



Questions via Live Call

No.	Q & A
1.	<p>Question: What has informed disposal of the Jubilee Building on Wabera Street and has the sale been concluded? Has the construction of the Company's offices in Upper Hill been concluded and has the Company moved its operations there?</p> <p>Answer: The Group moved its operations to Upper Hill in September 2024. Jubilee Life, Jubilee Health & Jubilee Asset Management have their offices on the Upper Hill property. In addition, our main customer service centre is at the Upper Hill offices. Jubilee Insurance Centre in the CBD is currently leased to external tenants and discussions are ongoing with a prospective buyer for the sale of the building. Through this sale, the Group is looking to diversify its investments & de-risk its real estate concentration in the CBD.</p>
2.	<p>Question: Given that Jubilee is now a mature Company, what is the Group expansion strategy? Is the Group making any additional investments on this?</p> <p>Answer: The Group is continually looking for opportunities to expand its reach and increase market share.</p>
3.	<p>Question: What has led to the increase in Insurance Finance expenses from the previous year?</p> <p>Answer: Finance expenses were mostly driven by a drop in yield curve (interest) leading to increase in liabilities and the competitive interest rate declared on our pension business. This aligns with the increase in the investment incomes as the drop in the yield curve also led to an increase in the bond fair values.</p>
4.	<p>Question: Why do we have 3 directors waiving directors' fee?</p> <p>Answer: The 3 directors have elected to waive their fees & serve on a voluntary basis. The Company appreciates this act of service. We would also like to assure the shareholders that this notwithstanding, these directors have demonstrated expectational diligence and commitment in their governance oversight role on the Board.</p>

<p>5.</p>	<p>Question: How is Jubilee structured and addressing challenges to support families in business and generational wealth?</p> <p>Answer: On generational wealth, Jubilee Asset Management collaboration with the Life company is geared towards introducing more products to safeguard wealth. Jubilee Asset Management is widening its portfolio and sensitizing communities to invest in intergeneration wealth.</p>
<p>6.</p>	<p>Question: With 90% of retail policies now issued digitally, what cybersecurity initiatives has Jubilee invested in to protect customer information?</p> <p>Answer: To mitigate any risk of leakage of customer data, we have trained all our employees on data protection and have invested in technology to ensure customer data remains safe.</p>
<p>7.</p>	<p>Question: GWP has increased significantly, what business segments contributed to the growth?</p> <p>Answer: Gross Written Premiums grew by 18% to Kes 62.4 Bn, from Kes 53 Bn (2024), driven by double-digit growth across the Life and Health business segments.</p>
<p>8.</p>	<p>Question: What measures is management undertaking to maintain underwriting profitability and reduce operation costs?</p> <p>Answer: To maintain Group profitability and positive underwriting results, the Group is focused on delivering a higher return on investment through its underwriting & asset management businesses & investing in selective high return assets. Management is working to ensure operational efficiency by leveraging on technology to increase productivity and partnering with valuable stakeholders to deliver value to customers.</p>
<p>9.</p>	<p>Question: Dividend policy-what is management doing to avoid any future dividend problems? Is the dividend policy sustainable?</p> <p>Answer: Dividend payout is determined by the overall financial performance of the Group. The dividend policy is reviewed periodically by the Board to ensure it remains aligned with the Group's financial position, strategic objectives, and prevailing market conditions, while continuing to deliver fair and consistent value to shareholders.</p>

<p>10.</p>	<p>Question: How much has Jubilee invested in digital platforms and what financial benefit has been realized?</p> <p>Answer: Since the launch of our digital transformation journey, Changamk@, in 2022, we have made significant progress in positioning Jubilee amongst the most digitally advanced insurers in the region. As we conclude Phase 1, key achievements include:</p> <ul style="list-style-type: none"> • Strengthened cybersecurity capabilities; • Automation equivalent to 96,000 man-hours annually; • Deployment of AI-driven claims adjudication and analytics-led fraud detection; • Fully cloud-based systems, improving availability to 99.9%, while enhancing agility and sustainability. <p>Phase 2 of Changamk@ will focus on leveraging advanced analytics and AI to further enhance customer experience, fraud detection, and operational efficiency.</p>
<p>11.</p>	<p>Question: What measurable environment social governance target has the Board set for the next three years?</p> <p>Answer: The Group will continue to focus on strengthening the foundations that enable consistent implementation of ESG and reporting across subsidiaries, including governance clarity, data quality and internal capability building.</p> <p>An overview of our 2026 priorities include:</p> <ul style="list-style-type: none"> • Customer outcomes: standardize complaints classification and fair outcomes principles • Capability and culture: scale ESG awareness and clarify ESG roles across the Group. • ESG integration: establish baseline practices for ESG integration into underwriting and investment decision-making.