



JUBILEE HOLDINGS LIMITED
2020 ANNUAL GENERAL MEETING

Questions received by the shareholders

	Question	Response
1.	Please explain the reasons for the decline in profits in 2019	<p>2019 was a difficult year.</p> <p>The decrease was mainly attributed to increase in claims and policy holder benefit expenses driven by our general insurance business especially in our motor business and Ordinary life business policy maturities and surrenders and reduction in profits of our associates.</p>
2.	Can we receive dividend via mpesa and if so what is the procedure for the same.	<p>Shareholders can receive their dividends via mobile money. To opt-in for the service, a shareholder is required to complete an opt-in form and attach a copy of the national ID or passport. The forms are available on the Image Registrars website www.image.co.ke or at the offices situated at Absa Towers 5th Floor Loita street.</p>
3.	Will there be a special dividend?	<p>For the financial year 2019, the Company has paid the interim and final dividends as presented for ratification at the AGM.</p> <p>The Board cannot comment on a special dividend at this time.</p>
4.	What are the due dates for dividend payment?	<p>The 2019 interim dividend was paid on 07.10.2019 while the 2019 final dividend was paid on 24.07.2020. The interim dividend for 2020 was paid on 9th October 2020.</p>
5.	Do you insure Covid-19 victims?	<p>Through our Health Company, we have extended direct support to clients by introducing COVID-19 benefits into our product offering. This is for both existing and new clients. The benefit covers outpatient and inpatient treatment within the limits of the cover and will also cover vaccination when the vaccine becomes available in Kenya. We also continue to provide telemedicine services to enable members access quality healthcare safely and remotely, including psychological counselling for members and families affected by COVID-19.</p>