

THE INTEGRATED REPORT

2024



Dubai Insurance Company is delighted to disclose its Integrated Report of 2024 which contains the following:

- 1 - Board of Director's Report
- 2 - Auditor's Report
- 3 - Financial Statement
- 4 - Corporate Governance Report
- 5 - Sustainability Report



دبي للتأمين
DUBAI INSURANCE
CARE & COMMITMENT SINCE 1970

BOARD OF DIRECTORS REPORT

2024



DUBAI INSURANCE COMPANY (P.S.C)

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BOARD MEMBERS

1



Mr. Buti Obaid Al mulla
Chairman of the Board

HOLDS A DIPLOMA IN BUSINESS ADMINISTRATION FROM NEWBURY COLLEGE IN BOSTON, USA. HE SERVES AS THE CHAIRMAN OF THE BOARD OF MOHAMMED AND OBAID AL MULLA GROUP LLC. HE IS ALSO A BOARD MEMBER OF DUBAI REFRESHMENTS COMPANY, EMIRATES NBD, VICE CHAIRMAN OF EMIRATES ISLAMIC BANK, AND A BOARD MEMBER OF EMAAR PROPERTIES GROUP.

2



Mr. Khalid Abdulwahid Al Rostamani
Vice Chairman of the Board

HOLDS A BACHELOR'S DEGREE IN BUSINESS ADMINISTRATION, FINANCE DEPARTMENT FROM GEORGE WASHINGTON UNIVERSITY. HE SERVES AS THE CHAIRMAN OF ABDULWAHID AL ROSTAMANI GROUP, A BOARD MEMBER OF THE COMMERCIAL BANK OF DUBAI, AND A BOARD MEMBER OF ETISALAT COMPANY.

3



Mr. Abubakr Abdullah Al Futtaim
Board Member

HOLDS A BACHELOR'S DEGREE IN BUSINESS ADMINISTRATION FROM MACALESTER COLLEGE, USA, IN 1987.

4



Mr. Abdullah Mohammed Al Hariz
Board Member

HOLDS A BACHELOR'S DEGREE IN ACCOUNTING FROM UAE UNIVERSITY. HE SERVES AS THE DEPUTY GENERAL MANAGER OF THE FINANCIAL CONTROL AUTHORITY FOR THE GOVERNMENT OF DUBAI AND IS A BOARD MEMBER OF UNITED FOODS COMPANY

5



Mr. Osama Ibrahim Siddiqi
Board Member

HOLDS A BACHELOR'S DEGREE IN ADMINISTRATIVE SCIENCES FROM THE AMERICAN NATIONAL UNIVERSITY. HE SERVES AS THE VICE CHAIRMAN AND GENERAL MANAGER OF SIDDIQI HOLDING COMPANY.

6



Dr. Omar Mohammed Al Falasi
Board Member

HOLDS A P.H.D IN BUSINESS ADMINISTRATION FROM AIN SHAMS UNIVERSITY, EGYPT. HE SERVES AS THE GENERAL MANAGER OF MOHAMMED AL QAISI REAL ESTATE.

7



Ms. Iman Mahmoud Abdulrazzaq
Board Member

HOLDS A BACHELOR'S DEGREE IN BUSINESS ADMINISTRATION FROM THE HIGHER COLLEGES OF TECHNOLOGY, UAE, IN 2005. SHE SERVES AS THE GENERAL MANAGER OF HUMAN RESOURCES AT EMIRATES NBD GROUP, A BOARD MEMBER OF EMAAR PROPERTIES GROUP, AND A BOARD MEMBER OF THE EMIRATES INSTITUTE OF FINANCE.

DEAR SHAREHOLDERS, PEACE AND BLESSINGS UPON YOU

THE BOARD OF DIRECTORS IS PLEASED TO PRESENT TO YOU THE FIFTY-FOURTH REPORT ON YOUR COMPANY'S BUSINESSES DURING THE YEAR 2024.

Firstly, I would like to provide an overview of the most important numbers and results in the General Balance Sheet:

- 1- Insurance revenues amounted to 2.990 billion dirhams, compared to 2.150 billion dirhams for the year 2023.**
- 2- The company achieved net insurance profits of 108 million dirhams, compared to 123 million dirhams for the year 2023.**
- 3- The company achieved net profits for the year of 132 million dirhams, compared to 142 million dirhams for the year 2023.**
- 4- The company's total assets amounted to 3.488 billion dirhams, compared to 2.830 billion dirhams for the year 2023.**
- 5- Total shareholders' equity amounted to 938 million dirhams, compared to 791 million dirhams for the year 2023.**



• DEAR SHAREHOLDERS:

We are pleased to announce that, our company has achieved robust results in terms of annual income and total profits. We anticipate maintaining our position as the fourth-ranking company on the corporate ladder

The heavy rainfall in February and April 2024 led to considerable damage, particularly to properties and vehicles, causing substantial losses within the vehicle sector. In response, your company swiftly coordinated with valued customers and reinsurance companies to help minimize the frequency of these losses.

From the outset of these events, your company committed to standing by its customers and fully compensating them in accordance with the terms of the insurance policy.

Other insurance branches performed well, and the company achieved profits comparable to the previous year.

The corporate profit tax was introduced in 2024, with the full amount allocated in compliance with the applicable laws.

• 2025 plan:

We are looking to improve our ranking among the leading companies in terms of growth in income and profits.

We are targeting a 10% increase in income with a 10% increase in net profits.

Management report and analysis

Preliminary Results 2024

(in millions) Top of Form Bottom of Form

Description	2024	2023
Insurance Revenue	2,990	2,150
Insurance service expense	2,055	1,332
Insurance service result	108	123
Investment income	63	39
Profit for the year	132	142
Total assets	3,488	2,830
Shareholders equity	938	791

Important events and developments:

01

THE INVOLUNTARY LOSS OF EMPLOYMENT PROGRAM WAS LAUNCHED AND THE NUMBER OF SUBSCRIBERS DURING THE YEAR 2024 REACHED ABOUT 9 MILLION SUBSCRIBERS.

02

THE CREDIT RATING AGENCY AMBEST AND FITCH RATED THE COMPANY WITH A GRADE OF A.

03

THE PERCENTAGE OF INCOME RECEIVED THROUGH DIGITIZATION OF INSURANCE DOCUMENTS REACHED ABOUT 60% OF TOTAL PREMIUM INCOME.

Expected capital spending:

A) Development of computer systems and digitization.

B) Prepare the technical team to launch the Northern Emirates Health Insurance Project, which has been entrusted to your company by the Ministry of Human Resources and Emiratization

Dear Sirs:

The Board of Directors makes the following recommendations, hoping for your approval:

1. Listen to and approve the Board of Directors' Report on the Company's activity and its financial position for the fiscal year ended on 31/12/2024.
2. Listen to and approve the Auditor's Report for the fiscal year ended on 31/12/2024
3. Discuss and approve the Company's balance sheet and profit and loss account for the fiscal year ended on 31/12/2024
4. Consider the Board of Directors' proposals concerning the distribution of cash dividends of 80% of capital in equal to 80 fills per share & 80 million AED in total.

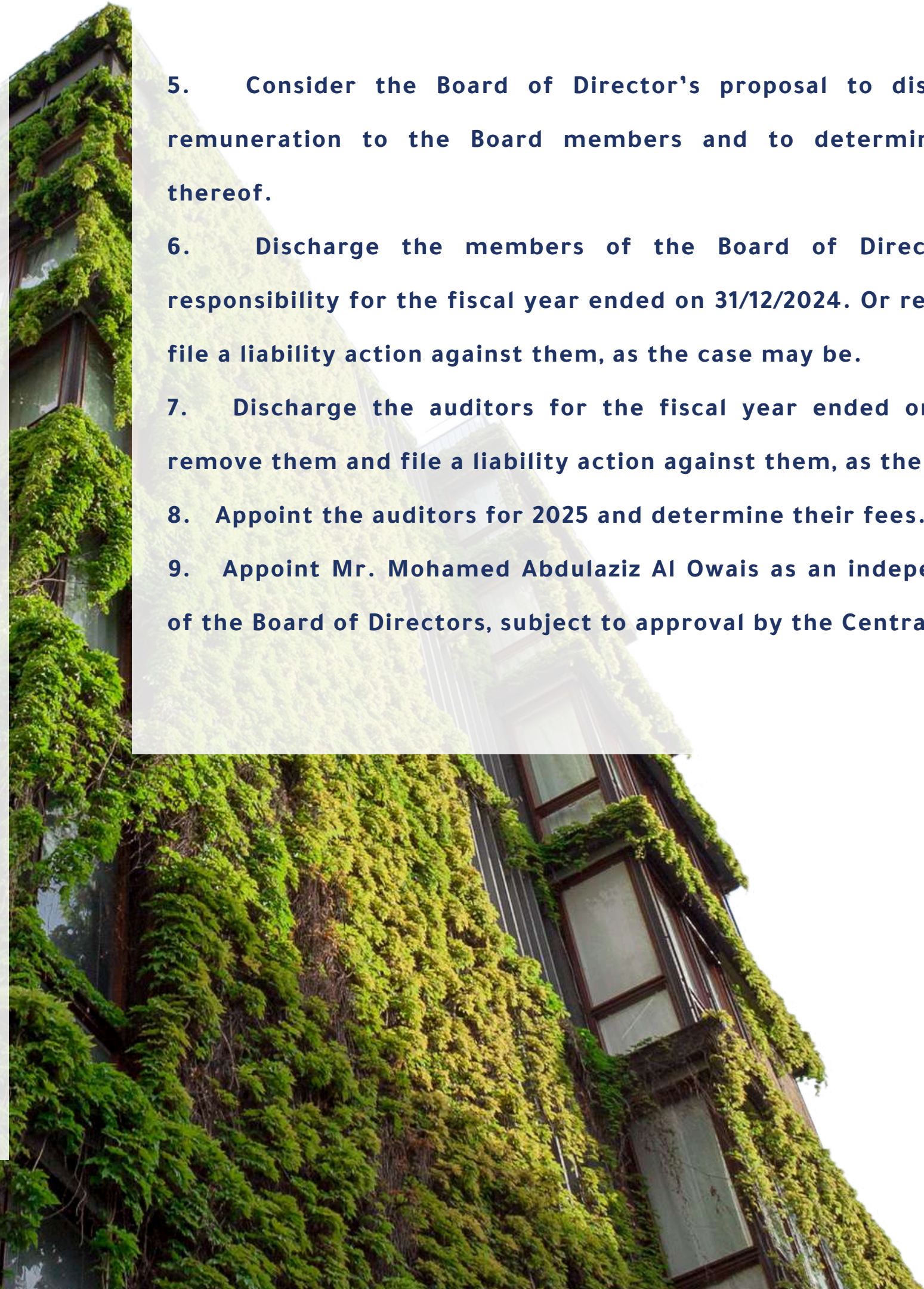
5. Consider the Board of Director's proposal to distribute a cash remuneration to the Board members and to determine the amount thereof.

6. Discharge the members of the Board of Directors from the responsibility for the fiscal year ended on 31/12/2024. Or remove them and file a liability action against them, as the case may be.

7. Discharge the auditors for the fiscal year ended on 31/12/2024, or remove them and file a liability action against them, as the case may be.

8. Appoint the auditors for 2025 and determine their fees.

9. Appoint Mr. Mohamed Abdulaziz Al Owais as an independent member of the Board of Directors, subject to approval by the Central Bank.



At the conclusion of this report, the Board of Directors would like to record its thanks to all those dealing with the company and its appreciation to the company's management and all its employees for the efforts they have made during the past year. It also thanks the auditors for their continued cooperation.

May God's peace, mercy, and blessings be upon you

Buti Obaid Al Mulla
Chairman of the Board

A handwritten signature in black ink, appearing to read 'Buti Obaid Al Mulla', positioned below the printed name and title.

**Dubai Insurance Company (PJSC)
and its subsidiaries**

Consolidated financial statements

For the year ended 31 December 2024

Dubai Insurance Company (PJSC)
Consolidated financial statements
For the year ended 31 December 2024

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Independent Auditor's Report

To the Shareholders of Dubai Insurance Company (PJSC)

Report on the Audit of the Consolidated Financial Statements

Opinion

We have audited the consolidated financial statements of Dubai Insurance Company (PJSC) (the "Company") and its subsidiaries (the "Group"), which comprise the consolidated statement of financial position as at 31 December 2024, and the consolidated statement of profit or loss, consolidated statement of comprehensive income, consolidated statement of changes in equity and consolidated statement of cash flows for the year then ended, and notes to the consolidated financial statements, including material accounting policy information.

In our opinion, the accompanying consolidated financial statements present fairly, in all material respects, the consolidated financial position of the Group as at 31 December 2024, and of its consolidated financial performance and its consolidated cash flows for the year then ended in accordance with IFRS Accounting Standards as issued by the International Accounting Standards Board (IASB).

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Consolidated Financial Statements* section of our report. We are independent of the Group in accordance with the *International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards)* ("IESBA Code"), together with the ethical requirements that are relevant to our audit of the consolidated financial statements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Key Audit Matters

Key audit matters are those matters that, in our professional judgment, were of most significance in the audit of the consolidated financial statements of the current year. These matters were addressed in the context of our audit of the consolidated financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on this matter.

Independent Auditor's Report

To the Shareholders of Dubai Insurance Company (PJSC)

Report on the Audit of the Consolidated Financial Statements (continued)

Key Audit Matter (continued)

Key Audit Matter	How our audit addressed the key audit matter
Valuation of Reinsurance Contract Assets and Insurance Contract Liabilities	
As at 31 December 2024, the Group's reinsurance contract assets and insurance contract liabilities are amounted to AED 1,454 million and AED 1,999 million, respectively. (Refer note 12). Valuation of reinsurance contract assets and insurance contract liabilities involves significant judgements and estimates particularly with respect to the estimation of the present value of future cash flows, eligibility of the premium allocation approach (PAA) and estimation of the liabilities for incurred claims. These cash flows primarily include determination of expected premium receipts, expected ultimate cost of claims and allocation of insurance acquisition cash flows which are within the contract boundaries. The calculation for these liabilities includes significant estimation and involvement of actuarial experts in order to ensure appropriateness of methodology, assumptions and data used to determine the estimated future cash flows and the appropriateness of the discount rates used to determine the present value of these cashflows. As a result of all the above factors, we consider valuation of reinsurance contract assets and insurance contract liabilities as a key audit matter.	We performed the following procedures in conjunction with our actuarial specialists: - Understood and evaluated the process, the design and implementation of controls in place to determine valuation of reinsurance contract assets and insurance contract liabilities; - Assessment of the competence, capabilities and objectivity of the management appointed actuary; - Tested the completeness, and on sample basis, the accuracy and relevance of data used to determine future cashflows; - Evaluated the appropriateness of the methodology, significant assumptions including risk adjustment, PAA eligibility assessment, discount rates and expenses included within the fulfilment cashflows. This included consideration of the reasonableness of assumptions against actual historical experience and the appropriateness of any judgments applied; - We independently reperformed the calculation to assess the mathematical accuracy of the reinsurance contract assets and insurance contract liabilities on selected classes of business, particularly focusing on largest and most uncertain reserves; and - Evaluated and tested the calculation of the allowance for expected credit loss allowance and the key assumptions and judgments used.

Independent Auditor's Report

To the Shareholders of Dubai Insurance Company (PJSC)

Report on the Audit of the Consolidated Financial Statements (continued)

Other Information

Management is responsible for the other information. The other information comprises the information included in the Directors' Report but does not include the financial statements and our auditor's report thereon.

Our opinion on the consolidated financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the consolidated financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the consolidated financial statements, or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information that we obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Management and Those Charged with Governance for The Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with IFRS Accounting Standards as issued by the IASB and their preparation in compliance with the applicable provisions of the articles of association of the Company, United Arab Emirates (U.A.E) Federal Decree Law No. (32) of 2021, Federal Decree Law No. (48) of 2023 regarding the regulation of Insurance activities and, Central Bank of the UAE Board of Directors' Decision No. (25) of 2014 pertinent to the Financial Regulations for Insurance Companies, and for such internal control as management determines is necessary to enable the preparation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, management is responsible for assessing the Group's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Group or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Group's financial reporting process.

Auditor's Responsibilities for The Audit of The Consolidated Financial Statements

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these consolidated financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Independent Auditor's Report

To the Shareholders of Dubai Insurance Company (PJSC)

Report on the Audit of the Consolidated Financial Statements (continued)

Auditor's Responsibilities for The Audit of The Consolidated Financial Statements (continued)

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Group's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the consolidated financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Group to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the consolidated financial statements, including the disclosures, and whether the consolidated financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the consolidated financial statements of the current year and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Report on other Legal and Regulatory Requirements

Further, as required by the UAE Federal Decree Law No. (32) of 2021, we report that for the year ended 31 December 2024:

- i) The Group has maintained proper books of account;
- ii) We have obtained all the information we considered necessary for the purposes of our audit;
- iii) The consolidated financial statements have been prepared and comply, in all material respects, with the applicable provisions of the Articles of Association of the Company and the UAE Federal Decree Law No. (32) of 2021;
- iv) The financial information included in the Directors' report is consistent with the books of account of the Group;
- v) Investments in shares and stocks during the year ended 31 December 2024, are disclosed in note 10 to these consolidated financial statements;

Independent Auditor's Report**To the Shareholders of Dubai Insurance Company (PJSC)****Report on other Legal and Regulatory Requirements (continued)**

- vi) Notes 23 and 24 reflect material related party transactions and the terms under which they were conducted;
- vii) The Group has not made any social contribution during the financial year ended 31 December 2024; and
- viii) Based on the information that has been made available to us nothing has come to our attention which causes us to believe that the Group has, during the financial year ended 31 December 2024, contravened any of the applicable provisions of the UAE Federal Law No. 32 of 2021, or in respect of the Company, its Articles of Association, which would materially affect its activities or its consolidated financial position as at 31 December 2024.

Further, as required by the UAE Federal Law No. (48) of 2023, we report that we have obtained all the information and explanation we considered necessary for the purpose of our audit.


GRANT THORNTON UAE

Dr. Osama El-Bakry
Registration No. 935
Dubai, United Arab Emirates

20 February 2025



Dubai Insurance Company (PJSC) and its subsidiaries

Consolidated statement of financial position
As at 31 December 2024

	Notes	2024 AED'000	2023 AED'000
Assets			
Property and equipment	8	57,445	53,617
Investment property	9	61,115	61,858
Financial assets	10	1,205,985	911,902
Reinsurance contract assets	12	1,453,966	1,179,802
Statutory deposit	14	10,000	10,000
Prepayments and other receivables	13	42,377	54,743
Cash and cash equivalents	15	657,843	558,149
Total assets		3,488,731	2,830,071
Equity and liabilities			
Equity			
Share capital	16	100,000	100,000
Statutory reserve	17	50,000	50,000
General reserve	17	50,000	50,000
Reinsurance reserve	17	34,619	23,601
Cumulative changes in fair value of FVTOCI investments	17	322,786	251,429
Retained earnings		380,225	315,535
Total equity		937,630	790,565
Liabilities			
Bank loan	20	39,043	-
Employees' end of service benefits	19	8,320	6,958
Income tax payable		9,647	-
Deferred tax liability	21	7,652	-
Insurance contract liabilities	12	1,999,103	1,669,196
Other payables		487,336	363,352
Total liabilities		2,551,101	2,039,506
Total equity and liabilities		3,488,731	2,830,071

These consolidated financial statements (including comparatives) were authorised for issue on 20 February 2025 by the Board of Directors and signed on their behalf by:


Buti Obaid Almulla
Chairman


Khalid Abdulwahid Hassan AlRustamani
Vice Chairman

The attached accompanying notes 1 to 28 form part of these consolidated financial statements.

Dubai Insurance Company (PJSC) and its subsidiaries

Consolidated statement of profit or loss
For the year ended 31 December 2024

	Notes	2024 AED'000	2023 AED'000
Insurance revenue		2,989,716	2,149,804
Insurance service expenses	3	(2,055,673)	(1,332,071)
Insurance service result before reinsurance contracts held		934,043	817,733
Allocation of reinsurance premiums		(1,803,198)	(1,295,772)
Amounts recoverable from reinsurance for incurred claims		977,387	601,108
Net expenses from reinsurance contracts held		(825,811)	(694,664)
Insurance service result		108,232	123,069
Investment income	4	62,619	39,165
Insurance finance expense for insurance contracts issued	4	(9,560)	(10,906)
Reinsurance finance income for reinsurance contracts held	4	8,226	10,135
Net insurance financial result	4	(1,334)	(771)
Net insurance and investment results		169,517	161,463
Other operating expenses		(27,568)	(19,573)
Profit for the year before tax		141,949	141,890
Income tax expense	22	(9,647)	-
Profit for the year after tax		132,302	141,890
Basic and diluted earnings per share (AED)	7	1.323	1.374

The attached accompanying notes 1 to 28 form part of these consolidated financial statements.

Dubai Insurance Company (PJSC) and its subsidiaries

Consolidated statement of comprehensive income

For the year ended 31 December 2024

	2024 AED'000	2023 AED'000
Profit for the year after tax	132,302	141,890
Other comprehensive income:		
<i>Items that will not be reclassified subsequently to profit or loss:</i>		
Net change in fair value of equity investments designated at FVTOCI – net of tax	71,357	55,461
Gain on disposal of equity investments designated at FVTOCI – net of tax	13,406	3,602
Other comprehensive income for the year	84,763	59,063
Total Comprehensive Income		
For the Year	217,065	200,953

The attached accompanying notes 1 to 28 form part of these consolidated financial statements.

Dubai Insurance Company (PJSC) and its subsidiaries

Consolidated statement of changes in equity
For the year ended 31 December 2024

	Share capital AED'000	Statutory reserve AED'000	General reserve AED'000	Reinsurance reserve AED'000	Cumulative changes in fair value of investments AED'000	Retained earnings AED'000	Total equity AED'000
Balance at 1 January 2023, as previously reported	100,000	50,000	50,000	13,812	225,062	205,250	644,124
Profit for the year	-	-	-	-	-	141,890	141,890
Other comprehensive income for the year	-	-	-	-	59,063	-	59,063
Transferred to retained earnings on sale of investments at FVTOCI	-	-	-	-	(32,696)	32,696	-
Directors' fee paid	-	-	-	-	-	(4,512)	(4,512)
Dividend paid (note 18)	-	-	-	-	-	(50,000)	(50,000)
Transfer to reinsurance reserve (note 17)	-	-	-	9,789	-	(9,789)	-
Balance at 31 December 2023	100,000	50,000	50,000	23,601	251,429	315,535	790,565
Balance at 1 January 2024	100,000	50,000	50,000	23,601	251,429	315,535	790,565
Profit for the year after tax	-	-	-	-	-	132,302	132,302
Other comprehensive income for the year	-	-	-	-	84,763	-	84,763
Transferred to retained earnings on sale of investments at FVTOCI	-	-	-	-	(13,406)	13,406	-
Dividend paid (note 18)	-	-	-	-	-	(70,000)	(70,000)
Transfer to reinsurance reserve (note 17)	-	-	-	11,018	-	(11,018)	-
Balance at 31 December 2024	100,000	50,000	50,000	34,619	322,786	380,225	937,630

The attached accompanying notes 1 to 28 form part of these consolidated financial statements.

Dubai Insurance Company (PJSC) and its subsidiaries

Consolidated statement of cash flows
For the year ended 31 December 2024

		2024 AED'000	2023 AED'000
	Notes		
Cash flows from operating activities			
Profit for the year before tax		141,949	141,890
Adjustments for:			
Depreciation of property and equipment	8	5,136	3,263
Depreciation on investment property	9	743	745
Provision for employees' end of service	19	1,927	1,334
Realised loss on disposal of financial asset at fair value through profit and loss on equity instruments		-	845
Change in fair value of financial assets at FVTPL		225	20
Interest income		(25,153)	(16,856)
Dividend income		(38,709)	(24,212)
Operating cash flows before changes in working capital		86,118	107,029
Changes in working capital:			
Reinsurance contract assets		(274,164)	(295,854)
Insurance contract liabilities		329,907	455,932
Prepayment and other receivables		19,702	(17,610)
Other payables		123,983	172,114
Net cash generated from operations		285,546	421,611
Employees' end of service indemnity paid	19	(565)	(185)
Net cash generated from operating activities		284,981	421,426
Cash flows from investing activities			
Purchase of property and equipment	8	(8,964)	(6,313)
Purchase of investments held at amortised cost - net		(58,880)	(16,081)
Net of Purchase and proceeds of financial assets at FVTOCI		(64,928)	(3,819)
Investments in bank deposits at amortised cost		(78,084)	(128,164)
Interest received		17,817	9,677
Dividend received		38,709	24,212
Net cash used in investing activities		(154,330)	(120,490)
Cash flows from financing activities			
Borrowing from bank		39,043	-
Directors' fees paid		-	(4,512)
Dividends paid	18	(70,000)	(50,000)
Net cash used in financing activities		(30,957)	(54,512)
Net increase in cash and cash equivalents		99,694	246,424
Cash and cash equivalents at beginning of the year		558,149	311,725
Cash and cash equivalents at end of the year		657,843	558,149

The attached accompanying notes 1 to 28 form part of these consolidated financial statements.

Dubai Insurance Company (PJSC) and its subsidiaries

Notes to the consolidated financial statements

For the year ended 31 December 2024

1 CORPORATE INFORMATION

Dubai Insurance Company (PJSC) (the “Company”) is a public shareholding Company registered under the UAE Federal Law No. (32) of 2021 and the U.A.E. Federal Law No. (48) of 2023 relating to commercial companies in the UAE. The Company mainly issues short term insurance contracts in connection with worker protection fund, motor, marine, fire, engineering and general accident (collectively known as general insurance) and group life and medical risks (collectively referred to as medical and life insurance). The Company also invests its funds in investment securities and properties. The registered address of the Company is P.O. Box 3027, Dubai, United Arab Emirates. The Company operates in the United Arab Emirates and most of the insurance policies are issued in the United Arab Emirates. The shares of the Company are listed on the Dubai Financial Market.

The Group established a new subsidiary for communication and consultation purposes. These consolidated financial statements incorporate the financial statements of the Company and its subsidiaries (the “Group”).

On December 9, 2022, the United Arab Emirates (UAE) Ministry of Finance (MOF) released Federal Decree Law No 47 of 2022 on the Taxation of Corporations and Businesses, Corporate Tax Law (CT Law) to enact a new CT regime in the UAE. The new CT regime has become effective for accounting periods beginning on or after 1 June 2023. As the Group's accounting year ends on 31 December, the first tax period is from 1 January 2024 to 31 December 2024, with the respective tax return to be filed on or before 30 September 2025.

The taxable income of the entities that are in scope for UAE CT purposes will be subject to the rate of 9% on taxable profits above AED 375,000. The tax charge for the year ended 31 December 2024 is AED 9.65 million.

2 MATERIAL ACCOUNTING POLICY INFORMATION

2.1 STATEMENT OF COMPLIANCE

These consolidated financial statements have been prepared in accordance IFRS Accounting Standards as issued by the IASB and interpretations thereof issued by the International Financial Reporting Interpretation Committee and in compliance with the applicable requirements of U.A.E Federal Law No. (32) of 2021 (“Companies Law”), relating to commercial companies and United Arab Emirates (UAE) Federal Law No. (48) of 2023 concerning Financial Regulations for Insurance Companies issued by the Central Bank of the UAE (“CBUAE”), CBUAE Board of Directors’ Decision No. (25) of 2014 pertinent to the Financial Regulations for Insurance Companies and regulation of its operations. These consolidated financial statements are prepared in UAE Dirhams (“AED”).

2.2 BASIS OF CONSOLIDATION

The Group comprises of the Company and the under-mentioned subsidiaries company:

Subsidiaries	Principal activity	Country of incorporation	Ownership
Insurance Pool For Communication And Consulting Services L.L.C	Human Resources Consultancy	United Arab Emirates	100%
ILOE Call Services L.L.C	Call Centre Services	United Arab Emirates	100%
DIN Care Services L.L.C	Customer Care Centre	United Arab Emirates	100%
DIN Portal L.L.C	I.T Service	United Arab Emirates	100%
DIN Novus Management Consultancies L.L.C	Management Consulting	United Arab Emirates	100%

The consolidated financial statements comprise the financial statements of the Group and its subsidiaries as at 31 December 2024.

2 MATERIAL ACCOUNTING POLICY INFORMATION (continued)

2.2 BASIS OF CONSOLIDATION (continued)

Control is achieved when the Group is exposed, or has rights, to variable returns from its involvement with the investee and has the ability to affect those returns through its power over the investee. Specifically, the Group controls an investee if, and only if, the Group has:

- power over the investee (i.e., existing rights that give it the current ability to direct the relevant activities of the investee);
- exposure, or rights, to variable returns from its involvement with the investee; and
- the ability to use its power over the investee to affect its returns.

Generally, there is a presumption that a majority of voting rights result in control. To support this presumption and when the Group has less than a majority of the voting or similar rights of an investee, the Group considers all relevant facts and circumstances in assessing whether it has power over an investee, including:

- the contractual arrangement with the other vote holders of the investee
- rights arising from other contractual arrangements
- the Group's voting rights and potential voting rights

A change in the ownership interest of a subsidiaries, without a loss of control, is accounted for as an equity transaction.

If the Group loses control over a subsidiaries, it derecognises the related assets (including goodwill), liabilities, non-controlling interest and other components of equity while any resultant gain or loss is recognised in profit or loss. Any investment retained is recognised at fair value.

The financial statements of all subsidiaries included in the consolidated financial statements are prepared for the same reporting period as those of the parent company.

2.3 BASIS OF PREPARATION

The consolidated financial statements are prepared under the historical cost convention except for the measurement at fair value of financial assets carried at fair value through profit or loss and fair value through other comprehensive income and the provision for employee end of service benefits which is calculated in line with UAE labour law.

The Group presents its consolidated statement of financial position broadly in order of liquidity, with a distinction based on expectations regarding recovery or settlement within twelve months after the reporting date (current) and more than twelve months after the reporting date (non-current), presented in the notes.

2.4 STANDARDS, INTERPRETATIONS AND AMENDMENTS EFFECTIVE FROM 1 JANUARY 2024

The following relevant standards, interpretations and amendments to existing standards were issued by the IASB:

Standard number	Title	Effective date
IAS 1	Amendments to IAS 1 Classification of liabilities as current or non-current	1 January 2024
IAS 1	Amendments to IAS 1 Non-current Liabilities with Covenants	1 January 2024
IAS 7 & IFRS 7	Amendments to IAS 7 and IFRS 7 Supplier Finance Arrangements	1 January 2024
IFRS 16	Amendment to IFRS 16 Lease Liability in a Sale and Leaseback	1 January 2024

These standards have been adopted by the Group and did not have a material impact on these consolidated financial statements.

2.5 STANDARDS ISSUED BUT NOT YET EFFECTIVE

The impact of the new standards, interpretations and amendments that are issued, but not yet effective, up to the date of issuance of the Group's consolidated financial statements are disclosed below. The Group intends to adopt these standards, if applicable, when they become effective.

Dubai Insurance Company (PJSC) and its subsidiaries

Notes to the consolidated financial statements

For the year ended 31 December 2024

2 MATERIAL ACCOUNTING POLICY INFORMATION (continued)

2.6 APPLICATION OF NEW AND REVISED INTERNATIONAL FINANCIAL REPORTING STANDARDS ("IFRS")

Standard number	Title	Effective date
IAS 21	Amendments to IAS 21 Lack of exchangeability Sale or Contribution of Assets between an Investor and its Associate or Joint Venture	1 January 2025
IFRS 9 & IFRS 7	Amendments to IFRS 9 Financial Instruments and IFRS 7 Financial Instruments: Disclosures regarding the classification and measurement of financial instruments	1 January 2026
IFRS 18	Presentation and Disclosure in Financial Statements	1 January 2027
IFRS 19	Subsidiaries without Public Accountability: Disclosures	1 January 2027

2.7 SUMMARY OF MATERIAL ACCOUNTING POLICY INFORMATION

Standards, interpretations and amendments to existing standards – Impact of new IFRS

IFRS 17 Insurance Contracts

Insurance and reinsurance contracts accounting treatment

Recognition

The Group recognises groups of insurance contracts it issues from the earliest of the following:

- The beginning of the coverage period of the group of contracts;
- The date when the first payment from a policyholder in the group is due or when the first payment is received if there is no due date;
- For a group of onerous contracts, if facts and circumstances indicate that the group is onerous the Group recognises a group of reinsurance contracts held;
- If the reinsurance contracts provide proportionate coverage at the later of the beginning of the coverage period of the group, or the initial recognition of any underlying contract; and
- In all other cases, from the beginning of the coverage period of the group the Group adds new contracts to the group when they are issued or initiated.

Contract boundary

The Group includes in the measurement of a group of insurance contracts all the future cash flows within the boundary of each contract in the group. Cash flows are within the boundary of an insurance contract if they arise from substantive rights and obligations that exist during the reporting period in which the Group can compel the policyholder to pay the premiums, or in which the Group has a substantive obligation to provide the policyholder with services. A substantive obligation to provide services ends when:

- The Group has the practical ability to reassess the risks of the particular policyholder and, as a result, can set a price or level of benefits that fully reflects those risks; or

Both of the following criteria are satisfied:

- The Group has the practical ability to reassess the risks of the portfolio of insurance contracts that contain the contract and, as a result, can set a price or level of benefits that fully reflects the risk of that portfolio; and
- The pricing of the premiums for coverage up to the date when the risks are reassessed does not take into account the risks that relate to periods after the reassessment date.

A liability or asset relating to expected premiums or claims outside the boundary of the insurance contract is not recognised. Such amounts relate to future insurance contracts.

2 MATERIAL ACCOUNTING POLICY INFORMATION (continued)

2.7 SUMMARY OF MATERIAL ACCOUNTING POLICY INFORMATION (continued)

Standards, interpretations and amendments to existing standards – Impact of new IFRS (continued)

IFRS 17 Insurance Contracts (continued)

Insurance and reinsurance contracts accounting treatment (continued)

Measurement - Premium Allocation Approach

Insurance contracts – initial measurement

The Group applies the premium allocation approach (PAA) to all the insurance contracts that it issues and reinsurance contracts that it holds, as:

- The coverage period of each contract in the group is one year or less, including coverage arising from all premiums within the contract boundary.

Or

- For contracts longer than one year, the Group has modelled possible future scenarios and reasonably expects that the measurement of the liability for remaining coverage for the group containing those contracts under the PAA does not differ materially from the measurement that would be produced applying the general model. In assessing materiality, the Group has also considered qualitative factors such as the nature of the risk and types of its lines of business.

The Group does not apply the PAA if, at the inception of the group of contracts, it expects significant variability in the fulfilment cash flows that would affect the measurement of the liability for the remaining coverage during the period before a claim is incurred. Variability in the fulfilment cash flows increases with:

- The extent of future cash flows related to any derivatives embedded in the contracts.
- The length of the coverage period of the group of contracts.

For a group of contracts that is not onerous at initial recognition, the Group measures the liability for remaining coverage as the premiums, if any, received at initial recognition, minus any insurance acquisition cash flows at that date, with the exception of contracts which are one year or less where this is expensed, plus or minus any amount arising from the derecognition at that date of the asset or liability recognised for insurance acquisition cash flows that the Group pays or receives before the group of insurance contracts is recognised. There is no allowance for time value of money as the premiums are mostly received within one year of the coverage period.

The Group measures its reinsurance assets for a group of reinsurance contracts that it holds on the same basis as insurance contracts that it issues, however, adapted to reflect the features of reinsurance contracts held that differ from insurance contracts issued, for example the generation of expenses or reduction in expenses rather than revenue.

Insurance contracts – subsequent measurement

The Group measures the carrying amount of the liability for remaining coverage at the end of each reporting period as the liability for remaining coverage at the beginning of the period:

- Plus premiums received in the period;
- Minus capitalised insurance acquisition cash flows;
- Plus any amounts relating to the amortisation of the acquisition cash flows recognised as an expense in the reporting period for the group;
- Plus any adjustment to the financing component, where applicable;
- Minus the amount recognised as insurance revenue for the coverage period; and
- Minus any investment component paid or transferred to the liability for incurred claims.

2 MATERIAL ACCOUNTING POLICY INFORMATION (continued)

2.7 SUMMARY OF MATERIAL ACCOUNTING POLICY INFORMATION (continued)

Standards, interpretations and amendments to existing standards – Impact of new IFRS (continued)

IFRS 17 Insurance Contracts (continued)

Insurance and reinsurance contracts accounting treatment (continued)

Measurement - Premium Allocation Approach (continued)

Insurance contracts – subsequent measurement (continued)

The Group estimates the liability for incurred claims as the fulfilment cash flows related to incurred claims. The fulfilment cash flows incorporate, in an unbiased way, all reasonable and supportable information available without undue cost or effort about the amount, timing and uncertainty of those future cash flows, they reflect current estimates from the perspective of the entity and include an explicit adjustment for non-financial risk (the risk adjustment). The Group does not adjust the future cash flows for the time value of money and the effect of financial risk for the measurement of liability for incurred claims that are expected to be paid within one year of being incurred.

Insurance acquisition cash flows are allocated on a straight-line basis to profit or loss.

Reinsurance contracts

The subsequent measurement of reinsurance contracts held follows the same principles as those for insurance contracts issued and has been adapted to reflect the specific features of reinsurance held.

Insurance contracts – modification and derecognition

The Group derecognises insurance contracts when:

- The rights and obligations relating to the contract are extinguished (i.e., discharged, cancelled or expired);

Or

- The contract is modified such that the modification results in a change in the measurement model or the applicable standard for measuring a component of the contract, substantially changes the contract boundary, or requires the modified contract to be included in a different group. In such cases, the Group derecognises the initial contract and recognises the modified contract as a new contract.

When a modification is not treated as a derecognition, the Group recognises amounts paid or received for the modification with the contract as an adjustment to the relevant liability for remaining coverage.

Presentation

The Group has presented separately, in the consolidated statement of financial position, the carrying amount of groups of insurance contracts issued that are assets, groups of insurance contracts issued that are liabilities, reinsurance contracts held that are assets and groups of reinsurance contracts held that are liabilities.

Any assets or liabilities for insurance acquisition cash flows recognised before the corresponding insurance contracts are included in the carrying amount of the related groups of insurance contracts issued.

The Group disaggregates the total amount recognised in the consolidated statement of profit or loss and consolidated other comprehensive income into an insurance service result, comprising insurance revenue and insurance service expense, and insurance finance income or expenses.

The Group disaggregate the change in risk adjustment for non-financial risk between a financial and non-financial portion which will be presented in insurance finance income or expenses and in insurance service result respectively.

The Group separately presents income or expenses from reinsurance contracts held from the expenses or income from insurance contracts issued.

2 MATERIAL ACCOUNTING POLICY INFORMATION (continued)

2.7 SUMMARY OF MATERIAL ACCOUNTING POLICY INFORMATION (continued)

Standards, interpretations and amendments to existing standards – Impact of new IFRS (continued)

IFRS 17 Insurance Contracts (continued)

Insurance and reinsurance contracts accounting treatment (continued)

Insurance revenue

The insurance revenue for the period is the amount of expected premium receipts (excluding any investment component) allocated to the period. The Group allocates the expected premium receipts to each period of coverage on the basis of the passage of time; but if the expected pattern of release of risk during the coverage period differs significantly from the passage of time, then on the basis of the expected timing of incurred insurance service expenses.

The Group changes the basis of allocation between the two methods above as necessary, if facts and circumstances change. The change is accounted for prospectively as a change in accounting estimate.

For the periods presented, all revenue has been recognised on the basis of the passage of time.

Loss components

The Group assumes that no contracts are onerous at initial recognition unless facts and circumstances indicate otherwise. If at any time during the coverage period, the facts and circumstances indicate that a group of insurance contracts is onerous, the Group establishes a loss component as the excess of the fulfilment cash flows that relate to the remaining coverage of the group over the carrying amount of the liability for remaining coverage of the group. Accordingly, by the end of the coverage period of the group of contracts the loss component will be zero.

Insurance finance income and expense

Insurance finance income or expenses comprise the change in the carrying amount of the group of insurance contracts arising from:

- The effect of the time value of money and changes in the time value of money; and
- The effect of financial risk and changes in financial risk.

The Group disaggregates insurance finance income or expenses between profit or loss and OCI. The impact of changes in market interest rates on the value of the insurance assets and liabilities are reflected in OCI in order to minimise accounting mismatches between the accounting for financial assets and insurance assets and liabilities. The Group's financial assets are also measured at FVTOCI.

Net income or expense from reinsurance contracts helds

The Group presents separately on the face of the consolidated statement of profit or loss and other comprehensive income, the amounts expected to be recovered from reinsurers, and an allocation of the reinsurance premiums paid. The Group treats reinsurance cash flows that are contingent on claims on the underlying contracts as part of the claims that are expected to be reimbursed under the reinsurance contract held and excludes investment components and commissions from an allocation of reinsurance premiums presented on the face of the consolidated statement of profit or loss and other comprehensive income.

Classification of insurance contracts

Insurance contracts issued by the Group are classified into two main categories, depending on the duration of risk being: short-term insurance contracts and long-term insurance contracts.

Short-term insurance contracts

These contracts are medical, motor, property, casualty, marine, engineering and short-duration life insurance contracts.

2 MATERIAL ACCOUNTING POLICY INFORMATION (continued)

2.7 SUMMARY OF MATERIAL ACCOUNTING POLICY INFORMATION (continued)

Classification of insurance contracts (continued)

Short-term insurance contracts (continued)

Medical insurance contracts protect the Group's customers against the risk of incurring medical expenses. Medical selection is part of the Group's underwriting procedures, whereby contributions are charged to reflect the health condition and family medical history of the applicants. Pricing is based on assumptions, such as persistency, which consider past experience and current trends. Contracts including specific risks and guarantees are tested for profitability according to predefined procedures before approval.

Marine insurance covers the loss or damage of ships, cargo, terminals, and any transport by which the property is transferred, acquired, or held between the points of origin and the final destination.

Engineering Insurance is an insurance policy that covers a wide range of engineering related risks. It is a comprehensive insurance that provides complete protection against risks associated with erection, resting, and working of any machinery, plant or equipment.

Motor insurance comprises Comprehensive Insurance and Third-Party Insurance. Comprehensive Insurance covers the policy holder for any loss or damage to the policy holder's vehicle caused either by themselves or a third party. It also covers any third party for loss or damage caused by the policy holder. Third Party Insurance, on the other hand only covers the third party for any loss of damage caused by the policy holder.

Involuntary Loss of Employment (ILOE) insurance mandatory scheme protects employees against the risk of income loss due to involuntary unemployment. Coverage provides a percentage of the employee's basic salary for a defined period. Eligibility criteria, premium structures, and benefit payouts are determined by regulations and vary based on employment history and salary.

Property insurance contracts mainly compensate the Group's customers for damage suffered to their properties or for the value of property lost. Customers who undertake commercial activities on their premises could also receive compensation for the loss of earnings caused by the inability to use the insured properties in their business activities (business interruption cover).

Casualty insurance contracts protect the Group's customers against the risk of causing harm to third parties as a result of their legitimate activities. Damages covered include both contractual and non-contractual events.

Short-duration life insurance contracts (credit life) protect the Group's customers from the consequences of events that would affect the ability of the customer or customer's dependents to maintain their current level of income. Guaranteed benefits paid on occurrence of the specified insurance event are either fixed or linked to the extent of the economic loss suffered by the policyholder. There is no maturity or surrender benefits.

Products are reviewed by the business units on an annual basis to confirm, or otherwise, that pricing assumptions remain appropriate. Analysis is performed on earnings and liability movements to understand the source of any material variation in actual results from what was expected. This confirms the appropriateness of assumptions used in underwriting and pricing.

2 MATERIAL ACCOUNTING POLICY INFORMATION (continued)

2.7 SUMMARY OF MATERIAL ACCOUNTING POLICY INFORMATION (continued)

Interest income and expense

Interest income and expenses for all interest-bearing financial instruments is calculated by applying the effective interest rate to the gross carrying amount of the financial instrument, except for financial assets that have subsequently become credit-impaired (or stage 3), for which interest income is calculated by applying the effective interest rate to their amortised cost (i.e. net of the expected credit loss provision) and are recognised within 'interest income' in the consolidated statement of profit or loss.

Dividend income

Dividend income from investments is recognised when the Group's rights to receive payment have been established.

Rental income

Rental income from investment properties which are leased under operating leases is recognised on a straight-line basis over the term of the relevant lease.

Commissions earned

Commissions earned are recognised at the time policies are written.

Investment income

- (i) Interest income is recognised on a time proportion basis.
- (ii) Dividend income is accounted for when the right to receive payment is established.
- (iii) Rental income is recognised as income over the period to which it relates.

Claims and expenses recognition

Claims, comprising amounts payable to contract holders and third parties and related loss adjustment expenses, net of salvage and other recoveries, are charged to income as incurred.

The Group generally estimates its claims based on previous experience. Independent loss adjusters normally estimate property claims. Any difference between the provisions at the reporting date and settlements and provisions for the following year is included in the underwriting account for that year.

Finance cost

Interest paid is recognised in the consolidated statement of income as it accrues and is calculated by using the effective interest rate method. Accrued interest is included within the carrying value of the interest-bearing financial liability.

Policy acquisition costs

Commissions and other costs directly related to the acquisition and renewal of insurance contracts are charged to the consolidated statement of income when incurred.

General and administration expenses

Direct expenses of general insurance business are charged to respective departmental revenue accounts. Indirect expenses of the general insurance business are allocated to departmental revenue accounts on the basis of gross retained premiums of each department. Other administration expenses are charged to the consolidated statement of income.

2 MATERIAL ACCOUNTING POLICY INFORMATION (continued)

2.7 SUMMARY OF MATERIAL ACCOUNTING POLICY INFORMATION (continued)

Foreign currency translation

The presentation currency is UAE Dirhams (AED). This is also the functional currency of the Group. Transactions in foreign currencies are initially recorded at the functional currency rate ruling at the date of the transaction. Monetary assets and liabilities denominated in foreign currencies are retranslated at the functional currency rate of exchange ruling at the reporting date. Non-monetary items that are measured in terms of historical cost in a foreign currency are translated using the exchange rate as at the date of the initial transaction and are not subsequently restated. Non-monetary items measured at fair value in a foreign currency are translated using the exchange rates at the date when the fair value was determined. All foreign exchange differences are taken to the consolidated statement of income, except when it relates to items when gains or losses are recognised directly in equity, the gain or loss is then recognised net of the exchange component in the consolidated statement of comprehensive income.

Segment reporting

For management purposes, the Group is organised into business units based on their products and services and has two reportable operating segments as follows:

- a) The medical and life insurance segment offers short term group health and life insurance. Revenue from this segment is derived primarily from insurance premium, fees and commission income.
- b) The general insurance segment comprises insurance to individuals and businesses. General insurance products offered include motor, marine, fire, engineering, general accident and miscellaneous. These products offer protection of policyholder's assets and indemnification of other parties that have suffered damage as a result of policyholder's accident, e.g., employee liability claims and asbestos. Revenue in this segment is derived primarily from insurance premiums.

No operating segments have been aggregated to form the above reportable operating segments. Segment performance is evaluated based on profit or loss which, in certain respects, is measured differently from profit or loss in the consolidated financial statements. Unallocated administrative expenses are managed on a group basis and are not allocated to individual operating segments.

No inter-segment transactions occurred in 2024 and 2023. If any transaction were to occur, transfer prices between operating segments would be set on an arm's length basis in a manner similar to transactions with third parties. Segment income, expenses and results will include those transfers between business segments which will then be eliminated on consolidation.

Product classification

Insurance contracts are those contracts when the Group (the insurer) has accepted significant insurance risk from another party (the policyholders) by agreeing to compensate the policyholders if a specified uncertain future event (the insured event) adversely affects the policyholders. As a general guideline, the Group determines whether it has significant insurance risk, by comparing benefits paid with benefits payable if the insured event did not occur. Insurance contracts can also transfer financial risk.

Investment contracts are those contracts that transfer significant financial risk. Financial risk is the risk of a possible future change in one or more of a specified interest rate, security price, commodity price, foreign exchange rate, index of price or rates, a credit rating or credit index or other variable.

Once a contract has been classified as an insurance contract, it remains an insurance contract for the remainder of its lifetime, even if the insurance risk reduces significantly during this period, unless all rights and obligations are extinguished or expire. Investment contracts can however be reclassified as insurance contracts after inception, if insurance risk becomes significant.

2 MATERIAL ACCOUNTING POLICY INFORMATION (continued)

2.7 SUMMARY OF MATERIAL ACCOUNTING POLICY INFORMATION (continued)

Property and equipment

Property and equipment are recorded at cost less accumulated depreciation and any impairment in value. Depreciation is calculated on a straight-line basis over the estimated useful lives of property and equipment as follows:

Furniture and equipment	4 – 10 years
Motor vehicles	4 years

No depreciation is charged on land.

The carrying values of property and equipment are reviewed for impairment when events or changes in circumstances indicate that the carrying value may not be recoverable. If any such indication exists and where the carrying values exceed the estimated recoverable amount, the assets are written down to their recoverable amount, being the higher of their value less costs to sell and their value in use.

An item of property and equipment is derecognised upon disposal or when no future economic benefits are expected from its use or disposal. Any gain or loss arising on derecognition of the asset (calculated as the difference between the net disposal proceeds and the carrying amount of the asset) is included in the consolidated statement of comprehensive income in the year the asset is derecognised.

Expenditure incurred to replace a component of an item of property and equipment that is accounted for separately is capitalised and the carrying amount of the component that is replaced is written off. Other subsequent expenditure is capitalised only when it increases future economic benefits of the related item of property and equipment. All other expenditure is recognised in the consolidated statement of comprehensive income as the expense is incurred.

Investment properties

The Group has elected to adopt the cost model for investment properties. Accordingly, investment properties are carried at cost less any accumulated depreciation and any accumulated impairment losses. Depreciation is calculated on a straight-line basis over the estimated useful lives of the assets as follows:

Building	40 years
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No depreciation is charged on freehold land.

Fair value measurement

The Group measures financial instruments, such as, equity instruments, and non-financial assets such as investment properties (for disclosure purposes), at fair value at each balance sheet date. Also, fair values of financial instruments measured at amortised cost are disclosed in note 11.

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. The fair value measurement is based on the presumption that the transaction to sell the asset or transfer the liability takes place either:

- In the principal market for the asset or liability, or
- In the absence of a principal market, in the most advantageous market for the asset or liability.

The principal or the most advantageous market must be accessible to by the Group.

The fair value of an asset or a liability is measured using the assumptions that market participants would use when pricing the asset or liability, assuming that market participants act in their economic best interest. A fair value measurement of a non-financial asset takes into account a market participant's ability to generate economic benefits by using the asset in its highest and best use or by selling it to another market participant that would use the asset in its highest and best use.

The Group uses valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, maximising the use of relevant observable inputs and minimising the use of unobservable inputs.

2 MATERIAL ACCOUNTING POLICY INFORMATION (continued)

2.7 SUMMARY OF MATERIAL ACCOUNTING POLICY INFORMATION (continued)

Fair value measurement (continued)

All assets and liabilities for which fair value is measured or disclosed in the consolidated financial statements are categorised within the fair value hierarchy, described in note 11, based on the lowest level input that is significant to the fair value measurement as a whole.

For assets and liabilities that are recognised in these consolidated financial statements on a recurring basis, the Group determines whether transfers have occurred between levels in the hierarchy by re-assessing categorisation (based on the lowest level input that is significant to the fair value measurement as a whole) at the end of each reporting period.

Financial instruments

Recognition and measurement

Financial assets and financial liabilities are recognised when the Group becomes a party to the contractual provisions of the instrument.

Financial assets and financial liabilities are initially measured at fair value. Transaction costs that are directly attributable to the acquisition or issue of financial assets and financial liabilities are added to or deducted from the fair value of the financial assets or financial liabilities, as appropriate, on initial recognition.

A financial asset and financial liability is offset, and the net amount is reported in the consolidated financial statements only when there is legally enforceable right to set off the recognised amount and the Group intends either to settle on a net basis or realise the assets and settle the liabilities simultaneously. Income and expense will not be offset in the consolidated statement of income unless required or permitted by any accounting standard or interpretation, as specifically disclosed in the accounting policies of the Group.

Financial assets

All financial assets are recognised and derecognised on trade date when the purchase or sale of a financial asset is under a contract whose terms require delivery of the financial asset within the timeframe established by the market concerned. Financial assets are initially measured at fair value, plus transaction costs. All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value.

Classification and initial measurement of financial assets

For the purposes of classifying financial assets, an instrument is an 'equity instrument' if it is a non-derivative and meets the definition of 'equity' for the issuer (under IAS 32 Financial Instruments: Presentation) except for certain non-derivative puttable instruments presented as equity by the issuer. All other non-derivative financial assets are 'debt instruments'.

Financial assets at amortised cost and the effective interest method

Debt instruments are measured at amortised cost if both of the following conditions are met:

- the asset is held within a business model whose objective is to hold assets in order to collect contractual cash flows; and
- the contractual terms of the instrument give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

After initial recognition, these are measured at amortised cost using the effective interest method. Discounting is omitted where the effect of discounting is immaterial. The Group may irrevocably elect at initial recognition to classify a debt instrument that meets the amortised cost criteria above as at FVTPL if that designation eliminates or significantly reduces an accounting mismatch had the financial asset been measured at amortised cost.

Cash and cash equivalents

Cash and cash equivalents, which include cash on hand and current accounts with banks, are classified as financial assets at amortised cost.

2 MATERIAL ACCOUNTING POLICY INFORMATION (continued)

2.7 SUMMARY OF MATERIAL ACCOUNTING POLICY INFORMATION (continued)

Financial assets (continued)

Insurance and other receivables, deposits and statutory deposits

Insurance and other receivables (excluding prepayments), deposits and statutory deposits are measured at amortised cost using the effective interest method, less any impairment. Interest income is recognised by applying the effective interest rate, except for short-term receivables when the recognition of interest would be immaterial.

Financial assets at fair value through other comprehensive income (FVTOCI)

On initial recognition, the Group can make an irrevocable election (on an instrument-by-instrument basis) to designate investments in equity instruments as at FVTOCI. Designation at FVTOCI is not permitted if the equity investment is held for trading. The Group accounts for financial assets at FVOCI if the assets meet the following conditions:

- they are held under a business model whose objective it is “hold to collect” the associated cash flows and sell, and
- the contractual terms of the financial assets give rise to cash flows that are solely payments of principal and interest on the principal amount outstanding.

Any gains or losses recognised in other comprehensive income (OCI) will be recycled upon derecognition of the asset.

Dividends on these investments in equity instruments at FVTOCI are recognised in consolidated statement of profit or loss when the Group’s right to receive the dividends is established, unless the dividends clearly represent a recovery of part of the cost of the investment.

Financial assets at fair value through profit or loss (FVTPL)

Financial assets that are held within a different business model other than ‘hold to collect’ or ‘hold to collect and sell’ are categorised at FVTPL. Further, irrespective of business model financial assets whose contractual cash flows are not solely payments of principal and interest are accounted for at FVTPL.

The fair value is determined in line with the requirements of IFRS 9 ‘Financial Instruments’, which does not allow for measurement at cost. Fair value is determined in the manner described in note 12. Assets in this category are measured at fair value with gains or losses recognised in profit or loss. The fair values of financial assets in this category are determined by reference to active market transactions or using a valuation technique where no active market exists.

Impairment of financial assets

IFRS 9’s impairment requirements use forward looking information under Expected credit loss (ECL) model for the financial assets measured at amortised cost which consist of insurance and other receivables (excluding prepayments), cash and cash equivalents, investments at amortised cost and due from related parties.

Measurement of ECLs

The Group considers a broader range of information when assessing credit risk and measuring expected credit losses, including past events, current conditions, reasonable and supportable forecasts that affect the expected collectability of the future cash flows of the instrument. In applying this forward-looking approach, a distinction is made between:

- financial instruments that have not deteriorated significantly in credit quality since initial recognition or that have low credit risk (“Stage 1”); and
- financial instruments that have deteriorated significantly in credit quality since initial recognition and whose credit risk is not low (“Stage 2”).

2 MATERIAL ACCOUNTING POLICY INFORMATION (continued)

2.7 SUMMARY OF MATERIAL ACCOUNTING POLICY INFORMATION (continued)

Financial assets (continued)

Measurement of ECLs (continued)

'Stage 3' would cover financial assets that have objective evidence of impairment at the reporting date. The Group considers a debt security to have low credit risk when their credit risk rating is equivalent to the globally understood definition of "investment grade".

'12-month expected credit losses' are recognised for the first category (i.e. Stage 1) while 'lifetime expected credit losses' are recognised for the second category (i.e. Stage 2). Measurement of the expected credit losses is determined by a probability-weighted estimate of credit losses over the expected life of the financial instrument.

Insurance and other receivables

The Group makes use of a simplified approach in accounting for insurance and other and records the loss allowance as lifetime expected credit losses. These are the expected shortfalls in contractual cash flows, considering the potential for default at any point during the life of the financial instrument. In calculating, the Group uses its historical experience, external indicators and forward-looking information to calculate the expected credit losses using a provision matrix.

The Group assess impairment of insurance receivables on a collective basis as they possess shared credit risk characteristics, they have been grouped based on the days past due.

Financial liabilities

Group's financial liabilities include bank loan and insurance and reinsurance payables.

Classification and initial measurement of financial liabilities

Financial liabilities are initially measured at fair value, and, where applicable, adjusted for transaction costs unless the Group designated a financial liability at fair value through profit or loss. Subsequently, financial liabilities are measured at amortised cost using the effective interest method.

Derecognition of financial instruments

A financial asset (or, when applicable, a part of a financial asset or part of a group of similar financial assets) is derecognised when:

- The rights to receive cash flows from the asset have expired
- The Group retains the right to receive cash flows from the asset, but has assumed an obligation to pay them in full without material delay to a third party under a 'pass-through' arrangement
- The Group has transferred its rights to receive cash flows from the asset and either:
 - has transferred substantially all the risks and rewards of the asset, or
 - has neither transferred nor retained substantially all the risks and rewards of the asset but has transferred control of the asset.

When the Group has transferred its right to receive cash flows from an asset and has neither transferred nor retained substantially all the risks and rewards of the asset nor transferred control of the asset, the asset is recognised to the extent of the Group's continuing involvement in the asset. Continuing involvement that takes the form of a guarantee over the transferred asset is measured at the lower of the original carrying amount of the asset and the maximum amount of consideration that the Group could be required to repay.

2 MATERIAL ACCOUNTING POLICY INFORMATION (continued)

2.7 SUMMARY OF MATERIAL ACCOUNTING POLICY INFORMATION (continued)

Impairment of non-financial assets

The Group assesses at each reporting date whether there is an indication that an asset may be impaired. If any indication exists, or when annual impairment testing for an asset is required, the Group estimates the asset's recoverable amount. An asset's recoverable amount is the higher of an asset's or cash-generating unit's (CGU) fair value less costs to sell and its value in use. Where the carrying amount of an asset or CGU exceeds its recoverable amount, the asset is considered impaired and is written down to its recoverable amount.

In assessing value in use, the estimated future cash flows are discounted to their present value using discount rates that reflect current market assessments of the time value of money and the risks specific to the asset. In determining fair value less costs to sell, an appropriate valuation model is used. These calculations are corroborated by valuation multiples or other available fair value indicators.

Impairment losses are recognised in the consolidated statement of profit or loss.

For assets excluding goodwill, an assessment is made at each reporting date as to whether there is any indication that previously recognised impairment losses may no longer exist or may have decreased. If such indication exists, the Group makes an estimate of the asset's or CGU's recoverable amount. A previously recognised impairment loss is reversed only if there has been a change in the estimates used to determine the asset's recoverable amount since the last impairment loss was recognised. If that is the case, the carrying amount of the asset is increased to its recoverable amount. That increased amount cannot exceed the carrying amount that would have been determined, net of amortisation, had no impairment loss been recognised for the asset in prior years. Such reversal is recognised in the consolidated statement of profit or loss.

Reinsurance contracts held

The Group cedes insurance risk in the normal course of business for all of its businesses. Reinsurance assets represent balances due from reinsurance companies. Amounts recoverable from reinsurers are estimated in a manner consistent with the outstanding claims provision or settled claims associated with the reinsurer's policies and are in accordance with the related reinsurance contract.

Reinsurance assets are reviewed for impairment at each reporting date, or more frequently, when an indication of impairment arises during the reporting year. Impairment occurs when there is objective evidence as a result of an event that occurred after initial recognition of the reinsurance asset that the Group may not receive all outstanding amounts due under the terms of the contract and the event has a reliably measurable impact on the amounts that the Group will receive from the reinsurer. The impairment loss is recorded in the consolidated statement of income. Gains or losses on buying reinsurance are recognised in the consolidated statement of profit or loss immediately at the date of purchase and are not amortised. Ceded reinsurance arrangements do not relieve the Group from its obligations to policyholders.

The Group also assumes reinsurance risk in the normal course of business for life insurance and general insurance contracts where applicable. Premiums and claims on assumed reinsurance are recognised as revenue or expenses in the same manner as they would be if the reinsurance were considered direct business, taking into account the product classification of the reinsured business. Reinsurance liabilities represent balances due to reinsurance companies. Amounts payable are estimated in a manner consistent with the related reinsurance contract. Premiums and claims are presented on a gross basis for both ceded and assumed reinsurance. Reinsurance assets or liabilities are derecognised when the contractual rights are extinguished or expire or when the contract is transferred to another party. Reinsurance contracts that do not transfer significant insurance risk are accounted for directly through the consolidated statement of financial position. These are deposit assets or financial liabilities that are recognised based on the consideration paid or received less any explicit identified premiums or fees to be retained by the reinsured.

2 MATERIAL ACCOUNTING POLICY INFORMATION (continued)

2.7 SUMMARY OF MATERIAL ACCOUNTING POLICY INFORMATION (continued)

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and in hand and short-term deposits with an original maturity of three months or less in the consolidated statement of financial position.

Provisions

Provisions are recognised when the Group has a present obligation (legal or constructive) as a result of a past event, and it is probable that an outflow of resources will be required to settle the obligation, and a reliable estimate can be made of the amount of the obligation.

Employees' end of service benefits

The Group provides end of service benefits to its expatriate employees. The entitlement to these benefits is based upon the employees' salary and length of service, subject to the completion of a minimum service period. The expected costs of these benefits are accrued over the period of employment.

With respect to its UAE national employees, the Group makes contributions to a pension fund established by the General Pension and Social Security Authority calculated as a percentage of the employees' salaries. The Group's obligations are limited to these contributions, which are expensed when due.

Contingencies

Contingent liabilities are not recognised in the consolidated financial statements. They are disclosed unless the possibility of an outflow of resources embodying economic benefits is remote. A contingent asset is not recognised in the consolidated financial statements but disclosed when an inflow of economic benefits is probable.

Taxation

Income tax comprises current and deferred tax. Income tax is recognised in the profit and loss account except to the extent that relates to items recognised directly in equity or other comprehensive income, in which case it is recognised directly in equity or other comprehensive income.

Current

Provision for current taxation is based on taxable income for the year determined in accordance with the prevailing law for taxation of income. The charge for current tax is calculated using prevailing tax rates or tax rates expected to apply to the profit for the year, if enacted. The charge for current tax also includes adjustments, where considered necessary, to provision for tax made in previous years arising from assessments finalised during the current year for such years.

Deferred taxation

Deferred taxation is accounted for using the consolidated statement of financial position liability method in respect of all temporary differences arising from differences between the carrying amount of assets and liabilities in the consolidated financial statements and the corresponding tax bases used in the computation of the taxable profit. Deferred tax liabilities are generally recognised for all taxable temporary differences and deferred tax assets to the extent that it is probable that taxable profits will be available against which the deductible temporary differences, unused tax losses and tax credits can be utilised.

Deferred tax is calculated at the rates that are expected to apply to the period when the differences reverse based on tax rates that have been enacted or substantively enacted by the reporting date. Deferred tax is charged or credited in the profit and loss account, except in the case of items credited or charged to consolidated statement of comprehensive income in which case it is included in consolidated statement of comprehensive income.

2.8 CRITICAL ACCOUNTING JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

The preparation of the Group's consolidated financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts of revenues, expenses, assets and liabilities and the disclosure of contingent liabilities, at the reporting date. However, uncertainty about these assumptions and estimates could result in outcomes that could require a material adjustment to the carrying amount of the asset or liability affected in the future. These factors could include:

Judgments and estimates

In the process of applying the Group's accounting policies, management has made the following judgments, apart from those involving estimations, which have the most significant effect on the amounts recognised in the consolidated financial statements:

Insurance and reinsurance contracts

The Group applies the PAA to simplify the measurement of insurance contracts. When measuring liabilities for remaining coverage, the PAA is broadly similar to the Group's previous accounting treatment under IFRS 4. However, when measuring liabilities for incurred claims, the Group now discounts cash flows that are expected to occur more than one year after the date on which the claims are incurred and includes an explicit risk adjustment for non-financial risk.

Liability for remaining coverage

For insurance acquisition cash flows, the Group is eligible and chooses to capitalise all insurance acquisition cashflows upon payments.

The effect of recognising insurance acquisition cash flows as an expense on initial recognition of group of insurance contracts is to increase the liability for remaining coverage on initial recognition and reduce the likelihood of any subsequent onerous contract loss. There would be an increased charge to profit or loss on initial recognition, due to expensing acquisition cash flows, offset by an increase in profit released over the coverage period. For groups of contracts that are onerous, the liability for remaining coverage is determined by the fulfilment cash flows.

The ultimate cost of outstanding claims is estimated by using a range of standard actuarial claims projection techniques, such as Chain Ladder and Bornheutter-Ferguson methods.

The main assumption underlying these techniques is that a Group's past claims development experience can be used to project future claims development and hence ultimate claims costs. These methods extrapolate the development of paid and incurred losses, average costs per claim (including claims handling costs), and claim numbers based on the observed development of earlier years and expected loss ratios. Historical claims development is mainly analysed by accident years, but can also be further analysed by geographical area, as well as by significant business lines and claim types. Large claims are usually separately addressed, either by being reserved at the face value of loss adjuster estimates or separately projected in order to reflect their future development. In most cases, no explicit assumptions are made regarding future rates of claims inflation or loss ratios. Instead, the assumptions used are those implicit in the historical claims development data on which the projections are based. Additional qualitative judgement is used to assess the extent to which past trends may not apply in future, (e.g., to reflect one-off occurrences, changes in external or market factors such as public attitudes to claiming, economic conditions, levels of claims inflation, judicial decisions and legislation, as well as internal factors such as portfolio mix, policy features and claims handling procedures) in order to arrive at the estimated ultimate cost of claims that present the probability weighted expected value outcome from the range of possible outcomes, taking account of all the uncertainties involved.

Other key circumstances affecting the reliability of assumptions include variation in interest rates, delays in settlement and changes in foreign currency exchange rates.

Dubai Insurance Company (PJSC) and its subsidiaries

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For the year ended 31 December 2024

2 MATERIAL ACCOUNTING POLICY INFORMATION (continued)

2.8 CRITICAL ACCOUNTING JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY (continued)

Judgements and estimates (continued)

Discount rates

The Group use bottom-up approach to derive the discount rate. Under this approach, the discount rate is determined as the risk-free yield, adjusted for differences in liquidity characteristics between the financial assets used to derive the risk-free yield and the relevant liability cash flows (known as an 'illiquidity premium'). The risk-free rate was derived using swap rates available in the market denominated in the same currency as the product being measured. When swap rates are not available, highly liquid sovereign bonds with a AAA credit rating were used. Management uses judgment to assess liquidity characteristics of the liability cash flows.

Discount rates applied for discounting of future cash flows are listed below:

	1 year		3 years		5 years		10 years		20 years	
	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023
Insurance contracts issued										
AED	5.21%	5.95%	5.09%	4.91%	5.05%	4.69%	5.10%	4.64%	5.13%	4.65%
Reinsurance contracts held										
AED	5.21%	5.95%	5.09%	4.91%	5.05%	4.69%	5.10%	4.64%	5.13%	4.65%

Risk adjustment for non-financial risk

The Group use Mack method or bootstrapping to determine its risk adjustment for non-financial risk. The bootstrap effectively allows the Group to measure the uncertainty about the amount and timing of the cash flows that arise from non-financial risk since bootstrapping the triangles aims to illustrate the variability of the paid claims.

The risk adjustment for non-financial risk is the compensation that the Group requires for bearing the uncertainty about the amount and timing of the cash flows of groups of insurance contracts. The risk adjustment reflects an amount that an insurer would rationally pay to remove the uncertainty that future cash flows will exceed the expected value amount.

The Group has estimated the risk adjustment using a confidence level (probability of sufficiency) approach at the 80th percentile. That is, the Group has assessed its indifference to uncertainty for all product lines (as an indication of the compensation that it requires for bearing non-financial risk) as being equivalent to the 80th percentile confidence level less the mean of an estimated probability distribution of the future cash flows. The Group has estimated the probability distribution of the future cash flows, and the additional amount above the expected present value of future cash flows required to meet the target percentiles.

Estimation uncertainty

The key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below:

Valuation of unquoted equity investments

Valuation of unquoted equity investments is normally based on one of the following:

- recent arm's length market transactions;
- current fair value of another instrument that is substantially the same; and
- the expected cash flows discounted at current rates applicable for items with similar terms and risk characteristics; or other valuation models.

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3 INSURANCE SERVICE EXPENSES

For the year ended 31 December 2024	Life and medical AED'000	General and motor AED'000	Total AED'000
Incurred claims and other expenses	925,798	751,275	1,677,073
Amortisation of insurance acquisition cash flows	133,311	354,548	487,859
Losses on onerous contracts and reversals of those losses	12,072	29,671	41,743
Changes to liabilities for incurred claims	(16,536)	(134,466)	(151,002)
	<u>1,054,645</u>	<u>1,001,028</u>	<u>2,055,673</u>
For the year ended 31 December 2023			
Incurred claims and other expenses	642,848	369,895	1,012,743
Amortisation of insurance acquisition cash flows	113,020	274,860	387,880
Changes to liabilities for incurred claims	(10,234)	(58,318)	(68,552)
	<u>745,634</u>	<u>586,437</u>	<u>1,332,071</u>

Dubai Insurance Company (PJSC) and its subsidiaries

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4 TOTAL INVESTMENT INCOME AND NET INSURANCE FINANCIAL RESULT

The table below presents an analysis of total investment income and insurance financial result recognised in profit or loss and OCI in the year:

For the year ended 31 December 2024	Life and Medical AED'000	General and Motor AED'000	Total AED'000
Investment income			
Amounts recognised in the profit or loss			
Interest income	-	25,153	25,153
Dividend income from financial investments	5,210	33,499	38,709
Other income	-	(1,243)	(1,243)
	<u>5,210</u>	<u>57,409</u>	<u>62,619</u>
Insurance finance expenses from insurance contracts issued			
Interest accreted to insurance contracts using current financial assumptions	(2,776)	(7,578)	(10,354)
Due to changes in interest rates and other financial assumptions	165	629	794
Total insurance finance expenses from insurance contracts issued	<u>(2,611)</u>	<u>(6,949)</u>	<u>(9,560)</u>
Represented by:			
Amounts recognised in profit or loss	<u>(2,611)</u>	<u>(6,949)</u>	<u>(9,560)</u>
Reinsurance finance income from reinsurance contracts held			
Interest accreted to reinsurance contracts using current financial assumptions	1,316	7,568	8,884
Due to changes in interest rates and other financial assumptions	(62)	(596)	(658)
Reinsurance finance income from reinsurance contracts held	<u>1,254</u>	<u>6,972</u>	<u>8,226</u>
Represented by:			
Amounts recognised in profit or loss	<u>1,254</u>	<u>6,972</u>	<u>8,226</u>
Total insurance finance expenses and reinsurance finance income	<u>(1,357)</u>	<u>23</u>	<u>(1,334)</u>
Represented by:			
Amounts recognised in profit or loss	<u>(1,357)</u>	<u>23</u>	<u>(1,334)</u>

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4 TOTAL INVESTMENT INCOME AND NET INSURANCE FINANCIAL RESULT (continued)

The table below presents an analysis of total investment income and insurance financial result recognised in profit or loss and OCI in the year:

For the year ended 31 December 2023,	Life and Medical AED'000	General and Motor AED'000	Total AED'000
Investment income			
Amounts recognised in profit or loss			
Interest income	-	16,856	16,856
Dividend income from financial investments	3,070	21,142	24,212
Realised loss on disposal of financial investments at FVTPL	-	(845)	(845)
Other income	-	(1,058)	(1,058)
	<u>3,070</u>	<u>36,095</u>	<u>39,165</u>
Insurance finance expenses from insurance contracts issued			
Interest accreted to insurance contracts using current financial assumptions	(1,387)	(9,775)	(11,162)
Due to changes in interest rates and other financial assumptions	31	225	256
Total insurance finance expenses from insurance contracts issued	<u>(1,356)</u>	<u>(9,550)</u>	<u>(10,906)</u>
Represented by:			
Amounts recognised in profit or loss	<u>(1,356)</u>	<u>(9,550)</u>	<u>(10,906)</u>
Reinsurance finance income from reinsurance contracts held			
Interest accreted to reinsurance contracts using current financial assumptions	1,061	9,303	10,364
Due to changes in interest rates and other financial assumptions	(15)	(214)	(229)
Reinsurance finance income from reinsurance contracts held	<u>1,046</u>	<u>9,089</u>	<u>10,135</u>
Represented by:			
Amounts recognised in profit or loss	<u>1,046</u>	<u>9,089</u>	<u>10,135</u>
Total insurance finance expenses	<u>(310)</u>	<u>(461)</u>	<u>(771)</u>
Represented by:			
Amounts recognised in profit or loss	<u>(310)</u>	<u>(461)</u>	<u>(771)</u>

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5 SEGMENT INFORMATION

The Group is organised into two segments: Life and Medical as one segment and Motor and General as the other segment.

These segments information to the Chief Executive Officer. Insurance revenue represent the total income arising from insurance contracts. The Group does not conduct any business outside the UAE. There are no transactions between the business segments.

The following is an analysis of the Group's consolidated statement of profit or loss classified by major segments:

	For the year ended 31 December 2024		
	Life and Medical AED'000	Motor and General AED'000	Total AED'000
Insurance revenue	1,030,323	1,959,393	2,989,716
Insurance service expenses	(1,054,645)	(1,001,028)	(2,055,673)
Insurance service result before reinsurance contracts held	(24,322)	958,365	934,043
Allocation of reinsurance premiums	(462,764)	(1,340,434)	(1,803,198)
Amounts recoverable from reinsurance	496,094	481,293	977,387
Net income / (expenses) from reinsurance contracts held	33,330	(859,141)	(825,811)
Investment income	5,210	57,409	62,619
Finance expenses from insurance contracts issued	(2,611)	(6,949)	(9,560)
Finance income from reinsurance contracts held	1,253	6,973	8,226
Net insurance financial result	(1,358)	24	(1,334)
Other operating expenses	(4,962)	(22,606)	(27,568)
Profit for the year before tax	7,898	134,051	141,949

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5 SEGMENT INFORMATION (continued)

	For the year ended 31 December 2023		
	Life and Medical AED'000	Motor and General AED'000	Total AED'000
Insurance revenue	747,378	1,402,426	2,149,804
Insurance service expenses	(745,634)	(586,437)	(1,332,071)
Insurance service result before reinsurance contracts held	1,744	815,989	817,733
Allocation of reinsurance premiums	(339,394)	(956,378)	(1,295,772)
Amounts recoverable from reinsurance	335,562	265,546	601,108
Net expenses from reinsurance contracts held	(3,832)	(690,832)	(694,664)
Investment income	3,070	36,095	39,165
Finance expenses from insurance contracts issued	(1,356)	(9,550)	(10,906)
Finance income from reinsurance contracts held	1,046	9,089	10,135
Net insurance financial result	(310)	(461)	(771)
Other operating expenses	(3,523)	(16,050)	(19,573)
Profit for the year	(2,851)	144,741	141,890

The following is an analysis of the Group's assets, liabilities and equity classified by segment:

	As at 31 December 2024		
	Life and Medical AED'000	Motor and General AED'000	Total AED'000
Total assets	417,162	3,071,569	3,488,731
Total liabilities	376,405	2,174,696	2,551,101
	As at 31 December 2023		
	Life and Medical AED'000	Motor and General AED'000	Total AED'000
Total assets	238,424	2,591,647	2,830,071
Total liabilities	313,005	1,726,501	2,039,506

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5 SEGMENT INFORMATION (continued)

Gross written premiums

Details relating to gross written premium are disclosed below to comply with the requirements of CBUAE and are not calculated as per the requirements of IFRS 17.

31 December 2024	Life Insurance AED'000	Fund Accumulation AED'000	Medical Insurance AED'000	Property & Liability AED'000	All types of Business Combined AED'000
Direct written premiums	2,605	-	1,060,456	1,874,153	2,937,214
Assumed business					
Foreign	-	-	-	-	-
Local	-	-	16,928	370,560	387,488
Total assumed business	-	-	16,928	370,560	387,488
Gross written premiums	2,605	-	1,077,384	2,244,713	3,324,702

31 December 2023	Life Insurance AED'000	Fund Accumulation AED'000	Medical Insurance AED'000	Property & Liability AED'000	All types of Business Combined AED'000
Direct written premiums	3,245	-	933,795	1,585,641	2,522,681
Assumed business					
Foreign	-	-	-	-	-
Local	-	-	(1,067)	288,704	287,637
Total assumed business	-	-	(1,067)	288,704	287,637
Gross written premiums	3,245	-	932,728	1,874,345	2,810,318

6 OTHERS OPERATING EXPENSES

Operating expenses allocable to the underwriting and non-underwriting activities include mainly the following:

	2024 AED'000	2023 AED'000
Staff costs	48,504	39,241
Rental costs – short term operating leases*	1,383	641
Social contributions**	-	1,000

* The Group has elected not to recognise a lease liability for short term leases (leases with an expected term of 12 months or less) and for leases of low value assets. Payments made under such leases are expensed on a straight-line basis.

** Social contributions were paid to Islamic Affairs & Charitable Activities Department.

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7 BASIC AND DILUTED EARNINGS PER SHARE

Basic earnings per share are calculated by dividing the profit for the year after tax, by the weighted average number of shares outstanding during the year as follows:

	2024 AED'000	2023 AED'000
Profit for the year after tax	132,302	141,890
Directors' fee	-	(4,512)
Net	132,302	137,378
Weighted average number of shares outstanding during the year ('000)	100,000	100,000
Earnings per share	1.323	1.374

No figures for diluted earnings per share are presented as the Group has not issued any instruments which would have an impact on earnings per share when exercised.

8 PROPERTY AND EQUIPMENT

	Land & building AED'000	Furniture and equipment AED'000	Motor vehicles AED'000	Total AED'000
Cost:				
At 1 January 2024	64,235	28,208	1,579	94,022
Additions during the year	-	8,964	-	8,964
At 31 December 2024	64,235	37,172	1,579	102,986
Depreciation:				
At 1 January 2024	(18,393)	(20,989)	(1,023)	(40,405)
Charge for the year	-	(4,945)	(191)	(5,136)
At 31 December 2024	(18,393)	(25,934)	(1,214)	(45,541)
Net carrying amount:				
At 31 December 2024	45,842	11,238	365	57,445
Cost:				
At 1 January 2023	64,235	22,624	850	87,709
Additions during the year	-	5,584	729	6,313
At 31 December 2023	64,235	28,208	1,579	94,022
Depreciation:				
At 1 January 2023	(18,393)	(17,925)	(824)	(37,142)
Charge for the year	-	(3,064)	(199)	(3,263)
At 31 December 2023	(18,393)	(20,989)	(1,023)	(40,405)
Net carrying amount:				
At 31 December 2023	45,842	7,219	556	53,617

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8 PROPERTY AND EQUIPMENT (continued)

The depreciation charge for the year of AED 5,136 thousand (2023: AED 3,263 thousand) has been allocated as follows:

	2024 AED'000	2023 AED'000
Underwriting expenses	3,852	2,447
Non-underwriting expenses	1,284	816
	<u>5,136</u>	<u>3,263</u>

Included in property and equipment is land situated in the Emirate of Dubai, United Arab Emirates with a carrying value of AED 44,173 thousand (2023: AED 44,173 thousand). The Group's Board of Directors has resolved to construct the Group's head office on the land in the foreseeable future.

9 INVESTMENT PROPERTIES

	Freehold land AED'000	Land and building AED'000	Total AED'000
Cost:			
At 1 January 2024	15,626	48,092	63,718
At 31 December 2024	<u>15,626</u>	<u>48,092</u>	<u>63,718</u>
Depreciation:			
At 1 January 2024	-	1,860	1,860
Charge for the year	-	743	743
At 31 December 2024	-	<u>2,603</u>	<u>2,603</u>
Net carrying amount:			
At 31 December 2024	<u>15,626</u>	<u>45,489</u>	<u>61,115</u>
Cost:			
At 1 January 2023	15,626	48,092	63,718
At 31 December 2023	<u>15,626</u>	<u>48,092</u>	<u>63,718</u>
Depreciation:			
At 1 January 2023	-	1,115	1,115
Charge for the year	-	745	745
At 31 December 2023	-	<u>1,860</u>	<u>1,860</u>
Net carrying amount:			
At 31 December 2023	<u>15,626</u>	<u>46,232</u>	<u>61,858</u>

Investment properties comprise of properties as mentioned below:

Lands at Nad Al Shiba First, Dubai

There are two lands at Nad Al Shiba are carried at cost and the fair value of the investment properties as of 31 December 2024, based on a valuation undertaken by an independent qualified valuer, amounted to AED 17,800 thousand each (2023: AED 15,000 thousand).

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9 INVESTMENT PROPERTIES (continued)

Land and Building at Satwa, Dubai

The property is carried at cost and the fair value of the investment property as of 31 December 2024, based on an average of valuation undertaken by independent qualified valuers, amounted to AED 33,040 thousand (2023: AED 39,037 thousand).

The fair value of investment properties has been determined using level 3 fair value hierarchy.

10 FINANCIAL INSTRUMENTS

	Carrying value		Fair value	
	2024 AED'000	2023 AED'000	2024 AED'000	2023 AED'000
<i>Financial instruments</i>				
At fair value through profit or loss (note 10(a))	902	3,628	902	3,628
At fair value through other comprehensive income (note 10(b))	745,128	587,784	745,128	587,784
At amortised cost (note 10(c))	459,955	320,490	459,905	319,855
	1,205,985	911,902	1,205,935	911,267

10(a) FINANCIAL INSTRUMENTS AT FAIR VALUE THROUGH PROFIT OR LOSS

	2024 AED'000	2023 AED'000
Shares - quoted	902	3,628

10(b) FINANCIAL INSTRUMENTS AT FAIR VALUE THROUGH OTHER COMPREHENSIVE INCOME

	2024 AED'000	2023 AED'000
Shares – quoted (within UAE)	503,922	413,635
Shares – unquoted (outside UAE)	239,676	172,929
Shares – unquoted (within UAE)	1,530	1,220
	745,128	587,784

The fair value gain net of tax amounting to AED 71,357 thousand (2023: AED 55,461 thousand) has been recognised in the consolidated statement of comprehensive income.

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10 FINANCIAL INSTRUMENTS (Continued)

10(c) FINANCIAL INSTRUMENTS AT AMORTISED COST

	2024 AED'000	2023 AED'000
Debt securities	102,206	43,325
Bank deposits*	357,749	277,165
	459,955	320,490

*Bank deposits within the United Arab Emirates are with an effective interest rate of 4.40% to 5.00%.

	2024 AED'000	2023 AED'000
<i>Amortised cost</i>		
Debt securities (within UAE)	72,206	22,792
Debt securities (outside UAE)	30,000	20,533
	102,206	43,325

The investments carry interest at an effective interest rate 4%-4.5% per annum. The maturity profile of these debt instruments is shown below:

	31 December 2024		
	Less than 5 years AED'000	More than 5 years AED'000	Total AED'000
Debt securities (within UAE)	36,161	30,261	66,422
Debt securities (outside UAE)	35,784	-	35,784
	71,945	30,261	102,206

	31 December 2023		
	Less than 5 years AED'000	More than 5 years AED'000	Total AED'000
Debt securities (within UAE)	3,608	19,184	22,792
Debt securities (outside UAE)	20,533	-	20,533
	24,141	19,184	43,325

11 FAIR VALUE OF FINANCIAL INSTRUMENTS

Determination of fair value and fair values hierarchy

The Group uses the following hierarchy for determining and disclosing the fair value of financial instruments by valuation technique:

Level 1: quoted (unadjusted) prices in active markets for identical assets or liabilities;

Level 2: other techniques for which all inputs which have a significant effect on the recorded fair value are observable, either directly or indirectly; and

Level 3: techniques that use inputs which have a significant effect on the recorded fair value that are not based on observable market data.

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11 FAIR VALUE OF FINANCIAL INSTRUMENTS (continued)

Determination of fair value and fair values hierarchy (continued)

The following table shows an analysis of financial instruments recorded at fair value by level of the fair value hierarchy:

	Level 1 AED'000	Level 2 AED'000	Level 3 AED'000	Total fair value AED'000
At 31 December 2024				
Financial instruments				
<i>At fair value through profit or loss:</i>				
Quoted equity securities	902	-	-	902
<i>At fair value through other comprehensive income:</i>				
Quoted equity securities	503,922	-	-	503,922
Unquoted equity securities*	-	-	241,206	241,206
	503,922	-	241,206	745,128
	504,824	-	241,206	746,030
At 31 December 2023				
Financial instruments				
<i>At fair value through profit or loss:</i>				
Quoted equity securities	3,628	-	-	3,628
<i>At fair value through other comprehensive income:</i>				
Quoted equity securities	413,635	-	-	413,635
Unquoted equity securities*	-	-	174,149	174,149
	413,635	-	174,149	587,784
	417,263	-	174,149	591,412

*Fair value of unquoted investments has been determined by the management based on Earnings Multiple and Net Assets Value techniques as at 31 December, using observable market data of comparable public entities, certain discount factors and unobservable financial data of respective non-public investees.

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11 FAIR VALUE OF FINANCIAL INSTRUMENTS (continued)

Movements in level 3 financial instruments measured at fair value

31 December 2024

	At 1 January 2024 AED'000	Purchases AED'000	Sales AED'000	Total loss recorded in OCI December 2024 AED'000	At 31 December 2024 AED'000
Financial instruments					
<i>At fair value through other comprehensive income</i>					
Unquoted investments	174,149	77,027	(8,113)	(1,857)	241,206

31 December 2023

	At 1 January 2023 AED'000	Purchases AED'000	Sales AED'000	Total gain recorded in OCI AED'000	At 31 December 2023 AED'000
Financial instruments					
<i>At fair value through other comprehensive income</i>					
Unquoted investments	151,601	64,836	(68,655)	26,367	174,149

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11 FAIR VALUE OF FINANCIAL INSTRUMENTS (continued)

Asset for which fair value approximates carrying value

For financial assets and financial liabilities that have short term maturities (less than three months) it is assumed that the carrying amounts approximate their fair values. This assumption is also applied to insurance receivables, reinsurance payables, demand deposits and savings accounts without specific maturity. Fair value of quoted bonds is based on price quotations at the reporting date.

12 INSURANCE AND REINSURANCE CONTRACTS

The breakdown of groups of insurance and reinsurance contracts held, that are in an asset position and those in a liability position is set out in the table below:

	31 December 2024			31 December 2023		
	Assets AED'000	Liabilities AED'000	Net AED'000	Assets AED'000	Liabilities AED'000	Net AED'000
Insurance contracts issued						
Life and Medical	-	363,703	(363,703)	-	303,051	(303,051)
General and Motor	-	1,635,400	(1,635,400)	-	1,366,145	(1,366,145)
	-	1,999,103	(1,999,103)	-	1,669,196	(1,669,196)
Reinsurance contracts held						
Life and Medical	253,971	-	253,971	158,703	-	158,703
General and Motor	1,199,995	-	1,199,995	1,021,099	-	1,021,099
	1,453,966	-	1,453,966	1,179,802	-	1,179,802

Roll-forward of net asset or liability for insurance contracts issued showing the liability for remaining coverage and the liability for incurred claims.

The Group disaggregates information to provide disclosure in respect of major product lines separately: Life & Medical and General & Motor. This disaggregation has been determined based on how the Group is managed.

The roll-forward of the net asset or liability for insurance contracts issued, showing the liability for remaining coverage and the liability for incurred claims, is disclosed in the table on the next page:

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12 INSURANCE AND REINSURANCE CONTRACTS (continued)

Roll-forward of net asset or liability for insurance contracts issued showing the liability for remaining coverage and the liability for incurred claims (continued)

2024

	Life and Medical				General and Motor			
	Liabilities for remaining coverage		Liabilities for incurred claims		Liabilities for remaining coverage		Liabilities for incurred claims	
	Excluding loss component AED'000	Loss component AED'000	Estimates of the present value of future cash flows AED'000	Risk adjustment AED'000	Excluding loss component AED'000	Loss component AED'000	Estimates of the present value of future cash flows AED'000	Risk adjustment AED'000
Insurance contract liabilities as at 1 January	112,724	-	184,480	5,846	1,118,094	-	236,332	11,720
Insurance revenue	(1,030,323)	-	-	-	(1,959,393)	-	-	-
Insurance service expenses	133,311	12,072	910,473	(1,211)	354,548	29,671	616,416	393
Incurred claims and other expenses	-	-	907,710	18,088	-	-	754,728	(3,453)
Amortisation of insurance acquisition cash flows	133,311	-	-	-	354,548	-	-	-
Losses on onerous contracts and reversals of those	-	12,072	-	-	-	29,671	-	-
Changes to liabilities for incurred claims	-	-	2,763	(19,299)	-	-	(138,312)	3,846
Insurance service result	(897,012)	12,072	910,473	(1,211)	(1,604,845)	29,671	616,416	393
Insurance finance income	-	-	2,610	-	-	-	6,950	-
Total changes in the consolidated statement of comprehensive (loss)/income	(897,012)	12,072	913,083	(1,211)	(1,604,845)	29,671	623,366	393
Cash flows								
Premiums received	1,049,310	-	-	-	2,295,653	-	-	-
Claims and other expenses paid	-	-	(865,029)	-	-	-	(698,387)	-
Insurance acquisition cash flows	(150,561)	-	-	-	(376,596)	-	-	-
Total cash flows	898,749	-	(865,029)	-	1,919,057	-	(698,387)	-
Net insurance contract liabilities as at 31 December	114,461	12,072	232,534	4,635	1,432,306	29,671	161,311	12,113
								1,999,103

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12 INSURANCE AND REINSURANCE CONTRACTS (continued)

Roll-forward of net asset or liability for insurance contracts issued showing the liability for remaining coverage and the liability for incurred claims (continued)

2023

	Life and Medical				General and Motor				Total
	Liabilities for remaining coverage		Liabilities for incurred claims		Liabilities for remaining coverage		Liabilities for incurred claims		
	Excluding loss component	Loss component	Estimates of the present value of future cash flows	Risk adjustment	Excluding loss component	Loss component	Estimates of the present value of future cash flows	Risk adjustment	
	AED'000	AED'000	AED'000	AED'000	AED'000	AED'000	AED'000	AED'000	AED'000
Insurance contract liabilities as at 1 January	26,181	-	102,124	2,713	782,013	-	285,163	15,072	1,213,266
Insurance revenue	(747,378)	-	-	-	(1,402,426)	-	-	-	(2,149,804)
Insurance service expenses	113,020	-	629,482	3,133	274,860	-	314,928	(3,352)	1,332,071
Incurrd claims and other expenses	-	-	623,622	19,227	-	-	372,889	(2,995)	1,012,743
Amortisation of insurance acquisition cash flows	113,020	-	-	-	274,860	-	-	-	387,880
Changes to liabilities for incurred claims	-	-	5,860	(16,094)	-	-	(57,961)	(357)	(68,552)
Insurance service result	(634,358)	-	629,482	3,133	(1,127,566)	-	314,928	(3,352)	(817,733)
Insurance finance income	-	-	1,356	-	-	-	9,550	-	10,906
Total changes in the consolidated statement of comprehensive (loss)/income	(634,358)	-	630,838	3,133	(1,127,566)	-	324,478	(3,352)	(806,827)
Cash flows									
Premiums received	856,012	-	-	-	1,831,099	-	-	-	2,687,111
Claims and other expenses paid	-	-	(548,482)	-	-	-	(373,309)	-	(921,791)
Insurance acquisition cash flows	(135,111)	-	-	-	(367,452)	-	-	-	(502,563)
Total cash flows	720,901	-	(548,482)	-	1,463,647	-	(373,309)	-	1,262,757
Net insurance contract liabilities as at 31 December	112,724	-	184,480	5,846	1,118,094	-	236,332	11,720	1,669,196

Notes to the consolidated financial statements

12 INSURANCE AND REINSURANCE CONTRACTS (continued)

Life and Medical

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Dubai Insurance Company (PJSC) and its subsidiaries

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12 INSURANCE AND REINSURANCE CONTRACTS (continued)

Roll-forward of net asset or liability for reinsurance contracts held showing the assets for remaining coverage and the amounts recoverable on incurred claims (continued)

2023

	Life and Medical			General and Motor			
	Assets for remaining coverage	Amounts recoverable on incurred claims	Estimates of the present value of future cash flows	Assets for remaining coverage	Amounts recoverable on incurred claims	Estimates of the present value of future cash flows	
	Excluding loss recovery component	Loss component	Risk adjustment	Excluding loss recovery component	Loss component	Risk adjustment	Total
	AED'000	AED'000	AED'000	AED'000	AED'000	AED'000	AED'000
Reinsurance contract assets as at 1 January	13,539	-	1,812	445,855	-	311,807	883,948
Reinsurance contract liabilities as at 1 January	(339,394)	-	-	(956,378)	-	-	(1,295,772)
Net reinsurance contract assets as at 1 January	-	-	956	-	-	268,630	601,108
Allocation of reinsurance premiums	-	-	10,922	-	-	306,710	652,600
Amounts recoverable from reinsurers for incurred claims	-	-	(9,966)	-	-	(38,080)	(51,492)
Amounts recoverable for incurred claims and other expenses	(339,394)	-	956	(956,378)	-	268,630	(694,664)
Changes to amounts recoverable for incurred claims	-	-	1,046	-	-	9,089	10,135
Net income or expense from reinsurance contracts held	(339,394)	-	956	(956,378)	-	277,719	(684,529)
Reinsurance finance income	-	-	-	-	-	-	-
Total changes in the consolidated statement of comprehensive	398,075	-	-	1,219,172	-	-	1,617,247
<i>Cash flows</i>	-	-	-	-	-	-	(636,864)
Premiums paid	-	-	-	-	-	(287,931)	-
Amounts received	398,075	-	(348,933)	1,219,172	-	(287,931)	980,383
Total cash flows	72,220	-	2,768	708,649	-	301,595	1,179,802
Net reinsurance contract assets as at 31 December	72,220	-	2,768	708,649	-	301,595	1,179,802
Reinsurance contract assets as at 31 December	-	-	-	-	-	-	-
Reinsurance contract liabilities as at 31 December	-	-	-	-	-	-	-
Net reinsurance contract assets as at 31 December	72,220	-	2,768	708,649	-	301,595	1,179,802

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12 INSURANCE AND REINSURANCE CONTRACTS (continued)

In addition to scenario testing, the development of insurance liabilities provides a measure of the Group's ability to estimate the ultimate value of claims. The top half of each table illustrates how the Group's estimate of liability for incurred claims for each accident year has changed at successive year-ends. The bottom half of the table reconciles the cumulative claims to the amount appearing in the consolidated statement of financial position. The following tables illustrate the Group's estimate of total liability for incurred claims for the years up to 2024.

Gross Insurance contract liabilities at 31 December 2024

	2017 and prior AED'000	2018 AED'000	2019 AED'000	2020 AED'000	2021 AED'000	2022 AED'000	2023 AED'000	2024 AED'000	Total AED'000
At the end of each reporting year	245,523	142,706	143,018	271,651	198,418	167,126	237,925	759,525	759,525
One year later	284,221	149,517	149,910	326,264	212,445	214,920	299,090	-	299,090
Two years later	278,601	154,864	148,738	338,322	215,488	212,856	-	-	212,856
Three years later	274,673	149,775	145,925	351,634	226,791	-	-	-	226,791
Four years later	274,515	149,895	145,783	332,373	-	-	-	-	332,373
Five years later	274,507	144,531	140,295	-	-	-	-	-	140,295
Six years later	274,392	147,251	-	-	-	-	-	-	147,251
Seven years later	272,949	-	-	-	-	-	-	-	272,949
Estimate of cumulative claims	272,949	147,251	140,295	332,373	226,791	212,856	299,090	759,525	2,391,130
Cumulative payments to date	279,012	148,303	141,213	300,849	169,477	212,678	295,576	628,527	2,175,635
Unallocated loss adjustment expense reserve	-	-	-	-	-	-	-	955	955
Claims payable	1,359	236	206	(7,065)	(12,846)	(40)	(788)	(29,575)	(48,513)
Total gross undiscounted liabilities for incurred claims	(4,704)	(816)	(712)	24,459	44,468	138	2,726	101,423	166,982
Attributable expenses								(6,535)	(6,535)
Effect of discounting								(6,629)	(6,629)
Total discounted gross reserves included in the consolidated statement of financial position								12,113	153,818
Risk Adjustments								-	12,113

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13 PREPAYMENTS AND OTHER RECEIVABLES

	2024 AED'000	2023 AED'000
Accrued interest receivable	7,335	7,179
Prepayments	3,899	3,549
Staff debtors and advances	149	108
VAT receivable	20,955	14,110
Other receivables	10,039	29,797
	<u>42,377</u>	<u>54,743</u>

14 STATUTORY DEPOSITS

	2024 AED'000	2023 AED'000
Bank deposits:		
Amounts that cannot be withdrawn without the prior approval of the Ministry of Economy in accordance with Article 42 of Federal Law No. 6 of 2007	<u>10,000</u>	<u>10,000</u>

The bank deposit expires after one year and is renewable every year and earns an interest of 5.00% per annum (2023: 4.40%) per annum.

15 CASH AND CASH EQUIVALENTS

Cash and cash equivalents included in the consolidated statement of cash flows comprise the following consolidated statement of financial position amounts:

	2024 AED'000	2023 AED'000
Cash on hand	55	26
Cash at banks	<u>657,788</u>	<u>558,123</u>
	<u>657,843</u>	<u>558,149</u>

Cash and cash equivalents are within United Arab Emirates, Europe and GCC.

16 SHARE CAPITAL

	2024 AED'000	2023 AED'000
Issued and fully paid 100,000,000 shares of AED 1 each (2023: 100,000,000 shares of AED 1 each)	<u>100,000</u>	<u>100,000</u>

17 RESERVES

NATURE AND PURPOSE OF RESERVES

Statutory reserve

In accordance with UAE Commercial Companies Law and the Company's Articles of Association, the Group has resolved to discontinue the annual transfer of 10% of the consolidated profit for the year since the statutory reserve reached 50% of the paid-up share capital. The reserve is not available for distribution, except in the circumstances stipulated by the UAE Commercial Companies Law.

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17 RESERVES (continued)

NATURE AND PURPOSE OF RESERVES (continued)

General reserve

Transfers to the general reserve are made on the recommendation of the Board of Directors. During the year, no transfer was made (31 December 2023: nil) was transferred to the general reserve from retained earnings. This reserve may be used for such purposes as deemed appropriate by the Board of Directors.

Reinsurance reserve

In accordance with Central Bank of the United Arab Emirates' Board of Directors' Decision No. 23, Article 34, an amount of AED 11,018 thousand (31 December 2023: AED 9,789 thousand) based on the reinsurance share of premium at a rate of 0.5% was transferred from retained earnings to reinsurance reserve. The reserve is not available for distribution and will not be disposed of without prior approval from Central Bank of the United Arab Emirates.

Cumulative changes in fair value of investments

This reserve records fair value changes on financial instruments held at fair value through other comprehensive income.

18 DIVIDENDS

For the year ended 31 December 2023, the shareholders at the annual general meeting dated 20 March 2024 approved a cash dividend of 70% (AED 0.70 per share) totalling AED 70 million. For the year ended 31 December 2022, the shareholders at the annual general meeting dated 13 March 2023 approved a cash dividend of 50% (AED 0.50 per share) totalling AED 50 million.

19 EMPLOYEES' END OF SERVICE BENEFITS

Movements in the provision recognised in the consolidated statement of financial position are as follows:

	2024 AED'000	2023 AED'000
Balance as at 1 January	6,958	5,809
Charge for the year	1,927	1,334
Payments during the year	(565)	(185)
Balance as at 31 December	8,320	6,958

20 BANK LOAN

During the year, the Group obtained invoice discounting facility from Mashreq Bank. Credit limit for invoice discounting facility is up to AED 400 million. This facility can be utilised solely for the purpose of medical portfolio at the commission of 3 months EIBOR+1.40% per annum on daily outstanding balance, payable monthly in arrears.

21 DEFERRED TAX LIABILITY

	2024 AED'000	2023 AED'000
Deferred tax arising in respect of:		
Recognised in OCI:		
Net change in fair value of equity investments designated at FVTOCI	(7,652)	-

Deferred taxes arising from temporary differences are summarised as follows on next page:

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21 DEFERRED TAX LIABILITY (continued)

	Net balance at 1 January 2024 AED'000	Recognised in profit or loss AED'000	Recognised in other comprehensive income AED'000	Net balance at 31 December 2024 AED'000
Deferred tax liability	-	-	(7,652)	(7,652)

22 INCOME TAX EXPENSE

	2024 AED'000	2023 AED'000
Consolidated statement of profit or loss:		
Current tax	(9,647)	-
Consolidated statement of comprehensive income		
Current tax	(75)	-
Deferred tax	(7,652)	-

Relationship between tax expense and accounting profit:

	2024 AED'000	2023 AED'000
Profit for the year before taxation	141,949	-
Basic exemption limit	(375)	-
Tax applicable profit	141,574	-
Tax at the applicable rate of 9%	(12,742)	-
Effect of items that are not considered in determining taxable income - net		
Exempt income	3,175	-
Realised gain	(75)	-
Non-deductible expenses	(5)	-
Income tax expense	(9,647)	-
Profit for the year after taxation	132,302	-

23 RELATED PARTY TRANSACTIONS

Related parties represent, major shareholders, directors and key management personnel of the Group, and entities controlled, jointly controlled or significantly influenced by such parties. The pricing policies and terms of these transactions are approved by the Group's management.

The significant balances outstanding at 31 December in respect of related parties included in the consolidated financial statements are as follows:

	2024 AED'000	2023 AED'000
<i>Affiliates of major shareholders:</i>		
Insurance contract liabilities	57,169	58,095

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23 RELATED PARTY TRANSACTIONS (continued)

The income and expenses in respect of related parties included in the consolidated financial statements are as follows:

	2024 AED'000	2023 AED'000
<i>Affiliates of major shareholders:</i>		
Insurance service revenue	47,925	34,982
Insurance service expenses	(81,649)	(44,775)
Rent received	57	59
Rent paid	(394)	(483)

Compensation of the key management personnel is as follows:

	2024 AED'000	2023 AED'000
Short term employee benefits	9,837	7,344
End of service benefits	303	270
	10,140	7,614

Outstanding balances at the year-end arise in the normal course of business. For the years ended 31 December 2024 and 31 December 2023, the Group has recorded expected credit losses of AED 205 thousand and AED 11 thousand on balances owed by related parties respectively.

24 DIRECTORS' REMUNERATION

Directors' remuneration have been included in consolidated statement of profit or loss of amounting AED 6,017 thousand.

25 RISK MANAGEMENT

(a) Governance framework

The primary objective of the Group's risk and financial management framework is to protect the Group's shareholders from events that hinder the sustainable achievement of consolidated financial performance objectives, including failing to exploit opportunities. Key management recognises the critical importance of having efficient and effective risk management systems in place.

The Group's risk management function is carried out by the board of directors, with its associated committees. This is supplemented with a clear organisational structure with documented delegated authorities and responsibilities from the board of directors to the Chief Executive Officer and senior managers.

The board of directors meets regularly to approve any commercial, regulatory and organisational decisions. The Chief Executive Officer under the authority delegated from the board of directors defines the Group's risk and its interpretation, limit structure to ensure the appropriate quality and diversification of assets, align underwriting and reinsurance strategy to the corporate goals, and specify reporting requirements.

The Group's enterprise risk management framework is established to identify and analyse the key risks faced by the Group to set appropriate controls and manage those risks. As part of the risks identification process, the Group uses risk-based capital model to assess the capital requirement and uses stress analysis to apply changes to capital. The Group's risk appetite is derived from the changes to capital.

25 RISK MANAGEMENT (continued)

(b) Capital management framework

The primary objective of the Group's capital management is to comply with the regulatory requirements in the UAE and to ensure that it maintains a healthy capital ratio in order to support its business and maximise shareholder value.

The Group manages its capital structure and makes adjustments to it, in light of changes in economic conditions. To maintain or adjust the capital structure, the Group may adjust the dividend payment to shareholders, return capital to shareholders or issue new shares. The Group fully complied with the externally imposed capital requirements and no changes were made in the objectives, policies or processes during the years ended 31 December 2024 and 31 December 2023.

(c) Regulatory framework

Regulators are primarily interested in protecting the rights of the policyholders and monitor them closely to ensure that the Group is satisfactorily managing affairs for their benefit. At the same time, the regulators are also interested in ensuring that the Group maintains an appropriate solvency position to meet unforeseen liabilities arising from economic shocks or natural disasters.

The operations of the Group are also subject to regulatory requirements within the jurisdiction where it operates. Such regulations not only prescribe approval and monitoring of activities, but also impose certain restrictive provisions (e.g. capital adequacy) to minimise the risk of default and insolvency on the part of the insurance companies to meet unforeseen liabilities as these arise.

(d) Asset liability management (ALM) framework

Financial risks arise from open positions in interest rate, currency and equity products, all of which are exposed to general and specific market movements. The Group manages these positions to achieve long-term investment returns in excess of its obligations under insurance contracts. The principal technique of the Group's ALM is to match assets to the liabilities arising from insurance contracts by reference to the type of benefits payable to contract holders.

The Chief Executive Officer actively monitors the ALM to ensure in each period sufficient cash flow is available to meet liabilities arising from insurance contracts.

The Chief Executive Officer regularly monitors the financial risks associated with the Group's other financial assets and liabilities not directly associated with insurance liabilities.

25 RISK MANAGEMENT (continued)

25A Insurance risk

The risk under any one insurance contract is the possibility that the insured event occurs and the uncertainty of the amount of the resulting claim. By the nature of an insurance contract, this risk is random and therefore unpredictable. Factors that aggravate insurance risk include lack of risk diversification in terms of type and amount of risk, geographical location and type of industry covered.

For a portfolio of insurance contracts where the theory of probability is applied to pricing and provisioning, the principal risk that the Group faces under its insurance contracts is that the actual claims and benefit payments exceed the estimated amount of the insurance liabilities. This could occur because the frequency or severity of claims and benefits are greater than estimated. Insurance events are random and the actual number and amount of claims and benefits will vary from year to year from the estimate established using statistical techniques.

Experience shows that the larger the portfolio of similar insurance contracts, the smaller the relative variability about the expected outcome will be. In addition, a more diversified portfolio is less likely to be affected across the board by a change in any subset of the portfolio. The Group has developed its insurance underwriting strategy to diversify the type of insurance risks accepted and within each of these categories to achieve a sufficiently large population of risks to reduce the variability of the expected outcome.

The Group manages risks through its underwriting strategy, adequate reinsurance arrangements and proactive claims handling. The underwriting strategy attempts to ensure that the underwritten risks are well diversified in terms of type and amount of risk, industry and geography. Underwriting limits are in place to enforce appropriate risk selection criteria.

Frequency and severity of claims

The Group has the right not to renew individual policies, to re-price the risk, to impose deductibles and to reject the payment of a fraudulent claim. Insurance contracts also entitle the Group to pursue third parties for payment of some or all costs (for example, subrogation).

Property insurance contracts are underwritten by reference to the commercial replacement value of the properties and contents insured, and claim payment limits are always included to cap the amount payable on occurrence of the insured event. Cost of rebuilding properties, of replacement or indemnity for contents and time taken to restart operations for business interruption are the key factors that influence the level of claims under these policies. The insurance risk arising from insurance contracts is not concentrated in any of the territories in which the Group operates, and there is a balance between commercial and personal properties in the overall portfolio of insured buildings.

For motor contracts the main risks are claims for death and bodily injury and the replacement or repair of vehicles. The level of court awards for deaths and to injured parties and the replacement costs of motor vehicles are the key factors that influence the level of claims. For marine insurance the main risks are loss or damage to marine craft and accidents resulting in the total or partial loss of cargoes. The underwriting strategy for the marine class of business is to ensure that policies are well diversified in terms of vessels and shipping routes covered. For medical insurance, the main risks are illness and related healthcare costs. For group life and personal accident, the main risks are claims from death and permanent or partial disability. The Group generally does not offer medical insurance to walk-in customers. Medical, group life and personal accident insurance are generally offered to corporate customers with large population to be covered under the policy.

25 RISK MANAGEMENT (continued)

25A Insurance risk (continued)

Reinsurance risk

In common with other insurance companies, in order to minimise financial exposure arising from large insurance claims, the Group, in the normal course of business, enters into arrangements with other parties for reinsurance purposes. Such reinsurance arrangements provide for greater diversification of business, allow management to control exposure to potential losses arising from large risks, and provide additional capacity for growth. A significant portion of the reinsurance is affected under treaty, facultative and excess of loss reinsurance contracts.

To minimise its exposure to significant losses from reinsurer insolvencies, the Group evaluates the financial condition of its reinsurers. The Group deals with reinsurers approved by the Board of Directors.

The five largest reinsurers account for 94% of amounts due from reinsurance companies at 31 December 2024 (2023: 79%). The maximum theoretical credit risk exposure in this connection is mainly in Europe.

Sources of uncertainty in the estimation of future claim payments

Claims on insurance contracts are payable on a claims-occurrence basis. The Group is liable for all insured events that occurred during the term of the contract, even if the loss is discovered after the end of the contract term. As a result, liability claims are settled over a long period of time and element of the claims provision includes incurred but not reported claims (IBNR). The estimation of IBNR is generally subject to a greater degree of uncertainty than the estimation of the cost of settling claims already notified to the Group, where information about the claim event is available. IBNR claims may not be apparent to the insured until many years after the event that gave rise to the claims. For some insurance contracts, the IBNR proportion of the total liability is high and will typically display greater variations between initial estimates and final outcomes because of the greater degree of difficulty of estimating these liabilities. In estimating the liability for the cost of reported claims not yet paid, the Group considers information available from loss adjusters and information on the cost of settling claims with similar characteristics in previous periods. Large claims are assessed on a case-by-case basis or projected separately in order to allow for the possible distortive effect of their development and incidence on the rest of the portfolio.

The estimated cost of claims includes direct expenses to be incurred in settling claims, net of the expected subrogation value and other recoveries. The Group takes all reasonable steps to ensure that it has appropriate information regarding its claims' exposures. However, given the uncertainty in establishing claims provisions, it is likely that the final outcome will prove to be different from the original liability established.

The amount of insurance claims is particularly sensitive to the level of court awards and to the development of legal precedent on matters of contract and tort. Insurance contracts are also subject to the emergence of new types of latent claims, but no allowance is included for this at the end of the reporting period.

Where possible, the Group adopts multiple techniques to estimate the required level of provisions. This provides a greater understanding of the trends inherent in the experience being projected. The projections given by the various methodologies also assist in estimating the range of possible outcomes. The most appropriate estimation technique is selected taking into account the characteristics of the business class and the extent of the development of each accident year.

In calculating the estimated cost of unpaid claims (both reported and not), the Group's estimation techniques are a combination of loss-ratio-based estimates and an estimate based upon actual claims experience using predetermined formulae where greater weight is given to actual claims experience as time passes. The initial loss-ratio estimate is an important assumption in the estimation technique and is based on previous years' experience, adjusted for factors such as premium rate changes, anticipated market experience and historical claims inflation.

The initial estimate of the loss ratios used for the current year before and after reinsurance are analysed below by type of risk where the insured operates for current and prior year premium earned.

Dubai Insurance Company (PJSC) and its subsidiaries

Notes to the consolidated financial statements

For the year ended 31 December 2024

25 RISK MANAGEMENT (continued)

25A Insurance risk (continued)

Type of risk	year ended 31 December 2024		year ended 31 December 2023	
	Gross loss ratio	Net loss ratio	Gross loss ratio	Net loss ratio
Life insurance	108%	73%	40%	32%
General insurance	50%	55%	42%	42%

Process used to decide on assumptions

The risks associated with insurance contracts are complex and subject to a number of variables that complicate quantitative sensitivity analysis. Internal data is derived mostly from the Group's quarterly claims reports and screening of the actual insurance contracts carried out at the end of the reporting period to derive data for the contracts held. The Group uses assumptions based on a mixture of internal and market data to measure its claims liabilities. The Group has reviewed the individual contracts and in particular the industries in which the insured companies operate and the actual exposure years of claims. This information is used to develop scenarios related to the latency of claims that are used for the projections of the ultimate number of claims.

The choice of selected results for each accident year of each class of business depends on an assessment of the technique that has been most appropriate to observed historical developments. In certain instances, this has meant that different techniques or combinations of techniques have been selected for individual accident years or groups of accident years within the same class of business.

Sensitivity

The liability for incurred claims is sensitive to the key assumptions in the table below. It has not been possible to quantify the sensitivity of certain assumptions such as legislative changes or uncertainty in the estimation process. The following sensitivity analysis shows the impact on gross and net liabilities, net profit and equity for reasonably possible movements in key assumptions with all other assumptions held constant.

The correlation of assumptions will have a significant effect in determining the ultimate impacts, but to demonstrate the impact due to changes in each assumption, assumptions had to be changed on an individual basis.

It should be noted that movements in these assumptions are non-linear. The method used for deriving sensitivity information and significant assumptions did not change from the previous period.

	Change in assumptions	Impact on net profit gross of reinsurance AED'000	Impact on net profit net of reinsurance AED'000	Impact on equity gross of reinsurance AED'000	Impact on equity net of reinsurance AED'000
2024					
Loss reserves	5%	21,984	7,331	21,984	7,331
Risk Adjustment	5%	837	236	837	236
Discount rate	0.5%	(973)	(174)	(973)	(174)
Loss reserves	-5%	(21,984)	(7,331)	(21,984)	(7,331)
Risk Adjustment	-5%	(837)	(236)	(837)	(236)
Discount rate	-0.5%	982	175	982	175

Dubai Insurance Company (PJSC) and its subsidiaries

Notes to the consolidated financial statements

For the year ended 31 December 2024

25 RISK MANAGEMENT (continued)

25A Insurance risk (continued)

Sensitivity (continued)

2023	Change in assumptions	Impact on net profit gross of reinsurance AED'000	Impact on net profit net of reinsurance AED'000	Impact on equity gross of reinsurance AED'000	Impact on equity net of reinsurance AED'000
Loss reserves	5%	21,192	4,785	21,192	4,785
Risk Adjustment	5%	878	197	878	197
Discount rate	0.5%	(1,011)	(137)	(1,011)	(137)
Loss reserves	-5%	(21,192)	(4,785)	(21,192)	(4,785)
Risk Adjustment	-5%	(878)	(197)	(878)	(197)
Discount rate	-0.5%	1,020	138	1,020	138

25B Financial risk

The Group's principal financial instruments include financial assets and financial liabilities which comprise financial investments (at fair value through profit or loss and other comprehensive income), receivables arising from insurance and reinsurance contracts, statutory deposits, cash and cash equivalents, trade and other payables, and re-insurance balance payables.

The Group does not enter into derivative transactions.

The main risks arising from the Group's financial instruments are credit risk, geographical risk, liquidity risk, foreign currency risk, interest rate risk and equity price risk. The board reviews and agrees policies for managing each of these risks and they are summarised below:

Credit risk

Credit risk is the risk that one party to a financial instrument will fail to discharge an obligation and cause the other party to incur a financial loss. For all classes of financial assets held by the Group, the maximum exposure to credit risk to the Group is the carrying value as disclosed in the consolidated statement of financial position.

The following policies and procedures are in place to mitigate the Group's exposure to credit risk:

- The Group only enters into insurance and reinsurance contracts with recognised, credit worthy third parties. It is the Group's policy that all customers who wish to trade on credit terms are subject to credit verification procedures. In addition, receivables from insurance and reinsurance contracts are monitored on an ongoing basis in order to reduce the Group's exposure to bad debts.
- The Group seeks to limit credit risk with respect to agents and brokers by setting credit limits for individual agents and brokers and monitoring outstanding receivables.
- The Group's investments at fair value through profit or loss or OCI are managed by the Chief Executive Officer in accordance with the guidance of the Chairman and the supervision of the Board of Directors.
- The Group's bank balances are maintained with a range of international and local banks in accordance with limits set by the management.

Dubai Insurance Company (PJSC) and its subsidiaries

Notes to the consolidated financial statements

For the year ended 31 December 2024

25 RISK MANAGEMENT (continued)

25B Financial risk (continued)

Credit risk (continued)

The table below shows the maximum exposure to credit risk for the components of the consolidated statement of financial position:

	Notes	2024 AED'000	2023 AED'000
Financial instruments – deposits and debt instruments		459,955	320,490
Other receivables (excluding prepayments)	13	38,478	51,194
Statutory deposits	14	10,000	10,000
Cash and cash equivalents	15	657,843	558,149
Total credit risk exposure		1,166,276	939,833

Where financial instruments are recorded at fair value the amounts shown above represent the current credit risk exposure but not the maximum risk exposure that could arise in the future as a result of changes in value.

All the Group's investments in bonds measured at amortised cost are considered to have low credit risk and the loss allowance recognised is based on the 12 months expected loss. Management considers "low credit risk" for bonds to be those with high quality external credit ratings (investment grade). The credit risk in respect of deposits with banks (including statutory deposits) and cash and cash equivalent held with banks are managed via diversification of bank deposits and are only with major reputable financial institutions. Reinsurance assets and the associated risks including Group's appropriate measure have been discussed in detail in the "Reinsurance risk" section. Other receivables (excluding prepayments) have been determined by management not to have a material credit risk hence no allowance for expected credit losses has been recognized as at 31 December 2024 (2023: Nil).

The table on as follow provides information regarding the credit risk exposure of the Group by classifying financial assets according to the Group's credit rating of counterparties.:

31 December 2024

	Neither past due nor impaired			Past due and impaired	Total
	High grade	Standard grade	Sub-standard grade		
	AED'000	AED'000	AED'000	AED'000	AED'000
Financial instruments	-	459,955	-	-	459,955
Reinsurance assets	-	1,453,966	-	-	1,453,966
Other receivables (excluding prepayments)	-	38,478	-	-	38,478
Statutory deposits	10,000	-	-	-	10,000
Cash and cash equivalents	657,843	-	-	-	657,843
	667,843	1,952,399	-	-	2,620,242

Dubai Insurance Company (PJSC) and its subsidiaries

Notes to the consolidated financial statements

For the year ended 31 December 2024

25 RISK MANAGEMENT (continued)

25B Financial risk (continued)

Credit risk (continued)

31 December 2023

	Neither past due nor impaired			Past due and impaired	Total
	High grade	Standard grade	Sub-standard grade		
	AED'000	AED'000	AED'000	AED'000	AED'000
Financial instruments	-	320,490	-	-	320,490
Reinsurance assets	-	1,179,802	-	-	1,179,802
Other receivables (excluding prepayments)	-	51,194	-	-	51,194
Statutory deposits	10,000	-	-	-	10,000
Cash and cash equivalents	558,149	-	-	-	558,149
	568,149	1,551,486	-	-	2,119,635

The following table provides an ageing analysis of insurance receivables arising from insurance and reinsurance contracts past due but not impaired:

	Past due but not impaired								
	Neither past due nor impaired	90 days	91 to 180 days	181 to 270 days	271 to 365 days	> 365 days	Total	Past due and impaired	Total
	AED'000	AED'000	AED'000	AED'000	AED'000	AED'000	AED'000	AED'000	AED'000
2024	340,687	78,420	61,483	23,596	18,475	53,612	576,273	(16,411)	559,862
2023	276,555	139,806	34,822	12,973	6,047	24,858	495,061	(14,809)	480,252

For assets to be classified as 'past due and impaired' the contractual payments in arrears are more than 180 days and an impairment adjustment is recorded in the consolidated statement of income for this. When the credit exposure is adequately secured or when management is confident of settlement, arrears more than 180 days might still be classified as 'past due but not impaired', with no impairment adjustment recorded.

Insurance receivables days past due (AED'000)

	0-90 days	91-365 days	365 days and above	Total
31 December 2024				
Expected credit loss rates	2.14%	0.30%	13.34%	
Gross carrying amount	419,107	103,554	53,612	576,273
Life-time expected credit losses	8,950	307	7,154	16,411

Insurance receivables days past due (AED'000)

	0-90 days	91-365 days	365 days and above	Total
31 December 2023				
Expected credit loss rates	1.89%	0.76%	26.25%	
Gross carrying amount	416,361	53,842	24,858	495,061
Life-time expected credit losses	7,875	410	6,524	14,809

25 RISK MANAGEMENT (continued)

25B Financial risk (continued)

Geographical risk

The Group has geographical risk exposure. Such exposure arises from investments, cash and cash equivalents and insurance contracts concentrated within certain geographical areas. The investments and cash and cash equivalents are primarily with local companies and financial institutions. The risk arising from insurance contracts is concentrated mainly in the United Arab Emirates. The geographical concentration of risks is similar to previous year.

In accordance with the requirement of the Securities and Commodities Authority (Circular dated 12-10-2011) following are the details of the geographical concentration of assets in the Group's consolidated financial statements as of 31 December 2024:

(a) Investment property

Investment property represents the Group's investment in a freehold land and building situated in the Emirate of Dubai, United Arab Emirates.

(b) Financial instruments – investments

Investments in financial assets represent investments in quoted and unquoted shares of companies incorporated within and outside the United Arab Emirates and investments in bonds issued locally and outside United Arab Emirates.

(c) Cash and cash equivalents

Cash and cash equivalents of the Group are with banks registered and operating in the United Arab Emirates and in Europe.

Currency risk

Currency risk refers to the potential for financial instrument values to vary due to fluctuations in foreign exchange rates. The Group faces limited exchange rate risks since most of its monetary assets and monetary liabilities are denominated in United Arab Emirates dirham (AED) and/or in US Dollars, to which this local currency is fixed.

Management considers the likelihood of significant losses from exchange rate fluctuations to be minimal. As a result, the Group has not implemented hedging strategies for its foreign currency exposure.

Dubai Insurance Company (PJSC) and its subsidiaries

Notes to the consolidated financial statements

For the year ended 31 December 2024

25 RISK MANAGEMENT (continued)

25B Financial risk (continued)

Liquidity risk

Liquidity risk is the risk that the Group will not be able to meet its commitments associated with insurance contracts and financial liabilities when they fall due. Liquidity requirements are monitored on a monthly basis and management ensures that sufficient liquid funds are available to meet any commitments as they arise.

The table below summarises the maturity of the assets and liabilities of the Group based on remaining contractual settlement dates.

	31 December 2024				31 December 2023			
	Less than one year AED'000	More than one year AED'000	No maturity date AED'000	Total AED'000	Less than one year AED'000	More than one year AED'000	No maturity date AED'000	Total AED'000
ASSETS								
Property and equipment	-	-	57,445	57,445	-	-	53,617	53,617
Investment property	-	-	61,115	61,115	-	-	61,858	61,858
Financial instruments	357,749	102,206	746,030	1,205,985	277,165	43,325	591,412	911,902
Reinsurance contract assets	1,377,633	76,333	-	1,453,966	1,119,992	59,810	-	1,179,802
Prepayments and other receivables	42,377	-	-	42,377	54,743	-	-	54,743
Statutory deposits	-	-	10,000	10,000	-	-	10,000	10,000
Cash and cash equivalents	657,843	-	-	657,843	558,149	-	-	558,149
TOTAL ASSETS	2,435,602	178,539	874,590	3,488,731	2,010,049	103,135	716,887	2,830,071
Liabilities								
Bank loan	39,043	-	-	39,043	-	-	-	-
Employees' end of service benefits	-	8,320	-	8,320	-	6,958	-	6,958
Insurance contract liabilities	1,946,768	52,335	-	1,999,103	1,604,513	64,683	-	1,669,196
Other payables	487,336	-	-	487,336	363,352	-	-	363,352
Deferred tax & Income tax payable	9,647	-	7,652	17,299	-	-	-	-
Total liabilities	2,482,794	60,655	7,652	2,551,101	1,967,865	71,641	-	2,039,506

Dubai Insurance Company (PJSC) and its subsidiaries

Notes to the consolidated financial statements

For the year ended 31 December 2024

25 RISK MANAGEMENT (continued)

25B Financial risk (continued)

Liquidity risk (continued)

	Less than 1 year AED'000'	1-5 years AED'000'	5+ years AED'000'	Total AED'000'
31 December 2024				
Reinsurance contract assets	1,377,633	76,333	-	1,453,966
Insurance contract liabilities	1,946,768	52,335	-	1,999,103
	Less than 1 year AED'000'	1-5 years AED'000'	5+ years AED'000'	Total AED'000'
31 December 2023				
Reinsurance contract assets	1,119,992	59,810	-	1,179,802
Insurance contract liabilities	1,604,513	64,683	-	1,669,196

Interest rate risk

Interest rate risk is the risk that the value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates. Floating rate instruments expose the Group to cash flow interest risk, whereas fixed interest rate instruments expose the Group to fair value interest risk.

The Group is exposed to interest rate risk on certain of its investment in financial instruments held at fair value though profit or loss, designated upon initial recognition, statutory deposits and bank loan. The Group limits interest rate risk by monitoring changes in interest rates in the currencies in which its cash and interest-bearing investments and borrowings are denominated.

Interest rate sensitivity

The effective interest rates for all major classes of interest-bearing financial instruments as at 31 December, are as follows:

	Total AED'000	Effective interest rate %
31 December 2024		
Time deposits	357,749	4.40% to 5.00%
31 December 2023		
Time deposits	277,165	4.40% to 5.30%

The sensitivity analyses below have been determined based on the exposure to interest rates for interest-bearing financial assets assuming the amount of assets at the end of the reporting period were outstanding for the whole year.

Dubai Insurance Company (PJSC) and its subsidiaries

Notes to the consolidated financial statements

For the year ended 31 December 2024

25 RISK MANAGEMENT (continued)

25B Financial risk (continued)

Interest rate sensitivity (continued)

If interest rates had been 100 basis points higher/lower and all other variables were held constant, the Group's profit for the year ended 31 December 2024 would increase/decrease by AED 3,577 thousand (2023: AED 2,772 thousand).

Equity price risk

Equity price risk is the risk that the fair values of equities decrease as a result of changes in the levels of equity indices and the value of individual stocks. The equity price risk exposure arises from the Group's investment portfolio.

The effect on equity (as a result of a change in the fair value of equity instruments held as financial assets at fair value through other comprehensive income at 31 December 2024 and 31 December 2023) and on consolidated statement of income (as a result of changes in fair value of equity instruments held as financial assets through profit or loss) due to a reasonably possible change in equity indices, with all other variables held constant, is as follows:

	2024			2023		
	Change in equity price %	Effect on equity AED'000	Effect on consolidated statement of profit or loss AED'000	Change in equity price %	Effect on equity AED'000	Effect on consolidated statement of profit or loss AED'000
All investments – (Dubai Financial Market and Abu Dhabi Stock Market)	10	50,482	90	10	41,726	363

25C Operational risk

Operational risk is the risk of loss arising from systems failure, human error, fraud or external events. When controls fail to perform, operational risks can cause damage to reputation, have legal or regulatory implications, or lead to financial loss. The Group cannot expect to eliminate all operational risks, but through a control framework and by monitoring and responding to potential risks, the Group is able to manage the risks. Controls include effective segregation of duties, access, authorisation and reconciliation procedures, staff education and assessment processes.

26 CONTINGENCIES

Contingent liabilities

At 31 December 2024 the Group had contingent liabilities in respect of bank and other guarantees and other matters arising in the ordinary course of business from which it is anticipated that no material liabilities will arise, amounting to AED 10,105 thousand (2023: AED 10,105 thousand).

Legal claims

The Group, in common with the significant majority of insurers, is subject to litigation in the normal course of its business. The Group, based on independent legal advice, does not believe that the outcome of these court cases will have a material impact on the Group's income or financial condition.

Dubai Insurance Company (PJSC) and its subsidiaries

Notes to the consolidated financial statements

For the year ended 31 December 2024

26 CONTINGENCIES (Continued)

Capital and lease commitments

At 31 December, the Group's capital and short-term lease commitments are payable as follows:

	2024 AED'000	2023 AED'000
Short-term lease commitments - less than one year	138	206

27 CAPITAL RISK MANAGEMENT

Summary of Solvency Margin Analysis

	2024 AED'000	2023 AED'000
Minimum Capital Requirement (MCR)	100,000	100,000
Solvency Capital Requirement (SCR)	403,573	326,741
Minimum Guarantee Fund (MGF)	267,427	208,356
Basic Own Funds	633,518	582,733
MCR Solvency Margin - Surplus	533,518	482,733
SCR Solvency Margin - Surplus	229,944	255,992
MGF Solvency Margin - Surplus	366,090	374,377

28 COMPARATIVES

Comparative figures have been reclassified in order to conform to current period's presentation and improve the quality of information presented. However, there is no material effect on previously reported total assets, total equity, total liabilities and profit for the year.



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CORPORATE GOVERNANCE REPORT

2024



DUBAI INSURANCE COMPANY (P.S.C)

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GOVERNANCE

Dubai Insurance Company is committed to implementing best governance practices and complying with all regulatory requirements through an effective internal control system that aligns with the highest international standards. The company adopts a proactive and progressive approach to working with its partners, employees, and clients in both the public and private sectors to achieve optimal compliance standards.



OUR MISSION

TO ENHANCE SHAREHOLDERS VALUE BY BEING AN INDISPENSABLE PARTNER TO OUR CUSTOMERS BY PROVIDING VALUE ADDED GENERAL AND SPECIALTY PRODUCTS AND SERVICES.

OUR VALUES

COMMITMENT - CUSTOMER CARE - CREDIBILITY - INTEGRITY - TEAMWORK - QUALITY



INTRODUCTION

Dubai Insurance Company is a public shareholding company listed on the Dubai Financial Market. Federal Law governs its operations No. (48) of 2023 regarding the regulation of the insurance business and Federal Law No. (32) of 2021 regarding commercial companies. The company's main activity is in the field of insurance and reinsurance of various types and branches. It operates under the supervision and control of the Central Bank of the United Arab Emirates and is licensed under number (4). The company's headquarters is located in its owned building on Al Rigga Street - Deira - Dubai - United Arab Emirates.

GOVERNANCE FRAMEWORK

Dubai Insurance Company reaffirms its full commitment to implementing a corporate governance framework that complies with all applicable regulatory requirements for public shareholding companies in the UAE. This framework is based on corporate governance regulation and standards for insurance companies issued by the Central Bank of the UAE, decisions of the Securities and Commodities Authority regarding the Corporate Governance Guide for Public shareholding Companies, and any other relevant decisions issued by competent authorities in line with the best global practices.

This commitment reflects the company's recognition of the necessity for a robust governance system founded on a solid framework. The goal is to create a low-risk working environment, facilitating effective decision-making and fostering a strong, transparent relationship with stakeholders through regular disclosures in accordance with legal provisions.

In this context, the company has established an integrated framework that clearly defines the rights and duties of the Board of Directors, its committees, and the executive management, in addition to the responsibilities of compliance, risk management, and internal audit departments. The Board of Directors is responsible for ensuring the efficiency and effectiveness of internal controls and the company's compliance with governance regulation, as well as effectively guiding management to enhance transparency and integrity in investment activities, business plans, budgets, and financial statements. The board also oversees the human resources necessary to implement the company's strategies and ensures the timely provision of accurate and comprehensive information to shareholders.

THE MEASURES TAKEN TO SATISFY THE CORPORATE GOVERNANCE REGULATIONS IN 2024

In line with Dubai Insurance Company's commitment to enhancing the corporate governance regulation according to best practices and approved standards, the company took a series of key actions in 2024 to achieve this goal, including:

1- Election of a New Board of Directors:

A new Board of Directors was elected, comprising a select group of competencies through transparent mechanisms in line with applicable regulations, considering independence requirements to ensure enhanced oversight and objectivity in decision-making. The company also committed to representing women on the board in support of the state's directions towards empowering women in leadership positions.

2- Formation of Committees Derived from the Board:

The main committees derived from the Board of Directors were formed, including the Audit Committee, Risk Management Committee, Nomination and Remuneration Committee, and Investment Committee, ensuring their compliance with independence and specialized expertise requirements. These committees aim to support the board in efficiently and effectively performing its supervisory duties.

3- Review and Approval of Basic Policies and Procedures:

To complete the commitment to the Central Bank's regulations and standards, all required basic policies and procedures were reviewed and approved, covering several areas such as the governance framework, compliance, fair treatment of policyholders, and enhancing transparency and disclosure.

4- Enhancing the Board's Supervisory Role:

Throughout the year, the board worked to enhance its supervisory role to add value to the company and stakeholders. Efforts were directed towards effective oversight of the company's strategic activities, reviewing financial performance, and monitoring the implementation of business plans, contributing to achieving the company's sustainable goals.

5-The company disclosed its quarterly financial results after they were audited and approved by the external auditor. Additionally, information regarding the most important decisions made by the Board of Directors, including copies of these results and decisions, has been sent to the Securities and Commodities Authority and the Dubai Financial Market.

These actions are part of the company's vision to develop the governance system to ensure high transparency, enhance organizational efficiency, and achieve the aspirations of shareholders and stakeholders.



TRANSACTIONS OF THE DIRECTORS, THEIR SPOUSES AND CHILDREN IN SECURITIES DURING 2024:

REGARDING THE TRANSACTIONS OF BOARD MEMBERS AND THEIR SPOUSES AND CHILDREN IN THE COMPANY’S SECURITIES DURING 2024:

No.	Name	Position/Relationship	Shares Owned as of 31-12-2024	Total Purchase	Total Sale
1	Butti Obaid Al Mulla	Chairman of the Board	8,271,570	None	None
2	Obaid Butti Al Mulla	Son of the Chairman	5,000,000	None	None
3	Hanaa Obaid Butti Al Mulla	Wife of Board Member Abdullah Al Hariz	1,682,825	None	None
4	Khalid Abdulwahid Al Rostamani	Board Member	130,670	None	None

COMPOSITION OF THE BOARD OF DIRECTORS

THE CURRENT BOARD OF DIRECTORS CONSISTS OF THE FOLLOWING NON-EXECUTIVE MEMBERS:

No.	Name	Category	Membership period since first Nomination	Experience and Qualifications	The Date of the First Election as a member of the Council
1	Butti Obaid Al Mulla	Non-Independent	33	1-Below	11/4/1991
2	Khalid Abdulwahid Al Rostamani	Non-Independent	18	2- Below	29/3/2006
3	Abubakr Abdullah Al Futtaim	Non-Independent	21	3- Below	25/3/2003
4	Abdullah Mohammed Al Hariz	Non-Independent	12	4- Below	13/3/2012
5	Osama Ibrahim Siddiqi	Independent	1	5- Below	20/3/2024
6	Omar Mohammed Al Falasi	Independent	1	6- Below	20/3/2024
7	Iman Mahmoud Abdulrazzaq	Independent	1	7-Below	20/3/2024

A)The company ensured the representation of women on the Board of Directors by electing Ms. Iman Mahmoud Abdulrazzaq as an independent member and chair of the Nomination and Remuneration Committee.

B)No other women ran for this position during the Board elections held at the General Assembly meeting on 20/03/2024.

The Board membership period according to the Company’s Articles of Association shall be three years. The current Board members were elected by the General Assembly on 20/03/2024,and their membership expires on 19/03/2027.





MEMBERSHIP SELECTION, DIVERSITY, AND WOMEN'S REPRESENTATION:

- The company places special importance on enhancing the effectiveness of diversity in the formation of the Board of Directors, recognizing the role of diversity in enriching institutional performance and supporting effective management. The board includes members with outstanding academic qualifications and diverse practical experiences related to the company's field of work, providing a broader vision and deeper insight into decision-making processes. This diversity enables the board to offer a more comprehensive understanding of the business environment, efficiently identify risks and opportunities, and contribute to better strategic planning, translating into sustainable growth and continuous enhancement of the company's value.
- In line with the company's commitment to equal opportunities, it has supported women's representation on the board, with Ms. Iman Abdulrazzaq elected by the General Assembly as a board member and chair of the Nomination and Remuneration Committee. This appointment reflects the company's belief in the importance of fair representation of women and their pivotal role in promoting innovation and developing an inclusive work environment. Supporting women's participation on the board is a fundamental step towards achieving balance in decision-making, as their presence contributes innovative insights that help achieve the company's strategic goals.
- These directions reflect the company's commitment to fair and sustainable practices, emphasizing its dedication to supporting equality and empowering female talents to assume leadership responsibilities that contribute to enhancing institutional growth. These directions reflect the company's commitment to fair and sustainable practices, emphasizing its dedication to supporting equality and empowering female talents to assume leadership responsibilities that contribute to enhancing institutional growth. These efforts align with the provisions outlined in Federal Decree-Law No. 32 of 2021 concerning commercial companies, as well as the decision of the Chairman of the Securities and Commodities Authority Board of Directors No. 3/T for the year 2020, which pertains to the adoption of governance manuals for public shareholding companies, alongside the company's statutes and any subsequent amendments.

BOARD MEMBERS EXPERIENCES AND QUALIFICATIONS AND THEIR MEMBERSHIP IN OTHER COMPANIES BOARDS:



Mr. Buti Obaid Al mulla
Chairman of the Board

HOLDS A DIPLOMA IN BUSINESS ADMINISTRATION FROM NEWBURY COLLEGE IN BOSTON, USA. HE SERVES AS THE CHAIRMAN OF THE BOARD OF MOHAMMED AND OBAID AL MULLA GROUP LLC. HE IS ALSO A BOARD MEMBER OF DUBAI REFRESHMENTS COMPANY, EMIRATES NBD, VICE CHAIRMAN OF EMIRATES ISLAMIC BANK, AND A BOARD MEMBER OF EMAAR PROPERTIES GROUP.



Mr. Khalid Abdulwahid Al Rostamani
Vice Chairman of the Board

HOLDS A BACHELOR'S DEGREE IN BUSINESS ADMINISTRATION, FINANCE DEPARTMENT FROM GEORGE WASHINGTON UNIVERSITY. HE SERVES AS THE CHAIRMAN OF ABDULWAHID AL ROSTAMANI GROUP, A BOARD MEMBER OF THE COMMERCIAL BANK OF DUBAI, AND A BOARD MEMBER OF ETISALAT COMPANY.



Mr. Abubakr Abdullah Al Futtaim
Board Member

HOLDS A BACHELOR'S DEGREE IN BUSINESS ADMINISTRATION FROM MACALESTER COLLEGE, USA, IN 1987.



Mr. Abdullah Mohammed Al Hariz
Board Member

HOLDS A BACHELOR'S DEGREE IN ACCOUNTING FROM UAE UNIVERSITY. HE SERVES AS THE DEPUTY GENERAL MANAGER OF THE FINANCIAL CONTROL AUTHORITY FOR THE GOVERNMENT OF DUBAI AND IS A BOARD MEMBER OF UNITED FOODS COMPANY

5



Mr. Osama Ibrahim Siddiqi
Board Member

HOLDS A BACHELOR'S DEGREE IN ADMINISTRATIVE SCIENCES FROM THE AMERICAN NATIONAL UNIVERSITY. HE SERVES AS THE VICE CHAIRMAN AND GENERAL MANAGER OF SIDDIQI HOLDING COMPANY.

6



Dr. Omar Mohammed Al Falasi
Board Member

HOLDS A P.H.D IN BUSINESS ADMINISTRATION FROM AIN SHAMS UNIVERSITY, EGYPT. HE SERVES AS THE GENERAL MANAGER OF MOHAMMED AL QAISI REAL ESTATE.

7



Ms. Iman Mahmoud Abdulrazzaq
Board Member

HOLDS A BACHELOR'S DEGREE IN BUSINESS ADMINISTRATION FROM THE HIGHER COLLEGES OF TECHNOLOGY, UAE, IN 2005. SHE SERVES AS THE GENERAL MANAGER OF HUMAN RESOURCES AT EMIRATES NBD GROUP, A BOARD MEMBER OF EMAAR PROPERTIES GROUP, AND A BOARD MEMBER OF THE EMIRATES INSTITUTE OF FINANCE.

BOARD MEMBERS' REMUNERATION:

Board members' remuneration is distributed as a percentage of the net annual profits. The company also pays additional expenses, fees, or a monthly salary as determined by the Board of Directors for any member who works on any committee, makes special efforts, or performs additional tasks for the company beyond their ordinary duties as a board member. In all cases, the remuneration of board members does not exceed 10% of the net profit after deducting depreciation, and reserves, and distributing a profit of not less than 5% of the capital to shareholders.

- The total board members remuneration paid for the year 2023 was AED 5,200,000.
- The proposed remuneration for board members for the year 2024 will be disclosed upon approval by the board.
- Attendance Allowances: The Board of Directors decided that the attendance allowances for board committees would be AED 7,500 for a committee member and AED 10,000 for the committee chair per meeting, effective from the date of the new board's election on 20/03/2024. It is noteworthy that attendance allowances were limited to the Audit Committee and the Risk Management Committee.

AUDIT COMMITTEE (3 MEETINGS):

The Audit Committee held four meetings during 2024. The current committee, reconstituted on 20/3/2024, held three meetings during 2024 as follows:

Name	Position	Allowance per Meeting	Allowance per Meeting
Dr. Omar Mohammed Al Falasi	Committee Chair	AED 10,000	3
Abdullah Mohammed Al Hariz	Member	AED 7,500	3
Osama Ibrahim Siddiqi	Member	AED 7,500	2
Total Allowances	AED 67,500		

RISK MANAGEMENT COMMITTEE (2 MEETINGS):

The Risk Management Committee held two meetings during 2024 as follows:

Name	Position	Allowance per Meeting	Allowance per Meeting
Osama Ibrahim Siddiqi	Committee Chair	AED 10,000	2
Abdullah Mohammed Al Hariz	Member	AED 7,500	2
Iman Mahmoud Abdulrazzaq	Member	AED 7,500	2
Total Allowances	AED 50,000		

BOARD MEETINGS:

The Board of Directors held six meetings in 2024 on the following dates:

#	Meeting Date	Attendance	Attendance by Proxy	Absence
First Meeting	12/2/2024	7	0	None
Second Meeting	20/3/2024	5	0	Khalid Abdulwahid Al Rostamani, Abubakr Abdullah Al Futtaim
Third Meeting	14/5/2024	6	0	Iman Mahmoud Abdulrazzaq
Fourth Meeting	30/7/2024	5	0	Khalid Abdulwahid Al Rostamani, Osama Ibrahim Siddiqi
Fifth Meeting	11/11/2024	6	0	Abubakr Abdullah Al Futtaim
Sixth Meeting	23/12/2024	4	0	Abubakr Abdullah Al Futtaim, Khalid Abdulwahid Al Rostamani, Iman Mahmoud Abdulrazzaq

C) A decision by circulation was made on the date of 20\2\2024 regarding the disclosure of cash profits and the remuneration of the Board of Directors, following the attainment of approval from the Central Bank.

A statement outlining the duties and responsibilities of the Board of Directors, provided by either a board member or the executive management based on the board’s authorization, along with the period or term of the authorization is as follows: According to the Articles of Association of Dubai Insurance Company, the CEO is authorized to sign all documents, enter into contracts, and conduct all business on behalf of the company. This open authorization is granted by the Board Chairman, designating the CEO as the legal representative under the company’s Articles of Association.

THE COMPANY'S TRANSACTIONS WITH THE STAKEHOLDERS AND RELATED PARTIES DURING 2024:

#	Names of Related Parties	Amount (AED)	Nature Of Transaction
1	Mohammed and Obaid Al Mulla Group	10,357,882	premiums (Except life & Medical)
		904,804	Paid claims
		12,773,632	Outstanding claims
		394,897	Rent payments
		57,541	Rental income
2	Abdulwahid Al Rostamani Group	12,834,460	premiums (Except life & Medical)
		53,905,367	Paid claims
		17,475,407	Outstanding claims
		11,308,848	Administrative expenses
3	Al Rostamani Group	6,450,097	premiums (Except life & Medical)
		124,465	Paid claims
		93,872	Outstanding claims
4	Abdullah Mohammed Al Hariz	5,173	premiums (Except life & Medical)
5	Abubakr Abdullah Al Futtaim	48,516	premiums (Except life & Medical)
6	Osama Ibrahim Siddiqi	80,630	premiums (Except life & Medical)

THE COMPANY ORGANIZATIONAL STRUCTURE:



DETAILED DESCRIPTION OF THE SENIOR EXECUTIVES NAME , POSITIONS, APPOINTMENT DATE , AND TOTAL SALARIES AND REMUNERATION:

Sequence	Position	Appointment Date
1	CEO	17/7/2006
2	Chief Financial Officer	13/8/2006
3	Head of Legal Department	23/5/2010
4	Head of Motor Department - Underwriting & Claims	27/10/2015
5	Director - Medical and Life Insurance Department	2/6/2019
6	Director - MOHREE WPP	5/1/2021

The total salaries and allowances paid to senior management for 2024 amounted to approximately AED 6.4 million. The company adopts a comprehensive wage system consisting of consolidated monthly allowances in addition to the basic salary. The performance-related bonus is the variable part, noting that the total bonuses paid for 2024 have not yet been determined.

The company applies a compensation policy designed to retain and motivate outstanding employees and attract talented individuals. The compensation policy considers criteria for measuring the performance efficiency of the company's departments and employees to achieve targets within acceptable risk levels. Performance is evaluated according to several financial and non-financial criteria.

EXTERNAL AUDITOR (GRANT THORNTON):

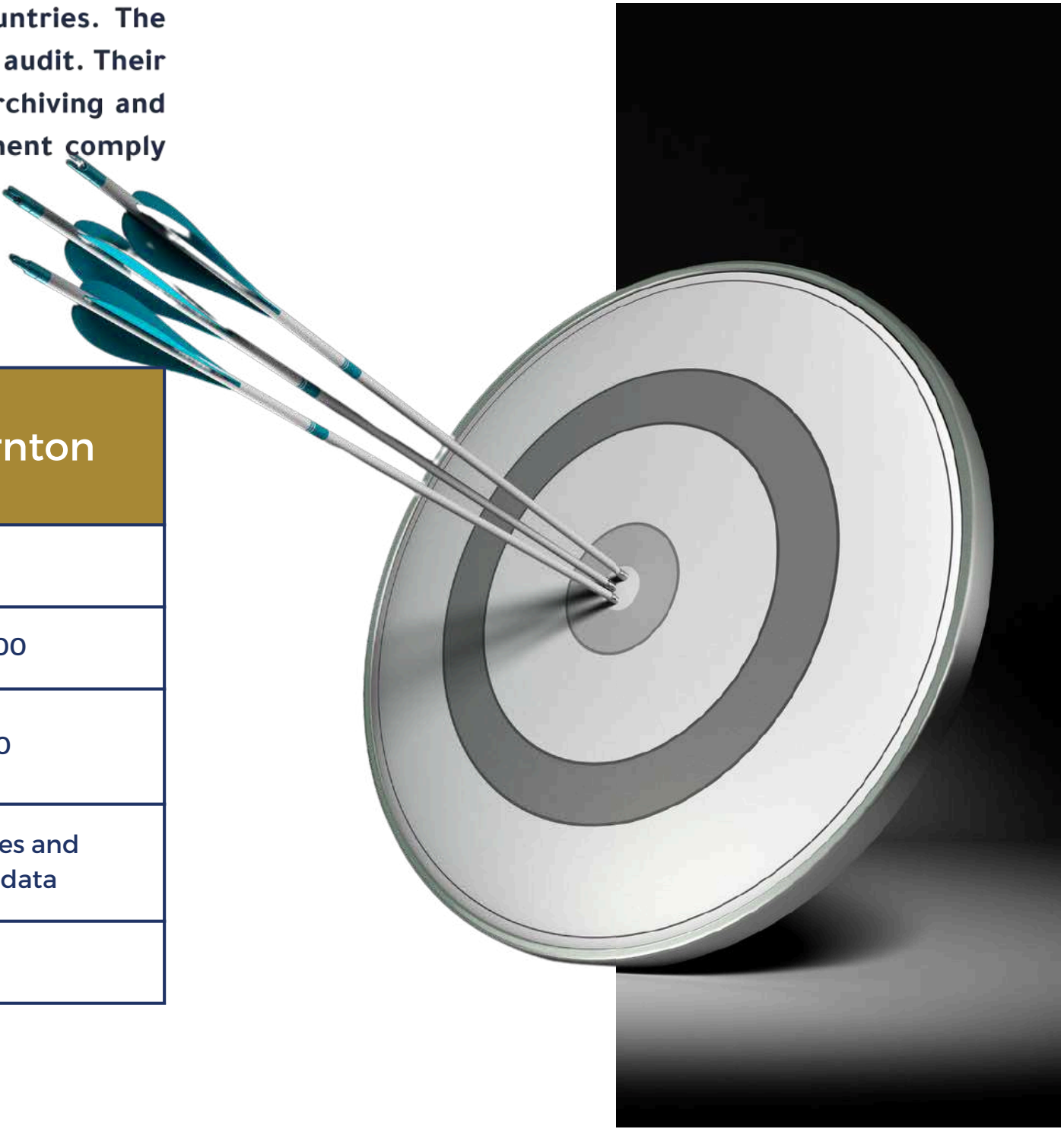
A - About the External Auditor:

The company's auditors are among the largest accounting audit firms globally, with branches in over 130 countries. The company's General Assembly, in its meeting held on 20/03/2024, reappointed Grant Thornton to conduct a financial audit. Their responsibilities include reconciling financial statements with payments, expenses, and profits, ensuring proper archiving and indexing of financial documents, and verifying that all activities undertaken by the Company's Finance Department comply with the laws of the country and international accounting standards.

B - AUDITOR'S FEES:

Audit Firm Name	Grant Thornton
Years of experience as the Company's External Auditor & the partner	6
Total Audit Fees for Financial Statements for 2024	AED 400,000
Fees and Costs for Other Non-Audit Services for 2024	AED 21,750
Details and Nature of Other Services Provided	Additional copies and translation of data
Services from Another External Auditor	None

C - Auditor's Reservations on Interim/Annual Financial Statements: None



BOARD COMMITTEES:

Audit Committee:

A - As part of his role as Chairman of the Audit Committee, Dr. Omar Al Falasi is responsible for ensuring the overall effectiveness of the committee and that it properly complies with all its stated objectives.

B - The committee consists of the following BOD members:

- **Dr. Omar Mohammed Al Falasi - Committee Chair/Independent**
- **Mr. Osama Ibrahim Siddiqi - Member/Independent**
- **Mr. Abdullah Mohammed Al Hariz - Member/Non-Independent**



ANNUAL AUDIT COMMITTEE REPORT FOR 2024:

1- Key Issues Related to Financial Statements and How They Were Addressed:

The Audit Committee reviewed significant issues related to the interim and final financial statements for 2024, which included assessing the fairness of the presentation of financial statement items and ensuring compliance with International Financial Reporting Standards (IFRS). The committee discussed these issues with management, external auditors, and the actuary, ensuring that these matters were addressed following the applicable regulatory framework and international standards.

2- Evaluation of the Independence and Effectiveness of the External Audit Process:

The committee evaluated the independence and effectiveness of the external audit firm based on performance and compliance standards. The approach to appointing or reappointing the external auditor was reviewed, and the committee confirmed that the appointment was made following applicable regulations and internal procedures. It is noteworthy that the current audit firm, Grant Thornton, has been working with the company for six years, and it was ensured that this duration does not affect its independence. The General Assembly is in the process of electing another audit firm to ensure compliance with the applicable regulations.

3- Committee Recommendation on the Appointment of the External Auditor:

The committee recommended to the Board of Directors to nominate Grant Thornton to the General Assembly for reappointment as the external auditor for 2024, based on the committee's evaluation of their proposal, professional reputation, effective performance, and adherence to international standards. The Board of Directors did not object to this recommendation.

4- Ensuring the Independence of the External Auditor:

To ensure the independence of the external auditor when providing non-audit services, the committee continuously monitors that additional services do not conflict with the nature of audit work. Prior approval from the committee is obtained for all non-audit services. It is noted that no non-audit services were provided during the year.

5- Monitoring Internal Control or Financial Statement Deficiencies:

In the event of identifying deficiencies in internal control or financial statements, the committee takes corrective actions, including coordinating with senior management to develop a comprehensive remediation plan and regularly monitoring its implementation to ensure improved internal control effectiveness.

6- Review of Internal Auditor Reports:

The committee reviewed reports issued by the internal auditor and confirmed that these reports did not reveal any significant violations or risks. Necessary actions were taken to address identified weaknesses.

7- Corrective Action Plan:

In the event of significant deficiencies in internal control systems or financial statements, a comprehensive corrective action plan is prepared, including redesigning procedures and training employees. The committee monitors the implementation of this plan to ensure improved operational efficiency.

8-Review of Transactions with Related Parties:

The committee reviewed all transactions with related parties and ensured their compliance with applicable laws and regulations. No significant violations were identified, and recommendations were issued to ensure continuous transparency and compliance.

9-Disclosure of the Audit Committee's Execution of Responsibilities Assigned by the Board of Directors:

The Audit Committee executed all tasks and responsibilities assigned by the Board of Directors in accordance with approved policies and systems. The committee also monitored significant issues related to compliance and governance, overseeing technical, investment, and administrative activities to achieve the company's objectives and support internal control efforts.

10- Committee Recommendation for Approval of Its Charter: The Audit Committee recommended to the Board of Directors to approve the committee's charter after reviewing it and ensuring its compliance with legislative requirements and international standards. Priority was given to clarifying the committee's powers and areas of competence to enhance transparency and compliance.

11- Description of the Internal Auditor's Relationship with the Audit Committee: The internal auditor reports directly to the Audit Committee to ensure the independence of operations and enhance the effectiveness of internal control. The internal auditor submits periodic reports to the committee, enabling the committee to monitor operational activities, identify risks, and implement necessary measures to address them.

12- Statement of the Committee's Compliance with Applicable Laws and Regulations: The Audit Committee confirms its full commitment to complying with all applicable laws, regulations, and legislation. The committee regularly reviews regulatory requirements and ensures their integration into the company's policies and procedures to ensure continuous compliance.

13- Statement of No Additional Tasks Assigned to the Committee:

The Audit Committee clarifies that no additional tasks outside its defined scope of responsibilities were assigned to it. The committee focused solely on its core tasks to ensure achieving its objectives efficiently and transparently.

14- Review of the Integrated Report and Recommendation for Board Approval:

The committee reviewed the company's integrated report. After verifying its accuracy and compliance with regulatory requirements and international financial reporting standards (IFRS), the committee recommended the Board of Directors approve and adopt it.

C - The Audit Committee held four meetings in 2024 on the following dates:

#	Meeting Date	Absence
1	12/2/2024	None
2	14/5/2024	None
3	30/7/2024	Osama Ibrahim Siddiqi
4	11/11/2024	None

NOMINATION AND REMUNERATION COMMITTEE:

A)The Nomination and Remuneration Committee is responsible for the following tasks and duties:

- 1- Ensuring the continuous independence of independent members.
- 2- Preparing the policy for granting rewards, benefits, incentives, and salaries for the company’s board members and employees, reviewing it annually, and ensuring that the rewards and benefits granted to the company’s senior executive management are reasonable and commensurate with the company’s performance.
- 3- Determining the company’s needs for competencies at the senior executive management level and employees and the criteria for their selection.
- 4- Preparing the company’s human resources and training policy, monitoring its implementation, and reviewing it annually.
- 5- Organizing and following up on the procedures for nominating board members in accordance with applicable laws and regulations and the provisions of this decision.

B)The committee consists of the following BOD members:

- Ms. Iman Mahmoud Abdulrazzaq - Committee Chair/Independent Member
- Mr. Abubakr Abdullah Al Futtaim - Member/Non-Independent
- Mr. Omar Mohammed Al Falasi - Member/Independent

C - The Nomination and Remuneration Committee held one meeting in 2024 on the following date:

#	Meeting Date	Absence
1	27/2/2024	None

As part of her role as Chair of the Nomination and Remuneration Committee, Ms. Iman Mahmoud Abdulrazzaq is responsible for ensuring the overall effectiveness of the committee and that it properly complies with all its stated objectives.



MONITORING AND SUPERVISING TRANSACTIONS OF STAKEHOLDERS:

The Compliance Department is responsible for monitoring and overseeing the transactions and ownership of stakeholders, maintaining their dedicated registry, and periodically obtaining signed declarations from them. These declarations confirm that neither they nor any of their relatives and/or acquaintances have engaged in the buying or selling of the company's shares listed on the Dubai Financial Market, whether during the restricted trading periods in 2024 or based on undisclosed material information before its public disclosure.

INVESTMENT COMMITTEE:

The Investment Committee assists the Board of Directors in supervising, monitoring, and evaluating the company's investments. The committee organizes and oversees the implementation of the investment policy to serve the interests of shareholders. It is also responsible for setting investment principles, including asset allocation, and reviewing and monitoring strategic investment activities related to the optimal use of capital.

The committee consists of the following BOD members:

- Mr. Khalid Abdulwahid Al Rostamani - Chair/Non-Independent
- Mr. Butti Obaid Al Mulla - Member/Non-Independent
- Mr. Osama Ibrahim Siddiqi - Member/Independent

As part of his role as Chair of the Investment Committee, Mr. Khalid Al Rostamani is responsible for ensuring the overall effectiveness of the committee and that it properly complies with all its stated objectives.

RISK MANAGEMENT COMMITTEE:

The Risk Management Committee is responsible for directing and supervising the framework for risk acceptance and management, identifying, assessing, and monitoring the risks facing the company, ensuring compliance with regulatory requirements, and providing recommendations to senior management to enhance the company's stability and protect policyholders' rights.

The main responsibilities of the Risk Management Committee include recommending the risks the company can bear, assessing the effectiveness and design of the risk management framework, and analysing its impact on the company's activities. The committee also monitors the company's activities to ensure effective compliance with regulatory practices.

The committee consists of the following BOD members:

- Mr. Osama Ibrahim Siddiqi - Committee Chair/Independent
- Ms. Iman Mahmoud Abdulrazzaq - Member/Independent
- Mr. Abdullah Mohammed Al Hariz - Member/Non-Independent

As Chair of the Risk Management Committee, Mr. Osama Siddiqi oversees ensuring the overall effectiveness of the committee's work and its efficient compliance with achieving all its objectives.

The Risk Management Committee held two meetings in 2024 on the following dates:

#	Meeting Date	Absence
1	25/7/2024	None
2	6/11/2024	None

The agenda of the Risk Management Committee includes the following items:

- Supervising the update of the risk profile data, including technical risks, market risks, credit risks, operational risks, liquidity risks, and strategic risks.
- Following up on periodic updates regarding risk management methods and controls.
- Updating the emerging risk register to ensure the company's ability to assess the potential impact on its activities.
- Monitoring technical risks and following up on the performance of the insurance portfolio, including analyzing the results of insurance branches and monitoring adjustments to product pricing to ensure adequacy.
- Assessing financial solvency, including monitoring solvency levels throughout the year and monitoring any changes in risks measured within solvency requirements.
- Reviewing the risk and solvency assessment report and evaluating the effectiveness of the risk management framework.
- Reviewing the recovery planning report and assessing compliance with the Central Bank's requirements in this regard.
- Following up on updates regarding legislative frameworks and regulatory requirements, including corporate governance applications, risk management, and internal controls.

The risks under continuous monitoring of the Risk Management Committee include:

- Enhancing the monitoring of reinsurance risks to effectively measure and monitor credit risk exposure.
- Profitability of certain insurance branches, including health insurance and vehicle insurance, and assessing the risks associated with the nature of these branches' activities.
- Diversifying the insurance portfolio structure to ensure reducing potential risks.
- The impact of regulatory changes on business.
- Monitoring risks related to information technology.

Additional Risk Management Procedures and Specific Focus for the Next 12 Months:

Governance: Enhancing the risk management framework includes aligning the scope of risk committees with the requirements of the Central Bank of the UAE, the fraud risk framework, and asset-liability management.

Capital Management: Enhancing the approach to capital allocation and the risk-adjusted return on capital strategy to monitor risks and make decisions. The strategy will include optimizing capital use and risk assessment.

Following up on the results of stress tests for significant risks: Expanding the scope of operational risks, climate change risks, additional risks, and market-wide scenario testing in line with regulatory requirements.

Assessing solvency and capital adequacy: Diversifying risks across technical and investment activities.

Insurance Risks: Enhancing tools to monitor concentration/aggregation risks and diversifying the insurance portfolio.

Market Risks: Efficiently managing the investment portfolio risks to reduce the required capital for investment risks; enhancing asset-liability management monitoring.

Credit Risks: Continuing to focus on improving the management of receivables and enhancing reinsurance risk analysis.

Operational Risks: Activating governance, risk management, and compliance tools to enhance risk monitoring and management; including self-assessment processes for controls and risks in all activities and insurance branches; continuing to develop risk incident reporting to enhance self-compliance culture within the company, while monitoring and ensuring business continuity at the company level and enhancing disaster recovery plans to ensure business continuity and operational resilience.

Key Points Related to Dubai Insurance Company's Risk Exposure and Risk Management Strategies:

The company applies an effective strategy to deal with a variety of business risks across different sectors and geographical areas. The strategy aims to minimize exposure to significant risks within acceptable limits, considering the benefits of diversity in activities and businesses. This strategy ensures the protection of policyholders, maintaining solvency and capital adequacy requirements, and supporting the company's objectives by setting appropriate limits and standards for monitoring those risks.

Risk exposure is monitored across all sectors and geographical areas, with the company having a structured framework for aggregating and monitoring risk concentrations. An effective reinsurance arrangement strategy has been established to mitigate impacts and control exposure to significant risks.

Information on the Purpose, Strategies, Structures, Risks, and Controls Related to the Company's Activities:

The company has a comprehensive risk management framework aimed at achieving the following objectives:

- A) Identifying, assessing, and managing risks associated with the company's activities and operations, including all technical and financial risks.
- B) Ensuring financial stability and meeting solvency and liquidity requirements.
- C) Complying with regulatory requirements and enhancing transparency.
- D) Embedding a proactive risk management culture in all company activities and operations.

The following structure and strategies are part of the risk framework:

1- Enhancing the governance framework by clearly defining and distributing powers and responsibilities. The governance framework and organizational structure provide adequate tools for monitoring and managing risks, as well as providing necessary corrective actions.

- A) The Risk Management Committee of the Board of Directors was established to oversee the effectiveness of the risk management framework and policies.
- B) The Risk Management Department is responsible for the independent assessment, identification, and management of Dubai Insurance Company's risk data, providing sufficient information to the Board of Directors to perform its risk management duties. The Risk Management Director reports directly to the Risk Management Committee of the Board of Directors and is independent of the executive management's influence.
- C) The company applies to a risk management model based on the regulatory principle (three lines of defense), which relies on distributing responsibilities among three levels (lines of defense) to ensure a strong and effective control environment, with senior management playing an active role in enhancing the risk management framework.
- The first line: Technical, financial, and administrative departments responsible for daily risk management based on the company's approved policies and procedures.
- The second line: The Risk Management function, Compliance function, and Actuarial function responsible for conducting periodic risk assessments, ensuring compliance with regulatory requirements, and guiding departments on how to comply with laws, regulations, and internal standards.
- The third line: The Internal Audit function is responsible for providing an independent assessment of the effectiveness of internal control and risk management systems.
- 1- The company has adopted a risk management strategy aligned with its plans to ensure sustainable profitability, enhancing its ability to meet its obligations to policyholders and achieve an appropriate level of profitability for its shareholders. The main features of the strategy include:

- A) Identifying and assessing proactive risks through scenario analysis.
- B) Analyzing risks for different types of businesses, such as the frequency and severity of claim-related activities.
- C) A prudent approach to risk selection and adopting prudent underwriting policies, including pricing models.
- D) Implementing diversification strategies by introducing insurance products and providing adequate reinsurance arrangements to avoid any concentration in the investment portfolio.
- E) Investigating fraud and misuse cases as a tool for monitoring and mitigating impacts.
- F) Reporting risks and monitoring key risk indicators using data analysis to improve risk assessment.
- G) Stress testing and scenario analysis to assess gaps and vulnerabilities and evaluate mitigation plans.
- H) Contingency planning to respond to crises and potential disruptions.
- I) Managing capital adequacy and solvency requirements.

Forward-Looking Statements and Expected Risk Factors:

As part of its proactive risk strategy, the company continuously seeks to identify emerging risks and develop mitigation plans. We have witnessed continuous developments in climate change, technology failures, cybersecurity, and geopolitical events, as well as other emerging risk areas. Therefore, these risks are given greater focus.

As part of its expansion strategy, Dubai Insurance Company enhances its risk management framework and will continue to monitor the effectiveness of changes in the business and regulatory landscape.

INTERNAL CONTROL SYSTEM:

A) The Board of Directors approved the company's internal control system and is responsible for it, reviewing its mechanism and ensuring its effectiveness. For this purpose, the Internal Control Department was established on 27/10/2010, reporting directly to the board, with defined tasks and duties as follows:

- 1-Monitoring work progress and quality through a comprehensive schedule covering all activities, focusing on the control aspect.
- 2-Selecting different samples of documents and conducting various interviews with employees for evaluation and monitoring purposes.
- 3-Examining and evaluating documents and procedures, ensuring their compliance with legal requirements and applicable regulations.
- 4-Submitting reports to the Board of Directors to highlight weaknesses and deficiencies, providing recommendations and proposals for addressing them.
- 5-Discussing identified errors with department heads and how to address them, providing suggestions.
- 6-Monitoring compliance with internal auditor recommendations and directives.
- 7-Monitoring compliance with the procedure's manual and service contracts for each department.
- 8-Ensuring the management information system, quality control, and work procedures are addressed.
- 9-Ensuring the client complies with their obligations and that all required documents are filed in their record.
- 10- Ensuring documents related to client studies and surveys are updated and filed in the relevant department and the control department.
- 11-The Internal Control Department and the Audit Committee, on behalf of the Board of Directors, regularly monitor the internal control environment within the company. The department meets with the committee approximately every three months to review reports and proposed recommendations in this regard, auditing the compliance of the company's departments and divisions with senior management's instructions and its specific goals and policies.

A) Since 6/4/2010, the Internal Control Department has been headed by Ms. Garin Dias, an Indian national, with the following qualifications and experience:

Qualifications:

- Internal Auditor, LRQA, Lloyd's Register Quality Assurance - Dubai.
- Fellow of the Insurance Institute of India - General Insurance.
- Bachelor of Arts - Osmania University - India.
- Diploma in Business Transactions - Kamala Nehru Polytechnic - India.
-

Experience:

- Director of Internal Audit at Dubai Insurance Company since 2010.
- Internal Audit Manager at Oman Insurance Company (2006-2009).
- Underwriting and Claims Manager - New India Assurance Company (1993-2006).



A) How the Internal Audit Department Handles Major Issues:

In the event of an emergency or major issue or disclosure of such an issue through reports and annual accounts, the department identifies the problem/emergency or assesses its impact on the company and calls for an urgent Audit Committee meeting to review the issue, its causes, ways to address and mitigate its effects, and measures to prevent its recurrence in the future, providing recommendations to the Board of Directors for appropriate decision-making. It is noted that the company did not face any major issues during 2024.

B) The number of reports issued by the Internal Audit Department to the Board of Directors is four.

Compliance Department:

- The Compliance function at Dubai Insurance Company is responsible for ensuring the company's compliance with all applicable laws and regulations in conducting its business.
- Mr. Raafat Hammad heads the Compliance Department, responsible for verifying the company's and its employees' compliance with applicable laws and regulations in the country.

VIOLATIONS COMMITTED IN 2024:

A fine of AED 15,000 was paid to the Dubai Health Authority.

CASH AND IN-KIND CONTRIBUTIONS TO LOCAL COMMUNITY DEVELOPMENT IN 2024:

The company sponsored the following events in 2024:

- Sponsorship of the Emirates Award for Labor Market Leadership in 2024 with an amount of AED 2,100,000.
- Sponsorship of the Overcoming Diabetes event with an amount of AED 127,491.
- Sponsorship of the 31st Annual Insurance Meeting (GIMIC) with an amount of AED 30,000.
- Sponsorship of the Onam Day celebration (Indian Association in Sharjah) with an amount of AED 9,523.
- Renewal of the discount card subscription (Esaad) for the benefit of all company employees, providing discounts for cardholders.
- Participation in the "Dubai Run 2024" challenge.
- Covering the costs of the social activity chosen by each department's employees for interaction among colleagues.
- Organizing a collective Iftar for company employees during the holy month of Ramadan.



GENERAL INFORMATION:

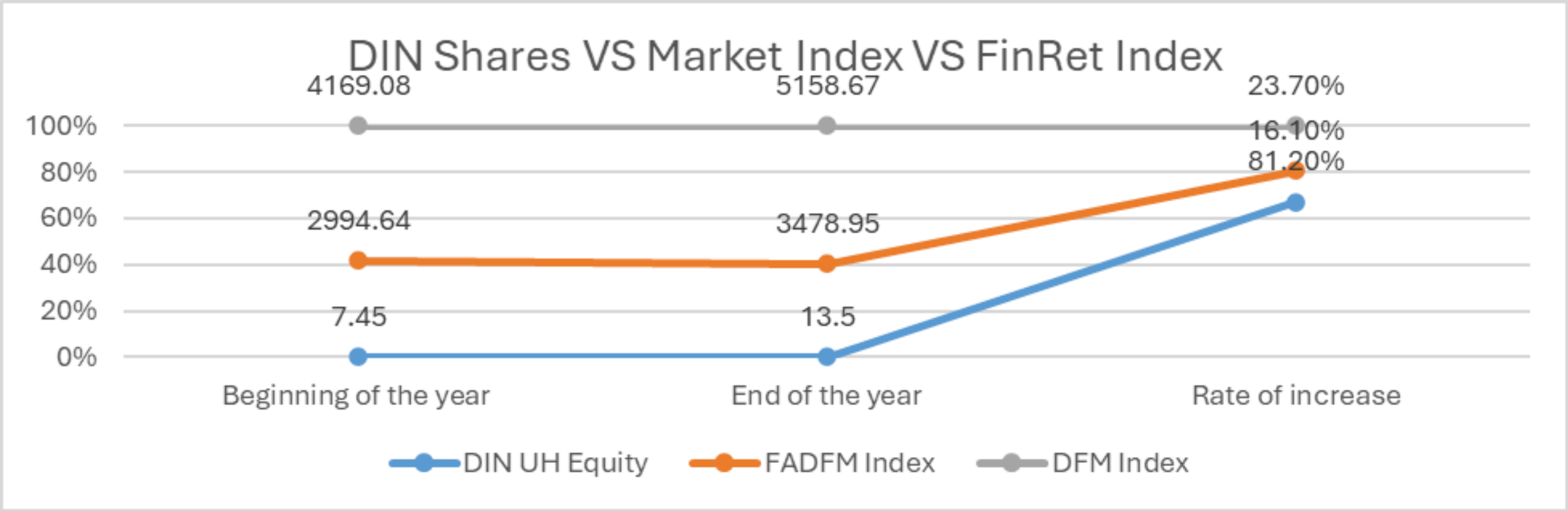
A - Statement of the Company's Share Price in the Market (Highest and Lowest Price) at the End of Each Month During the Fiscal Year 2024 (According to the Dubai Financial Market):

Month	Closing Price	Lowest Price	Highest Price
January	7.45	No trading	No trading
February	7.45	No trading	No trading
March	7.45	No trading	No trading
April	7.45	No trading	No trading
May	7.45	No trading	No trading
June	7.45	No trading	No trading
July	9.6	8.560	9.600
August	9.6	No trading	No trading
September	9.6	No trading	No trading
October	12.650	11.000	12.650
November	12.650	11.400	12.650
December	13.500	13.000	13.500



B - Comparative Performance Statement of the Company's Share with the General Market Index and the Sector Index to Which the Company Belongs:

- The general index of Dubai Insurance Company's share price at the beginning of 2024 was AED 7.45 and at the end of 2024 was AED 13.5, an increase of 81.2% during the year.
- The financial sector index at the beginning of 2024 was AED 2994.64 and at the end of 2024 was AED 3478.95, an increase of 16.1% during the year.
- The Dubai Financial Market index at the beginning of 2024 was AED 4169.08 and at the end of 2024 was AED 5158.67, an increase of 23.7% during the year.



C - Statement of Shareholder Ownership Distribution as of 31/12/2024 (Individuals, Companies, Governments) Classified as Local, Gulf, Arab, Foreign:

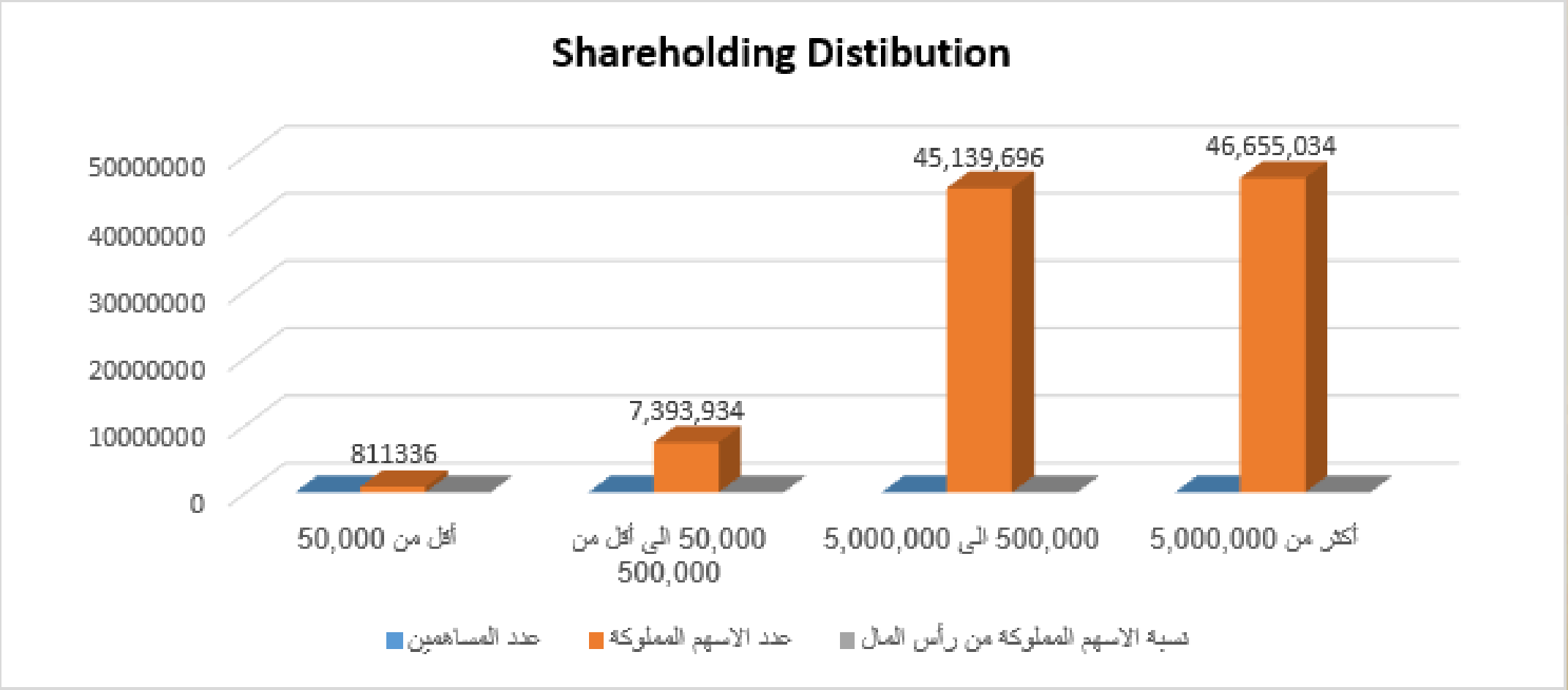
Sector	Local	Gulf	Arabic	Foreign
Individuals	97%	2%	1%	0%
Companies	8%	0%	0%	0%
Governments	0%	0%	0%	0%

D - Statement of Shareholders Owning 5% or more of the Capital as of 31/12/2024:

Name	Nationality	Number of Shares Owned	Percentage of Capital
Abdulwahid Al Rostamani Group LLC	UAE	17,706,654	17.7%
Mohammed and Obaid Al Mulla Group LLC	UAE	8,447,270	8.4%
Butti Obaid Butti Al Mulla	UAE	8,271,570	8.2%
Al Futtaim Private Company LLC	UAE	7,195,200	7.1%
Mona Hassan Ali Saleh	UAE	5,034,340	5%
Saeed Ahmed Omran Al Mazrouei	UAE	5,000,000	5%
Obaid Butti Obaid Al Mulla	UAE	5,000,000	5%
Total		56,655,034	56.6%

E - STATEMENT OF SHARE DISTRIBUTION ACCORDING TO OWNERSHIP SIZE AS OF 31/12/2024:

م	Share Ownership (Shares)	Number of Shareholders	Number of Shares Owned	Percentage of Capital
1	Less than 50,000	70	811336	0.8 %
2	50,000 to Less than 500,000	56	7,393,934	7.3%
3	500,000 to 5,000,000	23	45,139,696	45.1%
4	More than 5,000,000	5	46,655,034	46.6%



F - Investor Relations Officer:

Mr. Sahm Abdelhaq can be contacted at phone number 042693030, extension 158, or via email at abdelheq.s@dubins.ae. The company's financial statements, general assembly meeting minutes, board reports, governance reports, and other information for previous years, as well as contact details for the investor relations officer, are available on the company's website in the investor relations section.

G - Special Decisions of the General Assembly:

On 20/3/2024, a decision was issued to amend the articles of association and complete the necessary approvals from regulatory authorities.

H - Board Meeting Secretary:

Ms. Athari Qasim, appointed on 4/11/2020, holds a bachelor's degree in law from Shatt Al-Arab University - Basra in 1999 and practiced law in Iraq through her membership in the Iraqi Bar Association. Her duties include directing invitations for board and committee meetings, recording meeting minutes, maintaining records, and following up on issued decisions.

I - No significant events occurred in the company during 2024.

J - Statement of Transactions Conducted by the Company with Related Parties Equal to 5% or More of the Capital:None

K - Emiratization Rate in the Company for the Following Years:

Year	2022	2023	2024
Emiratization Rate	30%	32%	33%

L - Statement of Innovative Projects and Initiatives Undertaken by the Company or Under Development in 2024:

Workers Health Insurance (WHI) scheme:

- Based on the Cabinet's decision to establish a health insurance system for workers registered with private sector establishments and domestic workers in the Emirates that do not have health insurance systems for these workers (Sharjah, Ajman, Umm Al Quwain, Ras Al Khaimah, and Fujairah), the health insurance system was launched in these Emirates under the supervision of the Ministry of Human Resources and Emiratization in cooperation with the Federal Authority for Identity and Citizenship, Customs and Port Security, and the Ministry of Health and Prevention. Due to the continuous success and outstanding performance of Dubai Insurance Company, the company was chosen to manage the health insurance program for workers in private sector establishments and domestic workers in the Northern Emirates on behalf of ten other insurance companies. This program provides insurance coverage for workers registered in private establishments and domestic workers in the Emirates that do not have a health insurance system for this category of workers in the following Emirates: (Sharjah, Ajman, Umm Al Quwain, Ras Al Khaimah, and Fujairah). The program aims to:
- Support workers' welfare by providing a comprehensive healthcare system.
- Enhance the competitiveness of the UAE labor market.
- Reduce the financial burdens associated with medical treatment and unpaid sick leave for uninsured workers.

Worker's Protection Scheme:

After the success and distinction of the workers' insurance product as an insurance product, several steps were taken to develop this product to increase worker protection within the UAE. The insurance pool, through the workers' insurance program, became responsible for establishing and operating a federal-level call center responsible for receiving, registering, and processing labor complaints and providing appropriate recommendations to the Ministry of Human Resources and Emiratization. This center also answers inquiries and legal consultations from workers or employers. The insurance coverage was also improved to benefit workers within the country, including extending the insurance coverage period and expanding the coverage to include more labor entitlements.

In 2024, the insurance coverage was also amended by extending the coverage period to provide travel tickets for workers who have stopped working, in addition to activating the provision of subsistence allowances. The systems were also developed so that most types of reports are extracted from the electronic system, with all types of claims being submitted through the technical system with all supporting documents, eliminating the need for paper archiving and keeping up with the trend towards fully digitizing the product from subscription and policy purchase to compensation payment.



Involuntary Loss of Employment Scheme:

In implementation of Federal Decree-Law No. 13 of 2022 regarding unemployment insurance, Dubai Insurance Company, as a member and manager of the insurance pool, became responsible for selling and issuing unemployment insurance certificates after completing the design and preparation of the product under the supervision of the Ministry of Human Resources and Emiratization.

This product aims to support workers in the private sector or the federal government sector by providing financial support in case of job loss until a new job opportunity is found. The insured worker is granted a monthly cash compensation of up to 60% of the average basic salary for the last six months before job loss, according to the terms and conditions of the insurance policy. The insurance premium can be paid through several channels, such as the insurance pool's website, smart application, Al Ansari Exchange, payment kiosks, business service centers, and other channels, all through a smart electronic system with very simple steps.

ﻻ This innovative product aims to achieve job security for workers and employees, attract the best global talents to the UAE labor market, and attract more Emirati workers to the private sector, benefiting from their expertise in developing this sector

To continue the journey of modernization and development, the claims submission portal for the unemployment insurance product with the insurance pool was launched. This portal represents a comprehensive platform for customers to follow up on their claims, receive the latest updates, and communicate. During 2024, approximately 50,000 claims were processed through this portal with exceptional operational efficiency, saving approximately 2.3 million sheets of paper due to the system's archiving and technical linking advantages.

Statement of Achievements at the Company and Employee Levels:

- AM Best upgraded Dubai Insurance Company's credit rating to A (Excellent) and the long-term credit rating to "a" (Excellent), with a stable outlook. This rating confirms the company's financial strength and increasing confidence in its diverse insurance products. The company will continue to pursue its approach and strive to maintain its advanced level.
- Dubai Insurance Company received a certificate of appreciation and a trophy from the Emirates Consumer Protection Association for its outstanding commitment and valuable contributions.
- Dubai Insurance Company received a shield from Sharjah Taxi for outstanding services.
- Dubai Insurance Company received a shield of thanks from the Human Resources Department in Sharjah for participating in the job fair for Emirati job seekers in coordination with the Emirates Institute of Finance.
- Dubai Insurance Company received a medal of excellence from the Ministry of Human Resources and Emiratization for its outstanding contribution.



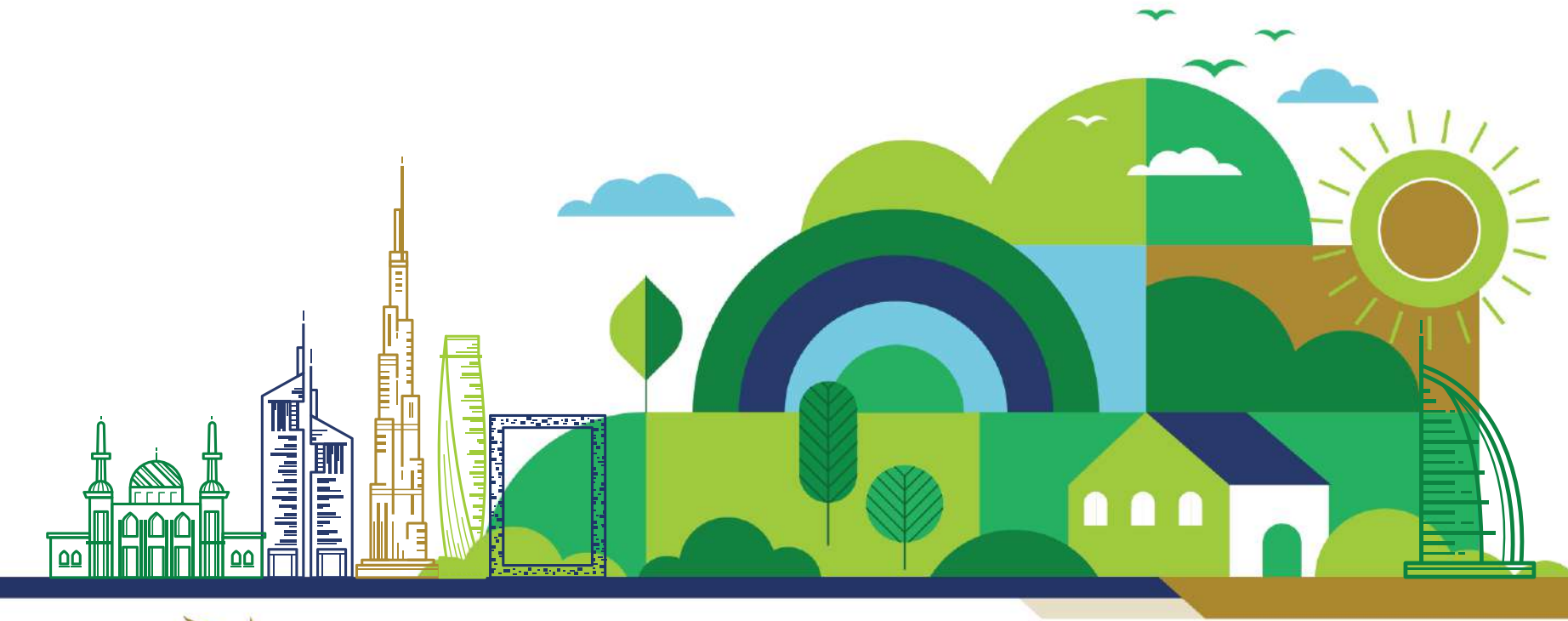
Finally, the Board of Directors of Dubai Insurance Company is fully committed to achieving the highest standards of compliance with the laws and regulations in force in the United Arab Emirates.

Signature of the Chairman of the
Board of Directors

Signature of the Director of Internal
Control Department

Signature of the Chairman of the
Nomination and Remuneration Committee

Signature of the Chairman
Of the Audit Committee



دبي للتأمين
DUBAI INSURANCE
CARE & COMMITMENT SINCE 1970

SUSTAINABILITY
REPORT 2024

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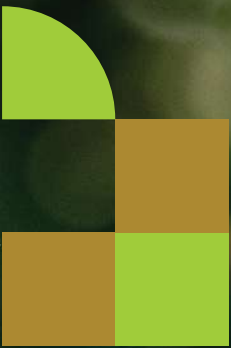
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MESSAGE FROM CEO

Dear Stakeholders,

It is my pleasure to present the latest chapter in Dubai Insurance's (DIN) journey towards becoming a leader in **responsible and forward-looking insurance**. As the UAE continues to drive regional economic and technological transformation, DIN stands committed to playing a pivotal role by aligning our business objectives with **sustainability, innovation**, and the country's **diversified growth** agenda.

Elevating Sustainability and Climate Action

At DIN, we see sustainability as both a responsibility and an opportunity. Guided by the UAE's national goals and global trends, we are making **significant investments** in green and sustainable finance. Our active participation in initiatives such as the **Green and Sustainable Finance Initiative** and **Mission 1.5°C** underscores our determination to address climate risks and deepen cooperation for collective climate action. Through these endeavors, we aim to **reinforce** our resilience against a rapidly changing environment and **champion** best practices across the insurance sector.

Enhancing Coverage and Social Well-Being

Our progress goes beyond environmental stewardship. In line with our mission to protect and empower communities, DIN has continued to **expand social coverage** through landmark programs that benefit workers and businesses throughout the UAE. From **strengthening existing protection schemes** to **spearheading new coverage initiatives**, we remain dedicated to safeguarding the financial security and overall well-being of those we serve.

Governance, Innovation, and Responsible Growth

We believe that robust governance and **innovative thinking** go hand in hand. By **integrating technology and AI** into our operations, we not only streamline internal processes but also **advance our ESG goals**—from reducing paper usage to enhancing risk assessments and product offerings. These investments help us **stay agile**, strengthen stakeholder trust, and reinforce our standing as a **future-focused** insurer.

Looking Ahead

Our vision for the future combines **economic success** with **environmental responsibility**—an approach that underpins everything we do, from our product strategies to our workforce development. We are confident that by remaining **aligned with the UAE's ambition** of regional leadership in sustainability and innovation, DIN will continue to **deliver long-term value** to our customers, employees, and shareholders.

Thank you for your ongoing trust and partnership. Together, we will forge a more **inclusive, secure, and resilient** future—one that stands as a model for responsible insurance in the UAE and beyond.

Sincerely,

Mr. Abdellatif Abuqurah
Chief Executive Officer





ABOUT THIS REPORT

We are pleased to present **Dubai Insurance Company's (DIN) fifth Sustainability Report**, building on our ESG journey that began in 2020. In this edition, we reflect on the progress made since our **2023 report**, highlight new initiatives undertaken in 2024, and outline the next steps in our commitment to fostering resilience and growth in the communities we serve.

Established in 1970, DIN is a leading provider of comprehensive insurance solutions in the UAE, known for our innovative approach, customer-centric focus, and robust financial foundation. As we strive to integrate responsible and sustainable practices throughout our operations, we recognize the insurance sector's critical role in supporting economic stability and social well-being—objectives that guide our strategic vision and daily activities.





Scope & Boundaries

This 2024 Sustainability Report covers the period from **January 1, 2024**, to December 31, 2024. It encompasses DIN's headquarters in Dubai, our branch offices in Abu Dhabi, and our newly established operational locations launched during this reporting cycle. Information related to previously constructed properties, such as the 31-unit Dubai building completed in 2021, is also included where relevant. Unless otherwise noted, all data reflects DIN's activities within the UAE.



Reporting Frameworks & Alignment

We continue to align our sustainability disclosures with the **Global Reporting Initiative (GRI) Standards** and the **Dubai Financial Market (DFM) ESG metrics**, ensuring consistency, comparability, and transparency in our reporting. We also map our initiatives to the **United Nations Sustainable Development Goals (SDGs)**, demonstrating how we contribute to global sustainability objectives. A detailed GRI Content Index can be found in the Appendix, outlining our alignment with DFM's recommended ESG disclosures.



Material Topics & Stakeholder Engagement

In preparing this report, we engaged key stakeholders—including employees, customers, partners, and regulators—to review and update our **material ESG topics**. Their valuable input has guided our focus on areas such as environmental impact, social welfare, and governance practices. A more in-depth discussion of our materiality process is provided in the corresponding section of this report.



Assurance & Verification

All **financial information** included in this report is drawn from our **audited financial statements**. ESG data has undergone a thorough internal verification process by DIN's Sustainability Committee and relevant departments to ensure accuracy and reliability.



Forward-Looking Statements

This report contains forward-looking statements that may be influenced by external factors beyond DIN's control. We undertake no obligation to publicly revise or update these statements except as required by applicable laws and regulations.



Format & Accessibility

In line with our sustainability ethos, this year's report is also offered in a **landscape, interactive PDF** format, minimizing paper usage and improving readability for our stakeholders. We invite readers to explore embedded links and interactive features to gain deeper insights into our performance and initiatives.



Integrated Reporting Approach

This publication is designed to complement our **2024 Consolidated Financial Statements** and **Corporate Governance Report**, offering a holistic view of DIN's performance. Together, these documents provide our stakeholders with a comprehensive understanding of our economic, social, and environmental contributions.

“We thank you for your continued interest in Dubai Insurance's sustainability journey and welcome your feedback on this report.”





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ABOUT DIN

Dubai Insurance Company P.S.C. (DIN), the first national insurance company in the United Arab Emirates, has firmly established itself as a leader in the UAE's insurance sector. Offering a diverse range of products including **Property & Casualty (P&C), Life Insurance, Marine, Group Life, Medical, and specialty lines such as Credit and Surety**, DIN is the **fourth-largest UAE-based insurance company by gross premiums**. The company's revenue has grown steadily, rising from AED 1 billion in 2021 to AED 2.99 billion in 2024. This growth is largely attributed to DIN's leadership in the Workers Protection Program (WPP) since 2018 and its role in the Involuntary Loss of Employment (ILOE) Insurance initiative, which launched in 2023 and continues into 2024. These initiatives have not only strengthened DIN's financial standing but have also supported the UAE's knowledge-based economy.

As part of its commitment to compliance and regulatory standards, DIN is conducting **AML-CFT Induction & Refresher Training to educate its staff on the company's Anti-Money Laundering and Countering the Financing of Terrorism (AML-CFT) Policies & Procedures**. This training introduces employees to key regulatory guidelines issued by CBUAE, FIU, and EOCN, ensuring awareness of how DIN safeguards its products and services from misuse by illegal parties.

The company's strong performance has been recognized with an upgraded **"A" Credit Rating from AM Best and a stable "A" Rating from Fitch Ratings**, boosting market confidence and attracting new clients and partners. It also offers operational advantages like better reinsurance terms, competitive positioning, and access to funding for growth initiatives.

Since the appointment of a new Board of Directors in 2006, DIN has undergone significant transformation. Revenue surged from AED 24 million in 2006 to AED 2.99 billion by 2024, without compromising profitability. This growth was

achieved while expanding its product offerings under a composite P&C and Life License. DIN prides itself on **partnering with leading international reinsurers** to provide clients with solutions for both traditional and non-traditional risk management needs. Over the past 15 years, the company has not only seen steady growth in premiums and profits but has also contributed to the community by working closely with government entities to ensure that residents and visitors are protected with the necessary insurance. Through consistent efforts to maintain and improve its credit ratings, DIN has solidified its position as a trusted insurance provider in the UAE, ready to continue its journey of innovation and growth.



OUR BUSINESS

For Individuals

- Car Insurance
- Home Insurance
- Marine Hull (Yacht) Insurance
- Motor Insurance
- Medical Insurance
- Property Insurance
- Travel Insurance

For Corporates

- Fleet Insurance
- Group Personal Accident
- Marine & Transit
- Engineering
- Group Life
- Group Medical
- Property
- Liability
- Worker Compensation

For Corporate Specialty Lines

- Directors and Officers Insurance
- Cyber Liability
- Medical Malpractice Insurance
- Professional Indemnity Insurance

In addition to its diverse insurance products, Dubai Insurance Company P.S.C. (DIN) is the authorized issuer of Involuntary Loss of Employment (ILOE) policies under the UAE's Unemployment Insurance Scheme. These policies, issued on behalf of a pool of 9 A-rated national insurance firms, provide UAE-based Emiratis and residents with unemployment insurance in the event of termination by the employer.

MISSION

To enhance shareholders' value by being an indispensable partner to our customers by providing value-added general and specialty products and services.

VISION

- Maintain strong underwriting performance while maintaining combined ratio of less than 80%
- Expand and strengthen strategic relationships with international insurers, reinsurers and clients
- Find a true niche area

CORE VALUES



Commitment



Honesty and Integrity



Sense of Urgency



Quality



Customer Care



Win-Win Insurance solutions



Team work

STRATEGY

To ensure that all our customer base is supported and advised accordingly, our Mission at DIN is to cover all our promises made to the client and make sure that the quality of service we provide is set at the highest standard for our clients and employees.

Improve Market Standing

Comprehensive Offerings

Strong Underwriting Performance

Capitalize on Strategic Relationships



KEY HIGHLIGHTS

Economic Performance (AED'000)

(in millions)

Items	2024	2023
Insurance revenue	2,990	2,150
Insurance service expenses	2,055	1,332
Insurance service result	108	123
Investment income	63	39
Profit for the year after tax	132	142
Total assets	3,488	2,830
Shareholders' equity	938	791

Social Statistics



246
Total Employees



46%
Female employees
in workforce



33%
Emiratization



48
Number of employees
awareness training session



2.32
million
No. of papers saved



**Fitch
Ratings**
'A' rating, with
a Stable Outlook



AM
BEST
SINCE 1899

'A' strengthened
financial position and
increased market confidence

AWARDS & MEMBERSHIP

Memberships:



General Arab Insurance Federation (GAIF)

DIN is a member of GAIF, contributing to shaping the future of the insurance sector in the MENA region.



Emirates Insurance Association

DIN collaborates with the Emirates Insurance Association to foster cooperation and contribute to the growth of the UAE's insurance industry.

Additional Achievements



Abu Dhabi Healthcare Information and Cyber Security Standard (ADHICS)

DIN has implemented strong information and cyber security measures, achieving a compliance score of 89.09%, ensuring trust among clients.



Reinsurer RGA

Reinsurance Group of America (RGA) conducted a Quality Assurance Review for DIN's Claims Assessments, receiving an overall score of above 95%.

Partnerships



Inhouse Claims Management Provider:

• Dubai Care

Provides a competitive advantage with an extensive network, 24/7 call center, fraud waste and abuse unit, cashless treatment facilities, and concierge services.

Third Party Administrators (TPAs):



• MedNet

Provides long-term healthcare solutions and financial protection against health crises



• Neuron

Offers 24/7 pre-authorisation, policy management, and claims processing.



• NAS

Focuses on healthcare benefits management and dynamic solutions.



• MSH International

Manages personal insurance for individuals in the GCC and MENA.



• Ecare

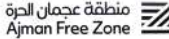
Manages healthcare needs for both enhanced and essential benefit plans.

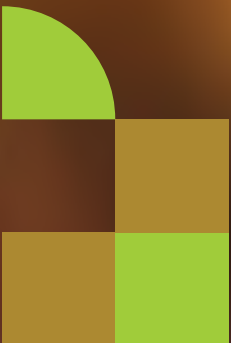


• Whealth International

Provides employee benefits administration including medical, dental, life insurance, and more.

International Reinsurance Partners:	
	• Hannover Re Third-largest reinsurer globally, offering property, casualty, life, and health reinsurance.
	• Allianz Re Provides tailored reinsurance solutions with global expertise.
Other Partners:	
	• SwissLife Global Solutions DIN is the exclusive regional partner for a premium medical insurance pooling system for multinational corporations.
	• Peak RE A Hong Kong-based reinsurer with a global portfolio, providing traditional re-insurance solutions.
	• Scor A leading global reinsurer offering innovative reinsurance and insurance solutions.
	• Korean RE Provides high-quality reinsurance services and risk management solutions.
	• Munich RE One of the top providers of reinsurance, primary insurance, and risk solutions globally.
	• CCR A top 30 reinsurer, providing solutions in property, casualty, life, and health reinsurance.
	• MAPFRE A global insurance company and leader in Latin America and Spain.

DIN has partnered with several UAE-based free zones, offering Workers Protection Program products directly to free zone-registered entities:	
	Jebel Ali Free Zone Authority (JAFZA)
	Dubai Airport Free Zone (DAFZA)
	Dubai Multi Commodities Centre (DMCC)
	Ajman Free Zone Authority (AFZA)
	Dubai Silicon Oasis Authority (DSOA)
	Khalifa Industrial Zone (KIZAD)
	Tarkhees Free Zone
	Dubai South Free Zone



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BOARD OF DIRECTORS AND BOARD COMMITTEES

In 2024, DIN made strides toward enhancing diversity within its Board of Directors by appointing a female member, aligning with its commitment to increasing female representation to 20%. This addition marks a significant step in fostering inclusive leadership and strengthening the Board's governance capabilities. With this new appointment, the Board remains composed of seven experienced members, maintaining stability while integrating fresh perspectives. As part of DIN's continuous efforts to enhance expertise, all Board members, including the newly appointed director, participated in annual training sessions covering critical topics such as regulatory compliance, anti-money laundering (AML), and emerging trends in the insurance sector. This initiative ensures that the Board remains well-equipped to guide DIN's strategic vision and long-term success.



BOARD MEMBERS



BOARD DIVERSITY:

2022		
	7	Men

2023		
	7	Men

2024		
	6	Men
	1	Women

ORGANIZATIONAL STRUCTURE



MANAGEMENT TEAM



ROLE OF THE HIGHEST GOVERNANCE BODY AND ITS RESPONSIBILITIES

Board Independence and Engagement

DIN's Board of Directors maintains a clear separation between the Chair and the Chief Executive Officer (CEO), ensuring **independent leadership** and oversight in strategic matters. The Chair is **actively involved** in sustainability-focused decisions, a practice that underscores the Board's commitment to embedding Environmental, Social, and Governance (ESG) principles within the corporate agenda.

Defining Sustainability Vision and Strategy

The Board **defines DIN's sustainability vision** and **integrates ESG goals** into the broader corporate strategy, underscoring the importance of responsible growth. To implement its ESG strategy, the board has embraced **global sustainability objectives**, such as the UN Sustainable Development Goals (SDGs). Moreover, DIN has developed **internal strategies** to weave sustainability considerations into everyday operations.

ESG Oversight and Risk Management

In line with **GRI 2-13**, the Board holds **ultimate responsibility** for identifying and managing ESG-related risks.

- While the Board **does not regularly review** comprehensive ESG performance metrics or Key Performance Indicators (KPIs), it **oversees transparent communication** of DIN's sustainability goals and progress.
- The Board acknowledges the **importance of climate-related risk** assessments; however, **formal evaluation of financial risks linked to climate change** (e.g., physical and transitional risks) and **integration into the enterprise risk management framework** remain areas for improvement.

- Currently, **executive compensation is planned to be linked to ESG performance**.

Resource Allocation and Innovation

The Board encourages **innovation** in sustainable practices and products, as well as adherence to **ethical and ESG compliance** standards. However, **dedicated financial, human, or technological resources** for sustainability initiatives are **not** explicitly allocated by the Board at this stage. Balancing **short-term financial performance with long-term sustainability** goals remains a priority, reflected in the Board's strategic discussions.

Monitoring Performance and Stakeholder Input

DIN's Board does not yet conduct **regular performance reviews** specifically measuring its own sustainability oversight, nor does it **routinely incorporate feedback from stakeholders** (e.g., investors, employees, customers) into Board-level evaluations. **Third-party assessments** of the Board's sustainability performance are also **not** in place. Nonetheless, **self-assessments** are performed by Board members to evaluate their collective contribution to sustainability, and **external consultants** are occasionally engaged to enhance ESG practices.

Reporting and Continuous Improvement

Although the Board does not formally endorse external frameworks like GRI or TCFD, it **oversees transparency** in DIN's sustainability reporting. In line with **GRI 2-14**, the Board remains **open to strengthening** its role in ESG reporting. **Evaluation findings**—including insights from internal reviews and external consultancy—are used to **update sustainability policies and practices**. The Board also **undergoes training and**

workshops to address any gaps identified during these evaluations, signaling a willingness to **build capacity** and evolve its governance approach.

Through this governance structure, DIN's Board provides high-level direction for sustainability, balancing near-term business objectives with emerging ESG considerations. While several formal processes—such as regular ESG metric reviews, climate risk integration, and broader stakeholder feedback loops—are still evolving, the Board's current practices and openness to improvement demonstrate DIN's ongoing commitment to responsible corporate governance.



ETHICS AND CORRUPTION

Commitment to Ethical Standards

Code of Ethics and Conduct

- DIN's comprehensive **Code of Ethics and Conduct** ("The Code") outlines the ethical framework for employees across all levels, covering topics such as data privacy, conflict of interest, anti-corruption, and confidentiality.
- The Code reflects DIN's dedication to meeting the **highest ethical standards**, ensuring compliance with legal obligations and industry best practices.
- DIN continuously updates its governance documents (e.g., Memorandum and Articles of Association) and maintains additional guiding policies, such as:
 - AML Policy and Procedures
 - Risk Management Policy
 - System Continuity Management Policy
 - Whistleblowing Policy

Culture of Integrity and Transparency

- DIN fosters a workplace culture underpinned by **transparency, integrity, respect, and fairness**.
- Management and employees are encouraged to uphold these values in dealings with customers, suppliers, business partners, and the wider community.

Communication and Training on Anti-Corruption

Anti-Corruption Emphasis Within the Code

- The Code of Ethics and Conduct includes **practical guidance** on handling corruption-related risks.
- Employees are instructed on how to **recognize and report** incidents that may jeopardize DIN's ethical standards or legal compliance.

Employee Awareness and Reporting Protocols

- DIN communicates its expectations through **ongoing awareness** of The Code's guidelines.
- A **reporting protocol** details the steps an employee should follow if they witness or suspect any unethical or illegal activity.
- Regular employee training is conducted each year to create awareness about anti-corruption and ethical practices.

Confirmed Incidents of Corruption and Actions Taken

Zero Reported Incidents

- In the referenced reporting period, DIN **did not cite** any confirmed incidents of corruption.
- If no incidents were recorded, DIN can report a **zero-incident count** for full transparency.

Response Measures

- Should an incident occur, DIN's **Whistleblowing Policy** and The Code specify the **investigation process** and potential disciplinary actions.
- The AML Policy further contributes to preventing and identifying corruption-related risks, with technology systems in place to detect suspicious transactions.

By embedding a clear **ethical framework** through its Code of Conduct, implementing **robust policies** (including AML), and maintaining **reporting mechanisms** for potential misconduct, DIN demonstrates a proactive stance on **policy commitments, anti-corruption awareness, and incident management**.

CUSTOMER PRIVACY AND DATA SECURITY

Approach and Commitment

Dubai Insurance Company (DIN) recognizes that safeguarding customer and stakeholder information is a **core governance** priority. In line with our privacy-by-design principles **proactive, not reactive; preventative, not remedial**, we embed data protection measures into every stage of our operations. This ensures we anticipate potential risks before they become issues, reflecting our commitment to **respecting user privacy** and upholding the **highest ethical standards**.

Policies and Frameworks

To enforce a robust security posture, DIN has established a **Personal Identifiable Information / Personal Health Information Management System (PIMS)**. This system is backed by management's commitment, which includes:

- Allocating Resources:** Providing financial, human, and technological support for ongoing privacy management.
- Regulatory Compliance Intelligence:** Periodically reviewing relevant data protection laws and regulations to maintain compliance.
- Privacy by Default:** Ensuring privacy settings and protections are automatically enabled for our processes and systems.

Preventative Measures

- Data Lifecycle Protection:** Security controls are applied at every stage—from data collection and storage to usage and final disposal.
- Training & Awareness:** Employees, vendors, and contractors receive regular training on privacy requirements, minimizing the risk of human error.
- Monitoring & Audits:** **Periodic audits and management reviews** evaluate the effectiveness

of our data privacy measures, with adjustments made as necessary.

- Incident Reporting:** A **formal procedure** is in place for identifying and reporting any potential data breaches, ensuring quick mitigation and transparent communication if an incident arises.

Incident Management and Enforcement

While DIN has not recorded **any substantiated complaints** about data breaches to date, we remain prepared to respond effectively should any incident occur. Our **Incident Response Procedure** involves:

- Immediate Reporting:** Team members must report any suspected breach immediately.
- Investigation & Review:** DIN may retain or access devices for investigative purposes.
- Corrective Actions:** Non-compliance or policy violations can lead to disciplinary measures, including termination of employment or contracts, and potential civil or criminal penalties.

Transparency and Continuous Improvement

DIN believes in **visibility and transparency** as integral components of our data security strategy. We publish periodic bulletins to update staff on new threats and best practices. Additionally, **self-assessments and external consultations** help us identify gaps and strengthen our framework. Findings from these evaluations guide updates to our **privacy policies and enforcement mechanisms**, ensuring a culture of continuous improvement.

By embedding strong **governance** principles, aligning with international privacy frameworks, and fostering a proactive culture of risk anticipation, DIN maintains a rigorous data security environment that upholds the **trust** of our customers, employees, and partners.



SUSTAINABILITY AT DIN

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SUSTAINABILITY COMMITTEE AT DIN

DIN's Sustainability Committee, established in 2021, is integral to the company's efforts in embedding Environmental, Social, and Governance (ESG) considerations across its operations. This committee has been tasked with the critical responsibility of achieving ESG-related goals, ensuring that sustainability is integrated across all functions, and fostering a culture of innovation that aligns with the company's long-term sustainability vision.

The committee operates under the direct oversight of the Board of Directors and CEO, ensuring that sustainability is prioritized at the highest organizational level. Its key responsibilities include setting DIN's sustainability vision, developing and implementing relevant strategies, and monitoring the effectiveness of these strategies. The committee also ensures that the company remains compliant with evolving global standards and regulatory requirements concerning ESG reporting and disclosures.

The committee's structure spans multiple departments, facilitating a cross-functional approach to sustainability governance. It includes senior management and decision-makers from key areas, such as:

• Distribution and Strategic Partnerships

• Legal and Compliance

• Internal Audit

• Human Resources

This collaboration across various departments ensures that sustainability considerations are not isolated but are woven into the fabric of all operations. By maintaining a systematic chain of command, the committee ensures that each function plays an active role in meeting DIN's sustainability goals.

A critical aspect of the committee's work is its focus on sustainable governance, particularly in the development of remuneration policies. These policies are aligned with ESG performance metrics, ensuring that the company's sustainability goals are effectively integrated into compensation structures. At the senior executive level, performance incentives are linked directly to achieving specific ESG objectives. This alignment is regularly reviewed to ensure that DIN's sustainability targets are reflected in organizational performance and in the broader corporate culture.

The **Central Bank of the UAE (CBUAE)** has issued a **Circular on Sustainability Disclosure Principles**, outlining the requirements for companies to transparently report their ESG (Environmental, Social, Governance) activities. For DIN, aligning with these principles is crucial to ensure compliance with local regulations and to strengthen its sustainability practices in line with global standards.

Key aspects of the Circular include:

- **Clear and comprehensive ESG disclosures** across areas such as risks, opportunities, energy, water, biodiversity, and emissions.
- Alignment with **international reporting frameworks** like the **Global Reporting Initiative (GRI)** and **Sustainability Accounting Standards Board (SASB)**.
- Transparency in reporting to allow **third-party verification** and accountability.

DIN's **Sustainability Committee** is actively working to ensure full compliance with the Circular. The committee will present an action plan to the Board, which includes:

- **Aligning** DIN's disclosures with CBUAE requirements.
- **Incorporating relevant ESG metrics** related to energy, water use and emissions.
- **Reporting on governance practices** and how ESG factors are integrated into risk management and internal audits.
- **Mapping efforts to the Sustainable Development Goals (SDGs)**, including **Good Health and Well-being, Gender Equality, and Climate Action**.



DIN'S COMMITMENT TO SDGS AND GRI

Imagining and striving towards a more inclusive, sustainable, resilient, and diverse tomorrow.

DIN is fully committed to advancing sustainability through a comprehensive strategy that integrates Environmental, Social, and Governance (ESG) principles into all facets of its operations. With a clear focus on aligning with national and international sustainability goals, DIN is continually evolving its approach to sustainability. The company aims to reduce its environmental footprint by adopting energy-efficient solutions, conserving resources, and minimizing waste, ensuring that sustainability is embedded in every operational process.

DIN has been committed to sustainability since the beginning of 2020, with the goal of modernizing the organization's infrastructure to effectively address ESG issues. The company has integrated ESG considerations into all aspects of its operations, including underwriting, investment decisions, and daily business activities, ensuring a targeted and impactful sustainability approach.

DIN recognizes the importance of adhering to regulatory frameworks and national sustainability objectives. In 2024, the UAE introduced the Sustainable Finance Working Group's (SFWG) Principles for Sustainability-Related Disclosures for Reporting Entities. DIN is committed to aligning with these principles, enhancing transparency and ESG disclosures to meet regulatory expectations. This commitment to transparent reporting reflects DIN's dedication to upholding global best practices and national sustainability initiatives.

The company is also responding to the General Framework for Adopting Sustainable Digital Transformation issued by the UAE in 2024. While primarily aimed at public sector organizations, DIN understands the significance of sustainable digital practices and is actively evaluating its operations to align with these guidelines where applicable. This includes integrating digital innovation into business functions to improve efficiency and reduce environmental impacts, all while ensuring alignment with sustainable digital transformation principles.

In addition, DIN is closely monitoring the UAE Federal Decree-Law No. (11) of 2024, which is set to take effect in May 2025 and supports the UAE's Net Zero 2050 strategy. The company is proactively assessing the implications of this law to ensure full compliance and contribute meaningfully to the nation's efforts in mitigating climate change. This proactive stance reinforces DIN's long-term commitment to reducing its carbon footprint and supporting the UAE's climate objectives.

DIN adheres to Global Reporting Initiative (GRI) standards, ensuring its sustainability disclosures align with internationally recognized frameworks. The GRI provides a detailed guide for companies to report on their economic, environmental, and social impacts. By using GRI standards, DIN ensures that its sustainability efforts are communicated transparently, with clear and verifiable data on issues like energy consumption, waste management, and carbon emissions. This approach also helps the company demonstrate its commitment to continuous improvement and its accountability to stakeholders.

The UN 2030 Agenda for Sustainable Development offers a comprehensive and actionable framework to tackle some of the world's most urgent environmental, political, and economic challenges. The Sustainable Development Goals (SDGs) outlined in this agenda are designed to promote dignity, peace, and prosperity

for all people and the planet. We are fully committed to aligning our corporate Environmental, Social, and Governance (ESG) strategy with these goals.

At the heart of the insurance industry lies the fundamental need to protect individuals, families, livelihoods, and the environment. We recognize that safeguarding people and their assets plays a vital role in fostering a more sustainable future. By integrating these principles into our operations, we contribute to a more resilient and equitable world for future generations.

DIN envisions sustainability as an ongoing journey, with a robust framework to continuously reduce environmental impacts, enhance operational efficiency, and ensure social responsibility. The company's strategy includes fostering a positive social impact by promoting diversity, equity, employee well-being, and engaging in community initiatives. DIN also prioritizes governance through transparent and ethical business practices, ensuring compliance with relevant regulations.

Through these ongoing efforts, DIN is setting a strong example within the industry, demonstrating that sustainable practices are essential for long-term success. As the company adapts to new regulatory requirements and emerging environmental challenges, it remains dedicated to leading the way in sustainable practices, ensuring that sustainability becomes an integral part of its identity and operations.



DIN'S COMMITMENT TO SDGS AND GRI

DIN is committed to advancing sustainability by aligning its business strategy with five key SDGs. Through adherence to GRI standards and ESG-focused initiatives, DIN ensures transparency, accountability, and long-term positive impact.



SDG 1: No Poverty

DIN is committed to tackling poverty through financial inclusion and by supporting programs that provide access to affordable insurance products. By ensuring more equitable access to financial services, particularly in underserved communities, DIN contributes to poverty reduction and economic security. The company also engages in corporate social responsibility (CSR) initiatives aimed at improving livelihoods and addressing the root causes of poverty.



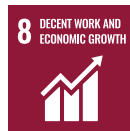
SDG 3: Good Health and Well-being

DIN understands that health and well-being are integral to a sustainable future. The company promotes employee wellness programs, offers comprehensive health insurance coverage to its clients, and advocates for healthier communities through its CSR initiatives. Additionally, DIN supports public health campaigns and partners with healthcare providers to ensure accessible and affordable health services. The company's commitment to SDG 3 aligns with GRI Standards 103-1 to 103-3, ensuring that its health-related programs are well-structured, measured, and communicated effectively.



SDG 5: Gender Equality

DIN recognizes the importance of gender equality in creating a fair and just society. The company is dedicated to promoting gender equality both within the workplace and in the broader community. This commitment is reflected in the company's efforts to ensure equal opportunities for women in leadership positions, promoting work-life balance policies, and offering inclusive products tailored to diverse customer needs. DIN reports its gender equality initiatives and achievements in line with GRI Standards 405-1, ensuring transparent tracking of gender representation across all levels of the organization.



SDG 8: Decent Work and Economic Growth

DIN supports decent work by fostering a fair, inclusive, and productive work environment. The company is committed to providing its employees with opportunities for personal and professional growth through training, skill development, and competitive remuneration. Furthermore, DIN strives to contribute to the UAE's economic growth by promoting job creation, supporting entrepreneurship, and ensuring that its business practices align with labor rights. By integrating SDG 8 into its business model, DIN works to ensure that its operations generate long-term value for employees, customers, and the economy.



SDG 13: Climate Action

Addressing climate change is central to DIN's sustainability agenda. The company is focused on reducing its environmental footprint by adopting energy-efficient practices, reducing emissions, and supporting the UAE's climate goals, such as the Net Zero 2050 strategy. Through its insurance products and services, DIN also promotes climate resilience by offering solutions for businesses and individuals to better manage the risks associated with climate change. The company's efforts are tracked and reported in line with GRI Standards 305, ensuring clear and actionable data on its climate impact and initiatives.

STAKEHOLDER ENGAGEMENT

Stakeholder engagement is essential to developing a robust ESG strategy. By involving a wide range of stakeholders, we gain valuable insights into key strategic priorities and areas of focus. This engagement fosters transparency, builds trust, and ensures that ESG concerns are properly addressed.

DIN incorporates stakeholder input into decision-making processes through consistent interactions, keeping all stakeholders informed of the company's evolving needs. To encourage open communication, DIN actively seeks feedback from its stakeholders through various channels,

such as surveys, meetings, and focus groups, covering a wide range of topics, including ESG. This proactive approach helps the company anticipate emerging ESG challenges, manage risks effectively, and seize opportunities that support sustainable business practices.

STAKEHOLDER CATEGORY	KEY STAKEHOLDERS	ENGAGEMENT METHODS	PURPOSE OF ENGAGEMENT
CUSTOMERS	- General Policyholders - Corporate Clients	- Customer satisfaction surveys - Complaint and Suggestion Portal - Regular Communication - Customer Support & Interaction - Website interactions	- Enhance customer satisfaction - Gather insights for service improvements - Promote sustainable insurance products
MANAGEMENT & EMPLOYEES	- DIN Leadership - Staff - Workforce	- Company events - Open Door Policy - Internal Company Announcements - Performance Appraisals - Exit Interviews - Employee Engagement Programs - Training & Development Initiatives	- Foster an inclusive workforce - Drive internal sustainability initiatives - Improve workplace well-being
SHAREHOLDERS	- Institutional & Retail Investors - Board Members	- Regular Communication - Six shareholders on the Board with frequent interactions - Engagement during AGM - Investor Relations - Annual Reports & Sustainability Reports	- Align ESG strategies with financial growth - Maintain transparency in business performance
REGULATORY & INDUSTRY BODIES	- Central Bank of UAE - SCA & DFM - Department of Economy	- Regular reporting and meetings with Central Bank of UAE - Quarterly financial reporting with SCA - Regular reporting - Webinar - Annual interaction with Department of Economy - Announcements with DFM	- Ensure adherence to financial and sustainability regulations - Align with market-driven ESG standards
BUSINESS & FINANCIAL PARTNERS	- Reinsurers - Third-Party Administrators (TPAs) - Brokers	- Regular business coordination with Reinsurers - TPAs & Brokers - Partnerships & Collaborations	- Promote sustainable underwriting - Enhance ethical claims management
RATING AGENCIES	- AM Best - Moody's - Fitch	Annual interactions for rating review and compliance	- Strengthen ESG-related financial credibility - Improve governance transparency
IMPROVE GOVERNANCE TRANSPARENCY	- Local Communities - CSR Beneficiaries	- Community-related initiatives - Donations - Volunteering - CSR Initiatives	- Support community well-being - Engage in sustainability awareness

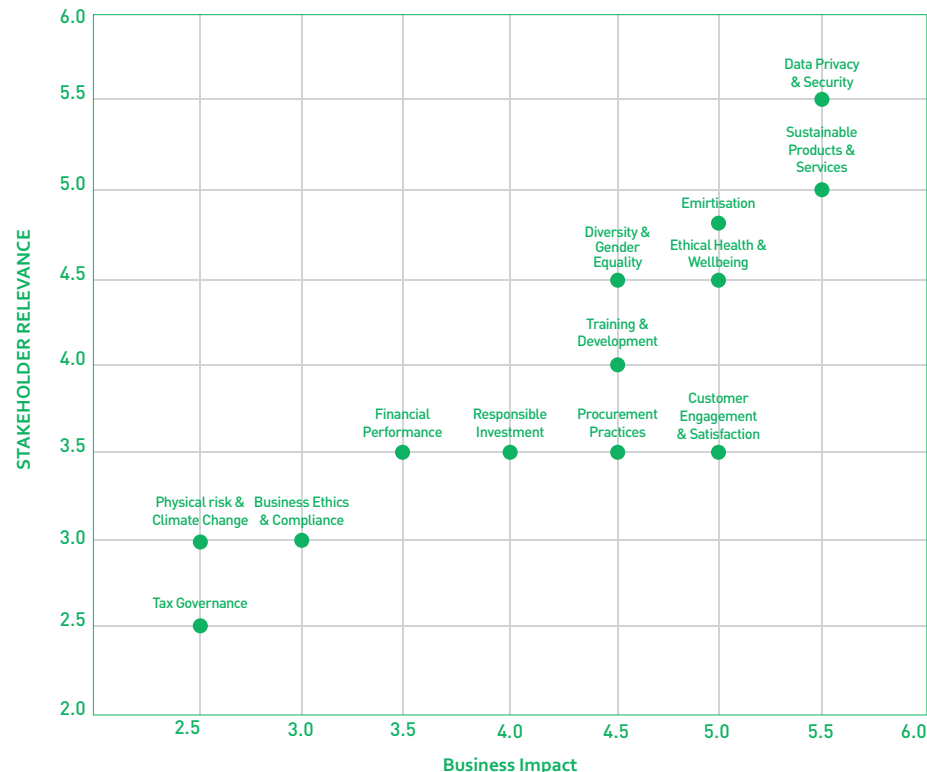
MATERIALITY ASSESSMENT

DIN's materiality assessment is a critical process for identifying and prioritizing the ESG factors that have the most significant impact on its operations, stakeholders, and long-term sustainability. Through this assessment, DIN evaluates various environmental, social, and governance topics to determine which areas align with the company's core values and strategic objectives. The materiality assessment process includes consultations with key stakeholders, such as employees, customers, investors, and industry experts, ensuring that diverse perspectives are considered. The company focuses on issues that directly influence its business model, including energy consumption, waste management, governance practices, diversity and inclusion, and customer satisfaction.

The results of DIN's materiality assessment guide the company's sustainability strategy and help align its efforts with both global best practices and regulatory requirements. Key material topics identified through this process include environmental sustainability, employee well-being, ethical governance, and transparency in customer relations. By understanding and addressing these critical issues, DIN ensures that its ESG initiatives are relevant, impactful, and aligned with both industry standards and stakeholder expectations. This approach not only enhances DIN's sustainability performance but also strengthens its reputation and long-term resilience in an ever-evolving business environment.



MATERIALITY MATRIX





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GHG EMISSION ANALYSIS

DIN's approach to GHG emissions management focuses on reducing both direct and indirect energy consumption. The company is committed to addressing climate-related risks by actively participating in initiatives like the Green and Sustainable Finance Initiative and Mission 1.5°C. These initiatives support DIN's overall objective of managing its environmental impact, particularly about energy use.

DIN tracks both direct and indirect energy consumption, which includes fuel consumption and electricity usage, as key contributors to their emissions. By monitoring these metrics, the company aims to optimize energy use and reduce overall emissions.

To assess progress in energy efficiency, DIN measures energy intensity on a per-employee basis. This metric provides insight into how effectively the company is reducing its energy consumption relative to its workforce size. Through these targeted efforts, DIN works towards minimizing its carbon footprint and improving its energy management practices.

		Unit	2022	2023	2024
Direct Energy Consumption	Fuel Consumption	GJ	146.99	141.25	177.02
Indirect Energy Consumption	Electricity Consumption	GJ	4693.79	5081.51	4698.70

Energy Intensity (GJ/Per Employee)	2022	2023	2024
Direct Energy Consumption	0.53	0.51	0.72
Indirect Energy Consumption	16.88	18.34	19.10



ENERGY MANAGEMENT

DIN is dedicated to enhancing its energy efficiency and reducing environmental impacts through a range of strategic measures. The company has implemented several energy-saving initiatives, demonstrating its commitment to sustainability. These measures include the use of LED lighting, which significantly reduces overall energy consumption and helps minimize DIN's carbon footprint. Additionally, automated HVAC systems regulate heating, ventilation, and air conditioning, ensuring that energy is used optimally and preventing unnecessary waste. Upgrades to building insulation further contribute to energy efficiency by improving temperature regulation, reducing the need for excessive energy consumption for heating or cooling. Furthermore, DIN uses energy-efficient appliances and equipment across its operations, ensuring that energy consumption is minimized without compromising operational efficiency.

In addition to these physical upgrades, DIN enforces energy-saving policies and practices that encourage energy efficiency at all levels of the organization. These policies are supported by a robust system for energy monitoring and reporting, which tracks energy usage and identifies areas where further improvements can be made. These measures highlight DIN's proactive approach to managing energy consumption and reducing its environmental impact.

While renewable energy integration has not yet been fully implemented, DIN's sustainability strategy emphasizes the transition to renewable energy as a key component of its long-term commitment to environmental responsibility. The company is focused on aligning with global sustainability frameworks and working toward reducing carbon emissions while improving overall energy efficiency. Furthermore, DIN's Remote Work Policy, which is part of its hybrid work framework, also contributes to energy efficiency by reducing the energy consumption associated with office space during work-from-home periods. This policy is applied across different departments. For example, employees in the Medical Insurance Department are permitted to work remotely during night shifts to ensure the efficient processing of medical treatment authorizations. During weather-related events, such as the heavy rainfall in Dubai in April 2024, the company implemented remote work for most employees to ensure their safety while maintaining business continuity. Remote work may also be granted under exceptional circumstances, with approval from executive management based on business needs. This hybrid work approach, combined with DIN's energy-efficient measures, supports a more sustainable work environment and contributes to the company's broader sustainability goals.



FUEL CONSUMPTION IN LITERS

2022	2023	2024
4661	4479	5176



ENERGY CONSUMPTION IN KWH

2022	2023	2024
1,303,830	1,411,531	1,305,194.14



WATER AND EFFLUENTS

DIN is committed to effective water management as part of its broader sustainability strategy. In 2024, the company continued to optimize water usage through a combination of resource-saving initiatives, employee engagement, and transparent reporting practices. There was a slight decrease in consumption compared to the previous year, highlighting the effectiveness of ongoing efforts to minimize water waste. This included implementing low-flow fixtures, introducing water-efficient technologies, and conducting employee awareness campaigns to foster a culture of conservation. By actively involving employees, DIN continues to encourage mindful water usage across its operations.

Looking ahead, DIN is targeting a 10% reduction in water consumption by 2026 as part of its long-term sustainability goals. The company will build on its current initiatives and further refine its water management practices to meet this ambitious target. Tracking and reporting water usage as part of ESG disclosures will remain a key focus, ensuring transparency and accountability. With continued efforts to improve water efficiency, DIN is committed to supporting sustainable resource management while meeting global sustainability standards.

	2021	2022	2023	2024
Water Consumption in m ³	4,119.59	4,400.68	6,110.80	5,661.20
Employee Count	242	278	277	246
Total water consumption (m ³ / per Employee)	17.02	15.83	18.30	23.01



WASTE MANAGEMENT

In 2024, DIN took significant steps to reduce its environmental footprint, focusing particularly on minimizing paper waste and enhancing customer experience through digital solutions. One of the most notable initiatives was the introduction of a new claims system for the WPP and ILOE products. This system enabled the company to transition from physical claim files to a fully digital process, eliminating the need for printed paper in the claim filing procedure. As a result, DIN successfully reduced paper consumption, saving over 2.3 million pages in 2024 alone.

Digital Transformation and CRM Implementation:

DIN further strengthened its commitment to sustainability through its digital transformation initiatives, which included the launch of a new Customer Relationship Management (CRM) system and the enhancement of customer portals. These advancements not only improved customer service but also played a key role in reducing the need for paper. The upgraded portals provide a more intuitive and user-friendly experience, allowing customers to manage their insurance policies, file claims, and track progress all digitally, without relying on physical documents.

The new CRM system integrates advanced analytics, which helps to better understand customer needs and personalize communication. This system not only strengthens long-term customer relationships but also contributes to further reducing paper use by eliminating the need for physical records and documents.

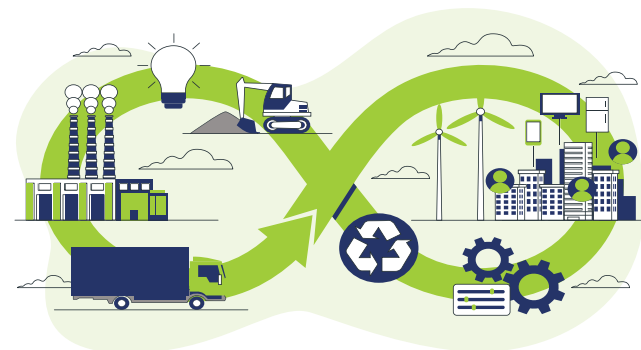
Waste Management and Resource Conservation: DIN has actively implemented a range of measures to reduce waste within its offices. By embracing digital systems and workflows, the company has minimized its reliance on paper, cutting down paper waste across daily operations. The company is also working on reducing plastic packaging waste and replacing disposable cutlery and plates with more sustainable alternatives.

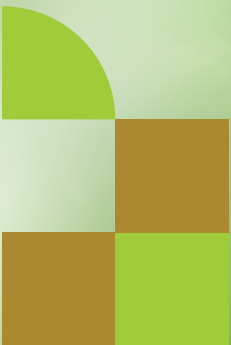
In addition, DIN is dedicated to the responsible disposal and recycling of printer cartridges and toner, further reducing waste from office equipment. Efforts to reduce stationery usage and repurpose outdated office equipment also contribute to minimizing unnecessary waste. The company has also put measures in place to reduce food waste, ensuring that any surplus food is either reused or responsibly disposed of.

Paper Usage Reduction in 2024

Product Type	Needed Papers per Claim	Number of Claims Submitted in 2024	Total Papers Saved in 2024
WPP	15	7,609	114,135
ILOE	46	48,023	2,209,058
Total			2,323,193

Through these digital solutions and waste management practices, DIN not only improved its environmental impact but also demonstrated a strong commitment to sustainability. The integration of digital tools, along with a focus on reducing waste, supports DIN's broader sustainability goals, aligning with global standards and contributing to a greener, more eco-friendly future.





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BUILDING AN INCLUSIVE WORKFORCE

Our People: A Snapshot

At DIN, we believe that our employees are the foundation of our success and growth, and we are dedicated to creating a workplace where fairness, respect, and inclusivity are at the core of everything we do.

Our strong ethical principles guide us in ensuring that every individual, regardless of their background, is treated with the highest regard. We embrace diversity as a driving force, knowing that a variety of perspectives not only strengthens our organization but also sparks innovation. By nurturing a collaborative atmosphere built on trust and mutual respect, we empower our team to excel and make meaningful contributions to our collective goals. To support this, we offer continuous learning and development programs, enabling our employees to reach their full potential. Our investment in people ensures a resilient and dynamic workforce that propels us forward today and positions us for long-term success.

In 2024, we took another significant step towards gender equality by appointing a female director to our board, underscoring our commitment to equal opportunities at every level of the organization. With a nearly equal gender representation—54% male and 46% female—DIN is steadily progressing toward a more balanced leadership structure. This reflects our ongoing efforts to promote diversity and ensure that decision-making processes are shaped by a variety of voices and perspectives.

The HR team at DIN plays an instrumental role in realizing our vision for an inclusive and equal-opportunity workplace. Their strategic focus on attracting diverse talent, coupled with their commitment to fostering an environment of fairness and respect, ensures that all employees have access to the same opportunities for growth and advancement. From implementing targeted recruitment initiatives to providing skill-building programs, the HR team creates an atmosphere where every individual can thrive. Moreover, their focus extends beyond diversity to developing comprehensive employee protection programs, ensuring a safe and supportive environment for all. The efforts to provide regular training and upskilling opportunities not only support workforce development but also contribute to a culture of empowerment, ultimately driving the company's long-term success and sustainability.



BOARD OF DIRECTORS:

2022	2023	2024
7 Men	7 Men	6 Men 1 Women

EMPLOYEE COUNT:

2021	2022	2023	2024
114 Male 128 Female	139 Male 139 Female	140 Male 137 Female	132 Male 114 Female

MALE EMPLOYEE COUNT:

2021	2022	2023	2024
47%	50%	51%	54%

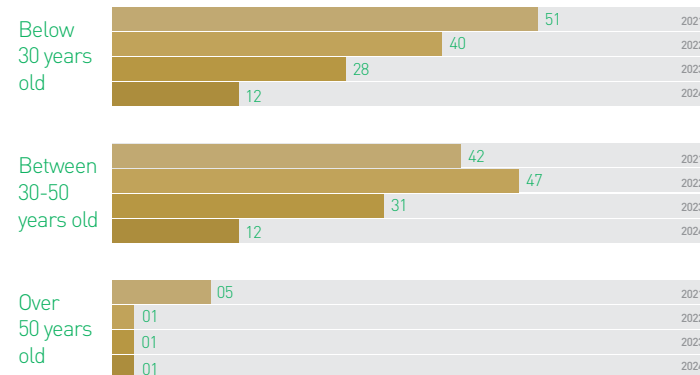
FEMALE EMPLOYEE COUNT:

2021	2022	2023	2024
53%	50%	49%	46%

Total New Hires (Gender)

2021	2022	2023	2024
41	46	31	08
2021	2022	2023	2024
64	42	29	17

Total New Hires (Age Group)



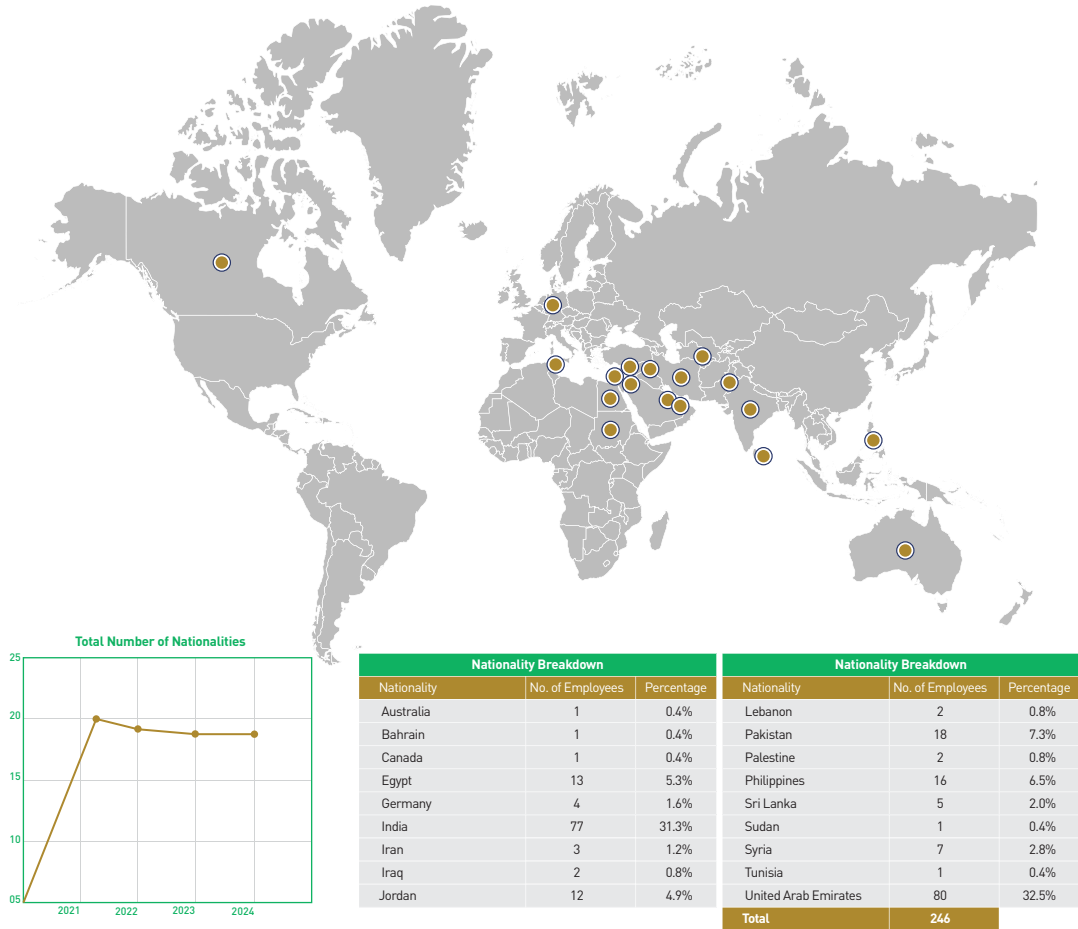
EMBRACING GLOBAL TALENT

Equal Opportunity and Diversity

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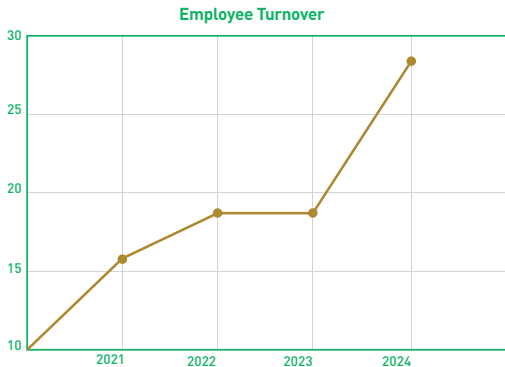
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EMPLOYEE RETENTION AND TURNOVER TRENDS

We are committed to fostering a workplace that is safe, inclusive, and conducive to both professional and personal growth. Our employees are at the heart of our success, and we continuously strive to create an environment where they feel valued, supported, and empowered. By implementing strong retention strategies and employee well-being initiatives, we aim to enhance job satisfaction and career longevity. Our dedication to a positive workplace culture ensures that every individual can thrive and contribute meaningfully to our collective success.



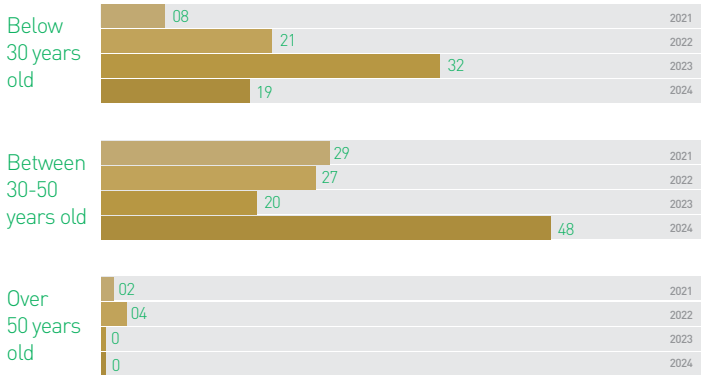
Total Employees That Left (Male)



Total Employees That Left (Female)



Total Leavers (Age Group)



HEALTH AND WELLBEING

At DIN, the health and well-being of employees are at the core of the company's values. Recognizing that a healthy and engaged workforce is essential to both personal and professional success, DIN fosters an environment where employees are supported in every aspect of their well-being—physical, mental, and social. By promoting a balanced work-life culture, prioritizing wellness initiatives, and creating a supportive, inclusive atmosphere, DIN ensures that employees feel valued, energized, and empowered. The company believes that well-being goes beyond just health—it's about creating a sense of belonging, respecting individual differences, and offering opportunities for growth and connection.



Basmah Awareness Initiative:

DIN actively supports the Basmah Awareness Campaign, aiming to raise awareness about breast cancer, promote early detection, and encourage prevention through community education.



Breast Cancer Awareness Webinar:

In line with its commitment to health and well-being, DIN hosted a Breast Cancer Awareness Webinar, providing employees and the public with vital information on cancer prevention, detection, and care options.



Dubai Fitness Challenge Participation:

The DIN team proudly participated in the Dubai Fitness Challenge, the largest fitness initiative in the UAE, motivating employees to prioritize physical health and wellness.



Cultural Diversity Celebration:

DIN places great value on cultural diversity, with a workforce representing 18 nationalities. The company ensures that employees from various backgrounds feel respected and valued, with special attention given to honoring the religious and cultural perspectives of everyone. This inclusive approach fosters an environment where everyone is empowered and appreciated. To further celebrate this diversity, DIN organizes a range of seasonal and religious events, such as the Christmas Party, Onam Celebration, Diwali Celebration, and Iftar Party. These celebrations provide employees with a sense of belonging, reinforcing the company's commitment to inclusivity and community.



UAE National Day Celebration:

To honor the UAE's heritage and achievements, DIN actively celebrates UAE National Day, commemorating the nation's 53rd Eid Al Etihad, a symbol of unity, progress, and pride.



Flag Day Celebration:

DIN observes Flag Day as an expression of national pride, reinforcing the values of unity and identity.



LEARNING & DEVELOPMENT

We recognize that the success of our organization is deeply connected to the well-being of our employees, fostering a diverse and inclusive workplace, and actively contributing to the communities we serve. Our Learning and Development (L&D) initiatives play a critical role in supporting these values by providing employees with the tools and knowledge to thrive both personally and professionally. Through targeted training and development programs, we empower our staff to contribute to our mission of social responsibility, while simultaneously enhancing their skills, health, and sense of belonging within the organization. These efforts are aligned with DIN's commitment to ensuring that our workforce remains engaged, motivated, and aligned with our core values of well-being, diversity, and community involvement.

E-Learning Platform:

On January 24, 2024, DIN hosted a comprehensive **Webinar on the DOLFIN E-Learning Platform**, aimed at enhancing the digital learning experience for employees. The webinar provided an in-depth overview of the platform's features, including its user-friendly interface, wide range of learning modules, and interactive tools designed to foster skill development. Attendees were introduced to the platform's capabilities for delivering personalized learning journeys, tracking progress, and accessing a wealth of resources across various disciplines. The session also highlighted how the DOLFIN E-Learning Platform supports DIN's commitment to continuous professional development, offering employees a flexible and engaging way to enhance their knowledge and skills in alignment with organizational goals. This initiative further underscores DIN's dedication to fostering a culture of lifelong learning and innovation.

Combating Money Laundering and Terrorist Financing (AML/CFT):

DIN's Learning and Development (L&D) program is structured to provide employees with comprehensive training on combating money laundering (ML) and terrorist financing (TF). This program is designed to ensure that all staff members are well-versed in the organization's internal AML-CFT policies and procedures, as well as the regulatory guidelines set by bodies like the Central Bank of the UAE (CBUAE), the Financial Intelligence Unit (FIU), and the Emirates of Concerned Nationalities (EOCN). The training is mandatory for all new joiners within their first 30 days and is reinforced through quarterly refresher courses

for AML Associates and annual sessions for senior management. DIN conducted a total of 28 AML training sessions throughout the year. To cater to the specific roles within the organization, the training adopts a role-based approach, ensuring that each employee receives the most relevant and up-to-date information tailored to their job function. The training also emphasizes real-world applications, such as risk assessment, KYC procedures, sanctions screening, and reporting suspicious activities.

Key Learning Objectives:

- Ensure all employees understand DIN's AML-CFT policies, procedures, and the regulatory frameworks set by relevant authorities.
- Equip employees with the knowledge to conduct effective risk assessments of clients and perform KYC and due diligence procedures.
- Provide employees with the tools to identify and report suspicious activities, ensuring compliance with the reporting requirements to the FIU.
- Train employees on the legal consequences of tipping off and emphasize the importance of maintaining confidentiality.
- Enhance employees' understanding of sanctions screening and Ultimate Beneficial Ownership (UBO) identification.
- Ensure continuous learning through periodic refresher training and role-based learning to stay updated with emerging risks and regulatory changes.

Workers Protection Program (WPP):

The Workers Protection Program (WPP) at DIN plays a crucial role in ensuring the protection of workers' rights

across the UAE. The training within this program ensures that all employees understand its significance, operations, and benefits to workers. As a key initiative for workers' rights, WPP serves as a critical aspect of DIN's contribution to the UAE's labor market. It is designed to safeguard employees by offering compensation in cases of employer default, eliminating the need for bank guarantees. As of the latest statistics, the program has successfully provided compensation for 3,907 workers, underlining its vital role in ensuring fair protection for workers. With 4,788,888 employees insured through Certificates of Insurance (COI), WPP's impact on the workforce is undeniable. This initiative not only supports the rights of workers but also contributes to DIN's market leadership and revenue growth.

Key Learning Objectives:

- Understanding the scope and importance of the Workers Protection Program within the UAE labor market and its role in safeguarding workers' rights.
- Training on the process for employers to register workers and issue Certificates of Insurance (COI), ensuring workers are covered under the WPP.
- Explaining how DIN compensates workers in cases of employer default, without requiring bank guarantees, offering seamless support to workers in need.
- Discussing the success of the program, its positive impact on workers, and how it has contributed to DIN's growth and leadership in the market.

Involuntary Loss of Employment (ILOE) Insurance Scheme:

The Involuntary Loss of Employment (ILOE) Insurance Scheme, launched on January 1, 2023, provides financial support to employees whose employment has been terminated by their employer. This program aims to enhance workers' economic security and contributes to a more resilient labor market in the UAE. Through the L&D program, employees are trained on the operational aspects of the ILOE Scheme, focusing on the claims process, integrated systems for real-time decision-making, and the broader economic impact on the UAE.

Key Learning Objectives:

- Understanding the ILOE scheme's purpose, scope, and its impact on the UAE economy.
- Detailed coverage of how to manage claims and utilize integrated systems for real-time decision-making in the claims process.
- Emphasizing the role of the ILOE Scheme in improving workers' standard of living and supporting the UAE's transition towards a knowledge-based economy.

Workers Health Insurance (WHI) Scheme:

The Workers Health Insurance (WHI) Scheme is another key initiative by DIN, offering comprehensive healthcare coverage to workers, particularly in regions where healthcare access was previously limited, such as Sharjah, Ajman, Umm Al Quwain, Ras Al Khaimah, and Fujairah. The L&D training focuses on ensuring employees are

well-versed in the operational aspects of the WHI scheme, its benefits for workers, and its impact on the UAE labor market's competitiveness.

Key Learning Objectives:

- Training on the rollout of the WHI scheme, specifically in areas where health insurance coverage was previously unavailable.
- Understanding the access to comprehensive healthcare services available to workers under the scheme.
- How the WHI scheme reduces financial burdens on employers and increases the competitiveness of the UAE labor market.

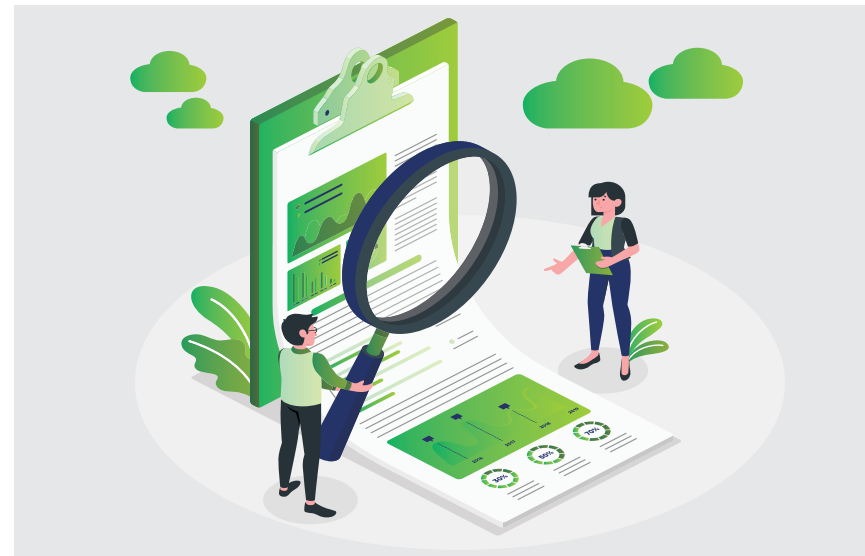
HR Induction Training

HR induction training at DIN is designed to provide new employees with a comprehensive understanding of the company's culture, values, policies, and operational procedures. The goal of the induction training is to integrate new hires into the organization seamlessly, ensuring they feel welcomed, informed, and aligned with the company's vision. This program serves as the first step in the employee journey, helping new staff understand their roles, responsibilities, and expectations, while also familiarizing them with the tools and resources available to them.

Information Security Awareness

Information security awareness training at DIN is essential for ensuring that employees understand the importance of safeguarding sensitive data and protecting

the organization's IT infrastructure from potential threats. The training focuses on educating employees about the risks associated with data breaches, cyberattacks, and other security vulnerabilities, equipping them with the knowledge and best practices to protect both company and personal information. The program is aimed at building a culture of security across the organization, ensuring that every employee plays a role in maintaining a secure digital environment.



EMIRATISATION

Dubai Insurance (DIN) remains steadfast in its commitment to Emiratisation, not just as a regulatory requirement but as a **core strategic priority**. As a UAE-born company, DIN recognizes the critical role of **UAE nationals in shaping its future success** and actively invests in their **recruitment, development, and long-term retention**.

Through structured programs, leadership initiatives, and upskilling efforts, DIN is dedicated to empowering Emirati professionals while supporting the UAE's national economic and workforce goals.

Commitment to Emiratisation Excellence

DIN has consistently exceeded **Tawteen targets**, earning **government recognition** and **permit application discounts** as an incentive for surpassing Emiratisation benchmarks. The company also actively participates in the **NAFIS initiative**, which provides salary support for UAE nationals in the private sector, reinforcing DIN's commitment to **sustainable employment**.

Emiratisation Growth & Workforce Diversity

DIN has steadily increased the representation of **UAE nationals**, with Emiratisation reaching **33% in 2024**. A key focus has been on **gender balance**, ensuring that **both male and female Emiratis** have equitable opportunities for growth. DIN continues to **offer meaningful career paths**, integrating UAE nationals into **key leadership and technical roles** to enhance their contributions to the company.

UAE Nationals in Workforce (Gender Breakdown)

2021					2022				
									
12	Male	Total	Emiratisation Rate %		15	Male	Total	Emiratisation Rate %	
	64	Female	76	31.40%		70	Female	85	30.62%

2023					2024				
									
16	Male	Total	Emiratisation Rate %		15	Male	Total	Emiratisation Rate %	
	72	Female	88	32.00%		65	Female	80	33.00%

Addressing Workforce Engagement & Turnover Challenges

Despite these achievements, DIN acknowledges the need to strengthen employee retention, as the overall turnover rate increased to 27.2% in 2024. To address this, DIN is:

- ✓ **Enhancing Leadership Development:** Investing in structured career pathways for Emiratis.
- ✓ **Expanding Retention Strategies:** Refining mentorship programs, employee benefits, and career progression plans.
- ✓ **Tracking Emirati-Specific Turnover:** Strengthening data analytics to monitor workforce engagement and develop targeted solutions.
- ✓ **Fostering a Stronger Work Culture:** Implementing initiatives to boost employee satisfaction, training, and career mobility.

By prioritizing long-term retention and career growth, DIN ensures that UAE nationals are not only hired but also nurtured into future industry leaders. Through sustained strategic efforts, DIN continues to play an active role in empowering Emiratis, reinforcing its commitment to a diverse, high-performing, and inclusive workforce that aligns with the UAE's long-term vision.

Empowering Emirati Talent

- ✓ **Seamless Integration into Technical Roles:** Focus on enhancing the smooth integration of UAE Nationals into full-time technical positions, ensuring they can contribute effectively to the company.
- ✓ **Retention of High-Performing UAE Nationals:** Commit to retaining top-performing UAE Nationals by fulfilling the employee value proposition shared during recruitment, fostering a supportive work environment.
- ✓ **Boosting Engagement:** Increase employee engagement through strategic initiatives like career succession planning, skills development programs, and continuous learning opportunities.
- ✓ **Career Progression:** Provide clear pathways for career growth, ensuring UAE Nationals are equipped with the skills and resources needed for long-term success within the company.
- ✓ **Strengthening Workforce Performance:** Build a diverse, high-performing workforce by continuously supporting and developing UAE Nationals, enhancing both individual and organizational performance.

DEVELOPING OUR COMMUNITIES



DIN remains steadfast in its commitment to fostering community development through impactful CSR initiatives in 2024. The company demonstrated its unwavering dedication by significantly expanding its contributions to key initiatives, with a notable 51.84% increase compared to the previous year. With a total investment of AED 2,267,014.81, DIN focused its efforts on empowering communities, promoting health, and fostering inclusivity.

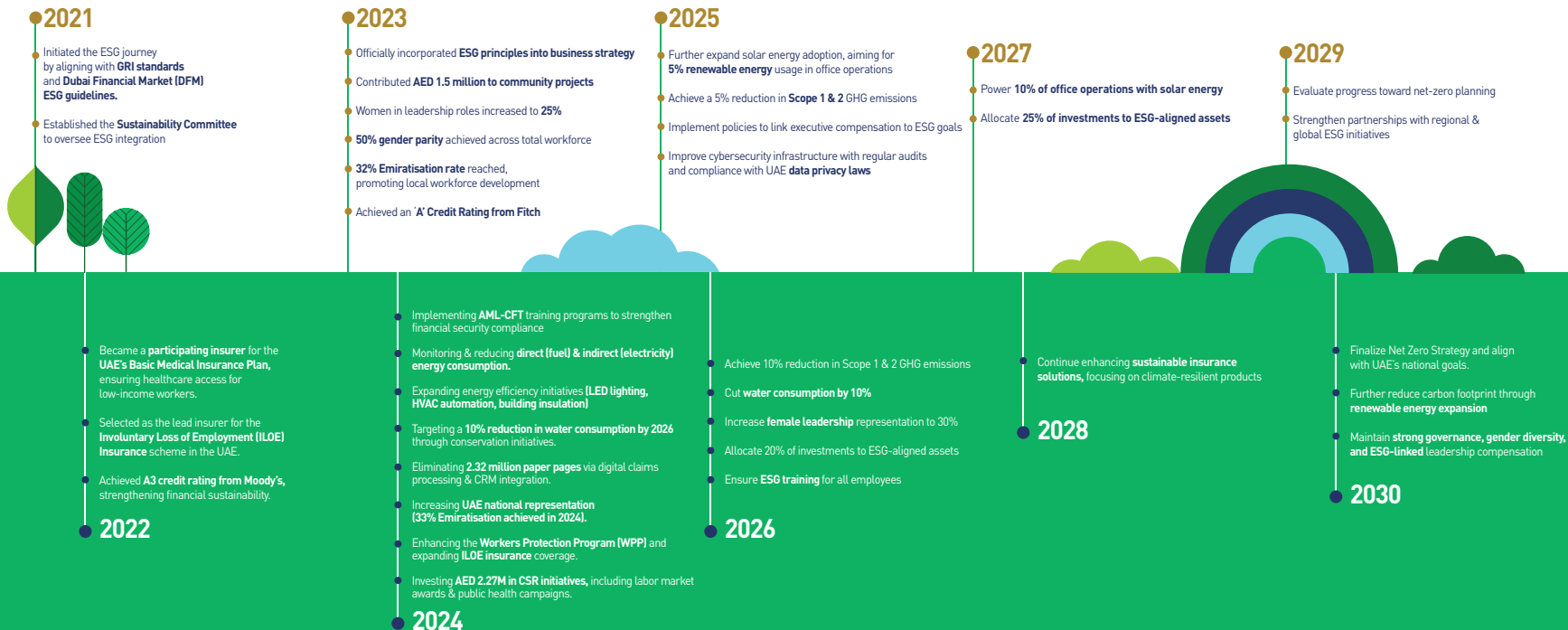
Among the major initiatives, DIN sponsored the **Emirates Labour Market Award** with AED 2,100,000, recognizing and encouraging excellence in labor market practices across the UAE. Additionally, the company took an active role in public health advocacy, contributing AED 125,000 to the **Beat Diabetes 2024** Event Sponsorship, alongside a settlement of AED 2,491 for the Landmark initiative associated with the same event. This reflects DIN's commitment to addressing critical health challenges.

DIN also celebrated cultural diversity by sponsoring the **Onam celebration** hosted by the Indian Association Sharjah, contributing AED 9,523.81 to promote inclusivity and unity within the community. The company further reinforced its commitment to industry-focused engagements by supporting the **31st Annual Insurance Meet** with a sponsorship of AED 12,500, in addition to allocating AED 17,500 for a **Platinum Sponsorship Fee**, demonstrating its dedication to supporting sectoral growth.

These initiatives, alongside DIN's strategic vision, underscore its role as a responsible corporate citizen, committed to integrating business goals with societal needs. By doing so, DIN continues to create meaningful and lasting value for the communities it serves.

YEAR	AMOUNT (AED)
2021	500,000.00
2022	800,000.00
2023	1,493,000.00
2024	2,267,014.81

ESG STRATEGY ROADMAP



GRI & DFM

CONTENT INDEX

GRI Standards	Disclosure	Content	Pg No.	DFM Alignment	Relevant SDGs
GRI 405: Diversity and Equal Opportunity 2016	GRI 2-1: Organizational details	About DIN			 
		Vision, Mission and Values			
	GRI 2-2: Entities included in the organization's sustainability reporting	Key Highlights			
		Awards & Membership			
	GRI 2-7: Employees	Building an Inclusive Workforce		S3. Breakdown with Staff	
	GRI 2-9: Governance structure and composition	Organizational Structure		G1. Board Diversity	
	GRI 2-11: Chair of the highest governance body	Role of the Highest Governance Body		G2. Board Independence	
	GRI 2-12: Role of the highest governance body in overseeing the management of impact				
	GRI 2-13: Delegation of responsibility for managing impacts				
	GRI 2-18: Governance Structure	Board of Directors and Board Committees			
GRI 3: Material Topics	GRI 2-22: Statement on sustainable development strategy	Message from CEO			
	GRI 2-23: Policy commitments	Ethics and Corruption			
GRI 205: Anti-corruption 2016	GRI 2-29: Approach to stakeholder engagement	Sustainability Committee			
GRI 3: Material Topics	GRI 3-1: Process to determine material topics	Stakeholder engagement			
	GRI 3-2: List of material topics	Materiality Assessment			
GRI 205: Anti-corruption 2016	GRI 205-2: Communication and training about anti-corruption policies and procedures	Communication and Training on Anti-Corruption		G5. Ethics and Anti-Corruption	
	GRI 205-3: Confirmed incidents of corruption and actions taken	Confirmed Incidents of Corruption and Actions Taken			

ENVIRONMENT

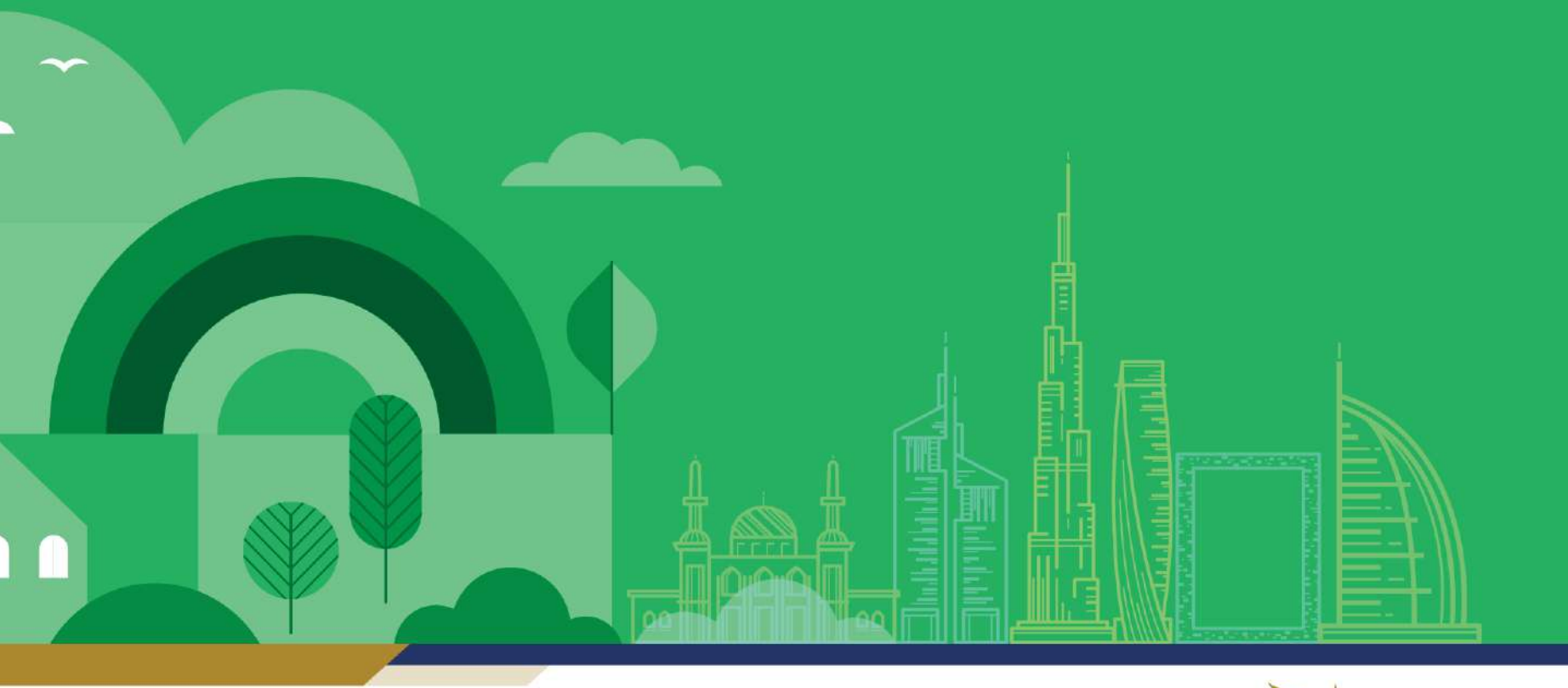
GRI Standards	Disclosure	Content	Pg No.	DFM Alignment	Relevant SDGs
GRI 305: Emission 2016					
	GRI 305-1: Direct (Scope 1)	GHG Emission Analysis		E1. GHG Emissions	
	GRI 305-2:Energy indirect (Scope 2)				
	GRI 305-4: GHG emissions intensity			E2. Emissions Intensity	
GRI 302: Energy 2016					
	GRI 302-1:Energy consumption within the organization	Energy Management		E3. Energy Usage	
	GRI 302-4: Reduction of energy consumption			E4. Energy Intensity	
GRI 303: Water & Effluents					
	GRI 303-5: Water consumption	Water and Effluents		E6. Water and Effluents	
GRI 306: Waste 2020					
	GRI 306-1: Waste generation and significant waste-related impacts	Waste Management		E7. Waste	

SOCIAL

GRI Standards	Disclosure	Content	Pg No.	DFM Alignment	Relevant SDGs
GRI 401: Employment 2016	GRI 401-1: New employee hires and employee turnover	Employee Retention		S4. Employee Turnover and New Hires	
GRI 404: Training and Education 2016	GRI 404-2: Programs for upgrading employee skills and transition assistance programs	Learning & Development			
GRI 405: Diversity and Equal Opportunity 2016	GRI 405-1: Diversity of governance bodies and employees	Embracing Global Talent		S5. Gender Diversity and Equality	
		Emiratisation			
Health And Wellbeing				S7. Health and Safety	
Developing our communities				S8. Community Engagement	

GOVERNANCE

GRI Standards	Disclosure	Content	Pg No.	DFM Alignment	Relevant SDGs
GRI 418: Customer Privacy	GRI 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customer Privacy and Data Security		G6. Data Security	



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