 per share held for the year ended 31/12/2024 to be paid on or before 18th June 2025, to shareholders appearing on the Register of Members at the close of business on 22nd April 2025.
4	My dividend	Dear shareholder, Thank you for the question. The company has declared a dividend of KShs 0.13 per share held for the year ended 31/12/2024 to be paid on or before 18th June 2025, to shareholders appearing on the Register of Members at the close of business on 22nd April 2025.
5	Dividend via mpesa	Dear shareholder, Thank you for the question. To receive your dividends via Mpesa, please contact the share registrar through Custodial@co-opbank.co.ke or call 0711049237 to update your mode of payment through Mpesa.
6	when will shareholders get a dividend increment	Dear shareholder, Thank you for the question. The company has declared a dividend of KShs 0.13 per share held for the year ended 31/12/2024 to be paid on or before 18th June 2025. In addition to the declared dividend, CIC Group has announced a 1:10 bonus issue to shareholders on record as at 22 April 2025.

7	dividends rate	Dear shareholder, Thank you for the question. The company has declared a dividend of KShs 0.13 per share held for the year ended 31/12/2024 to be paid on or before 18th June 2025, to shareholders appearing on the Register of Members at the close of business on 22nd April 2025.
8	Sh/share	Dear shareholder, Thank you for the question. The company has declared a dividend of KShs 0.13 per share held for the year ended 31/12/2024 to be paid on or before 18th June 2025, to shareholders appearing on the Register of Members at the close of business on 22nd April 2025.
9	dividend yield	Dear shareholder, Thank you for the question. The dividend yield is 4.4 %
10	I have not received my Dividends.	Dear shareholder, Thank you for the question. For dividend follow-up, please contact the share registrar through Custodial@co-opbank.co.ke or call 0711049237.
11	How much is one share price	Dear shareholder, Thank you for the question. The share price for CIC Group was at 3.07 shillings as at 22/4/2025.
12	how are dividends given?	Dear shareholder, Thank you for the question. The company has declared a dividend of KShs 0.13 per share held for the year ended 31/12/2024 to be paid on or before 18th June 2025, to shareholders appearing on the Register of Members at the close of business on 22nd April 2025.
13	pay on on mobile phone	Dear shareholder, Thank you for participating in this year's AGM. To be paid via Mpesa, please contact the share registrar through Custodial@co-opbank.co.ke or call 0711049237 to update your mode of payment.
14	I have never received my dividend since I bought the share what should I do?	Dear shareholder, Thank you for your question and participating in this year's AGM. Please reach out the share registrar through shares@co-opbank.co.ke for the assistance with your dividend payment.
15	how much dividends is given per share	Dear shareholder, Thank you for the question. The company has declared a dividend of KShs 0.13 per share held for the year ended 31/12/2024 to be paid on or before 18th June 2025, to shareholders appearing on the Register of Members at the close of business on 22nd April 2025.
16	Agm venue	Dear shareholder, Thank you for the question. Kindly note that this year's AGM will be held virtually. A link has been shared by Image registrars who are our authorized partners in running the AGM.

17	need my. dividend	Dear shareholder, Thank you for the question. Please contact the share registrar through Custodial@co-opbank.co.ke or call 0711049237 for assistance with your dividend payment.
18	when are you paying Dividends ?	Dear shareholder, Thank you for the question. The company has declared a dividend of KShs 0.13 per share held for the year ended 31/12/2024 to be paid on or before 18th June 2025, to shareholders appearing on the Register of Members at the close of business on 22nd April 2025.
19	Hi will I benefits	Dear shareholder, thank you for the question. The company has declared a dividend of KShs 0.13 per share held for the year ended 31/12/2024 to be paid on or before 18th June 2025. In addition to the declared dividend, CIC Group has announced a 1:10 bonus issue to shareholders on record as at 22 April 2025.
20	pay dividends by mpesa	Dear shareholder, Thank you for participating in this year's AGM. To be paid via Mpesa, please contact the share registrar through Custodial@co-opbank.co.ke or call 0711049237 to update your mode of payment.
21	where is my last year's dividend?	Dear shareholder, Thank you for the question. Please contact the share registrar through Custodial@co-opbank.co.ke or call 0711049237 for assistance with your dividend payment.
22	can you pay me by mpesa	Dear shareholder, Thank you for participating in this year's AGM. Please contact the share registrar through Custodial@co-opbank.co.ke or call 0711049237 to update your mode of payment through Mpesa
23	how much is the dividends	Dear shareholder, Thank you for the question. The company has declared a dividend of KShs 0.13 per share held for the year ended 31/12/2024 to be paid on or before 18th June 2025, to shareholders appearing on the Register of Members at the close of business on 22nd April 2025.
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25	WHY THE STAGNANT PAY OF KES 0.13	Dear shareholder, Thank you for the question. In addition to the declared dividend of ksh 0.13 per share, CIC Group has announced a 1:10 bonus issue to

		shareholders on record as at 22 April 2025. This reflects our confidence in the Group's growth trajectory and our unwavering focus on delivering sustainable returns.
26	REASON FOR NSSF DROPPING YOU	Dear shareholder, NSSF recently restructured its portfolio by reducing its number of fund managers from six to three. We understand they plan to expand this list again in the coming months.
27	year of audit	Dear shareholder, thank you for the question. The audited financial statements relate to the reporting period of 1st January- 31st December 2024. Thank you
28	How much is the dividend per share?	Dear shareholder, Thank you for the question. The company has declared a dividend of KShs 0.13 per share held for the year ended 31/12/2024 to be paid on or before 18th June 2025, to shareholders appearing on the Register of Members at the close of business on 22nd April 2025.
29	Haven't received my dividends to date, why?	Dear shareholder, Thank you for the question. Please contact the share registrar through Custodial@co-opbank.co.ke or call 0711049237 for assistance with your dividend payment.
30	can I get my dividend on this number through mpesa	Dear shareholder, Thank you for the question and participating in this year's AGM. Please contact the share registrar through Custodial@co-opbank.co.ke or call 0711049237 for assistance in updating your dividend payment mode.
31	can my dividends be paid through MPESA?	Dear shareholder, Thank you for the question and participating in this year's AGM. Please contact the share registrar through Custodial@co-opbank.co.ke or call 0711049237 for assistance in updating your dividend payment mode.
32	I am about my dividend	Dear shareholder, Thank you for your question and participating in this year's AGM. Please reach out to the share registrar through shares@co-opbank.co.ke for the assistance with your dividend payment.
33	any dividends?	Dear shareholder, Thank you for the question. The company has declared a dividend of KShs 0.13 per share held for the year ended 31/12/2024 to be paid on or before 18th June 2025, to shareholders appearing on the Register of Members at the close of business on 22nd April 2025.

34	Why hasn't the share price been performing well compared to peers?	Dear shareholder, we acknowledge your concern. While share price movements are subject to market dynamics, CIC's consistent financial performance and over 40% share price growth in the past year reflect the Group's resilience and strategic progress.
35	when is the book closure and dividend payment dates respectively?	Dear shareholder, Thank you for your question. The dividends will be paid on or before 18th June 2025, to shareholders appearing on the Register of Members at the close of business on 22nd April 2025.
36	compliment dividend with gift voucher	Dear shareholder, we appreciate your creative suggestion and will explore its feasibility as we enhance our shareholder engagement plans.
37	GIVE SHAREHOLDERS LUNCH VOUCHERS	Dear shareholder, Thank you for your suggestion on complementing the dividend payout with a lunch voucher. While dividends remain our primary means of delivering returns to shareholders, we will consider the practicality of your suggestion as we explore ways to deepen shareholder engagement and appreciation in the future.
38	change my email address to williamkaime@gmail.com	Dear shareholder, Thank you for your question and participating in this year's AGM. Please reach out to your stockbroker or the share registrar through shares@co-opbank.co.ke for assistance in updating your shareholder details
39	Are there any employees with disabilities working at CIC? What is there percentage?	Dear shareholder, Thank you for your question. We currently have an employee living with a disability, which is a percentage rounded down to 0%. We have, however, committed to improving disability inclusion as part of our sustainability strategy. We have set a target to progressively increase the representation of PWDs within our workforce and are implementing deliberate actions to create an inclusive and enabling work environment.
40	1.On Financial Performance The Group reported a 57% increase in profit before tax. Could the Board kindly elaborate on the specific strategies that led to this impressive growth? And more	Dear shareholder, Thank you for your question. The 57% increase in Profit Before Tax was mainly driven by strong growth in investment income and insurance revenue. We believe this performance is sustainable, supported by ongoing operational efficiencies, disciplined risk management, and strategic investments. As we approach the final year of our 2021-2025 strategy, we have made significant progress in product and market diversification, digital

	importantly, how sustainable is this performance in the current economic climate? 2. On Business Strategy As we approach the final year of the 2021â€“2025 corporate strategy, whose core focus is customer centricity, what are the key milestones achieved and the what critical initiatives that are still outstanding before the strategy period ends?	transformation and alignment of corporate structure to drive the strategy. As we get to the next strategic period we will continue with digital transformation with a specific focus on enhancing data-driven service delivery.
41	Given the rapid digital transformation in the insurance and financial sectors, how is CIC Group positioning itself to remain competitive over the next decade, particularly in leveraging AI, blockchain, and mobile platforms to enhance customer experience and expand access to underserved markets?	Dear shareholder, Thank you for the question. We are actively positioning ourselves for long-term competitiveness by investing in digital platforms that enhance customer experience. We have aligned our Group structure and resources to give a deliberate and proactive focus to digital transformation. Some the milestones already achieved include the EasyBima platform and the enhanced mobile app for asset management.
42	I am a newbie. Bought my first shares about 2 months ago. Does this mean I am inelligible for payments of dividends and distribution of 1 share per every 10 share held?	Thank you for the question. Any shareholder in the register by 22nd April 2025 is eligible for dividends and the share bonus.
43	Hello About insurance policy ,Is there a special/beneficial offers on insurance policy for a share holder or is it the same policy	Dear shareholder, thank you for the question. At the moment, CIC Insurance Group offers the same products and pricing structures to both shareholders and non-shareholders. Customized offerings are discussed based on applicable dynamics and specific customer needs.

	offered as for someone that is not a share holder.	
44	Hello About insurance policy ,Is there a special/beneficial offers on insurance policy for a share holder or is it the same policy offered as for someone that is not a share holder.	Dear shareholder, thank you for the question. At the moment, CIC Insurance Group offers the same products and pricing structures to both shareholders and non-shareholders. Customized offerings are discussed based on applicable dynamics and specific customer needs.
45	Hello About insurance policy ,Is there a special/beneficial offers on insurance policy for a share holder or is it the same policy offered as for someone that is not a share holder.	Dear shareholder, thank you for the question. At the moment, CIC Insurance Group offers the same products and pricing structures to both shareholders and non-shareholders. Customized offerings are discussed based on applicable dynamics and specific customer needs.
46	You were so fast I didn't get the dividend percentage you are giving. Is there reimbursement for bundles for the virtual AGM	Dear shareholder, Thank you for the question. The company has declared a dividend of KShs 0.13 per share held for the year ended 31/12/2024 to be paid on or before 18th June 2025, to shareholders appearing on the Register of Members at the close of business on 22nd April 2025. At the moment there is no provision for reimbursement of internet bundles.
47	How are you supporting you entrepreneurs	Dear shareholder, Thank you for your question. We support young entrepreneurs through a range of initiatives. Our recently established micro insurance business has a focus on meeting the unique insurance needs of SMEs. Other initiatives include our financial literacy programs through our business lines aimed at equipping youth with the knowledge on insurance and investments.
48	Hello About insurance policy ,Is there a special/beneficial offers on insurance policy for a share holder or is it the same policy	Dear shareholder, thank you for the question. At the moment, CIC Insurance Group offers the same products and pricing structures to both shareholders and non-shareholders. Customized offerings are discussed based on applicable dynamics and specific customer needs.

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50	Taxation is a big issue now by being so unpredictable, how is the Board navigating through such uncertain terrain ?	Dear shareholder, Thank you for the question. We acknowledge that the current tax environment has become dynamic. The Board and management team are actively monitoring tax policy developments and regulatory shifts, both locally and regionally, to ensure the Group remains fully compliant while minimizing risk exposure.
51	Goodmorning CIC, Good work on the awards, please keep it up. Will you issue Shareholders with gifts?	Dear shareholder, We appreciate your recognition of our efforts and the awards we've received—they reflect our collective commitment to excellence and delivering value. At the moment, we do not issue gifts to shareholders. However, we remain focused on maximizing shareholder value through consistent dividends, strong performance, and sustainable growth.
52	Why has the CIC share value performed dismally over the years?	Dear shareholder, we acknowledge your concern. While share price movements are subject to market dynamics, CIC's consistent financial performance and over 40% share price growth in the past year reflect the Group's resilience and strategic progress.
53	How can we get our dividends	Dear shareholder, thank you for your question and participating in this year's AGM. Please reach out to the share registrar through shares@co-opbank.co.ke or call 0711049237 for assistance with your dividend payment.
54	Hi can I be paid through m pesha please let me know	Dear shareholder, Thank you for participating in this year's AGM. Please contact the share registrar through Custodial@co-opbank.co.ke or call 0711049237 to update your mode of payment through Mpesa

55	Hi, kindly I would like to know to which account are my dividends paid and how much. Thank you	Dear shareholder, thank you for your question and participating in this year's AGM. Please reach out the share registrar through shares@co-opbank.co.ke or call 0711049237 for assistance with your dividend payment.
56	Not a question but a comment....., the meeting was amazing	Dear shareholder, Thank you so much for your kind comment. We appreciate your engagement.
57	gift to compliment dividend	Dear shareholder, we appreciate your creative suggestion and will explore its feasibility as we enhance our shareholder engagement plans.