

03

Business Review

Resilient Performance with Stability in Mind



GIG-Kuwait

+965 1802080

www.gig.com.kw



Establishment Date:
2007

GIG Shareholder Stake:
100%

Number of Branches including Subsidiary:
10

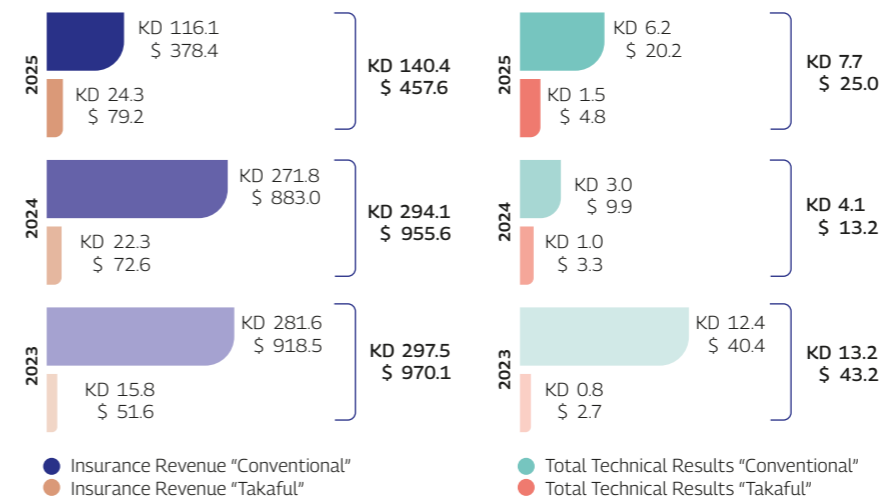
Paid-up Capital:
KD 25mn

Type of Insurance Business:
Composite Insurer

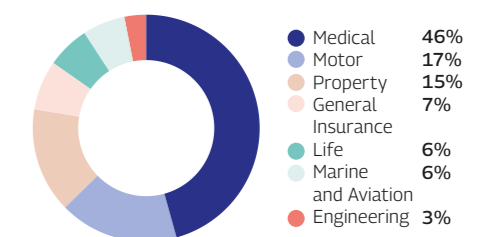
Subsidiary Name & Ownership:
GIG-Kuwait Takaful (66.63%)

Company's Head Count:
600

Insurance Portfolio, KD Mn (KD Mn/US\$ Mn)



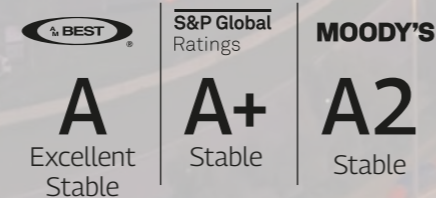
Composition of Insurance by LOB (%)



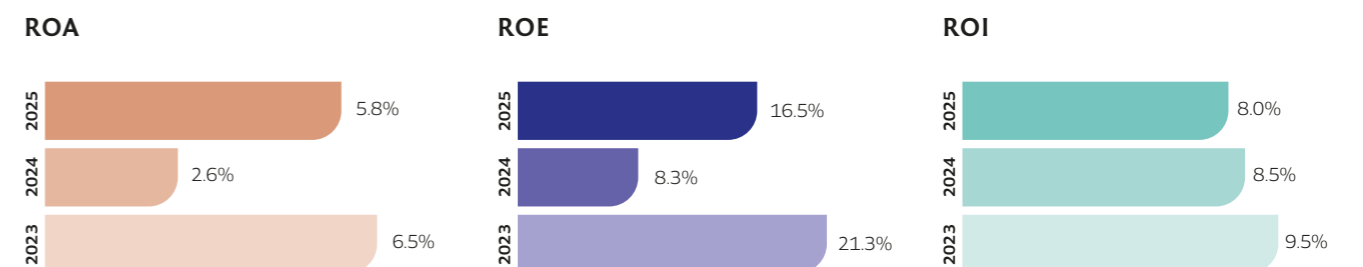
Top Achievements During 2025

- Successfully enhanced IFRS17 reporting which is aligned with the Fairfax reporting framework, supported by improved reserving structure.
- Led major digital transformation initiatives, including the launch of the B2B platform GIG Bridge, and enhanced B2C channels across both mobile and web platforms.
- Improved corporate governance by advancing key frameworks such as SOX, strengthening committee structures, and enhancing Business Risk Committee (BRC) oversight.

Credit Rating



Key Financial Ratios (%)



GIG-Gulf

+973 8000 1060
www.gig-gulf.com

Establishment Date:
1950

GIG Shareholder Stake:
100%

Number of Branches including Subsidiary:
15

Paid-up Capital:
BHD 15mn

Type of Insurance Business:
Composite Insurer

Subsidiary Name & Ownership:
GIG-Saudi (50%)

Company's Head Count:
848

Top Achievements During 2025

- Achieved nearly 40% growth in online and digital channels through improved customer adoption and satisfaction. Streamlined renewal, claims reporting, customer interaction, cancellations, and automated refund processes, resulting in a smoother customer journey and supporting exceptional business results.
- Granted a license type "A" by the Financial Services Authority (FSA) under the new Health Regulations in the Sultanate of Oman to provide health insurance, enabling expansion of the client base and product offerings, and opportunity to deliver the highest quality of service in the growing Health Insurance market in Oman.
- New medical platform for Retail Operations rolled out in the United Arab Emirates driving a competitive advantage, and bringing efficiency and multiple opportunities for seamless servicing integrations for the benefit of clients, partners and staff.

Credit Rating

A
Excellent Stable

GIG-Saudi

800 1160020
www.gig.sa

Establishment Date:
2008

GIG Shareholder Stake:
50%

Number of Branches:
8

Paid-up Capital:
SAR 525 mn

Type of Insurance Business:
Composite Insurer

Company's Head Count:
392

Top Achievements During 2025

- GIG Saudi remained the 5th largest player in the Motor segment and delivered one of the strongest Motor results in the market. The Company also developed an advanced and agile pricing tool for the TPL portfolio, which was further expanded to support the Leasing business.
- The company launched a new Motor Policy Administration System covering all Motor Fleet and Retail Motor products. The Motor Claims Transformation Program was also completed successfully. As a result, PL Motor achieved exceptional 50% growth, supported by digitalization initiatives that strengthened risk selection and drove growth in profitable segments.
- The Company delivered multiple transformation projects and system enhancements aimed at strengthening its digital foundation. Work is also underway on several strategic digital initiatives aligned with the Company's long-term strategy.

Credit Rating

A
Stable

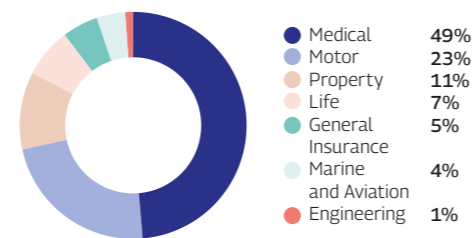
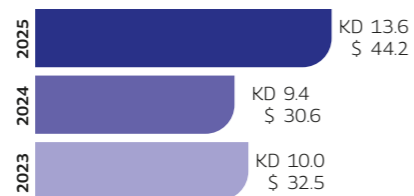
Insurance Portfolio, KD Mn (KD Mn/US\$ Mn)

Composition of Insurance by LOB (%)

Insurance Revenue

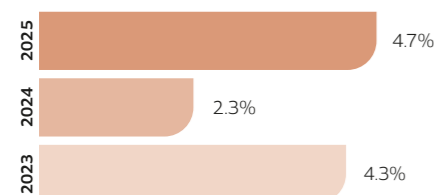


Total Technical Results

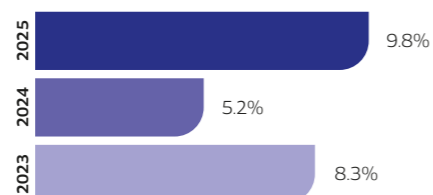


Key Financial Ratios (%)

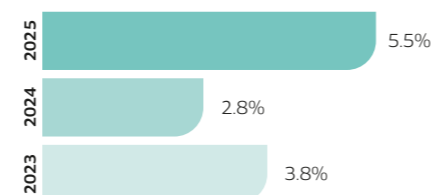
ROA



ROE



ROI



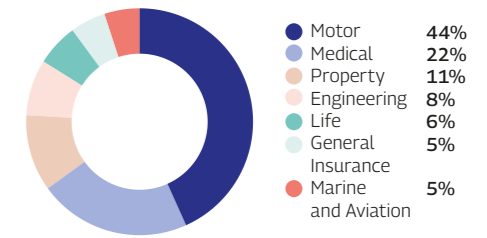
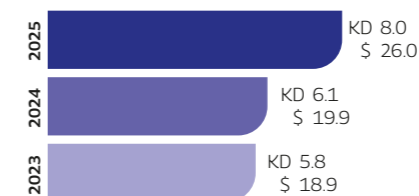
Insurance Portfolio, KD Mn (KD Mn/US\$ Mn)

Composition of Insurance by LOB (%)

Insurance Revenue

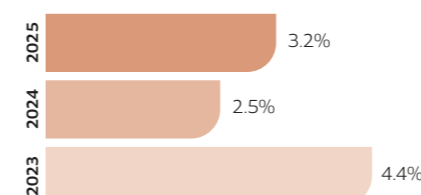


Total Technical Results

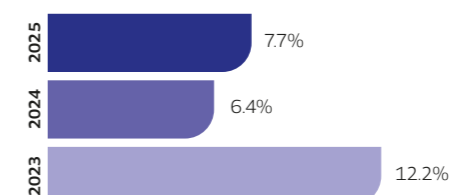


Key Financial Ratios (%)

ROA



ROE



ROI



GIG-Bahrain

+973 17119911
www.gigbh.com

Credit Rating

Establishment Date:
1976

Top Achievements During 2025

- Achieve sustainable growth through strengthening partnerships in Financial, Bancassurance and Alternative Channels. Product revamping under Life and explored other products offerings under Medical. Optimized the benefits for ROI in reducing interest rate environment.
- Customers & Efficiency through available opportunities to digitalize the process for customers and operations. And to measure and improve customer satisfaction. Key projects under digitalization included: CRM First Phase (Generating Leads and Issuance of Insurance), EKYC Project and integrations of several APIs from partners with our core systems.
- Ensured organizational continuity across all levels of GIG Bahrain by driving comprehensive professional development programs, including training on automation governance, business continuity, disaster recovery, and data protection. Established a dedicated quality control division focused on strengthening processes and controls in motor claims. Enhanced cyber-resilience through quarterly phishing simulations and tabletop exercises, while further reinforcing internal controls by restructuring the Internal Audit function and appointing an in-house Group Internal Auditor to create stronger synergy across subsidiaries.

GIG Shareholder Stake:
56.122%

Number of Branches including Subsidiary:
6

Paid-up Capital:
BHD 15mn

Type of Insurance Business:
Composite Insurer

Subsidiary Name & Ownership:
GIG Bahrain Takaful (81.9%)

Company's Head Count:
352

GIG-Türkiye

+90 216 4002400
www.gig.com.tr

Credit Rating

Establishment Date:
2013

Top Achievements During 2025

- The Company achieve profitable growth despite a highly competitive environment. On the commercial side, increased property and catastrophe capacity enabled writing more profitable and larger risks, while revised Professional Indemnity package policies, strengthened market dominance, supported by enhanced user-friendly IT versions. On the consumer side, processes were streamlined through a transition to a single-screen structure, and efficiency was improved with the implementation of robotic process automation (RPA).
- Completed the second phase of the Datacenter Replacement Project with a new disaster recovery center. Enhanced security with geo-blocking. Launched the Agency Dashboard, the Reseller Portal, and the first microservice under the SBM Infrastructure Renewal. Improved the Insure Portal's user interface and completed TOBB integration for automatic agency validation.
- Completed the 2025 employee compensation cycle within budget and maintained a low turnover rate. Managed retirements with effective succession planning. Improved employee engagement through targeted actions, enhanced communication, workshops, and mentorship. Strengthened talent acquisition with a proactive approach, achieving strong recruitment results.

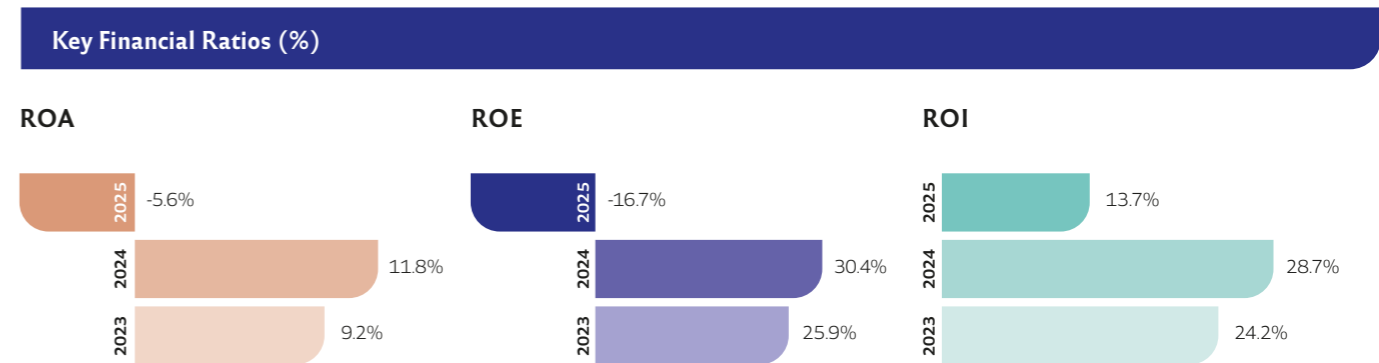
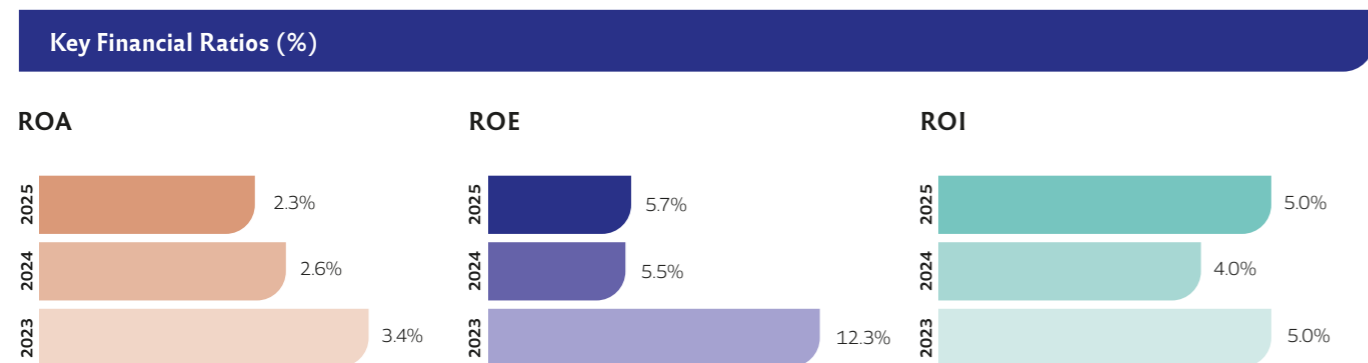
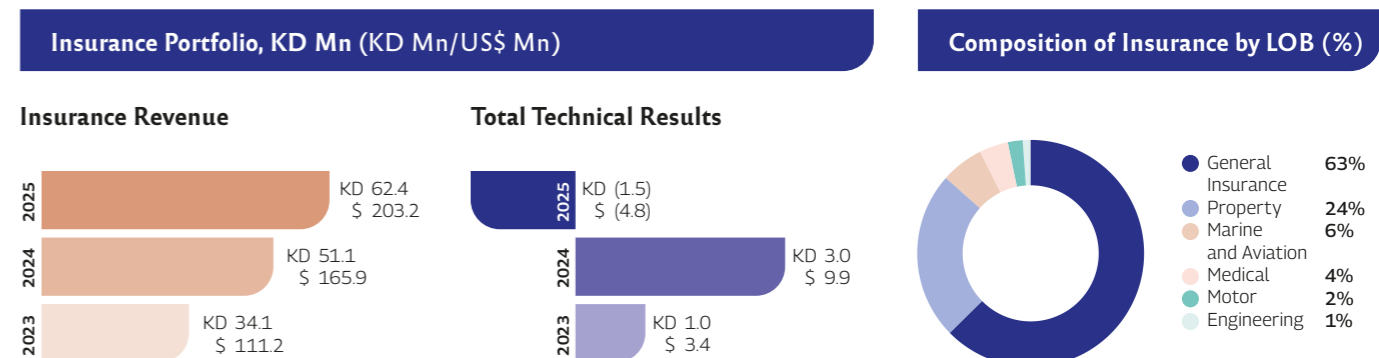
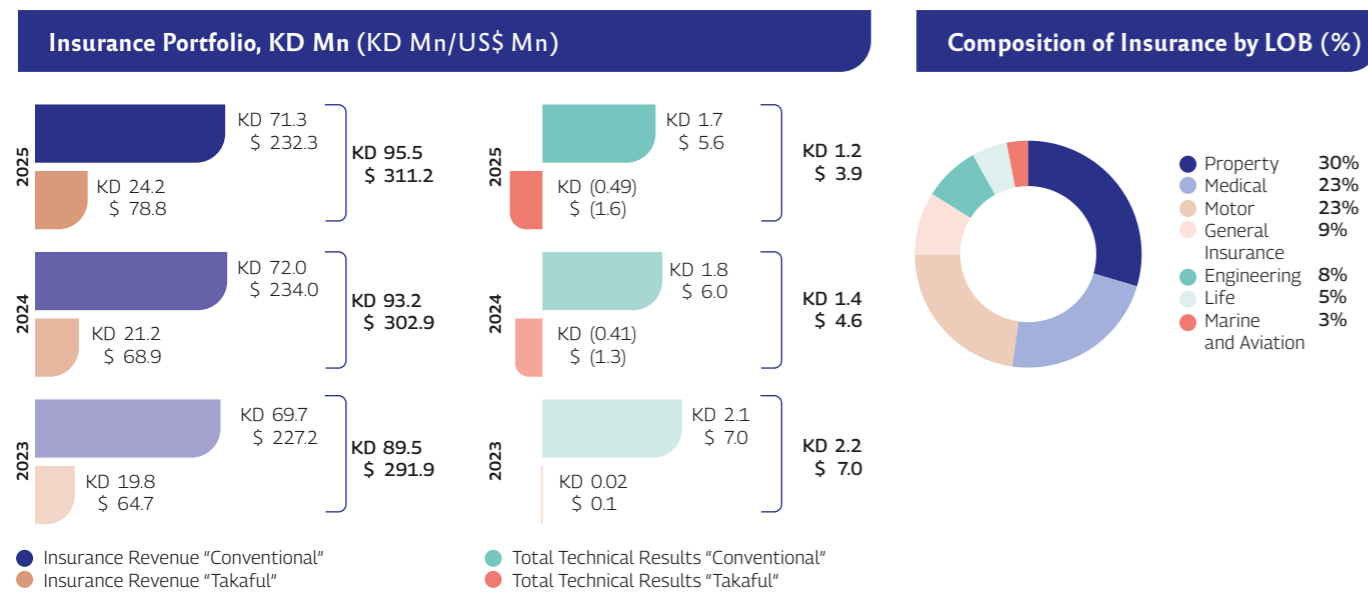
GIG Shareholder Stake:
99.22%

Number of Branches:
6

Paid-up Capital:
TRY 181.2mn

Type of Insurance Business:
General Insurer

Company's Head Count:
292



GIG-Jordan

+962 6 5654550
www.gig.com.jo

Establishment Date:
1996

GIG Shareholder Stake:
89.87%

Number of Branches:
13

Paid-up Capital:
JOD 26mn

Type of Insurance Business:
Composite Insurer

Company's Head Count:
477

Top Achievements During 2025

- Launched "KinZ," a new life insurance, retirement, and investment program offering long-term financial security.
- Opened a new branch in the Second Circle area to expand the customer network and improve service accessibility.
- The Company advanced its digital transformation through key initiatives, including Digital Insurance Solutions with Zain telecom, the GIG Jordan Mobile App, Motor Claims Document Automation, establishing a Security Operation Center, and integrating personal data with the Ministry of Digital Economy and Entrepreneurship, as a result enhancing efficiency and improving the customer experience.

Credit Rating

A-
Stable

GIG-Egypt

+202 21260800
www.gig.com.eg

Establishment Date:
1993

GIG Shareholder Stake:
98.3%

Number of Branches:
24

Paid-up Capital:
EGP 650mn

Type of Insurance Business:
General Insurer

Company's Head Count:
351

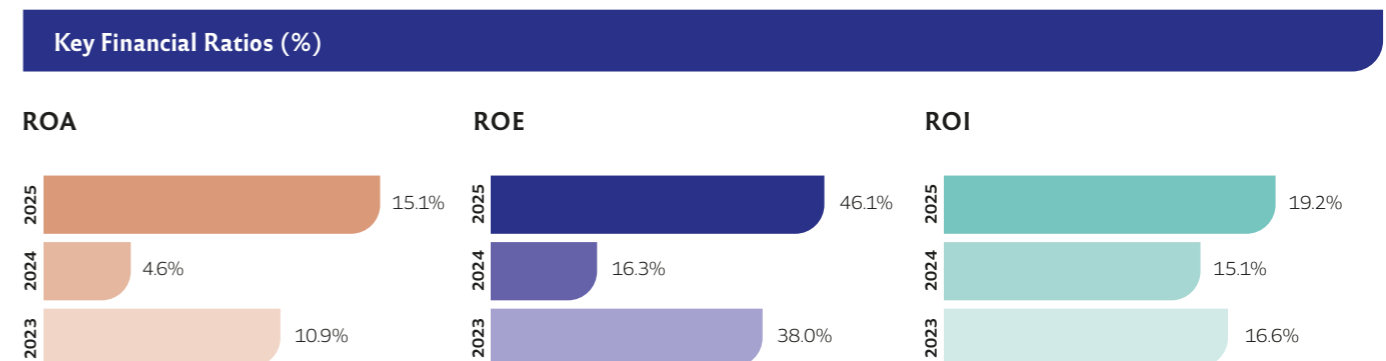
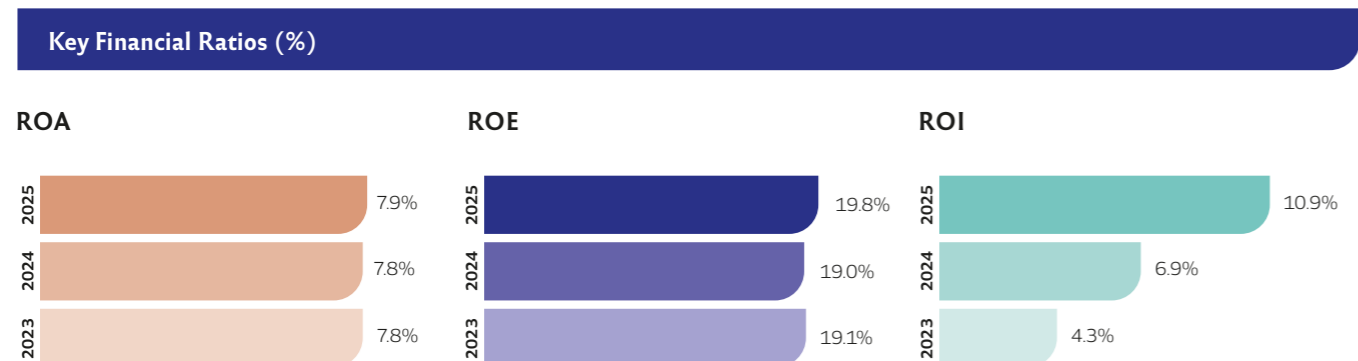
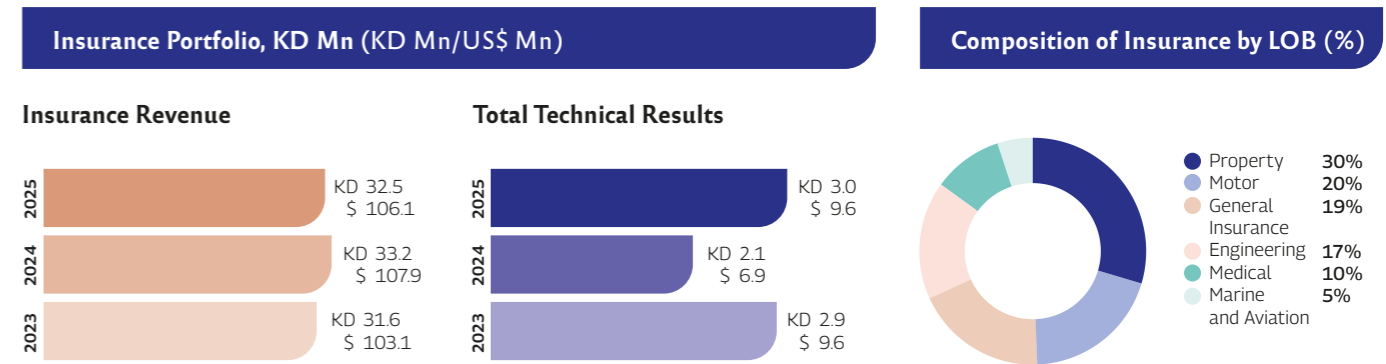
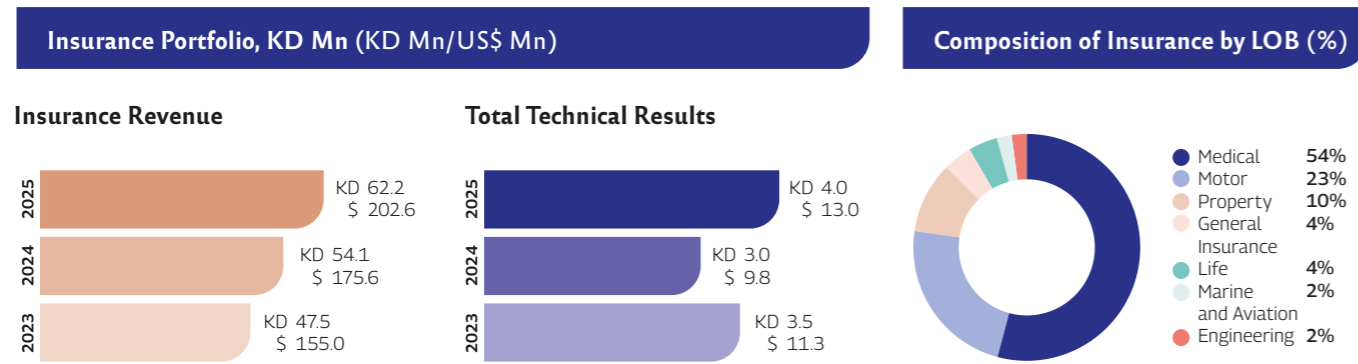
Top Achievements During 2025

- GIG Egypt has been recognized at the MENA II Awards 2025 with the prestigious "Personal Lines Insurer of the Year" and "Commercial Lines Insurer of the Year" awards.
- Continuous development on the quality of service provided. In addition to maintaining a high level of customer satisfaction.
- The company showcased its leadership in digital transformation by exhibiting at Cairo ICT 2025, highlighting innovative solutions, advanced technologies, and the company's continued commitment to shaping the future of the insurance industry.

Credit Rating

A
Stable

MOODY'S
Ba2
Positive



GIG-Algeria

+213 21 476872
www.gig.dz

Establishment Date:
1998

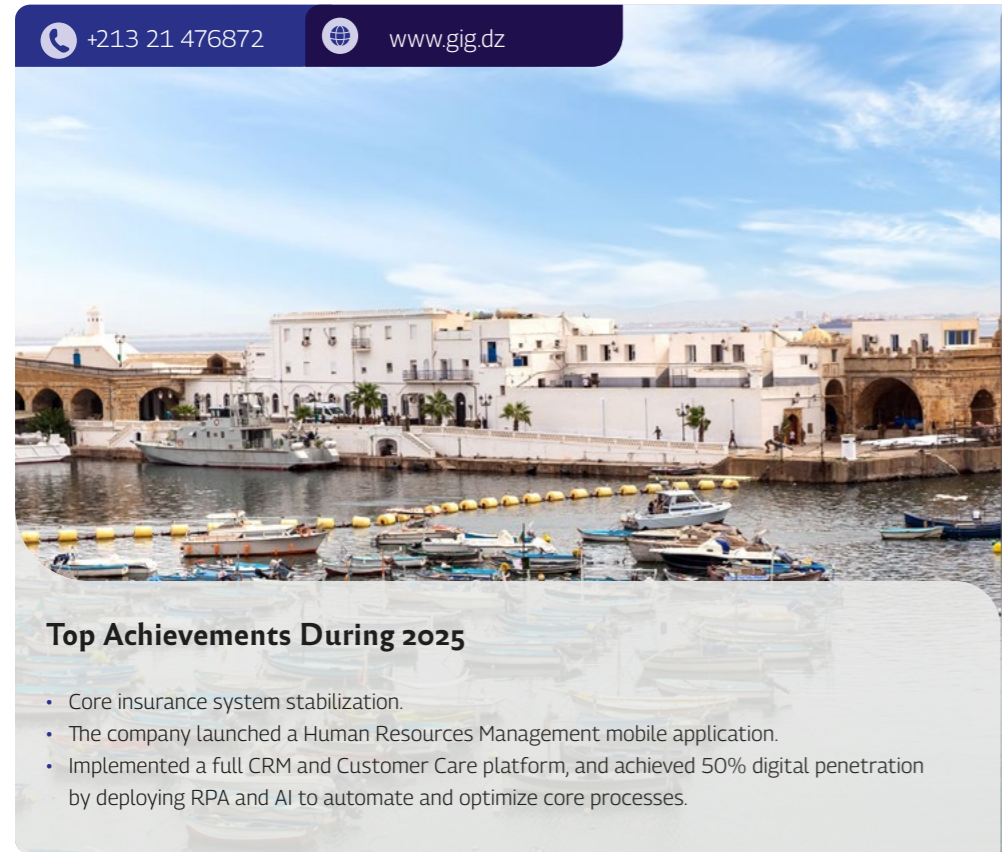
GIG Shareholder Stake:
51.0%

Number of Branches:
4

Paid-up Capital:
DZD 2.0bn

Type of Insurance Business:
General Insurer

Company's Head Count:
222



Top Achievements During 2025

- Core insurance system stabilization.
- The company launched a Human Resources Management mobile application.
- Implemented a full CRM and Customer Care platform, and achieved 50% digital penetration by deploying RPA and AI to automate and optimize core processes.

GIG-Egypt Life Takaful

+202 24138700
www.giglt.com.eg

Establishment Date:
2006

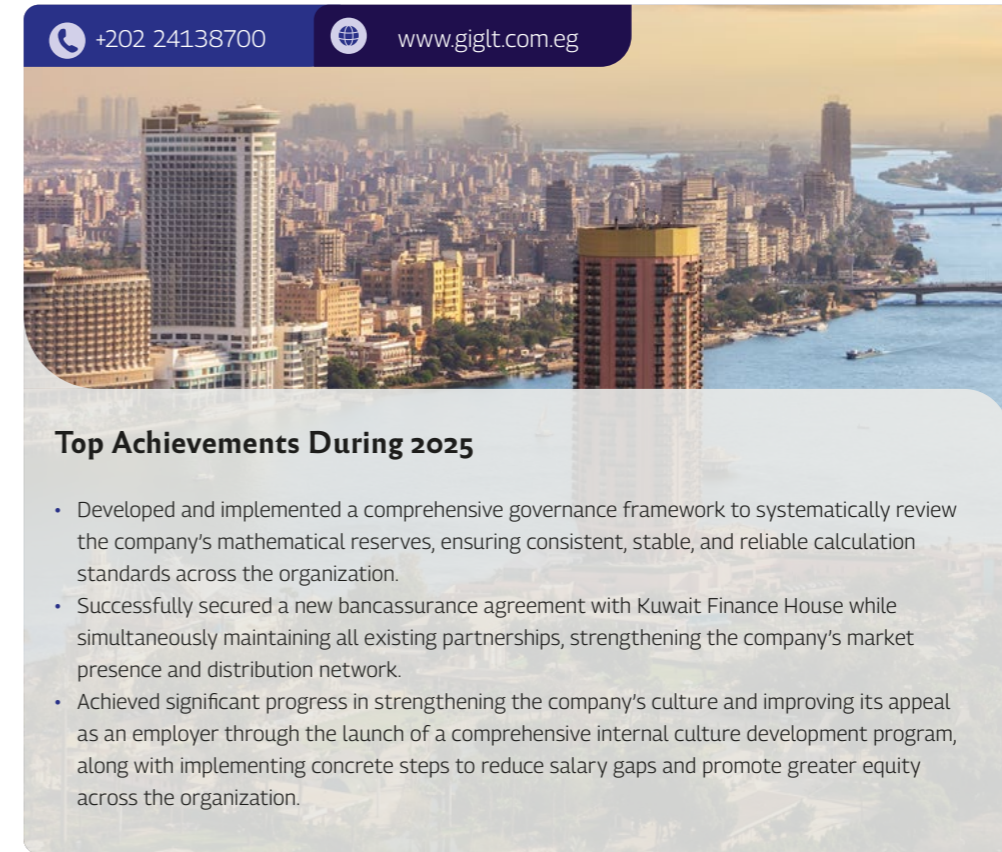
GIG Shareholder Stake:
61.30%

Number of Branches:
8

Paid-up Capital:
EGP 400mn

Type of Insurance Business:
Life & Medical Insurance

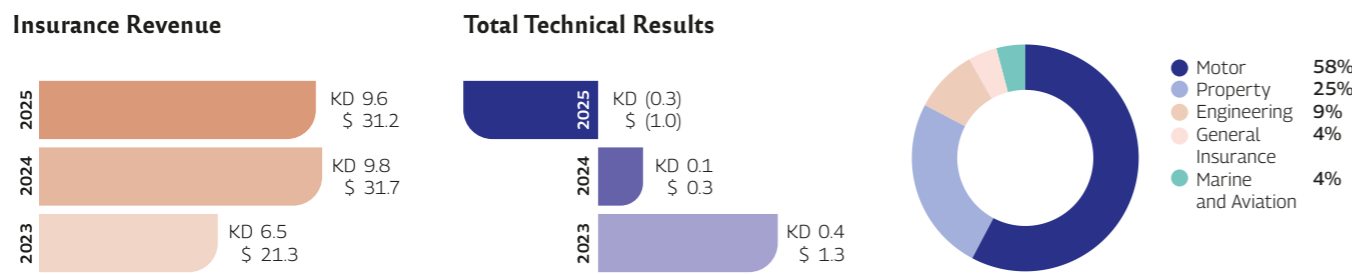
Company's Head Count:
236



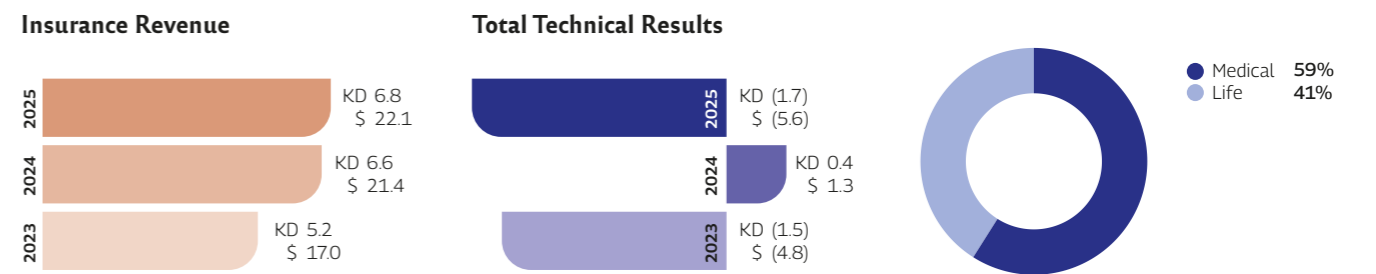
Top Achievements During 2025

- Developed and implemented a comprehensive governance framework to systematically review the company's mathematical reserves, ensuring consistent, stable, and reliable calculation standards across the organization.
- Successfully secured a new bancassurance agreement with Kuwait Finance House while simultaneously maintaining all existing partnerships, strengthening the company's market presence and distribution network.
- Achieved significant progress in strengthening the company's culture and improving its appeal as an employer through the launch of a comprehensive internal culture development program, along with implementing concrete steps to reduce salary gaps and promote greater equity across the organization.

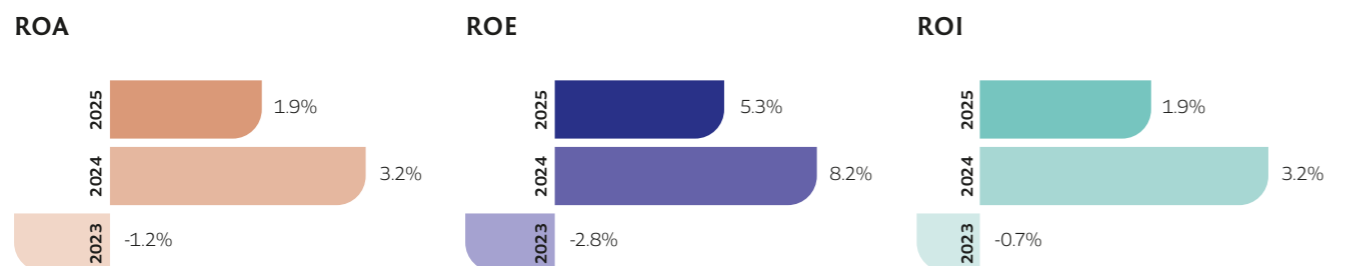
Insurance Portfolio, KD Mn (KD Mn/US\$ Mn) Composition of Insurance by LOB (%)



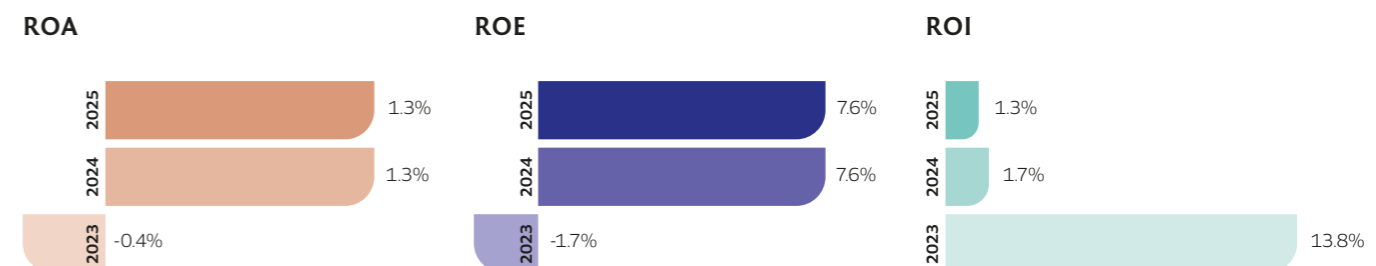
Insurance Portfolio, KD Mn (KD Mn/US\$ Mn) Composition of Insurance by LOB (%)



Key Financial Ratios (%)




Key Financial Ratios (%)



GIG-Iraq

📞 +964 7706256055



Establishment Date:
2000

GIG Shareholder Stake:
79.9%

Number of Branches:
1

Paid-up Capital:
IRD 7.0bn

Type of Insurance Business:
Composite Insurer

Company's Head Count:
12

GIG-Lebanon

📞 +961 1511122



Establishment Date:
1991

GIG Shareholder Stake:
92.7%

Number of Branches:
1

Paid-up Capital:
LL 7.14 bn

Type of Insurance Business:
Composite Insurer

Company's Head Count:
3

