



EARNINGS CALL

FY 2021



March 21, 2022



4:00 PM – 5:30 PM (KSA time)



90 Minutes

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& corporate performance

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KSA INSURANCE INDUSTRY

Market Update



MEDICAL



- CHI: the insurance company bears covering all expenses resulting from suspected and confirmed infection with Covid-19 starting from Mar. 14th, 2022
- CHI minimum benefits package under review to assess the impact on customers. Initially we expected the implementation timeline to be July 1 2022.
- The Ministry of Human Resources and Social Development (HRSD): work is underway to complete the integrated linkage with CHI to detect and deal the lack of medical insurance for employees.

MOTOR



- SAMA requires motor insurers to include (VAT) in the repair fees of a damaged vehicle. This comes in response to the failure of some insurance companies to pay VAT when settling a motor third party liability claim.
- New insurance coverage product for car share businesses

P&C



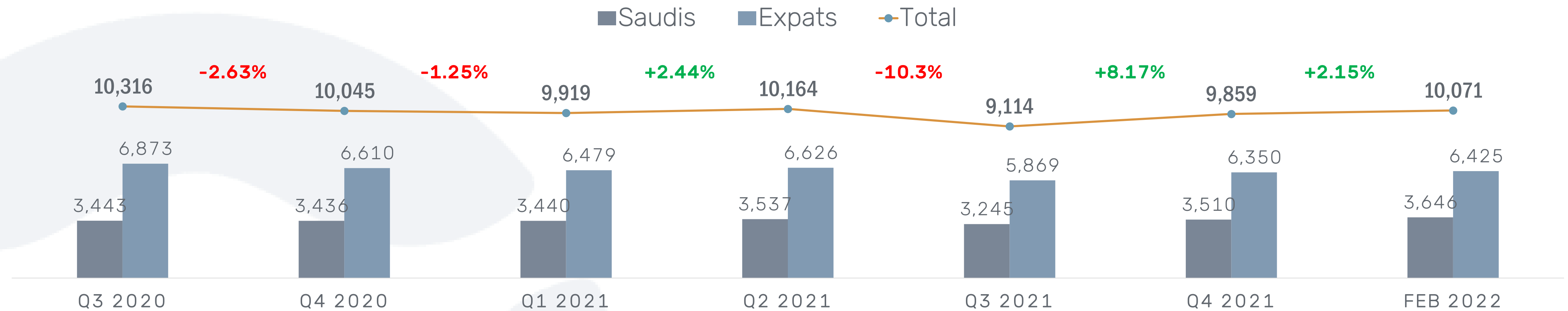
- Standard domestic worker insurance contract released by SAMA and it's expected to commence in Q2.
- Public liability compulsory insurance for congested area. Positive impact magnitude is uncertain for the industry but should materialize around Q3 2022.

KSA Insurance Industry

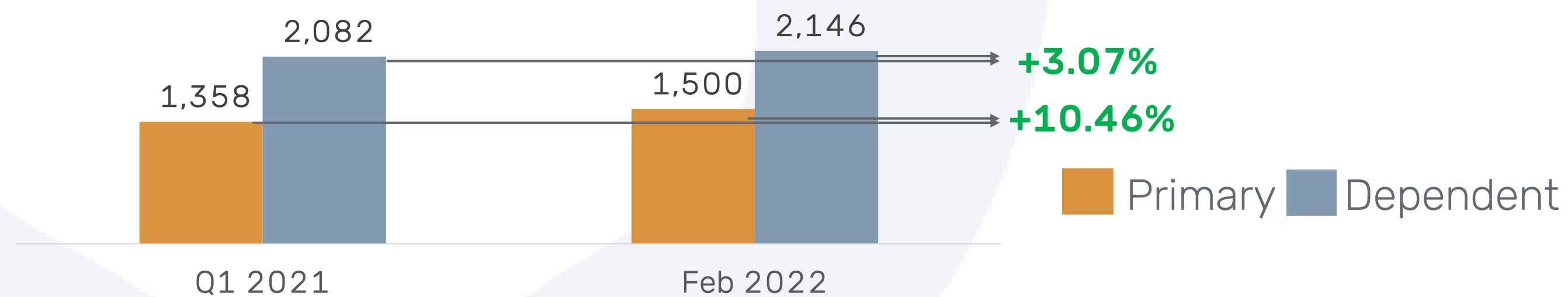
Medical - Insured Lives ('000)



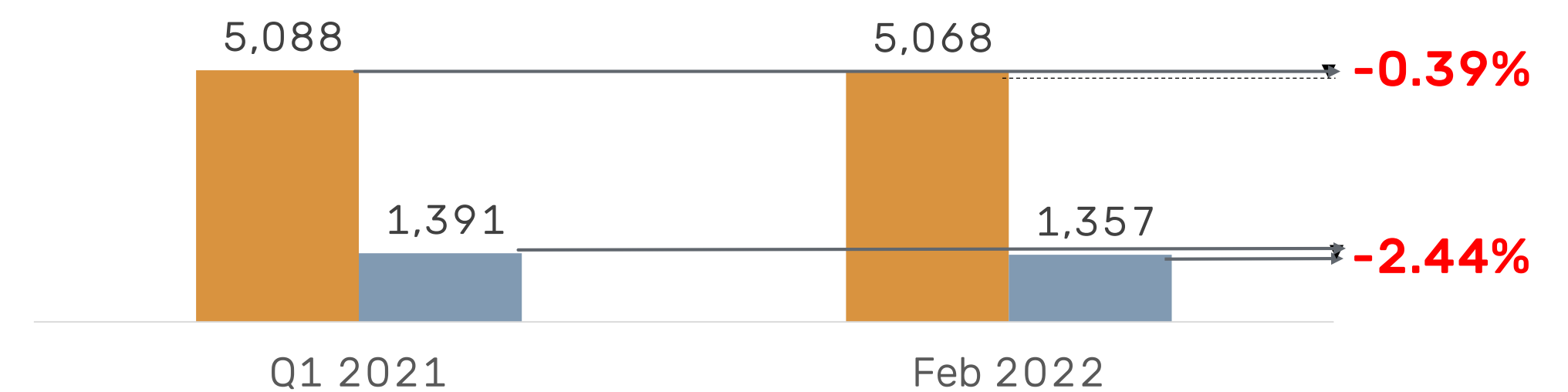
Insured Lives



Insured Lives - Saudis



Insured Lives - Expats

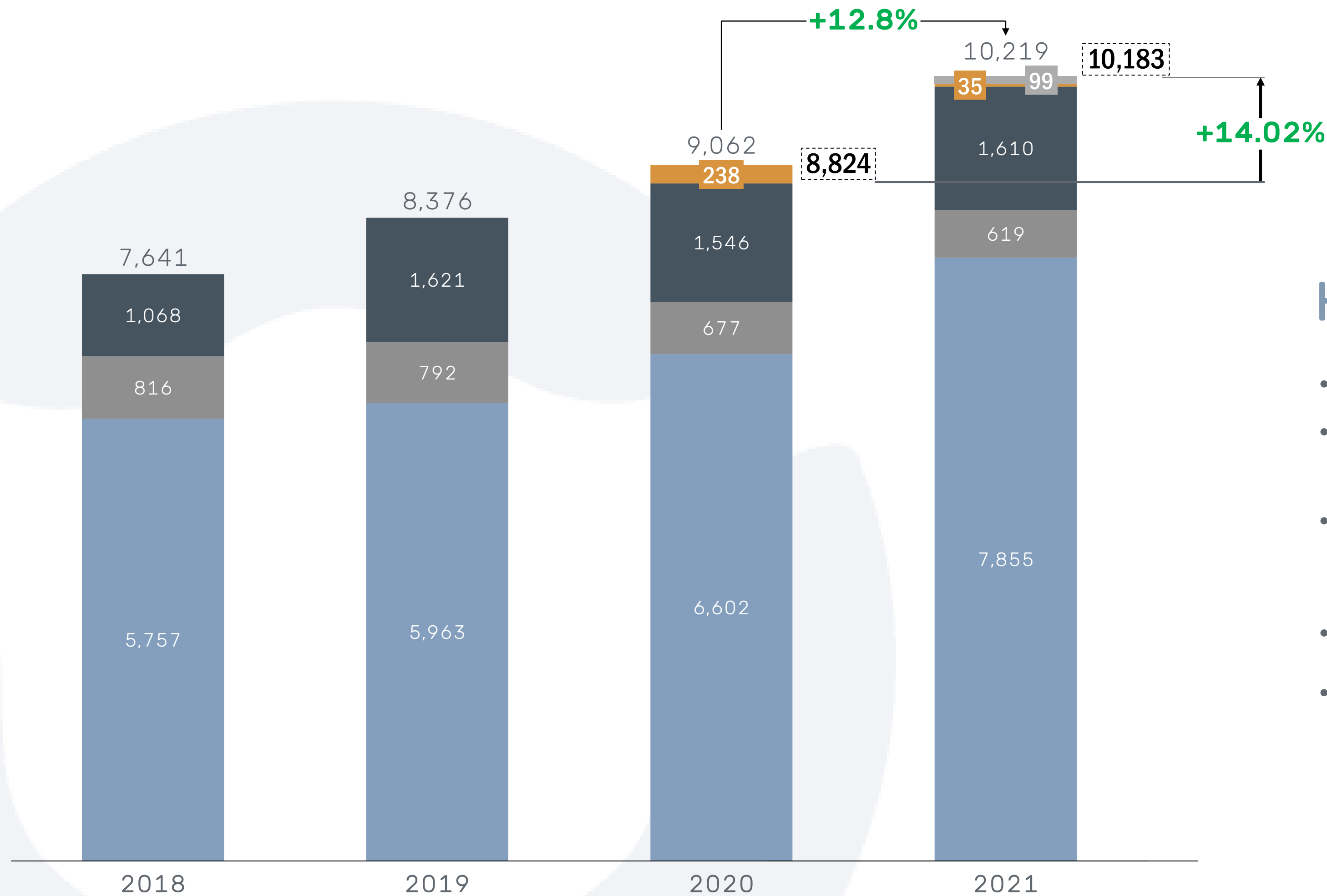


TAWUNIYA PERFORMANCE



Tawuniya Performance

Gross Written Premium



HIGHLIGHT

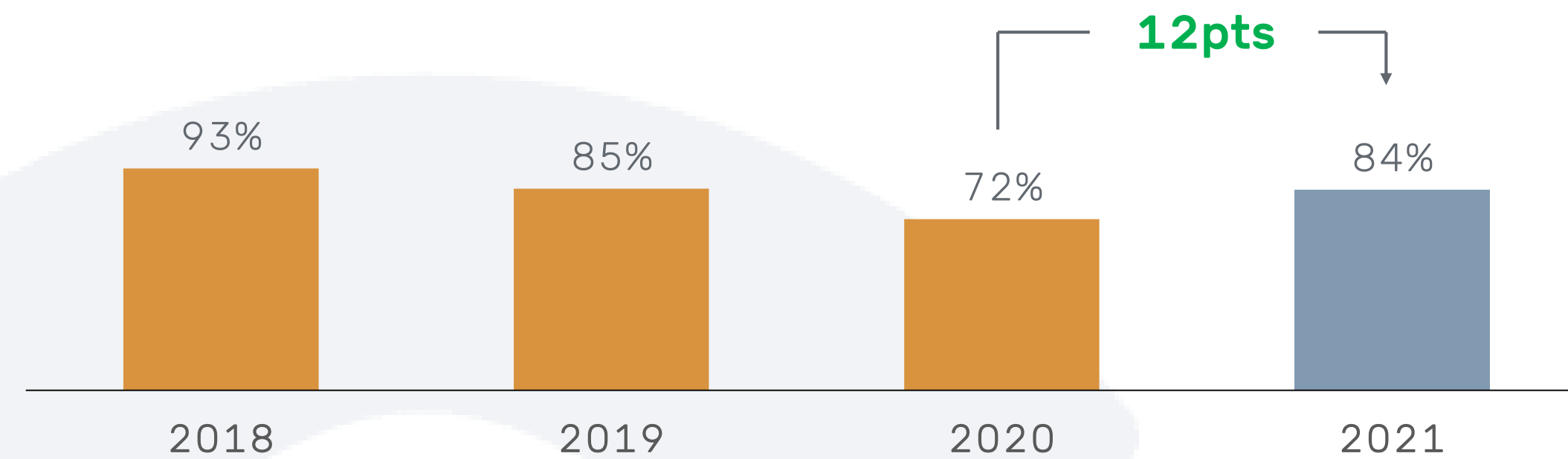
- Overall GWP up ~13% from 2020 (driven by Medical & P&C)
- Overall GWP growth would be 14% if we exclude Hajj/Umrah premiums
- Medical GWP showing steady growth up ~19% (renewal business)
- Motor down 8.6% including Manafeth
- P&C up 4% from 2020

Medical & Takaful Motor & Manafeth Property & Casualty Hajj & Umrah Travel & Covid19



Tawuniya Performance

Loss Ratio

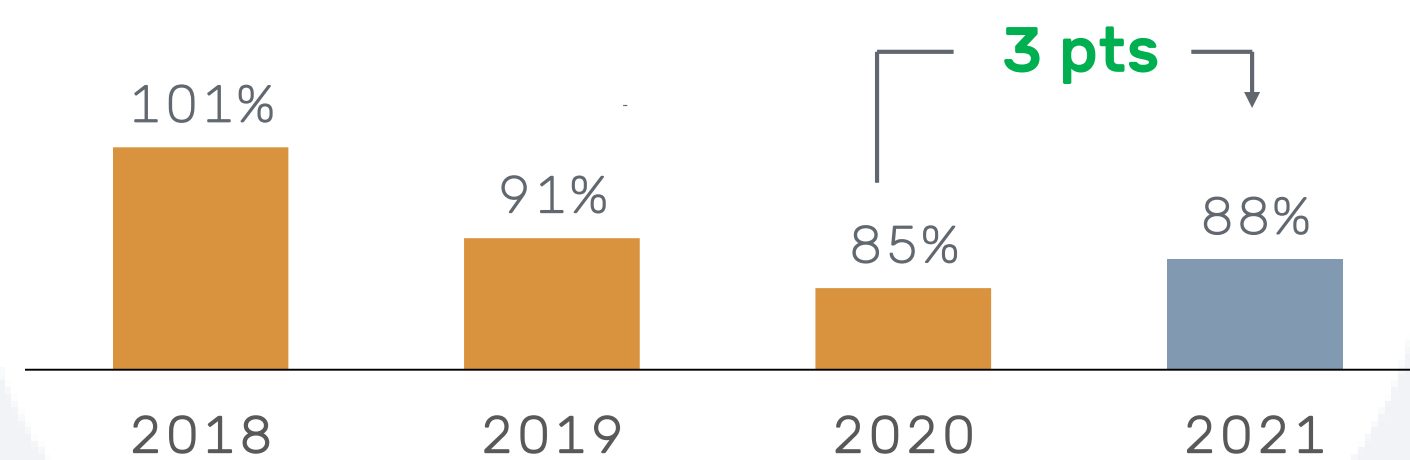


HIGHLIGHTS

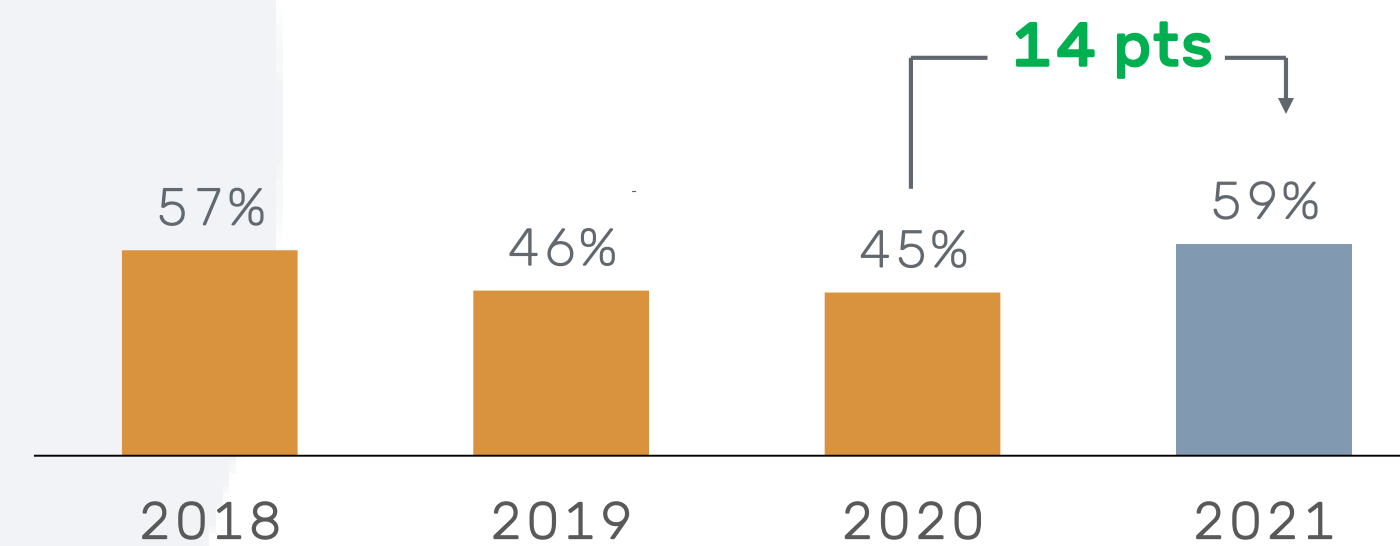
- Total LR up from 2020 (higher claims post Covid lockdown)
- Marginal increase in Medical LR compared to 2020 (Pre-Covid)
- Motor LR up (motor market declined i.e. price pressure; higher claims)
- P&C LR up due to higher claims compared to 2020



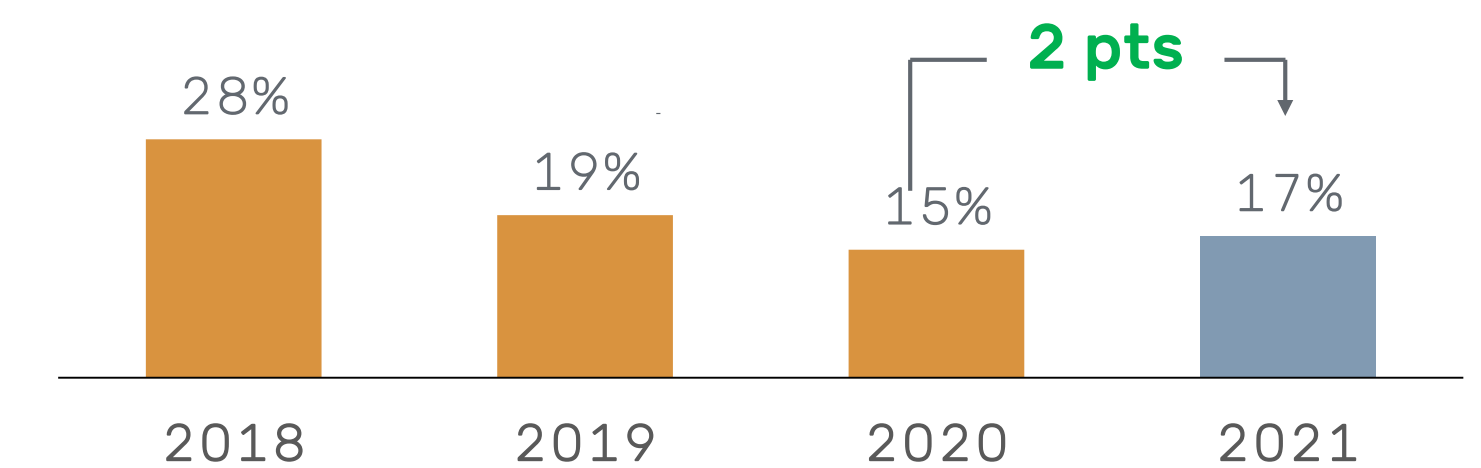
Medical & Takaful



Motor



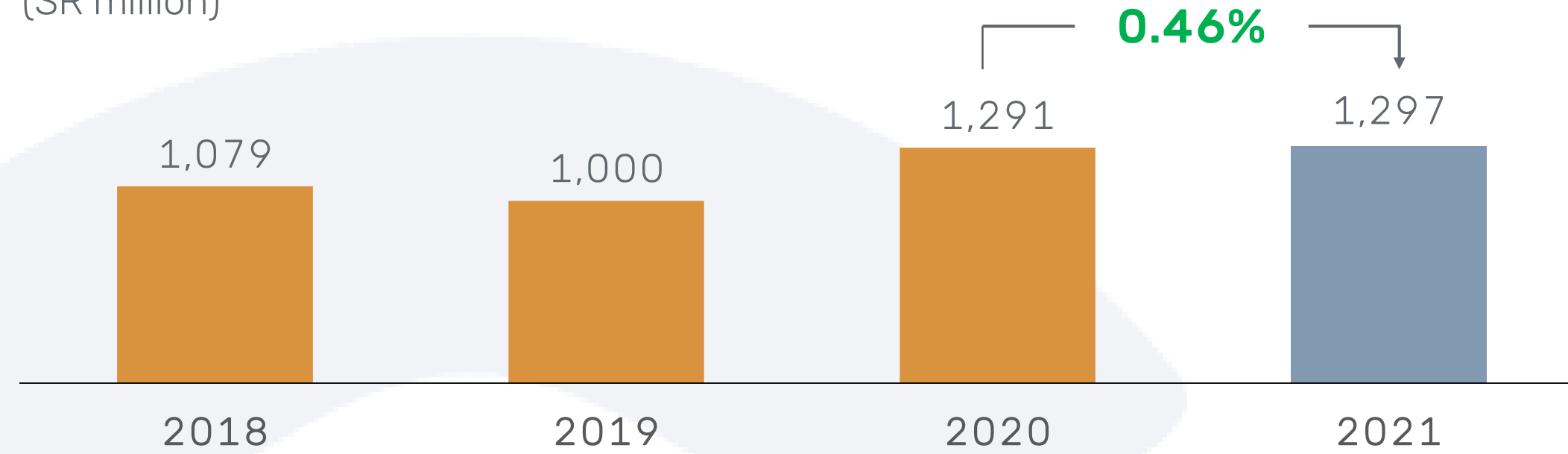
Property & Casualty





Tawuniya Performance

Overheads (SR million)



OVERHEAD

Marginal increase in expenses compared to 2020 driven by:

- Increase in G&A
- Increase in other underwriting expenses
- Lower policy acquisition cost (PAC)
- Lower insurance distribution share (mainly Manafeth)

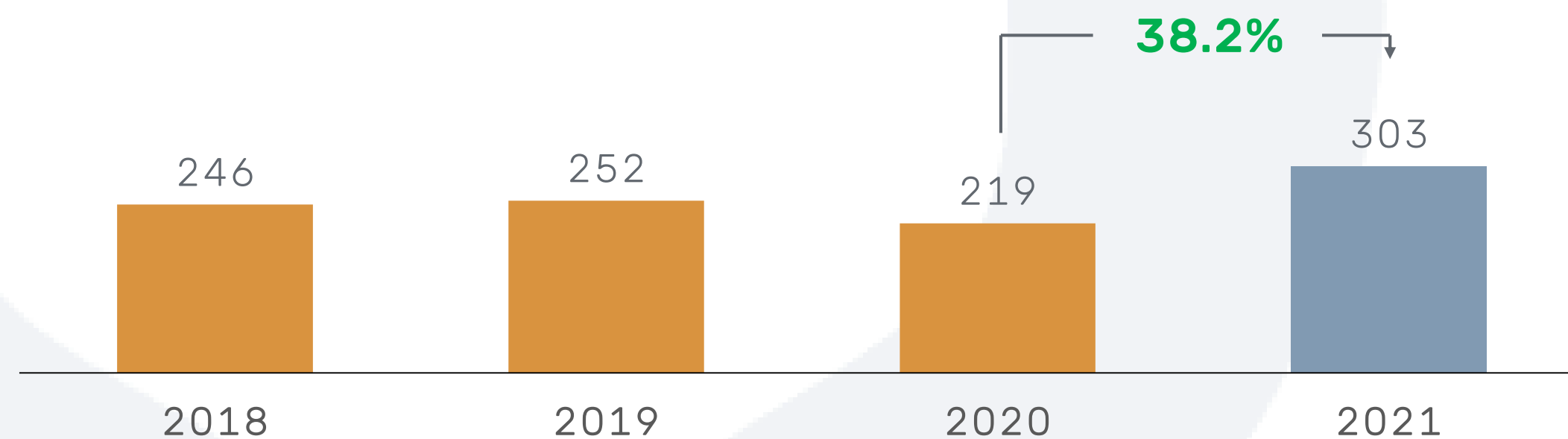
INVESTMENT

- Investment Income up from 2020 (increase in shareholders' investment)

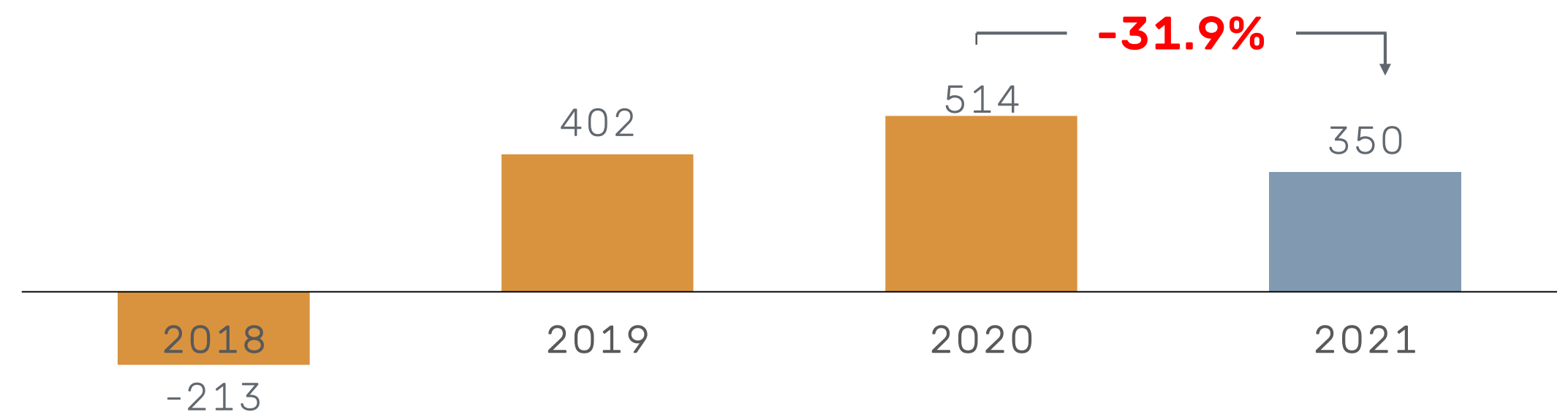
NET INCOME

- Net Income decreased due to higher claims

Investment Income (SR million)



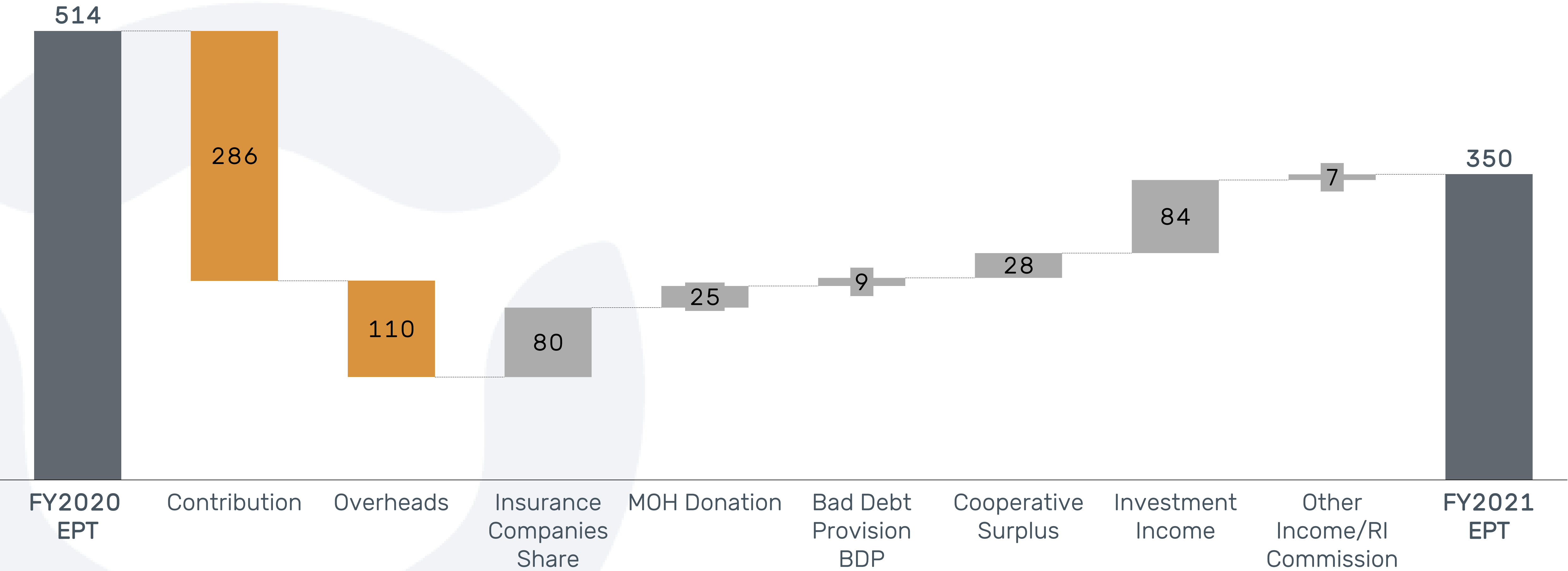
EPT (SR million)



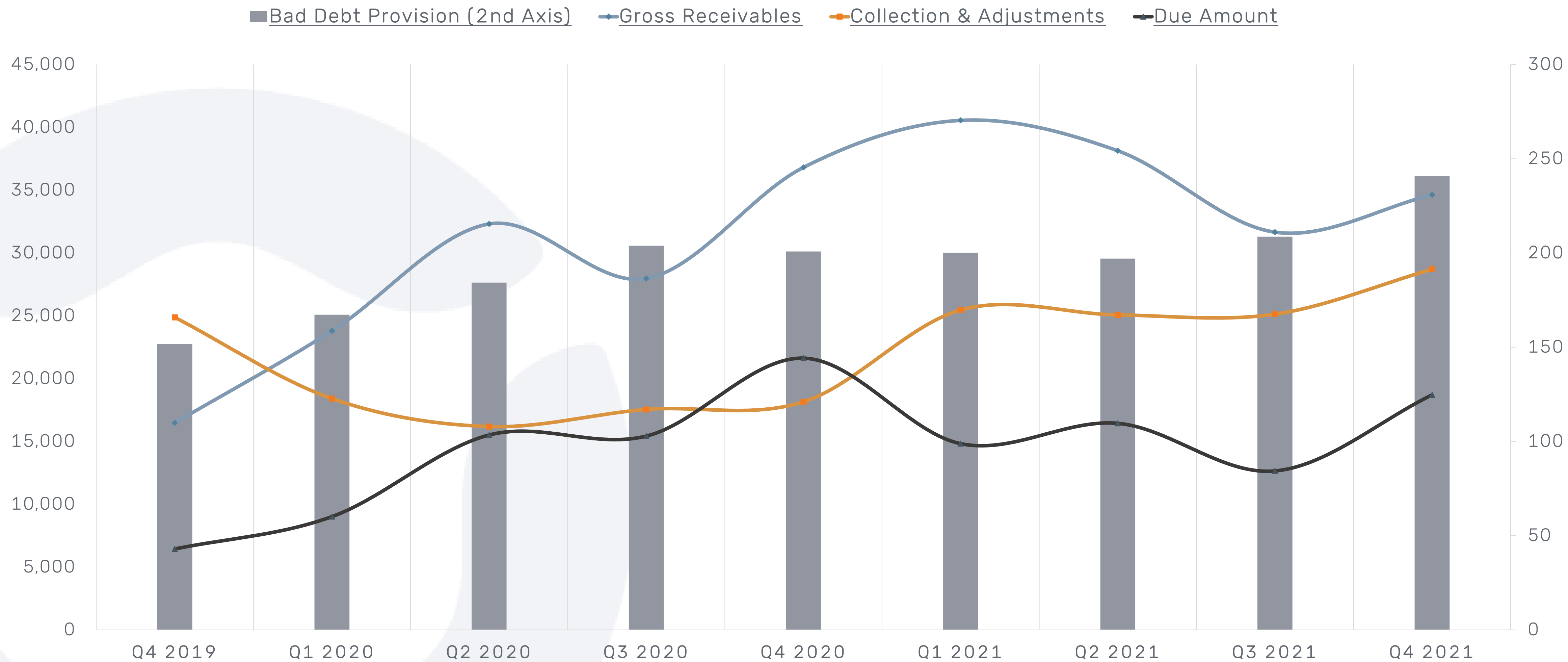
Tawuniya Performance



Waterfall – Net Income Movement



Tawuniya Performance



COMPANY OVERVIEW



Company Overview

2025 Strategy



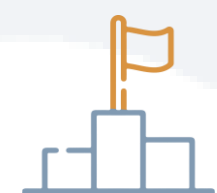
OUR PURPOSE

Together for a safer life and bigger dreams



OUR VISION

Largest insurer in the MENA region



OUR MISSION

Exceed expectations through superior customer experience and service excellence

Our Promises



- 1** Passionate about our people
- 2** Digital first
- 3** Customer centric
- 4** Extraordinary results

Company Overview



Tawuniya launches “Doroob” program for value added services

“Doroob” program provides **11 services** that enhance the experience of motor insurance customers, and make a safer driving experience on the road.

Road Assistance

Ithra Prime program

Free Car Maintenance Trips to Agency

GCC Cover for 1 SAR

End To End Claim service

Hire Car Facility for 1 SAR

MPVI Service

Free Car Wash

Free Careem Trips

Free Alfursan Miles

Free Medical Checkup





Company Overview

Tawuniya Programs

Vitality Update

- Internal study showed effectiveness of (Vitality) on select member group. Reduced claims ~ 4% per member

Control group



Tawuniya Vitality members on Gold & Platinum status (been with Tawuniya for 2-3 years)

Measurement



- Cost per member
- Adjusted for Cov-19 and inflation.

Outcome



Reduction in cost per member circa 4%.

Drive

- Policy renewal ratio of Tawuniya Drive members exceeds 91%, while 60% for non-members.
- Expecting an improvement in the loss ratio of motor claims.

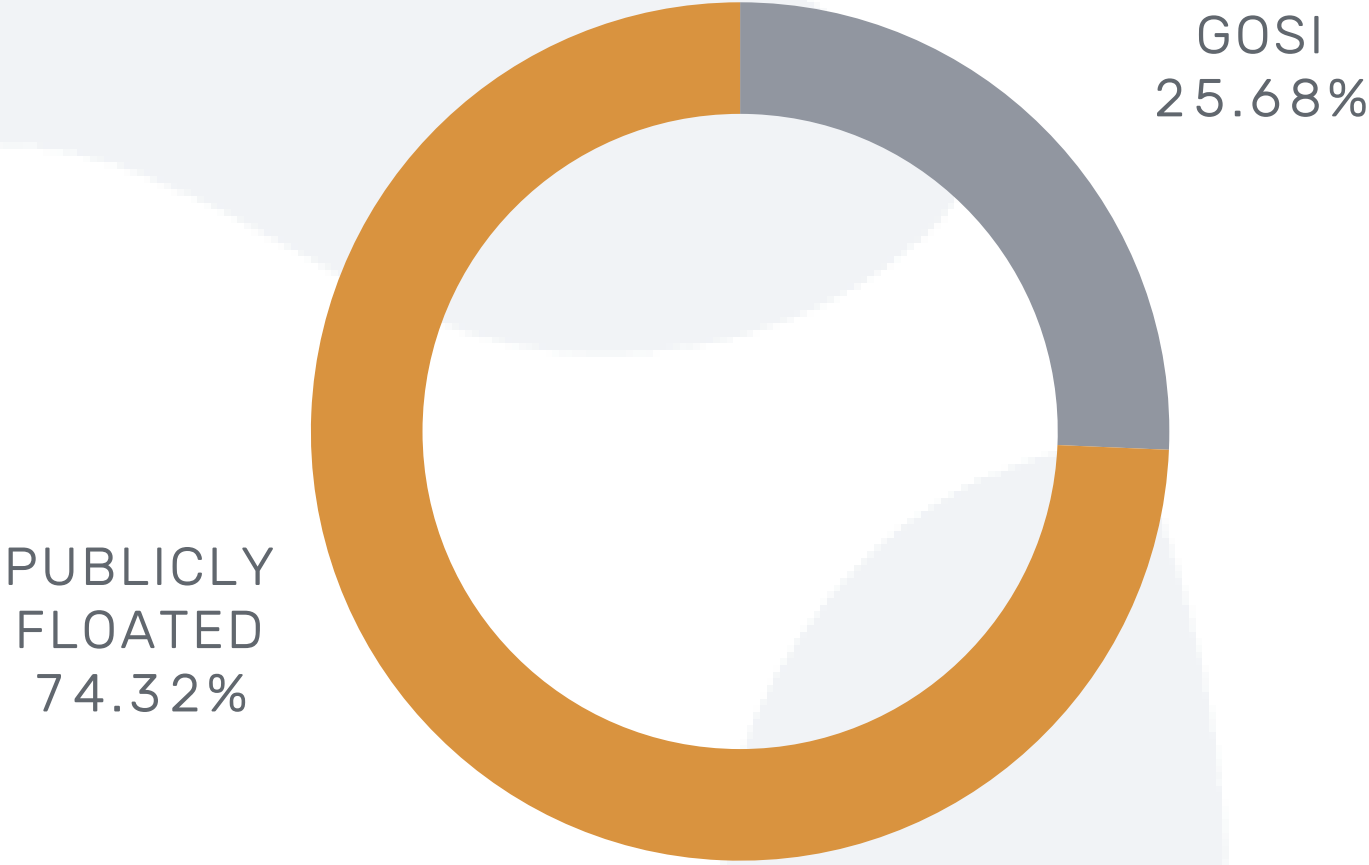


Company Overview

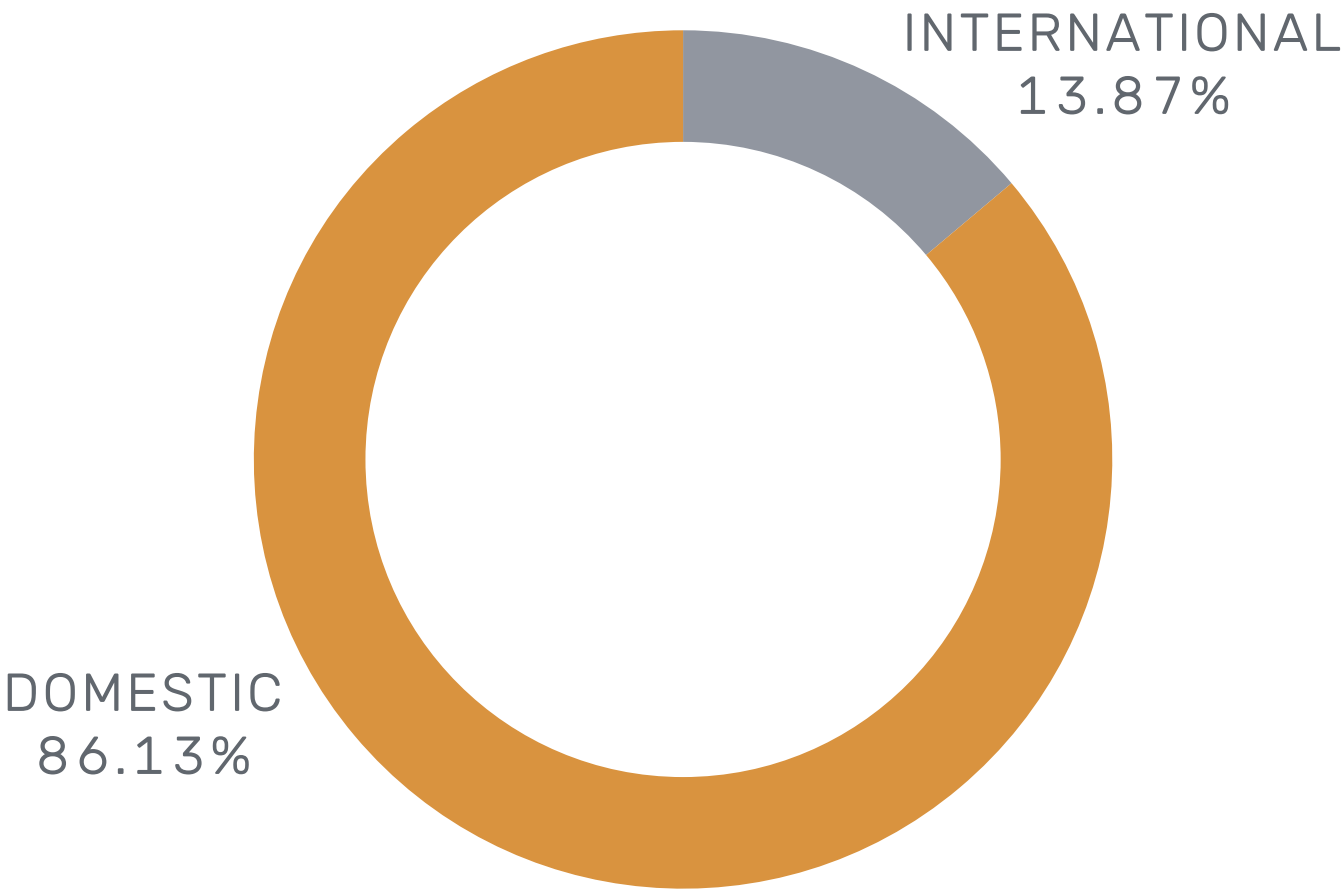


Shareholder Structure as of Jan. 22nd, 2022

Type



Geography



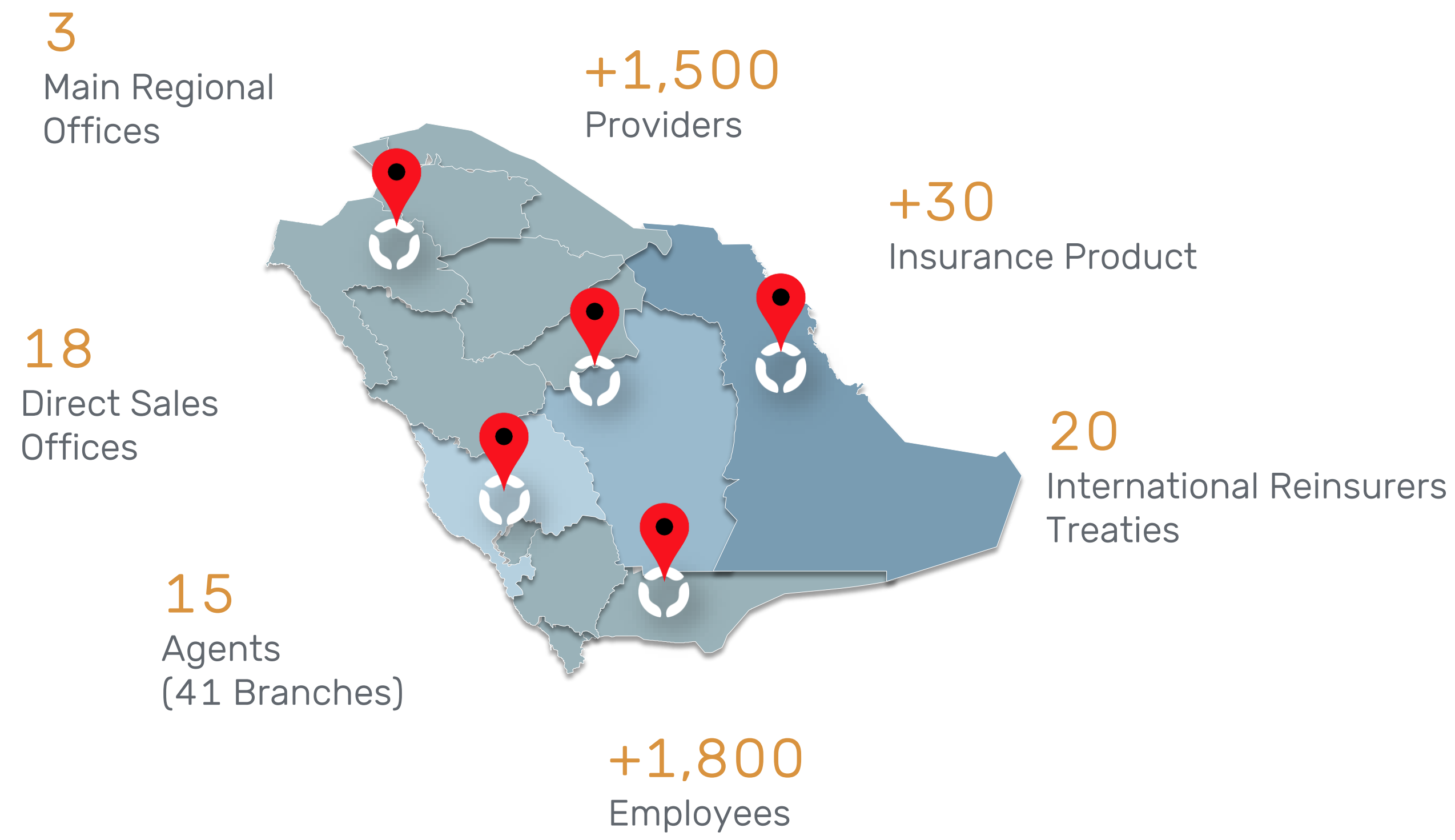
Tawuniya is a publicly listed company with a paid-up capital of **SR 1,250 m**

Company Overview

Regional & global reach to clients and providers



Our global partner
1 Million + health care
providers



Company Overview



Solicited

(BBB+)

Positive Outlook

FitchRatings

Solicited

(A-)

Stable Outlook

Our International Reinsurance Partners

SCOR

SCOR is rated "AA-" by S&P

Munich RE

Munich Re is rated "AA-" by S&P

Swiss Re

Swiss Re is rated "AA-" by S&P

Covea Insurance

Covea is rated "AA-" by S&P

EVEREST

Everest Re is rated "A+" by S&P

R+V

R+V is rated "A+" by S&P

LLOYD'S

LLOYD's is rated "A+" by S&P

Company Overview



AVIATION



FINANCIAL



TELECOMMUNICATION



MINING & PETRO.



MANUFACTURING



OTHER



QUESTIONS





Tawuniya's Investor Relations

Keep in touch



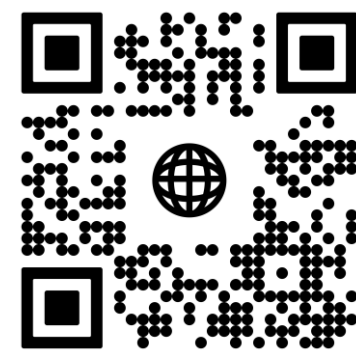
Upcoming Events:

Apr. 19th AGM-Virtual



Follow us

On our website for more Investor disclosures



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THANK YOU



التعاونية Tawuniya