

NEXT STOP
F U R T H E R

EFU LIFE ASSURANCE LIMITED

ANNUAL REPORT 2022

We can conceive ideas and dream far beyond our knowledge and life experiences. We activate our higher self to unlock possibilities at every step of our journey. This ambition drives us to unfold the greatest stories to be told in countless ways possible.



Table of Contents

Introduction			
Vision & Mission	4	Urdu Translation of Chairman's Review	68
Strategic Objectives	6	Report of the Directors to the Members	69
Core Values	8	Urdu Translation of Report of the Directors to the Members	92
Key Financial Highlights	10	Risk and Opportunity Report	93
Technological Progress	12		
Distribution Footprint	14	Stakeholder's Information	
CSR Initiatives	16	DuPont Analysis For the year 2022	95
Products & Solutions	18	Summary of Cash Flow	96
Our Team	20	Segment - Wise Review	97
		Performance at a Glance	98
		Share Price Sensitivity Analysis	100
Corporate Information		Variation in Quarterly Reports	100
Directors Profile	22	Key Financial Data for the Last Six Years	101
Leadership Team	24	Key Operating and Financial Data	102
Journey through the year	26	Graphical Analysis	103
Sustainability & Corporate Social Responsibility	28	Vertical Analysis	106
Organogram	29	Horizontal Analysis	106
Management	30	Revenue Application	108
Committees	31	Statement of Compliance with the Shariah Principles	109
Company Information	32	Shariah Advisory Report to the Board of Directors / Profile of Shariah Advisor	110
Access to Reports & Enquiries	33	Independent Reasonable Assurance Report to the Board of Directors on the Statement of Management's Assessment of Compliance with the Takaful Rules, 2012	112
Company Profile	34	Statement of Compliance with the Code of Corporate Governance	114
Performance Evaluation of the Board & CEO	35	Review Report to the Members on Corporate Governance	119
Role of the Chairman and the CEO	36	Independent Auditors' Report	120
Stakeholder Engagement / Quality Assurance	37	Statement of Financial Position	125
Significant Plans / Forward looking Statement	39	Profit & Loss Account	126
Statement of Ethics & Business Practices	40	Statement of Comprehensive Income	127
Whistle Blowing Policy	41	Cash Flow Statement	128
Decisions Taken at the last AGM	44	Statement of Changes in Equity	129
Internal Control Framework	45		
Financial Calendar	46	Disclosures	
Notice of Meeting	47	Notes to and Forming Part of the Financial Statements	130
Liquidity Management Strategy	52	Window Takaful Operations - Financial Statements	179
Management Objectives & Strategies	53	Statement under Section 52(2)	197
Key performance indicator	54		
Business Continuity Plan / Disaster Recovery Plan	55	Other Information	
Technology Governance	56	Pattern of Shareholding	198
Company's Strategy	57	Glossary	200
Investor Grievance Policy / Human Resource Development / Avoiding Conflict of Interest	58	Group Benefit - Offices	202
Resources, Capital & Changes in Financial Positions / Donations	59	Bancassurance - Offices	202
		Individual Life - Offices	203
Management Review and Representations		Window Takaful Offices	213
Sustainability Report	60	Form of Proxy	
Audit Committee- Terms of Reference	62	Form of E-Voting	
Report of the Audit Committee	63	Bank Mandate Form	
Chairman's Review 2022	65		

VISION

Our Vision is to make EFU Life one of the most respected and successful financial services organisation in the world. Our strategy to achieve our vision is: build our core capabilities, serve our clients beyond their expectations, adhere to our core values and be a good corporate citizen.

MISSION

We shall together build EFU Life into a dynamic and financially sound institution by:

- Working together as a team
- Continually improving our client services
- Creating an empowered and self-fulfilling culture
- Developing innovative products
- Adopting leading technology

THINKING AHEAD FOR AN INSPIRING TOMORROW

Foresight & our commitment to the financial wellbeing of the society guides us to explore infinite possibilities. By planning ahead, we move further on the path to prosperity, helping you to achieve your goals in life.

STRATEGIC OBJECTIVES

LEAD THE INDUSTRY

Be the leading provider of insurance and financial planning solutions by achieving growth in existing and new markets.

VALUE OF SHAREHOLDERS

Achieve a sustainable level of profitability and continuously create value for shareholders.

BRAND EQUITY

Enhance our brand equity through continuous investments in communication channels and market education.

INNOVATIVE SOLUTIONS

Continually innovate and deliver a comprehensive range of insurance and savings products meeting the needs of all market segments.

DISTRIBUTION FOOTPRINT

Strengthen and expand our distribution footprint by connecting to all segments of the market where there is a need for financial planning and protection.

CUSTOMER OBSESSION

Build a customer-centric culture by not only excelling in caring for our customers and delivering on our promises but also delighting them at every step of the way.

EMBRACE TECHNOLOGY

Adopt leading technology, deeply entwined with business functions to create optimisation across the organisation.

ENRICHING YOUR LIFE

Our goals set the strategic direction that help us stay ahead of the game. With a clear focus, on our destination, we provide a customer experience that remains unmatched.



CORE VALUES

CHARACTER

Our business principles for achieving exceptional success are a belief that our corporate conduct should be based on uncompromising integrity, ethics and honesty.

PRIDE

We believe that people want to excel and that extraordinary results can be achieved if given the right support and work climate.

SERVICE

Our clients are the reason for being in business. We shall deliver to them the highest quality of flawless service to win and keep their loyalty.

COMMITMENT

We nurture and develop our people to be good human beings, work together as a team to achieve our organisational objectives and obligations, while at the same time fulfill their aspirations.

CULTURE

Embed a high performance culture that points the organisation towards the common good and intense passion for achievement at all levels.

DRIVING INNOVATION TO UNLIMITED POSSIBILITIES

Honoring commitments is crucial to our ethos. Our core values ensure that our decisions are laced with trust, helping us to stay true to our brand promise.



KEY FINANCIAL HIGHLIGHTS

Rs. 6.3 Billion

SHAREHOLDER EQUITY

Rs. 3.8 Billion

Total Claims Paid

150%

Cash Dividend

Rs. 159 Billion

Funds Under Management

28.9%

Return on equity

Rs. 16.92

EARNINGS PER SHARE

Rs. 1,692 Million

PROFIT AFTER TAX

GROSS PREMIUM

Rs. 39.6 Billion

Strong Asset Base

Rs. 178 Billion

SOARING TO GREATER HEIGHTS

As an infinity loop swirls and connects onto itself, our financials feed back into our business as investments to strengthen our Company from the inside out.

TECHNOLOGICAL PROGRESS

UNCOVERING LIMITLESS POSSIBILITIES

With our customers at the heart of what we do, we explore a path of infinite possibilities, strengthening our technological advantage to provide our stakeholders unmatched services, adding value every step of the way.





DISTRIBUTION FOOTPRINT

BRIDGING THE DISTANCE

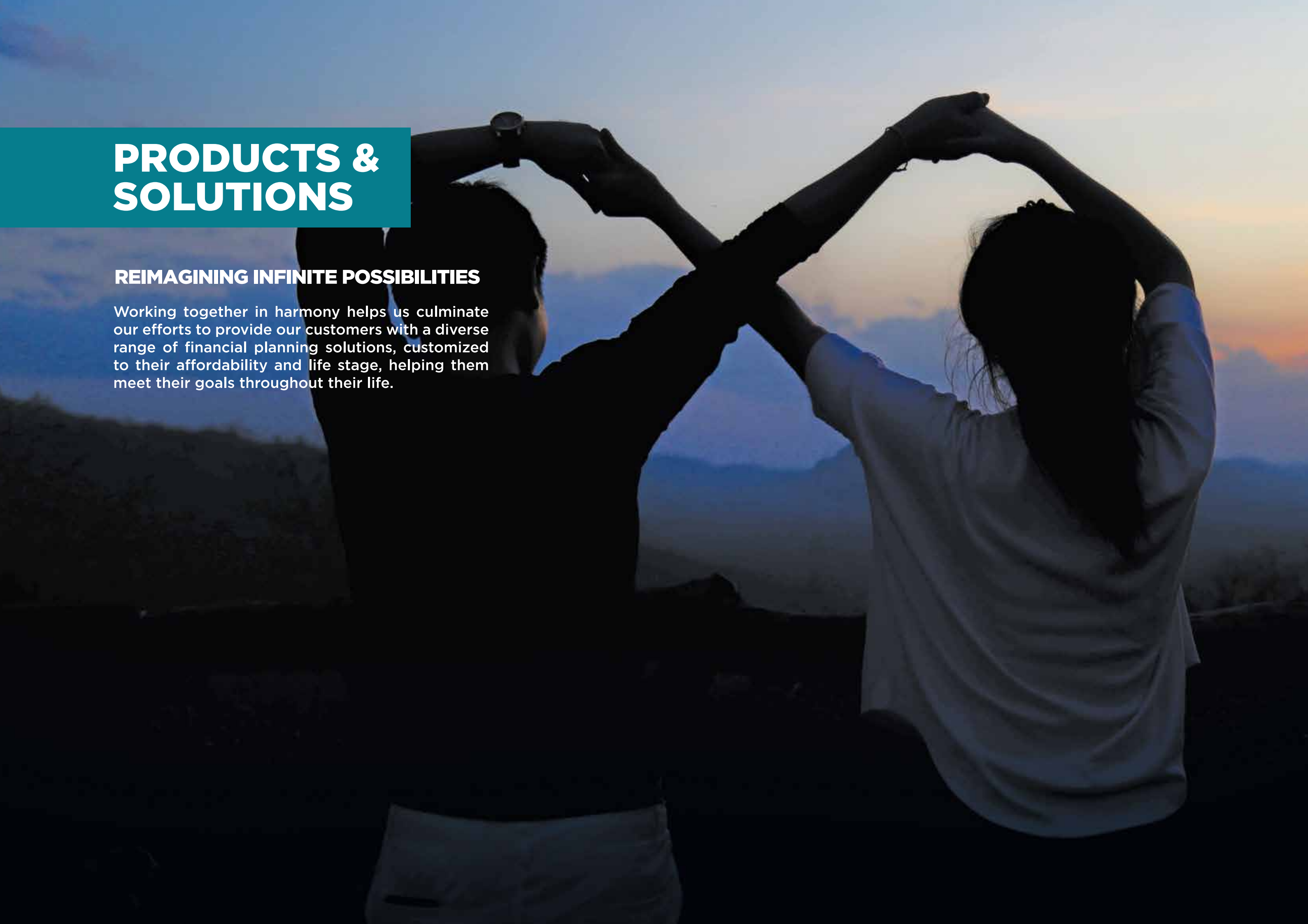
Forming connections and building a strong network of distribution is central to how we operate. Our expansive footprint brings us closer to our customers, bridging the way to helping us fulfil their life goals with ease.

CSR INITIATIVES

TRANSFORMING LIVES FOR BETTER

The beauty of giving back is infinitely circular. We work closely with the communities, bringing positive impact at the grass root level with sustainable development projects helping them thrive today while building a strong foundation for the future generations to come.



A couple is silhouetted against a sunset sky. They are standing on a hillside, holding hands and forming a heart shape with their arms. The man is on the left, wearing a dark shirt and light shorts, and the woman is on the right, wearing a light-colored t-shirt. The background shows a soft orange and blue sky over a landscape of hills.

PRODUCTS & SOLUTIONS

REIMAGINING INFINITE POSSIBILITIES

Working together in harmony helps us culminate our efforts to provide our customers with a diverse range of financial planning solutions, customized to their affordability and life stage, helping them meet their goals throughout their life.

OUR TEAM

ACHIEVING SUCCESS TOGETHER

Our people are the foundation behind our success. We walk hand in hand to ensure that we are attuned to the needs of our customers. We stand together to offer protection, safety and security to create bonds that are strong and tough to break.



DIRECTOR'S Profile



RAFIQUER. BHIMJEE

Mr. Rafique R. Bhimjee has a B.Sc (Hons) in Management Science from the University of Warwick and an M.B.A in Finance from City University, London. He has worked overseas in Merrill Lynch Asset Management, New York and Abu Dhabi Investment Authority.

Mr. Rafique R. Bhimjee was the Chairman of EFU General Insurance Ltd. from February 1999 to July 2011 and became Chairman of EFU Life Assurance Ltd. in July 2011. He is also Director of EFU General Insurance Ltd., Allianz EFU Health Insurance Ltd., EFU Services (Pvt.) Ltd., International Foundation and Garments (Pak) (Pvt.) Limited.

He is a "Certified Director" from Pakistan Institute of Corporate Governance.



TAHER G. SACHAK

Mr. Taher G. Sachak has studied in the UK and is a graduate in Business Studies from Bournemouth University, and also has a post-graduate Diploma in Management Studies from Liverpool University. Following his studies, he joined the British Civil Service and after 5 years decided to pursue a career in life assurance. He held executive positions in major UK Life Assurance Companies, Allied Dunbar, Trident Life and finally Century Life before coming to Pakistan in 1994 to join EFU Life.

He is also a Director of EFU General Insurance Ltd. and Vice Chairman of Allianz EFU Health and on the Executive Committee of Pakistan Insurance Institute.

He is a "Certified Director" from Pakistan Institute of Corporate Governance.



SAIFUDDIN N. ZOOMKAWALA

Mr. Saifuddin N. Zoomkawala has been associated with EFU Group since 1964. He served as Managing Director of EFU General Insurance Ltd from 1990 till 2011 when he was elected Chairman of the Company. He is also the Chairman of Allianz EFU Health Insurance Ltd. & EFU Services (Pvt.) Ltd. He was also Chairman of EFU Life Assurance Ltd. from 1999 to 2011.

He is on the Board of Governors of Shaukat Khanum Memorial Trust; SIUT; Burhani Hospital; and Fakhr-e-Imdad Foundation.

He is a "Certified Director" from Pakistan Institute of Corporate Governance.



HASANALI ABDULLAH

Mr. Hasanali Abdullah is Chartered Accountant and Certified Director from Pakistan Institute of Corporate Governance (PICG). He is associated with EFU General Insurance Ltd. since 1979 and is its Managing Director & Chief Executive from 2011. He is Director of Allianz EFU Health Insurance Ltd., EFU Services (Private) Ltd., Tourism Promotion Services (Pakistan) Ltd. (owners of Serena Hotels), Honorary Treasurer of Aga Khan Hospital & Medical College Foundation, Member of National Committee of Pakistan Branch of Aga Khan University Foundation Geneva.

He has served on the Boards, Council and Committees of various Aga Khan Development Network institutions from 1976 to 2002. He has been Director of PICG in 2011, Chairman of Insurance Association of Pakistan for the year 2008, 2010 – 11 and 2016 – 17, Executive Committee Member of Federation of Pakistan Chambers of Commerce & Industries in 2011 & 2017, Chairman of Pakistan Insurance Institute from July 2014 to June 2015 and from January, 2020 to July, 2020. Director of Institute of Financial Markets of Pakistan from 2016 to 2022. Vice President of German – Pakistan Chamber of Commerce & Industry 2021-22.

He is a "Certified Director" from Pakistan Institute of Corporate Governance.



ALIRAZA SIDDIQUI

Mr. Ali Raza Siddiqui is a Partner at JS Private Equity. From 2005-2010, he was an Executive Director at JS Investments Limited. Prior to joining JS Group, he was Assistant Vice President at AIM Investments in Houston, a wholly owned subsidiary of INVESCO (formerly known as AMVESCAP PLC). At AIM, Mr. Siddiqui was part of a team responsible for the management of over USD 60 billion in fixed income assets.

Mr. Siddiqui serves on the Boards of EFU General Insurance Ltd., Pakistan International Bulk Terminals Limited, Jahangir Siddiqui & Co. Ltd., the Mahvash & Jahangir Siddiqui Foundation & EFU Services (Pvt.) Ltd. He is additionally a trustee for Fakhr-e-Imdad Foundation, Manzil Pakistan and the Organization for Social Development Initiatives. He holds a Bachelor's Degree from Cornell University with double majors in Economics and Government.

He is a "Certified Director" from Pakistan Institute of Corporate Governance.



DAANISH BHIMJEE

Mr. Daanish Bhimjee has been working in the financial services sector for over 15 years. His most recent position was with Standard Chartered Bank, where he was a Managing Director in charge of Financial Institutions Investment Banking for Africa and Middle East. Prior to that, he was with Barclays Investment Bank and Rothschild in the UK.

Mr. Daanish has advised insurance, bank and government clients on a wide variety of M&A, strategic advisory and capital raising projects across Europe, Middle East and Africa. He has worked on projects in over 20 countries and advised on transactions with aggregate valuations in excess of \$150 billion. Mr. Daanish is a chartered accountant from the Institute of Chartered Accountants of England and Wales. He has a degree in Economics from the University of Cambridge.

He is a "Certified Director" from Pakistan Institute of Corporate Governance.



RUKHSANA SHAH

Rukhsana Shah retired as Federal Secretary, Ministry of Textile Industry after 35 years in government service. In 2015, she set up the Autism Welfare Trust in Lahore, with an office in Karachi, to create awareness about Autism, ADHD and Learning Disabilities in Pakistan, and to train parents and teachers of special and mainstream schools in the management of these disabilities.

From January 2016, she served as a nominee director of the Ministry of Finance on the Board of First Women Bank Limited for three years. At present, she is an independent director of Suzuki Motor Company in Pakistan and a trustee in future Trust. Rukhsana Shah also writes for Dawn on social and human rights issues.

She is a "Certified Director" from LUMS and Pakistan Institute of Corporate Governance.



SYED SALMAN RASHID

Mr. Syed Salman Rashid has done B.Sc. (Hons) from Karachi University. He started his career with EFU General Insurance Limited and has been associated with the company for over three decades and serves as Deputy Managing Director in the company.

He has attended international seminars, meetings and conferences in several countries of the world. Parallel to his professional services, he has also served on the Board of JS Investment Bank Limited and is presently on the Board of Power Cement Limited and BioMasdar (Pakistan) Ltd.

He is a "Certified Director" from Pakistan Institute of Corporate Governance.



RUHAIL MUHAMMAD

Mr. Ruhail Muhammad career spans over 35 years in General Management, Business Development, Strategy, Financial Planning and People Development. He has held various C-suite positions in companies focused on a diverse range of activities from Chemicals to Energy.

He is currently the CEO of Lucky Electric Power Company Limited (Part of the Lucky Group) which operates a 660 MW Power Plant and on the Boards of Dawood Lawrencepur Ltd, Energas Terminal Pvt Ltd, NBP Fund Management Ltd, NOWPDP (NGO) and Lucky Electric Power Company Ltd. Prior to this, he was the CEO of the Hub Power Holdings Ltd (from 2018-2021) and was the CEO of Engro Fertilizers from 2012-2018. He has served on the Boards of Engro Corp and various Engro subsidiaries including as Chairman of Engro Vopak and Engro LNG Terminal. In addition, he has also served on the Boards of Pakistan Institute of Corporate Governance, British Overseas School, KP Energy Board (PEDO) and as Chairman of Pakistan Mercantile Exchange Limited.

He is a CFA Charter Holder and holds an MBA degree from Institute of Business Administration, Pakistan. He has attended the Advance Management at INSEAD as well as an Agri-Business certification from the Harvard Business School.



AHSEN AHMED

Mr. Ahsen Ahmed has been working in the textile sector for over 15 years. He has developed new components for textile auxiliaries in Pakistan and in Europe. He has also contributed to the export-oriented textile sector by setting up a buying house for denim garments for the purpose of export.

He has a degree in Economics from Denison University, Granville, Ohio. Currently, he holds directorship in Abid Industries and Sind Industries since 2003.

He has served on the board of JS Global Capital Ltd. from 2006 to 2012 and JSIL from 2013 to 2019.

He is a "Certified Director" from Pakistan Institute of Corporate Governance.

LEADERSHIP TEAM

MUSTAFA HUSSAIN ALI
Senior Executive Director
Sales Force



S. ALI RAZA ZAIDI
Senior Executive Director
Group Benefits



TAHER G. SACHAK
Managing Director
& Chief Executive



M. ALI AHMED
Deputy Managing
Director



HUSSAIN SACHAK
Head of
Bancassurance



S. SHAHID ABBAS
Chief Financial Officer &
Senior Executive Director



ZAIN IBRAHIM
Chief Operations Officer &
Senior Executive Director



JOURNEY through the Year

'Best Domestic Life Insurer' of the Year - Insurance Asia Awards 2022

Awarded 'Best Domestic Life Insurer' of Pakistan at the Insurance Asia Awards 2022 for the second consecutive year for demonstrating exemplary standards in customer experience, product & technological innovation and initiatives to increase the insurance penetration in the country.



'Best Domestic Life Insurance Company' in Pakistan GBO Awards 2022

Conferred with 'Best Domestic Life Insurer' award at Global Business Outlook (GBO) Awards 2022 for the second consecutive year. Global Business Outlook seeks to recognize and reward excellence in businesses around the world.



'Top 25 Companies for the Year 2021' Pakistan Stock Exchange

Recognized in 'Top 25 Companies for the Year 2021' by Pakistan Stock Exchange for the third time for its services in the sphere of corporate governance, financial performance, and shareholder value.



'International Environment, Health and Safety Award' The Professionals Network & Ethical Business Update (EBU)

International Environment, Health & Safety Award' in the category of 'Best Environmental Practices' at the 8th International Summit & Awards on Environment, Health and Safety organized by The Professionals Network and Ethical Business Update (EBU).



'CSR Award 2022' - The Professionals Network and Ethical Business Update (EBU)

Conferred with 'CSR Award 2022' in the category of 'Social Impact' at the 11th Corporate Social Responsibility Summit & Awards in recognition of the Company's efforts in areas of health, education and environment.



'People's Choice Award (APAC & EMEA)' Award Global SummerHack 2022

Conferred with 'People's Choice Award (APAC & EMEA)' at Global SummerHack 2022 for the proposed innovative solution of 'Iman.AI' an AI influencer aimed at providing easy and affordable insurance solutions.



'Corporate Excellence Award' Management Association of Pakistan

Honored with the prestigious 'Corporate Excellence Award' for the best Life Insurance Company at the 37th Corporate Excellence Awards 2022. This is for the 13th time the Company has been recognized by Management Association of Pakistan (MAP) for demonstrating exemplary standards in management practices.



'Brand of The Year' Award 2021 The Brands Foundation

Awarded 'Brand of the Year Award 2021' for the Best Life Insurance Company based on market standing and consumer preference by The Brands Foundation. The Company has been awarded this title 10 times.



'Consumers Demand Award' 2022 Consumer Choice Awards

Honored with the 'Consumers Demand Award' 2022 for Best Life Insurance Company at the 16th Consumers Choice Award 2021-22 for excellence in management practice and services quality.



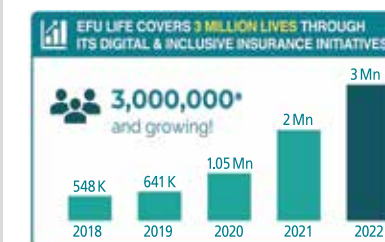
EFU Life launches the Hifazat Program to increase Insurance Penetration and Financial Inclusion in partnership with Jazz

EFU Life has partnered with Jazz, Pakistan's number one 4G operator and, the largest internet and broadband service provider for the Hifazat program. Through this program, Jazz subscribers can opt for low-cost nano life and health insurance products. It is aimed to increase the country's insurance penetration and raise awareness of the benefits associated with education and health insurance.



EFU Life Covers 3 Million Lives through its Digital & Inclusive Insurance Initiatives

To remain true to our long-term vision of "Tahaffuz sab ke liye" (Insurance protection for everyone), and to play a vital role in the financial inclusion journey of Pakistan, EFU Life continued its focus on Digital and Inclusive Insurance Initiatives. Through these initiatives, we partnered with Insurtechs, Fintechs, Telcos, Banks, Microfinance Institutions, and Aggregators. EFU Life has covered 3 million lives in 2022.



EFU Life PRIMUS Going above and beyond!

PRIMUS Loyalty Program, the biggest loyalty program in the insurance industry further strengthened its network of alliances by extending deals and discounts to over 150+ brands nationwide, including its recent partnership with Vouch365, helping the brand to reach to the second tier cities of Pakistan.



SUSTAINABILITY & Corporate Social Responsibility

The business ideology laid down by our Founder Chairman, the late Mr. Roshen Ali Bhimjee is the cornerstone of how we work, which is that the Company will not just operate for profit but for service to humanity. For us CSR is more than philanthropy, it is about developing sustainable projects for community development in areas of education, health, and environment. Our employees volunteer regularly, and we are continuously exploring avenues to empower individuals to become integrated members of society.



Education for the underprivileged

A long-standing partnership with TCF has been in place whereby we donate Rs. 50 on every education policy sold through our distribution channels along with regular donations. We also work with other NGOs like SOS Children's Village, IBP School of Special Education and Asghar Memorial High school for furthering the cause of education.

Health and Wellness

EFU Life is helping to fight cancer eradication in Pakistan by supporting Shaukat Khanum Memorial Trust. We are also working closely with LRBT, the largest eye care network in Pakistan and SIUT Pakistan's leading kidney and liver transplant & treatment center, providing healthcare to all with dignity and compassion. Alongside this, EFU Life is also supporting the Thalassemia cause by sponsoring the blood bank of Afzaal Memorial Thalassemia Foundation (AMTF) along with regular blood donation drives with Omair Sana Foundation and Hussaini Blood Bank.



EFU Life Rise to Restore Initiative

To Restore hope and rebuild millions of lives displaced by floods, EFU Life set up a Flood Relief fund to which the Company donated PKR 5 million for the relief efforts. In addition to the relief fund, a donation portal was set up for the employees to donate and contribute to the fund. Flood relief donation boxes were placed at the Head Office where the employees were encouraged to donate from a list of items including dry rations, clothing and medical supplies for the affectees through reputable NGOs.

Developing future thought leaders

Sponsoring the annual tuition fee of children of Family Educational Services Foundation, Deaf Reach initiative. Various other campaigns are undertaken with them to promote education for the hearing impaired.



Join Hands #ForALife

CSR campaign Join Hands #ForALife supported four NGOs in the year, LRBT, SIUT Pakistan, Shahid Afridi Foundation and Kiran Foundation. The Company donated Rs. 10 on every engagement received on the posts and videos of the NGO during Ramadan.

Promoting an inclusive society

EFU Life collaborated with the NOWPDP by sponsoring the vocational training of 20 people with disabilities. These trainings have helped enhance their innate capabilities so that they could become part of the inclusive society. The Company has also funded NOWPDP Rickshaw project to empower persons with disabilities, helping them develop their desired skill set. Furthermore, EFU Life partnered with Karachi Down Syndrome Program (KDSP) to support children with Down Syndrome, a non-profit organization that teaches children with down syndrome basic academic and life skills to thrive in mainstream schools.

Special Olympics Pakistan

EFU Life has collaborated with Special Olympics Pakistan (SOP) to transform the lives of people with intellectual disability through the power of sports.



Strengthening the underserved societies across Pakistan

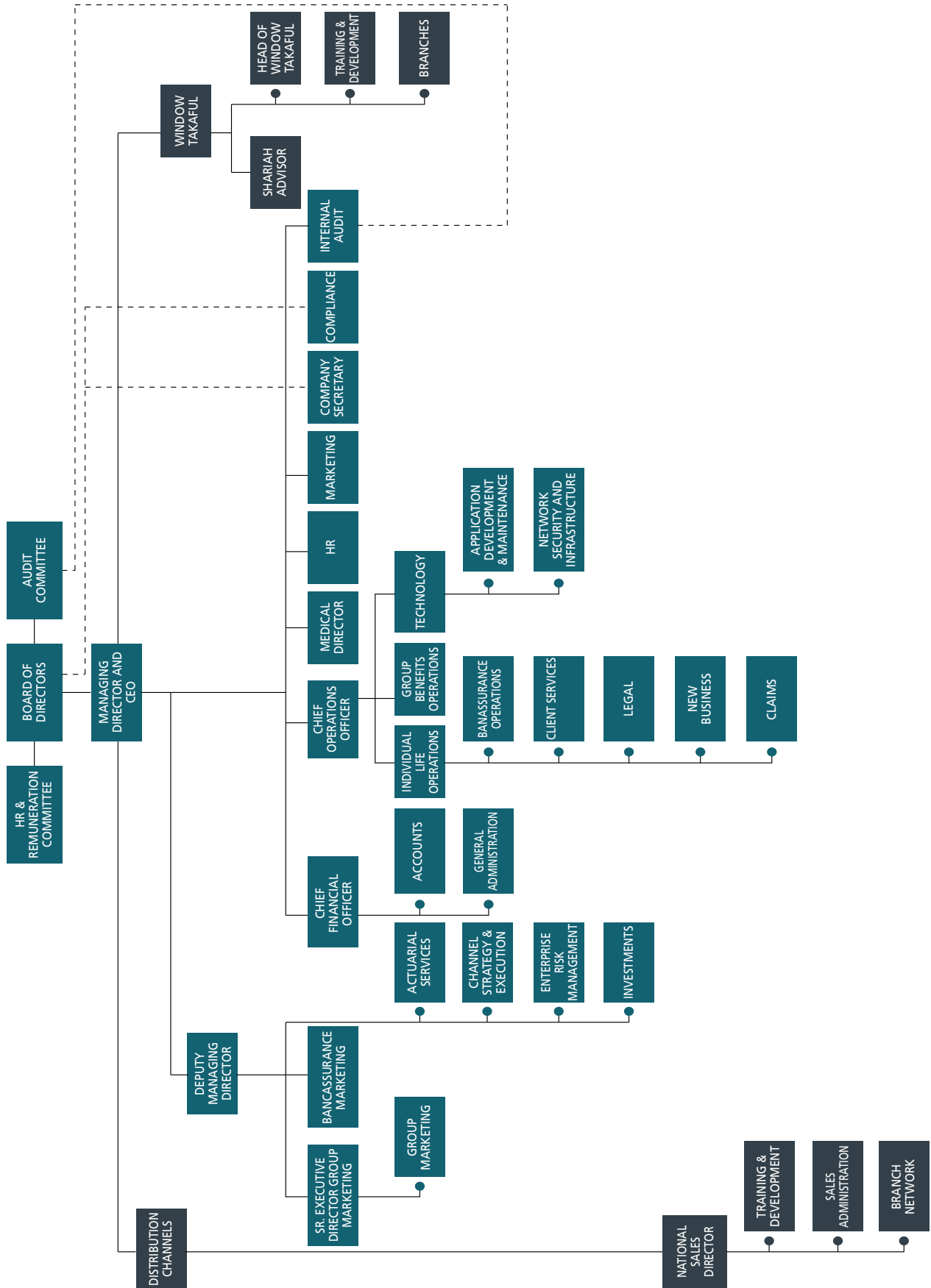
EFU Life and Shahid Afridi Foundation (SAF) partnered to inaugurate the first Solar Powered Community water tank at Thano Bula Khan Kirthar - Distt. Jamshoro. This project is the first of two collaborations aimed to provide safe water.

Supporting Healthy Communities

EFU Life partnered with 'Hello Doctor' in the distribution of 200,000 free medical consultation cards to TCF, HANDS Pakistan and EFU Life Support Staff (Pan-Pakistan) to help the most vulnerable people who cannot afford doctor fees.



Organogram



Management

Managing Director & Chief Executive

Taher G. Sachak

Deputy Managing Director

Mohammed Ali Ahmed

Senior Executive Directors

Syed Shahid Abbas
Zain Ibrahim

General Managers

Ali Qureshi
Arshad Iqbal
Mohammad Asim Khan
Raza Hasan
Syed Sohaib Shams

Deputy General Manager

Nilofer Sohail

Assistant General Managers

Aman Hussain
Jalal Habib Curmally
Muhammad Abbas
Muhammad Fawad Habib
Muhammad Hasan Sheikh
Muhammad Rehan Siddiqui
Sajjad Hussain Khan
Syed Muhammad Athar
Syed Rizwan Ali Bukhari
Zahny Amlany
Zia-ur- Rehman Khan

Medical Director

Dr. Tajuddin A. Manji,
F.R.C.P., M.R.C.P.

Chief Managers

Ammar Qamar
Burhan Zahid Chughtai
Dr. Asadul Hadi Siddiqui
Dr. Ammara Moazzum
Evelyn D. Abrogena
Irfan Junejo
Jibran Masood Khan
Mariam Ahmed
Nasir Feroz Khan
Syed Abdul Mujeeb
Syed Ahmar Hasan Jafri
Sohail Khalid

Senior Managers

Adnan Ali Gul
Asif Akhtar
Asim Maqbool
Akbar Husain Qazilbash
Ameer Abbas Mir Muhammadi
Ali Athar
Farah Mushtaq
Furqan Ahmed
Hasan Jivani
Imran Mehdi
Javed Ameen
Khurram Rahim
M. Ammar Zaheer
Muhammad Abbas Zaidi
Muhammad Faisal
Nasir Feroz Khan
Nazish Hasan
Shahan Khan
Shahzad Ahmed
Shayan Rizwan
Sheikh Irfan Zafar
Syed Muhammad Amer

Managers

Adnan Wali
Abbas Iqbal Qureshi
Ambreen Azmat
Amjad
Asad Ali Shamsi
Asif
Asif Shahzad
Asif Saqlain Kayani
Abdul Rafay Khan
Adnan Athar Jafree
Azfar Hammad Khan
Dr. Hayaul Batool Abbasi
Dr. Muhammad Hassan
Faisal Zaheer
Faizan Shujah
Haider Imtiaz
Irfan Abbas Hameer
Irfan Bashir
Irfan Qadir Malik
M. Masood Sheraz Khan
Mahesh Kumar
Majid Aziz
Malik Muhammad Rafi Awan
Moiz Ahmed Khan
Muhammad Adnan Qadeer
Muhammad Jawaid Mughal
Muhammad Messum
Muhammad Naveed Hasan

Muhammad Ferzan Ahsan
Muhammad Adil Shahid
Muhammad Sarim Fahim Khan
Naila Nazir
Nazia Alam
Nazima Abdul Karim
Reema Shaikh
Rabia Ahmed
Ramsha Tirmizi
Saeed-ul-Haq
Shahzad Ghous
Salimah Hussaini
Syed Muneer Ali
Syed Ali Ameer Rizvi
Syed Abdul Quddus Ali
Syed Ahsan Ali
Syed Asif Imam
Syed Jamal Haider Zaidi
Syed Rashid Hussain
Talat Zehra Shirazi
Tassawur Zubair
Waleed Jawaid
Zohaib Hamid
Zohaibullah Ansari

Distribution Channels

Sales Force

Mustafa Hussain Ali
National Sales Director

Takaful Operations

Mohammad Ali Ameen
Head of Window Takaful Operations

Bancassurance

Husein Sachak
Head of Bancassurance

Group Benefits

Syed Ali Raza Zaidi
Senior Executive Director

Committees

Board Committees

Audit Committee

Ruhail Muhammad
Saifuddin N. Zoomkawala
Hasanali Abdullah
Ali Raza Siddique
Rukhsana Shah
Daanish Bhimjee

Ethics, HR & Remuneration Committee

Rukhsana Shah
Rafique R. Bhimjee
Saifuddin N. Zoomkawala
Taher G. Sachak

Investment Committee

Rafique R. Bhimjee
Saifuddin N. Zoomkawala
Taher G. Sachak
Hasanali Abdullah
Daanish Bhimjee
Omer Morshed - Appointed Actuary
Mohammed Ali Ahmed - Management Executive
S. Shahid Abbas - Management Executive
Ali Qureshi - Management Executive

Management Committees

Underwriting Committee

Taher G. Sachak
Dr. Tajuddin Manji
Zain Ibrahim
Hasan Sheikh
Dr. Asad- ul- Hadi

Claim Settlement Committee

Taher G. Sachak
Arshad Iqbal
Dr. Ammara Moazzam
Sajjad Hussain

Reinsurance Committee

Taher G. Sachak
Mohammad Ali Ahmed
Zain Ibrahim
Ali Qureshi
Raza Hasan

Risk Management & Compliance Committee

Taher G. Sachak
Mohammed Ali Ahmed
S. Shahid Abbas
Zain Ibrahim
Ali Qureshi
Hasan Jivani
S. Abdul Mujeeb

Technology Committee

Taher G. Sachak
Mohammed Ali Ahmed
Zain Ibrahim
S. Shahid Abbas
Mustafa Hussain
Syed Sohaib Shams

Company Information

Chairman

Rafique R. Bhimjee

Managing Director & Chief Executive

Taher G. Sachak

Directors

Saifuddin N. Zoomkawala

Hasanali Abdullah

Syed Salman Rashid

Rukhsana Shah

Ali Raza Siddiqui

Daanish Bhimjee

Ruhail Muhammad

Ahsen Ahmed

Company Secretary & Compliance Officer

Hasan Jivani

Appointed Actuary

Omer Morshed, F.C.A., F.P.S.A., F.I.A.

Legal Advisor

Khurram Rashid, Barrister

Auditors

EY Ford Rhodes

Chartered Accountants, Karachi

Rating

Rating Agency: VIS

Insurer Financial Strength Rating: AA+

Outlook: Stable

Registrar

CDC Share Registrar Services Ltd.

99-B, Block B, S.M.C.H.S

Main Shahra - e - Faisal

Karachi 74400 - Pakistan

(92-21) 111-111-500

Website:

www.efulife.com

Registered Office

Al-Malik Centre

70 W, F-7/G-7

Jinnah Avenue, (Blue Area)

Islamabad

Main Office

EFU Life House,

Plot No.112, 8th East Street

Phase 1, DHA, Karachi

Shariah Advisor

Mufti Muhammad Ibrahim Essa

Access to Reports and Enquiries

Annual Report

Annual report can be downloaded from the Company's website: www.efulife.com; or printed copies obtained by writing to:

The Company Secretary
EFU Life Assurance Ltd.
EFU Life House,
Plot No.112, 8th East Street
Phase 1, DHA, Karachi, Pakistan

Quarterly Reports

The company publishes interim reports at the end of first, second and third quarters of the financial year. The interim reports can be accessed at website: www.efulife.com; or printed copies can be obtained from the company secretary.

Shareholder's Enquiries

Shareholders' enquiries about their holding, dividends or share certificates can be directed to share registrar at the following address:

CDC Share Registrar Services Ltd.
99-B, Block B, S.M.C.H.S
Main Shahra - e - Faisal
Karachi 74400 - Pakistan

Stock Exchange Listing

The shares of the company are listed on Pakistan Stock Exchange. The symbol code is EFUL.

Company Profile

EFU is the largest insurer group in the country. The group structure comprises of EFU Life Assurance Limited, EFU General Insurance Limited and Allianz EFU Health Insurance Limited.

The EFU Brand has a rich history of over 90 years, starting in 1932 in Calcutta. By 1961, EFU had become the flag bearer of Pakistan's insurance industry on the world stage, and the largest life company in Afro-Asian countries (excluding Japan). It remained so until 1972 when Life insurance business in Pakistan was nationalized. From then onwards EFU operated solely as a General Insurance Company.

In 1992, the Government of Pakistan opened up life insurance to the private sector and EFU Life Assurance Ltd. was incorporated as the first private sector life insurance company. Over a span of 30 years EFU Life has established itself as a trusted brand name in providing all types of financial planning solutions. The Company markets its business through three main distribution channels - Sales Force, Bancassurance and Group Benefits. A comprehensive range of retail products are available targeting low-income persons up to high net worth individuals, details can be viewed on our website www.efulife.com. In addition, tailor made solutions are offered to the corporate sector through group life schemes.

The Company also has the distinction of being the first Window Family Takaful Operator to be licensed by the SECP and to start window takaful operations. A complete Shariah compliant suite of financial planning products is available through all distribution channels.

Performance Evaluation of the Board & CEO

Performance Evaluation of the Board

Board of Directors act as governing trustees of EFU on behalf of the regulator, shareholders and Policy holders of the Company. For this purpose the Board has placed a mechanism to reevaluate its performance annually as required by the Code of Corporate Governance. The mechanism devised is based on emerging and leading trends on the functioning of Board and improving its effectiveness. The placement and functioning of evaluation mechanism is outsource. Also, each member of the Board carried out a self-assessment of his own effectiveness as an individual as well as effectiveness of the Board as a team for the year. Furthermore, the Company is abiding by the Code of Conduct which is formulated by the Board.

The Board set following evaluation criteria to judge its performance.

- Ensures that compliance mechanism is in place and followed diligently.
- Proper risk management tools are in place which supports for company's performance and growth.
- Compliance with all relevant regulatory laws and regulations by management of the company.
- Review of the long term strategic business plans and goals and its achievement.
- Ensuring adequate internal control system within the company and its regular assessment through self-assessment and audit committee.
- Ensuring required quorum of Board meeting is available in order to have detailed deliberation and quality decision on matters of significance.
- Ensures the training of Board member particularly the new members are fully aware of their roles and responsibilities.

Performance Evaluation of the Chief Executive Officer

The performance of the Company is intricately linked to the CEO's performance and inevitably, the CEO's performance is measured against the Company's performance. The Chief Executive Officer (CEO) is responsible for leading the development and execution of the Company's long term strategy with a view to creating value for its shareholder. The CEO's leadership role also entails being ultimately responsible for all day-to-day management decisions and for implementing the company's long and short term plans.

The performance of CEO is assessed through performance and target given by the Board. The following constitute the benchmarks against which the evaluation takes place:

- Development of future Strategy
- Customer insight and sales leadership
- Financial analysis and management
- Effective deployment of information systems

Role of the Chairman and the CEO

The roles of the Chairman and the Chief Executive are separate and complementary, with responsibilities clearly set out.

Chairman

The Chairman is responsible for leadership of the Board. In particular, he will:

- Ensure effective operation of the Board and its committees in conformity with the highest standards of corporate governance.
- Ensure effective communication with shareholders, and other relevant stakeholders and that the views of these groups are understood by the Board.
- Set an agenda which is primarily focused on strategy, performance, value creation and accountability, and ensure that issues relevant to those areas are considered by the Board.
- Ensure that the Board determines the nature and extent of the significant risks the Company is willing to embrace in the implementation of its strategy, and that the Board reviews on an ongoing basis the effectiveness of risk management and internal control systems.
- Set the agenda, style and tone of Board discussions to promote constructive debate and effective decision making.
- Manage the Board to ensure that adequate time is allowed for discussion of all agenda items (in particular strategic issues) and to ensure that complex or contentious issues are dealt with effectively, making sure in particular that non-executive Directors have sufficient time to consider them.
- Ensure that Board members receive accurate, timely and clear information, in particular about the Company's performance.

Chief Executive

The Chief Executive is responsible for leadership of the life insurance business, managing it within the authorities delegated by the Board and the development and implementation of strategy. In particular, he will:

- Develop strategy proposals for recommendation to the Board and ensure that agreed corporate strategy actions are reflected in the business.
- Be responsible to the Board for the performance of the business consistent with agreed business plans, corporate strategies and policies and keep the Board as a whole updated on progress made against such agreed plans, corporate strategies and policies.
- Facilitate the operating businesses of the Company in developing their own strategic plans for the future ensuring that they are properly evaluated and that they are built into the overall corporate strategy.
- Plan human resourcing to ensure that the Company has the capabilities and resources required to achieve its business plans.
- Develop an organizational structure and establish processes and systems to ensure the efficient organization of resources.
- Lead the Committees, including the development of performance targets and appraisals for the Executive Committees and senior management. Ensure that business is conducted in accordance with the Business Principles.
- Ensure that the flow of information to the Board is accurate, timely and clear. Ensure that reporting lines within the Company are clearly established and are effective.
- Ensure that management puts procedures in place to ensure compliance with all relevant legislation and regulation.
- Develop and maintain an effective framework of internal controls including risk management in relation to all business activities.
- Ensure that the Company has a suitable system and policy for the timely and accurate disclosure of information in accordance with regulatory requirements.
- Keep the Chairman promptly informed on all matters that may be of importance to the Board or of which the Board should be aware.

The Chairman and Chief Executive meet regularly to review issues, opportunities and problems.

Stakeholder Engagement / Quality Assurance

Policy and Procedures for Stakeholder Engagement

Institutional Investors

The Company convenes Annual General Meeting in accordance with the Companies Act 2017. The Company's financial reports are published every quarter and are also placed on Company's website for the shareholders and potential investors.

In compliance with the Code of Corporate Governance under the listing regulations of the stock exchange, the Company notifies information to the stock exchange from time to time. This helps the shareholders remain connected with the Company. The dates of the Board of Directors Meetings and financial results are notified to the stock exchange.

Customers

We believe in customer trust and satisfaction being our strength over the years. Since individual life products are long term by nature, the Company is heavily focused on the customer journey, right from the pre-acquisition stage to claim. Regular interaction with customers is done via the sales staff, email, sms, phone calls, letters and social media. This interaction helps to understand and fulfill customer needs in a better way, improves persistency, creates sales leads, helps in upselling and repeat sales.

For Bancassurance, the sales management and coordination teams interact on a daily basis with staff in bank branches, regional levels and head office levels to further our business objectives. For corporate clients, the marketing team engages regularly to manage the relationships and offer tailored solutions.

Banks

The Company works with all major banks of the country for various objectives. Bancassurance relationships have been covered in the section above. In addition, the Company uses banks for all its banking needs, including investments. The frequency of interaction is on a needs basis and the nature of service. In addition, senior level engagement is ongoing to deepen the relationships which fulfill business objectives.

Media

The Company has been a trendsetter in launching innovative media campaigns focusing on awareness creation, offering products for various needs as well as enhancing brand value. The campaigns are on a 360 degree horizon focusing on all mainstream platforms such as TV, radio, print, digital, social media, as well as on-ground engagement and activation. During the course of these campaigns the Company is closely engaged with the media in terms of planning and execution.

We also engage with media through press briefing and regular press releases on key achievements, periodical results, and other strategic events.

Regulators

The Company considers an active and healthy engagement with the regulators as a cornerstone of its strategy. This includes SECP, SBP, FBR, provincial tax authorities and any other regulator in the country that has an influence or impact on the Company's business. The nature of such interaction is in one-to-one meetings, group or industry level meetings, workshops, conferences and seminars. The frequency can be as per need of the regulator or the Company and at times is very frequent.

Analysts

The Company has planned its annual corporate briefing on 31 March 2023. In addition, on a needs basis, the Company meets with analysts of various entities to apprise them of the Company's business and operations.

Procedures Adopted for Quality Assurance of Products / Services

EFU Life believes that meeting customer expectations comes from consistently meeting standards and delivering consistent results is at the core of quality assurance procedures.

It is our responsibility to ensure that every employee understands the quality definitions and how he / she is to make certain those standards are met. Measuring the quality that is delivered is critical for consistent results. Department / Branch Heads monitor work processes and maintain quality standards.

As per ISO 9001:2015 standards, EFU Life has established procedures for quality assurance of services by continually improving the effectiveness of the quality management system through the use of:

- the quality policy,
- quality objectives,
- audit results,
- analysis of data,
- corrective and preventive actions,
- regular management reviews,
- trainings,
- customer feedback system and
- monitoring / measurement activities.

The old expression, "There is always room for improvement," rings true when it comes to quality assurance. To keep our business on the cutting edge, we always ask the question". How can we make this better? By tweaking the process where required or by raising standards each year, we will see our overall business quality improve to levels higher than ever before.

Significant Plans / Forward looking Statement

Significant plans and decisions such as corporate restructuring, business expansion and discontinuance of operations etc.

The Company's continues to expand business by focusing on increasing the outreach of its distribution channels offering products for all the socio-economic segments of the population and using technology as a key enabler. The significant plans and decisions are as follows:

For sales force: Identify and expand geographically in Pakistan, enhance productivity of existing sales operations by focusing on branch productivity, case average and persistency, launch new products based on needs of the various population segments. For Takaful line of business, the Company, over the last 7 years, has set up a dedicated sales force and new branches, and the expansion activity will continue in the next few years for further penetration.

For Bancassurance: Proactively manage partnerships and relationships with all banks (large, medium, small) to fulfill business growth objectives, expand Referral and Direct Sales models, launch new products to penetrate in all customer segments, focus on branch productivity, case average and persistency.

For Group Benefits: Enhance presence in all profitable segments of the corporate sector, offer tailored solutions as per need of the clients, focus on inclusive and mass-market insurance with an aim to increase the number of lives under the insurance social protection net.

The corporate as well as sales management structures in all channels are regularly evaluated for their effectiveness in meeting the business growth objectives, and where required, structural changes are done.

The Company does not plan to discontinue any operations.

Significant changes in objectives and strategies from prior years.

There are no significant changes in objectives and strategies from prior years.

Forward looking Statement

EFU Life has a positive outlook on the next 5 years of the life insurance and family takaful industry. The sector has continued to perform well vis-à-vis other sectors in the financial arena, and the Company expects this growth momentum to continue for the medium term. Distribution channels and their effective utilization will continue to be the primary driving force resulting in an increased insurance penetration and expansion of the financial protection safety net. At the same time, alternative mass market channels focusing on including a larger number of lives under the insurance net will continue to be explored by the companies. With the expansion of the distribution channels, the Company expects the industry players to focus more on improving the productivity.

With the opening up of window takaful operations during 2015, and several window takaful operators having started operations, the Company expects takaful outreach to expand and contribute positively in increasing the size of the insurance pie. Investment on Information Technology will continue, especially adopting new trends in technology, and will be one of the key aspects of the industry's strategy. The Company expects investments in enhancing the technology base for back-end operations and for front end sales and services to clients.

Statement of Ethics & Business Practices

Statement of Ethics

All Directors and Staff are required to:

- Act with integrity, dignity and in an ethical manner when dealing with the public, clients and peers.
- Protect and ensure the confidentiality, integrity and availability of client information at all times except where required by law to disclose it.
- Protect and ensure the confidentiality, integrity and availability of information relating to the Company both during the course of Directorship or employment (as the case may be) and after its termination (regardless of reason).
- Obtain written permission from the Company's Compliance Officer (or the Chief Executive Officer in the event that the Compliance Officer is unavailable) to hold any position (paid or unpaid) with any outside party, firm or organization. For clarity, positions covered include but are not limited to consultant, employee, Director, representative and agent. Furthermore, all staff must disclose in writing to the Company, any such positions they currently hold at the time of signing this statement. Directors are exempt from this requirement.
- Maintain accurate records of business transactions related to the Company or its clients.
- Report any business or professional activities or any beneficial interests that may result in a conflict with or be competitive with the interests of the Company.
- Report any person or activity to the Compliance Officer or CEO that in their opinion is in violation of this statement.
- Disclose their shareholding in the Company's Securities upon signing this agreement and any changes in shareholding within 24 hours of any such change.
- Act diligently and with vigilance to prevent EFU Life products and services from being used for money laundering and terrorist financing.
- Read, understand and act in accordance with EFU Life's Anti Money Laundering Policy
- Adopt appropriate procedures in accordance with EFU Life's policy to gain an understanding of the business and background of our prospective clients and business partners to determine origin and destination of their funds
- Read, understand and act in accordance with EFU Life's Information Security Policy
- Report to the Compliance Officer any suspicious transaction or incident.

Statement of Business Practices

- Uncompromising integrity. Our business is founded on trust and we manage it ethically, lawfully and fairly.
- Clients first. Nothing we do is more important than protecting and preserving our clients' interests. We hold responsibilities towards our clients in the highest regard.
- Entrepreneurship. We work hard every day to hire the best people, motivate them, reward them and encourage them to innovate. We are a meritocracy and an equal opportunity employer.
- Passion for performance. We contribute towards our Company's financial goals and concentrate on achieving superior results.
- A culture of excellence. We measure our performance on every task we undertake not just by the results but also by the quality of our work.
- A culture of inclusion and respect. We work hard to ensure for all our employees a workplace free of gender, class, belief, disability or any other discriminations and to ensure that we treat each other with dignity and respect.
- A tradition of success. While we are fair and ethical at all times, we compete aggressively by providing excellent service to our clients.

Whistle Blowing Policy

1. INTRODUCTION

From time to time, a member of staff might discover information which he or she believes constitutes wrongdoing or malpractice within the organization. This policy aims to:

- a) Create an avenue for such information to be disclosed without fear of reprisal to persons within the organization.
- b) Provide various channels for reporting actual or suspected wrongdoings committed by any staff, agent, manager, supplier, service provider, contractor or other stakeholders dealing with the Company for investigation and appropriate action.
- c) Provide the security necessary so that the staff making the report (“Whistle-blower”) is protected from identification, reprisals, retaliation, or any adverse treatment. For the purposes of this Policy, a Whistle-blower is defined as a person who raises an alert on a possible unlawful activity contrary to Company Policy.

2. POLICY STATEMENT

EFU Life Assurance Ltd. (the Company) is committed to the highest standards of honesty, openness, and accountability. It aims to ensure that it operates in a manner consistent with the highest standards of ethical and legal responsibility and professional standards. All employees of the Company accordingly have a key role in ensuring this fact. It is important that staff with knowledge of any wrongdoing should come forward and do so feeling safe and secure that the Company will ensure confidentiality and their anonymity.

The purpose of this Policy is therefore to assist and enable staff members to raise concerns or to disclose information which they believe, in good faith, may indicate malpractice, illegality or a breach of company policy and rules and to do so in a manner free of any fear of personal disclosure or reprisals.

3. SCOPE

This Policy extends protection to any Whistle-blower who may be an employee, agent, service provider, supplier, contractor or intermediary. The policy and procedures are concerned with alleged malpractice, impropriety or wrongdoing might include, but not be limited to, one or more of the below actions:

- Financial malpractice or impropriety that includes but is not limited to premium pocketing, money laundering or actions contrary to AML controls, embezzlement etc.
- Conflicts of Interest.
- Theft of Company property.
- Fraud or deception.
- Forgery or alteration of financial records or documentation
- Improper conduct or unethical behavior including any offence of Bribery.
- Failure to comply with a legal obligation.
- Failure to comply with the Company Code of Conduct and any rules and regulations that may be prescribed by the Company from time to time.
- Suspected criminal activity.
- Disclosure of Company information.
- Violation of Company Information Security Rules.
- Sexual harassment, harassment and/or misconduct.
- Discrimination of any kind.

- Attempts to conceal any of the above.
- Others as may be defined from time to time in this policy.

4. MAKING A DISCLOSURE

Anyone wishing to make a report may disclose their identity or make reports anonymously at their discretions. All reports will be treated with utmost confidentiality and will be acted upon. There is no limit to how many allegations a Whistleblower can make or how many times they can make them.

Concerns may be raised verbally, by email, or via the ESS [My Navigator]. As it is essential for the Company to have all critical information to effectively evaluate and investigate a complaint, the report made should provide as much detail and be as specific as possible and include the following:

- The misconduct the Whistle-blower wishes to report on.
- Details of the parties concerned.
- When (dates/time) and where (Company/department) the activities took place.
- Proof (evidence substantiating the misconduct, where available).
- Contact details (only if the person reporting so chooses) in case further information is required.

The Reports can be made via email or in person to any of the following persons:

- Chief Executive Officer (CEO)
- Head of Human Resources, Human Resource Department
- Head of Internal Audit

Whistle blowing reports can also be sent directly to the CEO through the prescribed email address.

Complaints raised to other parties within the Company should be directed to any of the above persons for the purpose of maintaining a centralized repository of all reported cases and ensuring that issues raised are properly followed-up, investigated and addressed.

Keeping in mind the fact that the anonymity and confidentiality of the Whistleblower is key to the success of the policy, the Company also allows for the submission of Whistle blowing reports to be made in the following manner

- Submitted in writing, or printed on blank paper, to any of the below
 - The CEO
 - The Head of Human Resources
- Whistle blowing reports submitted this way may not require the Whistleblower's identification such as, name, employee code, department etc. Whistleblowers are encouraged to at least provide an anonymous email address through which they could be contacted, if required. This way, if the Company requires any additional information during the course of its investigations, the whistleblower can be contacted while ensuring anonymity is maintained.
- Whistleblowing reports submitted this way should include, to the extent possible, hardcopy evidences as may be safely compiled by the Whistleblower
- Whistleblowing reports submitted this way should be in a properly sealed envelope to remove any suspicion of tampering with the contents
- The Whistleblowing report must be properly labeled with the intended recipient's name.

Confidentiality of the Whistleblower is to be ensured at all stages. Violators of Whistleblower confidentiality are subject to disciplinary action.

5. INVESTIGATING A DISCLOSURE

The CEO will be informed of all Whistleblowing complaints brought to light. An investigation committee will be constituted reporting directly to the CEO that could comprise of any or all the following officers:

- i. The Head of Internal Audit
- ii. The Head of Human Resources
- iii. One independent member from the Senior Management / Leadership of the Company selected by the CEO

The Committee is empowered under this policy to meet, access people and data, interrogate and investigate as is necessary and report their findings and recommendations to the CEO.

All matters reported will be reviewed within a reasonable timeframe and after due consideration and inquiry, a decision will be taken by the CEO on appropriate action to be taken.

The Company may in appropriate cases, particularly if the report pertains to criminal activity, forward such report to external bodies like the Police etc.

A record of all Whistleblowing complaints, Committee meetings, recommendations, decisions, and actions taken will be maintained by the Head of Internal Audit/ CEO's office.

6. WHISTLEBLOWER SAFEGUARDS

The Company prohibits discrimination, retaliation, or harassment of any kind against a Whistle-blower who submits a complaint or report in good faith. This is done through the following measures.

6.1. Confidentiality

The identity of the individual making an allegation will remain confidential, unless otherwise agreed with that individual.

6.2. Protection

The Policy offers protection against dismissal, harassment at place of work, work withholding or overloading or any other punitive action to those individuals who make reports in accordance with this Policy.

7. UNSUBSTANTIATED ALLEGATIONS

No action will be taken against an individual who makes an allegation in good faith even if it is not confirmed by subsequent investigations. If, however, in the determination of the Investigation Committee, an individual has made allegations that are found to be malicious, fictitious, trouble making and/or for personal gain, appropriate action may be taken.

8. COOPERATION

Anyone who fails to cooperate in an investigation, or who deliberately provides false information or withholds information during an investigation, shall be subject to disciplinary action up to, and including, dismissal.

If, at the conclusion of an investigation, the Company determines that a violation has occurred or the allegations are substantiated, effective remedial action commensurate with the severity of the offence will be taken.

Decisions taken at the last AGM

Annual General Meeting held on March 31, 2022

No Significant issues were raised by the shareholders during the meeting. The following matters taken up in the meeting as per Agenda were approved unanimously and the decisions taken were implemented in due course:

1. Approval of the minutes of the 29th Annual General Meeting held on March 31, 2021.
2. Approval the Audited Financial Statements for the year ended December 31, 2021 together with the Chairman's review, Directors' and Auditors' reports thereon.
3. Approval of Final Cash Dividend at the rate of Rs.10.50 per share i.e.105% as recommended by the Board of Directors and also approve the Interim cash dividend of Rs.4.50 per share i.e. 45% already paid to shareholders, thus making a total of Rs.15.00 per share i.e. 150% for the year ended December 31, 2021.
4. Appoint Auditors for the year 2022 and fix their remuneration.
5. Resolve that transmission of financial statements, auditors report and directors report etc. to members of the company at registered address in soft form i.e. CD/DVD/USB.

B. SPECIAL BUSINESS:

1. Approval of following resolutions.

"Resolved that the transactions carried out by the Company in the normal course of business with EFU General Insurance Ltd. and Allianz EFU Health Insurance Ltd. (related parties) in 2021 be and are hereby ratified, approved and confirmed."

"Further Resolved that the Managing Director & Chief Executive be and is hereby authorized to approve all the transactions carried out in the normal course of business with EFU General Insurance Ltd. and Allianz EFU Health Insurance Ltd. till the next Annual General Meeting."

"Further Resolved that the Managing Director & Chief Executive and the Company Secretary of the Company be and are hereby authorized to give effect to this resolution and to do or cause to do all acts, deeds and things that may be necessary or required and to sign such documents and take such steps from time to time, as and when necessary for the purposes of implementing this resolution."

Internal Control Framework

The Company's Internal Control framework consists of various inter-related components including the Control Environment, Risk Assessment, Control Activities, Information & Communication and Monitoring. These components work to establish and implement sound internal control system through directed leadership, risk management function, internal audit and compliance. The Board of Directors is responsible to establish an Internal Control System to maintain an adequate and effective Internal Control Environment. An Internal Control System is a set of systems and processes designed to identify and mitigate the risk of failure and achieve the overall business objectives of the organization by providing reasonable assurance of:

1. Effectiveness and efficiency of controls of operation
2. Reliability of financial information
3. A prudent approach to business
4. Compliance with applicable laws and regulations

Role of Internal Audit

The Internal Audit is instrumental in assisting the Board of Directors and the management to evaluate the effectiveness and efficiency of internal control framework. The Internal Audit annual plan is discussed with management to ensure complete coverage of evaluation of all significant risks to which the Company is exposed, which thereafter is approved by the Board Audit Committee. The significant findings are discussed with management on ongoing basis and reported to Audit Committee in quarterly meetings to ensure that corrective actions are taken on timely basis to minimize the recurrence of discrepancies to ensure strengthening of the control environment.

Role of Risk Management

Being an insurance company, we deal with risks that arise from internal as well as external events while the landscape is constantly changing. Risk management function plays a key role in the management of uncertain situations in line with the strategic objectives of the Company.

Our risk management function operates through the Enterprise Risk Management (ERM) function, providing a unified framework that identifies, quantifies and manages major categories of risks that might have material effect on Company's values by using both quantitative and qualitative assessments. ERM function is integrated with key functions of the Company.

Role of Compliance

Compliance function is responsible for the compliances with applicable laws and regulations and reviewing the updates / promulgation of laws and regulations. The Compliance function works in liaison with other departments to ensure strict compliances of relevant laws and regulations. Quarterly meetings are held where compliance status with all applicable statutory regulations updates are provided to the risk management and compliance committee.

Financial Calendar

Results

First Quarter ended 31 March	Announced on	28-Apr-22
Half year ended 30 June	Announced on	16-Aug-22
Third quarter ended 30 September	Announced on	28-Oct-22
Year ended 31 December	Announced on	21-Feb-23

Dividend

1st Interim 2022	Announced On	28-Apr-22
	Amount	15%
	Entitlement date	12-May-22
	Paid On	20-May-22
	Statutory limit upto which payable	26-May-22
2nd Interim 2022	Announced On	16-Aug-22
	Amount	15%
	Entitlement date	29-Aug-22
	Paid On	7-Sep-22
	Statutory limit upto which payable	12-Sep-22
3rd Interim 2022	Announced On	28-Oct-22
	Amount	15%
	Entitlement date	11-Nov-22
	Paid On	18-Nov-22
	Statutory limit upto which payable	25-Nov-22
Final Cash 2022	Announced On	21-Feb-23
	Amount	105%
	Entitlement date	24-Mar-23
	Statutory limit upto which payable	14-Apr-23
1st Interim 2021	Announced On	27-Apr-21
	Amount	15%
	Entitlement date	11-May-21
	Paid On	24-May-21
	Statutory limit upto which payable	1-Jun-21
2nd Interim 2021	Announced On	24-Aug-21
	Amount	15%
	Entitlement date	7-Sep-21
	Paid On	14-Sep-21
	Statutory limit upto which payable	28-Sep-21
3rd Interim 2021	Announced On	26-Oct-21
	Amount	15%
	Entitlement date	8-Nov-21
	Paid On	16-Nov-21
	Statutory limit upto which payable	22-Nov-21
Final Cash 2021	Announced On	22-Feb-22
	Amount	105%
	Entitlement date	24-Mar-22
	Statutory limit upto which payable	13-Apr-22

Issuance of Annual Report	8-Mar-23
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31st Annual General Meeting	31-Mar-23
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Notice of Meeting

Notice is hereby given that the 31st Annual General Meeting of the Shareholders of EFU Life Assurance Ltd. will be held at ISE Auditorium, ISE Towers, 55-B, Jinnah Avenue, Blue Area, Islamabad, on Friday March 31, 2023 at 10:30 a.m. to:

A. ORDINARY BUSINESS:

1. confirm the minutes of the 30th Annual General Meeting held on March 31, 2022.
2. receive, consider and approve the Audited Financial Statements for the year ended December 31, 2022 together with the Chairman's review, Directors' and Auditors' reports thereon.
3. consider and if thought fit to approve the payment of Final Cash Dividend at the rate of Rs. 10.5 per share i.e. 105% as recommended by the Board of Directors and also approve the Interim cash dividend of Rs. 4.50 per share i.e. 45% already paid to shareholders for the year ended December 31, 2022.
4. appoint Auditors of the Company for the year 2023 and fix their remuneration. The Audit Committee and the Board of Directors have recommended the name of M/s EY Ford Rhodes, Chartered Accountants for re-appointment as auditors till the next Annual General Meeting.
5. Transact any other matter with the permission of the chair.

By Order of the Board

Hasan Jivani
Company Secretary

Karachi: 21 February 2023

NOTES

1. PARTICIPATION IN AGM THROUGH ELECTRONIC MEANS:

In light of the clarification issued by the Securities and Exchange Commission of Pakistan vide Circular No. 4 of 2021 for ensuring participation of member in general meeting through electronic means as a regular feature, the Company has also provided the facility for attending the meeting via a video-link to its shareholders. The members are encouraged to participate in the meeting online by following the below guidelines.

The shareholders are requested to please provide below information to our Company Secretary at e-mail address: hasanjivani@efulife.com, at least 24 hours before the time of AGM i.e. latest by 10:30 am on March 30, 2023.

Folio / CDC Account No.	Name	CNIC No.	Cell No.	Email Address

Upon receipt of the above information from shareholders, the Company will send login details to their email address, which will enable them to join the said AGM through video conference on Friday March 31, 2023 at 10:30 AM.

2. A member entitled to attend and vote at the General Meeting is entitled to appoint another member as a proxy to attend and vote in respect of his/her behalf. Form of proxy must be deposited at the Company's Registered Office not later than 48 hours before the time appointed for the meeting.

3. CDC Account holders are advised to follow the following guidelines of the Securities and Exchange Commission of Pakistan.

A. For attending the meeting:

- (i) In case of individuals, the account holder and / or sub-account holder and their registration details are uploaded as per the Regulations, shall authenticate their identity by showing their original Computerized National Identity Card (CNIC) or original passport at the time of attending the meeting.
- (ii) In case of corporate entity, the Board of Directors' resolution / power of attorney with specimen signature of the nominee shall be produced (unless it has been provided earlier) at the time of the meeting.

B. For appointing proxies:

- (i) In case of individuals, the account holder and / or sub-account holder and their registration details are uploaded as per the Regulations, shall submit the proxy form as per the above requirement.
 - (ii) The proxy form shall be witnessed by two persons whose names, addresses and CNIC numbers shall be mentioned on the form.
 - (iii) Attested copies of CNIC or the passport of the beneficial owners and the proxy shall be furnished with the proxy form.
 - (iv) The proxy shall produce his original CNIC or original passport at the time of the meeting.
 - (v) In case of corporate entity, the Board of Directors' resolution/power of attorney with specimen signature shall be submitted (unless it has been provided earlier) along with proxy form to the Company.
4. The Share Transfer Books of the Company will be closed from March 25, 2023 to March 31, 2023 (both days inclusive). Transfers received in order by our Share Registrar, CDC Share Registrar Services Limited, CDC House, 99-B, Block 'B', S.M.C.H.S., Main Shakra-e-Faisal, Karachi-74400 before the close of business on March 24, 2023 will be considered in time to attend and vote at the meeting and for the entitlement of Dividend.
5. Members are requested to notify/submit the following, in case of book entry securities in CDC to respective CDC participants and in case of physical shares, to the Company's Share Registrar, if not earlier provided/ notified:
- a. Change in their addresses;
 - b. Valid and legible photocopies of Computerized National Identity Card (CNIC) for Individuals and National Tax Number (NTN) both for individual & corporate entities.

6. ELECTRONIC TRANSMISSION OF ANNUAL FINANCIAL STATEMENTS AND NOTICES

Pursuant to Notification vide SRO 787(I)/2014 dated September 08, 2014, the Securities and Exchange Commission of Pakistan (SECP) has directed all companies to facilitate their members receiving annual financial statements and notices of annual general meeting through electronic mail system (E-mail). EFU Life Assurance Ltd., is pleased to offer this facility to our valued members who desire to receive annual financial statements and notices through email in future.

In this regards, those members who wish to avail this facility are hereby requested to convey their consent via email on a standard request form which is available at the Company's website.

Please ensure that your email account has sufficient rights and space available to receive such email which may be greater than 1MB in size. Further, it is the responsibility of member(s) to timely update the share registrar of any change in his (her / its / their) registered email address at the address of Company's registrar.

7. ELECTRONIC DIVIDEND MANDATE

Under the section 242 of Companies Act, 2017 it is mandatory for all listed Company to pay cash dividend to its shareholders through electronic mode directly in to the bank account designated by the entitled shareholders.

In order to receive dividend directly into their bank account, shareholders are requested (if not already provided) to fill in Bank Mandate Form for Electronic Credit of Cash Dividend available in the Annual Report and also on the Company's website and send it duly signed along with a copy of CNIC to the Share Registrar of the Company, CDC Share Registrar Services Limited, CDC House, 99-B, Block 'B', S.M.C.H.S, Main Shakra-e-Faisal, Karachi-74400, in case of physical shares.

In case of shares held in CDC then electronic dividend mandate form must be directly submitted to shareholder's brokers / participant / CDC account services as the case may be.

In case of non-receipt of information, the Company will be constrained to withhold payment of dividend to shareholders.

8. SUBMISSION OF VALID CNIC (MANDATORY)

As per SECP directives the dividend warrants of the shareholders whose valid CNICs, are not available with the Share Registrar could be withheld. All shareholders having physical shareholding are therefore advised to submit a photocopy of their valid CNICs immediately, if already not provided, to the Company's Share Registrar at the following address, CDC Share Registrar Services Limited, CDC House, 99- B, Block 'B', S.M.C.H.S., Main Shakra_ e-Faisal, Karachi-74400 without any further delay.

9. ZAKAT DECLARATION (CZ-50)

Zakat will be deducted from the dividends at source under the Zakat and Usher Laws and will be deposited within the prescribed period with the relevant authority. In case you want to claim exemption, please submit your Zakat declarations under Zakat and Usher Ordinance, 1980 and Rule 4 of Zakat (Deduction & Refund) Rules, 1981 CZ-50 Form with our Share Registrar, CDC Share Registrar Services Limited, CDC House, 99-B, Block 'B', S.M.C.H.S ., Main Shakrah-e-Faisal, Karachi-74400 or in case of book entry securities in CDC to respective CDC participants. The shareholders while sending the Zakat Declarations must quote company name and their respective CDS A/C # or Folio No.

10. DEDUCTION OF WITHHOLDING TAX ON THE AMOUNT OF DIVIDEND

Pursuant to SECP directives vide Circular No.19/2014 dated October 24, 2014, SECP has directed all companies to inform shareholders about changes made in the section 150 of the Income Tax Ordinance, we hereby advise shareholders as under;

(i) The Government of Pakistan through Finance Act, 2019 has made certain amendments in section 150 of the Income Tax Ordinance, 2001 whereby different rates are prescribed for deduction of withholding tax on the amount of dividend paid by the companies. These tax rates are as under:

- a. for filers of income tax returns: 15%
- b. for non-filers of income tax returns: 30%

To enable the Company to make tax deduction on the amount of cash dividend @15% instead of 30%, all the shareholders whose names are not entered into the Active Tax Payers List (ATL) provided on the website of FBR, despite the fact that they are filers, are advised to make sure that their names are entered into ATL before the date for payment of the cash dividend otherwise tax on their cash dividend will be deducted @ 30% instead of @ 15%.

(ii) In the case of shares registered in the name of two or more shareholders, each joint holder is to be treated individually as either a filer or non-filer and tax be deducted by the Company on the

basis of shareholding of each joint-holder as may be notified to the Company in writing. The joint-holders are, therefore, requested to submit their shareholdings otherwise each joint-holder shall be presumed to have an equal number of shares.

- (iii) For any query/ problem /information, the investors may contact the Company and / or the Share Registrar at the following phone numbers & email address. The contact number of Company Secretary is 021-111-338-111 (Ext: 558) & email: hasanjivani@efulife.com and the contact numbers of Share Registrar, CDC Share Registrar Services Limited is 021- 111-111-500 & email: info@cdcsrsl.com
- (iv) The corporate shareholders having CDC accounts are required to have their National Tax Number (NTN) updated with their respective participants, whereas corporate physical shareholders should send a copy of their NTN certificate to the Company or its Share Registrar, CDC Share Registrar Services Limited. The shareholders while sending NTN or NTN certificates, as the case may be, must quote company name and their respective folio numbers.

11. CONSENT FOR VIDEO CONFERENCING FACILITY

Pursuant to the provision to the Companies Act, 2017 members can also avail the video call facility, in this regard please fill the following and submit to registered address of the Company at-least 10 days before the holding of Annual general meeting. If the Company receives consent from members holding aggregate 10% or more shareholding residing at the geographical location to participate in the meeting, the Company will arrange video conference facility in the city subject to availability of such facility in that city.

I/We _____, of _____, being a member of EFU Life Assurance Ltd. holder of _____ordinary share(s) as per registered Folio No./CDC A/c No. _____ hereby opt for video conferencing facility.

12. UNCLAIMED DIVIDEND

As per the provision of section 244 of the Companies Act 2017, any shares issued or dividend declared by the Company which have remained unclaimed / unpaid for a period of three years from the date on which it was due and payable are required to be deposited with commission for the credit of Federal Government after issuance of notices to the shareholders to file their claim. The details of the shares issued and dividend declared by the Company which have remained due for more than three years was sent to shareholders, uploaded on Company website and Final notice was also issued in newspaper. In case, no claim is lodged with the Company in the given time, deposit the unclaimed / unpaid amount and shares with the Federal Government pursuant to the provision of Section 244 (2) of Companies Act, 2017.

13. DEMAND A POLL

Members can exercise their right to demand a poll subject to meeting requirements of Sections 143 and 144 of the Companies Act, 2017 and applicable clauses of the Companies (Postal Ballot) Regulations, 2018.

14. TRANSMISSION OF THE ANNUAL AUDITED FINANCIAL STATEMENTS THROUGH CD / DVD:

The company has circulated financial statements to its member through CD at their registered address, printed copy of above referred statements can be provided to members upon request.

15. AVAILABILITY OF AUDITED FINANCIAL STATEMENT ON COMPANY'S WEBSITE:

The audited financial statement of the Company for the year ended December 31, 2022 have been made available on the Company's website www.efulife.com

16. REGISTRATION DETAILS OF PHYSICAL SHAREHOLDERS

As per Section 119 of the Companies Act, 2017 and Regulation 19 of the Companies (General Provisions and Forms) Regulations, 2018, all physical shareholders are advised to provide their mandatory information

such as CNIC number, address, email address, contact mobile/telephone number, International Bank Account Number (IBAN), etc. to our Share Registrar at their below address immediately to avoid any non-compliance of law or any inconvenience in future:

CDC Share Registrar Services Limited, CDC House, 99-B, Block 'B', S.M.C.H.S., Main Shahra-e-Faisal, Karachi-74400. Tel. Toll Free: 0800-23275, Email: info@cdcsrsl.com, website: www.cdcsrsl.com

17. DEPOSIT OF PHYSICAL SHARES INTO CDC ACCOUNT

As per Section 72 of the Companies Act, 2017 all existing companies are required to convert their physical shares into book-entry form within a period not exceeding four years from the date of commencement of the Companies Act, 2017.

The Securities and Exchange Commission of Pakistan through its circular # CSD/ED/Misc./2016-639-640 dated March 26, 2021 has advised the listed companies to pursue their such members who still hold shares in physical form, to convert their shares into book entry form.

We hereby request all members who are holding shares in physical form to convert their shares into book-entry form at the earliest. They are also suggested to contact the Central Depository Company of Pakistan Limited or any member/stock broker of the Pakistan Stock Exchange to open an account in the Central Depository System and to facilitate conversion of physical shares into book-entry form. Members are informed that holding shares in book-entry form has several benefits including but not limited to secure and convenient custody of shares, conveniently tradable and transferable, no risk of loss, damage or theft, no stamp duty on transfer of shares in book-entry form and hassle-free credit of bonus or right shares.

We once again strongly advise members of the Company, in their best interest, to convert their physical shares into book-entry form at the earliest.

Liquidity Management Strategy

Liquidity risk:

- Liquidity risk for insurers:
 - Risk of an actual or perceived shortfall of liquid assets to pay claims or operating expenses.
 - Risk of low investment yield related to liquidity issues, e.g.
 - Investing too safely; maximizes liquidity but hurts performance.
 - Having to get out of a position at an inopportune time and realize a loss (significant research on “cost of distress” issues).

Impacts of liquidity issues

- Inability to pay claims on a timely basis can produce “run on bank” mentality
- Rating agencies rate willingness and ability to pay - Money invested in illiquid assets is heavily discounted in the rating process. Downgrade=death.
- Poor investment performance related to liquidity issues can contribute to further problems (particularly distressed selling)

Unique attributes of insurance industry:

Majority of cash obligations are estimates - not known in nominal or present value

- Analysis that reflects the uncertainty of obligations suggests a different position than a static analysis would
- Liquidity management becomes important

Liabilities are sensitive to inflation

- Simultaneous impacts on assets and liabilities should be understood
- Forces that could result in increase of liabilities and decrease of assets at the same time impair operating flexibility and can force a liquidity crunch

Underwriting cycle can produce fluctuating operating cash position

- Changing levels of internally generated cash may alter investment strategy and concerns about liquidity
- Less concern when internally generated cash is readily available

Catastrophe exposure

- Must account for potential need for significant liquidity

Regulatory constraints on investing “creativity” (concern for policyholder welfare)

- Strategy must incorporate constraints by external parties
- Practically speaking, this results in a need to keep a safe liquidity posture

Asset management has established conventional wisdoms and risks of deviations

- Departures from traditional approaches often must be supported by strong evidence

Sometimes poorly institutionalized links between asset and liability side

- More dynamic links can be created

Enterprise Risk Management and Investment Philosophy

Asset Allocation Policy is the primary driver of total investment portfolio return variability and performance over time

Liquidity Metrics must be incorporated with other total return measures

Active Risk Policy drives relative portfolio performance and significantly enhances performance over time

Manager Structure integrates asset allocation policy and active risk policy to avoid uncompensated risks and capture active manager skill to enhance returns.

Active Manager Skill adds value over time.

An Enterprise Risk Management Approach is essential to enhance overall corporate financial performance.

Management Objectives & Strategies

Management Objective	Strategies to meet the objectives	Relationship between EFU Result and Objectives
Sustained profitability	Venture into long term profitable business segments	Healthy Profit after tax, declared cash dividend of 150%
Financial Efficiency	Effective financial management	Healthy financial statement, with total assets of Rs. 178 billion
Increase customer retention	Dedicated focus on customer retention, part of all KPIs for distribution channels	Achieved overall persistency of 81%
Increase outreach and acquire new customers	Robust distribution setup; multiple channels such as agency sales force, bancassurance, corporate sector, telecommunication companies, branchless banks	Insured over 1 million individual life clients and 4.7 million under the group life business, providing savings and protection solution for all segments of the population
Introduce new products	Customer segmentation and solutions according to the needs of the target population	Diverse range of products available from pure protection to savings, focusing on short and long term needs of all customer segments, from micro to high networth customers.
Social impact	Products which provide valuable life insurance coverage for financial support of the insured individuals and families	Claims (death and disability) of Rs. 3.81 billion paid during the year
Employ professions who create value for customers	Significant focus through strategic HR policies on employee recruitment and selection to fulfil the organization's human capital needs	A professional and seasoned management team
To develop leadership abilities and potential for our team	Provide opportunities for skill enhancement and leadership traits through identifying development needs and organization's future requirements; professional qualifications are encouraged and supported	High caliber individuals are employed in various technical functions supported by the organization for their continuous professional development.

Key performance indicator

EFU Life has always been a stable player in life insurance sector. Challenging political environment in country meant heavy losses on investments made in Equity within Pakistan accompanied with high level competition and economic uncertainties. Despite these challenging conditions, performance of EFU Life remained excellent.

The KPI during 2022 were as follows:

- Growth in premium for each line of business.
- Number of lives insured
- Persistency of individual life business by distribution channel.
- Claims to premium ratio
- Acquisition cost to gross premium
- Growth in the distribution network

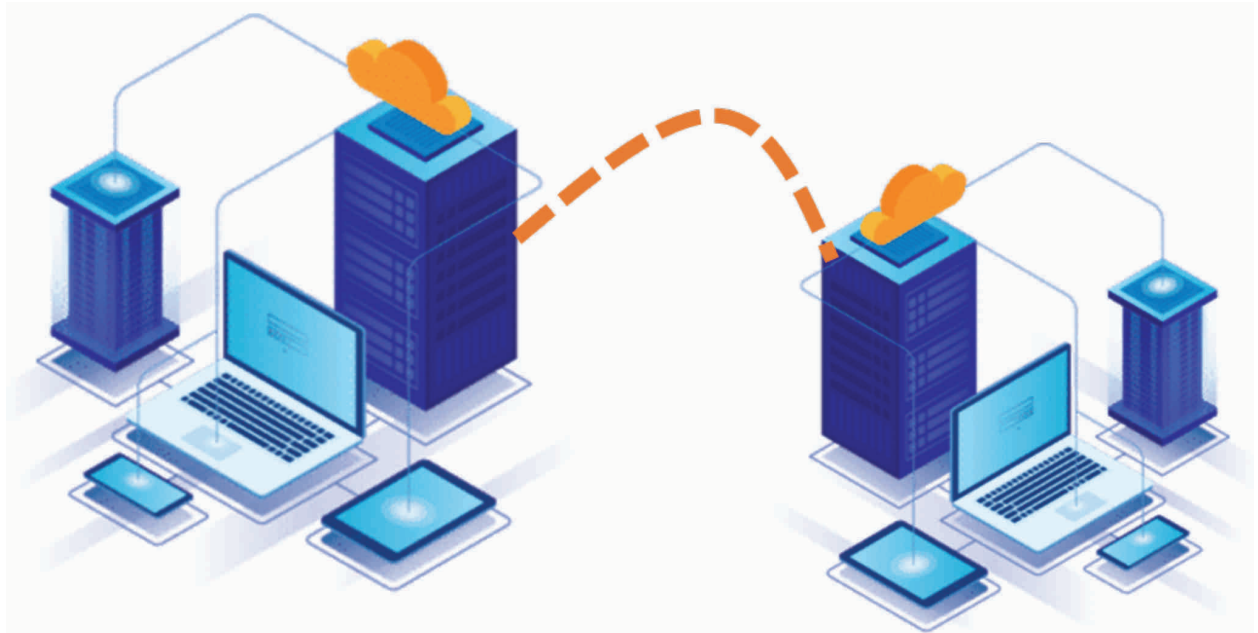
Management Objective	KPI	Why is it important
Revenue per policy holder	Servicing Cost	A low value of this KPI could be due to poor agency contracts, sub par customer service or lack of sound investment policy
Average cost per claim	Cost per claim	It is important to categorize by type of claims
Average time to settle claim	Total days taken to settle claim / total claims	It is important to retain current and potential customer
Renewal / Retention	This measures the customer who continue coverage after initial term has expired	Retention is important for profitability
New Business	Issuance of new policies	It is important indicator of operational performance & can be instrumental in strategy development
Strike Rate	It measures the quality of new business brought in by agents	Underwriting acceptance rate
Average Policy Size	Value of total policies sold / number of policies sold	It helps in evaluating weather the company is achieving the product risk that matches company strategy
Underwriting Process	Time consumed per policy	Process of approval is important for customer satisfaction.

Business Continuity Plan / Disaster Recovery Plan

Business Continuity Plan (BCP)

When disaster strikes, business suffers. A goal of business planning is to mitigate disruption of services delivery to the greatest degree possible when disruption due to disaster occurs. Business continuity is the overarching concern and the purpose of business continuity is to maintain a minimum level of service while restoring the organization to business as usual. EFU Life management is very keen about the importance of this fact and the mitigation of such risks are always on top priority.

To counter such devastating impact, our teams are always ready to resolve the situation as effectively as possible. It is important to analyze the threats and get to the bottom of what can happen and why, to find out whether any of your employee, business operations, customers or suppliers are going to be affected. The more you understand about the situation, the better placed you are to assess the damage to your business. EFU Life values its importance and considers the risks in the short and longer terms, as the full effects may not unfold for some time. We assure that no matter how difficult the circumstances, our team is capable to find the solution that works best to counter any threats to business.



Disaster Recovery Plan (DRP)

A disaster recovery plan is the lynchpin of an overall business continuity strategy. Like other businesses, EFU Life has also prepared for the worst situation, and ensure the proper technology is in place to protect operations when a disaster strikes. The objective of a Disaster Recovery Plan (DRP) is to achieve the highest level of readiness and business continuity for EFU Life's services in case of emergencies. EFU Life Disaster Recovery Planning and execution is to ensure the provisions of making the availability of policyholder related services as quickly as possible with the highest standards of efficiency in case of a disaster, God forbid.

EFU Life is a service-oriented company and serving the policy holders who are spread worldwide, hence EFU Life cannot bear any downtime to provide uninterrupted 24/7 digital services or data loss due to any sort of disaster. This year EFU Life has made significant investment to strengthen the Disaster Recovery site and upgraded the disaster recovery site based on the latest technology infrastructure and best practices recommended by international advisors. All the critical data including digital copies of documents, business applications, corporate communications and vital services required by internal and external stakeholders to provide uninterrupted services for Group Life and Individual life policy holders has been designed and deployed on the primary and secondary data centers.

Technology Governance

IT and IS Governance

EFU LIFE had moved forward to develop a better and more comprehensive service management structure. All IT strategies are closely aligned with the business requirements of the company drilling down to departmental objectives. EFU Life is committed to ensuring the integrity, reliability, availability and confidentiality of its data and computer systems.

To this aim, the IT Steering Committee has empowered the Information Security to evaluate, establish, maintain and ensure compliance of control measures to protect the EFU Life's information resources from unauthorized or accidental modification, destruction or disclosure. The Information Security Head will advise the IT Steering Committee on standards, policies, and practices related to the security, risk assessment and compliance of rules and regulations used in support of Information Security Policies and Procedures.

EFU Life IS Governance team continuously carries out Information Security assessments to ensure that EFU Life's information systems and data are protected by the highest standard of Cybersecurity. Also, EFU Life is enforcing Cybersecurity awareness within the organization time to time by various activities and training programs on all levels.

Policy for safety of records of the company:

In addition to having a data center which is equipped with the latest technologies like virtualization, robotic tapes, Flex Technology, blade servers and SAN storage devices, we have a Disaster Recovery Plan in place and also a paperless ECM solution to digitally store our physical records. The company has two DR sites, and data back-ups are taken on a daily basis. All of these measures help us ensure the safety of records.

The company has procedures to maintain the integrity and availability of data/records and backup & recovery of all mission-critical applications and electronic data. As a first step, EFU Life has also maintained a Cold Disaster Recovery site for critical business data that ensures continuous business operation in case of system, enterprise disaster or failure occurs.

The company has installed a state-of-the-art Fire Suppression and Detection System to protect its Data Center. Additionally, we have strengthened our DR Plan with the use of Data Guard and Online Transfer of Data to DR Site using Fiber Optic Technology.

Data Center

Data Centers are central elements of today's businesses, as it hosts data and services required to deliver customer value. Ensuring the uptime for the Data Center directly contributes to customer satisfaction and business profitability by preventing loss of sensitive information, service unavailability or compliance problems.

This year EFU LIFE has upgraded their data center infrastructure with the latest technology to maintain the high availability of all systems and services .

Smart Branch Infrastructure

In the year 2022, we have deployed and upgraded our branch network infrastructure to 40 locations with Smart Branch Infrastructure with centrally managed services to enhance user performance and to provide better services. This added to the 138 locations that already support our Smart Branch Infrastructure. Moreover, for critical branches, we have deployed redundant fiber connectivity to increase their uptime and manage their auto fail-over.

Company's Strategy

The company's strategy revolves around the following areas:

1. Lead the industry:

The Company is a key player within the life insurance industry and plays a pivotal role in terms of driving the direction of the industry. The strategy to maintain and enhance our position includes healthy engagement with the regulator, robust product range for all market segments, expansive distribution channels, investment in technology, focus on customer journey, employ individuals who create value for the organization and be a good corporate social citizen.

2. Value to Shareholders:

Strategies in all functions of the Company are designed and implemented with the high-level objective of creating and enhancing value for shareholders.

3. Innovative Solutions:

The Company has a robust range of products to fulfill savings and insurance protection needs of various customer segments; individual and corporate, conventional and takaful. As part of the strategy, ongoing review of products' suitability for the segments, penetration and uptake, and profitability is carried out to ensure long term sustainability of the product range.

4. Distribution Footprint:

The Company manages three strong distribution channels which provide it the outreach into all parts of Pakistan. Strategies for business growth have been defined and are being executed. For retail channels, the focus is on enhancing geographical outreach (by opening new sales force branches and utilizing bank partners' branch setup), improving productivity, and retention of clients resulting in high persistency levels. For Corporate clients, presence in all profitable segments continues.

5. Customer Obsession:

The Company offers medium to long term savings products for its retail customers. Focus is on all aspects of the customer journey, right from the customer acquisition to post sales and claims.

Responsiveness to customers needs is an essential part of the strategy to retain customers for the long term. In addition, lead generation from existing customer base, upselling on their current products and repeat sales is a focal point for enhancing the outreach and business. Customer engagement via distribution channels is an ongoing process, while utilizing digital and social media channels is an evolving part of the strategy.

6. Embrace Technology:

The Company considers technology to be a key enabler in all aspects of its business, be it the front end support to distribution channels or back-end process efficiency. As part of our strategy, technology is positioned as a means to an end, helping the company achieve more, efficiently. Strategically, the Company has invested heavily in all aspects of technology, software and hardware, to make all functions future ready. In addition, the company is harnessing the power of data to set its future direction.

Investor Grievance Policy / Human Resource Development / Avoiding Conflict of Interest

Investors Grievance Policy

EFU Life Assurance Ltd. believes that relations with investors are vital for the financial life line and substantial growth of the organization. Relations with investors also reflect on the goodwill of the organization. It is therefore, imperative to place an efficient and effective mechanism in the organization for providing services to the investors and to address their grievances in accordance with law.

The Company has accordingly provided on its website the necessary information about the Company, the directors, auditors, share registrars, the financial data for the current period and for the last six years and daily stock update showing daily rates of the Company's shares quoted at the Karachi Stock Exchange.

The Chief Financial Officer and Corporate Secretary of the Company is the primary contact on behalf of the Company to whom the investors can contact to re-dress their grievances and resolve their issues.

The management endeavors to investigate and resolve all the complaints and queries of the investors to their utmost satisfaction. An investor who is not satisfied can also approach the Securities & Exchange Commission of Pakistan (SECP) complaint cell through interactive link provided on our website. Our investor grievance policy is broadly based on the following principles:

- Investors calling us in person, telephone, fax or email are received and their complaints are dealt in timely manner.
- Each and every investor is treated fairly at all the times.
- Prompt, efficient and fair treatment is given to all the complaints and queries of the investors.

Human Resource Development:

We believe that our employees are our most important asset and that the organization's success and quality happens through people. We ensure that all our employees have the opportunity to develop to their full potential and use their skills and knowledge for the continuous improvement of the company. We create a work environment in which employees feel satisfied, empowered and recognized. We promote teamwork, trust and open communications to enhance productivity. We release the energies and talents of our people through a consistent performance management system and a commitment in our style, practices and culture.

Our organization is shaped by exceptional people who are dynamic, emotionally mature team players, and who have the will, leadership qualities, motivation and vision to succeed in a high performance culture.

Avoiding Actual and Perceived Conflict of Interest

The Company is committed to the transparent disclosure, management and monitoring of existing and potential conflicts of interest. The Company's Board is also cognizant of its obligations as required under the listed companies (Code of Corporate Governance) Regulation, 2019 & Code of Corporate Governance for insurers, 2016 to ensure that Directors avoid conflicts of interest between their responsibilities and their other interests. All Board members have a duty to avoid actual or perceived conflicts of interest. Every director of the Company who is in any way interested in any contract or arrangement to be entered by the Company is required to disclose the nature of his concern or interest to the Board and shall not take part in the discussion or vote on the matter. Every year in conformity with the section 153 of Companies Act, 2017, COCG and Insurance Companies (Sound and Prudent Management) Regulations, 2012, the Directors of the Company are required to provide a signed Statement of Compliance. The statement requires all the Directors to disclose the names of the companies, firms and businesses where they are associated and that they comply with all legal requirements to hold the position as Directors.

Resources, Capital & Changes in Financial Positions / Donations

Our key resources

Our strongest resources consist on excellent human resources, investment in technology, client network, strong relation with partner banks and strong market reputation/presence throughout the country. These resources add great value to the entity. We continually developed our human capital through training and development.

Liquidity and Financing Arrangements

Our liquidity is very proactively by our finance department which is also responsible for working capital management. The insurance line of business does not require financing arrangements.

Capital structure

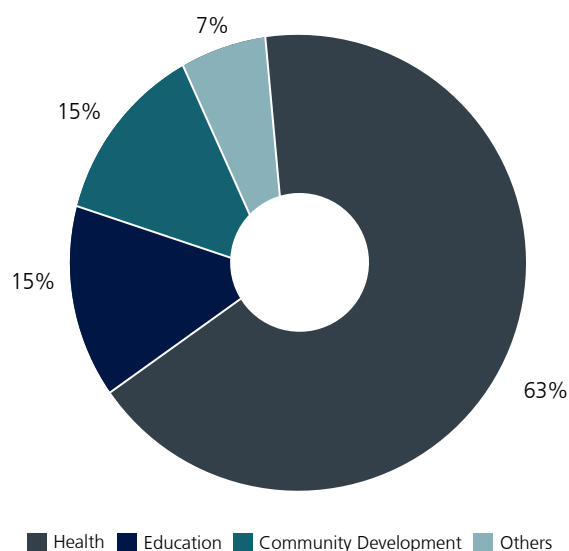
	Rupees in '000'
Capital	1,000,000
General Reserve	1,980,000
Accumulated Surplus	1,195,539

Above capital structure shows capital of the company and do not reflect any capital inadequacies.

Significant Changes in Financial Position

- Total assets increased by almost 9.4% to 178.513 billion
- Solvency Margin increased to 3.08 billion from 2.84 billion
- Company paid 150% dividend

Donations



Sustainability Report

Company's performance, policies, initiatives and plans in place relating to the various aspects of sustainability and corporate social responsibility

Certification Acquired for CSR Practices

EFU Life was certified as a member of Pakistan Safety Council an Occupational Safety & Health Organization. As a certified member, EFU Life is committed to keeping people safe and healthy at work.

Occupational Safety and Health

The Company believes that providing safe and pleasant environment to its staff is one of the core responsibilities as an employer. The Company is a member of Pakistan Safety Council. As a member of Pakistan Safety Council, the Company is committed to the safety and health of people at work.

To ensure that employees are provided safe working environment and have access to opportunities to develop a healthy lifestyle and to enhance the well-being of employees, the Company have taken the various steps.

- The Company launched its own gym facility within the office premises to promote healthy lifestyle.
- All permanent employees are covered by a comprehensive Health Insurance scheme, Group Life and Pay Continuation Benefit.
- The office is secured by armed security personnel.
- CCTV cameras are set up at key locations within the office premises.
- Smoke alarms are installed on the premises along with fire extinguishing facilities.
- The Company adheres to strict no smoking policy in its offices for both employees and visitors.

Protecting our Environment

Energy Conservation

Keeping in view the energy crisis in the country, the company has taken the following steps to reduce electricity consumption in its premises.

- Replacement of all lighting emitting sources with energy savers.
- Replacement of all LCD based computer monitors with energy efficient LED screens.
- Implemented Thin Clients in all departments to cut down electricity costs and heat emissions.

Environmental Protection

EFU Life is using state of the art Enterprise Content Management technology from IBM FileNet to digitalize paper documents and automate its business processes and operational workflows.

ECM is the standard way to manage and organize not only paper document but all forms stored in diversified formats. Organizations working in the ECM environment carry out most of their operations using digital documents stored electronically. Managing organizational content in this way requires specific strategies, methods and tools.

The company deployed Thin Clients, replacing Desktops machine to achieve the benefits of Data Protection & Security, centralized software management, huge cost saving in power and better control and users management.

EFU Life has recently adopted Decibel as its new Human Resource Management System. Decibel is a cloud based App HR system that enables and empowers HR functions. Key functions include faster and easier processing of attendance, leaves and performance management functions. Other functions of HR Department that is being effectively manage through Decibel are Hiring and Separation, Training and Development and Employee Self Portal.

EFU Life is always ahead in implementing new technology to facilitate and improve its Business Processes. Keeping this strategy in line with its strategic objectives, EFU Life has deployed Mobile App to facilitate Sales Force and Clients to achieve huge cost savings and minimize Call Center query load.

EFU Life has Access Control Management System on Building level to manage security and video logs of all areas. It has a control room to manage the sensitive areas of the entire building and all other challenges are managed through a centralized location.

EFU Life is using Enterprise Software of Budgeting to manage Budget on Company level which can expand its monitoring at N-level to calculate Capital, Expense, Profit & Loss etc. The benefit of having industrial practice budgeting system is to achieve financial milestones at Organizational level.

Automating content through the use of Business Process Management is a key enabling factor in improving process efficiency, business agility, continuous process improvement, process quality and eventually customer satisfaction.

EFU Life is keen to ensure that the work environment stays green have its business processes automated with the use of leading technology. With technology, EFU Life have minimized the use of filing cabinets, shelves, physical space, paper documents and files which eventually cause paper-pollution and deforestation thus creating a positive impact on greenhouse environment which exacerbates global warming. In addition, EFU Life have focused on centralized printers that are more energy efficient and environmentally compliant.

Audit Committee - Terms of Reference

The Board Audit Committee comprises of six members, two of them are independent directors including the Chairman and four are non-executive Directors. The Committee oversees the effectiveness of internal controls, internal audit function, compliance with laws and regulations and carry out other responsibilities as assigned by the Board of Directors.

The terms of reference of the Audit Committee are laid down by the Board of Directors in accordance with the terms of reference listed in the Code of Corporate Governance. The terms of reference are as follows:

1. Determine appropriate measures to safeguard the assets of the company.
2. Review of preliminary announcements of results prior to external communication and publication.
3. Review quarterly, half yearly and annual financial statements before they are approved by the Board of Directors, focusing on major judgmental areas, significant adjustments resulting from the audit, the going concern assumptions, any changes in accounting policies and practices, compliance with applicable accounting standards and compliance with statutory and regulatory requirements.
4. Review of related party transactions entered into during the year and recommending approval of the Board of Directors thereon.
5. Facilitate external audit and discuss audit observations with the external auditors arising from interim and final audits and any matter that they may wish to highlight (in the absence of management, where necessary).
6. Review management letter issued by external auditors as well as the response of management to the letter.
7. Ensure that proper coordination takes place between external and internal auditors.
8. Review the scope and extent of the internal audit, audit plan, reporting framework and procedures and ensure that internal audit department has sufficient resources to carry out their tasks effectively and that the department is appropriately placed within the company.
9. Consideration of major findings of the internal investigations of activities characterized by fraud, corruption and abuse of power and management's response thereto.
10. Ascertain that the internal control systems including financial and operational controls, accounting systems and reporting structure are adequate and effective.
11. Review the Company's statement on the internal control systems prior to endorsement by the Board of Directors.
12. Instituting special projects, value for money studies or other investigations on any matter specified by the Board, in consultation with the Chief Executive Officer and to consider remittance of any matter to the external auditors or to any other external body.
13. Ensure that the company complies with all the rules and regulations and statutory requirements.
14. Monitor compliance with the best practices of Code of Corporate Governance and identification of any significant violations thereof.
15. Review of arrangement for staff and management to report to audit committee in confidence, concerns, if any, about actual or potential improprieties in financial and other matters and recommend instituting remedial and mitigating measures.
16. Recommend to the Board the appointment of external auditors, their removal, audit fees, the provision of any service permissible to be rendered to the company by the external auditors in addition to audit of its financial statements, measures for redressal and rectification of non-compliances with the Regulations. The Board shall give due consideration to the recommendations of the audit committee and where it acts otherwise, it shall record the reasons thereof.
17. Consideration of any other issue or matter as may be assigned by the Board of Directors.

Report of the Audit Committee

The Audit Committee comprises of two independents including the Chairman, and four non-executive directors. The committee possess significant economic, financial, and business acumen. The Chief Executive Officer (CEO), Chief Financial Officer (CFO) attend Committee meetings by invitation of the Chairman. The external auditors of the Company also attended the meeting when issues related to accounts and audit were discussed. The Chief Internal Auditor (CIA) attends Committee meetings as Audit Committee Secretary.

Four meetings of the Committee were held during the year 2022. Based on the reviews and discussions in these meetings, the Committee reports that:

1. The Committee reviewed and approved the quarterly, half yearly and annual financial statements of the Company and recommended them for approval of the Board of Directors.
2. The Company issued a Statement of Compliance with the Code of Corporate Governance which has also been reviewed by the external auditors of the Company.
3. The Chief Executive Officer and the Chief Financial Officer have endorsed the financial statements of the Company and the Directors' Report. They acknowledge their responsibility for true and fair presentation of the financial statements and compliance with regulations and applicable accounting standards.
4. The financial statements have been prepared in accordance with the approved accounting standards which comprise of such International Financial Reporting Standards (IFRS) as applicable in Pakistan.
5. Appropriate accounting policies have been consistently applied in preparation of financial statements and accounting estimates are based on reasonable and prudent judgment. The financial statements prepared by the management of the Company present fairly its state of affairs, the result of its operations, cash flows and changes in equity.
6. Proper books of accounts have been maintained by the Company.
7. The Committee reviewed and approved all related party transactions and recommended them for approval of the Board of Directors.
8. The Company's system of internal control is sound in design and is continually evaluated for effectiveness and adequacy.
9. For appraisal of internal controls and monitoring compliance, the Company has in place and appropriately staffed, Internal Audit department. The Committee reviewed the resources of the Internal Audit department to ensure that they were adequate for the planned scope of the Internal Audit function.
10. The role of Internal Audit is to review the adequacy of control activities as well as to ensure implementation of and compliance with the defined policies and procedures. The department also ensures timely follow-ups on audit findings to ensure that corrective actions are taken in a timely manner.
11. The Committee, based on the internal audit reports, reviewed the adequacy of controls and compliance shortcomings in areas audited and discussed corrective actions in the light of management responses. This has ensured the continual evaluation of internal controls and improved compliance.

12. The Head of Internal Audit has direct access to the Chairman of the Board Audit Committee. Further, the internal auditor meets senior management to discuss internal audit reports and is fully independent to access the management at any time to discuss audit issues to make the audit process transparent and effective.
13. The Committee regularly reviews the mechanism for employees and management to report concerns to the Audit Committee and ensures that any allegations are scrutinized seriously. However, during the year, no such case was reported to the Audit Committee.
14. The external auditors have direct access to the Committee and necessary coordination with internal auditors was ensured. Major findings arising from audits were also discussed.
15. The Audit Committee has discussed with the external auditors and management, all the Key matters identified during external audit and has taken appropriate actions accordingly.
16. The Committee is of the view that the annual report was fair, balanced and understandable and provide complete information for shareholders to assess the Company's position and performance, business model and strategy.
17. The Committee assessed the effectiveness of external audit process by evaluating the experience and technical excellence of auditors in the Company's business and the regulatory environment, demonstration of professional integrity and objectivity and timely communications and reports so as to allow committee to take appropriate actions.
18. Audit Committee has recommended to the Board for the re-appointment of EY Ford Rhodes, Chartered Accountants as external auditors and Shariah auditors for the year ending December 31st, 2023 along with their remuneration.

Chairman's Review 2022

I am pleased to present to you the Thirty-First Annual Report of the Company for the year ended 31 December 2022.

Economic review:

Economic recovery from the pandemic continued in the first half of 2022 with real GDP growth of 5.97% in FY2022. The economic rebound however, resulted in significant demand supply imbalances that were exacerbated by the Russian-Ukrainian conflict, elevating the global commodity prices, and fuelling inflation. The catastrophic floods in the country in the second half of the year compounded the economic difficulties, adding to the inflation woes.

The widening of the current account deficit driven by decline in remittances and increase in total imports resulted in a rupee devaluation of 22% during 2022 in the interbank market. The annual inflation on year on year basis increased to 24.5% in December 2022.

In response to weakening of macroeconomic indicators, the State Bank of Pakistan increased the policy rate by 625 bps to a multi-decade high of 16%. Several measures such as imposition of regulatory duties and tariffs were also taken to curtail imports of non-essential items. These policy changes in turn are likely to limit the economic activity.

The stock market mirrored the economy and the KSE-100 fell 9% during the year. With rupee depreciation, the index was down 29% in dollar terms.

Insurance Opportunity:

The Pakistani insurance market remains largely untapped with life insurance penetration (gross premium as a % of GDP) of less than 1%. With 60% of its population under the age 25 years, and growing lower middle class segment, Pakistan offers significant opportunities to the life insurance sector to tap the emerging customer base through targeted offerings.

Driving the financial inclusion goals, the State Bank of Pakistan and Securities and Exchange Commission of Pakistan has taken several initiatives to improve access of financial services, enable financial service players and raise financial awareness in the masses. Forward looking regulatory and policy measures along with increasing digital access of financial services, payment and communication platforms is likely to positively contribute to the insurance landscape of the country over the next few years.

However, given the current high inflationary environment and economic uncertainty, the disposable income for life insurance solutions is likely to be under stress, resulting in slowdown in uptake of insurance for new customers, and impact on the persistency for the existing portfolio. This scenario is expected to persist during 2023.

Insurance and Takaful Industry:

The life insurance and family takaful industry of Pakistan comprises of ten players. Since its inception in 1992, EFU Life has been at the forefront of the industry, driving its key developments. After a short period of recovery from COVID 19, the growth trajectory of the life insurance industry has decelerated in 2022 due to range of economic concerns mentioned earlier in the report. High inflation and economic uncertainty have stressed insurance demand as consumer reprioritize spending habits. The life insurance industry's gross premium in 2022 is expected to be greater than 245 billion. The outlook for the sector in the short term is that of being under stress and in the medium to long term is positive.

Company's Performance:

Your Company's gross premium (including Takaful business) was Rs. 39.56 billion (2021: Rs. 37.41 billion), an increase of 6%. Despite ongoing economic challenges, all distribution channels have contributed to this performance. The Net Income of the Company is Rs. 53.01 billion (after including investment income and net gains on financial assets). The Net Insurance Benefits and Total Expenses amount to Rs. 50.16 billion, thus resulting in a profit before tax of Rs. 2.84 billion.

The imposition of the indefinite 4% annual super tax for tax years 2022 and 2023 has impacted the profit after tax. Your Company made an after-tax profit of Rs. 1.692 billion which translates to an EPS of Rs. 16.92.

The Board provides the management of the Company a strategic direction and long-term vision for the business. Vision and mission statement, key pillars for the overall corporate strategy and significant policies of the Company are developed by the Board.

The Board will continue to play its role in steering the strategic direction of the Company to ensure that it remains amongst the leading life insurance companies and solidifies its market position in the years to come.

On behalf of the Company, I would like to record my appreciation for the tremendous contribution made by the able and eminent officers, staff and distribution channels of the Company towards its development and growth. I would also like to offer my gratitude to EFU General Insurance Ltd. for their continuous support and guidance, which has enabled the Company to establish a strong presence in the market.

Rafique R. Bhimjee

کمپنی کی کارکردگی

آپ کی کمپنی کا مجموعی پرییمیئم (بشمول نکافل برنس) 39.56 بلین روپے رہا (۲۰۲۱ء میں 37.41 بلین روپے) اور اس طرح 6 فیصد کا اضافہ حاصل ہوا۔ معاشی بحرانوں کے جاری رہنے کے باوجود تمام ڈسٹری بیوشن چینلز نے اس بہتر کارکردگی میں شراکت کی۔ کمپنی کی خالص آمدنی 53.01 بلین روپے (فنانشل اثاثہ جات پر سرمایہ کاری کی آمدنی اور خالص منافع جات کو شامل کرنے کے بعد) رہی۔ خالص انشورنس بنی فٹس اور مجموعی اخراجات کی مالیت 50.16 بلین روپے رہی، جس کے نتیجے میں 2.84 بلین روپے کا منافع قبل از ٹیکس حاصل کیا گیا۔

ٹیکس کے سال ۲۰۲۲ء اور ۲۰۲۳ء کیلئے غیر معینہ 4 فیصد سالانہ سپر ٹیکس کے نفاذ سے منافع بعد از ٹیکس پر اثرات مرتب ہوئے۔ آپ کی کمپنی نے 1.692 بلین روپے کا منافع بعد از ٹیکس حاصل کیا جس کے مطابق 16.92 روپے کا ای پی ایس حاصل ہوا۔

بورڈ نے کمپنی کی انتظامیہ کو کاروبار کے لئے حکمت عملی کی ایک سمت اور طویل مدتی ویژن فراہم کیا۔ ویژن اور مشن کا بیان تمام تر کارپوریٹ حکمت عملی اور کمپنی کی نمایاں پالیسیوں کیلئے بنیادی ستون ہیں، جو بورڈ کی جانب سے تشکیل دیئے گئے ہیں۔

بورڈ کمپنی کو بہترین حکمت عملی کی سمت میں چلانے کیلئے اپنا کردار ادا کرتا رہے گا تاکہ اس امر کو یقینی بنایا جائے کہ کمپنی سرکردہ لائف انشورنس کمپنیوں میں شامل رہنے کے ساتھ آنے والے سالوں میں اپنی مارکیٹ پوزیشن کو مزید مستحکم کرے گی۔

کمپنی کی جانب سے، اس کی ترقی اور نشوونما کیلئے میں کمپنی کے قابل اور قابل احترام آفیسروں، عملے اور تقسیم کار چینلز کو خراج تحسین پیش کرنا چاہوں گا۔ میں اس موقع پر ای ایف یو جنرل انشورنس لمیٹڈ کا بھی اس کے مستقل تعاون اور رہنمائی کے لیے دلی طور پر مشکور ہوں جس نے کمپنی کی مارکیٹ میں مستحکم جگہ بنانے میں اہم کردار ادا کیا ہے۔

رفیق آر۔ بصیم جی

چیرمین کی جائزہ رپورٹ ۲۰۲۲ء

۳۱ دسمبر ۲۰۲۲ء کو ختم ہونے والے سال کیلئے، مجھے آپ کو کمپنی کی اکتیسویں رپورٹ پیش کرنے میں خوشی محسوس ہو رہی ہے۔

معاشی جائزہ

۲۰۲۲ء کی پہلی ششماہی میں وبائی صورتحال جاری رہنے کی وجہ معاشی بحالی مالی سال ۲۰۲۲ء میں جی ڈی پی گروتھ کا 5.97 فیصد رہی جبکہ سپلائی کے عدم توازن میں نمایاں طلب کے نتیجے میں معاشی بحالی کے آثار ہوئے تھے جو کہ روس، یوکرین تنازع، ایشیائے صرف کے عالمی نرخوں میں اضافے اور ایندھن مہنگا ہونے سے شدید متاثر ہوئے۔ سال کی دوسری ششماہی کے دوران ملک میں تباہ کن سیلاب نے معاشی مشکلات میں مزید اضافہ کیا اور اس کے ساتھ مہنگائی بھی بڑھ گئی۔

زرتریلیات میں کمی اور مجموعی درآمدات میں اضافے کے سبب کرنٹ اکاؤنٹ خسارہ بھی بڑھا جس کے نتیجے میں انٹرنیٹ مارکیٹ میں سال ۲۰۲۲ء کے دوران روپے کی قدر میں 22 فیصد کمی آئی۔ سال بہ سال کے لحاظ سے سالانہ افراط زر کی شرح دسمبر ۲۰۲۲ء میں 24.5 فیصد تک بڑھ گئی۔

میکرو اکنامک اشاریے کمزور ہونے کے رد عمل میں اسٹیٹ بینک آف پاکستان نے پالیسی ریٹ 625 bps تک بڑھا کر 16 فیصد کی بلند ترین سطح پر پہنچا دیا۔ اس کے ساتھ متعدد اقدامات جیسا کہ ریگولیٹری ڈیویژن اور ٹیرف وغیرہ بھی غیر ضروری اشیاء کی درآمد کو روکنے کے ضمن میں لاگو کئے گئے۔ ان پالیسی کی تبدیلیوں سے ممکنہ طور پر معاشی سرگرمیاں محدود ہو گئیں۔

اسٹاک مارکیٹ معیشت اور اقتصادی صورتحال کی عکاسی کرتی ہے اور سال کے دوران KSE-100، انڈیکس 9 فیصد تک گرا۔ روپے کی قدر میں کمی کے ساتھ انڈیکس ڈالر کے ضمن میں 29 فیصد تک نیچے آیا۔

انشورنس کے مواقع

پاکستانی انشورنس مارکیٹ بدستور وسیع سطح پر لائف انشورنس کے دخول سے بڑی حد تک دور ہے (مجموعی پریمیئم جی ڈی پی کا 00 فیصد ہے) اور ایک فیصد سے بھی کم ہے۔ 25 سال سے کم عمر کی 60 فیصد آبادی اور ملڈ کلاس طبقے کی تعداد بڑھنے کے ساتھ پاکستان لائف انشورنس سیکٹر کے لئے نمایاں مواقعوں کی پیشکش کرتا ہے جو طے شدہ پیشکشوں کے ذریعے ابھرتے ہوئے صارفین کو نگاہا کرتے ہیں۔

مالیاتی شمولیت کے اہداف کو چلاتے ہوئے اسٹیٹ بینک آف پاکستان اور سیکورٹیز اینڈ ایکسچینج کمیشن آف پاکستان نے مالیاتی سروسز کی رسائی بہتر بنانے کیلئے متعدد اقدامات کئے ہیں تاکہ مالیاتی سروسز فراہم کرنے والے اداروں اور عوام الناس میں مالیاتی آگاہی بڑھ سکے۔ آگے بڑھتے ہوئے قانونی اور پالیسی اقدامات بشمول مالیاتی سروسز، ادائیگی اور روابط کے پلیٹ فارمز کی ڈیجیٹل رسائی میں اضافہ ممکنہ طور پر آئندہ چند سالوں میں انشورنس کے شعبے میں مثبت شراکت کا حامل ثابت ہوگا۔

تاہم موجودہ مہنگائی کی بلند تر سطح کے ماحول اور معاشی بے یقینی کے باعث لائف انشورنس کے شعبے کے لئے ڈسپوزل آمدنی ممکنہ طور پر دباؤ کا شکار رہے گی جس کے نتیجے میں نئے صارفین کیلئے اثرات مرتب ہوں گے۔ یہ صورتحال ۲۰۲۳ء کے دوران برقرار رہنے کی توقع ہے۔

انشورنس اور کفائل انڈسٹری

پاکستان کی لائف انشورنس اور فیملی کفائل کی صنعت 10 اداروں پر مشتمل ہے۔ ۱۹۹۲ء میں اپنے قیام سے ای ایف یو لائف صنعت کیلئے سرکردہ پوزیشن پر موجود ہے اور اپنے کلیدی اقدامات اور پیش رفت سے آگے آگے رہی ہے۔ کوویڈ-19 سے بحالی کی ایک مختصر مدت کے بعد لائف انشورنس انڈسٹری میں گروتھ کا رجحان معاشی بحران کے باعث ۲۰۲۲ء میں تھم گیا جیسا کہ رپورٹ میں پہلے بیان کیا جا چکا ہے۔ بلند تر افراط زر اور معاشی بے یقینی کی صورتحال نے انشورنس کی طلب پر دباؤ مسلط کر دیا جیسا کہ صارفین کے اخراجات کی عادتیں بھی گھٹ گئیں۔ ۲۰۲۲ء میں لائف انشورنس کی انڈسٹری کا مجموعی پریمیئم توقع کے مطابق 245 بلین روپے سے زائد رہا۔ مختصر مدت کیلئے اس سیکٹر کیلئے پس منظر یہ ہے کہ بیدار دباؤ کا شکار رہنے کا اور درمیانے تا طویل مدتی کیلئے مثبت ہے۔

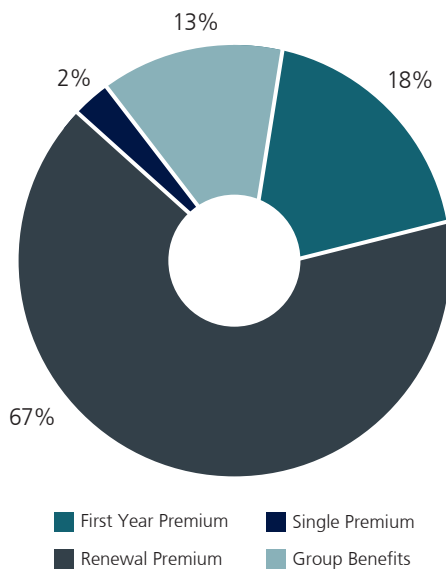
Report of the Directors to the Members

The Directors of your Company are pleased to present to you the Thirty-First Annual Report of the Company for the year ended 31 December 2022.

Business Performance:

The Gross Premium of your Company (including Takaful contributions) was Rs. 39.56 billion (2021: 37.41 billion), a growth of 6%. The gross premium composition was as follows:

GROSS PREMIUM COMPOSITION



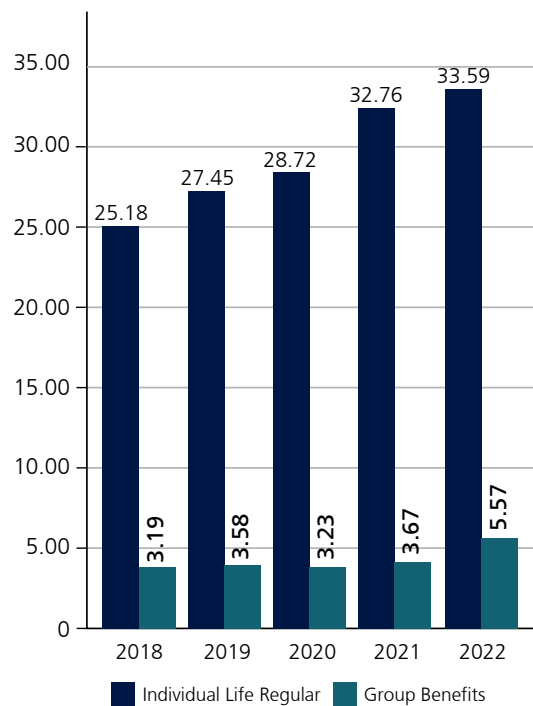
Individual Life regular premiums (including Takaful contributions) increased by 3%, achieving a total premium of Rs. 33.59 billion (2021: Rs. 32.76 billion). Individual life New Business amounted to Rs. 7.14 billion (2021: Rs. 7.80 billion).

Renewal premium is the lifeline of the Company and has a long-term impact on the viability of the business model. At the same time, it reflects the satisfaction of the customer with the Company's products and services. In 2022, Renewal premium increased to Rs. 26.45 billion (2021: Rs. 24.96 billion), a growth of 6%. Client retention activities continued throughout the year and both Sale Force and Bancassurance yielded positive results.

Group Benefits witnessed significant growth in the topline. The gross premium, including Takaful contributions, increased by 52% to Rs. 5.57 billion (2021: Rs 3.67 billion).

The last 5 years' Gross Premium (including Takaful contributions) growth trend is as follows:

GROSS PREMIUM GROWTH 5 YEAR SUMMARY
(Individual Life Regular Premium & Group Benefits)
(Rupees in Billions)



Single Premium was Rs. 719 million (2021: Rs. 1.01 billion).

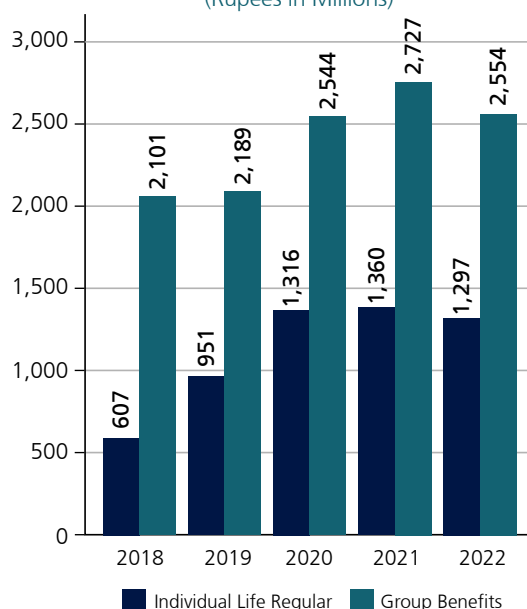
Hemayah, the Window Takaful Operations of the Company is in its eighth year of operations and has continued to show growth in the topline. During 2022, the Company achieved gross Takaful contribution of Rs. 8.49 billion (2021: Rs. 7.44 Billion), recording an impressive growth of 14%. The Individual Family Takaful New business was Rs. 2.53 billion (2021: Rs. 2.67 billion). Renewal contribution was Rs. 5.14 billion (2021: Rs. 3.97 Billion), recording a high growth of 29.5%. For Group Family Takaful, the Company achieved a business of Rs. 609 million. (2021: Rs. 435 million), an impressive growth of 40%. Overall, the Company expects its Takaful line of business to continue its contribution to the topline during 2023.

Claim payments:

The Company's focus on timely and efficient claims settlement continued in 2022. The Company settled total death and disability claims of Rs. 3.85 billion (2021:

Rs. 4.09 billion). Out of this, Individual Life claims were Rs. 1.30 billion and Group Life claims were Rs. 2.55 billion.

**GROSS DEATH & DISABILITY CLAIMS
5 YEAR SUMMARY**
(Rupees in Millions)



Investment Performance:

The Company actively managed its debt and equity portfolios during 2022 in response to the performance of the PSX-100 index as well as the increase in interest rates by SBP several times during the year.

The net asset value of all unit linked funds under management increased to Rs. 159 Billion (2021: Rs. 145 billion). Net Investment Income was Rs. 15 billion.

This Net Asset Value of funds under management continues to place your Company amongst the leading asset managers in Pakistan. The Company offers the following funds to its clients, varying by the investment strategy and risk appetite of the clients:

For Conventional unit linked business:

- Managed Growth Fund, established: 1994
- Aitemad Growth Fund, established: 2008
- Guaranteed Growth Fund, established: 2009
- Aggressive Fund, established: 2017
- Income Growth Fund, established: 2022

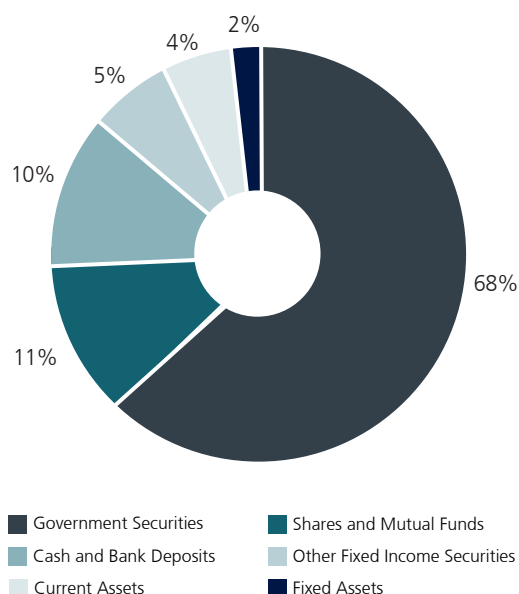
For Takaful unit linked business:

- Takaful Growth Fund, established: 2015
- Takaful Aggressive Fund, established: 2017
- Takaful Conservative Fund, established: 2019

To broaden the available fund options to policyholders, the Company launched the Income Growth Fund. This fund is conservatively invested in government securities.

The Company has a strong balance sheet size with total assets of Rs. 178 billion (2021: Rs. 163 billion). The composition of assets is as follows:

ASSETS COMPOSITION



Profitability and Earnings Per Share:

The Company's Net Revenue was Rs. 53.01 billion (after including investment income and net gains on financial assets). The Net Insurance Benefits and Total Expenses amount to Rs. 50.16 billion, thus resulting in a profit before tax of Rs. 2.84 billion. This translates to an after-tax profit of Rs. 1.69 billion (2021: Rs. 1.51 billion), being impacted by the imposition of additional indefinite 4% annual super tax for the tax years 2022 and 2023.

Earnings Per Share

The earnings per share for the year was Rs. 16.92 (2021: Rs. 15.08).

Appropriation and Dividend:

Your Directors have pleasure in recommending a dividend of Rs. 10.5 (105%) per share to the Shareholders of the Company whose names appear in the Share Register of the Company at the close of business on 24 March 2023. This cash dividend is in addition to interim cash dividends of Rs. 4.50 per share (45 %) declared during the year.

	Rupees '000
The amount available for appropriation is	
Amount brought forward from previous year	13,442
Profit after tax for the year	1,508,197
Capital Contribution- Window Family Takaful	47,241
Retained Earnings on Account of Ledger D - Solvency Margin	<u>(174,426)</u>
Amount available for appropriation	<u>1,394,454</u>
Interim Dividend for 2021 @ 45% (2020: 45%)	(450,000)
Final cash dividend for 2021 @ 105 % (2020: 105%)	(1,050,000)
Transfer from General Reserve	<u>120,000</u>
	<u>(1,380,000)</u>
Unappropriated profit Carried forward	14,454
Profit after tax for the year	1,692,118
Capital Contribution - Window Family Takaful	(1,761)
Retained Earnings on Account of Ledger D - Solvency Margin	<u>(59,272)</u>
Available for appropriation	<u>1,645,539</u>
The Directors recommend that this amount to be appropriated in the following manner	
Interim Dividend for 2022 @ 45% (2021: 45%)	(450,000)
Proposed Final Dividend	(1,050,000)
Proposed Transfer to General Reserve	<u>(140,000)</u>
	<u>(1,640,000)</u>
	<u>5,539</u>

Market Share

Based on the figures compiled by the Insurance Association of Pakistan as of 30 September 2022 the Company has a market share of 30% in the private life insurance sector companies based on the gross premium and contribution income.

Audit Report

The statutory auditors of the Company, EY Ford Rhodes, Chartered Accountants, Karachi, have issued a clean opinion

in their audit report. However, there was an emphasis of matter as discussed in Note 26.2 to the financial statements in respect of scope and applicability of Punjab Sales Tax (PST) and Sindh Sales Tax (SST) on Life Insurance services.

Emphasis of matter paragraph

Statutory auditors, without modifying the audit opinion, have also added an emphasis of matter paragraph in the audit report in respect of the following issue:

Sales tax on Life Insurance Premium

During 2019, the Company, along with other life insurance industry players, based on the advice of its tax consultants filed petitions in the Honorable High Courts of Lahore and Sindh, challenging the levy of Punjab Sales Tax (PST) and Sindh Sales Tax (SST) on life insurance in Punjab and Sindh. The petitions were filed on the strength of legal advice obtained.

According to the grounds of the petition and legal opinion obtained by the Company the Insurance premium does not fall under the definition of service rather an insurance policy is a financial arrangement, which is in the nature of a contingent contract, and not a service upon which sales tax can be levied (and that an insurance company is not rendering a service). The legal opinion covered question of constitutionality arose on the levy of provincial sales tax on life insurance, which in their view, is a Federal subject. The opinion also mentions that vast majority of premium received from a policyholder, during the life of the policy, is in fact channeled it to the policyholder's investment account and as such this is critically important in exposing the legal fallacies embodied in the Rules.

Further subsequent to filing petition, all the provincial tax authorities i.e., SRB, PRA and BRA called a meeting of the industry representatives on 11 January 2020 in Karachi to discuss the matters relating to sales tax on premium. The matter was discussed in detail, and it was agreed to form a joint committee of the industry representatives as well as from all the provincial tax authorities. Further the committee formed met on 5 February 2020 in Lahore at PRA office to work out the way forward. Thereafter, due to the COVID 19 situation and consequential lockdown, further meetings of the Joint committee are not being held.

Furthermore, Khyber Pakhtunkhwa Revenue Authority (KPRA) through Khyber Pakhtunkhwa Finance Act 2021

has imposed sales tax on life insurance at the rate of 15%, from 1st July 2021, which was previously exempt, for the reason of economic documentation. The matter has been taken up by the IAP with KPRA explaining that 'Insurance' is a Federal subject, hence law in respect of insurance should not be made by the province.

Increasing Outreach

The Pakistani insurance market remains largely untapped with life insurance penetration (gross premium as a % of GDP) of less than 1%. With 60% of its population under the age 25 years, and growing lower middle class segment, Pakistan offers significant opportunities to the life insurance sector to tap the emerging customer base through targeted offerings.

Driving the financial inclusion goals, the State Bank of Pakistan and Securities and Exchange Commission of Pakistan has taken several initiatives to improve access of financial services, enable financial service players and raise financial awareness in the masses. Forward looking regulatory and policy measures along with increasing digital access of financial services, payment and communication platforms is likely to positively contribute to the insurance landscape of the country.

The Company offers a comprehensive product range covering the financial planning needs and focusing on various socio-economic segments of the society - ranging from the mass market to high net worth segments. The Company's products range offer both conventional and takaful products which focus on the needs of savings and wealth accumulation, child education and marriage, retirement planning, as well as protection. For the mass market insurance segment, the company mainly focuses on protection solutions such as term life, personal accident, and hospital cash.

The Company continues to revisit its product range by enhancing the existing propositions offered through its retail distribution channels- the Sales Force as well as Bancassurance partners. Various products were launched during the year for sales force, bancassurance as well as mass market segments and digital platforms. The Company continued to strengthen its presence in the mass market and inclusive insurance segments and launched innovative financial solutions and distribution models with telecommunication companies, branchless banks,

microfinance institutions and technology platforms, providing micro and nano insurance cover during the year to additional 3 million lives.

The Company has various distribution channels for its two main lines of business - Individual Life and Group Life. For its Individual Life business, the Company utilizes the Agency Sales Force and Bancassurance channels. As part of the Agency Sales Force, the Company also has a dedicated team for Takaful.

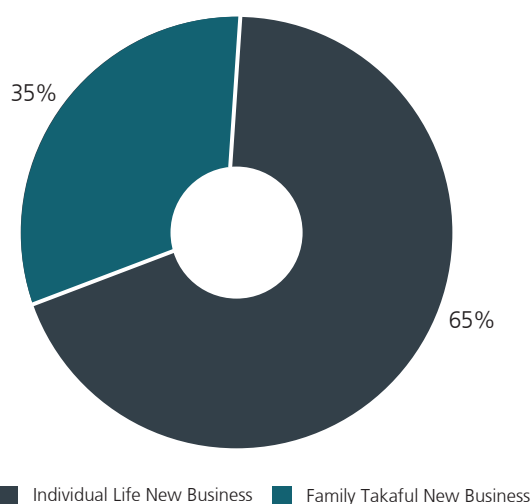
For its Group Life business, the Company utilizes its dedicated marketing team, commercial banks, and other intermediaries such as mobile network operators, Branchless Banks, MFIs and MFBs, fintech/ insurtechs platforms as well as digital and payment platforms.

The Company has an individual life branch network of over 320 locations across the country, including dedicated branches for Takaful. For Bancassurance, the Company has partnership with 15 banks. For mass market and inclusive insurance segments, the Company has partnerships with 37 partners.

Family Takaful:

The Company's Window Takaful Operations, Hemayah, continued its growth trajectory in 2022 offering a full range of takaful products distributed through individual life and takaful sales force, bank partners, mobile network operators, digital platforms, and others.

The split of new business of the company by takaful and conventional business is as follows with Takaful having a share of 35%:



Given the demand for Takaful, the Company is positive about the future growth and potential of Takaful business and expects this line of business to contribute positively to the top line as well as bottom line in the years to come.

Critical performance measures:

The Company evaluates its performance on the following key performance indicators:

- Growth in premium for each line of business
- Number of lives insured
- Persistency of individual life business by distribution channel
- Mortality and morbidity experience
- Loss ratio analysis for short term business
- Expense ratios and trends
- Growth in profitability for each line of business

The Company expects these parameters to be relevant for future as well and will continue its internal performance measurement based on these criteria.

Insurer Financial Strength Rating:

The Company has IFS rating of AA++ (Outlook: Stable) by VIS Credit Rating Agency. The rating considers the Company's strong capitalization level vis-à-vis the nature of risks underwritten and the very high capacity to meet policyholders' obligations. The rating confirms that the Company is on a strong financial footing and is one of the leading life insurers in terms of long-term sustainable business strategies, innovative products, superior systems, and IT infrastructure, satisfied clients and prudent investment policies resulting in good medium to long term returns to our clients.

Awards and Achievements

During 2022, your Company was conferred with a plethora of awards in recognition of its exceptional performance and leadership. Some of the major awards are as follows:

- 'Best Domestic Life Insurer' of Pakistan at the Insurance Asia Awards 2022 for the second consecutive year for demonstrating exemplary standards in customer experience, product and technological innovation and initiatives to increase the insurance penetration in the country.
- 'Best Domestic Life Insurer' award at Global Business Outlook (GBO) Awards 2022 for the second consecutive year.

- Recognized in 'Top 25 Companies for the Year 2021' by Pakistan Stock Exchange for the third time for its services in the sphere of corporate governance, financial performance, and shareholder value.
- 'Corporate Excellence Award' for the best Life Insurance Company at the 37th Corporate Excellence Awards 2022. This is for the 13th time the Company has been recognized by the Management Association of Pakistan (MAP) for demonstrating exemplary standards in management practices.
- 'Brand of the Year Award 2021' for Best Life Insurance Company based on market standing and consumer preference by The Brands Foundation. The Company has been awarded this title 10 times.
- 'Consumers Demand Award' 2022 for Best Life Insurance Company at the 16th Consumers Choice Award 2021-22 for excellence in management practice and services quality.
- 'International Environment, Health & Safety Award' in the category of 'Best Environmental Practices' at the 8th International Summit & Awards on Environment, Health and Safety organized by The Professionals Network and Ethical Business Update (EBU).
- 'CSR Award 2022' in the category of 'Social Impact' at the 11th Corporate Social Responsibility Summit & Awards in recognition of the Company's efforts in areas of health, education and environment.

Marketing and Awareness Campaign

Building upon 2021's marketing efforts to create further awareness of life insurance, your Company rolled out the second phase of 'Life Ka Asli Backup' campaign on TV, Digital, Print, and Radio. The campaign message focused on the idea that one can live a full and worry-free life if they have a backup in life and EFU Life gives you that 'Asli Backup'. The claim was substantiated with a functional benefit of 'Life cover + savings of Rs. 50 Lakh in as low as Rs.100 per day'. Reinforcing the message, we kept an active presence on our Digital platforms across the year.

Operational Efficiency and Technology

During 2022, your Company took the initiative to bring about several improvements in its information systems and operational processes. Some of the key developments during this year are as follows:

Bank Partners Portal

Your Company has provided a portal to its banking partners as a one-stop solution for accessing policy information and

other services with efficiency and ease. The portal contains frequently requested information such as daily MIS, persistency reports, etc., facilitating timely decision-making and reducing the redundant exchange of email communications.

Group Life Takaful Portal for Corporates

EFU Life has launched an online facility for corporate participants having group life Takaful policies to manage their policy related services instantly on the website. The portal provides access to policy details, claim intimations, premium payment details, etc. reducing the administrative burden of clients and marketing personnel and enabling efficiency.

Upgrades to Sales Agents Portal

The Sales Agents portal continued to be upgraded during 2022, providing real time information of the business, and enabling superior servicing of client queries.

Learning Management System

Your Company has launched a mobile app as part of a distant learning program for our sales agents and bancassurance representatives. This app allows them to undergo virtual training at any time from any part of the country. Interactive video content along with various activities, tasks and assessments have been made available, which will eventually become the part of Agent's profile.

Takaful Chatbot

After the successful launch of "EFU LifeBot" on the Facebook platform in 2019, your Company has launched "EFUHemayahBot" for our Takaful participants on the official Facebook page, "EFU Hemayah Takaful". The Chatbot is a virtual assistant that employs machine learning and provides automated responses, addressing common customer queries and creating a better service experience for prospective and existing clients.

IBM Business Process Manager

Your Company has upgraded previously implemented FileNet and BPM systems to IBM Business Process Manager (BPM) to optimize the process of digital filing and improve the underwriting process efficiency. This upgrade has resulted in better control of business processes, enhanced collaboration amongst team members, reduced data errors and improved compliance with regulatory requirements and internal policies.

Digital Claim Intimation

A claim portal was developed for sales branches and corporate clients that enables branch personnel to digitally intimate and upload required documentation to support the claim, enabling faster processing and settlement of claims.

Hyper Converged Infrastructure (HCI) and Guaranteed Uptime for Services

EFU Life has successfully implemented 3rd generation cloud computing architecture in their own premises which simplifies data center operations and enhanced network security. This new technology of HyperConverged Infrastructure facilitates data center experts to manage storage space and the performance of various servers from a single window. This infrastructure can also replicate a work environment onto a secondary site for disaster recovery purposes.

Your Company has enhanced the capabilities to manage applications and services uninterrupted by expanding the business continuity plan and enhancing the disaster recovery site.

Improved Connectivity of Nationwide Branches

To provide a standardized desktop experience and apply the same policies nationwide, your Company had already established the MPLS network over fiber connectivity with more than 300 branches around the nation. This year, EFU Life uplifted the MPLS architecture and replaced the fiber with GSM technology to eliminate the challenges of maintaining fiber connectivity, especially in remote areas. Around 15 branches from the northern region and southern region are already functional with this service and plans to expand to more branches are underway.

Human Resource Management

The past year saw challenges in retaining and recruiting top talent in the face of economic difficulties, workforce mobility and rising salaries. In this operating environment your Company's human resource based activities continued to evolve with a focus on being knowledge based, digital and employee focused function.

Recruitment and Retention

The year saw unprecedented pressure placed upon the organization for retention and recruitment of key talent, spurred on by inflationary pressures and increasing market

competition for a shrinking pool of available talent. Your Company undertook various initiatives aimed at improving retention heading into 2023. A key initiative: 'Taaruf' program for employee referrals against existing position vacancies was launched during the year incentivizing current employees of the Company to refer people for the vacant positions.

Your company continues to be a popular destination for job seekers on social media, LinkedIn, Indeed, and is rated highly on Glassdoor. Linkages with various employer groups and deep connections with leading business and technology schools in the country ensure that EFU Life possesses and maintains a healthy source of talent.

Payroll Migration

Your Company successfully migrated the Head Office payroll from legacy systems onto the Decibel HRMS platform. As a result, payroll processing has become less cumbersome and resource intensive, with faster turnaround times and employees now receive pay statements on both their email IDs and their cellphone apps.

Digital Performance Management System

A new digital performance management system was implemented in previously acquired Decibel HRMS to provide a structured and efficient way to monitor and assess employee performance, identify areas for improvement, track progress towards goals, and enable management to make data-driven decisions about how to support and develop their team.

As a key part of the process, heads of departments and front-line managers identified long term goals, translated them into concrete and measurable objectives for 2023 and then working with managers to cascade them down to the team and individual level.

The Adventure Deck - Relaunching Core Competencies and Values

As part of the relaunch of a Performance Management System, your Company's core competencies and values were rebranded. The rebrand took the form of an artistic deck of cards called the EFU Life 'Adventure Deck.' For the employee, this simplified competency model will provide clear career development goals and opportunities for growth within the organization, while for EFU Life, it will make it easier to find, develop, recognize, and reward the

skills and abilities of our employees and align them with business needs. The company competencies and values are now coded into our new Performance Management Model.

Capital Management and Liquidity

The Company has adequate capital to support its existing operations. The Company has paid-up capital of Rs. 1 billion.

The Company's liquidity position continues to remain adequately strong with cash and cash equivalents at the end of 2022 of Rs.18.99 billion (2021: Rs.28.98 billion).

Related Party Transaction

At each Board meeting the Board of Directors approve the Company's transactions made with Associated Companies and Related Parties. All such transactions are executed on an arm's length basis.

Internal Audit Function

The Board is responsible for effective implementation of a sound internal control system including compliance with control procedures. The Audit Committee is assisted by the Internal Auditor in reviewing the adequacy of operational controls and in monitoring and managing risks to provide reasonable assurance that such system continues to operate satisfactorily and effectively in the Company and to add value and improve the Company's operations by providing independent and objective assurance. The principal responsibility of the Internal Auditor is to conduct periodic audits and to ensure adequacy in operational controls, consistency in application of policies and procedures, compliance with laws and regulations.

As part of Corporate Governance, your Company has the Underwriting Committee, Claims Settlement Committee, Reinsurance Committee, Risk Management and Compliance Committee.

Risks to Business

Business risks and mitigation factors are described in detail on note 42 of this Annual Report.

CSR Initiatives

In 2022, the floods caused devastation to millions of our fellow Pakistanis and posed a lot of challenges in its wake. Your Company mobilized its resources and partnered

with different organizations across Pakistan that have the expertise and reach to help the most affected areas. Your Company's response to Disaster and various activities in 2022 are as follows:

"Rise and Restore" - Disaster Recovery and Restoration

In response to Pakistan's flood devastation, your Company encouraged all members of EFU Life across Pakistan to contribute and participate in a coordinated manner in the Company's Initiative "Rise & Restore". The campaign had a two phase relief plan: Phase 1- Immediate Relief and Phase 2 - Longer Term Rebuilding. EFU Life donated generously to organizations that have the expertise and reach to help the most affected communities. In addition, a donation portal and donation boxes were set up for cash donations and much needed items in all EFU Life offices across Pakistan.

Furthering Science Literacy

To support marginalized communities and to encourage science literacy amongst children, your Company and its employees celebrated Insurance Day at MagnifiScience Centre (MSC) with the students and teachers of Kiran Foundation. Students were encouraged to participate in hands-on learning experiences of scientific principles to further the development of their critical thinking and problem-solving skills.

Supporting Mentally and Physically Challenged People

Your Company participated in the 7th Special Olympics Pakistan Unified Marathon 2022. Employees volunteered and participated in the event to show support for the inclusion of people with intellectual and physical disabilities. Your Company continued its support to 'NOWPDP' - a disability inclusion initiative to train differently abled people to become productive members of the society. In addition, EFU Life partnered with Karachi Down Syndrome Program to support children with down syndrome by teaching basic academic and life skills to thrive in mainstream schools. In 2022, EFU Life and its employees had a campaign "Reuse, Recycle donate to Dar-ul-Sukun" to support the care, rehabilitation and protection of children with disabilities. EFU Life and its employees generously donated different items to Dar-ul-Sukun.

Eradication of Thalassemia

To help in eradication of thalassemia, your Company

continued its support to Afzaal Memorial Thalassemia Foundation, Omair Sana Foundation and Burhani Medical Welfare Association in the provision of free care and treatment and eradication of thalassemia in the country.

Education for the Underprivileged

EFU Life is committed to contribute to the betterment of society and has partnered with different organizations to support the cause of education for the underprivileged children of Pakistan. Since 2012, your Company has partnered with The Citizens Foundation to do this. For each Education Plan sold through distribution channels, EFU Life donates Rs.50. In 2022, your Company also continued to fund the tuition fee of students of the Family Educational Services Foundation. Support was also provided to other educational institutions including Asghari Memorial High School, Hasani Academy, Kiran Foundation, IBP School of Special Education and Sun Academy.

Access to Water

EFU Life partnered with the Shahid Afridi Foundation to help provide access to water to marginalized communities. The partnership resulted in installation of solar-powered community water tanks in Sindh and Punjab that directly benefit a community of more than 4,000 people.

Free Medical Consultation Facilities

To support healthy communities, EFU Life partnered with 'Hello Doctor' in the noble cause of distributing 200,000 free medical consultation cards to those who are challenged in accessing quality medical consultation facilities in the month of Ramadan 2022.

Wall of Hope for Our Sheroes

EFU Life partnered with International Foundation Garments (IFG) to support breast cancer patients and celebrated Pinktober to recognize 'Sheroes'. A breast awareness session was conducted and a "Wall of Hope" was set-up for all employees to write words of encouragement for breast cancer patients. For each statement of encouragement, IFG donated prosthesis pad to a survivor.

Other health institutions supported by your Company in 2022 include the Agha Khan Hospital and Medical College, Shaukat Khanum Memorial Trust, The Cardiovascular Foundation, SINDH Institute of Urology and Transplantation, Layton Rahmatullah Benevolent Trust.

'Join Hands for a Life' Social Media Campaign and Annual Employee Donation Campaign

Your Company has an annual Ramadan Social Media Campaign "Join Hands for a Life" that has been running for more than eight years to create awareness and raise funds for different organizations. EFU Life paid Rs.10 for every Like, Comment and Share in all its social media platform. In the year 2022, this campaign supported Layton Rahmatullah Benevolent Trust, Sindh Institute of Urology, Shahid Afridi Foundation and Kiran Foundation.

An annual employee donation campaign "join Hands for a Life" runs simultaneously with the Company's social media campaign supporting the same organizations. Employees donated generously to the organizations they support.

Blood Donation Camp

Your Company conducted a Blood Donation Drive at its Head Office. It has also opened a Blood Donation Account with Hussaini Blood Bank to ensure that the vital facility is available for all the employees of the company and their families.

Business Ethics, Consumer Protection, and anticorruption measures

The Board has adopted the statement of ethics and business practices. All employees are informed of this statement and are required to observe these rules of conduct in relation to business and regulations. Statement of Ethics and business practices are based on integrity, dignity, culture of excellence and ethical dealing with clients, peers and the public.

Relationship with other Stakeholders

Your Company strives to maintain good relationship with:

- Its employees by providing a positive work environment
- Its clients through building trust and providing quality service
- The business community through honest and fair dealing
- The Government through promoting free enterprise along with a competitive market system and complying with all applicable laws; and

- Society in general through providing safe and healthy workplace and provide employees the opportunity to improve their skills.

Contribution to National Exchequer

Your Company contributes substantially to the national economy in terms of taxes and duties and the contribution is increasing as the company grows. This year the Company contributed Rs. 1,025 million to the national exchequer in the form of Income Tax, Federal Excise Duty, Sales Tax, stamp duty etc.

Directors' Remuneration Policy

In order to comply with Companies Act, 2017, Listed Companies (Code of Corporate Governance) Regulations, 2019 and Articles of Association of the Company, the Company has policy with respect to the remuneration of Chairman, Chief Executive, Non-Executive, Executive and Independent Directors.

Salient Features of Directors' Remuneration Policy

- The Directors' Remuneration Policy is transparent for fixing the remuneration of all the directors including the Chairman, Chief Executive, Executive Directors, non-Executive, Independent Directors, and Directors of the Board Committees
- The policy is prepared keeping in view the requirements of Section 170 of Companies Act, 2017 and Listed Companies (Code of Corporate Governance) Regulations, 2019 and the Articles of Association of the Company.
- The Remuneration of Directors including the Chairman, Chief executive, executive director will be fixed by the board.
- The Remuneration of Directors shall be as per Law and as the Board may fix for each meeting of the Board of Directors and board committees.
- A Director shall also be entitled to be paid reasonable travelling expenses, hotel charges and other expenses incurred by him for attending meetings if he is residing abroad.

(Rupees '000)

Detail of Remuneration Package of each Director

Directors	Fee	Managerial remuneration	Bonus	Retirement benefits	Utilities	Medical expenses	Leave passage	Total
Taher G. Sachak	–	35,394	6,648	5,810	512	796	1,018	50,178
Rafique Bhimjee	–	–	–	–	–	–	–	–
Saifuddin N. Zoomkawala	1,375	–	–	–	–	–	–	1,375
Hasanali Abdullah	1,250	–	–	–	–	–	–	1,250
S. Salman Rashid	600	–	–	–	–	–	–	600
Rukhsana Shah	1,025	–	–	–	–	–	–	1,025
Ali Raza Siddiqui	900	–	–	–	–	–	–	900
Daanish Bhimjee	–	–	–	–	–	–	–	–
Ruhail Muhammad	900	–	–	–	–	–	–	900
Ahsen Ahmed	600	–	–	–	–	–	–	600
	<u>6,650</u>	<u>35,394</u>	<u>6,648</u>	<u>5,810</u>	<u>512</u>	<u>796</u>	<u>1,018</u>	<u>56,828</u>

Compliance with Code of Corporate Governance

The requirements of the Code of Corporate Governance set out by the regulatory authorities have been duly complied with. A statement to this effect is annexed with the report.

The Directors of our Company were elected at the Extra Ordinary General Meeting held on July 08, 2020 for a term of three years expiring on July 09, 2023.

The number of meeting attended by each Director is given hereunder:

Sr. No	Name of Directors	Number of meetings attended
1.	Rafique R Bhimjee	4 out of 4
2.	Saifuddin N Zoomkawala	4 out of 4
3.	Taher G Sachak	4 out of 4
4.	Hasanali Abdullah	4 out of 4
5.	Salman Rashid	4 out of 4
6.	Ali Raza Siddiqui	4 out of 4
7.	Rukhsana Shah	4 out of 4
8.	Daanish Bhimjee	2 out of 4
9.	Ruhail Muhammad	4 out of 4
10.	Ahsen Ahmed	4 out of 4

Board Committees

Your Company maintains the following three Board Committees.

Audit Committee

The Board is responsible for effective implementation of a sound internal control system including compliance with control procedures. The Audit Committee is assisted by the Internal Auditor in reviewing the adequacy of operational controls and in monitoring and managing risks to provide reasonable assurance that such system continues to operate satisfactorily and effectively in the Company and to add value and improve the Company's operations by providing independent and objective assurance. The principal responsibility of the Internal Auditor is to conduct periodic audit to ensure adequacy in operational controls, consistency in application of policies and procedures, compliance with the laws and regulations. The Committee comprises of the following members:

- 1 Ruhail Muhammad (Chairman)
- 2 Hasanali Abdullah
- 3 Saifuddin N. Zoomkawala
- 4 Rukhsana Shah
- 5 Daanish Bhimjee
- 6 Ali Raza Siddiqui

Investment Committee

The Company has a Board Level Investment Committee that meets on by-monthly basis to review the investment portfolio. The Committee is also responsible for developing the investment policy for the various funds managed by the Company. The Committee comprises of the following members:

1. Rafique R. Bhimjee (Chairman)
2. Saifuddin N. Zoomkawala
3. Taher G. Sachak
4. Hasanali Abdullah
5. Daanish Bhimjee
6. Omer Morshed - Appointed Actuary
7. S. Shahid Abbas - Management Executive
8. Mohammed Ali Ahmed - Management Executive
9. Ali Qureshi - Management Executive

Ethics, HR & Remuneration Committee

The Committee is responsible for recommending to the Board resource management policies of the Company as well as selection, evaluation, and compensation of the key officers of the Company. The Committee comprises of the following members:

1. Rukhsana Shah (Chairperson)
2. Rafique R. Bhimjee
3. Saifuddin N. Zoomkawala
4. Taher G. Sachak

Management Committees

As part of Corporate Governance, your Company maintains the following four Management Committees which meet at least once every quarter:

- Underwriting Committee
- Claim Settlement Committee
- Reinsurance Committee
- Risk Management and Compliance Committee

Corporate and Financial Reporting Framework

- a) The financial statements prepared by the management of the Company present fairly its state of affairs, the result of its operations, cash flow and changes in equity.
- b) Proper books of accounts have been maintained by the Company.
- c) Appropriate accounting policies have been consistently applied in preparation of financial statements and accounting estimates are based on reasonable and prudent judgment.
- d) The International Accounting Standards, as applicable in Pakistan, have been followed in preparation of financial statements and any departure there from has been adequately disclosed.
- e) System of internal control is sound in design and has been effectively implemented and monitored.

- f) There are no significant doubts upon the Company's ability to continue as a going concern.
- g) There has been no material departure from the best practices of Corporate Governance, as detailed in the listing regulations.
- h) The key operating and financial data for the last six years is annexed.
- i) The value of investments of provident and pension funds based on their un-audited accounts as on December 31, 2022, were the following.

Provident Fund	Rs. 670 Million
Pension Fund	Rs. 577 Million

The value of investments includes accrued interest.

- j) Trading of Shares by Chief Executive, Directors, Chief Financial Officer, Company Secretary, their spouses, and minor children:

01 January 2022 to 31 December 2022

<u>PURCHASE / INHERITANCE OF SHARES</u>	<u>No. Of Shares</u>
EFU General Insurance Ltd.	611,600
Rafique R. Bhimjee (Inheritance)	476,310
<u>SALE OF SHARES</u>	<u>No. Of Shares</u>
NIL	NIL

- k) The statement of shareholding in the Company as of 31 December 2022 is included with the Report.

Future Outlook of the industry

The life insurance industry has rebounded from COVID-19 led challenges evidenced by the dramatic reduction in claims related to the pandemic. However, the Company operates in the backdrop of multiple macroeconomic challenges such as mounting current account deficit, exchange rate pressure and high inflation. The policy changes in response to the worsening of macroeconomic indicators add additional uncertainty. Your Company is, however, optimistic about the growth aspects of the industry in medium to long term due to the massive untapped potential.

Financial inclusion will remain the focus of the industry as well as Government. Expansion of the insurance safety net to a larger population through creating efficiencies in the existing distribution channels as well as exploring new channels and market segments will occupy a significant role in the industry's efforts in the future. Investment in

front-end and back-end automation as well as using technology as an enabler in various business functions will continue. Product innovation to cater to evolving customer needs will also be at the forefront of the industry's initiatives. Enterprise Risk Management and Compliance will have additional focus over the next few years.

The Company is also optimistic about the growth of Takaful business and expects takaful outreach to expand and contribute positively to increasing the size of the insurance pie.

Acknowledgements

The Directors wish to record their appreciation for the tremendous contribution made by the able and eminent officers, staff and field force of the Company towards its development and growth. Their continuous commitment to high ethical standards, client service and hard work has helped your Company emerge and maintain its position as one of the leading players amongst the private sector life insurers.

We also wish to recognize and place on record our appreciation of the contribution made by our Appointed Actuary Mr. Omer Morshed for his invaluable advice on the overall strategy of the Company.

We would also like to record our appreciation and gratitude to Hannover Re and Munich Re who are your Company's main reinsurers and who continue to provide full support to your Company.

Our gratitude is also due to EFU General Insurance Ltd. For their continuous support and guidance, which has enabled the Company to establish a strong presence in the market.

Finally, we would like to thank our clients for the confidence expressed in us and also to the Securities and Exchange Commission of Pakistan for their guidance and co-operation extended to us throughout the year.

TAHER G. SACHAK
Managing Director &
Chief Executive

SAIFUDDIN N. ZOOMKAWALA
Director

HASANALI ABDULLAH
Director

RAFIQUE R. BHIMJEE
Chairman

Karachi February 21, 2023

کمپنی کی جملہ حکمت عملی پر اپنے قابل قدر مشورے کیلئے اور ان کے کردار کیلئے ہم اپنے مقرر کردہ ایگزیکٹو ریجنٹ جناب عمر مرشد کے بھی مشکور و ممنون ہیں۔

ہم ہان اوور اور میونخ رے آف جرمنی کے بھی ممنون اور شکر گزار ہیں جو آپ کی کمپنی کے اصل ری انشوررز ہیں اور جنہوں نے آپ کی کمپنی کو مکمل حمایت فراہم کرنا جاری رکھا۔

ای ایف یو جنرل انشورنس لمیٹڈ بھی شکریہ کے حقدار ہیں جنہوں نے کمپنی کو مسلسل اپنی حمایت اور رہنمائی فراہم کی جس باعث کمپنی کو مارکیٹ میں ایک مستحکم مقام حاصل کرنے کا موقع میسر آیا۔

آخر میں، ہم اپنے صارفین کا شکریہ ادا کرتے ہیں جنہوں نے ہم پر اپنے بھروسے کا اظہار کیا اور سیکورٹیز اینڈ ایکسچینج کمیشن آف پاکستان کے بھی شکر گزار ہیں جنہوں نے پورے سال ہمیں مناسب رہنمائی اور تعاون فراہم کیا۔

بیرونی محاذ اور بینک اینڈ آٹومیشن میں سرمایہ کاری کے ساتھ ٹیکنالوجی کا استعمال مختلف کاروباری امور کیلئے مفید ثابت ہوگا۔ پروڈکٹ میں جدت سے صارفین کی ضروریات پوری کرنے کے ساتھ صنعت کے اقدامات کو اجاگر کیا جاسکے گا۔ انٹرنیٹ پر آن لائن سیکورٹیز اینڈ ایکسچینج اور کمپلائنس آئینہ چند سالوں تک اضافی توجہ کے حامل ہوں گے۔

کمپنی کا نفل کاروبار کے فروغ کے بارے میں بھی پُر عزم ہے اور توقع ہے کہ نفل کا پھیلاؤ مزید بڑھے گا اور مثبت طور پر بیمہ کی صنعت کا حجم بڑھانے میں اپنا کردار ادا کرے گا۔

اظہار تشکر

کمپنی کے نامور اور قابل آفیسرز، عملے اور فیلڈ فورس کی طرف سے، کمپنی کی نشوونما اور فروغ کیلئے، ان کی قابل قدر اور زبردست شراکت کیلئے، کمپنی کے ڈائریکٹرز کلمہ ہائے تحسین قلمبند کرانا چاہیں گے۔ ان کی اعلیٰ اخلاقی اقدار سے مسلسل وابستگی، صارف کو دی جانے والی خدمات اور جانفشانی اور محنت سے کام کرنے کے باعث آپ کی کمپنی کو ابھر کر سامنے آنے میں مدد دی اور نئی شعبے کے بیمہ داروں کے درمیان ایک شفاف مارکیٹ لیڈر کی حیثیت سے اس کو برقرار رکھا۔

رفیق آر۔ بھیم جی
چیئرمین

حسن علی عبداللہ
ڈائریکٹر

سیف الدین این۔ زومکا والا
ڈائریکٹر

طاہر جی۔ ساچک
ٹیچنگ ڈائریکٹر اینڈ چیف ایگزیکٹو

کراچی: ۲۱ فروری ۲۰۲۳ء

- 1 رفیق آر۔بھیم جی (چیئر مین)
2 سیف الدین این۔ زومکا والا
3 طاہر جی۔ ساچک
4 حسن علی عبداللہ
5 دانش بھیم جی
6 عمر مرشد۔ مقرر کئے گئے ایکچوری
7 سید شاہ عباس۔ مینجمنٹ ایگزیکٹو
8 محمد علی احمد۔ مینجمنٹ ایگزیکٹو
9 علی قریشی۔ مینجمنٹ ایگزیکٹو
- (ذ) داخلی کنٹرول کا سسٹم اپنے ڈھانچے کے اعتبار سے کافی متوازن ہے اور موثر طور پر اطلاق شدہ اور زیر نگرانی ہے؛
- (ر) کمپنی کو یہ کاروبار جاری رکھنے کیلئے اس کی قابلیت کے متعلق کوئی واضح شکوک و شبہات نہیں ہیں؛
- (ز) کارپوریٹ گورننس کے بہترین طریقہ ہائے کار سے، جن کی تفصیل ریگولیشنز میں دی گئی ہے، کہیں بھی کوئی مادی اختلاف نہیں کیا گیا ہے؛
- (ط) پچھلے چھ سالوں کا کلیدی آپریٹنگ اور مالیاتی مواد منسلک ہے؛
- (ظ) ۳۱ دسمبر ۲۰۲۲ء کو غیر آڈٹ شدہ کھاتوں کی بنیاد پر، پروویڈنٹ اور پنشن فنڈز کی سرمایہ کاری کی قدر درج ذیل رہی:

پروویڈنٹ فنڈ 670 ملین روپے
پنشن فنڈ 577 ملین روپے

سرما یوں کی اس قدر میں ان رقوم پر حاصل ہونے والا سود شامل ہے۔

- (ع) چیف ایگزیکٹو، ڈائریکٹرز، چیف فنانس آفیسر، کمپنی سیکریٹری، ان کے زوج اور اطفال کی جانب سے حصص کی تجارت:

یکم جنوری ۲۰۲۲ء سے ۳۱ دسمبر ۲۰۲۲ء تک

حصص کی خرید وداشت حصص کی تعداد

ای ایف یو جنرل انشورنس لمیٹڈ 611,600

رفیق آر۔بھیم جی (بذریعہ وراثت) 476,310

حصص کی فروخت حصص کی تعداد

صفر صفر

- (غ) ۳۱ دسمبر ۲۰۲۲ء کو کمپنی میں شیئرز ہولڈنگ کا بیان رپورٹ میں شامل ہے۔

انڈسٹری کے مستقبل پر نظر

لائف انشورنس کی صنعت کو ویڈ۔19 سے واپس پلٹ چکی ہے، اس وبائی صورتحال سے متعلق گیمز میں نمایاں حد تک کمی آچکی ہے۔ تاہم کمپنی ابھی بھی مختلف میکرو اکنامک بجرائوں جیسا کہ بڑھتا ہوا کرنٹ اکاؤنٹ خسارہ، زرمبادلہ کے نرخوں کا دباؤ اور بلند تر افراط زر میں ہی کام کر رہی ہے۔ میکرو اکنامک اشاریوں کی بدترین صورتحال کے جواب میں پالیسی میں تبدیلیوں نے بے یقینی مزید بڑھا دی ہے۔ تاہم آپ کی کمپنی وسط تا طویل مدت کے لیے اس میں وسیع تر صلاحیت ہونے کی وجہ سے انڈسٹری کی گروتھ کے پہلوؤں کے بارے میں پر عزم ہے۔

سرمائے میں اضافہ صنعت کی حکومت کی توجہ کا مرکز رہے گا۔ وسیع تر آبادی کیلئے انشورنس سیفٹی نیٹ میں توسیع جو موجودہ ڈسٹری بیوشن چینلوں میں برق رفتاری لانے اور نئے چینلوں تلاش کرنے سمیت مارکیٹ کے زیادہ سے زیادہ حصے پر حاوی ہونے کے ذریعے ہے، اس کیلئے مستقبل میں صنعت کی کوششیں ایک نمایاں کردار کی حامل ہوں گی۔

آٹھس، ہیومن ریسورس اور ریویژن کمپنی

یہ کمپنی بورڈ کو کمپنی کی ریسورس مینجمنٹ کی پالیسیوں کے ساتھ ساتھ کمپنی کے کلیدی افسران کے انتخاب، ان کی کارکردگی کا تعین اور معاوضے کی سفارشات پیش کرنے کی ذمہ دار ہے۔ اس کمپنی میں مندرجہ ذیل ارکان شامل ہیں:

1 رخسانہ شاہ (چیئر پرسن)

2 رفیق آر۔بھیم جی

3 سیف الدین این۔ زومکا والا

4 طاہر جی۔ ساچک

مینجمنٹ کمیٹی

کارپوریٹ گورننس سے متعلق ہونے کی وجہ سے، آپ کی کمپنی نے درج ذیل 4 مینجمنٹ کمیٹیاں قائم کی ہوئی ہیں جو ہر سہ ماہی پر کم از کم ایک مرتبہ ضرور ملتی ہیں:

- انڈر رائٹنگ کمیٹی
- کلیمز سیٹلمنٹ کمیٹی
- ری انشورنس کمیٹی
- رسک مینجمنٹ اینڈ کمپلائنس کمیٹی

کارپوریٹ اور مالیاتی رپورٹنگ کا فریم ورک

(الف) کمپنی کی انتظامیہ کے تیار کردہ مالیاتی بیانات اس کے امور کو، اس کے آپریشنز کے نتائج، نقد رقوم کے بہاؤ اور ایکویٹی میں تبدیلیاں، واضح طور پر پیش کرتے ہیں؛

(ب) کمپنی نے تمام تر کھاتے صحیح طور پر مرتب کئے ہیں؛

(ج) مالیاتی بیانات کی تیاری میں مناسب اکاؤنٹنگ پالیسیوں کا مسلسل اطلاق کیا گیا ہے اور اکاؤنٹنگ تخمینے مناسب اور محتاط فیصلے پر مبنی ہیں؛

(د) بین الاقوامی اکاؤنٹنگ اسٹینڈرڈز، جیسے ان کا اطلاق پاکستان میں ہوتا ہے، مالیاتی بیانات کے تیاری میں ان پر عمل کیا گیا ہے اور اگر کسی باعث کمپنی ان سے اختلاف ہوا ہے تو اس کو مناسب طور پر عیاں کر دیا گیا ہے؛

ہر ڈائریکٹر کے معاوضے کے پیکیج کی تفصیلات:

ڈائریکٹرز	فیس	منجریل معاوضہ	بونس	ریٹائرمنٹ پینشنس	یوٹیلیٹیز	میڈیکل اخراجات	لیوی پینج	ٹوٹل
طاہر جی۔ ساچک	-	35,394	6,648	5,810	512	796	1,018	50,178
رفیق آر بھیم جی	-	-	-	-	-	-	-	-
سیف الدین این۔ زومکوالا	1,375	-	-	-	-	-	-	1,375
حسن علی عبداللہ	1,250	-	-	-	-	-	-	1,250
الیس۔ سلمان راشد	600	-	-	-	-	-	-	600
رخسانہ شاہ	1,025	-	-	-	-	-	-	1,025
علی رضا صدیقی	900	-	-	-	-	-	-	900
دانش بھیم جی	-	-	-	-	-	-	-	-
روہیل محمد	900	-	-	-	-	-	-	900
احسن احمد	600	-	-	-	-	-	-	600
	6,650	35,394	6,648	5,810	512	796	1,018	56,828

کارپوریٹ گورننس کے ضابطے کی پابندی

بورڈ کمیٹی

آپ کی کمپنی درج ذیل 3 بورڈ کمیٹیاں چلاتی ہے:

آڈٹ کمیٹی

بورڈ ایک متوازن داخلی کنٹرول سسٹم، بشمول کنٹرول کے طریقہ ہائے کار پر عمل پیرا ہونے کے موثر نیکمیل کی ذمہ دار ہے۔ آڈٹ کمیٹی کو داخلی آڈیٹر آپریشنل کنٹرول کی موزونیت پر نظر ثانی کرنے اور خدشات پر نگاہ رکھنے اور ان کا انتظام چلانے میں مدد فراہم کرتا ہے تاکہ مناسب یقین دہانی میسر ہو جائے کہ کمپنی میں ایسا سسٹم اطمینان بخش طور پر اور موثر طور پر اور آزادانہ اور با مقصد اعتماد مہیا کر کے کمپنی کے امور کو بہتر بنانے کیلئے جاری رہتا ہے۔ داخلی آڈیٹر کی بنیادی ذمہ داری میعاد آڈٹ کرنا ہے اور آپریشنل کنٹرول میں موزونیت، پالیسیوں اور طریقہ ہائے کار، قوانین اور ضوابط کی پاسداری کی یقینی دہانی کرانا ہے۔ کمیٹی مندرجہ ذیل ارکان پر مشتمل ہے:

1	روہیل محمد (چیئر پرسن)
2	حسن علی عبداللہ
3	سیف الدین این۔ زومکوالا
4	رخسانہ شاہ
5	دانش بھیم جی
6	علی رضا صدیقی

سرمایہ کمیٹی

کمپنی کی ایک بورڈ کے درجے کی سرمایہ کمیٹی بھی ہے جو سرمایہ کاری پورٹ فولیو پر نظر ثانی کیلئے ہر 2 ماہ بعد جمع ہوتی ہے۔ یہ کمیٹی کمپنی کے زیر انتظام مختلف فنڈز کیلئے سرمایہ پالیسی مرتب کرنے کی بھی ذمہ دار ہے۔ کمیٹی مندرجہ ذیل ارکان پر مشتمل ہے:

ریگولیشنری اتھارٹیز کے وضع کردہ کارپوریٹ گورننس کے ضابطے پر مکمل طور پر عملدرآمد کیا گیا ہے۔ اس سلسلے میں ایک بیان رپورٹ کے ساتھ منسلک ہے۔

آپ کی کمپنی کے ڈائریکٹرز کا انتخاب 8 جولائی 2020ء کو منعقد ہونے والی غیر معمولی اجلاس عام میں، عمل میں آیا تھا اور 3 سال کی مدت کیلئے جس کا اختتام 9 جولائی 2023ء کو ہوگا۔

ڈائریکٹرز نے جتنی میٹنگوں میں شرکت کی، ان کی تعداد درج ذیل ہے:

نمبر شمار	ڈائریکٹر کا نام	تعداد جن میں شرکت کی
1	رفیق آر بھیم جی	4 میں سے 4
2	سیف الدین این۔ زومکوالا	4 میں سے 4
3	طاہر جی۔ ساچک	4 میں سے 4
4	حسن علی عبداللہ	4 میں سے 4
5	سلمان راشد	4 میں سے 4
6	علی رضا صدیقی	4 میں سے 4
7	رخسانہ شاہ	4 میں سے 4
8	دانش بھیم جی	4 میں سے 2
9	روہیل محمد	4 میں سے 4
10	احسن احمد	4 میں سے 4

’ایک زندگی کیلئے ہاتھ ملائے، سوشل میڈیا مہم اور سالانہ ایمپلائئی ڈونیشن مہم

● معاشرے کے ساتھ عمومی طور پر، محفوظ اور صحت مند جانے کار مہیا کر کے اور اپنے ملازمین کو اپنی صلاحیتیں بڑھانے کا موقع فراہم کر کے۔

قومی خزانے میں حصہ

آپ کی کمپنی معقول حد تک ٹیکسوں اور ڈیوٹیوں کے ذریعے قومی معیشت میں اپنا حصہ ڈالتی ہے اور جیسے جیسے کمپنی آگے بڑھتی ہے اس حصے میں بھی اضافہ ہو رہا ہے۔ اس سال کمپنی نے انکم ٹیکس، فیڈرل ایکسائز ڈیوٹی، سیلز ٹیکس، اسٹامپ ڈیوٹی وغیرہ کے شکل میں قومی خزانے کو 1,025 ملین روپے ادا کئے۔

ڈائریکٹرز کی ری میوزیشن پالیسی

کمپنیز ایکٹ، ۲۰۱۷ء، لسٹڈ کمپنیز (کوڈ آف کارپوریٹ گورننس) ریگولیشنز، ۲۰۱۹ء اور آرٹیکلز آف ایسوسی ایشن آف دی کمپنی پر عملدرآمد کرتے ہوئے کمپنی نے چیئرمین، چیف ایگزیکٹو، نان۔ ایگزیکٹو، ایگزیکٹو اور انڈیپنڈنٹ ڈائریکٹرز کے سلسلے میں پالیسی ترتیب دی گئی ہے۔

ڈائریکٹرز کی ری میوزیشن پالیسی کی نمایاں خصوصیات

- ڈائریکٹرز کی ری میوزیشن پالیسی تمام تر ڈائریکٹرز بشمول چیئرمین، چیف ایگزیکٹو، ایگزیکٹو ڈائریکٹرز، نان۔ ایگزیکٹو، انڈیپنڈنٹ ڈائریکٹرز اور بورڈ کی کمیٹیوں کے ڈائریکٹرز کی ری میوزیشن کے تعین کے لئے شفاف بنیادوں پر تشکیل دی گئی ہے۔
- یہ پالیسی کمپنیز ایکٹ، ۲۰۱۷ء کے سیکشن ۱۷۰ اور لسٹڈ کمپنیز (کوڈ آف کارپوریٹ گورننس) ریگولیشنز، ۲۰۱۹ء اور کمپنی کے آرٹیکلز آف ایسوسی ایشن کی شرائط کو مد نظر رکھ کر تیار کی گئی ہے۔
- ڈائریکٹرز بشمول چیئرمین، چیف ایگزیکٹو، ایگزیکٹو ڈائریکٹرز کی ری میوزیشن کا تعین بورڈ کی جانب سے کیا جائے گا۔
- ڈائریکٹرز کی ری میوزیشن قانون کے مطابق ہوگی جیسا کہ بورڈ آف ڈائریکٹرز اور بورڈ کی کمیٹیوں کے ہر ایک اجلاس کے لئے بورڈ طے کرے۔
- کوئی بھی ڈائریکٹر مناسب حد تک سفری اخراجات، ہوٹل چارجز کی ادائیگی کا استحقاق بھی رکھے گا اگر بیرون ملک رہتا ہے اور اسے اجلاس میں شرکت کیلئے آنا پڑے۔

آپ کی کمپنی نے ایک سالانہ رمضان سوشل میڈیا مہم ’ایک زندگی کے لئے ہاتھ ملائے‘ شروع کی تھی جو آٹھ سال سے زائد عرصے سے عوام میں آگاہی بیدار کرنے کے ساتھ مختلف اداروں کے لیے فنڈز اکٹھے کر رہی ہے۔ ای ایف لائف ہر ایک لائیک، کمینٹ اور شیئر پر اپنے تمام سوشل میڈیا پلیٹ فارم پر 10 روپے ادا کرتا ہے۔ سال ۲۰۲۲ء میں اس مہم نے لیٹن رحمت اللہ بنی وولینٹ ٹرسٹ، سندھ انسٹی ٹیوٹ آف یورولوجی، شاہد آفریدی فاؤنڈیشن اور کرن فاؤنڈیشن کو معاونت فراہم کی۔

’ایک زندگی کے لئے ہاتھ ملائے‘ کے سلسلے میں ایک سالانہ ملازم عطیہ کی مہم بھی اس کے ساتھ ساتھ کمپنی کی سوشل میڈیا مہم پر ان ہی اداروں کی مدد کے لئے چلائی گئی۔ ملازمین نے ان اداروں کی معاونت کے لئے بھرپور عطیات فراہم کیے۔

خون کے عطیات کے کیمپ

آپ کی کمپنی نے اپنے ہیڈ آفس میں خون کے عطیات کی ایک مہم کا انعقاد کیا۔ اس کے علاوہ حسینی بلڈ بینک کے ساتھ خون کے عطیات کا ایک اکاؤنٹ بھی کھولا گیا تاکہ اس امر کو یقینی بنایا جائے کہ کمپنی کے تمام ملازمین اور ان کے اہل خانہ کے لئے بھی یہ سہولت دستیاب رہے۔

کاروباری اخلاقیات، صارفین کا تحفظ اور انسداد بدعنوانی کے لئے اقدامات

بورڈ نے ضابطہ اخلاق کا بیان اور کاروباری طریقہ ہائے کار وضع کئے ہوئے ہیں۔ تمام ملازمین اس بیان سے آگاہ ہیں اور کاروبار اور قواعد سے متعلق ان اخلاقی قوانین پر عمل پیرا ہونے کے پابند ہیں۔ ضابطہ اخلاق کا بیان اور کاروباری طریقہ ہائے کار، صارفین، ساتھیوں اور عوام کے ساتھ، سالمیت، وقار، برتری کے کلچر اور اخلاقی طور پر معاملہ سازی پر مبنی ہیں۔

دیگر اسٹیک ہولڈرز کے ساتھ تعلقات

آپ کی کمپنی اچھے تعلقات برقرار رکھنے کیلئے کوشاں رہتی ہے:

- اپنے ملازمین کے ساتھ ایک مثبت کام کا ماحول میسر کر کے؛
- اپنے صارفین کے ساتھ بھرپور سہ پیدا کر کے اور معیاری خدمت مہیا کر کے؛
- ایماندارانہ اور صاف ستھری معاملہ سازی کے ذریعے کاروباری کمیونٹی کے ساتھ؛
- حکومت کے ساتھ مسابقتی مارکیٹ سسٹم کے ساتھ آزادانہ فروغ کے ذریعے اور تمام اطلاق شدہ قوانین پر عمل کر کے؛ اور

مریضوں کی مفت دیکھ بھال اور علاج سمیت اس مرض کے تدارک کے لئے افضال میموریل تھیلیسیما فاؤنڈیشن، عمیرثا فاؤنڈیشن اور ربانی میڈیکل ویلفیئر ایسوسی ایشن کی مستقل معاونت جاری رکھی ہوئی ہے۔

پسماندہ طبقات کے لئے تعلیم

ای ایف یولائف معاشرے کی بہتری کے لئے بھرپور شراکت کے اپنے عزم پر کاربند ہے اور پاکستان کے پسماندہ طبقات سے تعلق رکھنے والے بچوں کے لئے تعلیم کی فراہمی میں شراکت اور تعاون کیلئے مختلف اداروں کے ساتھ شریک کار ہے۔ ۲۰۲۲ء سے آپ کی کمپنی دی سٹیزن فاؤنڈیشن کے ساتھ کام کر رہی ہے۔ ہر ایک تعلیمی پلان کے لئے تمام تر ڈسٹری بیوشن میں ای ایف یولائف نے ۲۰۲۲ء میں 50 روپے عطیے میں دیئے۔ آپ کی کمپنی فیملی ایجوکیشنل سروسز فاؤنڈیشن کے طلباء کی ٹیوشن فیس فنڈ بھی فراہم کرتی ہے۔ اس کے علاوہ اصغری میموریل ہائی اسکول، حسنی اکیڈمی، کرن فاؤنڈیشن، آئی بی پی اسکول آف اسپیشل ایجوکیشن اور سن اکیڈمی سمیت دیگر تعلیمی اداروں کو بھی معاونت فراہم کی گئی۔

پانی تک رسائی

ای ایف یولائف نے معاشرے کے نچلے طبقات تک پانی کی رسائی میں مدد فراہم کرنے کی غرض سے شاہد آفریدی فاؤنڈیشن کے ساتھ شراکت کی ہے۔ اس پائٹرنشپ کے نتیجے میں سندھ اور پنجاب میں سولر پاور سے چلنے والے کیوٹی واٹر پلانٹس کی تنصیب کی گئی جس سے براہ راست 4,000 سے زائد افراد کی کمیونٹی کو فائدہ پہنچا۔

مفت طبی مشاورت کی سہولتیں

صحت مند طبقات کی معاونت کے لئے ای ایف یولائف نے 'ہیلو ڈاکٹر' کے ساتھ ان افراد کے لئے 200,000 فری میڈیکل کونسلیشن کارڈز کی تقسیم کے ایک عظیم مقصد میں شراکت کی جن کے لئے رمضان ۲۰۲۲ء کے ماہ میں معیاری طبی مشاورت کی سہولتوں تک رسائی حاصل کرنا ایک کٹھن مرحلہ تھا۔

ہمارے شیروز کے لئے امید کی دیوار

ای ایف یولائف نے انٹرنیشنل فاؤنڈیشن گارنٹس (آئی ایف جی) کے ساتھ چھاتی کے کینسر کے مریضوں کو مدد فراہم کرنے میں تعاون کیا اور 'شیروز' کو تسلیم کرانے اور شناخت کے لئے پنک ٹو برنایا۔ چھاتی کے کینسر سے متعلق ایک آگاہی سیشن منعقد کیا اور تمام ملازمین کے لئے انک "امید کی دیوار" قائم کی گئی جس پر انہوں نے چھاتی کے کینسر میں مبتلا مریضوں کی حوصلہ افزائی کے لئے الفاظ تحریر کیے۔ حوصلہ افزائی کے ہر ایک بیان کے لئے آئی ایف جی نے اس مرض سے چھٹکارا پانے والے ہر ایک مریض کے لئے پروسٹھیٹیز پیڈ عطیے میں دیا۔

۲۰۲۲ء میں آپ کی کمپنی کی جانب سے دیگر طبی اداروں بشمول آغا خان اسپتال و میڈیکل کالج، شوکت خانم میموریل ٹرسٹ، دی کارڈیو لوجی فاؤنڈیشن، سندھ انسٹیٹیوٹ آف یورولوجی و ٹرانسپلانٹیشن، لیٹن رحمت اللہ نبی و ولینٹ ٹرسٹ کو بھی معاونت فراہم کی۔

امداد کے لئے بڑے پیمانے پر سرگرم تھے۔ آپ کی کمپنی کی جانب سے ۲۰۲۲ء میں آفات سے نمٹنے اور اس حوالے سے جو سرگرمیاں انجام دیں، وہ ذیل میں درج ہیں:

"رائز اینڈ ریستور"۔ آفات سے ریکوری اور بحالی

پاکستان میں آنے والے سیلاب سے آفات کے ردعمل میں آپ کی کمپنی نے پاکستان بھر میں ای ایف یولائف کے تمام ممبران کی حوصلہ افزائی کی وہ کمپنی کی تحریک "رائز اینڈ ریستور" (بڑھنا اور بحالی) میں بھرپور طریقے سے شراکت اور حصہ لیں۔ یہ تحریک دو مرحلے کے ریلیف پلان: فیرون۔ فوری ریلیف اور فیئر ٹو۔ طویل مدتی ری بلڈنگ پر مبنی تھی۔ ای ایف یولائف نے ان اداروں کی آگے بڑھ کر امداد کی جو زیادہ متاثرہ طبقات تک پہنچ کر ان کو مدد فراہم کرنے میں سرگرم عمل تھے۔ اس کے علاوہ ایک امدادی پورٹل اور عطیات کے باکسز پاکستان بھر میں ای ایف یولائف کے دفاتر پر بھی لگائے گئے جہاں پر نقد عطیات اور دیگر ضروری آٹمز اکٹھے کیے گئے۔

سائنس کی تعلیم میں پیشرفت

بچوں میں سائنس کی تعلیم میں حوصلہ افزائی اور پسماندہ طبقات کی معاونت کے لئے آپ کی کمپنی اور اس کے ملازمین نے کرن فاؤنڈیشن کے طلباء اور اساتذہ کے ساتھ میگنی فائی سائنس سینٹر (ایم ایس سی) میں انٹورنس ڈے منایا۔ اس موقع پر سائنسی اصولوں کے تجربات کو بروئے کار اور طلباء کی حوصلہ افزائی کی گئی اور ان کی پیچیدہ سوچوں اور مسائل حل کرنے کی صلاحیتوں کو مزید ابھارا گیا۔

دماغی اور جسمانی طور پر معذور افراد کی معاونت

آپ کی کمپنی نے ساتویں اسپیشل اولپکس پاکستان یونیٹائیڈ میراٹھن ۲۰۲۲ء میں شرکت کی۔ ملازمین نے اس ایونٹ میں دماغی اور جسمانی معذوری رکھنے والے افراد کی شمولیت کے لئے رضا کارانہ طور پر شرکت کی اور ان کی حوصلہ افزائی کا مظاہرہ کیا۔ آپ کی کمپنی مستقل طور پر 'NOWPDP' کی معاونت جاری رکھے ہوئے ہے جو مختلف معذور افراد کی تربیت کے لئے ایک تحریک ہے تاکہ ان کو معاشرے کے کارآمد ممبران بنایا جائے۔ اس کے علاوہ ای ایف یولائف کراچی ڈاؤن سینڈروم پروگرام کے ساتھ شراکت کار ہے جس کے تحت ڈاؤن سینڈروم کے حامل بچوں کو مرکزی اسکولوں میں بنیادی تعلیم کی تدریس اور زندگی کی صلاحیتوں کے بارے میں معاونت فراہم کی جاتی ہے۔ ۲۰۲۲ء میں ای ایف یولائف اور اس کے ملازمین نے معذور بچوں کی دیکھ بھال، بحالی اور تحفظ میں معاونت کی غرض سے 'دارالسلکون' کے لئے ری یوز، ری سائیکل عطیات کی مہم شروع کی۔ ای ایف یولائف اور اس کے ملازمین نے دارالسلکون کے لئے مختلف اشیاء عطیات میں اکٹھی کیں۔

تھیلیسیما کا تدارک

تھیلیسیما کی تدارک میں معاونت کے لئے آپ کی کمپنی نے ملک بھر میں تھیلیسیما کے

ایوارڈ کیلئے مزید آسان بنانا ہے اور انہیں کاروباری ضروریات کے ساتھ ہم آہنگ بنانا ہے۔ کمپنی کی مہارتیں اور اقدار ہمارے نئے پرفارمنس مینجمنٹ ماڈل میں شامل کردی گئی ہیں۔

کیپٹل مینجمنٹ اور لکویڈیٹی

کمپنی کے پاس اپنے موجودہ امور چلانے کیلئے کافی سرمایہ موجود ہے۔ کمپنی کا پیڈ اپ سرمایہ جو ایک بلین روپے ہے۔

کمپنی کی لکویڈیٹی صورت حال بہت مستحکم ہے جس میں نقد اور اس کے مساوی رقوم کا مجموعہ ۲۰۲۲ء کے اختتام پر 18.99 بلین روپے تھا (۲۰۲۱ء: 28.98 بلین روپے)۔

متعلقہ پارٹیوں سے لین دین

ہر بورڈ میننگ میں بورڈ آف ڈائریکٹرز بشمول کمپنیوں اور متعلقہ پارٹیوں سے کئے گئے لین دین کی منظوری دیتے ہیں۔ ایسے تمام لین دین آرمز لینتھ کی بنیاد پر عمل میں لائے جاتے ہیں۔

داخلی آڈٹ کا عمل

بورڈ ایک متوازن داخلی کنٹرول سسٹم، بشمول کنٹرول کے طریقہ ہائے کار پر عمل پیرا ہونے کے موثر تکمیل کی ذمہ دار ہے۔ آڈٹ کمیٹی کو داخلی آڈیٹرز آپریشنل کنٹرول کی موزونیت پر نظر ثانی کرنے اور خدشات پر نگاہ رکھنے اور ان کا انتظام چلانے میں مدد فراہم کرتا ہے تاکہ مناسب یقین دہانی میسر ہو جائے کہ کمپنی میں ایسا سسٹم اطمینان بخش طور پر اور موثر طور پر اور آزادانہ اور با مقصد اعتماد مہیا کر کے کمپنی کے امور کو بہتر بنانے کیلئے جاری رہتا ہے۔ داخلی آڈیٹرز کی بنیادی ذمہ داری ہے معیادی آڈٹ کرنا ہے اور آپریشنل کنٹرول میں موزونیت، پالیسیوں اور طریقہ ہائے کار، قوانین اور ضوابط کی پاسداری کی یقین دہانی کرانا ہے۔

کارپوریٹ گورننس کے ایک جُز کے طور پر، آپ کی کمپنی کی 4 کمیٹیاں ہیں: انڈر رائٹنگ کمیٹی، گلیڈ سٹیٹمنٹ کمیٹی، ری انشورنس کمیٹی اور رسک مینجمنٹ اینڈ مپلینس کمیٹی۔

کاروبار کو لاحق ممکنہ خطرات

کاروبار کو لاحق ممکنہ خطرات یا اس میں کمی کے عوامل، اس سالانہ رپورٹ کے نوٹ نمبر 42 پہ تفصیل سے بیان کئے گئے ہیں۔

کارپوریٹ کی سماجی ذمہ داری

۲۰۲۲ء میں سیلابوں کی وجہ سے ہمارے لاکھوں پاکستانی شہید آفات کا شکار ہوئے اور ان کو کئی بحرانوں کا سامنا کرنا پڑا، آپ کی کمپنی نے اپنے وسائل کا استعمال کیا اور پاکستان بھر میں ان مختلف اداروں کے ساتھ شراکت کرتے ہوئے کام کیا جو متاثرہ علاقوں میں

۲۰۲۳ء میں بہتر ٹیلنٹ کو برقرار رکھنے کے لئے مختلف اقدامات کر رہی ہے۔ موجودہ پوزیشن اسامیوں کے تحت ملازمین کے حوالہ جات کے لئے ”تعارف“ پروگرام سال کے دوران متعارف کرایا گیا جس میں کمپنی کے موجودہ ملازمین کو خالی اسامیوں کے لئے حوالہ کردہ افراد کے ذریعے سامنے لایا گیا۔

آپ کی کمپنی سوشل میڈیا، لنکڈ ان، انڈیڈ اور بلند تر ریٹ کے حامل گلاس ڈور پر ملازمت کے متلاشی افراد کے لئے مستقل طور پر ایک مقبول ادارہ اور منزل ہے۔ مختلف آجروں کے گروپس کے ساتھ روابط اور ملک کے معروف کاروباری اور ٹیکنالوجی اسکولوں کے ساتھ گہرے روابط اس امر کو یقینی بناتے ہیں کہ ای ایف یو لائف ٹیلنٹ کے ایک بھرپور ذریعے کا حامل ہونے کے ساتھ اسے برقرار بھی رکھتا ہے۔

پے رول کی منتقلی

آپ کی کمپنی نے کامیابی کے ساتھ ہیڈ آفس پے رول کو پرانے میراثی نظام سے ڈیجیٹل HRMS پلیٹ فارم پر منتقل کر دیا ہے، اس کے نتیجے میں پے رول بنانے کا عمل اب کم بوجھل ہونے کے ساتھ مختصر وسائل کا حامل ہے اور اس کے ساتھ تیز رفتار ہو چکا ہے جبکہ ملازمین اپنے ای میل آئی ڈیز اور سیل فون ایپس دونوں جگہ تنخواہوں کے اسٹیٹمنٹ بھی وصول کرتے ہیں۔

ڈیجیٹل پرفارمنس مینجمنٹ سسٹم

ایک نیا ڈیجیٹل پرفارمنس مینجمنٹ سسٹم اس سے قبل ڈیجیٹل HRMS کے حصول کے ضمن میں نافذ کیا گیا تھا تاکہ ملازمین کی کارکردگی کا جائزہ لینے اور جانچ کرنے، بہتری کے لئے اہم نکات کی شناخت، اہداف کے حصول کے ضمن میں پیشرفت کے راستے اختیار کرنے اور انتظامیہ کو ڈیٹا سے متعلق فیصلے کرنے کے سبب طرح ان کی ٹیم کو سپورٹ اور بہتر بنایا جاسکتا ہے، اس کے لئے ایک منظم اور مستعد طریقہ کار فراہم کیا جائے۔

تمام افعال کے ایک کلیدی حصے کے طور پر شعبوں کے سربراہوں اور فرنٹ لائن کے فیچرز نے طویل مدتی اہداف کی نشاندہی کی اور ۲۰۲۳ء کیلئے مستحکم اور قابل عمل اغراض و مقاصد پیش کیے اور ان کو ٹیم اور انفرادی سطح پر بروئے کار لانے کے لئے فیچرز کے ساتھ ان پر کام کا آغاز کیا۔

ایڈوچر ڈیک۔ بنیادی مہارتوں اور اقدار کو دوبارہ متعارف کرانا

پرفارمنس مینجمنٹ سسٹم کے دوبارہ متعارف کرانے کے حصے کے طور پر آپ کی کمپنی کی بنیادی صلاحیتیں اور اقدار کو نئی شکل دی گئی تھی، اس کو ایک کارڈز کے ایک آرٹیکل ڈیک کی صورت میں ری برانڈ کیا گیا تھا جسے ای ایف یو لائف ’ایڈوچر ڈیک‘ کا نام دیا گیا تھا، ملازمین کیلئے یہ سادہ سا مہارت کا ماڈل تھا جو کیریئر کی ترقی کے واضح اہداف فراہم کرنے کے ساتھ ادارے کے اندر گرتھ کے مواقع بھی دیتا ہے جبکہ ای ایف یو لائف اپنے ملازمین کی مہارتوں اور صلاحیتوں کو تسلیم کرتے ہوئے اسے آگے بڑھنے، تسلیم کرنے اور

ڈیجیٹل کلیم کی اطلاع

سیلز برانچز اور کارپوریٹ کلائنٹس کے لیے ایک کلیم پورٹل بھی تشکیل دیا گیا تھا جس سے برانچ کے عمل کو ڈیجیٹل طور پر اطلاعات کی فراہمی میں معاونت کے ساتھ کلیم کے سپورٹ میں مطلوبہ دستاویزات کو اپ لوڈ کرنے میں مدد ملی، جس سے کلیمز کی پروسسنگ اور اسے نمٹانے کا عمل تیز تر ہو گیا۔

ہائپر کنورژڈ انفراسٹرکچر (ایچ سی آئی) اور گارنٹیڈ اپ ٹائم برائے سروسز

ای ایف یو لائف نے کامیابی کے ساتھ اپنی ذاتی پریمیسز میں تھرڈ جزیشن کلاؤڈ کمپیوٹنگ آرکیٹیکچر لاگو کیا جس سے ڈیٹا سینٹر کے آپریشنز سادہ اور سہل ہو گئے اور نیٹ ورک سکیورٹی میں اضافہ ہوا۔ ہائپر کنورژڈ انفراسٹرکچر کی نئی ٹیکنالوجی سے ڈیٹا سینٹر کے ماہرین کو اسٹوریج کی جگہ کے انتظام اور ایک سسٹم سے مختلف سروسز کی کارکردگی بہتر بنانے میں معاونت حاصل ہوئی۔ یہ انفراسٹرکچر ڈیزاسٹر ریکوری کے مقاصد کے لئے بھی کام کے ایک ماحول کو ایک سیکنڈری سائٹ میں تبدیل کر سکتا ہے۔

آپ کی کمپنی نے کاروباری تسلسل کے پلان اور ڈیزاسٹر ریکوری سائٹ میں اضافے کے ذریعے اپیلی کیشنز اور سروسز کے بلا کاؤٹ انتظام کے لئے صلاحیتیں بڑھائیں۔

ملک بھر کی برانچوں سے بہتر روابط

ایک معیاری ڈیسک ٹاپ تجربے کی فراہمی اور یکساں ملک گیر پالیسیاں نافذ کرنے کے لئے آپ کی کمپنی نے ملک بھر میں اپنی ۳۰۰ سے زائد برانچوں کے ساتھ فائبر کنکٹیوٹیٹی پرائیم پی ایل ایس نیٹ ورک پہلے سے قائم کر رکھا ہے۔ اس سال ای ایف یو لائف نے ایم پی ایل ایس آرکیٹیکچر کو اٹھاتے ہوئے فائبر کو جی ایس ایم ٹیکنالوجی سے تبدیل کیا تاکہ فائبر کنکٹیوٹیٹی بالخصوص دور دراز کے علاقوں میں روابط کے چیلنجز کو ختم کیا جاسکے۔ ناردن ریجن اور سردن ریجن سے لگ بھگ ۱۵ برانچز پہلے ہی اس سروس کے ساتھ کام کر رہی ہیں اور مزید برانچوں کو توسیع دینے کا منصوبہ زیر تکمیل ہے۔

ہیومن ریسورس مینجمنٹ

گزشتہ سال اقتصادی مشکلات، افراد قوت کے فروغ اور بڑھتی ہوئی تنخواہوں کا سامنا کرتے ہوئے بہترین ٹیلنٹ کو برقرار رکھنے یا بھرتی کرنے میں مسائل کا سامنا کرنا پڑا۔ کام کرنے کے اس ماحول میں آپ کی کمپنی کی ہیومن ریسورس پرنسپل سرگرمیاں قابلیت پر مبنی، ڈیجیٹل اور ملازمین کی کارکردگی پر توجہ دیتے ہوئے افرادی قوت مستحکم بنانے پر ہیں۔

بھرتیاں اور ملازمین کو برقرار رکھنا

اس سال کلیدی اور نمایاں کو برقرار رکھنے اور بھرتیاں کرنے کے ضمنی میں ادارے کو غیر متوقع اور غیر معمولی دباؤ کا سامنا رہا، جس کی وجہ افراط زر اور مہنگائی کے دباؤ کے ساتھ دستیاب ٹیلنٹ کے مختصر پول کے لئے مارکیٹ کی بڑھتی ہوئی مسابقت تھی۔ آپ کی کمپنی

طور پر ایک پورٹل فراہم کیا جو پالیسی انفارمیشن اور دیگر سروسز کے لئے فوری اور باسہولت رسائی کے لئے تھا۔ پورٹل مستقل طور پر درخواست کردہ معلومات جیسا کہ روزانہ ایم آئی ایس، استقامت کی رپورٹس وغیرہ پر مشتمل تھا جو بروقت فیصلہ کرنے کی سہولت اور ای میل کے روابط کو مستقل تبادلے کو کم کرنے میں معاونت فراہم کرتا ہے۔

کارپوریٹس کے لئے گروپ لائف تکافل پورٹل

ای ایف یو لائف نے کارپوریٹ شرکت کنندگان کیلئے ایک آن لائن سہولت متعارف کرایا جو ویب سائٹ پر ان کی پالیسی سے متعلق سروسز کے فوری انتظام کے لئے گروپ لائف تکافل پالیسیز کا حامل ہے۔ پورٹل پالیسی کی تفصیلات، کلیم کی اطلاعات، پریمیم کی ادائیگی کی تفصیلات وغیرہ تک رسائی کی فراہمی اور کلائنٹس اور مارکیٹنگ پرسونیل کا انتظامی ہوجھ کم کرنے اور کارکردگی بہتر بنانے میں معاونت فراہم کرتا ہے۔

سیلز ایجنٹس پورٹل کو اپ گریڈ کیا گیا

سال ۲۰۲۲ء کے دوران سیلز ایجنٹس پورٹل کو مستقل طور پر اپ گریڈ کیا جاتا رہا تاکہ کاروبار کی معلومات کو حقیقی وقت اور کلائنٹ کے استفسارات کی بہتر سروسنگ کی سہولت دی جاسکے۔

سیلز ایجنٹس پورٹل کو اپ گریڈ کیا گیا

سال ۲۰۲۲ء کے دوران سیلز ایجنٹس پورٹل کو مستقل طور پر اپ گریڈ کیا جاتا رہا تاکہ کاروبار کی معلومات کو حقیقی وقت فراہم اور کلائنٹ کے استفسارات کی بہتر سروسنگ کی سہولت دی جاسکے۔

لرننگ مینجمنٹ سسٹم

آپ کی کمپنی نے ایک موبائل اپ اپنی سیلز ایجنٹس اور بینک ایڈیٹورس نمائندوں کے لئے تربیت کی فراہمی کے پروگرام کے طور پر متعارف کرائی۔ یہ ایپ ان کو ملک کے کسی بھی حصے میں کسی بھی وقت ورچوئل ٹریننگ میں جانے کی سہولت فراہم کرتی ہے۔ انٹرایکٹیو ڈیویس مواد بشمول دیگر سرگرمیاں، اہداف اور جائزوں کی دستیابی ممکن بنائی جاتی ہے، جو ممکنہ طور پر ایجنٹ کے پروفائل کا حصہ بنتی ہے۔

تکافل چیٹ بوٹ

سال ۲۰۱۹ء میں فیس بک کے پلیٹ فارم پر "ای ایف یو لائف بوٹ" کو کامیابی کے ساتھ متعارف کرانے کے بعد آپ کی کمپنی نے اپنے آئی ایف ایس بک چیٹ "ای ایف یو حمایتی تکافل" پر اپنے تکافل شرکت کنندگان کے لئے "ای ایف یو حمایتی بوٹ" کو متعارف کرایا۔ یہ چیٹ بوٹ ایک ورچوئل اسٹنٹ ہے جو کہ مشین لرننگ کو لاگو کرتی ہے اور خود کار جوابات فراہم کرنے کے ساتھ عام صارف کے استفسارات کو نمٹاتی اور متوقع اور موجودہ کلائنٹس کے لئے بہترین سروس کے تجربات سامنے لاتی ہے۔

آئی بی ایم بزنس پروسیس منیجر

آپ کی کمپنی نے آئی بی ایم بزنس پروسیس منیجر (بی بی ایم) کیلئے پہلے سے نافذ کردہ فائل نیٹ اور بی بی ایم سسٹمز کو اپ گریڈ کیا تاکہ ڈیجیٹل فائلنگ کا مکمل مستعد بنایا جائے اور انڈر رائٹنگ کے عمل کو برقی رفتار کی ذریعے بہتر بنایا جاسکے۔ اس کو اپ گریڈ کرنے کے نتائج کاروبار کے افعال کے بہتر کنٹرول، ٹیم ممبران کے درمیان اشتراک کار میں اضافے، ڈیٹا کی غلطیوں کو کم کرنے اور قانونی شرائط اور اندرونی پالیسیوں پر بہتر عملدرآمد کی صورت میں ظاہر ہوئے۔

پاکستان اسٹاک ایکسچینج کی جانب سے تیسری مرتبہ کارپوریٹ گورننس، مالیاتی کارکردگی اور شیئر ہولڈر کی ویلویو کے سلسلے میں اپنی خدمات کے اعتراف میں سال ۲۰۲۱ء کیلئے ٹاپ ۲۵ کمپنیز کا اعزاز۔

۳۷ ویں کارپوریٹ ایکسیلینس ایوارڈز ۲۰۲۲ء میں بہترین لائف انشورنس کمپنی کیلئے کارپوریٹ ایکسیلینس ایوارڈ۔ یہ مینجمنٹ ایسوسی ایشن آف پاکستان (ایم اے پی) کی جانب سے انتظامی طریقہ کار میں بہترین معیار کا مظاہرہ کرنے کے اعتراف میں کمپنی کو ۱۳ مرتبہ تفویض کیا گیا ہے۔

بہترین لائف انشورنس کمپنی کیلئے برانڈ آف دی ایئر ایوارڈ ۲۰۲۱ء جو مارکیٹ میں استحکام اور دی برانڈ فاؤنڈیشن کی جانب سے صارفین کی ترجیح پر مبنی تھا۔ کمپنی نے یہ ٹائٹل ۱۰ مرتبہ حاصل کیا ہے۔

۱۶ ویں کنزرویٹو ایوارڈز ۲۰۲۱-۲۰۲۲ء میں انتظامی طریقہ کار اور سروسز کے معیار کے اعتراف میں بہترین لائف انشورنس کمپنی کے لئے کنزرویٹو ڈیمانڈ ایوارڈ ۲۰۲۲ء۔

دی پروفیشنل نیٹ ورک اور اتھورٹیز ایسوسی ایشن (ای بی یو) کی جانب سے منعقدہ ۸ ویں انٹرنیشنل سمٹ ایوارڈز برائے ماحولیات، ہیلتھ و سیفٹی میں بہترین ماحولیاتی طریقہ کار کی کیٹیگری میں انٹرنیشنل اینوائزمنٹ، ہیلتھ و سیفٹی ایوارڈ۔

ہیلتھ، تعلیم اور ماحولیات کے شعبوں میں کمپنی کی کوششوں کے اعتراف میں گیارہویں کارپوریٹ سوشل ریسپانسیبلٹی سمٹ و ایوارڈ میں ”سماجی اثرات“ کی کیٹیگری میں سی ایس ای آر ایوارڈ ۲۰۲۲ء۔

مارکیٹنگ اور آگاہی کی مہم

لائف انشورنس کے بارے میں مزید آگاہی پیدا کرنے کی غرض سے ۲۰۲۱ء کی مارکیٹنگ کوششوں کو ترویج دیتے ہوئے آپ کی کمپنی نے ٹی وی، ڈیجیٹل پرنٹ میڈیا اور یوٹیوب پر ”لائف کا اصلی بیک اپ“ مہم کے دوسرے مرحلے کا آغاز کیا، اس مہم کے پیغام میں اس آئیڈیے پر نگاہ رکھی کہ کوئی بھی فرد ایک مکمل اور مسائل سے آزاد زندگی گزار سکتا ہے اگر وہ لائف کا بیک اپ رکھتا ہے اور ای ایف یو لائف آپ کو دے گی؟ اصلی بیک اپ۔ اس کے کلیم کے تحت پچاس لاکھ روپے تک کی لائف کورپس سیونگز کی پیشکش محض ۱۰۰ روپے روزانہ کی بچت پر کی گئی تھی۔ اس پیغام کو مزید تقویت فراہم کرتے ہوئے ہم نے سال بھر اپنے ڈیجیٹل پلٹ فارم پر اپنی موثر موجودگی کو برقرار رکھا۔

ٹیکنالوجی اور اس پر عملدرآمد کی مہارتیں

سال ۲۰۲۲ء کے دوران آپ کی کمپنی نے اپنے انفارمیشن سسٹمز اور آپریشنل طریقہ کار میں بہتری کے حوالے سے متعدد اقدامات کیے۔ اس سال کے دوران کی جانے والی چند کلیدی پیشرفت اور نمایاں اقدامات درج ذیل ہیں:

بینک کے پارٹنرز کا پورٹل

آپ کی کمپنی نے اپنے بینک کے شراکت کاروں کے لئے ایک ون اسٹاپ سولوشن کے

مکافل کے لئے دی گئی طلب مستقبل کی میں اضافہ اور مکافل برنس کی صلاحیت کے بارے میں مثبت ہے اور توقع ہے کہ آنے والے سالوں میں کاروبار کی اس لائن کی شراکت ٹاپ لائن نیز چنگی سطح پر بھی مثبت شراکت کی حامل ہوگی۔

کارکردگی کے لئے اہم اقدامات

کمپنی اپنی کارکردگی کا جائزہ درج ذیل کلیدی پرفارمنس کے اشاریوں سے لیتی ہے۔

- کاروبار کی ہر مد کیلئے پرمینیم کی نشوونما
- بیمہ شدہ افراد کی تعداد
- تقسیم کار چھینل کے ذریعے انفرادی بیمہ زندگی کے کاروبار کا تسلسل
- ہلاکتوں اور بیماری کا تجربہ
- قلیل مدت کاروبار کے لئے نقصان کی شرح کا تجزیہ
- اخراجات کی شرح تناسب اور رجحانات
- کاروبار کی ہر مد کیلئے منافع میں نشوونما

کمپنی مستقبل کیلئے ان عوامل کو با مقصد رہنے کی توقع رکھتی ہے اور اس کے ساتھ ساتھ اپنی داخلی کارکردگی کا اقدام اسی کسوٹی کی بنیاد پر جاری رکھے گی۔

بیمہ کردہ کی مالیاتی صلاحیت کی درجہ بندی

وی آئی ایس کریڈٹ ریٹنگ ایجنسی کی طرف سے کمپنی کو Outlook (AA+) Stable کمپنی کی مالیاتی صلاحیت کی درجہ بندی مقرر کی گئی۔ یہ درجہ بندی کمپنی کے درجہ اور اس کے مقابلے میں بیمہ کئے گئے خطرات کی نوعیت اور بیمہ کنندگان کی فرائض پورا کرنے کی بہت اعلیٰ صلاحیت کی اہمیت کو خاطر میں لاتی ہے۔ یہ درجہ بندی تصدیق کرتی ہے کہ کمپنی مستحکم مالیاتی راہ پر گامزن ہے اور طویل مدتی پائیدار کاروبار کی حکمت عملیوں، جدید و اختراعی پروڈکٹس، بہترین نظام و آئی ٹی انفراسٹرکچر، مطمئن صارفین اور محتاط سرمایہ کاری پالیسیوں کے لحاظ سے سرکرہ لائف انشورنس کمپنیوں میں سے ایک ہے جس کے نتیجے کے طور پر ہمارے کلائنٹس، بہترین وسط مدتی تا طویل مدتی منافع جات حاصل کر رہے ہیں۔

اعزازات اور کامیابیاں

سال ۲۰۲۲ء کے دوران آپ کی کمپنی نے اپنی منفرد کارکردگی اور قیادت کو تسلیم کراتے ہوئے متعدد اعزازات حاصل کیے۔ چند کلیدی ایوارڈز کی تفصیل درج ذیل میں دی گئی ہے:

- صارفین کے تجربے، پروڈکٹ اور ٹیکنالوجیکل جدت طرازی کے ضمن میں امتیازی معیار کا مظاہرہ کرنے کے ساتھ ملک میں انشورنس کے دخول میں اضافے کے اقدامات کے حوالے سے مستقل دوسرے سال کیلئے انشورنس اییشیا ایوارڈز ۲۰۲۲ء میں پاکستان کا بیسٹ ڈومیسٹک لائف انشوررز کا اعزاز۔
- مستقل دوسرے سال کیلئے گلوبل برنس آؤٹ لگ (جی بی او) ایوارڈز ۲۰۲۲ء میں بیسٹ ڈومیسٹک لائف انشوررز کا ایوارڈ۔

نینو (Nano) بیمہ تحفظ فراہم کرنے کے ضمن میں متعارف کرائے۔

کمپنی اپنے کاروبار کی دو بنیادی اقسام کیلئے مختلف تقسیم کاری چیلنجز رکھتی ہے۔ انفرادی لائف اور گروپ لائف۔ انفرادی لائف کے کاروبار کیلئے، کمپنی ایجنسی سیز فورس اور پیکشورس چیلنجز استعمال کرتی ہے۔ ایجنسی سیز فورس کے حصے کے طور پر، کمپنی تکافل کے لئے ایک سرگرم ٹیم رکھتی ہے۔

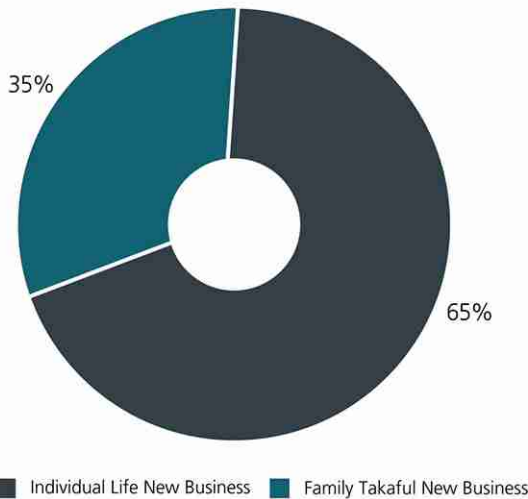
گروپ لائف کاروبار کیلئے، کمپنی اپنی سرگرم مارکیٹنگ ٹیم، تجارتی بینکوں اور دیگر درمیانی چیلنجز جیسے کہ موبائل نیٹ ورک آپریٹرز، برانچ لیس بینکس، مائیکرو فنانس اداروں اور مائیکرو فنانس بینکوں، فنڈیک / انشوریک پلیٹ فارمز کے ساتھ ساتھ ڈیجیٹل اور ادائیگی کے پلیٹ فارمز استعمال کرتی ہے۔

پورے ملک میں انفرادی بیمہ زندگی کی شاخوں کا جال 320 مقامات تک پھیل گیا ہے، بشمول تکافل کیلئے وقف کردہ برانچز۔ پیکشورس کیلئے کمپنی کی 15 بینکوں کے ساتھ شراکت ہے۔ عوامی مارکیٹ اور بیمہ کے شعبوں میں شمولیت کیلئے کمپنی نے 37 شراکت کاروں کی پارٹنرشپ حاصل کی ہے۔

فیملی تکافل

کمپنی کا ونڈو تکافل آپریٹرز، جمائیہ نے ۲۰۲۲ء میں اپنی شرح نمو کی رفتار بڑھانے پر توجہ دیتے ہوئے انفرادی لائف اور تکافل سیز فورس، بینک پارٹنرز، موبائل نیٹ ورک آپریٹرز، ڈیجیٹل پلیٹ فارمز اور دیگر کے ذریعے تقسیم کردہ تکافل پروڈکٹس کی مکمل رینج پیش کرتی رہی۔

تکافل اور کنوشنل برنس کی جانب سے کمپنی کے نئے کاروبار کا پھیلاؤ تکافل کے 35 فیصد کے حصے کے ساتھ درج ذیل کے مطابق ہے:



۲۰۲۱ء کے ذریعے یکم جولائی ۲۰۲۱ء سے 15 فیصد کی شرح سے لائف انشورنس پر سیز ٹیکس لاگو کیا جو اس سے قبل معیشت کو دستاویزی شکل دینے کی وجہ سے مستثنیٰ تھا۔ اس معاملے کو آئی اے پی کی جانب سے کے پی آر اے کے ساتھ اٹھایا گیا کہ وضاحت کی جائے کہ ”انشورنس“ ایک وفاقی معاملہ ہے، لہذا انشورنس کے سلسلے میں قانون صوبے کی جانب سے نہیں بنایا جانا چاہیے۔

بڑھتی ہوئی رسائی

پاکستانی انشورنس مارکیٹ بدستور وسیع طور پر لائف انشورنس کے دخول سے بڑی حد تک دور ہے (مجموعی پریمیم جی ڈی پی کا فیصد) ایک فیصد سے بھی کم ہے، 25 سال سے کم عمر کی 60 فیصد آبادی کے ساتھ اور ڈبل کلاس طبقے کی تعداد بڑھنے کے ساتھ پاکستان لائف انشورنس سیکٹر کیلئے مناسب مواقعوں کی پیشکش کرتا ہے جو طے شدہ پیشکشوں کے ذریعے ابھرتے ہوئے صارفین کو ظاہر کرتے ہیں۔

مالیاتی شمولیت کے اہداف کو چلاتے ہوئے اسٹیٹ بینک آف پاکستان اور سیکورٹیز اینڈ ایکسچینج کمیشن آف پاکستان نے مالیاتی سروسز کی رسائی بہتر بنانے کیلئے متعدد اقدامات کیے ہیں تاکہ مالیاتی سروسز فراہم کرنے والے اداروں کو سہولت اور عوام الناس میں مالیاتی آگاہی بڑھ سکے۔ آگے کی صورت حال کو دیکھتے ہوئے قانونی اور پالیسی اقدامات بشمول مالیاتی سروسز، ادائیگی اور روابط کے پلیٹ فارمز کی ڈیجیٹل رسائی میں اضافہ ممکنہ طور پر ملک کے انشورنس شعبے میں مثبت شراکت کا حامل ہے۔

کمپنی مالیاتی ضروریات کا تحفظ کرتے ہوئے اور سماج کے مختلف سماجی۔ اقتصادی شعبوں پر توجہ دیتے ہوئے جامع پروڈکٹ رینج کی پیشکش کرتی ہے۔ جن کی حد عوامی مارکیٹ سے اعلیٰ تر خالص قدر و قیمت کے شعبوں تک ہے۔ کمپنی کی پروڈکٹس رینج کنوشنل اور تکافل پروڈکٹس دونوں پیش کرتی ہے جو بچتوں اور دولت کے تحفظ، بچوں کی تعلیم و شادی، ریٹائرمنٹ کی پلاننگ نیز تحفظ کی ضروریات پر توجہ دینے کا مرکز ہیں۔ عوامی مارکیٹ کے شعبہ بیمہ کے لئے کمپنی تحفظ کے کئی سولوشنز جیسا کہ ٹرم لائف، ذاتی حادثے اور اسپتال میں کیش پر توجہ دیتی ہیں۔

کمپنی اپنے ریٹیل ڈسٹری بیوشن چیلنجز۔ سیز فورس نیز بینک ایسورنس شراکت کاروں کے ذریعے پیش کردہ موجودہ تجاویز میں اضافے کے ذریعے اپنی پروڈکٹ رینج کا ازسرنو جائزہ لینے کا سلسلہ جاری رکھے ہوئے ہے۔ سال کے دوران سیز فورس، پیکشورس نیز عوامی مارکیٹ سیگمنٹ اور ڈیجیٹل پلیٹ فارمز کیلئے مختلف خصوصی پروڈکٹس متعارف کرائی گئیں۔ کمپنی نے عوامی مارکیٹ میں اپنی موجودگی کو مستحکم بنانے کا سلسلہ برقرار رکھا اور بیمہ کے شعبوں میں شمولیت اختیار کرنے کے ساتھ جدید اور منفرد مالیاتی سولوشنز اور ٹیلی کمیونیکیشن کمپنیوں، برانچ لیس بینکوں، مائیکرو فنانس انسٹی ٹیوشنز اور ٹیکنالوجی پلیٹ فارمز کے ساتھ ڈسٹری بیوشن ماڈلز 3 ملین اضافی زندگیوں کو سال کے دوران مائیکرو اور

آڈٹ رپورٹ میں ایک واضح رائے جاری کی ہے جبکہ اس امر پر زور دیا گیا ہے جو کہ لائف انشورنس سروسز پر پنجاب سیلز ٹیکس (پی ایس ٹی) اور سندھ سیلز ٹیکس (ایس ایس ٹی) کے اسکوپ اور نفاذ کے سلسلے میں مالیاتی حساب کے نوٹ 26.2 میں زیر بحث لایا گیا ہے۔

زیر معاملہ پیرا گراف پر زور

اسٹیجوری آڈیٹرز نے آڈٹ کے اظہار رائے میں کسی تبدیلی کے بغیر درج ذیل معاملے کے سلسلے میں آڈٹ رپورٹ کے زیر معاملہ پیرا گراف کو خصوصی طور پر بھی شامل کیا ہے:

لائف انشورنس پریمیم پر سیلز ٹیکس

۲۰۱۹ء کے دوران کمپنی نے دیگر لائف انشورنس انڈسٹری سے وابستہ کمپنیوں کے ساتھ اپنے ٹیکس کنسلٹنٹس کی مشاورت سے معزز عدالت عالیہ لاہور اور سندھ میں پیشینہ فائل کیس جس میں پنجاب اور سندھ میں لائف انشورنس پر پنجاب سیلز ٹیکس (پی ایس ٹی) اور سندھ سیلز ٹیکس (ایس ایس ٹی) کو چیلنج کیا گیا تھا۔ ان پیشینہ کو حاصل کردہ بھر پور قانونی مشاورت کے ساتھ داخل کیا گیا۔

درخواست کی بنیاد کے مطابق اور کمپنی کی جانب سے حاصل کردہ قانونی آراء کے تحت انشورنس پریمیم سروس کی تعریف کے تحت نہیں آتا بلکہ یہ مالیاتی انتظام کے مطابق ایک بیمہ پالیسی ہے جو ایک نوعیت کا معاہدہ ہے اور کوئی سروس نہیں جس کے تحت اس پر سیلز ٹیکس عائد کیا جاسکتا ہے (اور یہ کہ کوئی بیمہ کمپنی سروس فراہم کرنے والا ادارہ نہیں)۔ قانونی آراء بیمہ زندگی پر صوبائی سیلز ٹیکس کے نفاذ پر اٹھنے والے آئینی سوالات پر مشتمل تھی جو کہ ان کے پیش نظر ایک مقامی معاملہ ہے۔ اس آراء میں یہ بھی شامل کیا گیا تھا کہ پالیسی کی لائف کے دوران کسی بھی پالیسی ہولڈر سے وصول کردہ پریمیم کی بڑی اکثریت درحقیقت پالیسی ہولڈر کے سرمایہ کاری اکاؤنٹ میں منتقل ہوتی ہے اور جیسا کہ یہ انتہائی اہم ہے کہ ان ضوابط میں قانونی شکوک کو شامل کیا جائے۔

درخواست داخل کرنے کے بعد مزید برآں تمام صوبائی ٹیکس حکام مثلاً ایس آر بی، پی آر اے اور پی آر اے نے صنعتی نمائندوں کا ایک اجلاس ۱۱ جنوری ۲۰۲۰ء کو کراچی میں پریمیم پر سیلز ٹیکس سے متعلق امور پر بحث کرنے کے سلسلے میں طلب کیا۔ اس معاملے پر تفصیل سے بحث ہوئی اور اس پر یہ رضامندی ظاہر کی گئی کہ صنعت سے متعلق نمائندوں اور تمام تر صوبائی سیلز حکام کے نمائندوں پر مشتمل ایک مشترکہ کمیٹی تشکیل دی جائے۔ بعد از آن تشکیل دی گئی کمیٹی نے ۵ فروری ۲۰۲۰ء کو لاہور میں پی آر اے آفس میں اس معاملے پر مزید کام کی غرض سے اجلاس طلب کیا۔ اس کے بعد COVID-19 (کورونا وائرس) کی صورتحال درپیش ہوئی اور بعد ازاں مستقل لاک ڈاؤن کی وجہ سے مشترکہ کمیٹی کے مزید اجلاس منعقد نہ ہو سکے۔

مزید برآں خیبر پختونخوا ریونیو اتھارٹی (کے پی آر اے) نے خیبر پختونخوا فنانس ایکٹ،

000, روپے

13,442

1,508,197

47,241

(174,426)

1,394,454

(450,000)

(1,050,000)

120,000

(1,380,000)

14,454

1,692,118

(1,761)

(59,272)

1,645,539

(450,000)

(1,050,000)

(140,000)

(1,640,000)

5,539

مناسبت کیلئے دستیاب رقم:

پچھلے سال کی (اس مد میں) دستیاب رقم

سال کے لئے بعد از ٹیکس منافع

سرمائے کا حصہ۔ ونڈوفیلی ٹکافل

لیجر ڈی کے کھاتے پر حاصل آمدنی۔

قرض ادائیگی کا مارجن

مناسبت کیلئے دستیاب رقم

اعلان کردہ عبوری ڈویڈنڈ ۲۰۲۱ء

بشرح 45 فیصد (۲۰۲۰ء: 45 فیصد) (450,000) حتیٰ نقد ڈویڈنڈ ۲۰۲۱ء: بشرح 105 فیصد

(۲۰۲۰ء: 105 فیصد)

عام پس اندازوں کو منتقلی

پچھلے سال کی غیر مقرر رقم

بعد از ٹیکس سال رواں میں منافع

سرمائے کا حصہ۔ ونڈوفیلی ٹکافل

لیجر ڈی کے کھاتے پر حاصل آمدنی۔

قرض ادائیگی کا مارجن

مناسبت کیلئے دستیاب رقم

ڈائریکٹرز نے تجویز دی ہے کہ

اس رقم کو درج ذیل طور پر مقرر کیا جائے:

اعلان کردہ عبوری ڈویڈنڈ ۲۰۲۲ء

بشرح 45 فیصد (۲۰۲۱ء: 45 فیصد) (450,000)

تجویز کردہ حتیٰ ڈویڈنڈ:

عمومی ریزرو میں مجوزہ منتقلی

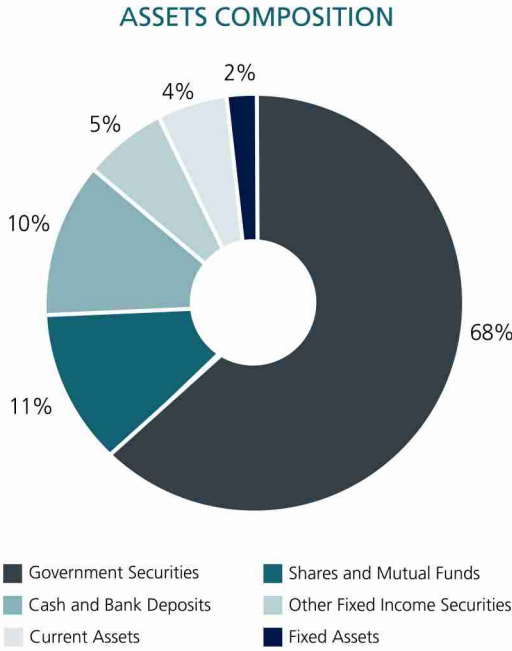
مارکیٹ کی شراکت

۳۰ ستمبر ۲۰۲۲ء کو انشورنس ایسوسی ایشن آف پاکستان کے مرتب کردہ اعداد و شمار کی بنیاد پر، نجی بیمہ زندگی کے شعبے سے منسلک کمپنیوں میں، ہماری کمپنی نے مجموعی پریمیم اور کٹریبیویشن کی آمدنی کے اعتبار سے مارکیٹ میں 30 فیصد حصہ ڈالا۔

آڈٹ رپورٹ

کمپنی کے اسٹیجوری آڈیٹرز، ای وائی فورڈ رہوڈز، چارٹرڈ اکاؤنٹنٹس کراچی نے اپنی

پالیسی ہولڈرز کیلئے فنڈ کے دستیاب آپشنز کو وسیع تر بنانے کیلئے کمپنی نے انکم گروتھ فنڈ متعارف کرایا تھا، یہ فنڈ قدامت پسندی سے گورنمنٹ سیکورٹیز میں سرمایہ کاری کر رہا ہے۔ کمپنی ایک مضبوط بیلنس شیٹ کی حامل ہے جس میں موجودہ جملہ اثاثے 178 بلین روپے ہیں (۲۰۲۱ء: 163 بلین روپے)۔ اثاثوں کا مرکب درج ذیل ہے:



منافع جات اور فی حصص آمدن

کمپنی کی خالص آمدنی 53.01 بلین روپے (سرمایہ کاری کی آمدنی اور مالی اثاثہ جات پر خالص منافع جات شامل کرنے کے بعد) تھی۔ خالص انشورنس بینی فٹس اور مجموعی اخراجات کی مالیت 50.16 بلین روپے رہی، لہذا اس کے نتیجے میں 2.84 بلین روپے کا منافع قبل از ٹیکس حاصل ہوا۔ اس کا مطلب یہ ہوا کہ 1.69 بلین روپے کا منافع بعد از ٹیکس حاصل کیا گیا (۲۰۲۱ء: 1.51 بلین روپے)، ٹیکس کے سال ۲۰۲۲ء اور ۲۰۲۳ء کیلئے اضافی غیر معینہ 4 فیصد سالانہ سپر ٹیکس کے نفاذ کے سبب اثرات مرتب ہو رہے ہیں۔

فی حصص آمدن

رواں سال کیلئے فی حصص آمدن 16.92 روپے رہی (۲۰۲۱ء: 15.08 روپے)۔

مناسبت اور ڈویڈنڈ

آپ کے ڈائریکٹرز، کمپنی کے حصص کنندگان کیلئے جن کے نام ۲۴ مارچ ۲۰۲۳ء کو کاروبار کے اختتام پر کمپنی کے حصص رجسٹر میں موجود ہیں، 10.5 روپے (105 فیصد) ڈویڈنڈ فی حصص کی تجویز پیش کرنے میں مسرت محسوس کرتے ہیں۔ یہ نقد ڈویڈنڈ، سال کے دوران پیش کئے گئے 4.50 روپے فی شیئر (45 فیصد) کے عبوری نقد ڈویڈنڈ کے علاوہ ہے۔

نمائے (۲۰۲۱ء: 4.09 بلین روپے)۔ اس میں سے انفرادی لائف کلیمز 1.30 بلین روپے اور گروپ لائف کلیمز 2.55 بلین روپے رہے

GROSS DEATH & DISABILITY CLAIMS 5 YEAR SUMMARY (Rupees in Millions)



سرمایہ کاری کی کارکردگی

کمپنی نے PSX-100 انڈیکس کی کارکردگی نیز سال میں کئی بار اسٹیٹ بینک آف پاکستان کی جانب سے شرح سود میں اضافے کے باعث ۲۰۲۲ء کے دوران اپنے قرضے اور ایکویٹی پورٹ فولیوز کا موثر طور پر بندوبست کیا۔

تمام پونٹ سے منسلک فنڈز کی اصل اثاثہ قدر 159 بلین روپے (۲۰۲۱ء: 145 بلین روپے) خالص سرمایہ کار آمدنی 15 بلین روپے تھی۔

انتظامیہ کے تحت فنڈز کے اس حجم نے آپ کی کمپنی کو پاکستان میں بیمہ زندگی کے نجی شعبے میں نمایاں اثاثہ بنجرز میں ایک مقام فراہم کیا ہے۔ کمپنی اپنے صارفین کو، جو صارفین کی سرمایہ کاری کی حکمت عملی اور خطرے کے اندیشے کے میلان کے اعتبار سے مختلف ہیں، درج ذیل فنڈز پیش کرتی ہے:

روایتی اور پونٹ سے منسلک کاروبار کے لئے:

- مینیجر گروتھ فنڈ، قائم شدہ: ۱۹۹۳ء
- اعتماد گروتھ فنڈ، قائم شدہ: ۲۰۰۸ء
- گارنٹیڈ گروتھ فنڈ، قائم شدہ: ۲۰۰۹ء
- ایگریو فنڈ، قائم شدہ: ۲۰۱۷ء
- انکم گروتھ فنڈ، قائم شدہ: ۲۰۲۲ء

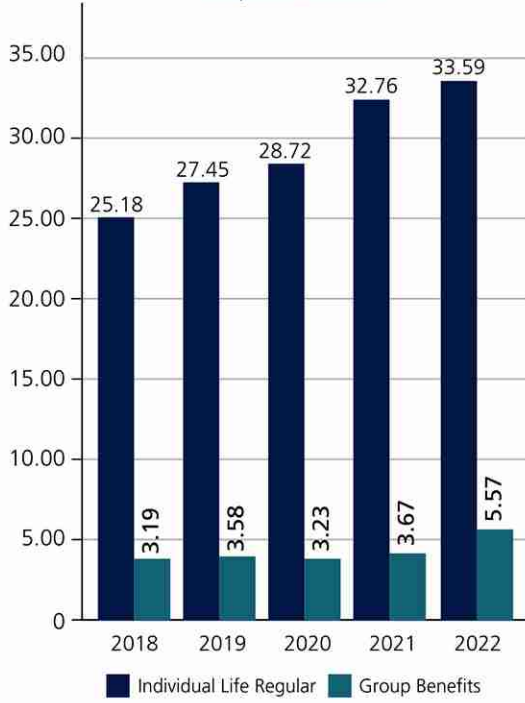
پونٹ سے منسلک تکافل کاروبار کے لئے:

- تکافل گروتھ فنڈ، قائم شدہ: ۲۰۱۵ء
- تکافل ایگریو فنڈ، قائم شدہ: ۲۰۱۷ء
- تکافل کنزرویٹو فنڈ، قائم شدہ: ۲۰۱۹ء

ڈائریکٹرز رپورٹ برائے سال ۲۰۲۲ء

گزشتہ 5 سال کا مجموعی پریمیئم (بشمول تکافل حصہ جات) اضافے کا رجحان درج ذیل کے مطابق ہے:

**GROSS PREMIUM GROWTH
5 YEAR SUMMARY**
(Individual Life Regular Premium & Group Benefits)
(Rupees in Billions)



واحد پریمیئم 719 ملین روپے رہا (۲۰۲۱ء: 1.01 بلین روپے)۔

کمپنی کا ونڈو تکافل آپریشنز جمایا اپنے آپریشن کے 8 ویں سال میں داخل ہو چکا ہے اور اس نے ٹاپ لائن پر اضافہ ظاہر کرنے کا سلسلہ برقرار رکھا ہوا ہے۔ سال ۲۰۲۲ء کے دوران کمپنی نے مجموعی طور پر 8.49 بلین روپے کا تکافل حصہ جات حاصل کیا (۲۰۲۱: 7.44 بلین روپے) اور اس طرح 14 فیصد کا ایک متاثر کن اضافہ ظاہر کیا۔ انفرادی فیملی تکافل کا نیا بزنس 2.53 بلین روپے رہا (۲۰۲۱: 2.67 بلین روپے)۔ تجدیدی حصہ جات 5.14 بلین روپے تھا (۲۰۲۱: 3.97 بلین روپے) اور یوں 29.5 فیصد کا بلند تر اضافہ ریکارڈ کی گیا۔ گروپ فیملی تکافل کیلئے کمپنی نے 609 ملین روپے کا بزنس حاصل کیا (۲۰۲۱: 435 ملین روپے) اور 40 فیصد کی متاثر کن بہتری دیکھنے میں آئی۔ مجموعی طور پر کمپنی توقع کرتی ہے کہ اس کے بزنس کا تکافل لائن ۲۰۲۳ء کے دوران اپنی ٹاپ لائن شراکت کا سلسلہ برقرار رکھے گا۔

کلیم کی ادائیگیاں

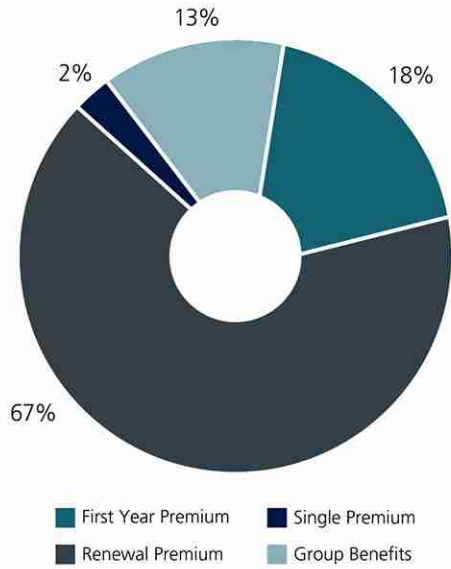
۲۰۲۲ء کے دوران بھی کمپنی کی توجہ کلیمز کو بروقت اور فوری طور پر نمٹانے پر مرکوز رہی۔ کمپنی نے مجموعی طور پر اموات اور معذوری کے حوالے سے 3.85 بلین روپے کے کلیمز

آپ کی کمپنی کے ڈائریکٹرز، آپ کو کمپنی کی اکتیسویں سالانہ رپورٹ برائے سال ۲۰۲۲ء جس کا اختتام ۳۱ دسمبر ۲۰۲۲ء کو ہوا، پیش کرنے میں مسرت محسوس کرتے ہیں۔

کاروباری کارکردگی

آپ کی کمپنی کا مجموعی پریمیئم (بشمول تکافل حصہ جات) 39.56 بلین روپے (۲۰۲۱: 37.41 بلین روپے) تھا اور اس طرح 6 فیصد کا اضافہ ہوا۔ مجموعی پریمیئم کا مرکب درج ذیل تھا:

GROSS PREMIUM COMPOSITION



انفرادی بیمہ زندگی کے باقاعدہ پریمیئمز (بشمول تکافل حصہ جات) 3 فیصد بڑھ کر 33.59 بلین روپے کے مجموعی پریمیئم تک پہنچ گئے (۲۰۲۱ء: 32.76 بلین روپے)۔ انفرادی لائف نے نئے بزنس کا حجم 7.14 بلین روپے تھا (۲۰۲۱ء: 7.80 بلین روپے)۔

تجدیدی پریمیئم کمپنی کی لائف لائن ہے اور کاروباری ماڈل کی اہمیت پر ایک طویل مدتی اثرات کا حامل ہے۔ اس کے ساتھ ساتھ یہ کمپنی کی پروڈکٹس اور سروسز کے بارے میں صارف کے اطمینان کی عکاسی بھی کرتا ہے۔ ۲۰۲۲ء میں تجدیدی پریمیئم 26.45 بلین روپے تک بڑھ گیا (۲۰۲۱: 24.96 بلین روپے) اور اس طرح 6 فیصد کی اضافہ حاصل ہوا۔ کلائنٹ کو برقرار رکھنے کی سگرمیاں پورے سال جاری رہیں اور سلیز فورس اور بینک ایئورنس دونوں نے مثبت نتائج ظاہر کیے۔

گروپ بنی فٹس نے اوپر کی سطح پر نمایاں گروتھ ظاہر کی۔ مجموعی پریمیئم بشمول تکافل حصہ جات 52 فیصد تک بڑھ کر 5.57 بلین روپے ہو گیا (۲۰۲۱: 3.67 بلین روپے)۔

Risk and Opportunity Report

Managing risks lies at the core of our business. Our Risk Management efforts focus on ensuring sound and sustainable growth while protecting the unique combination of our tangible and intangible assets. A sound risk management framework aids in reducing the chances and consequences of risks materializing. It also delivers benefits when it comes to making strategic decisions. For effective implementation of the risk management framework, our dedicated ERM function, which operates independently from other business units, support functions as well as the Internal Audit, is responsible for ensuring a sound risk culture with the support of CEO.

ERM function acts as a strategic partner to the business units, advising them on risks issues and on the best way to identify and manage these issues. We continue to ensure that the Company maintains an effective system of managing risks and internal controls; while ensuring a constant evaluation of evolving risk landscape. We believe that disasters cannot always be avoided, but with effective planning the potential impact can be significantly reduced.

The following are overall objectives of risk management activities at EFU Life:

- Individuals who take or manage risks clearly understand them and are in a better position to proactively identify emerging risks
- Risk-taking decisions are in line with the corporate goals set by the Board
- Risk management approach remains aligned with the regulatory requirements as well as best industry practices

The Company is well committed to operating within a strong system of internal control that will enable us to take risks and achieve growth targets, without exposing ourselves to unacceptable potential failures.

Sources of major risks and mitigating strategies

The Company considers following to be important risks:

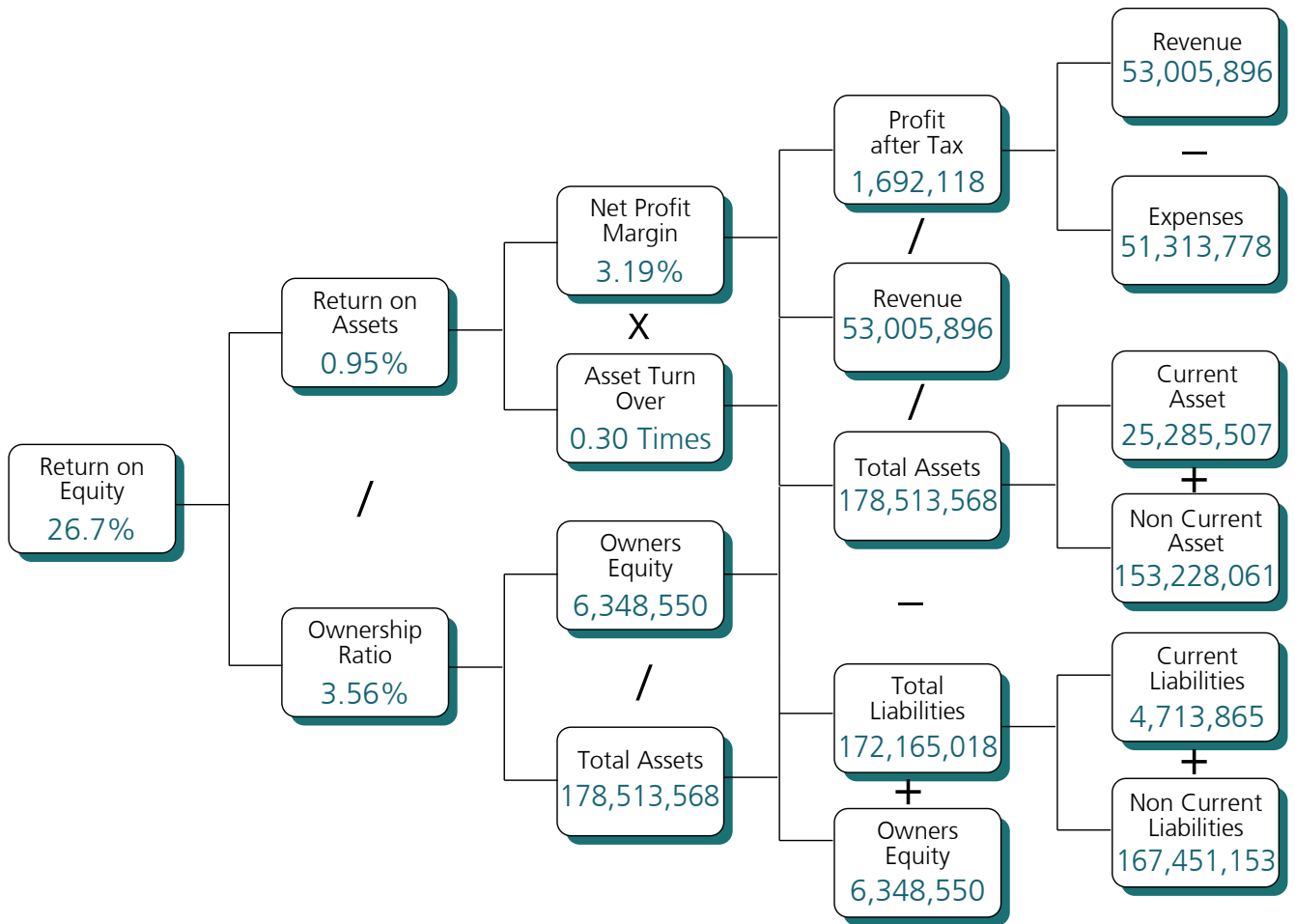
Category of risk	Sources	Plans and strategies for mitigating these risks
Operational Risk	Regulatory Changes	The Company believes in having a transparent and open relationship with the regulator. Company representatives often take part in discussions with the regulator for potential changes to existing as well as upcoming regulations.
	Human Resources	The Company provides a professional working environment, market competitive remuneration and career enrichment opportunities. Succession planning is in place for key employees. Additionally, Company also has whistleblowing policy in place to enable employees to report any deliberate policy violations confidentially.
	Technology	Technology risk contains strategic, financial, operational, regulatory, and reputational dimensions. The board and senior management is fully cognizant of IT landscape. IT steering committee meets regularly to discuss emerging technology risks and is mandated to propose new technological innovations. A robust Disaster Recovery Plan is in place to mitigate the impacts of loss of data, technology failure and security breaches. The Company is well aware of the risks posed by cyber threats and has taken measures to update our security infrastructure.
	Internal Processes	ERM department engages with business and support units frequently, to timely identify potential risks that our processes may pose. Business units, with the support of ERM, ensure effective implementation of controls to curtail any unwanted risks. Covid-19 had posed significant challenges where Company had to reengineer various processes to ensure uninterrupted services. ERM department revisited the risk registers to identify any new risks and reassess the effectiveness of controls considering recent developments.

Category of risk	Sources	Plans and strategies for mitigating these risks
Market Risk	Adverse movements in: - Equity prices - Interest rates - Credit spreads - Inflation	Market risk is overseen by Investment committee supported by team of professionals. The framework to manage market risks includes determining risk limits and setting minimum standards to ensure risk exposure remains within the appetite set by the board. The Investment monitoring setup ensures a diversified portfolio of securities with continuous monitoring of the economy, as well as equity, debt and money markets.
Credit risk	Default of reinsurer on its obligations, or its exit from Pakistan	Use of internationally regulated reinsurers with high credit ratings and maintaining a diversified portfolio of reinsurers.
	Default in debt instruments	Default in debt instruments Prudent exposure limits are set with regular monitoring as well as investment in high credit rated securities.
Insurance Risk	- Underwriting risk - Pricing risk - Claims risk - Retention risk	A primary goal in managing our insurance operations is to achieve an acceptable risk-adjusted return on equity. To achieve this goal, Company follows a disciplined approach in risk selection, premium adequacy, and appropriate terms and conditions to cover the accepted risks. Company has a team of professional actuaries and regularly engages with appointed actuary, who independently validates sufficiency of our pricing and reserves.
Commercial Risk	Increased competition from existing and new players in the industry	The Company focuses on its brand equity and financial strength, as well as pricing, product features and customer services to always gain a competitive edge.
Reputational Risk	Events or acts impacting the Company's reputation	The Company maintains a strong and open relationships with all stakeholders. Internal governance and control procedures are in place to aid good governance.

DuPont Analysis

For the year 2022

(Rupees in '000)

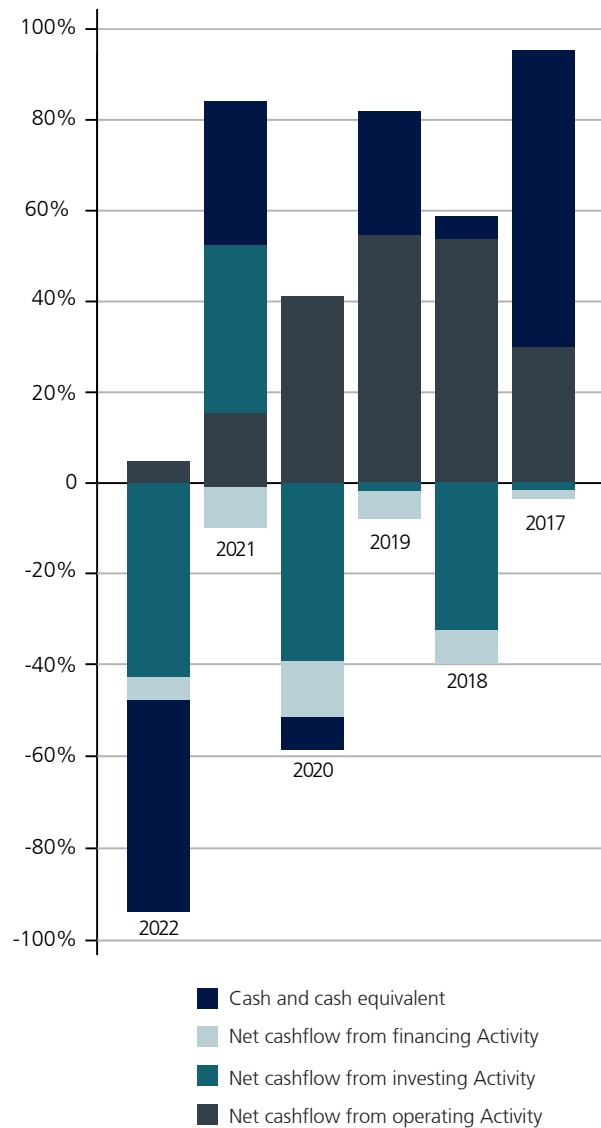


Summary of Cash Flow

Summary of cashflow statement for the year ended 31 December 2022

(Rupees in '000)

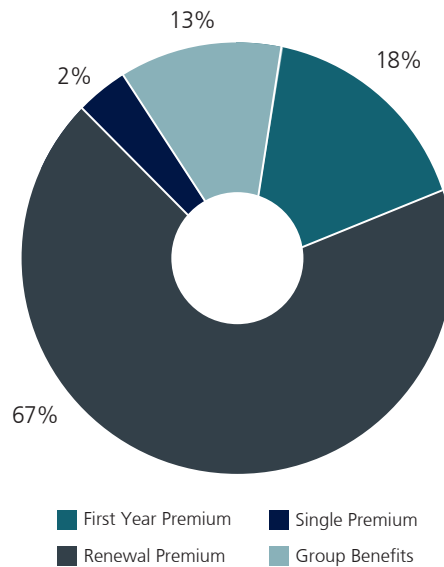
Cashflow	2022	2021	2020	2019	2018	2017
Net cashflow from operating Activity	1 287 541	1 677 620	5 819 758	7 711 193	7 835 807	7 299 968
Net cashflow from investing Activity	(9 605 833)	4 568 696	(5 140 734)	(599 108)	(4 997 258)	376 356
Net cashflow from financing Activity	(1 680 966)	(1 658 853)	(1 654 480)	(1 575 000)	(1 500 000)	(1 575 000)
Cash and cash equivalent	(9 999 258)	4 587 463	(975 456)	5 537 085	1 338 549	18 496 913



Segment - Wise Review

The Gross Premium of your Company (including Takaful contributions) was Rs. 39.56 billion (2021: 37.41 billion), a growth of 6%. The gross premium composition was as follows:

GROSS PREMIUM COMPOSITION



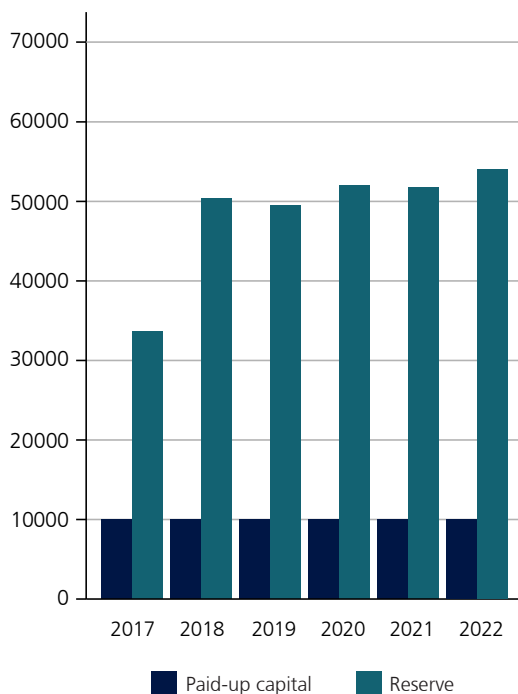
Individual Life regular premiums (including Takaful contributions) increased by 3%, achieving a total premium of Rs. 33.59 billion (2021: Rs. 32.76 billion). Individual life New Business amounted to Rs. 7.14 billion (2021: Rs. 7.80 billion).

Renewal premium is the lifeline of the Company and has a long-term impact on the viability of the business model. At the same time, it reflects the satisfaction of the customer with the Company's products and services. In 2022, Renewal premium increased to Rs. 26.45 billion (2021: Rs. 24.96 billion), a growth of 6%. Client retention activities continued throughout the year and both Sale Force and Bancassurance yielded positive results.

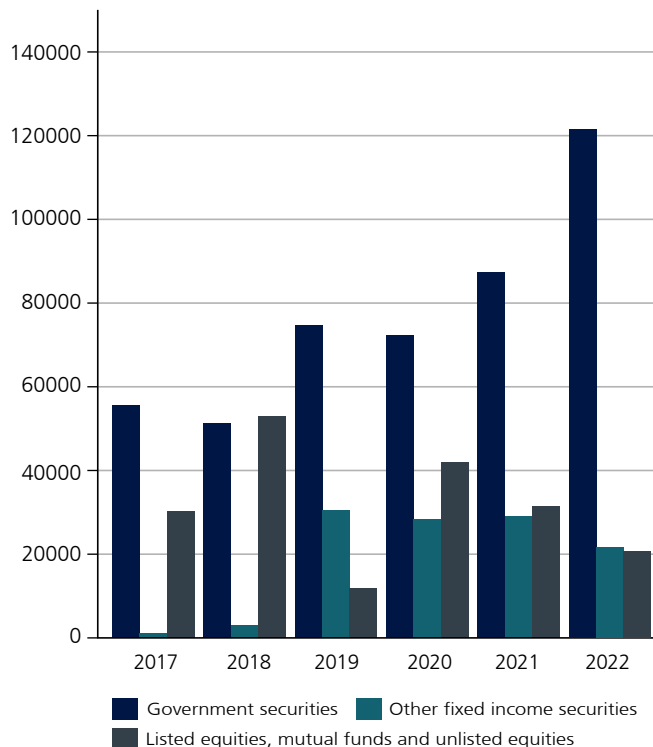
Performance at a Glance

Graphical Presentation

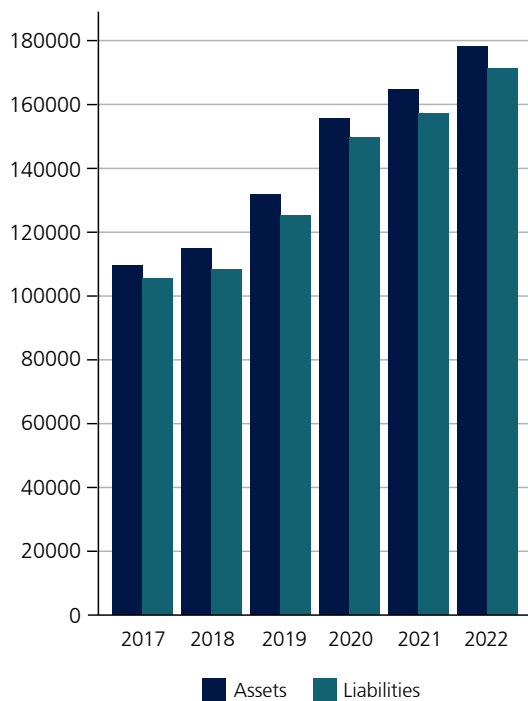
SHARE HOLDER'S EQUITY
(Rupees in million)



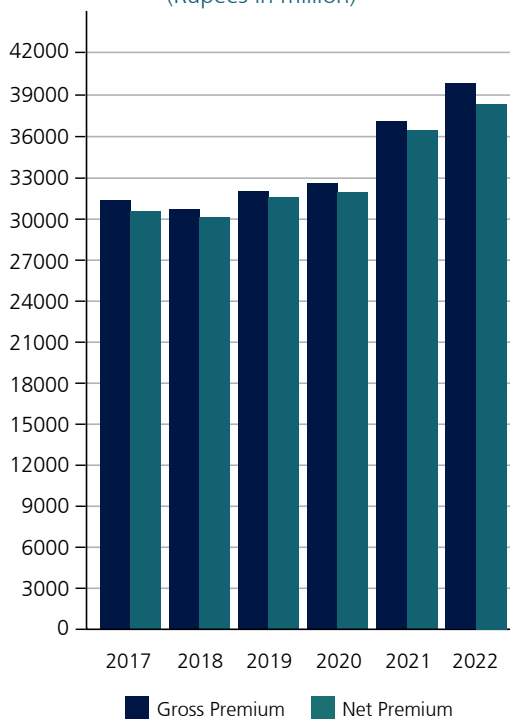
INVESTMENTS
(Rupees in million)



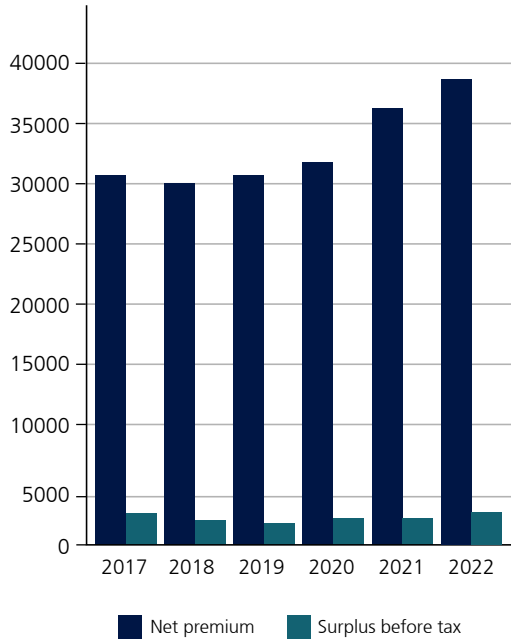
ASSETS & LIABILITIES
(Rupees in million)



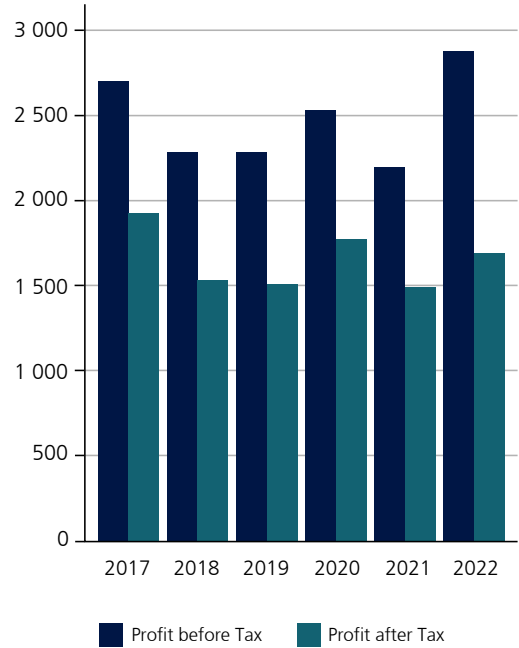
GROSS / NET PREMIUM
(Rupees in million)



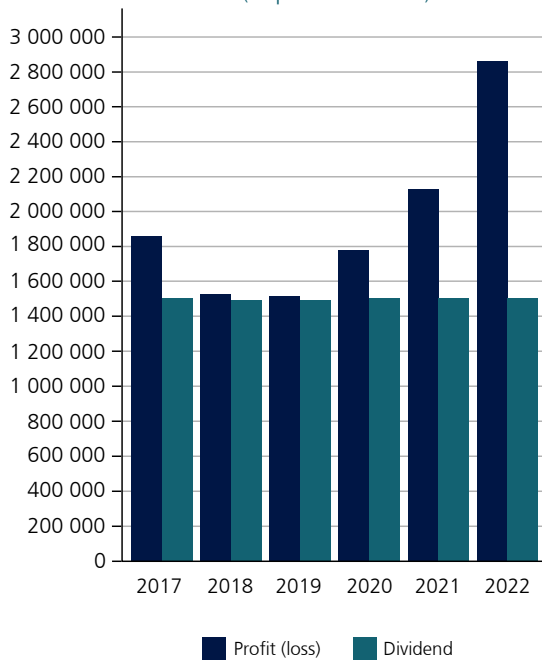
NET PREMIUM & SURPLUS BEFORE TAX (REVENUE ACCOUNT) (Rupees in million)



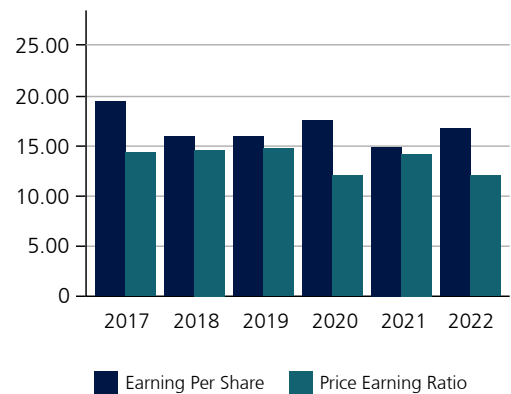
PROFITABILITY (Rupees in million)



PROFIT (LOSS) AFTER TAX & DIVIDENDS/BONUS (Rupees in million)



EARNING PER SHARE & PRICE EARNING RATIO



Share Price Sensitivity Analysis

Earnings - News on earnings, profits and future positive cashflows develop interest of investors in the shares of the company.

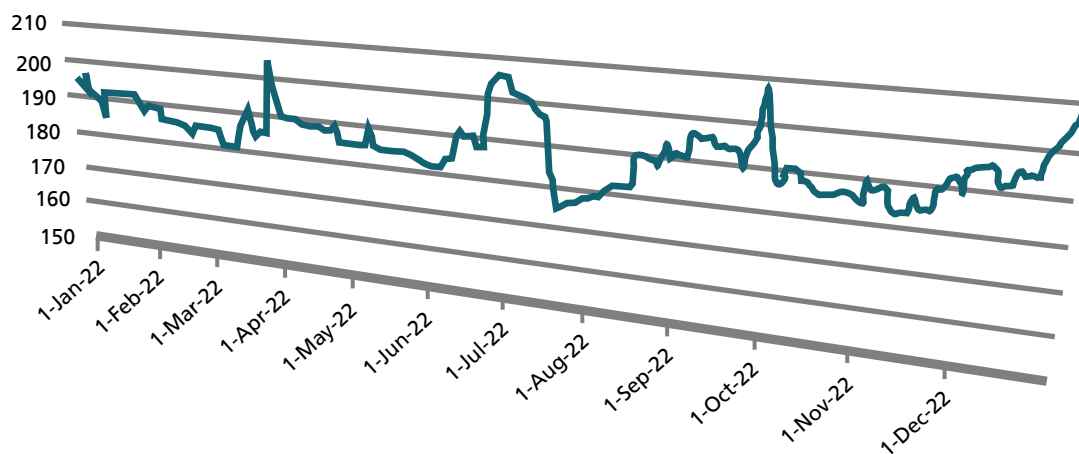
Introduction of new Products - this could lead to positive earnings growth which in return affects share prices

Government Policies - Government's policies could be perceived as positive or negative for business the policies may lead to change in Inflation and interest rates, which may affect stock prices.

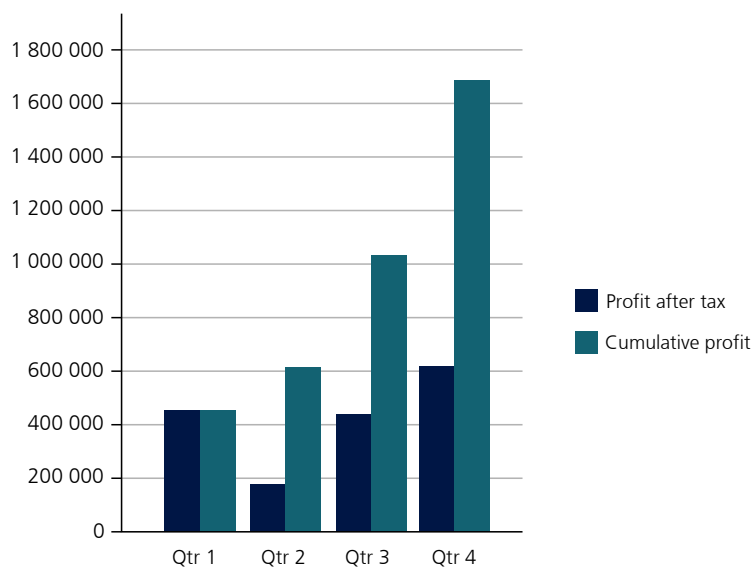
Industry specific performance - any changes in Govt policies toward Insurance industry may result in movement of stock prices

Investor sentiments / confidence - Positive economic reforms can attract investors.

Announcement of Dividends - Expected distribution from earning could increase in share prices in expectations of realization of profits on investments.



Analysis Of Variation In Results Reported In Quarterly Accounts



Key Financial Data For The Last Six Years

(Rupees '000)

	2022	2021	2020	2019	2018	2017
Gross Premium	39 564 664	37 406 879	32 545 748	31 750 084	30 790 407	31 420 835
REVENUE ACCOUNT						
Premium-net of reinsurance	38 471 291	36 350 499	31 653 339	31 141 634	30 164 268	30 813 133
Interest and other Income	19 513 178	14 146 862	15 353 448	3 845 724	3 266 274	9 438 197
	57 984 469	50 497 361	47 006 787	34 987 358	33 430 542	40 251 330
Claims less reinsurance	25 508 676	23 006 617	17 851 338	15 677 433	13 094 451	14 237 934
Commission and Expense	10 488 078	10 250 413	8 547 852	8 983 369	8 374 022	6 887 965
Provision for (depreciation) / appreciation on investments	(4 978 573)	(6 667 971)	5 544 040	3 074 567	(3 058 287)	(13 094 284)
Write back / (Provision) for doubtful debts on available for sale fixed income securities						
Provision for Impairment for available for sale Equity Investments						
Capital contribution from Shareholders' fund						
Changes in statutory Funds	14 167 035	8 430 692	23 624 404	11 046 950	6 577 382	3 236 906
Profit / (Loss) before tax	2 842 107	2 141 668	2 527 233	2 354 173	2 326 390	2 794 241
Provision for Taxation	(1 149 989)	(633 471)	(743 083)	(804 909)	(745 057)	(884 279)
Profit / (Loss) after tax	1 692 118	1 508 197	1 784 150	1 549 264	1 581 333	1 909 962
BALANCE SHEET						
Investments	164 633 179	150 902 180	142 432 034	116 065 289	105 820 637	85 388 521
Cash & Bank balances	4 558 867	4 608 125	5 335 091	5 713 548	4 786 362	18 496 913
Other Assets	6 300 211	4 587 338	3 789 902	4 602 382	3 698 947	4 143 723
Fixed Assets	3 021 311	3 082 312	2 922 909	2 908 420	2 458 665	2 208 842
	178 513 568	163 179 955	154 479 936	129 289 639	116 764 611	110 237 999
Issued Subscribed and paid-up capital	1 000 000	1 000 000	1 000 000	1 000 000	1 000 000	1 000 000
Accumulated surplus / (Loss)	3 368 550	3 078 379	3 175 089	2 907 940	2 877 596	1 440 648
General Reserve	1 980 000	2 100 000	2 000 000	2 000 000	2 150 000	1 900 000
Balance of Statutory Funds	166 382 685	151 757 625	143 513 015	119 153 655	107 603 537	101 233 038
Other liabilities	5 782 333	5 243 951	4 791 832	4 228 044	3 133 478	4 664 313
	178 513 568	163 179 955	154 479 936	129 289 639	116 764 611	110 237 999

Key Operating and Financial Data

Six years summary		2022	2021	2020	2019	2018	2017
Financial Ratios							
Profitability Ratios							
Profit / (Loss) Before Tax / Gross Premium	%	7.2%	5.7%	7.8%	7.4%	7.6%	8.5%
Profit / (Loss) Before Tax / Net Premium	%	7.4%	5.9%	8.0%	7.6%	7.7%	8.7%
Profit / (Loss) After Tax / Gross Premium	%	4.3%	4.0%	5.5%	4.9%	5.1%	5.8%
Profit / (Loss) After Tax / Net Premium	%	4.4%	4.1%	5.6%	5.0%	5.2%	5.9%
Gross Yield on Earning Assets	%	11.3%	7.7%	7.8%	9.8%	6.3%	6.3%
Net Claims / Net Premium (Claim Ratio)	%	66.3%	63.3%	56.4%	50.3%	43.4%	46.1%
Commission / Net premium	%	17.0%	18.8%	18.0%	20.1%	14.3%	11.7%
Acquisition Cost / Net premium	%	20.5%	21.7%	20.9%	23.5%	22.4%	17.7%
Administration Expenses / Net premium	%	6.6%	6.3%	5.9%	5.7%	5.4%	5.3%
Change in PHL / Net Inflow	%	36.4%	23.0%	74.6%	35.2%	21.7%	11.9%
Net investment income / Net Premium	%	39.6%	22.1%	64.2%	21.8%	0.7%	-11.7%
Return On Capital Employed	%	1.02%	0.9%	16.9%	16.1%	17.7%	20.7%
Return on Equity	%	26.7%	24.4%	28.9%	26.2%	26.2%	41.8%
Liquidity Ratio							
Current Ratio		5.36	7.70	7.07	8.60	7.51	4.85
Quick Ration		5.36	7.70	7.07	8.60	7.51	4.85
Cash to Current Liability	%	97%	665%	612%	728%	633%	397%
Investment / Market Ratio							
Breakup Value Per Share	Rupees	63.49	61.78	61.75	59.08	60.28	43.41
Earnings / (loss) per share (pre tax)	Rupees	28.42	21.42	25.27	23.54	23.26	26.81
Earnings / (loss) per share (after tax)	Rupees	16.92	15.08	17.84	15.49	15.81	18.12
Price Earning Ratio -PAT	Times	12.13	13.97	12.16	14.95	14.41	13.99
Mkt price per share at end of the year	Rupees	205.32	210.67	217.00	231.57	227.92	253.49
Mkt price per share - Highest during the year	Rupees	208.9	213.95	228.00	244.4	311.48	329.95
Mkt price per share - Lowest during the year	Rupees	200	203.05	181.05	223.5	195.66	209.00
Cash Dividend per Share	Rupees	15	15	15	15	15	15
Price to book ratio		0.12	0.13	0.14	0.18	0.20	0.23
Cash Dividend %	%	150%	150%	150%	150%	150%	150%
Dividend Yield	%	7%	7%	7%	6%	7%	6%
Dividend Payout	%	88.65%	99.46%	84.07%	96.82%	94.86%	82.76%
Dividend Cover	Times	0.89	0.99	1.19	1.03	1.05	1.21
Capital Structure Ratio							
Return on Asset	%	0.95%	0.92%	1.15%	1.20%	2.0%	2.4%
Earning Asset to total asset	%	92%	93%	94.89%	91%	91%	92%
Total Liabilities / Equity	Times	27.12	25.41	24.02	20.88	18.37	24.40
Paid-up Capital / Total Asset	%	0.56%	0.61%	0.65%	0.77%	0.86%	0.91%
Equity/ total Asset	%	3.56%	3.79%	4.00%	4.57%	5.2%	3.9%
Capital Structure Ratio							
Ration pertaining to Insurance Sector							
Solvency Ratio	%	1.28%	1.28%	1.54%	1.64%	1.64%	2.04%
Premium Growth Ratio	%	5.77%	14.94%	2.51%	3.12%	(2.01%)	27%
Reinsurance Premium Ceded on Gross Premium	%	2.76%	2.82%	2.74%	1.92%	2.03%	1.93%

Comments:

Profitability Ratios:

Net profit after tax have increased from 1.508 billion to 1.692 billion. The Company has managed to underwrite Rs. 39.6 billions of business (new and subsequent) in 2022

Liquidity Ratio

EFU Life's liquidity position had always been very strong. Increase in liquidity ratios is mainly due to effective working capital management.

Investment / Market Ratio

EPS has increased by 12.2% to Rs. 16.92 per share as a result of better performance management and operating cost effectiveness throughout the year. Despite tough year The Company has announced Rs. 10.5 final dividend and Rs. 4.5 interim dividend (which sum up to 150% total dividend), reflecting robust and strong footprint in Industry

Capital Structure Ratio

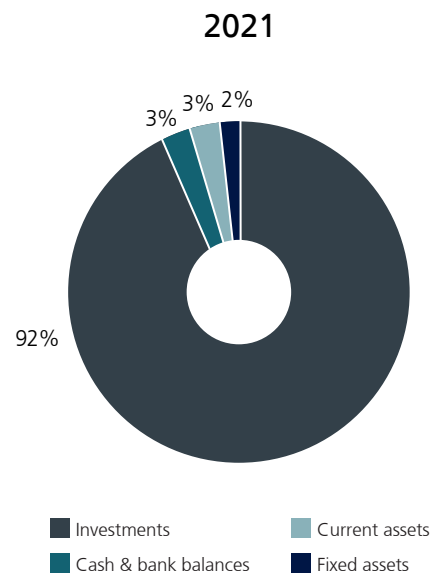
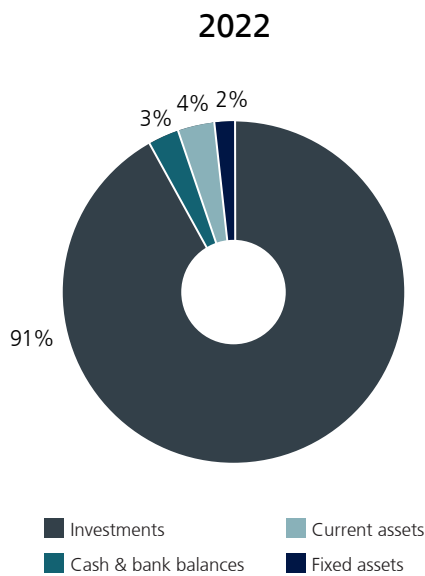
EFU Life's paid up capital is 1 Billion. Total assets of the company has increased from 163.2 Billion to 178.5 Billion making an increase of almost 9%.

In addition to this, company has maintained Rs. 3.08 billion in ledger account D, along with 3.2 billion in accumulated surplus and reserves.

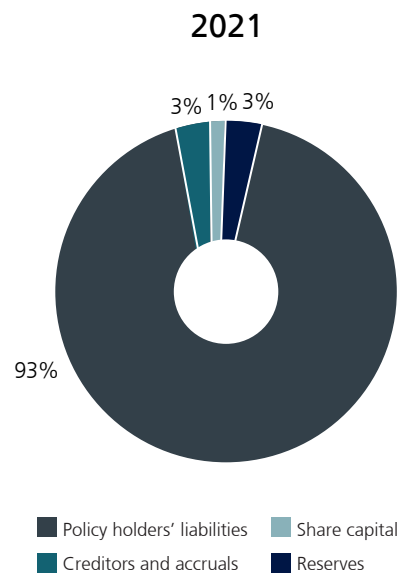
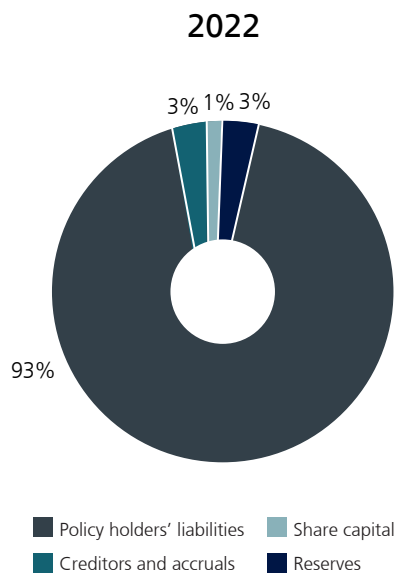
Graphical Analysis

Balance Sheet

ASSETS

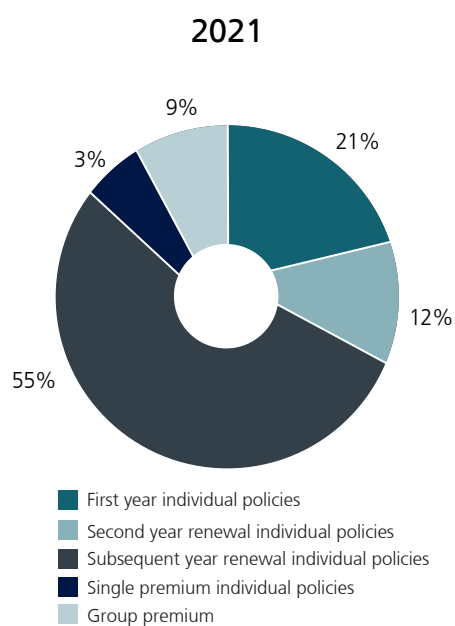
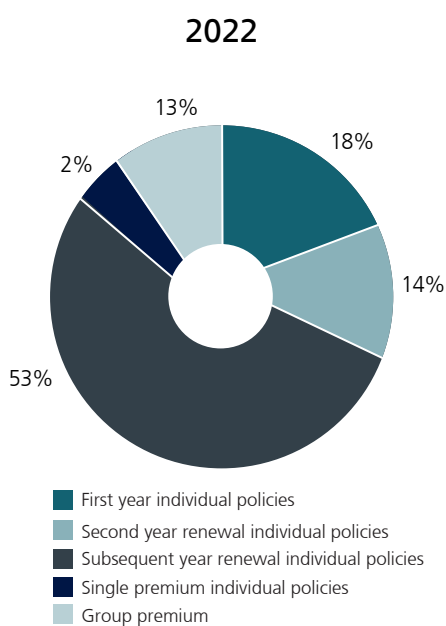


SHARE CAPITAL & RESERVES AND LIABILITIES

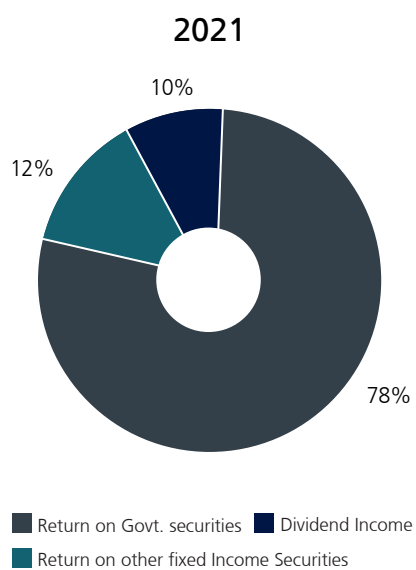
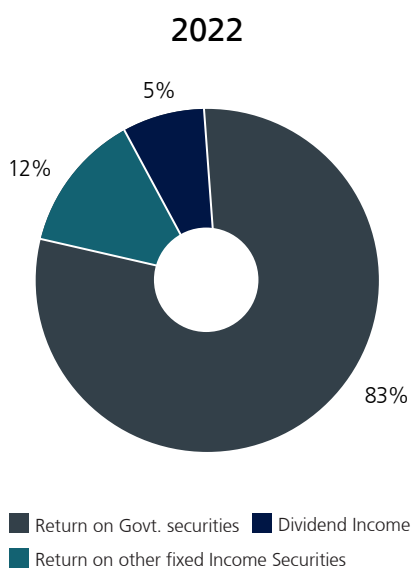


Profit & Loss / Revenue Account

GROSS PREMIUM



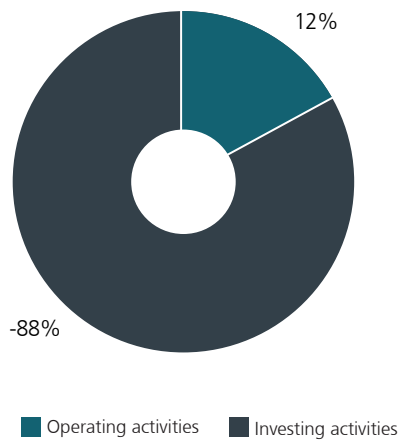
INVESTMENT INCOME



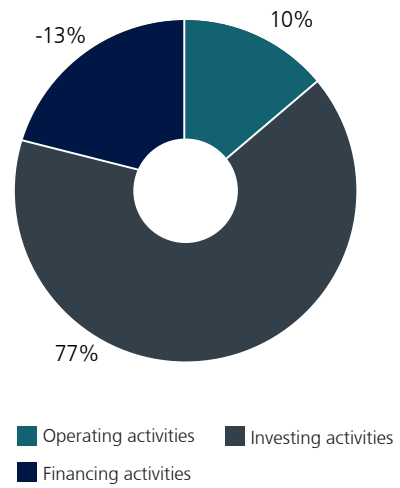
Cash Flow

CASH GENERATED / UTILIZED

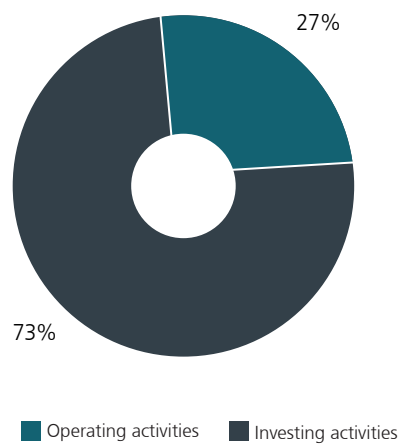
Cash Generated 2022



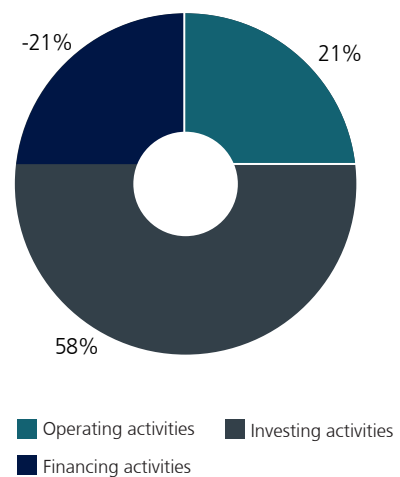
Cash Consumed 2022



Cash Generated 2021



Cash Consumed 2021



Vertical / Horizontal Analysis

Vertical Analysis

	2022		2021	
	Rupees in '000	%	Rupees in '000	%
Balance Sheet				
Net Equity	6 348 550	4%	6 178 379	3.79
Statutory Fund	167 451 153	94%	152 642 422	93.54
Current Liabilities	4 713 865	3%	4 359 154	2.67
Total Equity & Liabilities	178 513 568	100%	163 179 955	100
Total non-current Assets	3 021 311	2%	3 082 312	1.89
Investments	150 206 750	84%	150 902 180	92.47
Current Assets	25 285 507	14%	9 195 463	5.64
	178 513 568	100%	163 179 955	100
Revenue & Profit & Loss Account				
Net Income	53 005 896	100.00	43 829 390	100.00
Claims Expenditures and Policy-holders Liabilities	(49 755 180)	(93.87)	(41 416 629)	(94.50)
Solvency Margin	(408 609)	(0.77)	(271 093)	(0.62)
Profit / Loss before Tax	2 842 107	5.36	2 141 668	4.88
Income Tax expense	(1 149 989)	(2.17)	(633 471)	(1.45)
Profit / Loss after Tax	1 692 118	3.19	1 508 197	3.43

Horizontal Analysis

	2022	2021	2020	2019
	Rupees in '000	Rupees in '000	Rupees in '000	Rupees in '000
Balance Sheet				
Net Equity	6 348 550	6 178 379	6 175 089	5 907 940
Statutory Fund	167 451 153	152 642 422	144 317 247	119 896 834
Current Liabilities	4 713 865	4 359 154	3 987 600	3 484 865
Total Equity & Liabilities	178 513 568	163 179 955	154 479 936	129 289 639
Total non-current Assets	3 021 311	3 082 312	2 922 909	2 908 420
Investments	150 206 750	150 902 180	142 432 034	116 065 289
Current Assets	25 285 507	9 195 463	9 124 993	10 315 930
	178 513 568	163 179 955	154 479 936	129 289 639
Revenue & Profit & Loss Account				
Net Income	53 005 896	43 829 390	52 550 827	38 061 925
Claims Expenditures and Policy-holders Liabilities	(49 755 180)	(41 416 629)	(49 780 792)	(35 656 474)
Solvency Margin	(408 609)	(271 093)	(242 802)	(51 278)
Profit / Loss before Tax	2 842 107	2 141 668	2 527 233	2 354 173
Income Tax expense	(1 149 989)	(633 471)	(743 083)	(804 909)
Profit / Loss after Tax	1 692 118	1 508 197	1 784 150	1 549 264

2020		2019		2018		2017	
Rupees in '000	%	Rupees in '000	%	Rupees in '000	%	Rupees in '000	%
6 175 089	4.00	5 907 940	4.57	6 027 596	5.16	5 962 671	5.45
144 317 247	93.42	119 896 834	92.73	105 685 537	90.51	99 108 155	90.47
3 987 600	2.58	3 484 865	2.70	5 051 478	4.33	4 474 358	4.08
<u>154 479 936</u>	<u>100</u>	<u>129 289 639</u>	<u>100</u>	<u>116 764 611</u>	<u>100</u>	<u>109 545 184</u>	<u>100</u>
2 922 909	1.89	2 908 420	2.25	2 458 665	2.10	2 208 842	2.02
142 432 034	92.20	116 065 289	89.77	105 820 637	90.63	97 959 122	89.42
9 124 993	5.91	10 315 930	7.98	8 485 309	7.27	9 377 220	8.56
<u>154 479 936</u>	<u>100</u>	<u>129 289 639</u>	<u>100</u>	<u>116 764 611</u>	<u>100</u>	<u>109 545 184</u>	<u>100</u>
52 550 827	100.00	38 061 925	100.00	30 372 245	100.00	27 157 046	100
(49 780 792)	(94.73)	(35 656 474)	(93.68)	(27 827 308)	(91.62)	(24 159 229)	(88.96)
(242 802)	(0.46)	(51 278)	(0.13)	(218 547)	(0.72)	(203 576)	(0.75)
2 527 233	4.81	2 354 173	6.19	2 326 390	7.66	2 794 241	10.29
(743 083)	(1.41)	(804 909)	(2.11)	(745 057)	(2.45)	(884 279)	(3.26)
<u>1 784 150</u>	<u>3.40</u>	<u>1 549 264</u>	<u>4.07</u>	<u>1 581 333</u>	<u>5.21</u>	<u>1 909 962</u>	<u>7.03</u>

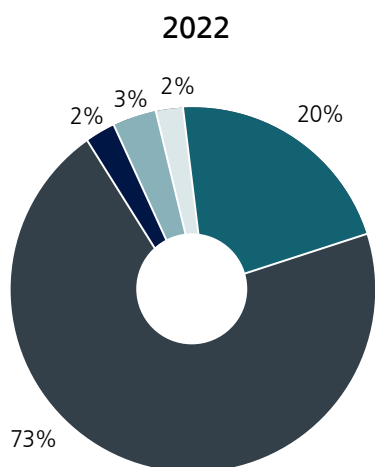
% increase / (decrease) over preceding year

2018	2017	2022	2021	2020	2019	2018	2017
Rupees in '000	Rupees in '000						
6 027 596	5 962 671	2.75	0.05	4.52	(1.99)	1.09	42.19
105 685 537	99 108 155	9.70	5.78	20.37	13.45	6.64	1.36
5 051 478	4 474 358	8.14	9.32	14.43	(31.01)	12.90	3.43
<u>116 764 611</u>	<u>109 545 184</u>	<u>9.40</u>	<u>5.65</u>	<u>19.48</u>	<u>10.73</u>	<u>6.59</u>	<u>3.05</u>
2 458 665	2 208 842	(1.98)	5.45	0.50	18.29	11.31	(1.67)
105 820 637	97 959 122	(0.46)	5.95	22.72	9.68	8.03	10.28
8 485 309	9 377 220	174.98	0.99	(11.54)	21.57	(9.51)	(38.41)
<u>116 764 611</u>	<u>109 545 184</u>	<u>9.40</u>	<u>5.65</u>	<u>19.48</u>	<u>10.73</u>	<u>6.59</u>	<u>3.05</u>
30 372 245	27 157 046	20.94	(16.60)	38.07	25.32	11.84	(32.03)
(27 827 308)	(24 159 229)	20.13	(16.56)	39.61	28.13	15.18	(34.51)
(218 547)	(203 576)	50.73	(30.08)	373.50	(76.54)	7.35	(22.09)
2 326 390	2 794 241	32.71	(15.26)	7.35	1.19	(16.74)	(0.14)
(745 057)	(884 279)	81.54	(14.75)	(7.68)	8.03	(15.74)	(4.42)
<u>1 581 333</u>	<u>1 909 962</u>	<u>12.19</u>	<u>(15.47)</u>	<u>15.16</u>	<u>(2.03)</u>	<u>(17.21)</u>	<u>(1.98)</u>

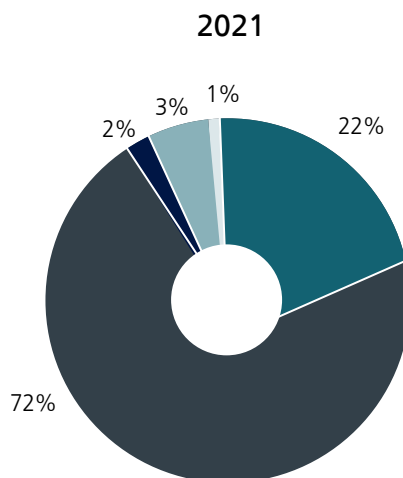
Revenue Application

(Rupees in '000)

	<u>2022</u>	<u>2021</u>
Premium		
Investment	38 471 291	36 350 499
Other	14 440 279	7 380 816
	94 326	98 075
	<u>53 005 896</u>	<u>43 829 390</u>
Cost		
Acquisition Cost	7 605 154	7 905 778
Employee Benefits	1 120 668	918 873
Other	1 212 175	900 756
	<u>9 937 997</u>	<u>9 725 407</u>
Policy Holders		
Claims and surrenders	25 516 669	23 006 617
Policy Holders Movements	14 167 035	8 430 692
	<u>39 683 704</u>	<u>31 437 309</u>
Government		
Income & other Taxes	1 149 989	633 471
WWF	<u>1 149 989</u>	<u>633 471</u>
Shareholders		
Dividend	1 500 000	1 500 000
Bonus	<u>1 500 000</u>	<u>1 500 000</u>
Society		
Donations	22 401	24 911
	<u>22 401</u>	<u>24 911</u>
Retained in Business		
Reserve unappropriated profit	192 118	8 197
Depreciation / Amortization	519 687	500 095
	<u>711 805</u>	<u>508 292</u>
Revenue	<u><u>53 005 896</u></u>	<u><u>43 829 390</u></u>



■ Cost
 ■ Government
 ■ Shareholders
■ Policy Holders
 ■ Retained in Business



■ Cost
 ■ Government
 ■ Shareholders
■ Policy Holders
 ■ Retained in Business

Statement of Compliance with the Shariah Principles

The financial arrangements, contracts and transactions, entered into by EFU Life Assurance Limited-Window Takaful Operations ('the Company') for the period from 1 January 2022 to 31 December 2022 are in compliance with the takaful rules, 2012.

Further we confirmed that:

- The Company has developed and implemented all the policies and procedures in accordance with takaful rules, 2012 and rulings of the Shariah Advisor along with a comprehensive mechanism to ensure compliance with such ruling and takaful rules,2012 in their overall operations with zero tolerance. Further, the governance arrangements including the reporting of events and status to those charged with relevant responsibilities, such as the audit Committee / Shariah Advisor and the Board of Directors have been implemented;
- The Company has imparted training / orientations and ensured availability of all manuals / arrangements approved by Shariah advisor / Board of Directors to maintain the adequate level of awareness, capacity and sensitization of the staff, management;
- All the products and policies have been approved by the shariah Advisor and the financial arrangements including investments made, policies, contracts and transactions, entered into by Window takaful Operations are in accordance with the policies approved by Shariah Advisor.
- The assets and liabilities of window takaful Operations (Participants takaful fund and Operator's Sub fund) are segregated from its other assets and liabilities, at all times in accordance with the provisions of the takaful rules, 2012.

This has been duly confirmed by the Shariah Advisor of the Company.

Dated: February 21, 2023

Managing Director
(Chief Executive Officer)

Shariah Advisory Report to the Board of Director

MUFTI MUHAMMAD IBRAHIM ESSA

Graduate from Jamiah Darul Uloom Karachi, Pakistan
Shariah Advisor - Islamic Finance and Takaful/Retakaful

Email: mibrahimesa@yahoo.com

Phone: +92-322-2671867

المفتى ابراهيم عيسى
خريج الجامعة دارالعلوم كراتشي
المشير الشرعى للامور المالية الاسلامية

Annual Shari'ah Review Report For the year ended December 31, 2022

الحمد لله رب العالمين والعاقبة للمتقين والصلاة والسلام على اشرف الانبياء والمرسلين وعلى آله
 واصحابه اجمعين. امابعد

EFU Life Assurance Ltd started its Window Takaful Operations on 6th February 2015. By the grace of Allah, the year under review was the eighth successful year of Family Takaful in EFU Life. In this year too, the Management, Distribution Channels and Board of Directors demonstrated their sincere efforts for the promotion of Takaful and underwritten good numbers in Takaful.

Progress of the Year 2022:

During the year under review; EFU Life Window Takaful Operations (EFU Life-WTO) has achieved significant successes, details of which are as follow:

1. Under the guidance of the undersigned EFU Life-WTO developed different Takaful Products specially in term Takaful to get the Takaful membership easily available for mass market focusing on the need of protection and investment.
2. All the distribution channels of EFU Life-WTO including Banca Takaful, Individual and Group Family Takaful segments performed very well and underwritten good figures in Takaful.

Shariah Compliance:

As Shari'ah Advisor of EFU Life-WTO and based on my review; I confirm that:

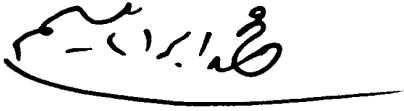
- I have carefully reviewed all the product documents of EFU Life-WTO including Takaful Policies, Brochures, Marketing materials, Agreements of Banca Takaful and Group Takaful etc. and Alhamdulillah I have found them in accordance with Shariah Principles.
- Before launching of any Takaful Product, EFU Life-WTO took guidance and advice of Shari'ah from the undersigned and developed the Takaful Products in accordance with the guidelines provided by me as Shariah Advisor.
- Segregation of Window Takaful Operations is the essential part of valid Takaful contracts. I am pleased to state that EFU Life has realized criticalities of this issue and from the day one, Alhamdulillah, all the Takaful Funds, Investments, Bank Accounts, Systems and other related issues are kept separate from its conventional insurance business, as per requirement of Shariah.

- Conducting Training and Development is an imperative for understanding the principles of Takaful and its practical outline. For this purpose EFU Life-WTO arranged both onsite and online classroom training sessions for its Distribution Channels working in their respective fields. I personally felt that participants gained significantly from these training sessions. I hope EFU Life-WTO will continue this practice in the future.

Generally, the Board of Directors and Management of EFU Life-WTO have shown their sincerity to comply with Shariah Rulings, therefore, I am of the view, that overall operations of Takaful in EFU Life are Shariah Compliant up to the best of my knowledge.

In the end; I pray to Allah Almighty to grant us success and help us at every step, keep us away from every hindrance and difficulty, and give financial success to EFU Life Window Takaful Operations.

والسلام عليكم ورحمة الله وبركاته



Muhammad Ibrahim Essa
Shariah Advisor
EFU Life Assurance Limited-Window Takaful Operations
21st February, 2023

Profile of Shariah Advisor

Shariah Advisor of Efu Life- WTO Mufti Muhammad Ibrahim Essa is a well-known recognized Shariah Scholar in the field of Islamic Banking and Takaful. He has completed his Darse Nizami (Masters in Quran and Sunnah) and Takhassus fil Ifta (Specialization in Islamic Jurisprudence) from Jamiah Darul Uloom Karachi. Currently he is working as teacher and Member of Darul Ifta Jamiah Darul Uloom Karachi.

Mufti Ibrahim Essa is also associated as Chairman Shariah Board-Zarai Taraqiyati Bank Limited and he is a Member of Shariah Board at Habib Metropolitan Bank Limited and The Bank of Khyber. He was associated with Ernst & Young Ford Rhides Sidat Heder & Co as Shariah Advisor from 2007 to 2015. He is also the Shariah Advisor of number of Islamic Financial Institutions National and International including Atrium Syndicate-Lloyds of London, EFU General Insurance Ltd, Allianz EFU Health Insurance Limited, Ethica Institute of Islamic Finance USA, Jana Capital-Brunei Darussalam, Master Trainer of AAOIFI Bahrain etc. Mufti Ibrahim has also written more than four thousand Fatawas on different topics.

Independent Reasonable Assurance Report to the Board of Directors on the Statement of Management's Assessment of Compliance with the Takaful Rules, 2012

Scope

We have been engaged by EFU Life Insurance Limited (the Operator) to perform a 'reasonable assurance engagement,' as defined by International Standards on Assurance Engagements, here after referred to as the engagement, to report on the management's assessment of compliance of the Window Takaful Operations (Takaful Operations) of the Operator, as set out in the annexed Statement of Compliance (the Statement) prepared by the management for the year ended 31 December 2022 (the "Report").

Other than as described in the preceding paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the Annual Report of Operator, and accordingly, we do not express an opinion on this information.

Criteria applied by the management

In preparing the Subject Matter, the management applied the criteria in accordance with the Takaful Rules, 2012 (Criteria).

The Management's responsibilities

The management is responsible for selecting the Criteria, and for presenting the Subject Matter in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the subject matter, such that it is free from material misstatement, whether due to fraud or error.

EY's responsibilities

Our responsibility is to express an opinion on the presentation of the Subject Matter based on the evidence we have obtained.

We conducted our engagement in accordance with the International Standard for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information ('ISAE 3000'), and the terms of reference for this engagement as agreed with the Operator on 25 May, 2022. Those standards require that we plan and perform our engagement to obtain reasonable assurance about whether, in all material respects, the Subject Matter is presented in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence we have obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

Our Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics for Chartered Accountants issued by the Institute of Chartered Accountants of Pakistan and have the required competencies and experience to conduct this assurance engagement.

EY also applies International Standard on Quality Control 1, Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Description of procedures performed

- We checked that all the products and policies have been approved by Shariah Advisor and observed that the Operator has developed and implemented all the policies and procedures in accordance with The Takaful Rules, 2012 and Shariah Rules and Principles as determined by Shariah Advisor.

- We checked that the assets and liabilities of Participants' Takaful Fund and Participant Investment Fund are segregated from its other assets and liabilities, at all times in accordance with the provisions of the Takaful Rules, 2012.
- We reviewed training certificates and attendance sheets to evaluate that the Operator has imparted necessary trainings and orientations to maintain the adequate level of awareness, capacity, and sensitization of the staff and management.
- We have designed and performed following verification procedures (including but not limited to) on various financial arrangements, based on judgmental and systematic samples with regard to the compliance with Takaful Rules, 2012 and Shariah Rules and Principles:
 - We obtained details of investments made and checked that all investments made in Shariah Compliant stocks as determined by Shariah Advisor
 - We inquired regarding other investments like fixed deposits to confirm that all such contracts are executed with Islamic Financial Institutions
 - We reviewed re-takaful parties along with arrangements/contracts entered into by Window Takaful Operations to assess compliance with Shariah Advisor guidelines and Takaful Rules, 2012.
 - We re-calculated Operator's profit share and Wakalah fee income to confirm that approved percentage are applied on income from investments and contribution respectively.

The procedures selected by us for the engagement depended on our judgment, including the assessment of the risks of the Operator's material non-compliance with the Takaful Rules 2012, whether due to fraud or error. In making those risk assessments, we considered internal control relevant to the Operator's compliance with the Takaful Rules, 2012, in order to design assurance procedures that are appropriate in the circumstances but not for the purpose of expressing a conclusion as to the effectiveness of the Operator's internal control over the Takaful Operations' compliance with the Takaful Rules, 2012. A system of internal control, because of its nature, may not prevent or detect all instances of non-compliance with the Takaful Rules, 2012, and consequently cannot provide absolute assurance that the objective of compliance with the Takaful Rules, 2012 will be met. Further, projection of any evaluation of effectiveness to future periods is subject to the risk that the controls may become inadequate or fail.

In performing our audit procedures necessary guidance on Shari'ah matters was provided by the internal Shari'ah experts.

Opinion

In our opinion, the Statement of Compliance of the Takaful Operations of the Operator as of 31 December 2022 is presented, in all material respects, in accordance with Takaful Rules, 2012.

EY Ford Rhodes
Chartered Accountants
Engagement Partner:
Date: 06 March, 2023
Karachi

Statement of Compliance with the Code of Corporate Governance for Insurers, 2016 & Listed Companies (Code of Corporate Governance) Regulations, 2019, For the year ended 31 December 2022

This statement is being presented in compliance with the Code of Corporate Governance for Insurers, 2016 (the Code) and Listed Companies (Code of Corporate Governance) Regulations, 2019 for the purpose of establishing a framework of good governance, whereby an insurer is managed in compliance with the best practices of Corporate Governance.

The Company, being an insurer, has applied the principles contained in the said Codes in the following manner:

1. The total number of directors are Ten as per the following, -
 - a. Male: Nine
 - b. Female: One
2. The insurer ensures representation of independent non-executive directors and facilitates directors representing minority interests on its Board of Directors. At present the Board includes:

<u>Category</u>	<u>Name</u>
Independent Female Director	Mrs. Rukhsana Shah
Independent Director	Mr. Ruhail Muhammad
Independent Director	Mr. Ahsen Ahmed
Executive Director	Mr. Taher G. Sachak
Non-Executive Director	Mr. Rafique R. Bhimjee
Non-Executive Director	Mr. Saifuddin N. Zoomkawala
Non-Executive Director	Mr. Hasanali Abdullah
Non-Executive Director	Mr. S. Salman Rashid
Non-Executive Director	Mr. Ali Raza Siddiqui
Non-Executive Director	Mr. Daanish Bhimjee

The independent directors meet the criteria of independence under the Code.

3. The directors have confirmed that none of them is serving as a director on more than seven listed companies including this company.
4. All the resident directors of the company have confirmed that they are registered as taxpayers and none of them has defaulted in payment of any loan to a banking company, a DFI or an NBFIs or, being a member of stock exchange, has been declared as a defaulter by a stock exchange.
5. No casual vacancy occurred during the year.
6. The Company has prepared a "Statement of Ethics and Business Practices" as Code of Conduct and has ensured that appropriate steps have been taken to disseminate it throughout the Company along with its supporting policies and procedures.
7. The Board has developed a vision / mission statement, overall corporate strategy and significant policies of the Company. A complete record of particulars of significant policies along with the dates on which they were approved or amended has been maintained.
8. All powers of the Board have been duly exercised and decisions on relevant matters have been taken by Board / Shareholders as empowered by the relevant provisions of the Act and CCG 2019. The decisions on material transactions, including appointment and determination of remuneration and terms and conditions of employment of the Chief Executive Officer, other executive directors and the key officers, have been taken by the Board.
9. The meetings of the Board were presided over by the Chairman of the Board for this purpose. The Board met at least once in every quarter. The Board has complied with the requirement of the Act and CCG 2019 with respect to frequency, recording and circulating minutes of meeting of Board. Written notices of the Board meetings, along with agenda and working papers, were circulated at least seven (7) days before the meeting. The minutes of the meeting were appropriately recorded and circulated.

10. The Board has established a system of sound internal control, which is effectively implemented at all levels within the Company. The Company has adopted and complied with all the necessary aspects of internal controls given in the Code.
11. The management of the Company has arranged an orientation course for all its directors in the form of booklet which was submitted to the Board of Directors during the year to apprise them of their duties and responsibilities and also about changes in laws and regulations.
12. The Board have a formal policy and transparent procedures for remuneration of directors in accordance with the Act and these Regulations.
13. There was no change of Chief Financial Officer, Head of Internal Audit. The Company Secretary, Mr. Hasan Jivani was appointed during the year due to resignation of Mr. Abbas Hussain. The Board has approved the remuneration of CFO & Company Secretary and the Head of Internal Audit Department.
14. The Directors' Report for this year has been prepared in compliance with the requirements of the Code and the Listed Companies (CCG) Regulations, 2019 and fully describes the salient matters required to be disclosed.
15. The financial statements of the Company were duly endorsed by Chief Executive Officer and Chief Financial Officer before approval of the Board.
16. The Directors, Chief Executive Officer and other executives do not hold any interest in the shares of the Company other than disclosed in the pattern of shareholding.
17. The Company has complied with all the corporate and financial reporting requirements of the Code and Listed Companies (CCG) Regulations, 2019.
18. The Board has formed the following Management Committees under the Code:

Underwriting Committee:

<u>Name of the Member</u>	<u>Category</u>
Mr. Taher G. Sachak	Chairman (Chief Executive Officer)
Dr. Tajuddin A. Manji	Member
Mr. Zain Ibrahim	Member
Mr. Hasan Sheikh	Member
Dr. Asadul Hadi Siddiqui	Member

Claim Settlement Committee:

<u>Name of the Member</u>	<u>Category</u>
Mr. Taher G. Sachak	Chairman (Chief Executive Officer)
Mr. Arshad Iqbal	Member
Dr. Ammara Moazzum	Member
Mr. Sajjad Hussain	Member

Reinsurance & Co-insurance Committee:

<u>Name of the Member</u>	<u>Category</u>
Mr. Taher G. Sachak	Chairman (Chief Executive Officer)
Mr. Mohammad Ali Ahmed	Member
Mr. Zain Ibrahim	Member
Mr. Raza Hasan	Member
Mr. Ali Qureshi	Member

Risk Management & Compliance Committee:

<u>Name of the Member</u>	<u>Category</u>
Mr. Taher G. Sachak	Chairman (Chief Executive Officer)
Mr. Mohammed Ali Ahmed	Member
Mr. S. Shahid Abbas	Member
Mr. Zain Ibrahim	Member
Mr. Ali Qureshi	Member
Mr. Abdul Mujeeb	Member
Mr. Hasan Jivani	Member

19. The Board has formed the following Board Committees.

Ethics, Human Resource & Remuneration Committee:

<u>Name of the Member</u>	<u>Category</u>
Mrs. Rukhsana Shah	Chairperson (Independent Director)
Mr. Rafique R. Bhimjee	Member (Non-Executive Director)
Mr. Saifuddin N. Zoomkawala	Member (Non-Executive Director)
Mr. Taher G. Sachak	Member (Chief Executive Officer)

Investment Committee:

<u>Name of the Member</u>	<u>Category</u>
Mr. Rafique R. Bhimjee	Chairman (Non-Executive Director)
Mr. Saifuddin N. Zoomkawala	Member (Non-Executive Director)
Mr. Taher G. Sachak	Member (Chief Executive Officer)
Mr. Hasanali Abdullah	Member (Non-Executive Director)
Mr. Daanish Bhimjee	Member (Non-Executive Director)
Mr. Omer Morshed	Member (Appointed Actuary)
Mr. S. Shahid Abbas	Member (Chief Financial Officer)
Mr. Mohammed Ali Ahmed	Member (Deputy Managing Director)
Mr. Ali Qureshi	Member (Actuary)

20. The Board has formed an Audit Committee. It comprises of six members, of whom two are independent directors and four are non-executive directors. The chairman of the Committee is an independent director. The composition of the Audit Committee is as follows:

Audit Committee:

<u>Name of the Member</u>	<u>Category</u>
Mr. Ruhail Muhammad	Chairman (Independent Director)
Mrs. Rukhsana Shah	Member (Independent Director)
Mr. Hasanali Abdullah	Member (Non-Executive Director)
Mr. Saifuddin N. Zoomkawala	Member (Non-Executive Director)
Mr. Daanish Bhimjee	Member (Non-Executive Director)
Mr. Ali Raza Siddiqui	Member (Non-Executive Director)

21. The terms of reference of the aforesaid committees have been formed, documented and advised to the committee for compliance. The frequency of meeting of the committees were as follows:

	<u>Name of Committee</u>	<u>Frequency</u>
A	Ethics, Human Resource & Remuneration Committee	Twice a year
B	Investment Committee	Quarterly
C	Audit Committee	Quarterly
D	Underwriting Committee	Quarterly
E	Claim Settlement Committee	Quarterly
F	Reinsurance & Co-insurance Committee	Quarterly
G	Risk Management & Compliance Committee	Quarterly

22. The Quarterly meetings of audit Committee were held prior to approval of interim and final results of the Company and as required by the Code.
23. The Board has set up an effective internal audit department which comprises of suitably qualified and experienced staff for the purpose and are conversant with the policies and procedures of the Company and are involved in the internal audit function on a regular basis.
24. The Chief Executive Officer, Chief Financial Officer, Compliance Officer and the Head of Internal Audit possess such qualification and experience as is required under the Code. The Appointed Actuary of the Company also meets the conditions as laid down in the said Code. Moreover, the persons heading the underwriting, claim, reinsurance, risk management and grievance functions / departments possess qualification and experience of direct relevance to their respective functions, as required under section 12 of the Insurance Ordinance, 2000 (Ordinance No. XXXIX of 2000):

<u>Name of the Person</u>	<u>Designation</u>
Mr. Taher G. Sachak	Chief Executive Officer
Mr. Mohammed Ali Ahmed	Deputy Managing Director
Mr. S. Shahid Abbas	Chief Financial Officer
Mr. Hasan Jivani	Company Secretary & Compliance Officer
Mr. Mohammad Abbas	Head of Internal Audit
Mr. Zain Ibrahim	Head of Underwriting
Dr. Ammara Moazzum	Head of Claims
Mr. Ali Qureshi	Head of Actuary / Reinsurance
Mr. Abdul Mujeed	Head of Risk Management
Mr. Arshad Iqbal	Head of Grievance Dept.

25. The statutory auditors of the Company have been appointed from the panel of auditors approved by the Commission in terms of section 48 of the Insurance Ordinance, 2000 (Ordinance No. XXXIX of 2000). The statutory auditors of the Company have confirmed that they have been given a satisfactory rating under the quality control review program of the Institute of Chartered Accountants of Pakistan, that they or any of the partners of the firm, their spouses and minor children do not hold shares of the insurer and that the firm and all its partners are in compliance with International Federation of Accountants (IFAC) guidelines on code of ethics as adopted by Institute of Chartered Accountants of Pakistan and that they and the partners of the firm involved in the audit are not a close relative (spouse, parent, dependent and non-dependent children) of the Chief Executive Officer, Chief Financial Officer, Head of Internal Audit, Company Secretary or Directors of the Company.
26. The statutory auditors or the persons associated with them have not been appointed to provide other services except in accordance with the listing regulations and the auditors have confirmed that they have observed IFAC guidelines in this regard.
27. The Appointed Actuary of the Company has confirmed that he or his spouse and minor children do not hold shares of the Company.

28. The Board ensures that the Appointed Actuary complies with the requirements set out for him in the Code.
29. The Board ensures that the investment policy of the Company has been drawn up in accordance with the provisions of the Code.
30. The Board ensures that the risk management system of the Company is in place as per the requirement of the Code.
31. The Company has set up a risk management function / department, which carries out its tasks as covered under the Code.
32. The Board ensures that as part of the risk management system, the Company gets rated from VIS credit rating agency which is being used by its risk management function / department and the respective Committee as a risk monitoring tool. The rating assigned by the said rating agency on 02 January 2023 is AA+ with stable outlook.
33. The Board has set up a grievance department/function, which fully complies with the requirements of the Code.
34. All directors of the company have acquired certification under the Director's training program.
35. The Company has not obtained any exemption from the Securities and Exchange Commission of Pakistan in respect of the requirements of the Code.
36. We confirm that all other material principles contained in the Code of Corporate Governance for Insurers, 2016 have been complied with.
37. We confirm that all requirements no. 3, 6, 7, 8, 27, 32, 33 and 36 of the Listed Companies (CCG) Regulations, 2019 have been complied with.

Regulation 6: The Board of the Company comprises of ten elected directors and one-third works out to be 3.33. Presently, three (3) independent directors were elected by the shareholders in terms of Section 166 of the Companies Act, 2017, which have requisite competencies, skills, knowledge, and experience to discharge and execute their duties competently as per laws and regulations under which, hereby, fulfill the requirements; not warrant the appointment of a forth independent director.

TAHER G. SACHAK
Managing Director &
Chief Executive

SAIFUDDIN N. ZOOMKAWALA
Director

HASANALI ABDULLAH
Director

RAFIQUE R. BHIMJEE
Chairman

Karachi February 21, 2023

Independent Auditor's Review Report on the Statement of Compliance contained in the Code of Corporate Governance for Insurers, 2016 and Listed Companies (Code of Corporate Governance) Regulations, 2019

We have reviewed the enclosed Statement of Compliance with the Code of Corporate of Governance for Insurers, 2016 and the Listed Companies (Code of Corporate Governance) Regulations, 2019 (combined called 'the Code') prepared by the Board of Directors of EFU Life Assurance Limited (the Company) for the year ended 31 December 2022 in accordance with the requirements of the Code.

The responsibility for compliance with the Code is that of the Board of Directors of the Company. Our responsibility is to review whether the Statement of Compliance reflects the status of the Company's compliance with the provisions of the Code and report if it does not and to highlight any non-compliance with the requirements of the Code. A review is limited primarily to inquiries of the Company's personnel and review of various documents prepared by the Company to comply with the Code.

As a part of our audit of the financial statements we are required to obtain an understanding of the accounting and internal control systems sufficient to plan the audit and develop an effective audit approach. We are not required to consider whether the Board of Directors' statement on internal control covers all risks and controls or to form an opinion on the effectiveness of such internal controls, the Company's corporate governance procedures and risks.

The Code require the Company to place before the Audit Committee, and upon recommendation of the Audit Committee, place before the Board of Directors for their review and approval, its related party transactions. We are only required and have ensured compliance of this requirement to the extent of the approval of the related party transactions by the Board of Directors upon recommendation of the Audit Committee.

Based on our review, nothing has come to our attention which causes us to believe that the Statement of Compliance does not appropriately reflect the Company's compliance, in all material respects, with the requirements contained in the Code as applicable to the Company for the year ended 31 December 2022.

EY Ford Rhodes
Chartered Accountants
Karachi 06 March, 2023
UDIN: CR202210191WnxSavBNp

Independent Auditor's Report

To the members of EFU Life Assurance Limited

Report on the Audit of the Financial Statements

Opinion

We have audited the annexed financial statements of EFU Life Assurance Limited, which comprise the statement of financial position as at 31 December 2022, and the statement of comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and other explanatory information and we state that we have obtained all the information and explanations which, to the best of our knowledge and belief, were necessary for the purposes of the audit.

In our opinion and to the best of our information and according to the explanations given to us, the statement of financial position, the statement of comprehensive income, the statement of changes in equity and statement of cash flows together with the notes forming part thereof conform with the accounting and reporting standards as applicable in Pakistan and give the information required by the Insurance Ordinance, 2000 and the Companies Act, 2017 (XIX of 2017), in the manner so required and respectively give a true and fair view of the state of Company's affairs as at 31 December 2022 and of the profit and other comprehensive loss, the changes in equity and its cash flows for the year then ended.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs) as applicable in Pakistan. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Company in accordance with the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants as adopted by the Institute of Chartered Accountants of Pakistan (the Code) and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter

We draw attention to note 26.2 to the accompanying financial statements which describe that the Company has challenged the scope and applicability of provincial sales tax on services on premium from the life insurance business in provincial High Courts.

Our opinion is not modified in respect of the above matter.

Key Audit Matters

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

Following are the key audit matters:

S.No.	Key audit matters	How the matters were addressed in our audit
1	<p>Insurance Liabilities</p> <p>The Company's insurance liabilities represent 97% of its total liabilities. We considered this area a key audit matter as valuation of insurance / takaful contract liabilities involve significant judgment, actuarial assumptions such as; mortality, persistency, morbidity, investment returns, expense levels and inflation, and the use of methods adopted for actuarial valuations.</p> <p>Refer to note 20 to financial statements relating to insurance liabilities.</p>	<p>Our procedures in respect of this matter included the following:</p> <ul style="list-style-type: none"> • Obtained an understanding, assessed the design and tested the operating effectiveness of controls established for unit linked business for allocation and surrender of units and calculation of net asset value per unit; • Assessed the adequacy of net asset value of allocated units of unit linked business, by applying the net asset value per unit to the total number of units outstanding at the year end; • Reviewed the report submitted by the Appointed Actuary to the Board of Directors of the Company in respect of the Policy Holder Liabilities and the related methods and assumptions used for this purpose and the comments on the solvency margins. • Tested the accuracy and completeness of the underlying data utilized for the purposes of measurement of insurance liabilities by reference to its source. • Used an external specialist to assist us in reviewing the general principles, actuarial assumptions and methods adopted for actuarial valuations by the appointed actuary of the Company as well as the computations of Policy Holder Liabilities. • Assessed the relevant disclosures made in the financial statements to determine whether these complied with the accounting and reporting standards as applicable in Pakistan.
2	<p>Existence, Valuation and impairment of investments</p> <p>Refer to note 8 to 12 to financial statements and the accounting policies in note 3.12 and 3.17 for investments.</p> <p>The Company's investment portfolio comprises of government debt securities, equity securities, other fixed income securities and term deposits.</p> <p>We identified the existence, valuation and impairment of investments as key audit matter because of the significance of investments in context of the total asset size of the Company.</p>	<p>Our procedures in respect of this matter included the following:</p> <ul style="list-style-type: none"> • We obtained an understanding of Company's process over acquisition, disposals and periodic valuation of investment portfolio and evaluated / tested controls in those areas for the purpose of our audit. • We tested the valuation of investments, on sample basis, by agreeing the prices with quoted marked yields obtained from Reuters for Government securities, prices quoted on Pakistan Stock Exchange for equity securities and prices quoted by Mutual Funds Association of Pakistan for other debt securities;

S.No.	Key audit matters	How the matters were addressed in our audit
		<ul style="list-style-type: none"> • We performed substantive audit procedures on year-end balances of investment portfolios including review of custodian's statement, related reconciliations and re-performance of investment valuations. • We assessed the appropriateness of impairment in the value of available for sale securities in accordance with the requirements of the applicable financial reporting standards. • Assessed the relevant disclosures made in the financial statements to determine whether these complied with the accounting and reporting standards as applicable in Pakistan.

Information Other than the Financial Statements and Auditor's Report Thereon

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

Our opinion on the 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 financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, 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 Board of Directors for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with the accounting and reporting standards as applicable in Pakistan and the requirements of Insurance Ordinance, 2000 and Companies Act, 2017 (XIX of 2017) and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Company'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 Company or to cease operations, or has no realistic alternative but to do so.

Board of directors are responsible for overseeing the Company's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the 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 as applicable in Pakistan 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 financial statements.

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

- Identify and assess the risks of material misstatement of the 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.
- 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 Company'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 Company'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 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 Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the board of directors 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 the board of directors 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 the board of directors, we determine those matters that were of most significance in the audit of the financial statements of the current period 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 Requirement

Based on our audit, we further report that in our opinion:

- a) proper books of account have been kept by the Company as required by the Insurance Ordinance, 2000 and the Companies Act, 2017 (XIX of 2017);
- b) the statement of financial position, the statement of comprehensive income, the statement of changes in equity and the statement of cash flows together with the notes thereon have been drawn up in conformity with the Insurance Ordinance, 2000, the Companies Act, 2017 (XIX of 2017), and are in agreement with the books of account;
- c) apportionment of assets, liabilities, revenue and expenses between two or more funds has been performed in accordance with the advice of the appointed actuary;

- d) investments made, expenditure incurred and guarantees extended during the year were for the purpose of the company's business; and
- e) zakat deductible at source under the Zakat and Ushr Ordinance, 1980 (XVIII of 1980), was deducted by the company and deposited in the Central Zakat Fund established under section 7 of that Ordinance.

Other matter

The annual financial statements of the Company for the year ended 31 December 2021 were audited by another firm of Chartered Accountants, whose audit report date 01 March 2022 expressed an unmodified opinion on the aforementioned financial statements.

The engagement partner on the audit resulting in this independent auditor's report is Arslan Khalid.

EY Ford Rhodes
Chartered Accountants
Karachi 06 March, 2023
UDIN Number: AR202210191r17WL5MFu

Statement of Financial Position

As At 31 December 2022

(Rupees '000)

	Note	31 December 2022	31 December 2021
Assets			
Properties and equipments	5	2 450 476	2 494 333
Right of use assets	6	567 419	569 603
Intangible assets	7	3 416	18 376
Investments			
Equity securities	8	20 182 751	31 864 098
Government securities	9	121 329 577	87 322 252
Debt securities	10	8 303 339	5 884 825
Term deposits	11	14 426 429	24 376 429
Open-ended mutual funds	12	391 083	1 454 576
Insurance / reinsurance receivables	13	719 040	457 120
Other loans and receivables	14	4 325 031	2 706 179
Taxation - payments less provision		1 106 954	1 289 170
Prepayments	15	149 186	134 869
Cash and bank	16	4 558 867	4 608 125
Total Assets		178 513 568	163 179 955
Equity and Liabilities			
Authorised share capital [150,000,000 ordinary shares (2021: 150,000,000) of Rs.10 each]	17	1 500 000	1 500 000
Ordinary share capital [100,000,000 ordinary shares (2021:100,000,000) of Rs.10 each]	17	1 000 000	1 000 000
Retained earnings arising from business other than participating business attributable to shareholders (Ledger account D)	18	2 161 554	2 100 521
General reserves	19	1 980 000	2 100 000
Surplus on revaluation of available for sale investments - net of tax		11 457	33 404
Unappropriated profit		1 195 539	944 454
Total Equity		6 348 550	6 178 379
Liabilities			
Insurance liabilities	20	166 382 685	151 757 625
Deferred taxation	21	1 068 468	884 797
Premium received in advance		1 202 333	1 148 292
Insurance / reinsurance payables	22	363 890	76 238
Lease liabilities	23	671 657	649 581
Other creditors and accruals	24	2 475 985	2 485 043
		5 782 333	5 243 951
Total Liabilities		172 165 018	157 001 576
Total Equity and Liabilities		178 513 568	163 179 955
Contingency(ies) and commitment(s)	26		

The annexed notes 1 to 48 form an integral part of these financial statements.

TAHER G. SACHAK
Managing Director &
Chief Executive

SYED SHAHID ABBAS
Chief Financial
Officer

SAIFUDDIN N. ZOOMKAWALA
Director

HASANALI ABDULLAH
Director

RAFIQUE R. BHIMJEE
Chairman

Karachi February 21, 2023

Statement of Profit and Loss Account

For The Year Ended 31 December 2022

		(Rupees '000)	
	Note	31 December 2022	31 December 2021
Premium / contribution revenue		39 564 664	37 406 876
Premium / retakaful ceded to reinsurers		(1 093 373)	(1 056 377)
Net premium / contribution revenue	27	38 471 291	36 350 499
Investment income	28	19 211 061	11 869 292
Net realised fair value gains on financial assets	29	207 791	2 179 495
Net fair value losses on financial assets at fair value through profit or loss	30	(4 978 573)	(6 667 971)
Other income	31	94 326	98 075
		14 534 605	7 478 891
Net income		53 005 896	43 829 390
Insurance benefits		26 336 083	23 818 672
Recoveries from reinsurers		(827 407)	(812 055)
Claims related expenses		7 993	13 391
Net insurance benefits	32	25 516 669	23 020 008
Net change in insurance liabilities (other than outstanding claims)		14 167 035	8 430 692
Acquisition expenses	33	7 895 558	7 905 778
Marketing and administration expenses	34	2 542 101	2 289 458
Other expenses	35	42 426	41 786
Total expenses		24 647 120	18 667 714
Profit before tax (Refer note below)		2 842 107	2 141 668
Income tax expense	36	(1 149 989)	(633 471)
Profit after tax for the year		1 692 118	1 508 197
		(Rupees)	
Earnings per share - Rupees	37	16.92	15.08

The annexed notes 1 to 48 form an integral part of these financial statements.

Note:

Profit before tax is inclusive of the amount of the profit before tax of the shareholders' fund, the surplus transfer from the revenue account of the statutory funds to the shareholders' fund based on the advice of the appointed actuary, and the undistributed surplus in the revenue account of the statutory funds which also includes the solvency margins maintained in accordance with the Insurance Rules, 2017. For details of the surplus transfer from the revenue account of the statutory funds to the shareholders' fund aggregating to Rs. 2,416 million (2021: Rs.1,773 million), please refer to note 40, relating to segmental information - revenue account by statutory fund.

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Chairman

Karachi February 21, 2023

Statement of Comprehensive Income

For The Year Ended 31 December 2022

(Rupees '000)

	31 December 2022	31 December 2021
Profit after tax for the year- as per statement of profit and loss account	1 692 118	1 508 197
Other comprehensive income:		
Items that may be reclassified to profit and loss account in subsequent periods:		
Change in unrealised losses on available-for-sale financial assets	(39 493)	(28 443)
Reclassification adjustment relating to available-for-sale investments sold during the year	9 546	21 532
	(29 947)	(6 911)
Related deferred tax	8 001	2 004
Other comprehensive loss for the year - net of tax	(21 946)	(4 907)
Total comprehensive income for the year	1 670 172	1 503 290

The annexed notes 1 to 48 form an integral part of these financial statements.

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Director

RAFIQUE R. BHIMJEE
Chairman

Karachi February 21, 2023

Cash Flow Statement

For The Year Ended 31 December 2022

		(Rupees '000)	
	Note	31 December 2022	31 December 2021
Operating cash flows			
a) Underwriting activities			
Insurance premium / contribution received		39 803 396	37 352 384
Reinsurance premium / retakaful contribution paid		(934 034)	(1 347 995)
Claims paid		(26 196 312)	(24 094 181)
Reinsurance and other recoveries received		827 407	812 055
Commission paid		(4 719 014)	(5 037 891)
Marketing and administrative expenses paid		(2 542 101)	(2 289 458)
Other acquisition cost paid		(3 671 459)	(2 717 670)
Net cash flow from underwriting activities		2 567 883	2 677 244
b) Other operating activities			
Income tax paid		(776 103)	(985 417)
Other operating payments		(531 381)	6 179
Loans advanced		(463 038)	(245 106)
Loans repayments received		490 180	224 720
Net cash flow from other operating activities		(1 280 342)	(999 624)
Total cash flow from all operating activities		1 287 541	1 677 620
Investment activities			
Profit / return received		15 984 622	9 776 682
Dividends received		2 617 266	2 208 534
Payments for investments		(94 717 983)	(92 869 330)
Proceed from disposal of investments		66 778 748	85 810 268
Fixed capital expenditure		(361 456)	(441 291)
Proceeds from sale of property and equipment		92 970	83 833
Total cash flow from investing activities		(9 605 833)	4 568 696
Financing activities			
Dividends paid		(1 500 000)	(1 500 000)
Payment against lease liability		(180 966)	(158 853)
Total cash flow from financing activities		(1 680 966)	(1 658 853)
Net cash flow from all activities		(9 999 258)	4 587 463
Cash and cash equivalents at beginning of the year		28 984 554	24 397 091
Cash and cash equivalents at end of the year	16.2	18 985 296	28 984 554
Reconciliation to statement of profit and loss account			
Operating cash flows		1 287 541	1 677 620
Depreciation expense		(354 612)	(343 038)
Depreciation on right of use assets		(150 094)	(136 191)
Amortization expense		(14 960)	(20 866)
Profit on disposal of property and equipment		42 269	37 058
Other revenue		28 295	32 744
Profit on lease termination		5 755	11 797
Finance cost on lease liabilities		(60 887)	(51 734)
Profit on disposal of investments		207 791	2 179 495
Dividend income		2 608 486	2 194 606
Other investment income		17 004 416	9 821 187
Depreciation in market value of investments		(4 416 119)	(6 056 000)
Provision of impairment in the value of available for sale equity investments		(19 961)	(19 929)
Increase in assets other than cash		626 604	681 973
Increase in liabilities		(15 102 406)	(8 500 525)
Profit after tax for the year		1 692 118	1 508 197

The annexed notes 1 to 48 form an integral part of these financial statements.

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Director

RAFIQUE R. BHIMJEE
Chairman

Karachi February 21, 2023

Statement of Changes in Equity

For The Year Ended 31 December 2022

(Rupees '000)

	Attributable to the equity holders' of the Company					Total
	Share Capital	General Reserve	Retained earnings arising from business other than participating business attributable to shareholders (ledger account D)-net of tax*	Surplus / deficit on revaluation of available for sale investment net of tax	Unappropriated Profit	
Balance as at 1 January 2021	1 000 000	2 000 000	1 973 336	38 311	1 163 442	6 175 089
Comprehensive income for the year ended 31 December 2021						
Income for the year ended 31 December 2021	-	-	174 426	-	1 333 771	1 508 197
Other comprehensive loss	-	-	-	(4 907)	-	(4 907)
Total income / (loss) for the year ended 31 December 2021	-	-	174 426	(4 907)	1 333 771	1 503 290
Contribution to increase solvency margin	-	-	(47 241)	-	47 241	-
Transfer to General Reserve	-	100 000	-	-	(100 000)	-
Transactions with shareholders						
Dividend for the year ended 31 December 2020	-	-	-	-	(1 050 000)	(1 050 000)
Interim Dividend - 1st Quarter 2021	-	-	-	-	(150 000)	(150 000)
Interim Dividend - 2nd Quarter 2021	-	-	-	-	(150 000)	(150 000)
Interim Dividend - 3rd Quarter 2021	-	-	-	-	(150 000)	(150 000)
	-	-	-	-	(1 500 000)	(1 500 000)
Balance as at 31 December 2021	<u>1 000 000</u>	<u>2 100 000</u>	<u>2 100 521</u>	<u>33 404</u>	<u>944 454</u>	<u>6 178 379</u>
Balance as at 1 January 2022	1 000 000	2 100 000	2 100 521	33 404	944 454	6 178 379
Comprehensive income for the year ended 31 December 2022						
Income for the year ended 31 December 2022	-	-	59 272	-	1 632 846	1 692 118
Other comprehensive loss	-	-	-	(21 947)	-	(21 947)
Total income / (loss) for the year ended 31 December 2022	-	-	59 272	(21 947)	1 632 846	1 670 171
Contribution to increase solvency margin	-	-	1 761	-	(1 761)	-
Transfer from general reserve	-	(120 000)	-	-	120 000	-
Transactions with shareholders						
Dividend for the year ended 31 December 2021	-	-	-	-	(1 050 000)	(1 050 000)
Interim Dividend - 1st Quarter 2022	-	-	-	-	(150 000)	(150 000)
Interim Dividend - 2nd Quarter 2022	-	-	-	-	(150 000)	(150 000)
Interim Dividend - 3rd Quarter 2022	-	-	-	-	(150 000)	(150 000)
	-	-	-	-	(1 500 000)	(1 500 000)
Balance as at 31 December 2022	<u>1 000 000</u>	<u>1 980 000</u>	<u>2 161 554</u>	<u>11 457</u>	<u>1 195 539</u>	<u>6 348 550</u>

*This include balances maintained in accordance with the requirements of section 35 of the Insurance Ordinance, 2000 read with rule 14 of the Insurance Rules, 2017 to meet solvency margins, which are mandatorily maintained for the carrying on of the life insurance business.

The annexed notes 1 to 48 form an integral part of these financial statements.

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Chairman

Karachi February 21, 2023

Notes to and forming part of the Financial Statements For The Year Ended 31 December 2022

1 LEGAL STATUS AND NATURE OF BUSINESS

- 1.1 EFU Life Assurance Limited (the Company) was incorporated in Pakistan on 09 August 1992 as a public limited company under the Repealed Companies Ordinance, 1984 (now Companies Act, 2017) and started its operation from 18 November 1992. The shares of the Company are quoted on Pakistan Stock Exchange. The registered office of the Company is located at Al-Malik Centre, 70W, F-7/ G-7 Jinnah Avenue, Islamabad while principal place of business is located at EFU Life House, Plot No.112, 8th East street, Phase 1, DHA, Karachi.
- 1.2 The Company is a subsidiary of EFU General Insurance Limited on the basis of its ability to control the composition of the Board of Directors of EFU Life Assurance Limited effective 31 March 2018.
- 1.3 The Company is engaged in life insurance business including ordinary life business, pension fund business and accident and health business and has established following statutory funds, as required by the Insurance Ordinance, 2000:
- Investment Linked Business (includes individual life business)
 - Conventional Business (includes group life and individual life businesses)
 - Pension Business (unit linked)*
 - Accident and Health Business
 - Family Takaful Investment Linked Business (Refer note 1.4)
 - Family Takaful Protection Business (Refer note 1.4)
- * The Company had discontinued pension business and accordingly no new business has been written under this fund.
- 1.4 The Company was granted authorisation on 19 January 2015 under Rule 6 of the Takaful Rules, 2012 to undertake Takaful Window Operation in respect of family takaful products by Securities and Exchange Commission of Pakistan (SECP) and subsequently the Company commenced Window Takaful Operations on 6 February 2015 under the brand name "Hemayah". For the purpose of carrying on takaful business, the Company has formed a Waqf namely EFU Life - Window Family Takaful Limited Waqf (here-in-after referred to as the Participant Takaful Fund (PTF)) on 6 February 2015 under a Waqf deed executed by the Company with a cede amount of Rs. 2 million. The cede money is required to be invested in shariah compliant investments and any profit thereon can be utilized only to pay benefits to participants or defray PTF expenses. Waqf deed also governs the relationship of the Company and policyholders for the management of Takaful operations, investment of policyholders' funds and shareholders' funds as approved by the shariah advisor appointed by the Company.

2 BASIS OF PREPARATION AND STATEMENT OF COMPLIANCE

- 2.1 These financial statements have been prepared on the format of financial statements issued by the Securities and Exchange Commission of Pakistan (SECP) through the Insurance Rules, 2017 vide its S.R.O. 89(1) / 2017 dated 09 February 2017.
- 2.2 These financial statements have been prepared in accordance with the accounting and reporting standards as applicable in Pakistan. The accounting and reporting standards comprise of:
- International Financial Reporting Standard (IFRS), issued by the International Accounting Standards Board (IASB) as are notified under the Companies Act, 2017;
 - Provisions of and directives issued under the Companies Act, 2017 and Insurance Ordinance, 2000, Insurance Rules, 2017, Insurance Accounting Regulations, 2017 and Takaful Rules, 2012; and
 - Islamic Financial Accounting Standards (IFAS) (as a lease) issued by the Institute of Chartered Accountants of Pakistan, as are notified under the Companies Act, 2017.

In case requirements differ, the provisions or directives of the Companies Act, 2017, the Insurance Ordinance, 2000, the Insurance Rules, 2017, the Insurance Accounting Regulations, 2017 and the Takaful Rules 2012 shall prevail.

2.3 Basis of measurement

These financial statements have been prepared under the historical cost convention, except for certain investments which are stated at their fair values.

2.4 Functional and presentation currency

These financial statements are presented in Pakistani Rupees, which is the Company's functional and presentation currency. All financial information presented in Pakistani Rupees has been rounded to the nearest thousand.

2.5 Standards, interpretations and amendments effective during the current year

The Company has adopted the accounting standards, interpretations and amendments of IFRSs and the improvements to accounting standards which became effective for the current year, however they do not have an impact on the Company's financial statements.

2.6 Standards, interpretations and amendments to approved accounting standards that are not yet effective

Following IFRS as notified under the Companies Act, 2017 and the amendments thereto will be effective for future accounting periods and not early adopted:

Amendments	Effective date (annual periods beginning on or after)
Classification of Liabilities as Current or Non-current - Amendments to IAS 1	1 January 2023
Sale or Contribution of Assets between an Investor and its Associate or Joint Venture Amendment to IFRS 10 and IAS 28	Not yet finalized
Definition of Accounting Estimates - Amendments to IAS 8	1 January 2023
Disclosure of Accounting Policies - Amendments to IAS 1 and IFRS Practice Statement 2	1 January 2023
Deferred Tax related to Assets and Liabilities arising from a Single Transaction – Amendments to IAS 12	1 January 2023
Lease Liability in a Sale and Leaseback - Amendments to IFRS 16	1 January 2024

Further, following new standards have been issued by IASB which are yet to be notified by the SECP for the purpose of applicability in Pakistan.

Standards	Effective date (annual periods beginning on or after)
IFRS 1 - First-time Adoption of International Financial Reporting Standards	1 January 2024
IFRS 17 - Insurance Contracts	1 January 2023
The company has taken a benefit of temporary exemption of applying IFRS 9 "Financial Instrument" with IFRS 17 "Insurance Contracts" as allowed under IFRS.	

3 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The accounting policies adopted in the preparation of these financial statements are consistent with those of the previous financial year.

3.1 Property and equipment

These are stated at cost less accumulated depreciation and accumulated impairment loss, if any.

Depreciation is calculated so as to write off the depreciable amount of the assets over their expected useful lives at the rates specified in note 5 to the financial statements, after taking into account residual value, if any. The useful lives, residual values and depreciation methods are reviewed and adjusted, if appropriate, at each balance sheet date.

Depreciation on additions is charged from the quarter in which an asset is available for use while no depreciation is charged for the quarter in which asset is disposed off.

Subsequent cost are included in the assets carrying amount or recognised as separate asset, as appropriate, only when it is possible that the future economic benefit associated with the item will flow to the Company and the cost of the item can be measured reliably. Revenue expenditures are charged to statement of profit and loss account.

An item of fixed asset is derecognised upon disposal or when no future economic benefits are expected from its use or disposal. Gain and losses on disposal, if any, of assets are included in statement of profit and loss account.

The carrying value of tangible fixed assets is reviewed for impairment when events or changes in circumstances indicate that this carrying value may not be recoverable. If any such indications exist and where the carrying values exceed the estimated recoverable amounts, the assets are written down to their recoverable amount.

3.2 Leases

A contract is, or contains a lease if the contract conveys a right to control the use of an identified asset for a period of time in exchange for consideration. The Company mainly lease properties for its operations and recognises a right of use asset and lease liability at the lease commencement date. The right-of-use asset is initially measured at cost, and subsequently at cost less any accumulated depreciation and impairment losses, and adjusted for certain remeasurements of the lease liability. The right of use asset is depreciated using the straight line method from the commencement date to the earlier of end of the useful life of the right of use asset or end of lease term. The estimated useful lives of assets are determined on the same basis as that for owned assets. In addition, the right of use asset is periodically reduced by impairment losses, if any.

The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted using the incremental borrowing rate of the Company. The lease liability is subsequently increased by the interest cost on the lease liability and decreased by lease payments made. It is remeasured when there is a change in future lease payments arising from a change in an index or rate, a change in assessment of whether extension option is reasonably certain to be exercised or a termination option is reasonably certain not to be exercised.

The Company has elected not to recognise right of use assets and lease liabilities for short term and low value assets. The lease payments associated with these leases are recognised as an expense on a straight line basis over the lease term.

3.3 Intangible assets

These are stated at cost less accumulated amortisation and any impairment in value. Amortisation on intangible fixed assets is charged to statement of profit and loss account applying the straight line method at the rates specified in note 7 to the financial statements after taking into account residual value, if any.

Amortisation is charged from the quarter the assets are available for use and no amortisation is charged for the quarter in which the asset is disposed off. The useful life and amortisation method is reviewed, and adjusted if appropriate, at each balance sheet date.

The carrying values of intangible fixed assets are reviewed for impairment when events or changes in circumstances indicate that this 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.

3.4 Insurance contracts

Classification

The Company currently issues contracts that are classified as insurance and takaful contracts as they transfer significant insurance risk (against death, disability and sickness) from the policyholder to the Company. All contracts which include an investment element are unit-linked contracts linked to unit linked funds.

The Company classifies its business into individual life and group life businesses, in both cases the form of contract consisting of main plans and supplementary riders (which are generally optional).

Individual life business mainly consists of unit-linked products and conventional protection products, in both cases with optional supplementary riders which generally provide protection only. Group life business consists primarily of protection products and a relatively small number of unit-linked policies.

3.5 Contract details and measurement

The insurance contracts offered by the Company are described below:

Individual life policies

These consist of the following types of policies:

(a) Unit-linked products

These are medium to long term unit-linked plans designed to address a variety of future policyholder needs, such as retirement planning, education planning for children, marriage planning for children, life protection and investments and savings for future. Premiums received from policyholders and after deduction of specified charges including risk charges, are invested in unit linked funds of the Company. The basic plan contains life cover over and above the unit value, with additional protection (for death, disability and sickness) being provided through the addition of optional riders.

(b) Conventional protection products

Two types of products are offered under Individual life conventional business, these being medium to long term contracts with level premiums being paid over the policy period. The Company offers a standard term life assurance product that offers protection in event of death as well as a decreasing term life assurance policy that covers outstanding loan balances.

(c) Family takaful investment linked products

These are medium to long term unit-linked plans operated through Window Takaful Operations of the Company.

The Company offers unit-linked takaful plans which provide shariah compliant financial protection and investment vehicle to individual participants. These plans carry cash value, and offer investment choices to the participants to direct their investment related contributions based on their risk / return objectives. The investment risk is borne by the participants.

(d) Accident and health products

These consist of long term and short term accident and health products providing cover against accidental death, disability, sickness and critical illness, offered both as long term as well as yearly renewable plans.

(e) Other supplementary benefits

The Company also offers a variety of supplementary benefits attached with main plans including additional term life assurance, income benefits, critical illness, sickness and accidental death and disability related benefits.

Group life and group family takaful protection policies

Nature of contracts:

Company's group life and group takaful business consists of one year term life contracts which provide coverage, in the event of death or disability, to:

- employees of a common employer, benefits payable under these contracts being either fixed, in case of death, or linked to the extent of loss incurred by the policyholder, in case of disability;
- customers of financial institutions, the contracts being issued to financial institutions to protect their customers' outstanding loan balances, such as on personal loan, mortgages and credit cards.

Unit linked group life policies are similar in nature to individual life unit linked products.

3.6 Policyholders' liability

Policyholders' liabilities are stated at a value determined by the appointed actuary through an actuarial valuation carried out as at each balance sheet date. In determining the value, both acquired policy values (which forms the bulk of policyholders' liabilities) as well as estimated values which will be payable against risks which the Company underwrites are taken into account. The bases used are applied consistently from year to year.

The basic liability consists of the estimated actuarial liability against each contract which is in force. To this are added:

- a) The cash value of policies which have lapsed over the last two years and where the liability would be reinstated in case of the policy being revived; and
- b) A reserve for potential losses on a policy by policy basis.

3.7 Reinsurance contracts held

The Company has entered into reinsurance / retakaful (hereinafter referred to as "reinsurance") arrangements, for both its individual and group businesses, in order to manage risks associated with the frequency and severity of claims. These arrangements include cover under treaties as well as on a facultative basis. The terms of reinsurance treaties vary by the type of business, the objective being to maintain a reasonable risk profile suiting the risk appetite and overall exposure to adverse movements in mortality or morbidity.

Primarily, reinsurance assets are amounts due from reinsurers with respect to recoveries under claims and profit commission. Reinsurance recoveries are measured according to the terms and conditions of the reinsurance contracts.

Reinsurance liabilities consist of amounts due to reinsurers on account of reinsurance premiums due which are measured according to the terms of the arrangements.

3.8 Receivables and payables related to insurance contracts

Receivables and payables are recognised when due. These include amount due to and from agents and policyholders.

3.9 Operating segments

A business segment is a group of assets and operations engaged in providing products or services that are subject to risks and returns that are different from those of other business segments. The Company accounts for segment reporting using the classes or sub classes of business (statutory funds) as specified under the Insurance Ordinance, 2000 and Insurance Rules, 2017 under regulatory accounts.

Based on its classification of Insurance contracts issued, the Company has six business segments for reporting purposes namely investment linked business, conventional business, pension business, accident and health business, family takaful investment linked business and family takaful protection business.

3.10 Cash and Cash equivalents

For the purpose of cash flow statement, cash and cash equivalents include the following:

- Cash at bank in current and saving accounts;
- Policy stamps in hand;
- Term deposits receipts with original maturity upto three months; and
- Certificate of investments with original maturity upto three months.

3.11 Revenue recognition

- First year individual life premiums / contributions are recognised once the related policies have been issued and the premium is received. Renewal premiums are recognised upon receipt of premium provided the policy is still in force. Single premiums are recognised once the related policies are issued against the receipts of premium.
- Group life premiums are recognised when due. A provision for unearned premiums is included in the policyholders' liabilities.
- Interest / profit on bank deposits is recognised on time proportion basis, using effective interest rate method
- Fixed income securities are recorded on a time proportion basis using effective interest rate method.
- Dividend income is recognised when right to receive such dividend is established.

3.11.1 Experience refund of premium payable to policyholders except for individual life unit linked is included in outstanding claims.

3.11.2 Reinsurance expense is recognised as a liability in accordance with the treaty arrangement of reinsurers.

3.12 Investments

All investments are initially recognised at cost, being the fair value of the consideration given and include transaction costs. All purchase and sale of investments that require delivery within the required time frame established by regulations or market convention are accounted for at the trade date. Trade date is the date when the Company commits to purchase or sell the investments. Subsequently the investments are classified as follows:

– In equity securities

Fair value through profit or loss

Investments in equity securities relating to units assigned to policies of investment linked business, pension business and Family takaful investment linked business are subsequently measured at their fair values and the difference is charged to statement of profit and loss account under the heading 'Fair value through profit or loss'.

Available for sale

Investment related to non-unit linked fund subsequently measured at fair value and the difference is charged to statement of comprehensive income under the heading 'Available for sale'.

– In debt securities

Held-to-maturity

Investment classified as held-to-maturity are subsequently measured at amortized cost less impairment, if any, taking into account any discount and premium on acquisition, using the effective rate of interest method.

Fair value through profit or loss

Investments in debt securities relating to units assigned to policies of investment linked business, pension business and family takaful investment linked business are subsequently measured at their fair values and the difference is charged to statement of profit and loss account.

– In term deposits

It represents investment in term deposits with banks held for short term usually less than 12 months.

– In mutual funds

Fair value through profit or loss

Investments in mutual funds relating to units assigned to policies of investment linked business, pension business and family takaful investment linked business are subsequently measured at their fair values and the difference is taken to statement of profit and loss account.

Available for sale

Investment related to non - unit linked fund subsequently measured at fair value and the difference is charged to statement of comprehensive income under the heading 'Available for sale'.

– Fair / market value measurements

For investments in government securities, fair / market value is determined by reference to quotations obtained from Reuters page (PKRV) / (PKISRV) where applicable. For investments in quoted marketable securities, other than Term Finance Certificates, fair / market value is determined by reference to Stock Exchange quoted market price at the close of business on balance sheet date. The fair market value of term finance certificates is as per the rates issued by the Mutual Funds Association of Pakistan (MUFAP).

3.13 Off - setting of financial assets and liabilities

Financial assets and financial liabilities are offset and the net amount is reported in the balance sheet, if the Company has a legally enforceable right to set off and the Company intends either to settle the assets and liabilities on a net basis or to realize the asset and settle the liability simultaneously.

3.14 Provisions

Provisions are recognised when the Company has a legal or constructive obligation as a result of a past event, and it is probable that outflow of resources embodying economic benefits will be required to settle the obligation and a reliable estimate can be made of the amount of obligation.

3.15 Taxation

Current

Provision of current tax is based on the taxable income for the year determined in accordance with the Income Tax Ordinance, 2001. 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

Deferred tax is accounted for using the balance sheet liability method in respect of all temporary differences at the balance sheet date between the tax bases and carrying amounts of assets and liabilities for financial reporting purposes. Deferred tax liabilities are generally recognised for all taxable temporary differences and deferred tax assets are recognised 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 utilized.

Deferred tax assets and liabilities are measured at the tax rates that are expected to apply to the year when the asset is realized or the liability is settled, based on the tax rates (and tax laws) that have been enacted or substantively enacted at the balance sheet date. Deferred tax is charged or credited in the statement of profit and loss account and the statement of comprehensive income.

3.16 Employees' retirement benefits - defined contribution plans

3.16.1 The Company operates a contributory provident fund for all eligible employees to which equal monthly contributions at the rate of 8.33% of basic salary are made by both the Company and the employees. The contributions are recognised as employee benefit expense when they are due.

3.16.2 The Company also operate an approved funded contributory pension scheme for all eligible employees, whereby, fixed monthly contributions at the rate of 10% of the basic salary are made by the Company and the employees also have an option to contribute in the fund at the rate of 5%. At the time of cessation of employment / retirement, employees are paid in full for their contribution, whereas, Company's contribution accumulated in the fund is paid to employees over the period of time in accordance with the rules of the fund.

3.17 Impairment

A financial asset is assessed at each financial statement date to determine whether there is any objective evidence that it is impaired. A financial asset is considered to be impaired if there is objective evidence that one or more events have had a negative effect on the estimated future cash flows of that asset.

If a decline in fair value is significant or prolonged, then there is objective evidence of impairment, regardless of how long management intends to hold the investment.

The carrying amount of non-financial assets is reviewed at each financial statement date to determine whether there is any indication of impairment of any asset or a group of assets. If such indication exists, the recoverable amount of such asset is estimated. The recoverable amount of an asset is the greater of its value in use and its fair value less costs to sell. An impairment loss is recognized if the carrying amount of an asset exceeds its estimated recoverable amount.

All impairment losses are recognized in the profit and loss account. Provisions for impairment are reviewed at each financial statement date and are adjusted to reflect the current best estimates. Changes in the provisions are recognized as income or expense.

3.18 Dividends and other appropriations

Cash dividend to shareholders is recognised as liability in the period in which it is approved. Similarly all other appropriations other than those required by law including reserve for issue of bonus shares are recognised in the period in which they are approved.

3.19 Reinsurance assets

Reinsurance contracts entered into by the Company with reinsurers for compensation of losses suffered on insurance contracts issued. Claim recoveries receivable from the reinsurers are recognised at the same time as the claim which give rise to the right of recovery and are measured at the amount expected to be recovered.

Reinsurance assets represent balances due from reinsurance companies which are stated on the basis of amounts receivable under the respective contract after considering any impairment in the value of such assets.

3.20 Statutory funds

The Company maintains statutory funds for all classes of life insurance business. Assets, liabilities, revenues and expenses are recorded in respective funds, if referable, or, on the basis of actuarial advice if not referable. Other assets, liabilities, revenues and expenses are allocated to shareholders' fund. Policyholders' liabilities have been included in statutory funds on the basis of the actuarial valuation carried out by the appointed actuary of the Company on the balance sheet date as required by Section 50 of the Insurance Ordinance, 2000. A capital transfer provided to statutory funds by the shareholders' fund is recorded as a reduction in the shareholders' equity. Changes in the amount of capital contributed to statutory funds is recorded by the shareholders' funds directly in equity.

3.21 Provision for outstanding claims

A liability for outstanding claims is recognised in respect of all claims incurred up to the balance sheet date, except for accident and health claims which are recognised as soon as reliable estimates of the claim amount can be made. Claims where intimation of the event giving rise to the claim is received or in respect of investment linked business when the policy ceases to participate in the earnings of the statutory fund are reported as claims in the revenue account. The liability for claims incurred but not reported at the year end is determined by the appointed actuary and are included in the policyholders' liabilities. Experience refund of premium calculated by appointed actuary is included in outstanding claims. Experience refund of premium receivable from reinsurers is included in the reinsurance recoveries of claim.

3.22 Acquisition costs

These are costs incurred in acquiring insurance policies, maintaining such policies, and include without limitation all forms of remuneration paid to insurance agents.

Commissions and other expenses are recognised as an expense in the earlier of the financial year in which they are paid and financial year in which they become due and payable, except that commission and other expenses which are directly referable to the acquisition or renewal of specific contracts are recognised not later than the period in which the premium to which they refer is recognised as revenue.

3.23 Foreign currency transactions

3.23.1 Functional and presentation currency

These financial statements are presented in Pakistan Rupees, which is the Company's functional and presentation currency.

3.23.2 Foreign currency translations

Foreign currency transactions during the year are recorded at the exchange rates approximating those ruling on the date of the transaction. Monetary assets and liabilities in foreign currencies are translated at the rates of exchange which approximate those prevailing on the balance sheet date. Gain and losses on translation are taken into statement of profit and loss account currently. Non monetary - items that are measured in terms of historical cost in a foreign currency are translated using the exchange rates as at the dates of the initial transactions. 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.

3.23.3 Financial Instruments

Financial assets and financial liabilities are recognised at the time when the Company becomes a party to the contractual provisions of the instrument. Financial assets are derecognised when the contractual right to future cash flows from the asset expire or is transferred along with the risk and reward of the ownership of the asset. Financial liabilities are derecognised when obligation specified in the contract is discharged, cancelled or expired. Any gain or loss on derecognition of the financial asset and liabilities is recognised in the statement of profit and loss account of the current year.

3.24 Significant accounting policies - Window family takaful operations

3.24.1 Takaful contracts

The takaful contracts are based on the principles of Wakala Waqf Model. Takaful is a program based on shariah compliant, approved concept founded on the principles of mutual cooperation, solidarity and brotherhood.

The obligation of Waqf for Waqf participants' liabilities is limited to the amount available in the Waqf fund. In the event where there is insufficient funds in Waqf to meet their current payments less receipts, the deficit is funded by way of an interest free loan (Qard-e-Hasna) from the operator sub fund to participant takaful fund and group family takaful. The amount of Qard-e-Hasna is refundable to the operator sub fund.

Technical reserves are stated at a value determined by the appointed actuary through an actuarial valuation carried out as at each balance sheet date, in accordance with section 50 of the Insurance Ordinance, 2000.

3.24.2 Group takaful

The group family takaful contracts are issued typically on yearly renewable term basis. The Company offers group term life and group credit plans to its participants.

3.24.3 Individual takaful contracts unit-linked

The Company offers unit-linked takaful plans which provide shariah compliant financial protection and investment vehicle to individual participants contribution received from policyholders, after deducting specific charges and takaful donations, are invested in unit linked funds of the Company.

The basic plan contains family takaful cover over and above the unit value with additional protection.

3.24.4 Retakaful

These contracts are entered into by the Company with retakaful operator under which the retakaful operator cedes the takaful risk assumed during normal course of its business and according to which the Waqf is compensated for losses on contract issued by it are classified as retakaful contracts held.

Retakaful contribution

Retakaful contribution is recorded at the time the retakaful is ceded.

Retakaful expenses

Retakaful expenses are recognised as a liability in accordance with the pattern of recognition of related contribution.

Retakaful assets and liabilities

Retakaful assets represent balances due from retakaful operators. Recoverable amounts are estimated in a manner consistent with the associated retakaful treaties.

Retakaful liabilities represent balances due to retakaful operators. Amounts payable are calculated in a manner consistent with the associated retakaful treaties.

Retakaful assets are not offset against related retakaful liabilities. Income or expenses from retakaful contract are not offset against expenses or income from related retakaful contracts as required by Insurance Ordinance, 2000.

Retakaful assets and liabilities are derecognised when the contractual rights are extinguished or expired.

3.24.5 Business segment - Window family takaful operation

The Company has two primary business segment for reporting purposes; family takaful investment linked business and family takaful protection business.

- a) The family takaful investment linked business segments provides family takaful coverage to individuals under unit - linked policies issued by the participants' takaful fund.
- b) The family takaful protection business segment provides family takaful coverage to member of business enterprises, corporate entities and common interest groups under group family takaful scheme operated by the Company.

3.24.6 Takaful operator's fee

The shareholders of the Company manage the family takaful operations for the participants and act as Wakeel of the Waqf fund. The Company is entitled for the wakala fee for the management of takaful operation under Waqf fund to meet its general and administrative expenses.

The window takaful operator is also entitled for Wakalt-ul-Istismar fee as it manages participant investment fund.

The window takaful operator is also entitled for mudarib fee as it manages participant takaful fund.

3.24.7 Revenue recognition

Individual first year contribution are recognised once the related policies have been issued and the contribution received. Renewal contribution are recognised upon receipt of contribution provided the policy is still in force. Individual single contribution are recognised once the related policies are issued against the receipts of contribution.

Group contribution are recognised when due. A provision for unearned contribution is included in the policyholders' liabilities.

4 CRITICAL ACCOUNTING ESTIMATES AND JUDGMENTS

The preparation of unconsolidated financial statements in conformity with approved accounting standards requires management to make judgments, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses.

The judgments, estimates and assumptions are based on historical experience, current trends and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the estimates about carrying values of assets and liabilities that are not readily apparent from other sources.

Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognized in the period in which the estimate is revised if the revision affects only that period or in the revision and future periods if the revision affects both current and future periods.

In particular, the matters involving a higher degree of judgment or complexity, or areas where assumptions and estimates are significant to the unconsolidated financial statements are:

	Note
- Property and equipment	3.1
- Lease liabilities	3.2
- Policyholders' liabilities and underlying actuarial assumptions	3.6
- Impairment	3.17
- Taxation	3.15
- Provisions	3.14
- Intangibles	3.30

Change in assumptions

Conventional business / Family takaful protection business

Expected Loss Ratio (ELR) assumptions being used for IBNR claim reserve pertaining to conventional group life business have been revised to provide for possible decrease in incidence of reporting of claims. Furthermore, the methodology for third quarter have been moved from Chain Ladder (CL) to ELR.

In the process of applying the Company's accounting policies, management has made the following estimates and judgments which are significant to the financial statements:

5. PROPERTY AND EQUIPMENT

(Rupees '000)

	31 December 2022									
	Cost			Depreciation				Written down value 31 Dec 2022	Depreciation Rate %	
	As at 01 Jan 2022	Additions	Disposals	As at 31 Dec 2022	As at 01 Jan 2022	Charge for the year	On Disposal			As at 31 Dec 2022
Leasehold land	126 505	-	-	126 505	-	-	-	-	126 505	-
Building	1 366 819	-	-	1 366 819	314 879	52 597	-	367 476	999 343	5
Office equipment	377 644	20 506	(2 654)	395 496	159 851	22 850	(1 656)	181 045	214 451	10
Computers	566 998	59 622	(5 273)	621 347	294 238	94 138	(4 417)	383 959	237 388	30
Furniture and fixture	303 730	13 742	(74)	317 398	128 651	18 470	(71)	147 050	170 348	10
Leasehold improvement	421 295	41 650	-	462 945	284 575	47 537	-	332 112	130 833	-
Vehicles	935 772	225 936	(119 961)	1 041 747	422 236	119 020	(71 117)	470 139	571 608	20
Total	4 098 763	361 456	(127 962)	4 332 257	1 604 430	354 612	(77 261)	1 881 781	2 450 476	

(Rupees '000)

	31 December 2021									
	Cost			Depreciation				Written down value 31 Dec 2021	Depreciation Rate %	
	As at 01 Jan 2021	Additions	Disposals	As at 31 Dec 2021	As at 01 Jan 2021	Charge for the year	On Disposal			As at 31 Dec 2021
Leasehold land	126 505	-	-	126 505	-	-	-	-	126 505	-
Building	1 366 819	-	-	1 366 819	260 597	54 282	-	314 879	1 051 940	5
Office equipment	363 483	15 532	(1 371)	377 644	137 432	23 232	(813)	159 851	217 793	10
Computers	364 208	206 395	(3 605)	566 998	221 819	75 671	(3 252)	294 238	272 760	30
Furniture and fixture	286 227	17 503	-	303 730	110 551	18 100	-	128 651	175 079	10
Leasehold improvement	362 539	58 756	-	421 295	231 650	52 925	-	284 575	136 720	-
Vehicles	892 008	142 563	(98 799)	935 772	356 342	118 829	(52 935)	422 236	513 536	20
Total	3 761 789	440 749	(103 775)	4 098 763	1 318 391	343 039	(57 000)	1 604 430	2 494 333	

5.1 The market value of leasehold land and building is estimated at Rs. 4,542 million as at 31 December 2022. The valuations have been carried out by independent valuer.

5.2 Disposal of fixed assets

(Rupees '000)

	Original Cost	Accumulated Depreciation	Book Value	Sale Proceeds	Gain / (Loss) on Sale	Mode of Disposal	Particulars of Buyer	
Vehicles	678	563	115	460	345	Negotiation	Mr. Rameez	Employee
Vehicles	1 039	863	176	775	599	Negotiation	Mr. Tanveer Haider	Employee
Vehicles	1 059	869	190	775	585	Negotiation	Mr. Nayyer Hassnain	Employee
Vehicles	2 231	1 810	421	1 950	1 529	Negotiation	Mr. Rehman Fayyaz	Employee
Vehicles	1 824	1 461	363	-	(363)	Company Policy	Mr. M. Faisal	Employee
Vehicles	688	551	137	600	463	Negotiation	Miss Rukhsana Asif	Employee
Vehicles	688	551	137	550	413	Negotiation	Mr. Amir Nisar	Employee
Vehicles	688	542	146	550	404	Negotiation	Mr. Ramiz Maher	Employee
Vehicles	688	535	153	550	397	Negotiation	Mr. Rafi Malik	Employee
Vehicles	688	550	138	637	499	Negotiation	Mr. Safdar Hussain	Employee
Vehicles	673	614	59	475	416	Negotiation	Mr. Gul Nazar	Employee
Vehicles	683	574	109	460	351	Negotiation	Mr. M. Ashfaq Khan	Employee
Vehicles	683	580	103	425	322	Negotiation	Mr. Saad Aslam	Employee
Vehicles	683	580	103	425	322	Negotiation	Mr. Sajjad Barcha	Employee
Vehicles	1 824	1 458	366	1 900	1 534	Negotiation	Mr. Zahoor Ahmed	Employee
Vehicles	1 271	1 016	255	1 000	745	Negotiation	Mr. Muzaffar Ali	Employee

(Rupees '000)

	Original Cost	Accumulated Depreciation	Book Value	Sale Proceeds	Gain / (Loss) on Sale	Mode of Disposal	Particulars of Buyer	
Vehicles	693	519	174	550	376	Negotiation	Mr. Syed Fahad Ali	Employee
Vehicles	693	519	174	575	401	Negotiation	Miss. Sadia Akram	Employee
Vehicles	693	500	193	575	382	Negotiation	Mr. Majid Aziz	Employee
Vehicles	1 117	821	296	1 000	704	Negotiation	Mr. M. Saeed	Employee
Vehicles	1 114	835	279	1 000	721	Negotiation	Mr. Shoukat Ali	Employee
Vehicles	1 114	835	279	1 000	721	Negotiation	Mr. Faisal Tahir	Employee
Vehicles	1 347	991	356	1 275	919	Negotiation	Mr. Asad Ahmed Khan	Employee
Vehicles	3 633	2 722	911	1 300	389	Negotiation	Mr. Imtiaz Hussain	Employee
Vehicles	3 633	2 722	911	1 300	389	Negotiation	Mr. Ali Rizwan	Employee
Vehicles	703	483	220	516	296	Negotiation	Mr. Javaid Amin	Employee
Vehicles	1 377	946	431	1 400	969	Negotiation	Mr. Syed Arif Raza	Employee
Vehicles	1 270	849	421	1 403	982	Negotiation	Dr. Ammara Moazzum	Employee
Vehicles	713	514	199	600	401	Negotiation	Mr. Abid Hussain	Employee
Vehicles	2 438	1 719	719	-	(719)	Company Policy	Mr. Shamsuddin Sh. (Late)	Employee
Vehicles	1 069	714	355	1 169	814	Negotiation	Mr. Furqan Ahmed	Employee
Vehicles	2 363	1 664	699	2 600	1 901	Negotiation	Mr. Fayyaz Mehmood Tahir	Employee
Vehicles	1 295	841	454	1 260	806	Negotiation	Mr. Abuzer Gilani	Employee
Vehicles	703	458	245	650	405	Negotiation	Mr. Haroon Iftikhar	Employee
Vehicles	1 327	934	393	1 400	1 007	Negotiation	Mr. Abdul Wahab Sh	Employee
Vehicles	2 438	1 584	854	2 600	1 746	Negotiation	Mr. Ali Asghar Khandwala	Employee
Vehicles	1 894	1 231	663	1 800	1 137	Negotiation	Mr. M. Hasan	Employee
Vehicles	1 270	717	553	969	416	Negotiation	Mr. Abbas Hussain	Employee
Vehicles	2 093	1 075	1 018	1 709	691	Negotiation	Mr. Syed Athar Shah	Employee
Vehicles	2 756	1 550	1 206	1 755	549	Negotiation	Mr. Sikandar Arshad	Employee
Vehicles	2 229	1 307	922	1 751	829	Negotiation	Mr. Ghulam Haider Mohsin	Employee
Vehicles	2 304	1 351	953	1 384	431	Negotiation	Mr. Babar Mehmood	Employee
Vehicles	1 406	593	813	1 241	428	Negotiation	Mrs. Ambreen Azmat	Employee
Vehicles	1 620	684	936	1 284	348	Negotiation	Mr. Asif Akhtar	Employee
Vehicles	1 406	545	861	1 241	380	Negotiation	Mr. Nafees Ul Haq	Employee
Vehicles	1 406	545	861	1 247	386	Negotiation	Mr. Shahan Khan	Employee
Vehicles	3 750	1 320	2 430	3 300	870	Negotiation	Miss. Nilofer Sohail	Employee
Vehicles	2 525	889	1 636	2 100	464	Negotiation	Mr. Irfan Junejo	Employee
Vehicles	1 638	836	802	1 295	493	Negotiation	Mr. Suneel Kumar	Employee
Vehicles	1 531	823	708	1 155	447	Negotiation	Mr. Khalid Mehmood	Employee
Vehicles	1 691	863	828	1 395	567	Negotiation	Mr. Shahzad Hanif	Employee
Vehicles	1 691	863	828	1 217	389	Negotiation	Mrs. Laraib Fawad	Employee
Vehicles	1 391	814	577	1 092	515	Negotiation	Mr. Imad Ali Qureshi	Employee
Vehicles	1 270	743	527	953	426	Negotiation	Mr. Ahmer Hassan	Employee
Vehicles	1 203	704	499	953	454	Negotiation	Mr. Sheikh Irfan Zafar	Employee
Vehicles	1 421	764	657	1 125	468	Negotiation	Mr. Bheero Mal	Employee
Vehicles	1 618	870	748	1 037	289	Negotiation	Mr. Burhan Zahid	Employee
Vehicles	4 090	2 088	2 002	3 408	1 406	Negotiation	Mr. Ashfaqe Ahmed	Employee
Vehicles	1 721	832	889	1 331	442	Negotiation	Mr. Jibran Masood	Employee
Vehicles	1 721	878	843	989	146	Negotiation	Mr. M. Hanif Raza	Employee
Vehicles	742	468	274	648	374	Negotiation	Mr. Adbul Rasool Sajwani	Employee
Vehicles	795	484	311	950	639	Negotiation	Mr. Haider Shah	External
Vehicles	795	465	330	557	227	Negotiation	Mr. Abbas Zaidi	Employee
Vehicles	1 671	940	731	921	190	Negotiation	Mr. Imran Saleem	Employee
Vehicles	1 541	902	639	1 050	411	Negotiation	Mr. Muzaffar Bhugio	Employee
Vehicles	1 743	980	763	1 173	410	Negotiation	Mr. Asadul Hadi	Employee
Vehicles	1 880	1 057	823	1 418	595	Negotiation	Mr. Kashif Khan	Employee
Vehicles	2 729	1 157	1 572	2 322	750	Negotiation	Mr. Mohd Abbas	Employee
Vehicles	1 498	635	863	1 305	442	Negotiation	Miss. Farah Mushtaq	Employee
Vehicles	1 491	761	730	1 100	370	Negotiation	Mr. Adnan Gul	Employee
Vehicles	1 786	757	1 029	1 492	463	Negotiation	Mr. Nasir Feroz	Employee
Vehicles	2 124	901	1 223	1 797	574	Negotiation	Mr. Rizwan Bukhari	Employee
Vehicles	2 679	1 290	1 389	2 277	888	Negotiation	Mr. Hassan Shaikh	Employee

(Rupees '000)

	Original Cost	Accumulated Depreciation	Book Value	Sale Proceeds	Gain / (Loss) on Sale	Mode of Disposal	Particulars of Buyer	
Vehicles	1 721	779	942	1 338	396	Negotiation	Miss. Mariam Ahmed	Employee
Vehicles	846	432	414	330	(84)	Negotiation	Mr. Adeel Ahmed	Employee
Vehicles	1 540	697	843	1 341	498	Negotiation	Mr. Shahzad Ahmed	Employee
Vehicles	2 914	1 240	1 674	2 316	642	Negotiation	Mr. Sajjad Hussain	Employee

Assets having written down value less than Rs.50 000

Office Equipment	2 654	1 656	998	948	(50)	Various
Furniture and fixture	74	71	3	26	23	
Computer	5 273	4 417	856	225	(631)	Various
	<u>127 962</u>	<u>77 261</u>	<u>50 701</u>	<u>92 970</u>	<u>42 269</u>	
	<u>103 775</u>	<u>57 000</u>	<u>46 775</u>	<u>83 833</u>	<u>37 058</u>	

6 Right of use Asset

(Rupees '000)

31 December 2022

	Cost			Depreciation				Written down value 31 Dec 2022	
	As at 01 Jan 2022	Additions	Disposals	As at 31 Dec 2022	As at 01 Jan 2022	Charge for the year	On Disposals		As at 31 Dec 2022
Right of use asset	957 205	176 823	(31 028)	1 103 000	387 602	150 094	(2 115)	535 581	567 419

31 December 2021

	Cost			Depreciation				Written down value 31 Dec 2021	
	As at 01 Jan 2021	Additions	Disposals	As at 31 Dec 2021	As at 01 Jan 2021	Charge for the year	On Disposal		As at 31 Dec 2021
Right of use asset	696 217	305 323	(44 335)	957 205	255 406	136 191	(3 995)	387 602	569 603

7. INTANGIBLE ASSETS

(Rupees '000)

31 December 2022

	Cost			Accumulated Amortization				Written down value 31 Dec 2022	Amortization Rate %	
	As at 01 Jan 2022	Additions	Disposals	As at 31 Dec 2022	As at 01 Jan 2022	Charge for the year	On Disposals			As at 31 Dec 2022
Computer software	155 342	-	-	155 342	136 966	14 960	-	151 926	3 416	33

31 December 2021

	Cost			Accumulated Amortization				Written down value 31 Dec 2021	Amortization Rate %	
	As at 01 Jan 2021	Additions	Disposals	As at 31 Dec 2021	As at 01 Jan 2021	Charge for the year	On Disposal			As at 31 Dec 2021
Computer software	154 800	542	-	155 342	116 100	20 866	-	136 966	18 376	33

7.1 Fully amortised intangible assets

Type	Cost	Depreciation 2019	Depreciation 2020	Depreciation 2021	Depreciation 2022	Total Depreciation	Book value
Intangible Asset	28 186	868	9 395	9 395	8 528	28 186	–

8. INVESTMENT IN EQUITY SECURITIES

(Rupees '000)

	Note	31 December 2022	31 December 2021
Available for Sale	8.1	107 134	199 711
At fair value through profit or loss (Designated - upon initial recognition)	8.2	20 075 617	31 664 387
		<u>20 182 751</u>	<u>31 864 098</u>

8.1 Available for sale

(Rupees in '000)

	Note	31 December 2022			31 December 2021		
		Cost	Impairment / (Provision)	Carrying Value	Cost	Impairment / (Provision)	Carrying Value
Related parties							
Listed shares	8.3 & 8.4	204 222	(180 052)	24 170	204 222	(166 433)	37 789
Others							
Listed shares	8.3	81 703	(20 932)	60 771	146 351	(28 110)	118 241
Unlisted shares	8.3 8.6 & 8.7	15 711	(15 203)	508	16 008	(15 500)	508
Surplus on revaluation		–	–	21 685	–	–	43 173
		<u>301 636</u>	<u>(216 187)</u>	<u>107 134</u>	<u>366 581</u>	<u>(210 043)</u>	<u>199 711</u>

8.2 Fair Value through Profit and Loss (Designated - upon initial recognition)

	Note	Cost	Impairment / (Provision)	Carrying Value	Cost	Impairment / (Provision)	Carrying Value
Related parties							
Listed shares	8.5	476 556	–	496 431	480 640	–	596 852
Others							
Listed shares		23 979 659	–	19 579 186	31 623 510	–	31 067 535
		<u>24 456 215</u>	<u>–</u>	<u>20 075 617</u>	<u>32 104 150</u>	<u>–</u>	<u>31 664 387</u>

(Rupees '000)

8.3 Reconciliation of provision for impairment

	31 December 2022	31 December 2021
Balance at the beginning of the year	210 043	235 404
(Reversal) for impairment on available for sale investments	6 144	(25 361)
Balance at the end of the year	<u>216 187</u>	<u>210 043</u>

- 8.4 Listed equities include investment in Jahangir Siddiqui and Company Limited (Associated Company) representing 0.258% of the issued capital of the Associated Company. The Company's holding at year end is 2,362,702 out of which 214,302 are held on behalf of Policyholders.
- 8.5 Listed equities include investment in EFU General Insurance Limited (the Holding Company) at carrying value of Rs. 432.99 million on behalf of Policyholders (2021: Rs. 491.5 million) representing 2.34% (2021: 2.34%) of the issued capital of the EFU General Insurance Limited.
- 8.6 This represents investment in ordinary shares of Security General Insurance Company Limited. The breakup value of each ordinary share of Rs. 10 is Rs. 246.33 based on the audited annual financial statements available for the year ended December 31, 2021. The Company's holding as at the year end is 0.67% (number of shares: 457,038) [(2021: 0.67%) (number of shares: 457,038)]. The Chief Executive Officer of Security General Insurance Company Limited is Mr. Farrukh Aleem.
- 8.7 This represents investment in ordinary shares of Planet N (Private) Limited. The breakup value of each ordinary share of Rs. 10 is Rs. 15.6 based on the latest audited financial statements available for the year ended 30 June 2022. The Company's holding as at the year end is 0.38% (number of shares: 75,811) [(2021: 0.28%) (number of shares: 50,191)]. The Chief Executive Officer of Planet N (Private) Limited is Mr. Nadeem Hussain.

9. GOVERNMENT SECURITIES

(Rupees '000)

	Note	31 December 2022	31 December 2021
Held to Maturity	9.1	9 189 216	7 903 248
Fair value through profit and loss (designated - upon initial recognition)	9.2	112 140 361	79 419 004
		<u>121 329 577</u>	<u>87 322 252</u>

9.1 Held to Maturity

(Rupees in '000)

31 December 2022					
	Maturity Year	Effective Yield	Amortised Cost	Principal Repayment	Carrying Value
2 Years Pakistan Investment Bonds	2023	15.68	249 341	250 000	249 341
3 Years Pakistan Investment Bonds	2023	15.68	2 566 977	2 575 000	2 566 977
2 Years Pakistan Investment Bonds	2024	16.88	123 725	125 000	123 725
20 Years Pakistan Investment Bonds	2024	10.00	53 871	53 700	53 871
10 Years Pakistan Investment Bonds	2028	8.76	12 628	15 000	12 628
03 Months Treasury Bills	2023	15.5-17.00	2 773 377	2 862 000	2 773 377
06 Months Treasury Bills	2023	15.10-15.20	338 704	340 125	338 704
12 Months Treasury Bills	2023	15.60-16.77	2 108 093	2 369 100	2 108 093
05 years Government Ijara Sukuk	2025	8.37-15.48	290 585	289 628	290 585
05 years Government Ijara Sukuk	2027	15.69	29 497	29 498	29 497
10 Years Pakistan Energy Sukuk I	2029	16.80	190 820	197 160	190 820
10 Years Pakistan Energy Sukuk II	2030	15.76	451 598	452 700	451 598
			<u>9 189 216</u>	<u>9 558 911</u>	<u>9 189 216</u>

Held to Maturity

(Rupees in '000)

31 December 2021					
	Maturity Year	Effective Yield	Amortised Cost	Principal Repayment	Carrying Value
02 years Pakistan Investment Bond	2023	9.25	298 908	300 000	298 908
03 years Pakistan Investment Bond	2022	11.42	3 795 519	3 835 000	3 795 519
03 years Pakistan Investment Bond	2023	7.64	2 559 207	2 575 000	2 559 207
10 years Pakistan Investment Bond	2028	11.62	12 348	15 000	12 348
20 years Pakistan Investment Bond	2024	12.36	53 980	53 700	53 980
06 months Treasury Bills	2022	11.00	248 040	250 000	248 040
03 years Government Ijara Sukuk	2025	6.27	290 101	289 628	290 101
10 Years Pakistan Energy Sukuk I	2029	8.05	193 004	197 160	193 004
10 Years Pakistan Energy Sukuk II	2030	7.25	452 141	452 700	452 141
			<u>7 903 248</u>	<u>7 968 188</u>	<u>7 903 248</u>

9.2 Fair Value through profit or loss (Designated - upon initial recognition)

(Rupees in '000)

31 December 2022					
	Maturity Year	Effective Yield	Amortised Cost	Principal Repayment	Carrying Value
2 Years Pakistan Investment Bonds	2023	15.72	4 737 606	4 750 000	4 725 775
2 Years Pakistan Investment Bonds	2023	16.96	248 799	250 000	248 525
3 Years Pakistan Investment Bonds	2023	12.80	8 973	9 000	8 935
3 Years Pakistan Investment Bonds	2023	15.68	37 538 202	37 653 000	37 381 898
3 Years Pakistan Investment Bonds	2023	17	74 754	75 000	74 460
3 Years Pakistan Investment Bonds	2023	8.65	1 125 513	1 125 000	1 124 550
5 Years Pakistan Investment Bonds	2023	8.00	1 194 572	1 206 000	1 152 575
3 Years Pakistan Investment Bonds	2024	7.00	3 201 272	3 400 000	2 959 986
3 Years Pakistan Investment Bonds	2024	15.08	1 363 651	1 375 000	1 352 313
2 Years Pakistan Investment Bonds	2024	16.80	49 490	50 000	49 485
10 Years Pakistan Investment Bonds	2024	10.00	230 207	398 400	333 634
20 Years Pakistan Investment Bonds	2024	10.00	390 855	392 000	361 241
5 Years Pakistan Investment Bonds	2025	7.50	115 262	125 000	102 412
5 Years Pakistan Investment Bonds	2026	7.86	493 183	500 000	483 250
5 Years Pakistan Investment Bonds	2027	10.50	351 378	400 000	351 378
10 Years Pakistan Investment Bonds	2029	12.00	100 746	100 000	93 972
10 Years Pakistan Investment Bonds	2030	8.00	302 874	414 100	302 874
03 months Treasury Bills	2023	15.66-16.90	7 057 822	7 193 000	7 059 117
06 months Treasury Bills	2023	15.20-15.95	1 269 160	1 289 175	1 267 549
12 months Treasury Bills	2023	15.60-16.77	42 223 945	47 287 900	41 675 783
05 years Government Ijara Sukuk	2025	14.44-15.63	1 828 036	1 830 211	1 822 868
05 years Government Ijara Sukuk	2026	11.40-15.59	4 712 275	4 718 540	4 549 231
05 years Government Ijara Sukuk	2027	15.69-15.89	3 802 315	3 802 779	3 778 550
10 years Pakistan Energy Sukuk I	2029	16.80	932 038	963 159	830 000
10 years Pakistan Energy Sukuk II	2030	15.76	50 178	50 300	50 000
			<u>113 403 106</u>	<u>119 357 564</u>	<u>112 140 361</u>

Fair Value through profit or loss (Designated - upon initial recognition)

(Rupees in '000)

31 December 2021					
	Maturity Year	Effective Yield	Amortised Cost	Principal Repayment	Carrying Value
02 years Pakistan Investment Bond	2023	11.08	247 788	250 000	247 800
03 years Pakistan Investment Bond	2023	9.25	4 722 580	4 750 000	4 718 175
03 years Pakistan Investment Bond	2022	11.42	25 048 546	25 156 500	24 757 107
03 years Pakistan Investment Bond	2023	8.64	1 358 559	1 375 000	1 354 650
03 years Pakistan Investment Bond	2023	7.64	38 637 263	38 862 000	38 525 578
05 years Pakistan Investment Bond	2023	11.46	1 174 950	1 206 000	1 150 283
05 years Pakistan Investment Bond	2026	8.80	491 890	500 000	490 200
10 years Pakistan Investment Bond	2022	11.62	2 105 442	2 100 000	2 107 261
10 years Pakistan Investment Bond	2024	11.62	101 172	100 000	101 307
10 years Pakistan Investment Bond	2029	11.62	116 797	125 000	115 302
20 years Pakistan Investment Bond	2024	12.36	389 782	392 000	381 082
06 months Treasury Bills	2022	7.46	236 834	250 000	236 804
03 years Government Ijara Sukuk	2025	5.95	4 391 465	4 389 744	4 353 455
10 years Pakistan Energy Sukuk I	2029	8.05	942 752	963 159	830 000
10 years Pakistan Energy Sukuk II	2030	7.25	50 238	50 300	50 000
			<u>80 016 058</u>	<u>80 469 703</u>	<u>79 419 004</u>

9.3 Market value of government securities carried at amortized cost amounted to Rs. 9,120 million (2021: Rs. 7,844 million).

9.4 Government securities include Rs.115 million (2021: Rs. 115 million) placed with the State Bank of Pakistan, in accordance with section 29 of the Insurance Ordinance, 2000.

(Rupees in '000)

10. INVESTMENT IN DEBT SECURITIES

Note	31 December 2022			31 December 2021		
	Cost	Impairment / (Provision)	Carrying Value	Cost	Impairment / (Provision)	Carrying Value
Term Finance Certificates	5 586 539	–	5 586 539	2 992 793	–	2 992 793
Corporate Sukuks	1 682 051	(37 500)	1 644 551	2 519 532	(37 500)	2 482 032
Certificates of Investment	1 072 249	–	1 072 249	410 000	–	410 000
	<u>8 340 839</u>	<u>(37 500)</u>	<u>8 303 339</u>	<u>5 922 325</u>	<u>(37 500)</u>	<u>5 884 825</u>

10.1 Term Finance Certificates**Fair Value through Profit or Loss**

(Rupees in '000)

Maturity	No. of Certificates		Face Value	Carrying Amount		
	31 Dec 2022	31 Dec 2021		31 Dec 2022	31 Dec 2021	
Others						
Bank Alfalah	2024	100 000	100 000	5	462 573	464 463
TPL Trakker	2026	25	25	1 000	18 146	23 729
TPL Corporation	2027	200	–	100	20 000	–
Bank AL Habib Limited	2028	20 000	20 000	5	99 840	103 601
United Bank Limited	2029	250 000	250 000	5	1 250 000	1 250 000
Habib Bank Limited	2029	2 000	2 000	100	200 000	200 000
K-Electric Limited	2029	120 000	–	5	600 000	–
Askari Bank Limited	2030	100	100	1 000	100 980	101 000
Khushhali Microfinance Bank	2032	1 400	–	100	150 000	–
Bank of Punjab	2032	5 000	–	100	500 000	–
Bank AL Habib Limited	2032	40 000	40 000	5	200 000	200 000
Bank AL Habib	2032	77 000	–	5	385 000	–
Soneri Bank Limited	Perpetual	10 000	10 000	5	50 000	50 000
Bank Alfalah Limited	Perpetual	20 000	20 000	5	100 000	100 000
Bank AL Habib Limited	Perpetual	40 000	–	5	200 000	–
Bank Alfalah	Perpetual	100 000	–	5	500 000	–
Askari Bank Limited	Perpetual	450	450	1 000	450 000	450 000
					<u>5 286 539</u>	<u>2 942 793</u>
Related Party						
Lucky Electric Power Company	2023	1	–	250 000	250 000	–
					<u>250 000</u>	<u>–</u>
Held to maturity						
Askari Bank Limited	2028	50	50	1 000	50 000	50 000
					<u>5 586 539</u>	<u>2 992 793</u>

10.2 Corporate Sukuks**Fair Value through Profit or Loss**

Others						
Hascol Petroleum Limited *	2022	30 000	30 000	3	37 500	37 500
Byco Petroleum Pakistan Limited	2023	583	1 000	100	8 353	8 404
HUBCO	2023	50 000	3 500	7	177 048	362 651
Pakistan Services Limited	2027	250	250	1 000	207 506	230 562
Engro Polymer and Chemicals Limited	2026	–	2 050	–	–	220 591
Neelum Jhelum Hydro Power Company Limited	2026	12 500	12 500	100	491 329	721 806
TPL Corporation	2027	200	–	100	20 000	–
Dubai Islamic Bank Pakistan Limited	2028	20 000	20 000	5	100 000	100 000
Meezan Bank Limited	Perpetual	100 000	500	5	500 000	500 000
Related Parties						
K-Electric Limited	–	–	352 233	–	–	177 703
Bank Islami Pakistan Limited	2030	28 063	28 063	5	140 315	140 315
					<u>1 682 051</u>	<u>2 499 532</u>
Held to maturity						
Engro Polymer and Chemicals Limited	–	–	200	–	–	20 000
					<u>1 682 051</u>	<u>2 519 532</u>

10.3 Certificates of investment

(Rupees in '000)

	Maturity	No. of Certificates		Face Value	Carrying Amount	
		31 Dec 2022	31 Dec 2021		31 Dec 2022	31 Dec 2021
Pak Kuwait Investment Company	2023	2	1	200 000	400 000	150 000
First Habib Modarba Private Limited	2023	4	1	154 737	618 947	210 000
Pak Oman Company Limited	2023	1	1	53 302	53 302	50 000
					<u>1 072 249</u>	<u>410 000</u>
					37 500	37 500
					-	-
					<u>37 500</u>	<u>37 500</u>

10.4 *Reconciliation of provision

Balance at the beginning of the year
 Provision for impairment in the value of investment
 Balance at the end of the year

	37 500	37 500
	-	-
	<u>37 500</u>	<u>37 500</u>

11. INVESTMENTS IN TERM DEPOSITS

(Rupees '000)

	31 December 2022	31 December 2021
Deposit maturing within 3 months	<u>14 426 429</u>	<u>24 376 429</u>

These have tenure of one to three months (2021: one to three month) and carry mark-up at the rate 13.50% to 16.25% (2021: 6.50% to 12.50%) per annum and includes term deposit of Rs. 5.7 billion (2021: Rs. 5.7 billion) and Rs. 2 billion (2021: Rs. 3.5 billion) held with JS Bank Limited and Bank Islami (Pakistan) Limited (related parties) respectively, which carries a markup at the rate 13.5% to 15.7% (2021: 10.5%) and 15.25% (2021: 11%) respectively.

12. INVESTMENT IN OPEN ENDED MUTUAL FUNDS

(Rupees '000)

	Note	31 December 2022	31 December 2021
At fair value through profit or loss (Designated - upon initial recognition)	12.1	228 958	1 326 134
Available for Sale	12.2	162 125	128 442
		<u>391 083</u>	<u>1 454 576</u>

	31 December 2022			31 December 2021		
	Cost	Impairment / (Provision)	Carrying Value	Cost	Impairment / (Provision)	Carrying Value
12.1 At fair value through profit or loss (Designated - upon initial recognition)						
Related Parties						
Mutual Funds	158 817	-	143 459	104 840	-	104 729
Others						
Mutual Funds	74 062	-	85 499	1 070 455	-	1 221 405
	<u>232 879</u>	<u>-</u>	<u>228 958</u>	<u>1 175 295</u>	<u>-</u>	<u>1 326 134</u>
12.2 Available for Sale						
Related Parties						
Mutual Funds	523	-	523	523	-	523
Others						
Mutual Funds	183 034	(32 361)	150 673	127 075	(18 544)	108 531
Surplus on revaluation	-	-	10 929	-	-	19 388
	<u>183 557</u>	<u>(32 361)</u>	<u>162 125</u>	<u>127 598</u>	<u>(18 544)</u>	<u>128 442</u>

		(Rupees '000)	
	Note	31 December 2022	31 December 2021
Reconciliation of provision for impairment			
Balance at the beginning of the year		18 544	10 754
Provision for impairment on available for sale investments		13 817	7 790
Balance at the end of the year		<u>32 361</u>	<u>18 544</u>
13. INSURANCE / REINSURANCE RECEIVABLES			
Due from insurance contract holders		381 831	248 223
Due from reinsurer		337 209	208 897
		<u>719 040</u>	<u>457 120</u>
14. OTHER LOANS AND RECEIVABLES			
Accrued investment income		3 106 259	2 066 950
Security deposits		56 014	52 956
Advance to supplier		553 604	73 545
Loans to agents	14.1	116 417	127 042
Loans to employees	14.1	77 432	102 388
Other receivables		415 305	283 298
		<u>4 325 031</u>	<u>2 706 179</u>
14.1	This represent housing, vehicle and domestic purpose loans to employees and agents at the interest rate ranging between 6% to 12% (2021: 6% to 10%) per annum. These loans are recoverable over a period of one to ten years (2021: one to ten years) and are secured against cash value of policies, retirement benefit payable to respective employees and security documents of property / vehicle.		
15. PREPAYMENTS			
		(Rupees '000)	
	Note	31 December 2022	31 December 2021
Prepaid Rent		24 030	33 314
Prepaid Miscellaneous Expenses		125 156	101 555
		<u>149 186</u>	<u>134 869</u>
16. CASH AND BANK			
Cash And Cash Equivalent			
Cash In Hand		101	173
Policy & Revenue Stamps		267	2 707
Cash At Bank			
Current Account		1 234 604	1 161 538
Savings Account	16.1	3 323 895	3 443 707
		<u>4 558 867</u>	<u>4 608 125</u>
16.1	These carry mark-up ranging from 8.25% to 14.5% (2021: 5.45% to 8.75%) per annum and include balance of Rs. 111.8 million (2021: Rs. 88.25 million) held with JS Bank Limited (a related party) and Rs. 1,443.5 million (2021: 1,073.67 million) held with BankIslami Pakistan Limited (a related party).		
		(Rupees '000)	
		31 December 2022	31 December 2021
16.2	Cash and cash equivalents for cash flow purpose comprise of the following:		
	Cash and others	368	2 880
	Cash at bank	4 558 499	4 605 245
	Term deposits maturing within three months	<u>14 426 429</u>	<u>24 376 429</u>
		<u>18 985 296</u>	<u>28 984 554</u>

17. SHARE CAPITAL

		(Rupees '000)	
Authorised Capital		31 December 2022	31 December 2021
<u>2022</u>	<u>2021</u>		
(Number of Shares)			
150 000 000	150 000 000	1 500 000	1 500 000
Ordinary shares of Rs 10 each			
Issued, subscribed and paid-up capital		31 December 2022	31 December 2021
<u>2022</u>	<u>2021</u>		
(Number of Shares)			
15 000 000	15 000 000	150 000	150 000
Ordinary shares of Rs 10 each fully paid in cash			
85 000 000	85 000 000	850 000	850 000
Ordinary shares of Rs 10 each issued as fully paid bonus shares			
100 000 000	100 000 000	1 000 000	1 000 000

17.1 As of balance sheet date 46,315,507 (2021: 45,703,907) ordinary shares of Rs. 10/- each were held by the Holding Company.

17.2 Employees Stock Option Scheme

The Company's Employees Stock Option Scheme (ESOS) was duly approved by the Company's Shareholders in their Annual General Meeting held on 5 April 2014. Under the ESOS, the Company shall grant share options to the employees selected by the Board's Compensation Committee. The SECP has accordingly approved the ESOS vide its Letter No.SMD/CIW/ESOS/01/2014 dated: 10 February 2017. The scheme is applicable from the year 2018. No options were granted to employees as at 31 December 2022.

18. RETAINED EARNINGS ARISING FROM BUSINESS OTHER THAN PARTICIPATING BUSINESS ATTRIBUTABLE TO SHAREHOLDERS (LEDGER ACCOUNT D)

		(Rupees '000)	
		31 December 2022	31 December 2021
Opening balance		2 845 112	2 647 743
Contribution to / (Withdrawal from) solvency margin		1 761	(47 241)
Change in solvency margin through statement of profit and loss account		241 753	244 610
		3 088 626	2 845 112
Related deferred tax liability on:			
Opening balance		(744 591)	(674 407)
Charge to statement of profit and loss account		(182 481)	(70 184)
Closing balance		(927 072)	(744 591)
Net of tax		2 161 554	2 100 521
19. GENERAL RESERVES			
General reserves		1 980 000	2 100 000
20. INSURANCE LIABILITIES			
Reported outstanding claims	20.1	3 835 327	3 378 978
Incurred but not reported claims	20.2	1 185 211	880 319
Investment component of unit-linked and account value policies	20.3	158 534 057	145 791 909
Liabilities under individual conventional insurance contracts	20.4	962 770	989 072
Liabilities under group insurance contracts (other than investment linked)	20.5	1 398 328	415 452
Participant takaful fund balance	20.6	466 992	301 895
		166 382 685	151 757 625

		(Rupees '000)	
	Note	31 December 2022	31 December 2021
20.1	Reported Outstanding Claims		
	Gross of Reinsurance		
	Payable within one year	3 331 484	2 873 458
	Payable over a period of time exceeding one year	894 303	887 283
		<u>4 225 787</u>	<u>3 760 741</u>
	Recoverable from Reinsurers		
	Receivable over a period of time exceeding one year	(390 460)	(381 763)
	Net reported outstanding claims	<u>3 835 327</u>	<u>3 378 978</u>
20.2	Incurred but not Reported Claims		
	Gross of reinsurance	1 485 969	1 054 712
	Reinsurance recoveries	(300 758)	(174 393)
	Net of reinsurance	<u>1 185 211</u>	<u>880 319</u>
20.3	Investment component of unit linked and account value policies		
	Investment component of unit linked policies	158 534 057	145 791 909
	Investment component of account value policies	-	-
		<u>158 534 057</u>	<u>145 791 909</u>
20.4	Liabilities under individual conventional insurance contracts		
	Gross of Reinsurance	1 187 321	1 197 514
	Reinsurance Credit	(224 551)	(208 442)
	Net of Reinsurance	<u>962 770</u>	<u>989 072</u>
20.5	Liabilities under group insurance contracts (other than investment linked)		
	Gross of Reinsurance	1 550 978	532 869
	Reinsurance Credit	(152 650)	(117 417)
	Net of Reinsurance	<u>1 398 328</u>	<u>415 452</u>
20.6	Participant Takaful Fund Balance	<u>466 992</u>	<u>301 895</u>
20.7	Claim Development		
20.7.1	For investment linked, conventional and accidental and health business, claim experience over the past 5 years indicates that claims reported after the end of the year in which the claim event occurred were less than 10% threshold therefore, the claim development table for all statutory funds is not disclosed.		
20.7.2	For individual family takaful, claim experience over the past 5 years indicates that claims reported after the end of the year in which the claim event occurred were less than 10% threshold therefore the claim development table is not disclosed.		
21.	DEFERRED TAXATION		(Rupees '000)
		Note	31 December 2021
	Deferred credits arising due to:		
	- Property, plant and equipment		149 755
	- IFRS 16		(23 193)
	- Surplus on revaluation of available for sale investments		13 644
	- Retained earnings ledger Account D	18	744 591
			<u>884 797</u>
			<u>1 068 468</u>

22. INSURANCE & REINSURANCE / RETAKAFUL PAYABLES

(Rupees '000)

	31 December 2022	31 December 2021
Due to reinsurers / retakaful	363 890	76 238
23. LEASE LIABILITIES		
Lease liabilities under IFRS 16	671 657	649 581
Current portion	141 402	114 707
Non-current portion	530 255	534 874

Finance cost on lease liabilities for the year ended 31 December 2022 was Rs. 60.9 million (31 December 2021: Rs. 51.73 million). Total cash outflow for lease during the year was Rs. 180.96 million (31 December 2021: Rs. 158.85 million).

(Rupees '000)

	31 December 2022	31 December 2021
24. OTHER CREDITORS AND ACCRUALS		
Amount due to agents	910 382	972 907
Accrued expenses	1 113 971	1 150 123
Unpaid dividend	11	9 988
Unclaimed dividend	67 872	51 884
Other creditors and accruals	383 749	300 141
	2 475 985	2 485 043

25. RETIREMENT BENEFIT OBLIGATIONS**25.1 Provident Fund**

The following information based on un - audited financial statements of the fund as at 31 December 2022:

(Rupees in '000)

	Note	2022	%	2021	%
Size of the fund - total assets		678,468	-	627,747	-
Cost of investments		648,401	95.57	596,500	95.02
Fair value of investments	25.1.1	670,328	98.80	618,063	98.46

25.1.1 The breakup of fair value of investment in Provident Fund is as follows:

(Rupees in '000)

	2022	%	2021	%
Government securities	534 871	79.79%	493 744	79.88%
Open end mutual fund	134 883	20.12%	123 534	19.99%
Shares	574	0.09%	785	0.13%
	670 328	100%	618 063	100%

The above investments out of provident fund have been made in accordance with the requirement of Section 218 of the Companies Act, 2017 and the rules formulated for this purpose.

25.2 Pension Fund

The following information based on un - audited financial statements of the fund as at 31 December 2022:

(Rupees in '000)

	Note	2022	%	2021	%
Size of the fund - total assets		582 823		497 817	
Cost of investments		567 406	97.35%	481 522	96.73
Fair value of investments	25.2.1	577 233	99.04%	495 576	99.6

25.2.1 The breakup of fair value of investment in pension fund is as follows:

(Rupees in '000)

	2022	%	2021	%
Government securities	504 923	87.47	427 725	86.31
Open end mutual fund	72 137	12.5	67 581	13.64
Shares	173	0.03	270	0.05
	<u>577 233</u>	<u>100</u>	<u>495 576</u>	<u>100</u>

26. CONTINGENCIES AND COMMITMENTS

26.1 The Income tax assessment of the Company for tax year 2022 has been finalized. In 2013, Income Tax Department imposed an additional tax demand under section 151(1)(d) on account of non-deduction of withholding tax on surrender and maturity amounting to Rs.13.833 million and Rs.15.014 million for Tax Years 2012 and 2013 respectively. The Company filed an appeal before Commissioner Inland Revenue (Appeals) and the same was dismissed. The Company filed second appeal before the Appellate Tribunal against the order of CIT. The Learned Appellate Tribunal Inland revenue had decided the case in Company's favour. Subsequent to it, the department has filed review application against the order in Honourable Court of Sindh. The decision is still pending. The Company expects a favourable decision.

In 2015 and 2016, The Searle Company Limited (Searle) issued bonus shares (76,031 shares and 342,480 shares respectively) after withholding 5 percent of bonus shares (3,802 shares and 17,124 shares respectively) and the IBL Healthcare Limited issued bonus shares (46,625 shares and 80,311 shares respectively) after withholding 5 percent of bonus shares (2,331 shares and 4,016 shares respectively). In this regard, a constitutional petition had been filed by Searle in Sindh High Court challenging the applicability of withholding tax provision on bonus shares received by the Company. The honorable high court decided the case against Searle. Subsequently, Searle filed an appeal with a larger bench of the Sindh High Court and in response the Sindh High Court has suspended the earlier judgment until the next date of hearing, which has not yet been decided. The Company is of the view that the case will be decided in its favour. The amount involved is Rs. 3.279 million.

26.2 SRB through notification no. SRB-3-4/17/2021 dated 30th June 2021 has revoked its previous exemption of life insurance, granted through SRB-3-4/5/2019 dated 8th May 2019, which is now taxable at a rate of 3%. However, exemption for health insurance has been extended till 30 June 2023.

The Company, along with other life insurance industry players, based on the advice of its tax consultants filed petitions in the Honorable High Courts of Lahore and Sindh, challenging the levy of Punjab Sales Tax (PST) and Sindh Sales Tax (SST) on life insurance in Punjab and Sindh. The petitions were filed on the strength of legal advice that:

- Substantiating the Company's view that insurance is not a service, but in fact, in sum and substance, a contingent contract under which payment is made on the occurrence of an event, specified in the terms of contract or policy;
- A question of constitutionality arose on the levy of provincial sales tax on life insurance, which in their view, was a Federal subject, since the Federation has retained a legislative mandate over all laws relating to insurance under Entry 29 of the said List, therefore, only the Federation is entitled to levy any tax in relation to insurance business; and
- Without prejudice to the main contentions as stated above, even otherwise, the legal advisors had expressed a further illegality that there is a critical flaw in the context of the manner in which the entire premium payment has been charged to the levy of provincial sales tax. Even the component of the premium which is to form part of a policyholder's investment account is subjected to the levy.

The Honorable Lahore and Sindh High Courts have directed that no coercive measure will be taken until the next date of hearing.

Further subsequent to filing petition, all the provincial tax authorities i.e. SRB, PRA and BRA called a meeting of the industry representatives on 11 January 2020 in Karachi to discuss the matters relating to sales tax on premium. The matter was discussed in details and it was agreed to form a joint committee of the industry representatives as well as from all the provincial tax authorities. Further the committee formed met on 5 February 2020 in Lahore at PRA office to work out the way forward. Thereafter, due to the COVID 19 situation and consequential lockdown, further meetings of the Joint committee are not being held.

SRB through notification no. SRB-3-4/13/2020 dated 22 June 2020 exempted the life insurance services conditionally from 1 July 2019 to 30 June 2020 subject to e-depositing SST due, on such services for the tax periods from 1 July 2020 onward.

Further in Sindh, on June 29, 2020 SRB through another notification No SRB-3-4/18/2020 has amended the responsibility of withholding agent rules requiring a Company also to withheld SST on Services of Life Insurance.

The Company with other life insurance companies has filed another petition in this regard in the Hon'ble Sindh High Court. The Hon'ble SHC has directed that no coercive measure will be taken until the next date of hearing.

In continuation to the petition filed in Sindh High Court, a hearing was scheduled to be conducted during 2021, however no hearing was held during the period amid rising cases due to the pandemic and annual vacations of the judges.

Furthermore, Khyber Pakhtunkhwa Revenue Authority (KPRA) through Khyber Pakhtunkhwa Finance Act 2021 has imposed sales tax on life insurance at the rate of 15%, from 1st July 2021, which was previously exempt, for the reason of economic documentation. The matter has been taken up by the IAP with KPRA explaining that 'Insurance' is a Federal subject, hence law in respect of insurance should not be made by the province.

Based on the legal opinion obtained the Company considers that it has a reasonably strong case on the merits in the Constitutional petition and the writ petition filed in the High Courts. In view of the above the Company has not started billing or withholding sales tax to its customers. The amount of sales tax involved is around Rs. 2,626 million (2021: Rs. 1,815.81 million) computed on the basis of risk based premium excluding the investment amount allocated to unit linked policies. The management contends that in case the administrative efforts fail, the amount will be charged to the policyholders.

26.3 Bank guarantees amounting to Rs. 55.94 million have been given in respect of Group Life coverage. These bank guarantees will expire on 30 December 2023.

26.4 There were no capital commitments at the year end.

(Rupees '000)

	Aggregate	
	31 December 2022	31 December 2021
27 NET INSURANCE PREMIUM / CONTRIBUTION REVENUE		
Gross premium / contribution		
Regular premium / contribution individual policies		
First year	7 141 837	7 802 814
Second year renewal	5 379 251	4 518 080
Subsequent year renewal	21 070 949	20 441 147
Single premium / contribution individual policies	719 467	1 066 930
Group policies with cash values	28 046	35 818
Group policies without cash values	5 543 368	3 631 515
Provision for experience refund	(318 254)	(89 428)
Total gross premium / contribution	39 564 664	37 406 876
Less: Reinsurance premium / retakaful contribution ceded		
On individual life first year business	70 079	86 392
On individual life second year business	50 311	49 318
On individual life renewal business	261 365	316 726
On group policies	909 206	694 781
Less: Experience refund from reinsurers	(168 477)	(55 758)
Less: Reinsurance commission on risk premium	(29 111)	(35 082)
Total reinsurance premium / retakaful contribution ceded	1 093 373	1 056 377
Net premium / contribution	38 471 291	36 350 499

(Rupees '000)

Aggregate

	31 December 2022	31 December 2021
28 INVESTMENT INCOME		
Income from equity securities		
At fair value through profit or loss (Designated upon initial recognition)		
Dividend income	2 598 137	2 185 323
Available for sale		
Dividend income	19 129	23 211
Income from debt securities		
At fair value through profit or loss (Designated upon initial recognition)		
Return on debt securities	1 311 007	821 912
On government securities	12 117 748	6 665 655
Held to maturity		
On government securities	661 393	622 540
On debt securities	137 576	157 880
Income from term deposits		
Return on term deposits	2 366 071	1 392 771
	<u>19 211 061</u>	<u>11 869 292</u>
29 NET REALISED FAIR VALUE GAINS ON FINANCIAL ASSETS		
Available for sale		
Realised gains on:		
– Equity securities	1 341 672	4 043 415
– Government securities	456 808	5 651
Realised losses on:		
– Equity securities	(1 590 689)	(1 869 571)
	<u>207 791</u>	<u>2 179 495</u>
30 NET FAIR VALUE LOSSES ON FINANCIAL ASSETS AT FAIR VALUE THROUGH PROFIT OR LOSS - UNREALISED		
Net unrealised losses on investments in financial assets		
– Government securities and debt securities (fair value through profit or loss designated upon initial recognition)	(916 821)	(1 702 349)
Net unrealised losses on investments at fair value through profit or loss (designated upon initial recognition) - Equity securities	(4 094 575)	(4 966 311)
Investment loss	(5 011 396)	(6 668 660)
Exchange gain	52 938	22 261
Provision of impairment in value of available for sale securities	(19 961)	(19 929)
Less: Investment related expenses	(154)	(1 643)
	<u>(4 978 573)</u>	<u>(6 667 971)</u>
31 OTHER INCOME		
Gain on sale of fixed assets	42 269	37 058
Return on loans to employees	28 295	32 744
Fees charged to policyholders	17 961	16 463
Gain on sale of early termination of lease contracts'	5 755	11 797
Other income	46	13
	<u>94 326</u>	<u>98 075</u>

(Rupees '000)

Aggregate

32 NET INSURANCE BENEFITS**Gross claims**

Claims under individual policies

by death

1 276 886

1 346 255

by insured event other than death

20 222

13 895

by maturity

3 778 505

3 702 138

by surrender

18 674 308

15 960 126

Total gross individual policy claims

23 749 921

21 022 414

Claims under group policies

by death

2 407 134

2 631 111

by insured event other than death

146 847

95 542

by maturity

1 651

208

by surrender

30 530

69 397

Total gross group claims

2 586 162

2 796 258

Total gross claims

26 336 083

23 818 672

Less: Reinsurance / retakaful recoveries

On individual life claims

202 433

173 413

On group life claims

624 974

638 642

Total reinsurance / retakaful recoveries

827 407

812 055

Add: Claims related expenses

7 993

13 391

Net insurance benefit

25 516 669

23 020 008

32.1 Statement of Age wise Break up of Unclaimed Insurance Benefits as on 31 December 2022

This represents outstanding claims in respect of which cheques have been issued by the Company for claim settlement. However, the same have not been encashed by the claimant. Following is the aging as required by the SECP Circular no.11 of 2014 dated 19 May 2014:

(Rupees '000)

Particulars	Total Amount	1 to 6 months	7 to 12 months	13 to 24 months	25 to 35 months	Beyond 36 months
Unclaimed maturity benefits	990 347	462 425	208 545	214 829	58 900	45 648
Unclaimed death benefits	-	-	-	-	-	-
Unclaimed disability benefits	-	-	-	-	-	-
Claims not encashed	52 016	18 685	2 756	5 679	15 371	9 525
Other unclaimed benefits	-	-	-	-	-	-
Total	1 042 363	481 110	211 301	220 508	74 271	55 173

(Rupees '000)

		Aggregate	
	Note	31 December 2022	31 December 2021
33	ACQUISITION EXPENSES		
	Remuneration to insurance intermediaries on individual policies:		
	- Commission to agent on first year premiums / contributions	2 644 109	3 007 051
	- Commission to agent on second year premiums / contributions	424 366	429 341
	- Commission to agent on subsequent renewal premiums / contributions	505 909	565 918
	- Commission to agent on single premiums / contributions	20 766	29 960
	- Override commission to supervisors	562 291	688 221
	- Other benefits to insurance intermediaries salaries allowances and other benefits	1 878 897	1 744 557
	Remuneration to insurance intermediaries on group policies:		
	- Commission	499 048	369 955
	- Other benefits to insurance intermediaries	207 417	136 382
	Other acquisition cost		
	- Traveling expenses (including cost of contests, conventions etc.)	157 645	48 317
	- Printing and stationery	69 155	70 567
	- Depreciation	290 404	288 855
	- Rent, rates and taxes	8 100	8 627
	- Electricity, gas and water	95 409	63 895
	- Entertainment	61 665	54 361
	- Vehicle running expenses	7 530	8 307
	- Office repairs & maintenance	32 648	34 180
	- Postages, telegrams and telephone	42 352	42 141
	- Medical fees	20 452	17 271
	- Finance cost	60 882	51 734
	- Policy stamps	134 740	106 193
	- Others	171 773	139 945
		<u>7 895 558</u>	<u>7 905 778</u>
34	MARKETING AND ADMINISTRATION EXPENSES		
	Employee benefit cost	1 120 668	918 873
	Traveling expenses	48 632	51 528
	Advertisements and sales promotion	109 282	184 710
	Printing and stationery	74 904	77 179
	Depreciation	217 411	190 374
	Amortisation	11 872	20 866
	Rent, rates and taxes	10 799	27 919
	Legal and professional charges - business related	135 700	120 588
	Electricity, gas and water	74 485	50 925
	Entertainment	44 474	39 413
	Vehicle running expenses	8 919	7 440
	Office repair and maintenance	291 935	203 513
	Appointed actuary fees	18 986	16 951
	Bank charges	10 872	24 553
	Postage, internet and telephone	82 767	87 068
	Fees and subscription	66 485	55 235
	Annual supervision fee SECP	50 000	50 000
	Miscellaneous	163 910	162 323
		<u>2 542 101</u>	<u>2 289 458</u>

			(Rupees '000)	
			Aggregate	
			31 December 2022	31 December 2021
34.1	Employee Benefit Cost			
	Salaries, allowances and other benefits		1 062 143	865 783
	Charges for post employment benefit		58 525	53 090
			<u>1 120 668</u>	<u>918 873</u>
35	OTHER EXPENSES			
	Printing and stationery		2 191	2 000
	Advertisements and publicity		1 752	1 723
	Travelling		–	172
	Auditor's remuneration	35.1	9 064	9 030
	Directors' fee		6 650	3 950
	Donation		22 401	24 911
	Others		368	–
			<u>42 426</u>	<u>41 786</u>
35.1	Auditor's remuneration			
	Annual audit fee		2 703	2 100
	Half yearly review		511	425
	Review of code of corporate governance		409	318
	Other certifications		4 388	4 858
	Out-of-pocket expenses		1 053	1 329
			<u>9 064</u>	<u>9 030</u>
				(Rupees '000)
			31 December 2022	31 December 2021
35.2	Donations			
	Donations include the following in whom the directors are interested:			
	Name of Directors	Interest in donee	Name of donee	
	Saifuddin N. Zomkawala	Board Member	Sindh Institute of Urology and Transplantation, Civil Hospital Karachi	2 698
			Shaukat Khanum Memorial Trust	8 500
	Syed Salman Rashid	Spouse (Trustee)	Anjuman Kashana-E-Atfal-O-Naunihal	–
	Hasanali Abdullah	Board Member	Agha Khan Hospital And Medical College Foundation	1 250
				4 256
				500
				100
				–
35.3	Donations to a single party exceeding Rs. 500 000			
			720	518
			–	793
			2 939	1 408
			1 500	1 500
			–	1 650
			–	1 816
			–	2 000
			1 072	–
			500	–
			600	–
			1 000	–
			1 000	–

(Rupees '000)

	31 December 2022	31 December 2021
36. TAXATION		
For the year		
Current tax	772 597	566 819
Super tax	107 567	–
Deferred tax	191 671	82 570
For the prior year		
Super tax	78 154	2 982
Deferred tax	–	(18 900)
	<u>1 149 989</u>	<u>633 471</u>
36.1 Relationship between tax expenses and accounting profit		
Tax at applicable rate 33% (2021: 29%)	937 895	621 084
Impact of change in tax rate	120 160	–
Prior year super tax	78 154	–
Permanent Difference	13 780	12 387
Tax charge for the year	<u>1 149 989</u>	<u>633 471</u>
37. EARNINGS PER SHARE		
Profit (after tax) for the year	<u>1 692 118</u>	<u>1 508 197</u>
Weighted average number of ordinary shares	<u>100 000</u>	<u>100 000</u>
Earnings per share – basic and diluted	<u>16.92</u>	<u>15.08</u>

38. REMUNERATION OF DIRECTORS, CHIEF EXECUTIVE AND EXECUTIVES

	31 December 2022			31 December 2021		
	Chief Executive	Directors	Executives	Chief Executive	Directors	Executives
Fees	–	6 650	–	–	3 950	–
Managerial remuneration	35 394	–	611 117	32 994	–	537 337
Bonus	6 648	–	54 779	6 916	–	50 983
Retirement benefits	5 810	–	38 006	5 416	–	33 647
Utilities	512	–	1 486	794	–	1 879
Medical expenses	796	–	11 888	672	–	10 453
Leave passage	1 018	–	448	797	–	1 208
	<u>50 178</u>	<u>6 650</u>	<u>717 724</u>	<u>47 589</u>	<u>3 950</u>	<u>635 507</u>
Number of persons	<u>1</u>	<u>7</u>	<u>84</u>	<u>1</u>	<u>7</u>	<u>77</u>

The Chief Executive is provided with company maintained cars furnished accommodation and medical insurance cover. The Executives are provided with company maintained cars medical insurance cover and in certain cases household items and furniture in accordance with their terms of employment. The Chairman is provided with free use of company car and residential utilities and club fees.

The Non Executive Directors were paid directors meeting fee of Rs. 6.65 million (2021: Rs. 3.95 million). No other remuneration were paid to Non Executive Directors.

39. RELATED PARTY TRANSACTIONS

The related parties comprise of holding company, directors, key management personnel, associated companies / associated undertakings, and entities with common directors and retirement benefit fund. Compensation of key management personnel are on employment terms. Contribution to the provident fund is in accordance with the service rules. Change to the defined contribution is in accordance with the actuarial advice. Other transactions are at agreed rates. Details of transactions with related parties during the year, other than those which have been specifically disclosed elsewhere in the financial statements are as follows:

	31 December 2022	31 December 2021
	(Rupees '000)	
Transactions		
Holding Company		
Premium written	13 743	12 448
Premium paid	33 758	31 606
Claims paid	9 179	23 840
Claims received	76	893
Dividend paid	688 222	668 627
Dividend received	46 810	46 810
Associated Companies / Related Parties		
Premium written	162 439	113 544
Premium paid	44 914	32 348
Claims paid	56 418	74 076
Commission paid	140 624	191 867
Travelling expenses	3 864	11 215
Donation paid	12 448	12 856
Dividend paid	647 602	647 621
Interest received on bank deposit	1 225 964	807 114
Purchase of Vehicles (Pak Suzuki Motors)	151 236	89 465
Payment to K-Electric	31 139	59 142
Placement of TDR	8 028 429	6 100 000
Investment bought	700 000	335 915
Investment sold of related party	11 180 239	3 039 642
Key management personnel		
Premium written	7 632	11 169
Loan to key employees	413	5 000
Loan recovered	7 523	10 164
Dividend Paid	1 159	2 251
Employees' funds		
Contribution to provident fund	49 601	44 564
Contribution to pension fund	42 735	38 857
Balances		
Bank balances	1 555 255	1 165 967
Bank deposits	7 728 429	10 788 429
Premium payable	3 567	6 658
Premium receivable	2 289	741
Investment in EFU General Insurance Limited from designated unit fund	432 989	491 501
Investment in related party	1 023 326	566 153
Claims outstanding - Holding company	-	100
Claims outstanding - Related party	33 615	30 560
Loan receivable from key employees	23 651	30 761

40. SEGMENTAL INFORMATION

40.1 Revenue Account by Statutory Fund

(Rupees '000)

	31 December 22						Aggregate 31 December 2022
	Statutory Funds						
	Investment Linked Business	Conventional Business	Pension Business (Unit Linked)	Accident & Health Business	Family Takaful Investment Linked Business	Family Takaful Protection Business	
Income							
Premium / contribution less reinsurance / retakaful	26 201 098	4 074 153	355	1 074	7 769 406	399 198	38 445 284
Policy transfer from other statutory funds	-	-	-	-	26 007	-	26 007
Special reinstatement fee	-	-	-	-	46	-	46
Bonus units transferred to statutory fund	-	-	-	-	125 581	-	125 581
Net investment income / wakala income	12 641 760	325 475	2 010	380	2 101 976	162 763	15 234 364
Total net income	38 842 858	4 399 628	2 365	1 454	10 023 016	561 961	53 831 282
Insurance benefits and expenditures							
Claims net of reinsurance recoveries	21 935 018	1 738 990	-	1 610	1 618 718	188 333	25 482 669
Policy transfer from other statutory funds	26 007	-	-	-	-	-	26 007
Bonus units transfer to statutory fund	-	-	-	-	125 581	-	125 581
Management expenses less recoveries	6 682 839	960 169	16	1 180	3 487 169	240 652	11 372 025
Total insurance benefits and expenditures	28 643 864	2 699 159	16	2 790	5 231 468	428 985	37 006 282
Excess of income over insurance benefits and expenditures	10 198 994	1 700 469	2 349	(1 336)	4 791 548	132 976	16 825 000
Net change in insurance liabilities (other than outstanding claims)	(8 079 329)	(1 255 053)	(717)	164	(4 645 469)	(21 534)	(14 001 938)
Surplus / (deficit) before tax	2 119 665	445 416	1 632	(1 172)	146 079	111 442	2 823 062
Movement in policyholders' liabilities	8 079 329	1 255 053	717	(164)	4 645 469	21 534	14 001 938
Transfer to and from shareholder's fund							
Transfer of surplus to shareholders' fund	(2 042 990)	(282 841)	(1 612)	-	-	(88 771)	(2 416 214)
Capital contribution from share holders' fund	-	-	-	1 145	616	-	1 761
Net transfer to / from shareholders' fund	(2 042 990)	(282 841)	(1 612)	1 145	616	(88 771)	(2 414 453)
Balance of statutory funds at beginning of the year	137 669 017	1 731 915	16 755	822	12 123 496	185 277	151 727 282
Balance of statutory funds at end of the year	145 825 021	3 149 543	17 492	631	16 915 660	229 482	166 137 829

(Rupees '000)

	31 December 2021						Aggregate 31 December 2021 (Restated)
	Statutory Funds						
	Investment Linked Business	Conventional Business	Pension Business (Unit Linked)	Accident & Health Business	Family Takaful Investment Linked Business	Family Takaful Protection Business	
Income							
Premium / contribution less reinsurance / retakaful	26 576 503	2 541 979	334	635	6 896 865	311 092	36 327 408
Policy transfer from other statutory funds	3 114	-	-	-	23 091	-	26 205
Special reinstatement fee	-	-	-	-	13	-	13
Bonus units transferred to statutory fund	-	-	-	-	98 925	-	98 925
Net investment income / wakala income	6 618 511	234 969	1 472	167	1 067 185	112 333	8 034 637
Total net income	33 198 128	2 776 948	1 806	802	8 086 079	423 425	44 487 188
Insurance benefits and expenditures							
Claims net of reinsurance recoveries	19 720 738	1 897 153	3 185	23	1 172 397	190 030	22 983 526
Policy transfer from other statutory funds	23 091	-	3 114	-	-	-	26 205
Bonus units transfer to statutory fund	-	-	-	-	98 925	-	98 925
Management expenses less recoveries	6 771 104	743 781	22	545	3 235 094	180 161	10 930 707
Total insurance benefits and expenditures	26 514 933	2 640 934	6 321	568	4 506 416	370 191	34 039 363
Excess of income over insurance benefits and expenditures	6 683 195	136 014	(4 515)	234	3 579 663	53 234	10 447 825
Net change in insurance liabilities (other than outstanding claims)	(4 878 472)	(33 464)	5 380	92	(3 435 809)	(14 696)	(8 356 969)
Surplus before tax	1 804 723	102 550	865	326	143 854	38 538	2 090 856
Movement in policyholders' liabilities	4 878 472	33 464	(5 380)	(92)	3 435 809	14 696	8 356 969
Transfer to and from shareholder's fund							
Transfer of surplus to shareholders' fund	(1 751 835)	(19 403)	(946)	(339)	-	-	(1 772 523)
Capital contribution from share holders' fund	-	-	-	-	(50 358)	3 117	(47 241)
Net transfer to / from shareholders' fund	(1 751 835)	(19 403)	(946)	(339)	(50 358)	3 117	(1 819 764)
Balance of statutory funds at beginning of the year	132 737 657	1 615 304	22 216	927	8 594 191	128 926	143 099 221
Balance of statutory funds at end of the year	137 669 017	1 731 915	16 755	822	12 123 496	185 277	151 727 282

40.2 Segmental Results by Line of Business

(Rupees '000)

	Statutory Funds					Statutory Funds					
	Conventional			Takaful		Total 2022	Conventional			Takaful	
	Individual Life Direct sales force	Individual Life Bancassurance	Group Conventional	Individual Life Direct sales force	Individual Life Bancassurance		Individual Life Direct sales force	Individual Life Bancassurance	Individual Life Direct sales force	Individual Life Bancassurance	Total 2021
Income											
Gross premium											
- First year individual regular premium	2 582 041	2 029 888	-	964 262	1 565 646	7 141 837	2 789 960	2 346 654	1 098 709	1 567 491	7 802 814
- Individual renewal premium	11 205 904	10 103 014	-	1 753 129	3 362 144	26 424 191	10 869 258	10 122 342	1 270 266	2 674 269	24 936 135
- Individual single premium	311 358	194 792	-	203 382	9 936	719 468	416 494	275 298	290 203	84 936	1 066 931
- Group premium	27 342	-	4 616 598	705	-	4 644 645	-	-	-	-	-
Total gross premium	14 126 645	12 327 694	4 616 598	2 921 478	4 937 726	38 930 141	14 075 712	12 744 294	2 659 178	4 326 696	33 805 880
Reinsurance premium											
- Individual	221 233	28 838	-	54 466	35 332	339 869	232 972	43 645	49 893	39 846	366 356
- Group	-	-	550 979	-	-	550 979	-	-	-	-	-
Total reinsurance premium	221 233	28 838	550 979	54 466	35 332	890 848	232 972	43 645	49 893	39 846	366 356
Net premium revenues	13 905 412	12 298 856	4 065 619	2 867 012	4 902 394	38 039 293	13 842 740	12 700 649	2 609 285	4 286 850	33 439 524
Policy transfers to other statutory funds	-	-	-	26 007	-	26 007	-	-	23 091	-	23 091
Net investment income	7 505 241	5 138 909	325 475	692 728	1 409 248	15 071 601	3 923 396	2 693 539	140 751	290 097	7 047 783
	7 505 241	5 138 909	325 475	692 728	1 409 248	15 071 601	3 923 396	2 693 539	140 751	290 097	7 047 783
Total net income	21 410 653	17 437 765	4 391 094	3 585 747	6 311 642	53 136 901	17 766 136	15 394 188	2 773 127	4 576 947	40 510 398
Insurance benefits and expenditures											
Insurance benefits including bonuses net of reinsurance	11 161 983	10 741 953	1 771 682	655 461	963 133	25 294 212	9 671 431	9 997 254	457 814	714 583	20 841 082
Policy transfers to other statutory funds	26 007	-	-	-	-	26 007	23 091	-	-	-	23 091
Management expenses less recoveries	3 907 615	2 775 226	958 758	1 503 691	1 982 594	11 127 884	4 043 301	2 744 726	1 218 428	1 380 329	9 386 784
Total insurance benefits and expenditures	15 095 605	13 517 179	2 730 440	2 159 152	2 945 727	36 448 103	13 737 823	12 741 980	1 676 242	2 094 912	30 250 957
Excess of income over insurance benefits and expenditure	6 315 048	3 920 586	1 660 654	1 426 595	3 365 915	16 688 798	4 028 313	2 652 208	1 096 885	2 482 035	10 259 441
Add: Policyholder liabilities at beginning of the year	80 538 172	55 098 508	1 126 372	3 881 984	7 838 452	148 483 488	77 646 450	53 117 238	2 653 757	5 630 870	139 048 315
Less: Policyholder liabilities at end of the year	85 383 899	58 333 928	2 380 160	5 374 911	10 992 012	162 464 910	80 538 172	55 098 508	3 881 984	7 838 452	147 357 116
Surplus / (deficit) before tax	1 469 321	685 166	406 866	(66 332)	212 355	2 707 376	1 136 591	670 938	(131 342)	274 453	1 950 640

40.3 Segment statement of financial position

(Rupees '000)

	As at 31 December 2022			As at 31 December 2021		
	Statutory Funds	Shareholder's Funds	Total	Statutory Funds	Shareholder's Funds	Total
Property and equipments	1 125 848	1 324 628	2 450 476	1 178 445	1 315 888	2 494 333
Right of use assets	–	567 419	567 419	–	569 603	569 603
Intangible assets	–	3 416	3 416	–	18 376	18 376
Investments	163 069 893	1 563 284	164 633 177	149 710 893	1 191 287	150 902 180
Insurance / reinsurance receivables	719 040	–	719 040	457 120	–	457 120
Other loans and receivables	4 047 487	277 546	4 325 033	2 396 126	310 052	2 706 178
Taxation - payments less provision	3 080	1 103 874	1 106 954	2	1 289 169	1 289 171
Prepayments	149 186	–	149 186	134 869	–	134 869
Cash and bank	4 528 527	30 340	4 558 867	4 559 429	48 696	4 608 125
Total assets	173 643 061	4 870 507	178 513 568	158 436 884	4 743 071	163 179 955
Insurance liabilities net of reinsurance recoveries	166 382 685	–	166 382 685	151 757 625	–	151 757 625
Deferred taxation	–	1 068 468	1 068 468	–	884 797	884 797
Premium / contribution received in advance	1 202 332	–	1 202 332	1 148 292	–	1 148 292
Insurance / reinsurance payables	363 890	–	363 890	76 238	–	76 238
Lease liabilities	–	671 657	671 657	–	649 581	649 581
Other creditors and accruals	2 344 651	131 335	2 475 986	2 359 446	125 597	2 485 043
Total liabilities	170 293 558	1 871 460	172 165 018	155 341 601	1 659 975	157 001 576

41. MOVEMENT IN INVESTMENTS

(Rupees '000)

	Held to maturity	Available for Sale	Fair value through profit & loss account	Deposit maturing within 12 months	Total
At beginning of previous year	5 169 640	3 991 733	114 208 661	19 062 000	142 432 034
Additions	7 466 938	43 159 886	42 242 506	146 330 858	239 200 188
Disposals (sale and redemptions)	(4 444 400)	(43 684 289)	(35 502 084)	(141 016 429)	(224 647 202)
Fair value net loss (excluding net realised gains)	–	(8 711)	(6 054 200)	–	(6 062 911)
Provision for impairment	–	(19 929)	–	–	(19 929)
At beginning of current year	8 192 178	3 438 690	114 894 883	24 376 429	150 902 180
Additions	1 195 478	563 231	92 959 274	117 685 178	212 403 161
Disposals (sale and redemptions)	(5 901 762)	(65 079)	(60 604 116)	(127 635 178)	(194 206 135)
Fair value net gain / (loss) (excluding net realised gains)	–	16 326	(4 462 393)	–	(4 446 067)
Provision for impairment	–	(19 960)	–	–	(19 960)
At end of current year	3 485 894	3 933 208	142 787 648	14 426 429	164 633 179

42 MANAGEMENT OF INSURANCE RISK AND FINANCIAL RISK

42.1 Insurance risk

42.1.1 Insurance contracts and takaful contracts

42.1.1.1 Classification

The company currently issues contracts that are classified as insurance and takaful contracts as they transfer significant insurance risk (against death, disability and sickness) from the policyholder to the company. In the past the company has issued contracts where the insurance risk transferred is insignificant, these therefore being classified as investment contracts. All contracts which include an investment element being unit-linked contracts linked to internal mutual funds.

The company classifies its business into Individual Life and Group Life businesses, in both cases the form of contract consisting of main plans and supplementary riders (which are generally optional).

Individual life business mainly consists of unit linked products and conventional protection products, in both cases with optional supplementary riders which generally provide protection only. Group Life business consists primarily of protection products and a relatively small number of unit-linked policies.

42.1.1.2 Contract details and measurement

The insurance contracts offered by the Company are described below:

42.1.1.2.1 Individual life policies

These consist of the following types of policies:

(a) Unit-linked products

These are medium to long term unit-linked plans designed to address a variety of future policyholder needs, such as retirement planning, education planning for children, marriage planning for children, life protection and investments and savings for future. Premiums received from policyholders and after deduction of specified charges including risk charges, are invested in internal unit funds of the company. The basic plan contains life cover over and above the unit value, with additional protection (for death, disability and sickness) being provided through the addition of optional riders.

Policyholder Liabilities for these plans (excluding attached riders) are measured as the sum of the fair value of units attached and the unearned part of any risk premiums charged.

(b) Conventional protection products

Two types of products are offered under Individual life conventional business, these being medium to long term contracts with level premiums being paid over the policy period. The company offers a standard term life assurance product that offers protection in event of death as well as a decreasing term life assurance policy that covers outstanding loan balances.

Policyholder liabilities for both products are determined on a net premium basis by determining the present value of benefits less the present value of future net premiums, a theoretical net premium being calculated using conservative assumptions for mortality and the discount rate.

(c) Family takaful investment linked products

These are medium to long term unit-linked plans operated through Window Takaful Operations of EFU Life Assurance Limited.

The Member liabilities are divided into two broad categories, unit reserves and non-unit reserves. The unit reserve comprises of the total units allocated to the Membership in the Participants' Investment Fund (PIF). The value of these units, at the bid price prevailing on the valuation date, forms the unit reserve. The non-unit reserve is the actuarial reserve in the Participants' Takaful Fund (PTF). The net non-unit reserve is calculated as the unearned mortality reserve which is the calculated as the unexpired portion of the net mortality charges (Net of Wakala Fee and Retakaful Contribution) deposited into the PTF. The gross non unit reserve is calculated as the net reserve plus the unearned retakaful contribution paid.

(d) Accident and health products

These consist of long term and short term accident and health products providing cover against accidental death, disability, sickness and critical illness, offered both as long term as well as yearly renewable plans.

Policyholder Liabilities for short term contracts are evaluated using the unearned premium reserve method, taking into account the unexpired future period of risk, with a premium deficiency reserve being provided for where the company's management perceives that the premium being charged is not adequate. For the critical illness long-term contracts, liabilities are evaluated using a net premium method i.e. expected present value of benefits payable less expected present value of net premiums receivable.

(e) Other supplementary benefits

The company also offers a variety of supplementary benefits attached with main plans including additional term life assurance, income benefits, critical illness, sickness and accidental death and disability related benefits.

The methods used to determine policyholder liabilities differ with the nature and terms of these benefits. Most supplementary benefits related to death and critical illness, are identical to some main plans offered in individual life business, the valuation methods used for these being consistent with their related main plans. Measurement of liabilities for benefits related to accident disability, accidental death and sickness are based on unearned premium method.

(f) Reserve for outstanding losses (Individual life)

The company records reported losses as payable upon intimation of any claim. Unpaid claims are assessed from time to time and the liability measured in accordance with management's estimates of whether claims are payable or not.

Claims payable over a duration of more than one year are measured at the discounted value of expected payments.

The company also provides, as part of policyholder liabilities, a reserve for incurred but not reported claims (IBNR). The general lag approach, using chain-ladder method for IBNR is applied. Since the individual family takaful fund has become sizeable, an IBNR claims reserve has been set aside been determined using the Chain Ladder (CL) method subject to a minimum flooring net of reinsurance reserve.

42.1.1.2.2 Group life and group family takaful protection policies

Nature of contracts:

The company's group life and group takaful business consists of one year term life contracts which provide coverage, in the event of death or disability, to:

1. Employees of a common employer, benefits payable under these contracts being either fixed, in case of death, or linked to the extent of loss incurred by the policyholder, in case of disability;
2. Customers of financial institutions, the contracts being issued to financial institutions to protect their customers' outstanding loan balances, such as on personal loan, mortgages and credit cards.

Unit-Linked Group Life policies are similar in nature to Individual-Life unit-linked products.

Policyholder Liabilities:

Policyholder liabilities consist of the following components:

Net unearned premium reserve

The unearned premium reserve is the portion of premium that had been booked in the current period but pertains to a period that extends beyond the valuation date. The fraction of premium that is to be consumed in the succeeding period is considered to be unearned. The unearned premium is the aggregate for both posted and fluctuations in the unearned premium.

The unearned premium reserve is computed both gross and net of reinsurance, the methodology used for both being similar.

Unit-linked Group Life Policies

Policyholder liabilities for these policies are measured as the sum of the fair value of units attached and the unearned part of any risk premiums charged.

Profit Commission Reserve (Accrued for Policyholders)

This is the total accrued profit commission that is payable to policy holders at a future date. Profit commission for any policy normally becomes payable at the end of three policy years. However, accrued profit commission is calculated at the end of each policy year to account for the liability that has been created for that year. The sum of all such accrued profit commissions for all schemes is the Profit Commission reserve.

Profit Commission Reserve (Accrued from Reinsurer)

This is the total profit commission due from re-insurer on all reinsured schemes. Profit commission rates are applied on insured groups, based on their size. The total profit commission accrued from re-insurer is the sum of profit commissions for each group.

Premium Deficiency Reserve

The need for premium deficiency reserve arises when the company expects to incur claims in excess of reserves set aside using conventional methods. The company analyzed its current portfolio of group contracts and evaluated loss ratios of group business. The company does not expect excessive claims on any schemes and hence no provision for Premium Deficiency Reserve is set aside.

Incurred But Not Reported (IBNR) Reserve

The IBNR (incurred but not reported) reserve is an estimate of those claims that might have occurred but not yet reported. It is calculated using the IBNR triangulation methodology using last 5 years' claims development data and a combination of Chain Ladder (CL) and Expected Loss Ratio (ELR) methods.

42.1.1.3 Liability adequacy test

Liability adequacy test is applied to all long term contracts where necessary. The test is carried out using current best estimates of assumptions and future net cash flows, including premiums receivable and benefits payable.

To determine the adequacy of liabilities, assumptions must be based on realistic best estimates. At the moment, the company does not have sufficient mortality data for comparison with assumed life table EFU (61-66). The company compares EFU (61-66) with recent mortality studies for similar groups. The comparison suggests that current actual mortality experience is better than the experience reflected in EFU (61-66). Thus the company uses a modified version of EFU (61-66) as a best estimate of mortality for liability adequacy test.

The investment return currently assumed for valuation is 3.75% p.a. This assumption reflects a long-term conservative return that the company expects to earn on assets backing these liabilities. On a more realistic view of current financial markets, the company estimates that a long term return on these assets of 6% is reasonable. Liabilities are re-evaluated at investment return assumption of 6% for Liability Adequacy Test.

The table below compares total policyholder liabilities under existing valuation basis with policyholder liabilities calculated using best estimate assumptions:

(Rupees in '000)

<u>Assumption</u>	<u>Policyholder liabilities on existing valuation basis</u>	<u>Policyholder liabilities using best estimate assumptions</u>
Mortality	161 658 211	161 406 390
Investment returns	161 658 211	161 460 390

The liabilities evaluated under these assumptions suggest that recognized liabilities are adequate and no further provision is required.

42.1.2 Reinsurance / Retakaful contracts held:

The company has entered into reinsurance / retakaful (hereinafter referred to as "reinsurance") arrangements, for both its individual and group businesses, in order to manage risks associated with the frequency and severity of claims. These arrangements include cover under treaties as well as on a facultative basis. The terms of reinsurance treaties vary by type of business, the objective being to maintain a reasonable risk profile suiting the risk appetite and overall exposure to adverse movements in mortality or morbidity.

Primarily, reinsurance assets are amounts due from reinsurers with respect to recoveries under claims and profit commission. Reinsurance recoveries are measured according to the terms and conditions of the reinsurance contracts.

Reinsurance liabilities consist of amounts due to reinsurers on account of reinsurance premiums due which are measured according to the terms of the arrangements.

The details related to reinsurance assets and liabilities are shown below:

(Rupees in '000)

<u>Reinsurer rating</u>	<u>Amounts due from reinsurers</u>	<u>Amounts due to reinsurers</u>
'A' or above	337 209	363 890

The company assesses impairment on its reinsurance assets on a regular basis to identify any losses in recoveries. As of now, company's all reinsurance assets are due from reinsurers with a credit rating of "A or Above". The reinsurers maintain a sound credit history and hence no impairment provision is required for now.

42.1.3 Accounting estimates and judgments

The company makes several estimates of assumptions to evaluate its assets and liabilities reported in its financial statements. On the liability side, there are a number of factors that have a direct impact on policyholder liabilities. Assumptions are continually evaluated using internal analysis and monitoring processes to test validity of these assumptions.

42.1.3.1 Mortality, disability and critical illness

Mortality and disability rates are basic assumptions used in valuation of policyholder liabilities. For mortality, life table EFU (61-66) is being currently used. The life table was published more than 40 years ago and may not reflect mortality improvements. For reserving purposes, a 10% mortality loading is used over EFU (61-66) rates to build in conservatism. An analysis of past mortality experience, reveals that 10% mortality loading for reserving purposes is appropriate to ensure prudence.

Sudden adverse experience in mortality might occur due to epidemics, causing deaths on a mass scale due to incurable contagious illnesses. Mortality may also deteriorate over a period of time, due to wide-scale changes in living life styles, eating and health habits.

Sensitivity test with respect to mortality is carried out and impact on policyholder liabilities is observed. When mortality rates increase by 10%, policyholder liabilities increase by 0.043%. Likewise, when mortality rates decrease by 10%, policyholder liabilities decrease by -0.043%.

In absence of credible disability and critical illness incidence rates, the company uses reinsurance rates for actuarial liability valuation of disability and critical illness benefits.

42.1.3.2 Investment income

Investment income is an important assumption for valuation of long-term conventional plans. This is the rate at which future expected benefits and expected premiums are discounted. Currently, the valuation assumption used for investment income is 3.75% p.a.

Sensitivity test with respect to investment income is carried out and its impact on policyholder liabilities observed. When investment rate is increased by 10%, policyholder liabilities decrease by 0.001%. Likewise, when investment income rate is decreased by 10%, policyholder liabilities increase by 0.002%.

42.1.4 Frequency and severity of claims

Frequency and severity can have a significant impact on total claims paid out by the company. High frequency of claims could occur due to adverse experience of mortality or disability. Adverse mortality experience, in short-term, could be due to a wide-range spread of fatal contagious disease, an epidemic. Over a longer term, overall health practices, eating and living habits could potentially have an adverse effect on mortality.

About 90% of company's business is concentrated in the provinces of Sindh and Punjab. This concentration is largely in line with the population of these provinces relative to country's total population. The company's diversified portfolio of contracts helps limit the frequency and severity of claims. However, in event of large number of deaths or disabilities, company does face the risk of paying out excessive claims. To manage and mitigate this exposure, arrangements in form of reinsurance and catastrophe cover are in place.

In Group life business, frequency and severity of claims can be affected by concentration of business in a specifically risky class of industry. Claim frequency can rise substantially from businesses in industries that are more prone to accidents due to the nature of work they perform. Likewise, severity of claims can also be associated with business concentration in a specific class of industry. The company continually monitors its concentration risk and takes measures to keep its business portfolio well diversified.

Contracts in group life, are mainly one year term life contracts, where premium rates are generally guaranteed for one year only. The company retains the right of changing premium rates by incorporating the claim experience of a group insured, thereby allowing the company to charge a specific group in line with its claim experience.

The company regularly carries out an exercise to monitor time lags between intimation and settlement claim dates. The study reveals that a significant portion of claims are settled within twelve months of claim intimation.

42.1.5 Sources of uncertainty in estimation of future benefit payments and premium receipts

The uncertainty with respect to future premiums and benefits may arise due to unexpected changes in mortality or disability experience. Adverse mortality experience will result in excess benefit payments, and reduced future premium income.

Likewise, unexpected changes in surrenders and lapses could also have a significant impact on future realized premiums. Estimates of lapses and surrenders are based on internal experience studies carried out annually. Factors that could affect policyholder behavior include market factors such as interest rates, policyholder preferences in terms of the monetary value that a policyholder relates with the insurance policy, the frequency of premium payments and the age of the individual.

42.1.6 Process used to decide on assumptions

Assumptions used to determine policyholder liabilities include, mortality/disability/critical illness rates, investment returns for conventional business, investment returns for investment linked business, expenses and mortality loading.

Mortality assumptions should in principle reflect adequate conservatism in liabilities. The Company considers efu(61-66) life table to be appropriate for actuarial valuation of policyholder liabilities.

Disability and Critical illness rates used for liability valuation are the reinsurance rates provided by the reinsurer. Due to lack of sufficient claim experience for these disabilities and critical illnesses, the company considers this as the best estimate available.

The company uses an investment return assumption of 3.75% per annum to evaluate actuarial liabilities of its conventional plans. Liabilities of conventional products should in principle reflect a long term conservative interest rate, to reflect adequate conservatism. An investment return of 3.75% per annum is hence considered appropriate.

For Unit Linked products where the death benefit is paid in form of annuity, the company uses a discount rate of 6% to evaluate present value of future stream of cash flows. In principle, the interest rate assumption set to discount cash flows should reflect the expected returns on assets backing these liabilities. The company expects to earn at least a 6% return on assets backing these unit-linked liabilities.

The company reserves for any increase in actuarial liability resulting from the possible reinstatement of lapsed policies. The current liability valuation also takes into account cash value of units pertaining to policies lapsed in last 2 years. A unit-linked policy lapses when the second annual premium of policy is not received. In principle, cash value of a lapsed policy is not surrenderable, as per provisions and conditions, unless the second premium is paid and policy is reinstated. However, the company recognizes the possibility of these lapsed policies to be reinstated and hence carries out periodic studies to determine expected renewals. In opinion of the company's management and appointed actuary assumptions used to set aside a liability against these lapsed policies is prudent.

For the purpose of liability adequacy tests the company makes assumptions relating to expenses. For this purpose regular expense analyses are carried out based on actual expenses and transaction volumes.

42.1.7 Sensitivity analysis

The basic assumptions used in valuation of liabilities are mortality, disability, critical illness rates and investment returns assumed in discounting future cash flows. The table below presents sensitivity results with respect to above mentioned factors, with their impact observed on policyholder liabilities:

<u>Sensitivity variable</u>	<u>% change in sensitivity variable</u>	<u>% change in policyholder liabilities</u>
Worsening of mortality and critical illness rates	10%	0.043%
Improvement in mortality and critical illness rates	10%	-0.043%
Increase in investment returns	10%	-0.001%
Decrease in investment returns	10%	0.002%

42.1.8 Management of insurance, financial and other risks

42.1.8.1 Insurance risk

The risk that company faces is due to randomness in occurrence of insured events. In principle, the company faces the risk that total claims exceed the reserves set aside at any point in time.

The occurrence of any single claim and amount paid on a single claim is a random event. However, as the number of contracts and independent lives increase, the estimated claim amounts and the number of claims get closer to the actual figures. This phenomenon is observed when pool of contracts is large enough and lives are independent. To manage this risk, company monitors its concentration risk, on several parameters, and maintains diversity in its portfolio of insurance contracts.

In order to maintain this diversification, the company takes a number of steps to manage the overall insurance risk of its portfolio of insurance contracts. The risk of an individual life is broadly assessed in light of its: medical condition, which include living habits, physical health and medical history; occupational condition, which assesses an individual's job profile and whether any characteristics of the job could have a significant impact on that individuals mortality; financial condition, which determines the individuals ability and affordability to purchase and maintain an insurance contract over the long-term.

The company identifies and defines parameters in its underwriting strategy to clearly identify individuals (sub-standard lives) which could potentially increase the overall risk of insurance portfolio. Based on certain parameters, such individuals pay an extra charge called Extra Mortality Premium, in order to compensate for extra risk added to existing pool of insured individuals. These measures allow the company to charge an individual life in line with the risk contributed to its insurance portfolio. These underwriting measures also discourage accumulation of sub-standard lives in the insured pool, thereby managing the overall insurance risk of company in the long-term.

The company also manages its geographical concentration of risk. Currently the company's geographical concentration of risk for its Individual Life sales force business is as follows:

	Diversification of Risk Portfolio	
	Before Reinsurance	After Reinsurance
Individual Conventional Business		
Azad Kashmir	2.45%	2.99%
Baluchistan	4.86%	5.82%
Gilgit Baltistan	1.82%	2.62%
Khyber Pakhtunkhwa	1.53%	1.85%
Punjab	38.48%	38.52%
Sindh	50.86%	48.20%

	Diversification of Risk Portfolio	
	Before Reinsurance	After Reinsurance
Individual Family Takaful business:		
Azad Kashmir	2.30%	3.42%
Baluchistan	0.53%	0.52%
Gilgit Baltistan	0.11%	0.13%
Khyber Pakhtunkhwa	1.87%	2.96%
Punjab	45.31%	46.84%
Sindh	49.89%	46.13%

For Group Life business, the Company's geographical concentration of risk is as follows:

	Diversification of Risk Portfolio	
	Before Reinsurance	After Reinsurance
Conventional business:		
Sindh	49.13%	60.76%
Punjab	40.87%	39.24%
Group Family Takaful business:		
Sindh	82.92%	72.67%
Punjab	17.08%	27.33%

The company also has reinsurance arrangements with its reinsurance partners, to whom the company passes any excess insurance risk beyond its retention levels. Limits are continually monitored and kept in line with the overall risk tolerance. This allows the company to retain the risk according to its risk capacity and minimizes excessive claim payouts. Currently, the total risk retained on individual life products is Rs. 2,000,000 per life for the death risk, Rs. 1,000,000 for individual takaful policies and Rs. 1,000,000 for risks associated with critical illness plans. For Group Life, the company currently retains Rs. 2,000,000 of total life risk on each life and Rs. 1,000,000 for Group Family Takaful business. For critical life cover, 50% of the sum covered is retained for both, Group Life and Group Family Takaful business.

The company also has arrangements for claims in event of a catastrophic scenario under an Excess of Loss Catastrophe cover which is triggered in event of excessive claims, limiting total amount of claims paid out if such an event occurs.

42.1.8.2 Other risks

The company faces a number of financial risks in its assets and liabilities, apart from insurance risk. These risks can be broadly categorized as expense risk, lapse risk, market risk, credit risk and liquidity risk. This section describes these risks on the company level and identifies and describes the processes and strategy of management to manage these risks.

42.1.8.3 Expense risk

The risk that the Company faces is that future expenses may be higher than those used in pricing of products causing an expense overrun. The company mitigates this risk by incorporating a certain level of acceptable conservatism in building future policy expense factors in pricing and expects to maintain its actual expenses within these limits. Regular monitoring of expenses allows the Company to adjust its pricing in time to account for higher than expected expenses.

The Company closely monitors its expenses by regularly carrying out an expense analysis for its business. The assumptions for future policy expense levels are determined from the Company's most recent annual expense analysis, with an extra margin built-in to account for variability in future expenses. A review of product pricing is carried out each year based on the latest available expense factors. Constant monitoring of expenses enables the Company to take corrective actions in time.

Based on the results of expense analysis, the company apportions its management expenses to different lines of business.

42.1.8.4 Lapse risk

The risk the Company faces is that future persistency rates may be lower than assumed in pricing, thus impacting the emergence of profit from its portfolio of individual life policies. The Company however is confident that this risk is insignificant as the company places tremendous emphasis on quality customer services and retention of clients by making persistency standard an integral part of the sales force culture. The Company has been consistently maintaining good levels of persistency and will continue a similar trend in future.

The Company has robust systems in place to regularly monitor the lapse experience. Regular focus on persistency is embedded in the Company culture and is an integral part of the monitoring of the sales force performance and remuneration.

42.1.8.5 Market risk

Market risk is the risk that the value of financial instruments will fluctuate as a result of changes in market prices, whether those changes are caused by factors specific to the individual security, or its issuer, or factors affecting all securities traded in the market. The Company is exposed to market risk in relation to its investments with respect to products other than unit linked products (in unit linked products, investment risk is borne by the policyholder). The Company limits market risk by maintaining a diversified portfolio and by continuously monitoring developments in government securities, equity and term finance certificates. The company, along with minimizing market risk by careful diversification in assets, also periodically carries out an Asset Liability management exercise, to match its duration of assets and liabilities.

42.1.8.6 Credit risk and concentration of credit risk

Credit risk arises when one party fails to discharge its obligation and cause the other party to incur a financial loss. Concentration of credit risk arises when a number of counter parties have similar types of business activities. As a result, any change in economic, political or other conditions would affect their ability to meet their contractual obligations. The Company is exposed to credit risk on premiums receivable from group clients, commission and claims recoverable from insurers and investment in term finance certificates. The management monitors exposure to credit risk through regular review of credit exposure, assessing credit worthiness of counter parties and prudent estimates of provision for doubtful debts. The Company believes it is not exposed to any major concentration of credit risk.

42.1.8.7 Liquidity risk

Liquidity risk is the risk that the Company is unable to meet its funding requirements, without incurring a material loss in disposing off its illiquid assets. To guard against this risk, the company maintains a healthy balance of cash and cash equivalents and readily marketable securities. Liquidity is monitored regularly and assets are frequently rebalanced to maintain a certain level of liquidity at all times. Going forward, the company also plans to set up a contingency plan, whereby alternate sources of liquidity will be identified and assets would be analyzed and ranked in their liquidity order, to determine which assets would need to be disposed off first in case of a liquidity crisis.

The expected payouts in liabilities along with maturity profile of assets and liabilities are monitored to ensure that adequate liquidity is maintained within the company, to avoid the need of liquidating assets below their actual market value.

The following extract, classifies the assets and liabilities of the Company by type of product in each Statutory Fund as at 31 December 2022. The table below also presents details of assets under Shareholder's Fund:

	(Rupees '000)			
2022	Investment Linked Products (All unit main linked plans)	Conventional Products (Individual, Group Life, Riders)	Shareholders' Fund	Total
Available for sale:				
- Government Securities	115 927 658	-	-	115 927 658
- Other fixed income securities	8 240 036		-	8 240 036
Held to maturity:				
- Government Securities	-	4 025 909	1 376 009	5 401 918
- Other fixed income securities	-	53 302	10 001	63 303
Available for sale:				
- Listed equities	20 157 634	2 631	21 978	20 182 243
- mutual funds	236 294	-	154 788	391 082
- Unlisted equities and mutual funds	-	-	508	508
Loans and receivables	-	-	207 626	207 626
Insurance receivables	-	381 831	-	381 831
Reinsurance assets	-	337 209	-	337 209
TDR and Bank Balances	17 992 103	962 485	30 340	18 984 928
Cash and stamps	367	1	-	368
Investment income accrued	3 033 565	53 607	19 087	3 106 259
Advances and deposits	776 125	63 046	-	839 171
Income tax asset	1 540	1 540	1 103 874	1 106 954
Prepayments	136 814	12 372	-	149 186
Sundry receivables	118 635	2 508	50 833	171 976
Right of use asset	-	-	567 419	567 419
Fixed assets	1 125 847	-	1 328 046	2 453 893
Total assets	167 746 618	5 896 441	4 870 509	178 513 568

	(Rupees '000)			
	Investment Linked Products (All unit main linked plans)	Conventional Products (Individual, Group Life, Riders)	Shareholders' Fund	Total
Long-term insurance contracts and investment contracts:				
Fixed term	99 431 217	351 442	-	99 782 659
Whole of life	60 037 554	-	-	60 037 554
Short-term insurance contracts	-	1 574 646	-	1 574 646
Riders	-	263 352	-	263 352
Equity	-	-	4 186 995	4 186 995
Lease liability	-	-	671 657	671 657
Other liabilities	8 277 847	3 707 001	11 857	11 996 705
Total liabilities	167 746 618	5 896 441	4 870 509	178 513 568

43 FINANCIAL INSTRUMENTS AND RELATED DISCLOSURES

43.1 Financial risk management objectives and policies

The Company is exposed to a variety of financial risks: market risk (Comprising currency risk, interest rate risk, and other price risk), liquidity risk and credit risk in relation to the financial statements on its balance sheet.

The Company's overall risk management seeks to minimize potential adverse effects on the Company's financial performance of such risk.

The Board of Directors has the overall responsibility for the establishment and oversight of the Company's risk management framework. There are Board Committees and Management Committees for developing risk management policies and its monitoring.

43.1.1 Market Risk

Market risk is the risk that the value of financial instruments will fluctuate as a result of changes in market prices, whether those changes are caused by factors specific to the individual security, or its issuer, or factors affecting all securities traded in the market. The Company is exposed to market risk with respect to its investments and with respect to products other than unit linked products (Where the investment risk is passed on to policyholders). The Company limits market risk by maintaining a diversified portfolio and by continuously monitoring developments in government securities, equity and term finance certificates. The Company, along with minimizing market risk by careful diversification in assets, also periodically carries out an Asset Liability management exercise, to match its duration of assets and liabilities.

43.1.1.1 Interest Rate Risk Exposure

Interest rate risk is the risk that the fair value or future cash flows of financial instruments will fluctuate because of changes in market interest rates. The Company invests in securities and has bank balances and deposits that are subject to interest / mark-up rate risk. The Company limits interest / mark-up rate risk by monitoring changes in interest / mark-up rates in the currencies in which its cash and investments are denominated.

The information about Company's exposure to interest rate risk (other than relating to policyholders' liabilities) based on contractual reprising or maturity dates as of 31 December 2022, whichever is earlier, is as follows:

(Rupees '000)

On balance sheet financial instruments	31 December 2022						Total
	Interest / Markup Bearing			Non Interest / Non Markup Bearing			
	Maturity Up to 1 Year	Maturity after 1 Year	Sub Total	Maturity Up to 1 Year	Maturity after 1 Year	Sub Total	
Assets							
Investments	118 689 830	25 369 515	144 059 345	20 573 834	–	20 573 834	164 633 179
Loans and Other Receivables	31 346	352 230	383 576	3 941 455	–	3 941 455	4 325 031
Insurance Receivables	–	–	–	719 040	–	719 040	719 040
Cash and bank	4 558 600	–	4 558 600	267	–	267	4 558 867
	<u>123 279 776</u>	<u>25 721 745</u>	<u>149 001 521</u>	<u>25 234 596</u>	<u>–</u>	<u>25 234 596</u>	<u>174 236 117</u>
Liability							
Premium received in advance	–	–	–	1 202 333	–	1 202 333	1 202 333
Insurance / reinsurance payables	–	–	–	363 890	–	363 890	363 890
Other creditors and accruals	–	–	–	3 147 642	–	3 147 642	3 147 642
	<u>–</u>	<u>–</u>	<u>–</u>	<u>4 713 865</u>	<u>–</u>	<u>4 713 865</u>	<u>4 713 865</u>
Interest risk sensitivity gap	<u>123 279 776</u>	<u>25 721 745</u>	<u>149 001 521</u>	<u>20 520 731</u>	<u>–</u>	<u>20 520 731</u>	<u>169 522 252</u>
Cumulative interest risk sensitivity gap	<u>123 279 776</u>	<u>149 001 521</u>					

(Rupees '000)

On balance sheet financial instruments	31 December 2021						Total
	Interest / Markup Bearing			Non Interest / Non Markup Bearing			
	Maturity Up to 1 Year	Maturity after 1 Year	Sub Total	Maturity Up to 1 Year	Maturity after 1 Year	Sub Total	
Assets							
Investments	24 861 273	92 722 233	117 583 506	33 318 674	–	33 318 674	150 902 180
Loans and Other Receivables	27 383	323 080	350 463	2 355 716	–	2 355 716	2 706 179
Insurance Receivables	–	–	–	457 120	–	457 120	457 120
Cash and bank	4 603 225	–	4 603 225	4 900	–	4 900	4 608 125
	<u>29 491 881</u>	<u>93 045 313</u>	<u>122 537 194</u>	<u>36 136 410</u>	<u>–</u>	<u>36 136 410</u>	<u>158 673 604</u>
Liability							
Premium received in advance	–	–	–	1 148 292	–	1 148 292	1 148 292
Insurance / reinsurance payables	–	–	–	76 238	–	76 238	76 238
Other creditors and accruals	–	–	–	3 134 624	–	3 134 624	3 134 624
	<u>–</u>	<u>–</u>	<u>–</u>	<u>4 359 154</u>	<u>–</u>	<u>4 359 154</u>	<u>4 359 154</u>
Interest risk sensitivity gap	<u>29 491 881</u>	<u>93 045 313</u>	<u>122 537 194</u>	<u>31 777 256</u>	<u>–</u>	<u>31 777 256</u>	<u>154 314 450</u>
Cumulative interest risk sensitivity gap	<u>29 491 881</u>	<u>122 537 194</u>					

The effective interest rate range (per annum) for the financial assets is as follows:

	<u>2022</u>	<u>2021</u>
Saving and other accounts	8.25% to 14.5%	5.45% to 8.75%
Deposits	14.5% to 16.25%	6.5% to 12.5%
Loans and advances	6% to 12%	6% to 10%
Investments	9.03% to 21%	6.27% to 12%

43.1.1.2 Foreign currency risk

Foreign currency risk is the risk that the fair value or future cash flows of financial instruments will fluctuate because of changes in foreign exchange rates. The Company, at present is not materially exposed to currency risk as majority of the transactions are carried out in Pak Rupees.

43.1.1.3 Other Price Risk

Other price risk is the risk that the fair value of future cash flows of financial instruments will fluctuate because of changes in market prices (other than those arising from interest rate risk or currency risk), whether those changes are caused by factors specific to the individual financial instrument or its issuer, or factors affecting all similar financial instruments traded in the market.

43.1.1.4 Equity Price Risk

The Company's listed securities are susceptible to market price risk arising from uncertainties about the future value of investment securities. The Company limits market risk by maintaining a diversified portfolio. In addition, the Company actively monitors the key factors that affect stock market. In the equity portfolio, the top three sectors by exposure are Oil and Gas, Banks and Chemicals.

43.1.2 Credit Risk

Credit risk arises when one party fails to discharge its obligation and cause the other party to incur a financial loss. Concentration of credit risk arises when a number of counter parties have similar types of business activities. As a result, any change in economic, political or other conditions would affect their ability to meet their contractual obligations. The Company is exposed to credit risk on premiums receivable from group clients, commission and claims recoverable from insurers and investment in term finance certificates. The management monitors exposure to credit risk through regular review of credit exposure, assessing credit worthiness of counter parties and prudent estimates of provision for doubtful debts. The Company believes it is not exposed to any major concentration of credit risk.

The credit quality of Company's bank balances (including Term Deposit Receipts) can be assessed with reference to external credit ratings as follows:

	(Rupees '000)	
<u>Rating of Banks*</u>	<u>2022</u>	<u>2021</u>
A+	–	2 800 000
A-1+	13 854 858	19 544 085
A-1	5 007 132	6 625 671
A-2	122 938	11 918
	<u>18 984 928</u>	<u>28 981 674</u>

*Rating of banks performed by PACRA, JCR-VIS and Standard and Poors.

The credit quality of Company's exposure on TFCs can be assessed with reference to rating issued by rating agency as follows:

Issuer of TFC	Rating	Rating Agency	(Rupees '000)	
			2022	2021
Bank AL Habib Limited	AAA	PACRA	684 840	103 601
Bank Alfalah Limited	AA-	PACRA	100 000	100 000
United Bank Limited	AA+	VIS	1 250 000	1 250 000
Soneri Bank Limited	A+	PACRA	50 000	50 000
Askari Bank Limited	AA+	PACRA	100 980	101 000
Habib Bank Limited	AA+	VIS	200 000	200 000
Askari Bank Limited	AA+	PACRA	500 000	500 000
TPL Trakker Limited	A	PACRA	18 146	23 729
Bank Alfalah Limited	AA-	PACRA	462 573	464 463
Khushhali Microfinance Bank	BB-	VIS	150 000	-
Lucky Electric Power Company	A1+	PACRA	250 000	-
Bank of Punjab	AA+	PACRA	500 000	-
TPL Corporation	A1	PACRA	20 000	-
Bank Al Habib Limited	AA+	PACRA	200 000	200 000
Bank Alfalah	AA-	PACRA	500 000	-
K-Electric Limited	AA	PACRA	600 000	-
			<u>5 586 539</u>	<u>2 992 793</u>

Investment in Government securities are not exposed to any credit risk.

The management monitors exposure to credit risk in premium receivable from group clients through regular review of credit exposure and prudent estimates of provision for doubtful debts. As of 31 December 2022, there was no provision for doubtful premiums as all the premiums receivable were considered good.

43.1.3 Capital risk managements

The Company's objective when managing capital is to safeguard the Company's ability to continue as a going concern so that it can continue to provide returns for shareholders and benefits for other stakeholders and to maintain a strong capital base to support the sustained development of its businesses. The Company manages its capital structure by monitoring return on net assets and makes adjustments to it in the light of changes in economic conditions. In order to maintain or adjust the capital structure, the Company may adjust the amount of dividend paid to shareholders or issue new shares.

Currently the Company has a paid up capital of Rs. 1 billion against the minimum required paid-up capital of Rs. 500 million set by the SECP for the life insurance Companies for the year ended 31 December 2022.

In addition, the Company is also required to maintain minimum solvency in accordance with the rules and regulations set by the SECP, which are fully met by the Company.

44. FAIR VALUE

Investments on the balance sheet are carried at fair value except for investments in unquoted investments which are stated at cost. The Company is of the view that the fair value of the remaining financial assets and liabilities are not significantly different from their carrying values since assets and liabilities are essentially short term in nature.

The Company measures fair values using the following fair value hierarchy that reflects the significance of the inputs used in making the measurements:

Level 1: Fair value measurements using quoted prices (unadjusted) in active markets for identical assets or liabilities.

Level 2: Fair value measurements using inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly (i.e. as prices) or indirectly (i.e. derived from prices).

Level 3: Fair value measurements using inputs for the asset or liability that are not based on observable market data (i.e. unobservable inputs).

The table below analyses financial instruments measured at the end of the reporting period by the level in the fair value hierarchy into which the fair value measurement is categorized:

(Rupees '000)

31 December 2022

On balance sheet financial instruments	Fair value through profit and loss designated upon initial recognition	Available for sale	Held to maturity	Loans and Receivables	Other financial assets	Other financial liabilities	Total	Fair value			Total
								Level 1	Level 2	Level 3	
Financial assets measured at fair value											
- Investments											
Government securities (T-bills + PIBs + Sukuks)	112 140 361	-	-	-	-	-	112 140 361	-	112 140 361	-	112 140 361
Sukuk bonds (other than government)	1 644 551	-	-	-	-	-	1 644 551	-	1 644 551	-	1 644 551
Listed equity securities	20 075 617	106 626	-	-	-	-	20 182 243	20 182 243	-	-	20 182 243
Unlisted equity securities	-	508	-	-	-	-	508	-	-	508	508
Units of mutual funds	228 958	162 125	-	-	-	-	391 083	-	391 083	-	391 083
Debt securities (Listed TFCs)	5 586 539	-	-	-	-	-	5 586 539	-	4 286 539	1 300 000	5 586 539
Financial assets not measured at fair value											
- Government securities (T-bills + PIBs + Sukuks)	-	-	9 189 216	-	-	-	9 189 216	-	-	-	9 189 216
- Balances with banks *	18 984 928	-	-	-	-	-	18 984 928	-	-	-	18 984 928
- Certificate of investment	-	-	1 072 249	-	-	-	1 072 249	-	-	-	1 072 249
- Advances to employees and agents	-	-	-	193 849	-	-	193 849	-	-	-	193 849
- Investment income accrued	-	-	-	-	3 106 259	-	3 106 259	-	-	-	3 106 259
- Other loans and receivables (excluding markup accrued)*	-	-	-	-	1 024 923	-	1 024 923	-	-	-	1 024 923
	158 660 954	269 259	10 261 465	193 849	4 131 182	-	173 516 709	-	-	-	173 516 709
Financial liabilities not measured at fair value											
Deferred taxation	-	-	-	-	-	1 068 468	1 068 468	-	-	-	1 068 468
Premium received in advance	-	-	-	-	-	1 202 333	1 202 333	-	-	-	1 202 333
Insurance / reinsurance payables	-	-	-	-	-	363 890	363 890	-	-	-	363 890
Lease liability	-	-	-	-	-	671 657	671 657	-	-	-	671 657
Other creditors and accruals	-	-	-	-	-	2 475 985	2 475 985	-	-	-	2 475 985
	-	-	-	-	-	5 782 333	5 782 333	-	-	-	5 782 333
	158 660 954	269 259	10 261 465	193 849	4 131 182	(5 782 333)	167 734 376	-	-	-	167 734 376

(Rupees '000)

31 December 2021

On balance sheet financial instruments	Fair value through profit and loss designated upon initial recognition	Available for sale	Held to maturity	Loans and Receivables	Other financial assets	Other financial liabilities	Total	Fair value			Total
								Level 1	Level 2	Level 3	
Financial assets measured at fair value											
- Investments											
Government securities (T-bills + PIBs + Sukuks)	79 419 004	-	-	-	-	-	79 419 004	-	79 419 004	-	79 419 004
Sukuk bonds (other than government)	2 482 032	-	-	-	-	-	2 482 032	-	2 482 032	-	2 482 032
Listed equity securities	31 664 212	199 203	-	-	-	-	31 863 415	31 863 415	-	-	31 863 415
Unlisted equity securities	-	683	-	-	-	-	683	-	-	683	683
Units of mutual funds	1 326 134	128 442	-	-	-	-	1 454 576	-	1 454 576	-	1 454 576
Debt securities (Listed TFCs)	2 992 793	-	-	-	-	-	2 992 793	-	2 328 330	664 463	2 992 793
Financial assets not measured at fair value											
- Government securities (T-bills + PIBs + Sukuks)	-	-	7 903 248	-	-	-	7 903 248	-	-	-	7 903 248
- Balances with banks *	28 981 674	-	-	-	-	-	28 981 674	-	-	-	28 981 674
- Certificate of investment	-	-	410 000	-	-	-	410 000	-	-	-	410 000
- Advances to employees and agents	-	-	-	229 430	-	-	229 430	-	-	-	229 430
- Investment income accrued	-	-	-	-	2 066 950	-	2 066 950	-	-	-	2 066 950
- Other loans and receivables (excluding markup accrued)*	-	-	-	-	409 799	-	409 799	-	-	-	409 799
	146 865 849	328 328	8 313 248	229 430	2 476 749	-	158 213 604	-	-	-	158 213 604
Financial liabilities not measured at fair value											
Deferred taxation	-	-	-	-	-	884 797	884 797	-	-	-	884 797
Premium received in advance	-	-	-	-	-	1 148 292	1 148 292	-	-	-	1 148 292
Insurance / reinsurance payables	-	-	-	-	-	76 238	76 238	-	-	-	76 238
Lease liability	-	-	-	-	-	649 581	649 581	-	-	-	649 581
Other creditors and accruals	-	-	-	-	-	2 485 043	2 485 043	-	-	-	2 485 043
	-	-	-	-	-	5 243 951	5 243 951	-	-	-	5 243 951
	146 865 849	328 328	8 313 248	229 430	2 476 749	(5 243 951)	152 969 653	-	-	-	152 969 653

*The Company has not disclosed the fair values for these financial assets and liabilities as these are for short term or repriced over short term. Therefore their carrying amounts are reasonable approximation of fair value.

45. STATEMENT OF SOLVENCY

(Rupees '000)

	Statutory Funds						Aggregate 31 December 2022
	Shareholders' Fund	Investment Linked Business	Conventional Business	Pension Business	Accident & Health Business	Individual Family Takaful	
Assets	1 892 047	1 125 848					3 017 895
Property and Equipment	3 416	-	-	-	-	-	3 416
Intangible assets	-	-	-	-	-	-	-
Investment Property	-	-	-	-	-	-	-
Investment in subsidiaries and associates	-	-	-	-	-	-	-
Investments							
Equity Securities	177 274	18 802 326	2 631	2 579	-	1 589 023	20 573 833
Government securities	1 376 009	106 739 808	3 819 336	11 439	2 669	9 176 411	121 329 576
Debt securities	10 001	6 697 418	53 302	-	-	1 542 618	8 303 339
Term deposits	-	10 655 429	-	-	-	3 771 000	14 426 429
Others	-	-	-	-	-	-	-
Loans secured against life insurance policies	-	-	-	-	-	-	-
Insurance / reinsurance receivables	-	-	620 106	-	-	-	98 934
Other loans and receivables	538 421	3 639 586	107 066	352	1 255	619 376	4 918 041
Deferred taxation	1 103 874	-	-	-	-	1 540	1 106 954
Prepayments	-	128 823	12 346	-	26	7 991	149 186
Cash & Banks	30 340	2 152 166	699 615	5 017	262	1 408 858	4 558 867
Total Assets (A)	5 131 382	149 941 404	5 314 402	19 387	4 212	18 116 817	179 106 576
In-admissible assets as per following clauses of section 32(2)							
32 (2) (o) interfund	(260 875)	-	-	-	-	-	(260 875)
32 (2) (u) Fixed Asset	(1 324 628)	-	-	-	-	-	(1 324 628)
32 (2) (i) Intangible	(3 416)	-	-	-	-	-	(3 416)
32 (2) (b) Tax	-	-	-	-	-	-	-
32 (2) (d) Unsecured Loan	(38 262)	-	-	-	-	-	(38 262)
32 (2) (f) Secured Loan	(91 200)	-	-	-	-	-	(91 200)
32 (2) (h) Premium due	-	-	(130 080)	-	-	-	(162 242)
34 (2) (b) Bank Balance	-	-	-	-	-	-	-
34 (2) (l) Bank Guarantee	-	(55 944)	-	-	-	-	(55 944)
34 (2) (a) Money Market	(3 070)	(12 332)	(41 704)	-	(12)	(19 445)	(82 122)
Total In-admissible Assets (B)	(1 721 451)	(68 276)	(171 784)	-	(12)	(19 445)	(2 018 689)
Total Admissible Assets (C=A+B)	3 409 931	149 873 128	5 142 618	19 387	4 200	18 097 372	177 087 887
Total Liabilities							
Insurance Liabilities net of Reinsurance Recoveries	-	-	-	-	-	-	-
Retirement benefit Obligation	-	-	-	-	-	-	-
Deferred taxation	141 395	-	-	-	-	-	141 395
Borrowings	-	-	-	-	-	48 225	48 225
Premium received in advance	-	945 024	92 537	-	-	148 278	1 202 332
Insurance / reinsurance payables	-	100 402	154 813	-	-	50 361	363 890
Other creditors and accruals	802 992	3 070 957	1 917 509	1 895	3 581	954 293	7 025 910
Taxation - provision less payments	-	-	-	-	-	-	-
Total Liabilities (D)	944 387	4 116 383	2 164 859	1 895	3 581	1 201 157	8 781 752
Total Net Admissible Assets (E= C-D)	2 465 544	145 756 745	2 977 759	17 492	619	16 896 215	168 306 135
Minimum Solvency Requirement							
Shareholder's Fund	165 000	-	-	-	-	-	165 000
Policyholders Liability	-	143 694 238	2 386 037	17 192	520	16 365 905	162 582 210
Solvency Margin	-	2 062 507	591 722	300	99	209 332	2 930 453
Excess / (Deficit) in Net Admissible Assets over minimum requirement	2 300 544	-	-	-	-	320 978	6 950

45. NUMBER OF EMPLOYEES

	31 December 2022	31 December 2021
Number of employees as at 31 December	2 502	2 694
Average number of employees as at 31 December	2 598	2 677

46. GENERAL

Figures have been rounded off to the nearest thousand of rupees, unless otherwise stated.

Certain prior year's figures have been rearranged and reclassified, wherever necessary, to facilitate comparisons.

47. SUBSEQUENT EVENTS - NON ADJUSTING

The Board of Directors has proposed a cash dividend of Rs.10.5 per share (2021: Rs. 10.50/- per share) amounting to Rs.1,050 million (2021: Rs.1,050 million) at its meeting held on 21 February 2023 for the approval of the members at the Annual General Meeting to be held on 31 March 2023.

48. Date of authorization for issue

These financial statements were authorized for issue by the Board of Directors of the Company in their meeting held on 21 February 2023.

TAHER G. SACHAK
Managing Director &
Chief Executive

SYED SHAHID ABBAS
Chief Financial
Officer

SAIFUDDIN N. ZOOMKAWALA
Director

HASANALI ABDULLAH
Director

RAFIQUE R. BHIMJEE
Chairman

Karachi February 21, 2023

NEXT STOP
F U R T H E R

A futuristic space scene with a large planet, a ringed planet, and a bright light source. The background is a dark, starry space with a teal glow. A large planet is in the center, with a smaller planet to its right. A bright light source is on the left, creating a lens flare. A glowing ringed planet is on the right. A smaller planet is at the bottom center.

**EFU Life Window Takaful Operations
Annual Financial Statements
Report (Un-audited / Un-reviewed)
for the year ended 31 December 2022**

Statement of Financial Position (Un-Audited / Un-reviewed)

As At 31 December 2022

(Rupees '000)

	Note	Operator Sub Fund	Policyholder Sub Fund	31 December 2022	31 December 2021
Assets					
Investments					
Equity securities	5	–	1 589 023	1 589 023	2 218 911
Government securities	6	353 565	9 026 750	9 380 315	4 899 105
Debt securities	7	–	1 542 618	1 542 618	1 001 407
Term deposits	8	–	3 771 000	3 771 000	3 601 000
Takaful / retakaful receivables		–	98 934	98 934	65 076
Other loans and receivables		164 450	1 533 608	1 698 058	863 325
Deferred tax asset		–	–	–	17 586
Prepayments		7 991	–	7 991	8 560
Cash & Bank	9	319 856	1 351 610	1 671 466	1 746 021
Total Assets		845 862	18 913 543	19 759 405	14 420 991
Equity and Liabilities					
Cede Money		50 000	–	50 000	50 000
Capital contributed by shareholder's fund		61 326	–	61 326	102 220
Qard-e-Hasna		–	–	–	–
Retained Earning arising from business other than participating business attributable to shareholder's (Ledger account D)		193 925	–	193 925	148 089
Accumulated losses		19 481	–	19 481	(43 064)
Total Equity		324 732	–	324 732	257 245
Liabilities					
Insurance Liabilities	10	–	17 325 462	17 325 462	12 448 511
Takaful contribution received in advance		–	164 771	164 771	150 072
Takaful / retakaful payables		–	108 675	108 675	33 749
Deferred Tax Liability		7 961	–	7 961	–
Other creditors and accruals		513 169	1 314 635	1 827 804	1 531 414
Total Liabilities		521 130	18 913 543	19 434 673	14 163 746
Total Equity and Liabilities		845 862	18 913 543	19 759 405	14 420 991
Contingency(ies) and commitment(s)					

The annexed notes 1 to 23 form an integral part of these financial statements.

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Chairman

Karachi February 21, 2023

Statement of Profit and Loss Account (Un-Audited / Un-reviewed)

For The Year Ended 31 December 2022

(Rupees '000)

Note	Operator's Sub Fund		Policyholder's Fund		Aggregate	
	Year ended 31 December		Year ended 31 December		Year ended 31 December	
	2022	2021	2022	2021	2022	2021
Contribution Revenue	1 804 460	1 963 492	6 689 268	5 481 028	8 493 728	7 444 520
Contribution ceded to reinsurers	–	–	(299 116)	(218 426)	(299 116)	(218 426)
Net Contribution revenue	1 804 460	1 963 492	6 390 152	5 262 602	8 194 612	7 226 094
Wakalat-ul-Istismar – PIF	637 754	507 805	(637 770)	(507 805)	(16)	–
Wakala Fee – PTF	306 579	230 737	(306 579)	(230 737)	–	–
Special reinstatement fee	46	13	–	–	46	13
Mudarib Fee	36 147	14 143	(36 147)	(14 143)	–	–
Investment income	89 476	70 659	1 658 527	646 559	1 748 003	717 218
Net realised fair value gains on financial assets	(334)	1 178	(108 276)	289 296	(108 610)	290 474
Net fair value losses on financial assets at fair value through profit or loss	(982)	(2 299)	(318 008)	(564 418)	(318 990)	(566 717)
	1 068 686	822 236	251 747	(381 248)	1 320 433	440 988
Net income	2 873 146	2 785 728	6 641 899	4 881 354	9 515 045	7 667 082
Takaful benefits	–	–	2 009 172	1 513 012	2 009 172	1 513 012
Recoveries from retakafuls	–	–	(203 699)	(155 886)	(203 699)	(155 886)
Qard-e-Hasna	–	–	45 893	–	45 893	–
Claims related expenses	–	–	–	–	–	–
Net Takaful Benefits	–	–	1 851 366	1 357 126	1 851 366	1 357 126
Net Change in Takaful Liabilities (other than outstanding claims)	–	–	4 790 533	3 524 228	4 790 533	3 524 228
Acquisition expenses	2 280 914	2 353 164	–	–	2 280 914	2 353 164
Exgratia-Surrender Expense	1 579	348	–	–	1 579	348
Marketing and administration expenses	502 561	323 548	–	–	502 561	323 548
Total Expenses	2 785 054	2 677 060	4 790 533	3 524 228	7 575 587	6 201 288
Income before tax	88 092	108 668	–	–	88 092	108 668
Income tax	(25 547)	(31 514)	–	–	(25 547)	(31 514)
Income for the year	62 545	77 154	–	–	62 545	77 154

The annexed notes 1 to 23 form an integral part of these financial statements.

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Karachi February 21, 2023

Statement of Comprehensive Income (Un-Audited / Un-reviewed)

For The Year Ended 31 December 2022

(Rupees '000)

	Operator's Sub Fund		Policyholder's Fund		Aggregate	
	Year ended 31 December		Year ended 31 December		Year ended 31 December	
	2022	2021	2022	2021	2022	2021
Profit for the year – as per Profit and Loss Account	62 545	77 154	–	–	62 545	77 154
Other Comprehensive Income:						
Items that may be reclassified to profit and loss in subsequent periods:						
Change in unrealised gains / (losses) on available-for-sale financial assets	–	–	–	–	–	–
Reclassification adjustment relating to available-for-sale investments sold during the year	–	–	–	–	–	–
Related deferred tax	–	–	–	–	–	–
Other comprehensive income for the year– net of tax	–	–	–	–	–	–
Total comprehensive income for the year	62 545	77 154	–	–	62 545	77 154

The annexed notes 1 to 23 form an integral part of these financial statements.

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Karachi February 21, 2023

Cash Flow Statement (Un-Audited / Un-reviewed)

For The Year Ended 31 December 2022

(Rupees '000)

	31 December 2022	31 December 2021
Operating cash flows		
a) Takaful activities		
Takaful contribution received	8 472 990	7 387 011
Retakaful contribution paid	(224 190)	(225 136)
Claims paid	(1 965 945)	(1 459 622)
Retakaful and other recoveries received	203 699	155 886
Commission paid	(1 440 947)	(1 499 852)
Marketing and Administrative expenses paid	(502 561)	(323 548)
Other acquisition cost paid	(773 835)	(689 867)
Net cash flow from underwriting activities	3 769 211	3 344 872
b) Other operating activities		
Other operating receipts	405 345	46 049
Other (payments) on operating assets	(545 612)	(30 627)
Net cash flow from other operating activities	(140 267)	15 422
Total cash flow from all operating activities	3 628 944	3 360 294
Investment activities		
Profit / Return received	1 248 950	564 637
Dividends received	164 925	102 525
Payments for investments	(6 090 837)	(6 170 703)
Proceed from disposal of investments	1 270 704	3 031 324
Total cash flow from investing activities	(3 406 258)	(2 472 217)
Financing activities		
Net Capital contributed from shareholder's fund	(127 241)	(154 924)
Surplus appropriated to shareholder's fund		
Total cash flow from financing activities	(127 241)	(154 924)
Net cash flow from all activities	95 445	733 153
Cash and cash equivalents at beginning of the year	5 347 021	4 613 868
Cash and cash equivalents at end of the year	5 442 466	5 347 021
Reconciliation to profit and loss account		
Operating cash flows	3 628 944	3 360 294
Depreciation expense	(125 657)	(97 036)
Amortization expense	(2 200)	(2 704)
Loss on disposal of investments	(108 610)	290 474
Dividend Income	164 925	102 525
Other investment income	1 594 031	616 492
Depreciation in market value of investments	(329 941)	(568 516)
Increase in assets other than cash	516 308	93 352
Increase in liabilities	(5 275 255)	(3 717 727)
Profit after taxation	62 545	77 154

The annexed notes 1 to 23 form an integral part of these financial statements.

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Karachi February 21, 2023

Statement of Changes in Equity (Un-Audited / Un-reviewed)

For The Year Ended 31 December 2022

(Rupees '000)

	Attributable to the equity holders' of the Company						Total
	Cede Money	Capital Contribution from main Shareholder Fund	General Reserve	Retained earnings arising from business other than participating business attributable to shareholders (ledger account D)-net of tax*	Surplus on / Deficit on revaluation of available for sale investment	Unappropriated Profit	
Balance as at 1 January 2021	50 000	216 469	-	89 024	-	(120 218)	235 275
Capital contribution from shareholder's fund	-	(47 241)	-	-	-	-	(47 241)
Profit transferred to main shareholder's fund	-	(7 943)	-	-	-	-	(7 943)
Income for the year ended 31 December 2021	-	-	-	-	-	77 154	77 154
Total income for the year ended 31 December 2021	-	-	-	-	-	77 154	77 154
Contribution to increase solvency margin	-	(59 065)	-	59 065	-	-	-
Balance as at 31 December 2021	50 000	102 220	-	148 089	-	(43 064)	257 245
Balance as at 1 January 2022	50 000	102 220	-	148 089	-	(43 064)	257 245
Capital contribution from shareholder's fund	-	616	-	-	-	-	616
Income for the year ended 31 December 2022	-	-	-	-	-	62 545	62 545
	-	-	-	-	-	62 545	62 545
Contribution to increase solvency margin	-	(45 836)	-	45 836	-	-	-
Capital contribution transferred to policy holder liability	-	4 326	-	-	-	-	4 326
Balance as at 31 December 2022	50 000	61 326	-	193 925	-	19 481	324 732

*This include balances maintained in accordance with the requirements of section 35 of the Insurance Ordinance ,2000 read with rule 14 of the Insurance Rules, 2017 to meet solvency margins, which are mandatorily maintained for the carrying on of the life insurance business.

The annexed notes 1 to 23 form an integral part of these financial statements.

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Chairman

Karachi February 21, 2023

Notes to and forming part of the Financial Statements For The Year Ended 31 December 2022

1. LEGAL STATUS AND NATURE OF BUSINESS

- 1.1 EFU Life Assurance Limited (the Company) was incorporated in Pakistan on 09 August 1992 as a public limited company under the Repealed Companies Ordinance, 1984 (now Companies Act, 2017) and started its operation from 18 November 1992. The shares of the Company are quoted on Pakistan Stock Exchange. The Registered office of the Company is located at Al-Malik Centre, 70W, F-7/G-7 Jinnah Avenue, Islamabad while principal place of business is located at EFU Life House Plot No.112, 8th East Street, Phase-I, DHA, Karachi.
- 1.2 The Company is a subsidiary of EFU General Insurance Limited on the basis of its ability to control the composition of the Board of Directors of EFU Life Assurance Limited effective 31 March 2018.
- 1.3 The Company is engaged in life insurance business including ordinary life business, pension fund business and accident and health business and has established following statutory funds, as required by the Insurance Ordinance, 2000:
- Family Takaful Investment Linked Business (Refer note 1.4)
 - Family Takaful Protection Business (Refer note 1.4)
- 1.4 The Company was granted authorisation on 19 January 2015 under Rule 6 of the Takaful Rules, 2012 to undertake Takaful Window Operation in respect of family takaful products by Securities and Exchange Commission of Pakistan (SECP) and subsequently the Company commenced Window Takaful Operations on 6 February 2015 under the brand name "Hemayah". For the purpose of carrying on takaful business, the Company has formed a Waqf namely EFU Life - Window Family Takaful Limited Waqf (here-in-after referred to as the Participant Takaful Fund (PTF)) was formed on 6 February 2015 under a Waqf deed executed by the Company with a cede amount of Rs. 2 million. The cede money is required to be invested in Shariah compliant investments and any profit thereon can be utilized only to pay benefits to participants or defray PTF expenses. Waqf deed also governs the relationship of the Company and policyholders for the management of Takaful operations, investment of policyholders' funds and shareholders' funds as approved by the Shariah Advisor appointed by the Company.

2. BASIS OF PREPARATION AND STATEMENT OF COMPLIANCE

- 2.1 These financial statements have been prepared on the format of financial statements issued by the Securities and Exchange Commission of Pakistan (SECP) through the Insurance Rules, 2017 vide its S.R.O. 89(1)/2017 dated 09 February 2017.
- 2.2 These financial statements have been prepared in accordance with the accounting and reporting standards as applicable in Pakistan. The accounting and reporting standards comprise of:
- International Financial Reporting Standards (IFRS) issued by the International Accounting Standards Board (IASB) as are notified under the Companies Act, 2017;
 - Provisions of and directives issued under the Companies Act, 2017 and Insurance Ordinance, 2000, Insurance Rules 2017, Takaful Rules, 2012 and Insurance Accounting Regulations, 2017; and
 - Islamic Financial Accounting Standards (IFAS) (as a lease) issued by the Institute of Chartered Accountants of Pakistan, as are notified under the Companies Act, 2017.

In case requirements differ, the provisions or directives of the Companies Act, 2017, the Insurance Ordinance, 2000, the Insurance Rules, 2017, the Insurance Accounting Regulations, 2017 and the Takaful Rules 2012 shall prevail.

2.3 Basis of measurement

These financial statements have been prepared under the historical cost convention, except for the available for sale investments which are stated at their fair values.

2.4 Functional and presentation currency

These financial statements are presented in Pakistani Rupees, which is the Company's functional and presentation currency. All financial information presented in Pakistani Rupees has been rounded to the nearest thousands.

3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The accounting policies and method of computation adopted in the preparation of the financial information are consistent with those followed in the preparation of the annual financial statements of the Company for the year ended 31 December 2021.

3.1 Significant Accounting Policies - Window Family Takaful Operations

3.1.1 Takaful Contracts

The takaful contracts are based on the principles of Wakala Waqf Model. Takaful is a program based on Shariah compliant, approved concept founded on the principles of mutual cooperation, solidarity and brotherhood.

The obligation of Waqf for Waqf participants' liabilities is limited to the amount available in the Waqf fund. In the event where there is insufficient funds in Waqf to meet their current payments less receipts, the deficit is funded by way of an interest free loan (Qard-e-Hasna) from the Operator sub fund to participant takaful fund and group family takaful. The amount of Qard-e-Hasna is refundable to the Operator sub fund.

Technical reserves are stated at a value determined by the appointed actuary through an actuarial valuation carried out as at each balance sheet date, in accordance with section 50 of the Insurance Ordinance, 2000.

3.1.2 Group Takaful

The group family takaful contracts are issued typically on yearly renewable term basis. The Company offers group term life and group credit plans to its participants.

3.1.3 Individual Takaful Contracts Unit - Linked

The Company offers unit-linked Takaful plans which provide Shariah compliant financial protection and investment vehicle to individual participants contribution received from policyholders, after deducting specific charges and takaful donations, are invested in internal unit funds of the Company.

The basic plan contains family takaful cover over and above the unit value with additional protection.

3.1.4 Retakaful

These contracts are entered into by the Company with retakaful operator under which the retakaful operator cedes the takaful risk assumed during normal course of its business and according to which the Waqf is compensated for losses on contract issued by it are classified as retakaful contracts held.

Retakaful Contribution

Retakaful contribution is recorded at the time the retakaful is ceded. Surplus from retakaful operator is recognized in the revenue account.

Retakaful Expenses

Retakaful expenses are recognized as a liability in accordance with the pattern of recognition of related contribution.

Retakaful assets and liabilities

Retakaful assets represent balances due from retakaful operators. Recoverable amounts are estimated in a manner consistent with the associated retakaful treaties.

Retakaful liabilities represent balances due to retakaful operators. Amounts payable are calculated in a manner consistent with the associated retakaful treaties.

Retakaful assets are not offset against related retakaful liabilities. Income or expenses from retakaful contract are not offset against expenses or income from related retakaful contracts as required by Insurance Ordinance, 2000.

Retakaful assets and liabilities are derecognized when the contractual rights are extinguished or expired.

3.1.5 Business Segment - Window Family Takaful Operation

The Company has two primary business segment for reporting purposes; Family Takaful Investment Linked Business and Family Takaful Protection Business.

- a) The Family Takaful Investment Linked Business segments provides family takaful coverage to individuals under unit -linked policies issued by the PTF.
- b) The Family Takaful Protection Business segment provides family takaful coverage to member of business enterprises, corporate entities and common interest groups under group family takaful scheme operated by the Company.

3.1.6 Takaful operator's fee

The shareholders of the Company manage the family takaful operations for the participants and act as Wakeel of the Waqf fund. The Company is entitled for the wakala fee for the management of takaful operation under Waqf fund to meet its general and administrative expenses.

The window takaful operator is also entitled for Wakalt-ul-Istismar fee as it manages Participant Investment Fund.

3.1.7 Revenue recognition

Individual first year contribution are recognized once the related policies have been issued and the contribution received. Renewal contribution are recognized upon receipt of contribution provided the policy is still in force. Individual single contribution are recognized once the related policies are issued against the receipts of contribution.

Group contribution are recognized when due. A provision for unearned contribution is included in the policyholders' liabilities.

4. CRITICAL ACCOUNTING ESTIMATES AND JUDGMENTS

The preparation of financial statements in conformity with accounting and reporting standards requires the use of certain critical accounting estimates. It also requires management to exercise its judgment in the process of applying the Company's accounting policies. Estimates and judgments are continually evaluated and are based on historic experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. Revisions to accounting estimates are recognized in the period in which the estimate is revised and any future periods affected.

5. INVESTMENTS IN EQUITY SECURITIES

(Rupees '000)

	Note	31 December 2022	31 December 2021
At fair value through profit or loss (Designated - upon initial recognition)	5.1	1 589 023	2 218 911
		<u>1 589 023</u>	<u>2 218 911</u>

(Rupees in '000)

	31 December 2022			31 December 2021		
	Cost	Impairment / Provision	Carrying Value	Cost	Impairment / Provision	Carrying Value
5.1 Fair Value through Profit and Loss (Designated - upon initial recognition)						
Related Parties						
Listed Shares	-	-	-	-	-	-
Others						
Listed Shares	1 825 307	-	1 589 023	2 227 819	-	2 218 911
	<u>1 825 307</u>	<u>-</u>	<u>1 589 023</u>	<u>2 227 819</u>	<u>-</u>	<u>2 218 911</u>

6. GOVERNMENT SECURITIES

(Rupees '000)

	Note	31 December 2022	31 December 2021
Held to Maturity	6.1	920 030	892 977
Fair value through profit or loss (Designated - upon initial recognition)	6.2	8 460 285	4 006 128
		<u>9 380 315</u>	<u>4 899 105</u>

6.1 Held to Maturity

(Rupees in '000)

	Maturity Year	Effective Yield	31 December 2022			31 December 2021		
			Amortised Cost	Principal Repayment	Carrying Value	Amortised Cost	Principal Repayment	Carrying Value
Government Ijara	2025-2027	8.37-15.69	277 612	277 136	277 612	247 833	247 639	247 833
Pakistan Energy Sukuk I	2029	16.8	190 820	197 160	190 820	193 004	197 160	193 004
Pakistan Energy Sukuk II	2030	15.76	451 598	452 700	451 598	452 140	452 700	452 140
			<u>920 030</u>	<u>926 996</u>	<u>920 030</u>	<u>892 977</u>	<u>897 499</u>	<u>892 977</u>

6.2 Fair Value through Profit and Loss (Designated - upon initial recognition)

(Rupees in '000)

	Maturity Year	Effective Yield	31 December 2022			31 December 2021		
			Amortised Cost	Principal Repayment	Carrying Value	Amortised Cost	Principal Repayment	Carrying Value
Government Ijara	2025-2027	14.44-15.85	8 023 681	8 032 133	7 880 285	3 450 926	3 449 784	3 426 128
Pakistan Energy Sukuk I	2029	16.8	190 820	620 840	530 000	606 815	620 840	530 000
Pakistan Energy Sukuk II	2030	15.76	50 178	50 300	50 000	50 238	50 300	50 000
			<u>8 264 679</u>	<u>8 703 273</u>	<u>8 460 285</u>	<u>4 107 979</u>	<u>4 120 924</u>	<u>4 006 128</u>

6.3 Market value of government securities carried at amortized cost amounted to Rs. 894 million (2021: Rs :866.4 million).

7. INVESTMENT IN DEBT SECURITIES

(Rupees in '000)

	Note	31 December 2022			31 December 2021		
		Cost	Impairment / (Provision)	Carrying Value	Cost	Impairment / (Provision)	Carrying Value
Others							
Corporate Sukuks	7.1	1 542 618	-	1 542 618	1 001 407	-	1 001 407
		<u>1 542 618</u>	<u>-</u>	<u>1 542 618</u>	<u>1 001 407</u>	<u>-</u>	<u>1 001 407</u>

7.1 Corporate Sukuks

Fair Value through Profit and Loss (Designated - upon initial recognition)

(Rupees in '000)

	Maturity	No. of Certificates		Face Value	Carrying Amount	
		31 December 2022	31 December 2021		31 December 2022	31 December 2021
K Electric	2022	-	25 000	-	-	12 612
HUBCO Sukuk	2023	28 571	28 571	7	101 170	207 229
Engro Polymer & Chemicals Limited	2026	-	1 850	-	-	199 070
Neelum Jehlum Hydropower Company Limited	2026	1 250	1 250	100	49 133	72 181
Meezan Bank Limited	2028	50 000	50 000	5	250 000	250 000
Dubai Islamic Bank Limited	2028	20 000	20 000	5	100 000	100 000
Bank Islami EHAD Sukuk	2030	28 063	28 063	5	140 315	140 315
					<u>640 618</u>	<u>981 407</u>
Held to Maturity						
Engro Polymer & Chemicals Limited	2026	-	200	-	-	20 000
					<u>640 618</u>	<u>1 001 407</u>
Term Finance Certificate						
K-Electric Limited	2029	120 000	-	5	600 000	-
					<u>600 000</u>	<u>-</u>
Certificate Of Investment						
First Habib Modarba	2023	2	-	151 000	302 000	-
					<u>302 000</u>	<u>-</u>
					<u>1 542 618</u>	<u>1 001 407</u>

(Rupees '000)

	Note	31 December 2022	31 December 2021
8. INVESTMENTS IN TERM DEPOSITES			
Deposit maturing within three months		3 771 000	3 601 000
9. CASH AND BANK			
Cash and Cash Equivalent			
Cash in hand		75	75
Cash at bank			
Current account		359 643	475 002
Islamic Saving account		1 311 748	1 270 944
		1 671 466	1 746 021
9.1 Cash and cash equivalents for cash flow purpose comprise of the following:			
– Cash and others		75	75
– Cash at bank		1 671 391	1 745 946
– Term deposits maturing within three months		3 771 000	3 601 000
		5 442 466	5 347 021
10. TAKAFUL LIABILITIES			
Reported outstanding claims	10.1	350 270	301 129
Incurred but not reported claims	10.2	99 537	84 601
Investment component of unit-linked and account value policies	10.3	16 174 063	11 545 043
Liabilities under individual conventional insurance contracts	10.4	131 123	116 304
Liabilities under group insurance contracts (other than investment linked)	10.5	55 252	52 979
Other liabilities		48 225	46 560
Participant takaful fund balance	10.6	466 992	301 895
		17 325 462	12 448 511
10.1 Reported Outstanding Claims			
Gross of Retakaful			
Payable within one year		326 021	282 840
Payable over a period of time exceeding one year		59 566	49 057
		385 587	331 897
Recoverable from Retakaful			
Receivable over a period of time exceeding one year		(35 317)	(30 768)
		(35 317)	(30 768)
Net reported outstanding claims		350 270	301 129
10.2 Incurred But Not Reported Claims			
Gross of retakaful		172 145	126 400
Retakaful recoveries		(72 608)	(41 799)
Net of retakaful		99 537	84 601
10.3 Investment Component of Unit Linked and Account Value Policies			
Investment component of unit linked policies		16 174 063	11 545 043
Investment component of account value policies		–	–
		16 174 063	11 545 043
10.4 Liabilities under Individual Conventional takaful Contracts			
Gross of Retakaful		206 467	179 169
Retakaful Credit		(75 344)	(62 865)
Net of Reinsurance		131 123	116 304
10.5 Liabilities under Group Insurance Contracts (other than investment linked)			
Gross of Reinsurance		77 603	73 538
Reinsurance Credit		(22 351)	(20 559)
Net of Reinsurance		55 252	52 979
10.6 Participant Takaful Fund Balance	10.6.1	466 992	301 895

10.6.1 This comprises of surplus of Individual Family Takaful - Participant Takaful Fund, which relates exclusively to participants of the Individual Family Takaful Fund and is not available for distribution to shareholders. Under the Waqf Deed of Individual Family Takaful Fund read with Rule 21 of Takaful Rules, 2012, the surplus arising in the Participants Sub Fund can only be distributed to the Participants of that Fund based on approval of the Appointed Actuary. The surplus has been classified under insurance liabilities as clarified by SECP.

11. CONTINGENCIES AND COMMITMENTS

The contingencies and commitments reported in the main financials of the Company also includes impacts of Window Takaful Operations as at December 31, 2021. Out of the reported amount thereon, an amount of Rs.202.185 million pertains to Window Takaful Operations. There were no other material contingencies and commitments as at December 31, 2022.

		(Rupees '000)	
		Aggregate	
Note	31 December 2022	31 December 2021	
12. NET CONTRIBUTION REVENUE			
Gross contribution			
Regular contribution individual policies			
First year	2 529 909	2 666 200	
Second year renewal	1 790 197	1 369 692	
Subsequent year renewal	3 351 083	2 597 935	
Single contribution individual policies	213 318	375 139	
Group policies with cash values	705	728	
Group policies without cash values	608 516	434 826	
Total gross contribution	8 493 728	7 444 520	
Less: Retakaful contribution ceded			
On individual life first year business	32 858	38 000	
On individual life second year business	20 866	19 213	
On individual life renewal business	50 563	53 754	
On group policies	209 318	123 734	
Less: Experience refund from reinsurers	(14 489)	(16 275)	
Total reinsurance premium / retakaful contribution ceded	299 116	218 426	
Net premium / contribution	8 194 612	7 226 094	
13. INVESTMENT INCOME			
Income from equity securities			
At fair value through profit and loss (Designated upon initial recognition)			
Dividend income	164 925	102 525	
Available for Sale			
Dividend income	-	-	
Income from debt securities			
At fair value through profit and loss (Designated upon initial recognition)			
Return on debt securities	265 118	242 767	
On government securities	361 056	93 723	
Held to maturity			
On government securities	491 971	53 172	
Income from term deposits			
Return on term deposits	464 933	225 031	
	1 748 003	717 218	

(Rupees '000)

Aggregate

	31 December 2022	31 December 2021
14. NET REALISED FAIR VALUE GAINS (LOSSES) ON FINANCIAL ASSETS		
Available for sale		
Realised gains on:		
– Equity securities	52 687	554 072
– Government securities	–	–
Realised losses on:		
– Equity securities	(161 297)	(263 598)
	<u>(108 610)</u>	<u>290 474</u>
15. NET FAIR VALUE GAINS (LOSSES) ON FINANCIAL ASSETS AT FAIR VALUE THROUGH PROFIT OR LOSS - UNREALISED		
Net unrealised losses on investments at fair value through profit or loss (designated upon initial recognition)- Equity Securities	(318 990)	(566 717)
Total investment income	<u>(318 990)</u>	<u>(566 717)</u>
16. NET TAKAFUL BENEFITS		
Gross claims		
Claims under individual policies		
by death	124 626	144 710
by insured event other than death	–	–
by maturity	–	–
by surrender	1 515 404	1 080 788
Total gross individual policy claims	1 640 030	1 225 498
Claims under group policies		
by death	361 043	285 076
by insured event other than death	8 099	2 438
by maturity	–	–
by surrender	–	–
Total gross group claims	369 142	287 514
Total gross claims	2 009 172	1 513 012
Less: Retakaful recoveries		
On individual life claims	22 891	53 449
On group life claims	180 808	102 437
Total retakaful recoveries	203 699	155 886
Net takaful benefit expense	1 805 473	1 357 126

(Rupees '000)

Aggregate

17 ACQUISITION EXPENSES

Remuneration to takaful intermediaries on individual policies:

- Commission to agent on first year contributions	950 305	1 064 849
- Commission to agent on second year contributions	125 174	131 299
- Commission to agent on subsequent renewal contributions	90 580	82 023
- Commission to agent on single contributions	6 337	10 453
- Override commission to supervisors	171 328	194 217
- Other benefits to takaful intermediaries Salaries allowances and other benefits	602 715	590 800

Remuneration to takaful intermediaries on group policies:

- Commission	54 906	46 190
- Other benefits to takaful intermediaries	25 158	18 008

Other acquisition costs

- Traveling expenses	14 105	6 028
- Printing and stationery	5 684	10 146
- Depreciation	85 269	71 690
- Rent rates and taxes	2 750	4 293
- Electricity gas and water	32 241	21 465
- Entertainment	12 768	11 818
- Vehicle running expenses	1 916	1 744
- Office repairs & maintenance	8 264	9 564
- Postages telegrams and telephone	7 997	9 115
- Finance Cost	18 875	14 221
- Others	12 533	16 865
- Medical fees	3 916	3 748
- Policy stamps	48 093	34 628

2 280 914	2 353 164
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18. MARKETING AND ADMINISTRATION EXPENSES

Employee benefit cost	213 379	137 094
Traveling expenses	12 022	8 690
Advertisements and sales promotion	31 507	10 489
Printing and stationery	17 238	15 641
Depreciation	40 388	25 345
Amortisation	2 200	2 704
Rent rates and taxes	1 807	4 300
Legal and Professional charges	17 800	9 279
Electricity gas and water	14 459	7 460
Entertainment	9 000	5 944
Vehicle running expenses	1 408	833
Office repair and maintenance	54 083	26 406
Appointed actuary fees	3 518	2 197
Bank charges	3 129	3 645
Postage internet and telephone	18 966	13 964
Fees and subscription	12 309	7 118
Annual supervision fee SECP	10 664	9 919
Miscellaneous	38 684	32 520
502 561	323 548	

(Rupees '000)

19. TAX FOR THE YEAR

Aggregate

	31 December 2022	31 December 2021
Current	25 547	31 514
Deferred	-	-
	<u>25 547</u>	<u>31 514</u>

20. RELATED PARTY TRANSACTIONS

The related parties comprise of holding company, directors, key management personnel, associated companies/associated undertakings, and entities with common directors and retirement benefit fund. Compensation of key management personnel are on employment terms. Contribution to the provident fund is in accordance with the service rules. Change to the defined contribution is in accordance with the actuarial advice. Other transactions are at agreed rates. Details of transactions with related parties during the period, other than those which have been specifically disclosed elsewhere in the financial statements are as follows:

(Rupees '000)

	31 December 2022	31 December 2021
Transactions		
Associated companies/ Related Party		
Premium written	5 934	4 426
Premium paid	4 857	3 506
Claims paid	1 451	3 487
Commission paid	35 008	49 691
Traveling Expense	3 864	-
Interest /profit received	240 572	168 865
Payment to K-Electric	18	56
Placement of TDR	2 290 000	1 900 000
Investment bought	-	99 582
TDR matured / Investment sold of Related Party	1 538 427	2 083 142
Employees' funds		
Contribution to provident fund	2 891	2 946
Contribution to pension fund	1 442	1 604
Key Management Personnel Transactions		
Premium written	684	7 528
Balances		
Bank balances	898 058	844 619
Bank deposits	1 290 000	1 450 000
Premium payable	23	-
Premium receivable	363	440
Investment in Related Party	140 315	152 928
Claim outstandings -Related Parties	129	822

21. SEGMENTAL INFORMATION

(Rupees '000)

21.1 Revenue Account by Statutory Fund

	Family Takaful Investment Linked Business	Family Takaful Protection Business	Aggregate 31 December 2022
Income			
Contribution less retakaful	7 769 406	399 198	8 168 604
Policy transfer from other statutory funds	26 007	-	26 007
Bonus units transfer to statutory fund	46	-	46
Net investment income / wakala income	2 101 976	162 763	2 264 739
Total net income	9 897 435	561 961	10 459 396
Takaful Benefits and Expenditures			
Claims net of retakaful recoveries	1 618 718	188 333	1 807 051
Policy transfer from other statutory funds	-	-	-
Management expenses less recoveries	3 487 169	240 652	3 727 821
Total takaful Benefits and Expenditures	5 105 887	428 985	5 534 872
Excess of income over takaful Benefits and Expenditures	4 791 548	132 976	4 924 524
Net Change in takaful Liabilities (Other than outstanding Claims)	(4 645 469)	(21 534)	(4 667 003)
Surplus before tax	146 079	111 442	257 521
Movement in takaful liabilities	4 645 469	21 534	4 667 003
Transfer to and from Shareholder's Fund			
Transfer of (surplus) / deficit to shareholders' fund	-	(88 771)	(88 771)
Capital contribution to / from share holders' fund	616	-	616
Net Transfer to / from shareholders' fund	616	(88 771)	(88 155)
Balance of statutory funds at beginning of the year	12 123 496	185 277	12 308 773
Balance of statutory funds at end of the year	16 915 660	229 482	17 145 142

(Rupees '000)

	Family Takaful Investment Linked Business	Family Takaful Protection Business	Aggregate 31 December 2021
Income			
Contribution less retakaful	6 896 865	311 092	7 207 957
Policy transfer from other statutory funds	23 091	-	23 091
Special reinstatement fee	13	-	13
Bonus units transferred to statutory funds	98 925	-	98 925
Net investment income	1 067 185	112 333	1 179 518
Total net income	8 086 079	423 425	8 509 504
Takaful Benefits and Expenditures			
Claims net of retakaful recoveries	1 172 397	190 030	1 362 427
Policy transfer from other statutory funds	-	-	-
Bonus units transferred to statutory funds	98 925	-	98 925
Management expenses less recoveries	3 235 094	180 161	3 415 255
Total Insurance Benefits and Expenditures	4 506 416	370 191	4 876 607
Excess of income over Takaful Benefits and Expenditures	3 579 663	53 234	3 632 897
Net Change in Takaful Liabilities (Other than outstanding Claims)	(3 435 809)	(14 696)	(3 450 505)
Surplus before tax	143 854	38 538	182 392
Movement in takaful liabilities	3 435 809	14 696	3 450 505
Transfer to and from Shareholder's Fund			
Transfer of (surplus) / deficit to shareholders' fund	-	-	-
Capital contribution from share holders' fund	(50 358)	3 117	(47 241)
Net Transfer to/from shareholders' fund	(50 358)	3 117	(47 241)
Balance of statutory funds at beginning of the year	8 594 191	128 926	8 723 117
Balance of statutory funds at end of the year	12 123 496	185 277	12 308 773

22 FAIR VALUE

Investments on the balance sheet are carried at fair value except for investments in non unit-linked funds which are stated at lower of cost or market value and unquoted investments which are stated at cost. The Company is of the view that the fair value of the remaining financial assets and liabilities are not significantly different from their carrying values since assets and liabilities are essentially short term in nature.

The Company measures fair values using the following fair value hierarchy that reflects the significance of the inputs used in making the measurements:

- Level 1: Fair value measurements using quoted prices (unadjusted) in active markets for identical assets or liabilities.
- Level 2: Fair value measurements using inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly (i.e. as prices) or indirectly (i.e. derived from prices).
- Level 3: Fair value measurements using inputs for the asset or liability that are not based on observable market data (i.e. unobservable inputs).

The table below analyses financial instruments measured at the end of the reporting period by the level in the fair value hierarchy into which the fair value measurement is categorized:

(Rupees '000)

		31 December 2022					Fair value				
On balance sheet financial instruments	Fair value through profit and loss designated upon initial recognition	Available for sale	Held to maturity	Loans and Receivables	Other financial assets	Other financial liabilities	Total	Level 1	Level 2	Level 3	Total
Financial assets measured at fair value											
- Investments											
Government Securities (T-bills + PIBs + Sukuks)	8 460 285	-	-	-	-	-	8 460 285	-	8 460 285	-	8 460 285
Sukuk Bonds (other than government)	640 618	-	-	-	-	-	640 618	-	640 618	-	640 618
Listed equity securities	1 589 023	-	-	-	-	-	1 589 023	1 589 023	-	-	1 589 023
Unlisted equity securities	-	-	-	-	-	-	-	-	-	-	-
Units of mutual funds	-	-	-	-	-	-	-	-	-	-	-
Debt securities (Listed TFCs)	902 000	-	-	-	-	-	902 000	902 000	-	-	902 000
Financial assets not measured at fair value											
- Government Securities (T-bills + PIBs + Sukuks)	-	-	920 030	-	-	-	920 030	-	866 391	-	866 391
- Balances with banks *	5 442 466	-	-	-	-	-	5 442 466	-	-	-	-
- Certificate of Investment	-	-	-	-	-	-	-	-	-	-	-
- Advances	-	-	-	-	-	-	-	-	-	-	-
- Investment income accrued	-	-	-	-	480 566	-	480 566	-	-	-	-
- Other loans and receivables (excluding markup accrued)*	-	-	-	-	1 698 058	-	1 698 058	-	-	-	-
	17 034 392	-	920 030	-	2 178 624	-	20 133 046	-	-	-	-
Financial liabilities not measured at fair value											
Deferred taxation	-	-	-	-	-	-	-	-	-	-	-
Premium received in advance	-	-	-	-	-	164 771	164 771	-	-	-	-
Insurance / reinsurance payables	-	-	-	-	-	108 675	108 675	-	-	-	-
Other creditors and accruals	-	-	-	-	-	1 827 804	1 827 804	-	-	-	-
	-	-	-	-	-	2 101 250	2 101 250	-	-	-	-
	17 034 392	-	920 030	-	2 178 624	(2 101 250)	18 031 796	-	-	-	-

(Rupees '000)

31 December 2021

On balance sheet financial instruments	Fair value through profit and loss designated upon initial recognition	Available for sale	Held to maturity	Loans and Receivables	Other financial assets	Other financial liabilities	Total	Fair value			Total
								Level 1	Level 2	Level 3	
Financial assets measured at fair value											
- Investments											
Government Securities (T-bills + PIBs + Sukuks)	4 006 128	-	-	-	-	-	4 006 128	-	4 006 128	-	4 006 128
Sukuk Bonds (other than government)	981 407	-	-	-	-	-	981 407	-	981 407	-	981 407
Listed equity securities	2 218 911	-	-	-	-	-	2 218 911	2 218 911	-	-	2 218 911
Unlisted equity securities	-	-	-	-	-	-	-	-	-	-	-
Units of mutual funds	-	-	-	-	-	-	-	-	-	-	-
Debt securities (Listed TFCs)	20 000	-	-	-	-	-	20 000	20 000	-	-	20 000
Financial assets not measured at fair value											
- Government Securities (T-bills + PIBs + Sukuks)	-	-	892 977	-	-	-	892 977	-	866 391	-	866 391
- Balances with banks *	5 347 021	-	-	-	-	-	5 347 021	-	-	-	-
- Certificate of Investment	-	-	-	-	-	-	-	-	-	-	-
- Advances	-	-	-	-	-	-	-	-	-	-	-
- Investment income accrued	-	-	-	-	146 436	-	146 436	-	-	-	-
- Other loans and receivables (excluding markup accrued)*	-	-	-	-	863 325	-	863 325	-	-	-	-
	12 573 467	-	892 977	-	1 009 761	-	14 476 205	-	-	-	-
Financial liabilities not measured at fair value											
Deferred taxation	-	-	-	-	-	-	-	-	-	-	-
Premium received in advance	-	-	-	-	-	150 072	150 072	-	-	-	-
Insurance / reinsurance payables	-	-	-	-	-	33 749	33 749	-	-	-	-
Other creditors and accruals	-	-	-	-	-	1 531 414	1 531 414	-	-	-	-
	-	-	-	-	-	1 715 235	1 715 235	-	-	-	-
	12 573 467	-	892 977	-	1 009 761	(1 715 235)	12 760 970	-	-	-	-

*The Company has not disclosed the fair values for these financial assets and liabilities, as these are for short term or repriced over short term. Therefore their carrying amounts are reasonable approximation of fair value.

23 GENERAL

Figures have been rounded off to the nearest thousand of rupees, unless otherwise stated.

Certain prior year's figures have been rearranged and reclassified, wherever necessary, to facilitate comparisons.

23.1 DATE OF AUTHORIZATION FOR ISSUE

These financial statements were authorized for issue by the Board of Directors of the Company in their meeting held on 21 February 2023.

TAHER G. SACHAK
Managing Director &
Chief Executive

SYED SHAHID ABBAS
Chief Financial
Officer

SAIFUDDIN N. ZOOMKAWALA
Director

HASANALI ABDULLAH
Director

RAFIQUE R. BHIMJEE
Chairman

Karachi February 21, 2023

Statements under Section 52(2) of Insurance Ordinance 2000

Statement by Appointed Actuary

I have reviewed the Balance Sheet and Revenue Account and related notes prepared by the Company for the year ending December 31, 2022. In my opinion:

- (a) the policyholder liabilities included in the balance sheet have been determined in accordance with the provisions of the Insurance Ordinance, 2000 ("the Ordinance"); and
- (b) each statutory fund set up by the Company, after accounting for the capital contribution, complies with the solvency requirements of the Ordinance.

OMER MORSHED, FCA, FPSA, FIA
Appointed Actuary

Statement by Directors

(As per the requirement of section 46(6) and section 52(2)(c) of the Insurance Ordinance, 2000).

Section 46(6)

- a. In our opinion the annual statutory account of EFU Life Assurance Ltd. set out in the forms attached to the statement have been drawn up in accordance with the Ordinance and any rules made there under.
- b. EFU Life Assurance Ltd. has at all times in the year complied with the provision of the Ordinance and the rules made there under relating to paid-up capital, solvency and reinsurance arrangements, and
- c. As at December 31, 2022 EFU Life Assurance Ltd, continues to be in compliance with the provisions of the Ordinance and rules made there under relating to paid-up capital, solvency and reinsurance arrangement.

Section 52(2)(c)

- d. In our opinion each statutory fund of EFU Life Assurance Ltd. complies with the solvency requirement of the Insurance Ordinance, 2000 and the Insurance Rules, 2017.

TAHER G. SACHAK
Managing Director &
Chief Executive

SAIFUDDIN N. ZOOMKAWALA
Director

HASANALI ABDULLAH
Director

RAFIQUE R. BHIMJEE
Chairman

Karachi February 21, 2023

Pattern of Shareholding as at 31 December 2022

Number of Shareholders	Shareholdings		Holding Shareholders
	From	To	
167	1	100	5 848
238	101	500	66 563
109	501	1000	89 211
269	1001	5000	747 525
50	5001	10000	362 829
16	10001	15000	203 322
13	15001	20000	216 912
8	20001	25000	182 000
3	25001	30000	81 329
3	30001	35000	97 405
2	35001	40000	75 267
3	40001	45000	125 900
5	45001	50000	244 715
1	50001	55000	52 852
4	55001	60000	228 096
1	60001	65000	61 900
1	65001	70000	70 000
1	70001	75000	70 104
4	75001	80000	311 834
3	80001	85000	252 021
3	95001	100000	300 000
1	100001	105000	103 997
2	105001	110000	214 061
1	120001	125000	125 000
1	125001	130000	128 469
2	130001	135000	261 754
1	165001	170000	167 000
1	175001	180000	176 063
1	180001	185000	182 402
1	185001	190000	187 146
1	200001	205000	201 018
1	215001	220000	219 600
1	245001	250000	250 000
1	270001	275000	271 355
1	345001	350000	349 865
1	440001	445000	443 300
1	545001	550000	545 971
1	585001	590000	587 600
1	780001	785000	781 575
2	940001	945000	1 889 333
1	945001	950000	948 229
1	1185001	1190000	1 189 600
1	1285001	1290000	1 288 835
1	1290001	1295000	1 292 518
1	2225001	2230000	2 228 367
1	3955001	3960000	3 958 906
1	3995001	4000000	3 996 292
1	10030001	10035000	10 031 263
1	20045001	20050000	20 047 708
1	44085001	44090000	44 087 140
936			100 000 000

Information as required under the Code of Corporate Governance

Categories of Shareholders	Shareholders	Shares held	Percentage
Directors and their spouse(s) and minor children			
Rafique R.Bhimjee	2	4,089,106	4.09
Saifuddin N. Zoomkawala	1	443,300	0.44
Taher Gulamhusein Sachak	2	525,928	0.53
Hasanali Abdullah	1	187,146	0.19
Syed Salman Rashid	1	10,031,263	10.03
Ali Raza Siddiqui	1	500	0.00
Rukhsana Shah	1	500	0.00
Daanish Bhimjee	1	500	0.00
Ruhail Mohammad	1	500	0.00
Ahsen Ahmed	1	500	0.00
Naila Bhimjee	1	1,288,835	1.29
Lulua Saifuddin Zoomkawala	1	55,432	0.06
Rehana Salman	2	222,602	0.22
Associated Companies, undertakings and related parties	21	72 305 336	72.31
NIT and ICP	2	1,802	0.00
Banks, Development Finance Institutions, Non-Banking Finance Companies	2	133,801	0.13
Insurance Companies	2	42,100	0.04
Modarabas and Mutual Funds			
General Public			
Local	855	5 763 528	5.76
Foreign	2	250,200	0.25
Foreign Companies	5	3,323,340	3.32
Others	31	1 333 781	1.33
Totals	936	100,000,000	100.00
Shareholders holding 10 % or more			
Syed Salman Rashid		10 031 263	10.03%
Jahangir Siddiqui & Co. Ltd.		20 047 708	20.05%
EFU General Insurance Ltd.		46 315 570	46.32%

Glossary of Important Terms

Acquisition cost	Expenses incurred by the company for acquisition of Insurance/Takaful business. These mainly include expenses relating to the distribution channels.
Administration Expenses	Expenses of the company other than the acquisition cost.
Authorized Share Capital	The maximum value of shares that a Company can issue.
Balance Sheet	An accounting term referring to a listing of a company's assets, liabilities and surplus as of a specific date.
Cash Value	The cash value of an insurance policy or Takaful contract, also called the cash surrender value or surrender value, is the cash amount offered to the policyholder/participant by the life insurer/Takaful operator upon cancellation/maturity of the insurance policy or Takaful contract.
Claims	The amount payable under a contract of insurance/Takaful arising from occurrence of an insured event.
Commission	Remuneration to an insurance/Takaful intermediary for services such as selling and servicing of insurance/Takaful products
Contribution	Monetary contribution paid as lump sum or periodically by a participant to a Takaful operator for the purpose of obtaining Takaful Benefits
Death Claim	Insurance/Takaful claims paid to beneficiaries when the insured person/participant dies during the period of insurance/Takaful.
Disability Claim	Insurance/Takaful claims paid to the insured person/participant in case of a defined disability during the periods of insurance/Takaful.
Dividend Yield	A financial ratio that shows how much a company pays out in dividends each year relative to its share price. In the absence of any capital gains, the dividend yield is the return on investment for a stock.
Earnings per Share	The portion of the company's profit allocated to each outstanding share of common stock. Earnings per share serves as an indicator of a company's profitability.
Gross Contribution	Total contribution of the Operator for all takaful lines of business including Individual Family Takaful new business, Individual Family Takaful renewal contributions, Group Family Takaful business and Single Contribution.
Gross Premium	Total premium of the company for all lines of business including individual life new business, individual life renewal premium, Group business and single premium.
Maturity Claim	Insurance/Takaful claim paid to the insured person/Participant in case of maturity of the insurance policy or Takaful contract.
Net Contribution	Gross contribution less the retakaful contribution ceded.
Net Premium	Gross premium less the reinsurance premiums ceded.
Outstanding Claims	Claims incurred and reported but not paid as on the date of the financial statements.
Paid-up capital	The amount paid or contributed by shareholders in exchange for shares of a company's stock.
Participants	A person who participates in a Takaful scheme and to whom Takaful Contract is issued.
Participants' Investment Fund (PIF)	The unit linked investment fund in which a proportion of the gross contribution is invested.
Participants' Takaful Fund (PTF)/Waqf Fund	A fund which is a risk pool for Takaful participants. It is a sub fund of a statutory fund into which participant's risk related contributions are paid and risk related benefits are paid out.
PAT	Gross profit for the year net of the tax for the year, as mentioned in the Profit and Loss Account.

Policyholders' liabilities	It is the value of the obligation of the insurer to its policyholders. A major portion of this is policyholder reserves, which is the amount representing actual or potential liabilities kept by an insurer to cover policyholders benefits.
Premium	Financial cost of obtaining an insurance cover, paid as a lump sum or in installments during the duration of the policy.
Qard - e - Hasna	In case of a deficit in Waqf Fund, Takaful Operator extends a Qard-e-Hasna (interest free loan) to PTF to cover the deficit. This Qard is repaid to the Takaful Operator from future surpluses in the PTF.
Reinsurance Premium	Reinsurance premiums are premiums paid to other insurance companies pursuant to the reinsurance agreements mainly for the purpose of diversification of risks undertaken by the insurer.
Retakaful Contribution	Retakaful contributions are contributions paid to other Takaful operators pursuant to the retakaful agreements mainly for the purpose of diversification of risks undertaken by the Takaful Operator
Retention	The part of insurance/Takaful risk that the insurer/Takaful Operator retains before passing on the excess to a reinsurer/Retakaful.
Return on Equity	Return on equity measures a company's profitability by revealing how much profit a company generates with the money shareholders have invested. ROE is expressed as a percentage and calculated as: $\text{Return on Equity} = \text{Net Income} / \text{Shareholder's Equity}$
Shareholders' Equity	This is the total of Paid-up capital, accumulated surplus and any general reserves.
Shareholders' Fund	A fund that is established in the records of a life insurance/Takaful Operator and which contains that part of the assets and liabilities of a life insurer/Takaful operator which is attributed to it and is not attributed to any statutory fund maintained by that life insurer/Takaful Operator
Solvency	Having sufficient assets-capital, surplus, reserves and being able to satisfy financial requirements to be eligible to transact insurance/Takaful business and meet liabilities.
Statutory Fund	A fund that is established in the records of a life insurer/ Takaful Operator and which relates solely to the life insurance/Takaful business of that life insurer/takaful operator or a particular part of that life insurance/Takaful business
Surplus in Waqf Fund	The excess of assets over liabilities in Waqf Fund/Participants' Takaful Fund (PTF). Negative surplus would be named as 'Deficit' in Waqf Fund.
Surrender Claim	Insurance/Takaful claims paid to the insured person/participant in case an insurance policy or Takaful contract is terminated before end of its term.
Underwriting	The process of assessing and selecting risks for insurance/Takaful and classifying them according to their degrees of insurability so that and appropriate price may be assigned. The process also includes rejection of those risks that do not qualify.
Net Risk Contribution of PTF	The risk related portion of the Participant's contribution paid into the PTF to avail Takaful cover from the PTF.
Takaful Operators Fund	A Fund setup by a Window Takaful Operator which shall undertake all transactions which the Operator undertakes other than those which pertains to Participants Takaful Fund/Participant Investment Fund setup for the Window Takaful Operations.
Wakalah Fee	The fee that takaful operator charges for the management of Waqf Fund or acting as a Wakeel (Manager of PTF).
Mudarib Fee	The fee that the takaful operator charges for the management of the investment of the Waqf fund.
Window Takaful Operator	A Registered Insurer authorized under Takaful Rules, 2012 to carry out Window Takaful Operations in addition to Conventional Insurance Business.

Group Benefits & Bancassurance - Offices

Group Benefits - Offices

Karachi

EFU Life House
Plot No. 112, 8th East Street, Phase-I, DHA, Karachi
Phone: (021) 111-338-111

Hasan Aamir, Regional Sales Director
Naveed-ul-Haq Bhatti, Regional Marketing Manager
S. Afsar Raza, Senior Group Marketing Manager
Anila Hassan Riaz, Chief Marketing Manager
Mohsin Umer, Assistant Marketing Manager
Umair Siddiqui, Assistant Marketing Manager
Syed Ubedullah Shah, Senior Marketing Executive
Syed Qaiser Arsalan Zaidi, Assistant Marketing Manager

Lahore

18-C-1, 4th Floor, Liberty Market, Gulberg III, Lahore
Phone: (042) 38102625

S.A.R. Zaidi, Senior Executive Director
Fazal Mehmood, Regional Sales Director
Faisal Masud, Regional Marketing Manager
Mubashar Ahmed, Chief Marketing Manager
Tasleem Iqbal, Marketing Manager
Saad Farooqi, Assistant Marketing Manager
Tahir Mahmood, Assistant Marketing Manager

Islamabad

Office No. 6, 2nd Floor, Yaseen Plaza
74-W, Jinnah Avenue, Blue Area, Islamabad
Phone: (051) 8023200-06

Noor-ur-Rehman, Regional Marketing Manager
Rizwan Bajwa, Assistant Marketing Manager
Rao Asif Khan, Assistant Marketing Manager

Faisalabad

2nd Floor, Ajmal Centre 289, Batala Colony, Faisalabad
Phone: (041) 5253450

Imran Yaqub, Assistant Marketing Manager

Multan

1st Floor, Rajput Commercial Centre
Tareen Road, Near Gull Tax Showroom, Multan
Phone: (061) 8026500, (061) 8026509

Zafar Abbas Chughtai, Assistant Marketing Manager

Bancassurance - Offices

Karachi

37-K, Block 6, PECHS, Karachi
Phone: (021) 34541740, 38652300-2305, 4304560,
34304560, 34304514, 34304516-7, 34304565, 38632300

Husein Sachak, Director - Bancassurance
Ali Asghar Khandwala, Deputy Head - Bancassurance
Rashid Shaikh, National Sales Head - Bancassurance
Farukh Hassan, National Sales Head - Bancassurance

Lahore

Plot No. 124, Y Block DHA Phase III,
Commercial Area, Above National Bank, Lahore
Phone: 042-38102901

Fayyaz Mehmood Tahir, National Sales Head - Bancassurance
Zubair Zahid, National Sales Head - Bancassurance

Islamabad

3rd Floor, Al Malik Centre, 70- W, Jinnah Avenue, Blue Area,
Islamabad. Phone: (051) 8023215, 8023222, 8023234

Tahir Sultan, National Sales Head - Bancassurance
Mariam Mani, National Sales Head - Bancassurance

Faisalabad

Office No. 331/332, 4th Floor Sunrise Mall,
Near Gattton Wala Chowk, Peoples Colony, Faisalabad
Phone: (041) 8503370, 71, 72, 73 / 8503338, 39 (041) 5003400

Kashif Yousuf Regional Head - Bancassurance
Nabeel Ahsan Regional Head - Bancassurance

Peshawar

2nd Floor, NWR Plaza, Khyber Supermarket
Near Qayyum Stadium, Bara Road, Peshawar Cantt
Phone: (091) 5252129, 5606002, 091-7006601

Fawad Ahmed Farooqi, Regional Head - Bancassurance

Jhelum

Karim Arcade, Machine Mohalla No.3, Jhelum
Phone: (0544) 806453, (0544) 800080

Kashif Mansoor Ali Khan, Regional Head - Bancassurance

Multan

3rd Floor Ghazi Tower, Near PIA office, Abdali Road Multan
Phone: (061) 8026530-33

Tayyab Khan Virk, Regional Head - Bancassurance

Gujranwala

2nd Floor Sardar Building, Opposite Lone Palace
Near Capri Cinema, GT Road Gujranwala. 055-3251021-23
Hafiz Ateeq, Area Sales Head - Bancassurance

Abbottabad

Alfatah Shopping Center, Opposite Radio Station Jhungi
Abbottabad. Phone: 0992-403763

Uzair Ayub, Area Sales Head - Bancassurance

Hyderabad

Commercial Hall, Blue Sky Extension (Breeze Tower)
Commercial Hall, 2nd Floor, Autobahn Hyderabad.
Phone: 022-8332128

Kamran Jalil, Area Sales Head - Bancassurance

Mirpur AK

Plot No: 123, Sultan Plaza, 1st Floor, Office No 1,
Kotli Road, Sector F-1, Mirpur AK.
Phone: 05827442152, 05827437283

Amir Nisar, Area Sales Head - Bancassurance

Sahiwal

1st Floor Central Plaza High Street Sahiwal City
Phone: 040-8005689

Arshad Ali, Area Sales Head - Bancassurance

Individual Life - Offices

Abbottabad Branch

1st Floor, Al-Fateh Shopping Center,
Opposite Radio Station,
Mansehra Road, Abbottabad.
0320-9953020, 099-2341978
099-2403697, 099-2334254
Waqas Khan
Assistant Branch Manager

Ahmed Pur East Branch

Ground Floor, Railway Road, Near Chock
Munir Shaheed, Ahmed Pur East.
0300-4006645, 062-2273049, 062-2273039
Mazhar Mahmood Khan
Branch Manager

Ali Pur Chatha Branch

1st Floor, Haji Shair Muhammad
Heights Plaza, Near MCB Bank,
Gujranwala Road, Alipur Chatha.
0346-6690650, 055-6821092
Muhammad Ishfaq
Branch Manager

Arifwala Branch

M Block, Pakpattan Road, Arifwala.
0302-3333951, 0457-205800
Ahsaan Talib
Branch Manager

Attock Branch

1st Floor, Sheikh Jaffar Plaza,
Siddiqui Road, Attock.
0321/0300-9508027, 057-2701957
057-2703338, 057-2602067
Muhammad Amjid Hussain Shah
Branch Manager

Bagh AK Branch

1st Floor, Azeem Plaza,
Dhulli Road, Pulli Stop, Bagh AJK.
0346-5212797, 058-23445367
S.M. Ahtsham-ul-Haq Gillani
Branch Manager

Bahawal Nagar Branch

Ground Floor, Paradise Hotel,
Opposite Haary Masjid Quraish,
Chishtian Road, Bahawal Nagar.
0302-3333951, 063-02279124, 125, 126, 127
Altaf Hussain
Group Manager

Bahawalpur Branch

Plot No.88-A, Noor Mahal Road,
Near Iqbal Hospital, Bahawalpur.
0313-6502524, 0623-006120-30
Mian M. Afzal
Branch Manager

Bahawalpur Cantt Branch

Plot No.88-A, Noor Mahal Road,
Near Iqbal Hospital, Bahawalpur.
0300-8683445, 0623-006120-30
Junaid Masud
Regional Sales Director

Bahawalpur City Branch

Plot No.88-A, Noor Mahal Road,
Near Iqbal Hospital, Bahawalpur.
0300-8683445, 0623-006120-30
Naeem Akhter Chaudhry
Group Manager

Bahawalpur Garden Branch

Plot No.88-A, Noor Mahal Road,
Near Iqbal Hospital Bahawalpur.
0300-5456514, 0623-006120-30.
Muhammad Sajjad
Assistant Branch Manager

Baltistan Branch

2nd Floor, Anchan Plaza, Hussani Chowk,
Main Bazar Skardu, Baltistan.
0346-9589093, 05815-450941
Muhammad Ayaz Ali
Group Manager

Bhakkar Branch

1st Floor, Khatak Plaza, Opposite MCB Bank,
Behal Chowk, Bhakkar.
0336-7601001, 0453-515074
Muhammad Naeem Tariq
Team Head

Bhalwal City Branch

Ground Floor, Plot No.3, Kuchari Road,
Tehsil Bhalwal, District Sargodha.
0300-6060185
Muhammad Waseem Akhtar
Team Head

Bharakahu Branch

Office No.6 & 7, Ground Floor, Iqbal Plaza,
Samli Dam Road, Opposite Bharakahu Police
Station, Islamabad.
0334-8564580
Muhammad Umar
Team Head

Bhimber Branch

1st Floor, AJK Bank, Near Kothi Mor,
Gujrat Road, Bhimber, AJK.
0344-6263378, 0301-6256072
053-7575520-22
M. Rizwan Sadiq
Branch Manager

Burewala Branch

1st Floor, Khurram Shopping Mall,
Fawarah Chowk, Lahore Road, Burewala.
0301-7681386, 0672-016400
Rafique Ahmad
Branch Manager

Burewala City Branch

1st Floor, Khurram Shopping Mall,
Fawarah Chowk, Lahore Road, Burewala.
0344-6433133, 0672-016400
M. Abu Bakar
Branch Manager

Chakwal Branch

2nd Floor, Tanveer Plaza, Opposite Nadra
Office, Rawalpindi Road, Chakwal.
0303-4401951
Muhammad Tasier Hussain
Assistant Branch Manager

Chichawatni Branch

1st Floor, Al Haram Center, Plot No.901,
Block-5, Wali Jutt Chowk, Chichawatni.
0335-9103103, 0405-487158
Sajid Hussain
Assistant Branch Manager

Chishtian Branch

1st Floor, City Cash & Carry,
13-Gajyani Road, Chishtian.
0300-4355730, 063-2500299
2508137, 2507334, 2507332
Muhammad Amin
Group Manager

Choondko Branch

1st Floor On Yaseen Photo State,
Opposite TCS Office, Taluka,
Naro P/O Choondiko, District Khairpur.
0305-3355663
Zamir Hussain
Assistant Branch Manager

Dadu Branch

Plot No.928, Ground Floor,
Near MCB, Sehwan Sharif Road, Dadu.
0300-2564390
Zulfiqar Ali
Group Manager

Daharki Civic Branch

1st Floor, Near MCB Bank,
GT Road, Daharki District, Ghotki.
0333-7253655, 0334-7832364
072-3204160
Muhammad Nadeem
Branch Manager

Dahranwala Branch

Office No.3, Near Awami PSO Petrol Pump,
Chishtian Road, Daranwala.
0305-6330097
Ghulam Murtaza
Team Head

Darya Khan Branch

2nd Floor, Yaadgar Plaza,
Hashmi Chowk, Darya Khan.
0300-6014459
Zaheer Hussain
Assistant Branch Manager

Daur Branch

Near UBL Bank, Opposite Noor Masjid,
Jamali Road, Taluka Daur.
0302-3240521
Mumtaz Ali Brohi
Assistant Branch Manager

Dera Allahyar Branch

1st Floor, Allied Bank,
Main Quetta Road, Dera Allahyar.
0302-3171080, 0740-510636
Saeed Ahmed Shaikh
Assistant Branch Manager

Dera Ghazi Khan Branch

Ground Floor, Plot No.1264,
Faridabad Colony, Block No.18,
Rehmania Street, Dera Ghazi Khan.
0300-6781738
0642-468116, 064-2471056-7
Mustanser Abbas
Branch Manager

Dera Ghazi Khan City Branch

Ground Floor, Plot No.1264,
Faridabad Colony, Block No.18,
Rehmania Street, Dera Ghazi Khan.
0333-6460894
Mustanser Abbas
Branch Manager

Dera Ismail Khan Branch

1st Floor, Najeeb Centre,
East Circular Road, Dera Ismail Khan.
0301-4053684
0966-734001-02,03,04,05,06
Mujahid Khan
Branch Manager

Dera Murad Jamali Branch

Near Usta Muhammad Vegun Stand,
Main Quetta Road, Dera Murad Jamali.
0346-8474197
Liaqat Ali
Assistant Branch Manager

Digri Branch

1st Floor, Above Bank AL Habib,
Plots City, Survey No.54/A & 55,
Ward-C, Digri, District Mirpur Khas.
0302-3315646
Latif-ur-Rehman
Branch Manager

Dinga Branch

1st Floor, Fazal Plaza, Dhalyan Chowk,
Dinga, Tehsil Kharian, Distt Gujrat.
0346-6485700, 053-7400338
053-7402338, 053-7404338
Qaisar Abbas
Zonal Manager

Dokri Branch

Ground Floor, Main Road Badah,
Near Shahnawaz Petrol Pump,
District Larkana.
0344-1544786
Kehar Khan Kalhoro
Assistant Branch Manager

Doongi Branch

2nd Floor, Choudhry Plaza, Main City Doongi,
Opposite Petrol Pump, Post Office Doongi,
Tehsil Khairata
03464940633
Muhammad Kamran Iqbal
Team Head

Faisalabad Central Branch

2nd Floor, Amir Plaza, Kohenoor City,
College Road, Faisalabad.
0300-8675645, 041-5003420-31
Mohammad Zahid Bashir
Group Manager

Faisalabad Chenab Branch

289, 2nd Floor, Ajmal Centre,
Batala Colony, Faisalabad.
0300-8653627, 0300-6728180
041-5253450
Imtiaz Hussain
Senior Regional Manager
Tajamal Khan
Zonal Manager

Faisalabad City Branch

289, 2nd Floor, Ajmal Centre,
Batala Colony, Faisalabad.
0300-8653627, 0300-6728180
041-5253450-1
Syed Bashrat Ali
Group Manager

Faisalabad Ravi Branch

289, 2nd Floor, Ajmal Centre,
Batala Colony, Faisalabad.
0333-6561200, 041-5253451
Ali Raza
Branch Manager

Fateh Pur Branch

1st Floor, Plot No.14, Old Grain Market,
Near MCB Bank, Fateh Pur, District Layyah.
0308-8761964, 0307-6541590
0606-840848
Ghulam Abu Talib
Branch Manager

Gaggo Mandi Branch

Ground Floor, Near Al-Toheed Masjid,
Gulshan Wahab, Sheikh Fazal Road,
Gaggo Mandi, Tehsil Burewala.
0343-4641096
Abdul Rauf
Assistant Branch Manager

Gambat Branch

Ground Floor, Near IBS Sweets, National
Highway Gambat, District Khairpur Mirs.
0300-3290240
Kailash Kumar
Team Head

Garh More City Branch

Ground Floor, Choudhry Ashraf Plaza,
Garh Mahraja Road, Tehsil Ahmed Pur Sial,
District Jhang.
0302-7374280
Zahid Mehmood
Team Head

Ghotki Branch

1st Floor, Shadani Shopping Center,
Opposite Police Station, Ghotki.
0301-8212030, 072-3680352,
072-3680351, 072-3684107, 072-3682423
Mahesh Kumar
Zonal Manager

Gilgit Baltistan Branch

2nd Floor, Dar Plaza, Nabi Bazar, Gilgit.
0345-3819500
058-11457717, 058-11459874
Faiz Ahmed Khan
Zonal Manager

Gujranwala Branch

2nd Floor, Near MCB Main Branch,
GT Road, Gujranwala.
0345-6255263, 055-8316100
Arfan Yousaf
Branch Manager

Gujrat Branch

Dhakar Plaza,
Rehman Shaheed Road, Gujrat.
0321-7777100, 053-20166160
Ali Rizwan
Senior Regional Manager

Gujrat City Branch

Dhakar Plaza,
Rehman Shaheed Road, Gujrat.
0300-6264438, 053-20166160
Majid Navid Akhter
Branch Manager

Gujrat Fort Branch

Dhakar Plaza,
Rehman Shaheed Road, Gujrat.
0301-6879687, 0321-7745774
053-20166160
Muhammad Aamir Sohaib
Group Manager

Gulshan-e-Hadeed Branch

C-15, 1st Floor, Phase-I,
Gulshan-e-Hadeed, Bin Qasim, Karachi.
0333-3035064, 021-38651700
Naeem Akbar Abro
Branch Manager

Gwadar Branch

Flat No.4, 2nd Floor, Plot No.GC 5A,
Zyad Plaza, New Town Housing Scheme,
Airport Road, Gwadar.
0321-2279618, 086-4210244
Javed
Assistant Branch Manager

Hafizabad Star Branch

1st Floor, Escorts Investment Bank, Opposite Allied School, Gujranwala Road, Hafizabad.
0303-4999189
Muhammad Rafique
Team Head

Hala Branch

Ground Floor, Plot No.1403/32, Opposite Boys College, Dargah Road, Hala.
0307-3504540, 022-3331390,91,93,400
Nazia
Team Head

Hangu Branch

Office No.8, 2nd Floor, Peerano Plaza, Main Bazar Hangu, KPK.
03359346124
Farid Abbas
Branch Manager

Harappa Branch

1st Floor, Above Bank AL Habib, Jinnah Town, Main Nai Wala Bangla Road, Harappa.
9.2300751359
Ghulam Jelani
Group Manager

Haripur Branch

Office No.1, 1st Floor, Naeem Khan Plaza, Opp. Main Branch National Bank of Pakistan, GT Road, Haripur.
0336-0554091
Ahmed Ali
Team Head

Haroonabad Branch

Milad Chowk, Baldia Road, Haroonabad.
0300-4355930,
063-2253592, 063-2253290-1
Muhammad Kashif
Regional Manager

Hasilpur Branch

1st Floor, Sikander Plaza, Plot No.230/221, Vehari Road, Hasilpur.
0307-4992099
Aman Ullah
Branch Manager

Hub Chowki Branch

Main R.C.D. Road, Near Sher Ali Petrol Pump, District Lasbella, Hub Chowki.
0321-8091617, 085-3302115, 085-364098
Akhtar Ali
Assistant Branch Manager

Hunza Nagar Branch

2nd Floor, Haji Jan Plaza, Near Aga Khan Tower, Aliabad, Hunza Nagar.
0344-5949858, 058-13455172
Sajjad Haider
Branch Manager

Hyderabad Autobahn Branch

2nd Floor, Commercial Hall, Blue Sky Extension (Breeze Tower) Autobahn, Hyderabad.
0333-2596510, 022-8334260
Bhesham Kumar
Regional Manager

Hyderabad Cantt Branch

Mezzanine Floor, Haiqa Towers, Plot No.A-220, Block-C, Main Autobhan Road, Unit No.2, Latifabad, Hyderabad.
0334-2638855
Ghulam Shabbir Mirani
Regional Manager
Muhammad Aulim Solangi
Zonal Manager

Hyderabad City Branch

Mezzanine Floor, Haiqa Towers, Plot No.A-220, Block-C, Main Autobhan Road, Unit No.2, Latifabad, Hyderabad.
0300-8371462, 022-8334216
Saeeda Qureshi
Branch Manager

Hyderabad Civic Branch

Mezzanine Floor, Haiqa Towers, Plot No.A-220, Block-C, Main Autobhan Road, Unit No.2, Latifabad, Hyderabad.
0333-7531459
Ramesh Lal
Assistant Branch Manager

Hyderabad Galaxy Branch

2nd Floor, Commercial Hall, Blue Sky Extension (Breeze Tower) Autobahn, Hyderabad.
0304-3156547, 022-8334260
Aasma
Group Manager

Hyderabad Green Branch

Mezzanine Floor, Haiqa Towers, Plot No.A-220, Block-C, Main Autobhan Road, Unit No.2, Latifabad, Hyderabad.
Ahmed Hussain
Assistant Branch Manager

Hyderabad Icon Branch

2nd Floor, Commercial Hall, Blue Sky Extension (Breeze Tower) Autobahn, Hyderabad.
Sajid Iqbal Ansari
Assistant Branch Manager

Hyderabad Imperial Branch

Mezzanine Floor, Haiqa Towers, Plot No.A-220, Block-C, Main Autobhan Road, Unit No.2, Latifabad, Hyderabad.
0346-3859410, 022-8334216
Fazal Kareem
Branch Manager

Hyderabad Model Branch

2nd Floor, Commercial Hall, Blue Sky Extension (Breeze Tower) Autobahn, Hyderabad.
0333-2596510, 022-8334300
Durdana Khan
Zonal Manager

Hyderabad New City Branch

Office No.8 & 9, 2nd Floor, Shelter Shopping Mall, Saddar Cantt, Hyderabad.
0300-9377061, 022-2720550-1,2,3
Syed Sabir
Group Manager

Hyderabad Pearl Branch

2nd Floor, Commercial Hall, Blue Sky Extension (Breeze Tower) Autobahn, Hyderabad.
0334-0274873
Aftab Baigum
Branch Manager

Hyderabad Prime Branch

Mezzanine Floor, Haiqa Towers, Plot No.A-220, Block-C, Main Autobhan Road, Unit No.2, Latifabad, Hyderabad.
0332-2638119, 022-8334216
Mohammad Farhan Ali
Group Manager

Hyderabad Shaheen Branch

2nd Floor, Commercial Hall, Blue Sky Extension (Breeze Tower) Autobahn, Hyderabad.
0333-7063471
Shahab Gul
Assistant Branch Manager

Islamabad Branch

70-W, 2nd Floor, Al-Malik Centre, Jinnah Avenue, Blue Area, Islamabad.
0345-8555230, 051-8023250, 051-8023257, 051-8023262
Younis Butt
Assistant Sales Director
Faisal Tahir
Regional Sales Director
Mohammad Atif Khan
Regional Manager
Muhammad Kashif Khan
Group Manager

Islamabad Hills Branch

Plot No.03, Khasra No.17, Talian Sohan Qasbati, Jandad Tower, Near 6th Road, Main Muree Road, Rawalpindi.
Aasma Hanif Khan
Branch Manager

Jacobabad Branch

Ground Floor, Opposite National Saving Bank, Quetta Road, Jacobabad.
0333-7120522, 0302-3391285, 072-2650156, 072-2651876, 072-2654931
Faqr Muhammad Shaikh
Group Manager

Jacobabad City Branch

Ground Floor, Opposite National Saving Bank, Quetta Road, Jacobabad.
0333-7341171, 072-2650156,
072-2651876, 072-2654931
Jan Muhammad
Branch Manager

Jaranwala Branch

1st Floor, Asad Tower, Opposite Land Record Office, Water Works Road, Jaranwala.
0300-7600328, 041-5003420-31
Ali Akhtar
Team Head

Jhang Branch

1st Floor, Crown Plaza,
Nawaz Chowk, Gojra Road, Jhang.
0332-6264025
Muhammad Aamir Shahzad
Team Head

Jhelum Branch

Karim Arcade, M.M. No.03,
Jada Road, Jhelum.
0321-9510815, 0333-9510817
0544-806430
Nadeem Shakeel
Branch Manager

Johi City Branch

Near Gorakh Ice Factory, Wahi Pandhi Road,
Gorakh Hill Station Road, Taluka Johi,
District Dadu.
0316-3707586
Muhram Ali
Assistant Branch Manager

Jutial Branch

Main Shahrah-e-Quaid Azam,
Near National Bank, Jutial Gilgit.
0355-5207849
Kaka Jan
Assistant Branch Manager

Kabirwala Branch

Ground Floor, Al-Madina Plaza,
Multan Road, Kabirwala District Khanewal.
Nasir Ali
Team Head

Kamok Branch

1st Floor, Near London School System,
Main GT Road, Kamoki.
Ali Hassan
Team Head

Kandhkot Branch

Office No.3, Shah Mohammad Malik Plaza,
Opposite Honda Showroom,
Mandi Road, Kandhkot.
0332-5081358, 072-2214470
Gul Hasan
Assistant Branch Manager

Karachi Cantt Branch

Office No.301, 302, 303, 304, 3rd Floor,
Nafees Arcade, Opp. Askari Park,
University Road, Karachi.
0333-2017499, 0333-2995592,
021-38652537
Zahoor Ahmed Khuhro
Zonal Manager
Reeta
Group Manager

Karachi Capital Branch

3rd Floor, Centrum Telecom Building,
Plot No. LA-1/A-1, Block-21, FB Area,
Rashid Minhas Road, Karachi.
0300-2998299, 021-38652710-31
Ghulam Sarwar
Branch Manager

Karachi Central Branch

Office No.307, 3rd Floor,
Plot No.233/1-A, Amir Trade Center,
Block-2, PECHS, Karachi.
0312-2010680, 021-38652300-2441
Shahjahan
Assistant Sales Director
Syed Arif Raza
Regional Manager

Karachi Classic Branch

Office "B", 3rd Floor, J.F. Plaza,
Plot No.D-1, Block-D, Five Star Chowrangi,
North Nazimabad, Karachi.
0333-3245707
S. Mohsin Umair Rizvi
Branch Manager

Karachi Crescent Branch

Office "B", 3rd Floor, J.F. Plaza,
Plot No.D-1, Block-D, Five Star Chowrangi,
North Nazimabad, Karachi.
0300-2436243, 021-38652300
Faisal Maniar
Zonal Manager

Karachi Everest Branch

Office No.501, 5th Floor, Fayyaz Centre,
Plot No.3-A, SMCHS, Shahrah-e-Faisal,
Karachi.
0345-2648417
Raheel Ahmed Siddiqui
Group Manager

Karachi Faisal Branch

1st Floor, Plot No.55-C,
Opp. Summit Bank, Korangi Road,
Phase-II Extension, DHA, Karachi.
0300-8294176, 021-38652401
Shah Zaman Shaikh
Branch Manager

Karachi Falcon Branch

3rd Floor, Centrum Telecom Building,
Block-21, FB Area, Rashid Minhas Road,
Karachi.
0303-2193214,
021-38652409-12-18-54-55-57
Adil Khan Khilji
Branch Manager

Karachi Galaxy Branch

Office No. M1, M2, SC-13, Noor Square,
Sabzi Mandi, Main University Road, Karachi.
0300-3825009, 021-38652740-49
Mohsin Abbas
Regional Manager
Jagdeesh Kumar Pahooja
Group Manager

Karachi Garden Branch

1st Floor, Plot No.55-C,
Opp. Summit Bank, Korangi Road,
Phase-II Extension, DHA, Karachi.
0332-2524287, 021-38652760-89
Shehzad Pyarali
Zonal Manager

Karachi Green City Branch

3rd Floor, Centrum Telecom Building,
Block-21, FB Area, Rashid Minhas Road,
Karachi.
0334-8847910
Mahmood Motiwala
Assistant Branch Manager

Karachi Gulshan Branch

Office No.301, 3rd Floor, Nafees Arcade,
Opp. Askari Park, University Road, Karachi.
0333-2995592, 021-38652500-37
Abdul Wahab Shaikh
Group Manager

Karachi Imperial Branch

Office No.502, 5th Floor,
Fayyaz Centre, Plot No.3-A, SMCHS,
Shahrah-e-Faisal, Karachi.
0300-3912176, 021-38652300
Ikramullah Atique
Branch Manager

Karachi Indus Branch

3rd Floor, Centrum Telecom Building,
Block-21, FB Area, Rashid Minhas Road,
Karachi.
0321-2010390, 021-38652710-31
S. Shahid Hussain Zaidi
Zonal Manager

Karachi Malir Branch

C-15, 1st Floor,
Gulshan-e-Hadeed, Phase-I, Karachi.
0333-3035064
Muhammad Akhtar
Branch Manager

Karachi Mehran Branch

3rd Floor, Centrum Telecom Building,
Block-21, FB Area, Rashid Minhas Road,
Karachi.
0300-2434820, 021-38652408-19
S. Samar Raza Zaidi
Group Manager

Karachi Merewether Branch

Office No.502, 5th Floor, Fayyaz Centre,
Plot No.3-A, SMCHS, Shahrah-e-Faisal,
Karachi.
0300-9237876, 021-38652420-29
Rehan Anwar
Senior Regional Manager

Karachi Metropolitan Branch

Office No.307, 3rd Floor,
Plot No.233/1-A, Amir Trade Center,
Block-2, PECHS, Karachi.
0334-0204482, 0308-2603311
021-38652430-35
Khawar Ahmed
Branch Manager

Karachi Paradise Branch

1st Floor, Plot No.55-C,
Above Summit Bank, Main Korangi Road,
Phase-II Ext., DHA, Karachi.
0321-8909502, 021-38652760-89
Karim
Assistant Branch Manager

Karachi Pearl Branch

3rd Floor, Centrum Telecom Building,
Plot No.LA-1/A-1, Block-21, Rashid Minhas
Road, FB Area, Karachi.
0321-2241411
Talha Zaheer
Branch Manager

Karachi Pioneer Branch

Office No.501, 5th Floor, Fayyaz Centre,
Plot No.3-A, SMCHS, Shahrah-e-Faisal,
Karachi.
0300-8247479, 021-38652456
Nasir Rasheed Bhatti
Regional Manager

Karachi Royal Branch

Office "B", 3rd Floor, J.F. Plaza,
Plot No.D-1, Block-D, Five Star Chowrangi,
North Nazimabad, Karachi.
0323-3202899, 021-38652488-94
Muhammad Imran
Assistant Branch Manager

Karachi Shaheen Branch

Office No.201, 2nd Floor, Nafees Arcade,
Opp. Askari Park, University Road, Karachi.
0300-2197995, 0334-3996925
Muzaffar Ahmed Bughio
Group Manager

Karachi Star Branch

Office No.501, 5th Floor, Fayyaz Centre,
Plot No.3-A, SMCHS, Shahrah-e-Faisal,
Karachi.
0300-2126735, 021-38652478-2486
Khuram Sultan Ali
Branch Manager

Karachi West Branch

Office No.501, 5th Floor, Fayyaz Centre,
Plot No.3-A, SMCHS, Shahrah-e-Faisal,
Karachi.
0333-2102297, 021-38652478
Nadeem Alam Ansari
Zonal Manager

Karor Lal Eson Branch

Shop No.2, Ground Floor,
Choudhry Market, Near Awan Petrol Pump,
Layyah Road, Karor Lal Eson.
0301-6091752, 0606-410185-186
Mohammad Shahid
Assistant Branch Manager

Kashmore Branch

Ground Floor, Plot No.874,
Survey No.3, Old National Saving Center,
Near Sindh Bank, Main Road, Kashmore.
0333-7233090
Rashid Iqbal
Assistant Branch Manager

Kasur Branch

2nd Floor, Near Pakistan Model School,
Jamal Super Stor, Noor Mehal Cinema
Chowk, Kasur.
0305-4327735
Mirza Mehboob-ul-Hassan
Assistant Branch Manager

Khairpur Branch

Near Bank AL Habib,
Kutchery Road, Khairpur.
0300-3115945, 024-3554016,
024-3714336, 024-3714337, 024-3714330
Jamaluddin
Zonal Manager

Khairpur Royal Branch

Near Bank AL Habib,
Kutchery Road, Khairpur.
0300-3100930
S.Piyar Hussain Shah
Branch Manager

Khanpur Branch

House No.697, Model Town B,
Near DSP Office, Khanpur.
0300-6748296, 068-5955808,
068-5576809, 068-5577809
Muhammad Nasim Nasir
Assistant Branch Manager

Khanpur City Branch

House No.697, Model Town B,
Near DSP Office, Khanpur.
068-5955808
Jam Javed
Assistant Branch Manager

Khaplu Branch

2nd Floor, Near GPO Office,
Main Bazar, Khaplu.
0346-9555192, 05815-450941
Riaz Yousuf

Assistant Branch Manager

Kharian City Branch

Block-6/B, Al-Muqteet Center,
GT Road, Kharian.
0346-4746612, 053-7400149
Raja Irfan Qadeer
Branch Manager

Kharmang Branch

2nd Floor, Wazir Plaza,
Near Micro Finance Bank, Main Bazar,
Mehdiabad, Kharmang.
0346-0250651
Muhammad Sajid
Assistant Branch Manager

Khauta Branch

1st Floor, Raja Daud Plaza,
Near Hadi Mani CNG, THQ Road,
Opposite Kips Academy, Tehsail Khauta
0345-5306864, 051-8023021
Qaiser Hussain
Team Head

Khushab Branch

Upper Story, Awan Motors,
MCB Road, Jauharabad, Khushab.
0300-6036810,
Muhammad Yousaf
Assistant Branch Manager

Kohat Branch

Office No.1, Rehman Plaza,
PSH Road, Kohat.
0335-9346124
Farid Abbas
Branch Manager

Kot Addu Branch

Mini Bypass, Eid Gah Road,
Near Main Moshin Wali Gali, Kot Addu.
0300-4610122, 066-2239122
Fazal Abbas
Branch Manager

Kot Ghulam Muhammad Branch

Ground Floor, Plot No.25,
Near Water Supply, Main Entry Gate,
Kot Ghulam Muhammad.
0300-3970340
Tassawar Ali
Group Manager

Kotla A.A. Khan Branch

Near Fruit Mandi, Bhimber Road,
Kotla, A.A. Khan.
0344-4442903, 053-7575520-21,22
Muhammad Saeed
Group Manager

Kotli Branch

2nd Floor, Rathor Plaza, Opp. Gulistan Hotel,
Rawalpindi Road, Kotli, AK.
0345-3973972, 0582-6445621
Sardar Zakaullah Khan
Zonal Manager

Kotli City Branch

2nd Floor, Above MCB, Altaf Fazal Plaza,
Kotli, Azad Kashmir.
0345-3902193, 058-26448606
Gul Nazar
Branch Manager

Kotli Model Branch

2nd Floor, Rathore Plaza, Rawalpindi Road,
Opposite Gulistan Hotel, Kotli, AK.
0304-7739565
Ghulam Mustafa
Assistant Branch Manager

Kotli Prime Branch

2nd Floor, Syed One Center, Pindi Road,
Opposite District Court, Kotli, AK.
0340-8305353, 0582-6449043
0582-6449063
Adnan Nisar
Branch Manager

Kunjah Branch

Opposite Admore Filling Station,
Near Nagrianwala Chungi,
Kunjah, Tehsil Gujrat.
0345-6875137
Muhammad Junaid
Branch Manager

Lahore Alfa Branch

18-C, 3rd Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
0321-8433252, 042-38003150
Muhammad Atif Jamal
Group Manager

Lahore Cantt Branch

18-C, 1st Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
0321-4415056, 042-38003100
Adnan Manzoor
Branch Manager

Lahore Capital Branch

18-C, 2nd Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
0321-9472018, 042-232303500
Iftikhar Hassan
Group Manager

Lahore Central Branch

18-C, 2nd Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
0315-8440303, 042-232303500
Gulfam Haider
Assistant Branch Manager

Lahore Civic Branch

18-C, 1st Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
0300-8419716, 042-38003100
Mahmood Ahmed
Group Manager

Lahore Crescent Branch

18-C, 2nd Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
0321-4783369, 042-38003550
Kashif Hussain Malik
Zonal Manager

Lahore Crystal Branch

18-C, 2nd, Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
0322-4259996, 042-38003550
Muhammad Rashid
Branch Manager

Lahore Defence Branch

18-C, 3rd Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
0300-8403448, 042-38003150
Mian Kashif Naseer
Zonal Manager

Lahore Falcon Branch

18-C, 1st Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
0331-4512142
Raheel Pirzada
Branch Manager

Lahore Fort Branch

18-C, 4th Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
0300-8492902, 042-38102650-60
Taseer Yousaf Makhdoom
Regional Sales Director
Moazzam Bashir Kamal
Group Manager

Lahore Garden Branch

18-C, 1st Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
0300-9811247, 042-38003150
Kh. Sohaib Mumtaz
Branch Manager

Lahore Green Branch

1st Floor, Olympia Street,
Scheme Mor Chowk, Main Boulevard,
Allama Iqbal Town, Lahore.
0313-6502524
Abdul Jabbar
Regional Manager

Lahore Gulberg Branch

18-C, 1st Floor, Commercial Zone,
Liberty Market Gulberg-III, Lahore.
0321-4783369, 042-38102650
Syed Mehdi Raza Zaidi
Branch Manager

Lahore Hajveri Branch

18-C, 2nd Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
0332-8425332, 042-38003550
Amin-ul-Ahsan
Assistant Branch Manager

Lahore Jouhar Branch

18-C, 1st Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
0300-8425488, 042-38102650
Muhammad Amjad
Group Manager

Lahore Model Branch

18-C, 4th Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
0300-9479910, 042-38102650
Shoukat Ali
Assistant Branch Manager

Lahore Pioneer Branch

18-C, 2nd Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
0301-4285447, 042-232303500
Sumera Falik
Branch Manager

Lahore Ravi Branch

18-C, 3rd Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
0300-8480866, 042-232303500-01
Tanveer Ahmed Khan
Regional Manager

Lahore Shadman Branch

18-C, 4th Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
0321-4783369, 042-38102650-60
Akbar Ali
Assistant Branch Manager

Lahore Shahdara Branch

1st Floor, Bhatti Plaza, Near Allah Hoo Darbar,
Sheikhupura Road, Shahdara, Lahore.
0333-4423857, 042-38003550
Rashid Riaz
Branch Manager

Lahore Shaheen Branch

18-C, 3rd Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
0321-8433252, 042-38003100
Shahid Lazir
Branch Manager

Lahore Star Branch

18-C, 2nd Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
0321-4783369, 042-38003550
Kashif Hussain Malik
Zonal Manager

Lakhi City Branch

1st Floor, Near Boys High School
Bus Stop, Lakhi City.
0302-3680080, 0726-618005
Mumtaz Ali
Assistant Branch Manager

Lalamusa Branch

1st Floor, Shayan Center,
GT Road, Lalamusa.
0345-4317815, 053-2016350
Adnan Ghazanfar
Group Manager

Larkana Branch

1st Floor, Paradise Center,
Near City Bakery, Station Road, Larkana.
0301-8315880, 074-8004102-18
Shahzado Mal
Regional Manager
Rabnawaz Ghumro
Zonal Manager

Larkana Indus Branch

1st Floor, Paradise Center,
Near City Bakery, Station Road, Larkana.
0333-3208981, 074-8004116
Shahzado Kosar Ali
Group Manager

Larkana Royal Branch

1st Floor, Paradise Center,
Near City Bakery, Station Road, Larkana.
0313-0391250
Zeeshan Ahmed
Branch Manager

Layyah Branch

Opposite Byco Petrol Pump,
Chobara Road, Layyah.
0301-7855369, 060-6216300
060-6216301
Muhammad Imran Liaquat
Group Manager

Layyah City Branch

Opposite Byco Petrol Pump,
Chobara Road, Layyah.
0308-9155458, 0606-410185-186
Shafquat Ali Rao
Regional Manager

Lodhran Branch

Ground Floor, Usman Commercial Center,
Near Supper Chowk, Bahawalpur Road,
Lodhran.
0333-6388556
Fahad Aziz
Team Head

Luddan Branch

Ground Floor, Main Road Gulshan
Riaz Town, Near Per Mazhar Shah Dera,
Post Office Luddan, Vehari.
0302-3541003
Adnan Mustafa
Team Head

Madeji Branch

2nd Floor, Near Brohi Petrol Pump,
Madeji Road, Dakhan.
3342237463
Umed Ali Channa

Team Head

Mandi Bahauddin Branch

1st Floor, A-D Plaza,
Near Jamia Masjid Road, Mandi Bahauddin.
0321-7747724, 054-6206470-6482
Abid Mehmood
Branch Manager

Mangowal Gharbi Branch

1st Floor, Al-Noor Plaza, Opposite UBL Bank,
Mangowal Gharbi, Tehsil & District Gujrat.
0344-0500461
Shahzada Waqas Ahmed
Assistant Branch Manager

Mansehra Branch

Ashraf Khan Plaza, New City Pull,
Abbottabad Road, Mansehra.
0321-5048684, 0997-300492
Muhammad Haneef
Team Head

Matiari Branch

Near UBL Bank,
Opposite SP Police Matiari.
Muhammad Anwar Khaskheli
Assistant Branch Manager

Mehar City Branch

Near JS Bank, Kasaai Muhallah, Mehar.
0302-3251713
Ali Raza Baloch
Assistant Branch Manager

Mero Khan City Branch

1st Floor, Khan Muhammad Plaza,
Gopang Market, Mero Khan City.
0317-3268902
Nasurullah
Team Head

Mianwali Branch

2nd Floor, Shahmeer Mall, Near ZTBL
Government High School Road, Mianwali.
0332-5304963
Shahid Mehmood
Team Head

Mirpur AK Branch

Office No.1, 1st Floor,
Sultan Plaza, Plot No.123, Kotli Road,
Sector F-1, Mirpur AK.
0321-2415420, 058-27446477-88
Tariq Mehmood
Regional Manager

Mirpur AK City Branch

Office No.1, 1st Floor,
Sultan Plaza, Plot No.123, Kotli Road,
Sector F-1, Mirpur AK.
0300-5159956, 058-27446477-88
Rawal Javed
Branch Manager

Mirpur Khas City Branch

1st Floor, Plot No.1340/1,
Opposite Gama Stadium,
Main Hyderabad Road, Mirpurkhas.
0331-3586411, 023-3204400
Muhammad Fawad Faisal
Zonal Manager

Mirpur Mathelo Branch

Ground Floor, Trakter Showroom,
Near Iqbal Petrol Pump, District Ghotki,
Mirpur Mathelo.
0302-3153775, 0723-651041
Altaf Hussain Kalhoro
Branch Manager

Mithi Branch

1st Floor, Main Shahi Bazar,
Near Shah Latif Library, Mithi.
0331-3846698
Hersingh
Branch Manager

Moro Branch

Ground Floor, Survey No.1 273/1,
Ward-3, Moro.
0300-2765404, 0333-6679000
0242-422067
Mumtaz Ali Bughio
Branch Manager

Multan Cantt Branch

3rd Floor, Ghazi Tower, Near PIA Main Office,
Abdali Road, Multan.
0321-6344472, 061-4500911
Mohammad Abid Raza Shah
Zonal Manager

Multan City Branch

2nd Floor, Ghazi Tower,
Near PIA Main Office, Abdali Road, Multan.
0307-6663333, 061-8026200-01
Syed Wazir Ali Zaidi
Group Manager

Multan Pioneer Branch

1st Floor, Rajput Commercial Center,
Taren Road, Multan.
0321-6343555, 061-8026200
Kashif Aslam
Branch Manager

Muridke Branch

Bangla Stop, Near JS Bank,
Main GT Road, Muridke.
0333-4512268, 042-37166065
Bilal Iqbal
Team Head

Muzaffarabad Branch

1st Floor, Plot No.844,
Near Akbar International Hotel,
Tanga Stand, Muzaffarabad, AK.
0333-3687269, 058-22224080-81
Ejaz-ul-Hassan Khan Raja
Group Manager

Muzaffargarh Branch

1st Floor, Jandeel Plaza,
Jhang Road, Muzaffargarh.
0300-4610122, 066-2553077
Shahzad Ahmad
Group Manager

Narowal Branch

2nd Floor, Upside National Bank,
Opposite 1122 Rescue Office, Narowal.
0312-7942340
Khizar Abbas
Branch Manager

Naushero Feroze Branch

Near DCO Office, Main Road,
Naushero Feroze.
0300-2765404, 0242-8004500
0242-448661
Ghulam Murtaza
Group Manager

Nawabshah Branch

2nd Floor, Plot C.S. No.223, Near Edhi
Chowk, Masjid Road, Ward-A, Nawabshah.
0333-7011193, 0300-3216011
244-8004430
Abdullah Ghumro
Regional Manager
Sarfray Ahmed Qureshi
Zonal Manager
Ali Ahmed Shah
Group Manager

Noor Shah Branch

Main Road, Near Zaribank, Noor Shah.
0301-6935774
Muhammad Mazhar Latif
Assistant Branch Manager

Pakpattan Branch

Ground Floor, Opposite Session Court,
Farid Nager, Pakpattan.
0333-5231633
Qamar Abbas
Branch Manager

Panjgur Branch

1st Floor, Al-Kareem Market,
Beside Allied Bank, Main Chitkan Bazar,
Tehsil & District Panjgur.
0333-7826399
Mumtaz Ahmed
Team Head

Pano Aqil Branch

1st Floor, Khushali Bank, Baiji Road,
Taluka Pano Aqil, District Sukkur.
0306-3104458, 071-5690291
Shafi M. Ghoto
Branch Manager

Peshawar Branch

2nd Floor, Aman Center, Plot No.21-EB,
University Road, Peshawar.
0300-8591040, 091-7006630

Augustine Jacob
Assistant Branch Manager

Phalia Branch

1st Floor, Al Noor Plaza, Qenchi Chowk,
Gujrat Road, Phalia, District Mandi Bahuddin.
0306-6867542
Muhammad Ishaq
Team Head

Qamber City Branch

1st Floor, Al-Madina Mobile Markeet,
Near Qamber Bakery, District Qamber,
Shahdad Kot, Qamber.
0332-3444912, 0303-3238486
Imtiaz Ali
Assistant Branch Manager

Qazi Ahmed Branch

1st Floor, Near Urroba Medical Center,
Opposite Shell Petrol Pump,
Mian Road, Qazi Ahmed.
0300-2698107
Ayaz Ali Chandio
Team Head

Quetta Branch

1st Floor, Near Bank Alfalah,
M.A. Jinnah Road, Quetta.
0333-7878691, 081-4005141
Anand Lal Kataria
Branch Manager

Quetta Chilton Branch

1st Floor, Shaheen Views,
Model Town, Hali Road, Quetta.
0333-7801759, 081-4005104
Suneel Kumar Matree
Group Manager

Quetta City Branch

1st Floor, Near Bank Alfalah,
M.A. Jinnah Road, Quetta.
0313-8212127
Imran Ahmed
Group Manager

Quetta Model Branch

1st Floor, Shaheen Views,
Model Town, Hali Road, Quetta.
0308-7771888, 081-4005104
Muhammad Javed
Zonal Manager

Quetta Prime Branch

1st Floor, Shaheen Views,
Model Town, Hali Road, Quetta.
0333-7773131, 081-4005104
Mohammad Hanif Raza
Branch Manager

Quetta Zarghoon Branch

1st Floor, Near Bank Alfalah,
M.A. Jinnah Road, Quetta.
0321-8005772, 081-4005164
Muhammad Sajjad Haider
Assistant Branch Manager

Rahim Yar Khan Branch

Upper Story, JS Bank, Near Cafe Sajawal,
City Chowk, Model Town, Rahim Yar Khan.
0300-6392424, 068-2006371
Ejaz Ahmed
Assistant Branch Manager

Rahim Yar Khan City Branch

Upper Story, JS Bank, Near Cafe Sajawal,
City Chowk, Model Town, Rahim Yar Khan.
0300-6737340, 068-2006371
M. Falak Shair
Branch Manager

Rajanpur Branch

Ramzan Kareem Complex,
DG Khan Road, Rajanpur.
0333-8828096, 0604-688239,
0604-688243, 0604-688242, 0604-688238
Wahid Javed
Assistant Branch Manager

Ranipur Branch

Ground Floor, National Highway,
Ranipur, District Khairpur.
0306-7437791, 024-3204530-48
Safdar Hussain Qureshi
Branch Manager

Rato Dero Branch

Gul Haseeb Showroom,
Near TCS Office, Rato Dero.
0322-3862068, 074-4048981
Abid Hussain
Assistant Branch Manager

Rawalakot Branch

Shalimar Road, Near New Nadra Office,
Abu Bakar College, Rawalakot, AK.
0335-9495141, 058-23445367
Tasneem Akhter
Assistant Branch Manager

Rawalpindi Branch

1st Floor, North Star Plaza,
Above Alfalah Bank, Main Muree Road,
Rehmanabad, Rawalpindi.
0300-5007751, 051-8023300 (Ext.3322)
Shahid Mehmood Awan
Group Manager

Rawalpindi Cantt Branch

128-B, 2nd Floor, Din Plaza, Near Chandni
Chowk, Main Murree Road, Rawalpindi.
0333-5575043, 051-8023021-53
Numan Sabir
Zonal Manager

Rawalpindi Chaklala Branch

128-B, 2nd Floor, Din Plaza, Near Chandni
Chowk, Main Murree Road, Rawalpindi.
0333-5760457, 051-8023021
Shahid Mehmood Malik
Group Manager

Rawalpindi Chandni Chowk Branch

128-B, 2nd Floor, Din Plaza, Near Chandni
Chowk, Main Murree Road, Rawalpindi.
0323-3574109, 051-8023061
Saad Aslam Cheema
Branch Manager

Rawalpindi Defence Branch

128-B, 2nd Floor, Din Plaza, Near Chandni
Chowk, Main Murree Road, Rawalpindi.
0347-0008668, 051-8023021
Syed Fahad Ali
Assistant Branch Manager

Rawalpindi Royal Branch

128-B, 2nd Floor, Din Plaza, Up Askari Bank,
Near Chandni Chowk, Rawalpindi.
Muhammad Sabir Zaman
Branch Manager

Rawalpindi Shalimar Branch

128-B, 2nd Floor, Din Plaza, Near Chandni
Chowk, Main Murree Road, Rawalpindi.
0321-5085448, 051-8023021
Arslan Sabir
Assistant Branch Manager

Rawalpindi Star Branch

1st Floor, North Star Plaza,
Main Murree Road, Above MIB Bank,
Rehmanabad, Rawalpindi.
0333-7116567, 051-8023300
Zeeshan Asghar Shan
Assistant Branch Manager

Sadiqabad Branch

1st Floor, Opposite Government MC Girls
High School, Iqbal Road, Sadiqabad.
0300-8683772, 0300-8583772
068-5957986
Khalid Maqsood
Group Manager

Sadiqabad City Branch

1st Floor, Opposite Government MC Girls
High School, Iqbal Road, Sadiqabad.
0301-6559273, 068-5957986
Nasreen Akhter
Assistant Branch Manager

Sahiwal City Branch

1st Floor, Central Plaza,
High Street, Sahiwal City, Sahiwal.
0300-8687337, 040-8005731
Muhammad Rashid Latif
Senior Regional Manager

Sahiwal Civic Branch

1st Floor, Fareed Plaza, Tufail Shaheed Road,
Bahir Wala Ada, Sahiwal.
0342-0572558, 040-8005770
Ghulam Murtaza
Assistant Branch Manager

Sahiwal Royal Branch

1st Floor, Central Plaza,
High Street, Sahiwal.
0321-6924474, 040-8005731
Muhammad Naveed
Branch Manager

Sahiwal Star Branch

1st Floor, Central Plaza,
High Street, Sahiwal.
0315-7839595
Arslan Haider
Team Head

Sakrand Branch

Office No.310, 2nd Floor,
Lakyari Appartment,
Main Qazi Ahmed Road, Sakrand.
0302-4480817
Abdul Razaque
Assistant Branch Manager

Sanghar Branch

1st Floor, Faisal Super Mart,
Main Nawabshah Road, Sanghar.
0333-2915046
Imtiaz Muhammad Khan
Assistant Branch Manager

Sargodha Eagle Branch

1st Floor, 66-Civil Lines,
Court Road, Khan Arcade, Sargodha.
0301-6700066, 048-2005601
Muhammad Naseer
Group Manager

Sargodha Falcon Branch

1st Floor, 66-Civil Lines,
Court Road, Khan Arcade, Sargodha.
0300-6045479
Salman Ahmed
Branch Manager

Satyana Branch

Near Usman Oil Mills,
Jaranwala Road, Satiyana Bangla,
Tehsil Jaranwala, Dist. Faisalabad.
0333-6516879
Zafar Iqbal
Team Head

Sehwan Sharif Branch

1st Floor, Upper Utility Stores, Abdullah Shah
Institute Road, Sehwan Sharif.
0242- 422067
Riaz Ahmed
Assistant Branch Manager

Shahdad Kot Branch

Herabad Mohallah,
Sajwal Phataq, Shahdad Kot.
074-4012016
Sajad Ali
Team Head

Shahdadpur Branch

Ground Floor, Opposite Bilal Garden,
Near Kashif Bank, Shahdadpur.
0336-3831529
Nosheen Gul
Team Head

Shahpur Chakar Branch

Kamal Shah Colony, Malikabad,
Main Nawabshah Road, Shahpur Chakar,
District Sanghar.
0333-2759007
Muhammad Nadeem
Team Head

Shikarpur Branch

Near Gymkhana,
Jahaz Chowk, Shikarpur.
0308-3647948, 0726-618005
Zuhaib Ahmed
Branch Manager

Sialkot Branch

2nd Floor, Shareef Plaza,
Near Chamber of Commerce Building,
Paris Road, Sialkot.
0300-8645576
052-4264050, 052-4264017
Syed Adnan Haider
Branch Manager

Sibi Branch

1st Floor, Plot No.47-A,
Upper MCB Bank, Jinnah Road, Sibi.
0333-8019939
Gulzar Ahmed
Team Head

Skardu City Branch

1st Floor, Alamdar Plaza, Alamdar Chowk,
Near Pehchan Bakers, Skardu.
0346-9589093
Manzoor Hussain
Branch Manager

Sukkur Branch

C-433, Ground Floor, Near Qasim Park,
Opposite Queen's Road, Sukkur.
0300-0333110, 071-2004125
Zaheer Uddin Ghumro
Regional Sales Director
Sher Zaman Khan
Regional Manager

Sukkur City Branch

C-433, Ground Floor, Near Qasim Park,
Opposite Queen's Road, Sukkur.
0300-0333110, 071-2004125
Muhammad Arif Junejo
Zonal Manager

Sukkur Civic Branch

C-433, Ground Floor, Near Qasim Park,
Opposite Queen's Road, Sukkur.
0300-3113564, 071-2004125
Tariq H. Khosa
Group Manager

Sukkur Prime Branch

C-433, Ground Floor, Near Qasim Park,
Opposite Queen's Road, Sukkur.
0300-9310624, 071-2004125
Suneel Kumar
Assistant Branch Manager

Sukkur Royal Branch

C-433, Ground Floor, Near Qasim Park,
Opposite Queen's Road, Sukkur.
0343-8340423, 071-2004125
Ghulam Mustafa Mughal
Branch Manager

Sumundari Branch

1st Floor, Rao Tahir Building,
Gojra Road, Opposite Civil Hospital,
Near Care Pharmacy, Samundari.
0304-6198469, 0302-8662211
041-5003420-31
Hussnain Raza
Assistant Branch Manager

Tando Allahyar Branch

Mezzanine Floor,
City Survey No.886/15,
Main Hyderabad Road, Tando Allahyar.
0300-3078985
Zahid Hussain
Assistant Branch Manager

Taunsa Shareef Branch

1st Floor, Near City Food Club Hotel,
Main Indus Haighway, Eidgah Road,
Taunsa Shareef.
0334-9867021
Rasheed Akhtar
Team Head

Thari Mirwah Branch

1st Floor, Al-Murtaza Shadi Hall,
Sui Gas Road, Thari Mirwah.
0300-3119479
Muhammad Kamran
Team Head

Thatta Branch

Office No.1, 1st Floor, Survey No.116,
Shaheed Abdul Jaili Memon Kanta,
Sajawal Road, Main National Highway, Thatta.
0346-3883394, 0298-550131, 550237-38
Abid Hussain
Zonal Manager

Thull City Branch

Near Riaz Chowk,
Tehsil Thull, District Jacobabad.
0315-3527597, 0722-611134, 0722-611089
Niaz Ali
Assistant Branch Manager

Toba Tek Singh Branch

Upper Storey, JS Bank,
Farooq Road, Toba Tek Singh.
0300-6707312, 046-2511017-8,9,
046-2514615
Muhammad Salman Zaheer
Assistant Branch Manager

Turbat City Branch

1st Floor, Allah Wala Market,
Main Road, Turbat.
0322-2201343
0852-411006-8, 0852-411718
Ikhtlaq Ahmed
Branch Manager

Ubauro Branch

Near Shah Medical Center,
GT Road, District Ghotki.
0333-7106116, 0305-8311847
072-3688764-5,6
Adil Mahmood Samejo
Zonal Manager

Usta Mohammad Branch

Near UBL Bank, Jinnah Road,
Usta Mohammad.
0300-3705682
Zahid Hussain
Assistant Branch Manager

Vehari Branch

Ground Floor, Royal Arcade,
1 KM, Luddon Road, Vehari.
0300-2869571, 067-2006330
Imran Mehfooz
Group Manager

Wah Cantt Branch

Office No.B-8, 2nd Floor,
Din Plaza, Main GT Road, Taxila.
0300-5050579, 051-4536154
Munawar Khan
Assistant Branch Manager

Wazirabad Branch

1st Floor, Near Balochi Gali No.2,
Circular Road, Wazirabad.
053-20166160
Asgher Ali
Team Head

EFU Life Window Takaful - Offices

Takaful Badin Star Branch

118/B, 1st Floor, Plot No.361,
Opposite Girl High School,
Main Quaid-e-Azam Road, Badin.
0345-3531299, 0297-861180,82
Noor Muhammad
Takaful Team Head

Takaful Bahawalpur Civic Branch

1st Floor, Ashraf Commercial Center,
Civil Hospital Road, Dewan Wali Pulli,
Bahawalpur.
0342-2395345, 062-2886847
062-2882920, 062-2881920
Mudassir Ali
Takaful Assistant Branch Manager

Takaful Bahawalpur Eagles Branch

1st Floor, Ashraf Commercial Center,
Civil Hospital Road, Dewan Wali Pulli,
Bahawalpur.
0304-6800088
Ayesha Noreen
Takaful Group Manager

Takaful Bahawalpur Fort Branch

1st Floor, Ashraf Commercial Center,
Civil Hospital Road, Dewan Wali Pulli,
Bahawalpur.
0300-7065464
Muhammad Altaf
Takaful Zonal Manager

Takaful Chinari AJK Branch

Ground Floor, Near National Bank,
Main Bazar, Chinari.
0341-1293794
Shoaib Fareed
Takaful Team Head

Takaful Chitral Branch

1st & 2nd Floor, Hayat-ur-Rehman Plaza,
Attaliq Bazar, Bypass Road, Chitral.
0340-1351098
Gulshan Ara
Takaful Assistant Branch Manager

Takaful Gilgit Baltistan City Branch

3rd Floor, Nazar Shah Plaza,
Shahrah-e-Quaid-e-Azam,
Main Jutial, Gilgit.
0322-9222777
Noor Baz Khan
Takaful Zonal Manager

Takaful Hala Royal Branch

1st Floor, Opposite Old Habib Bank,
Dargah Road, Hala New.
0302-3906972
Maqbool Hussain
Takaful Team Head

Takaful Hyderabad Eagles Branch

Mezzanine Floor, Plot No.B1/54,
Railway Employees Housing Society,
Latifabad, Hyderabad.
0300-3090706, 022-8334350
Muhammad Imran Shafi
Takaful Branch Manager

Takaful Hyderabad Star Branch

Mezzanine Floor, Plot No.B1/54,
Railway Employees Housing Society,
Latifabad, Hyderabad.
0333-2762255, 022-8334350
Abdul Rasheed Shoro
Takaful Group Manager

Takaful Islamabad Capital Branch

2nd Floor, Dodhy Plaza, East Site Office,
Jinnah Avenue, Blue Area, Islamabad.
0334-0005100, 051-8023340
Sheikh Waheed Ali
Takaful Regional Manager

Takaful Islamabad Falcon Branch

2nd Floor, Dodhy Plaza, East Site Office,
Jinnah Avenue, Blue Area, Islamabad.
0344-5483199, 051-8023001
Waseem Jamal
Takaful Group Manager

Takaful Jhang Branch

1st Floor, Near Education Complex,
Burji Chowk, Toba Road, Jhang.
0301-8121668, 0477-651007, 502703
Arbab Sikander Jehangir
Takaful Assistant Branch Manager

Takaful Jhelum City Branch

1st Floor, Nawab Plaza, Machine
Mohallah No.2, Opposite Habib Metro Bank,
Jada Road, Jhelum.
0346-3435693
Adnan Shoukat
Takaful Assistant Branch Manager

Takaful Karachi City Branch

2nd Floor, Plot No.FL-I, (TH-16), Block-5,
Scheme No.24, Near Bank Alfalah,
Gulshan-e-Iqbal, Karachi.
0311-0839255, 021-36102951
Wahaj Maqsood
Takaful Group Manager

Takaful Karachi Eagle Branch

A-34, 3rd Floor, Hafeez Center,
KCHSU, Shahrah-e-Faisal, Karachi.
0336-8092500
Ali Asghar Kandhro
Takaful Group Manager

Takaful Karachi East Branch

A-34, 3rd Floor, Hafeez Center,
KCHSU, Shahrah-e-Faisal, Karachi.
0345-2200327
Saif-ur-Rehman
Takaful Group Manager

Takaful Karachi Garden City Branch

A-34, 1st Floor, Hafeez Center,
KCHSU, Shahrah-e-Faisal, Karachi.
0313-8238235, 021-38652860
Imran Ahmed Khan
Takaful Branch Manager

Takaful Karachi Global Branch

A-34, 3rd Floor, Hafeez Center,
KCHSU, Shahrah-e-Faisal, Karachi.
0345-8938594, 021-38652860
Mahwish Zahidi
Takaful Branch Manager

Takaful Karachi Grace Branch

A-34, 1st Floor, Hafeez Center,
KCHSU, Shahrah-e-Faisal, Karachi.
0348-3699885
M Usama Iqbal Khan
Takaful Group Manager

Takaful Karachi Green Branch

A-34, 2nd Floor, Hafeez Center,
KCHSU, Shahrah-e-Faisal, Karachi.
0336-7727957, 021-38652860
M. Rashid Sadiq
Takaful Branch Manager

Takaful Karachi Gulshan Branch

A-34, 1st Floor, Hafeez Center,
KCHSU, Shahrah-e-Faisal, Karachi.
0315-2448787, 021-38652860
Faraz Jilil Siddiqui
Takaful Regional Manager
Muhammad Faizan
Takaful Zonal Manager

Takaful Karachi Indus Branch

2nd Floor, Plot No.FL-I, (TH-16), Block-5,
Scheme-24, Near Bank Alfalah,
Gulshan-e-Iqbal, Karachi.
0335-3613947, 021-36102951
Salman Saleem Khan
Takaful Branch Manager

Takaful Karachi Johar Branch

2nd Floor, Plot No.FL-I, (TH-16), Block-5,
Scheme-24, Near Bank Alfalah,
Gulshan-e-Iqbal, Karachi.
0314-2019153, 021-36102951
Ehtesham Ali
Takaful Regional Manager
Waseem Ahmed Zuberi
Takaful Zonal Manager

Takaful Karachi Mayfair Branch

Mezzanine Floor, Super View Tower,
Plot No.C-31, Block-10, FB Area, Karachi.
0343-2901206, 021-38651735
Fasih-ud-Din Amjad
Takaful Group Manager

Takaful Karachi Mehran City Branch

2nd Floor, Plot No.FL-I, (TH-16), Block-5,
Scheme-24, Near Bank Alfalah,
Gulshan-e-Iqbal, Karachi.
0314-2223214
Owais Younas
Takaful Branch Manager

Takaful Karachi Nursery Branch

A-34, 1st Floor, Hafeez Center,
KCHUS, Shahrah-e-Faisal, Karachi.
0333-2348272, 021-38652817
Hafiz M. Adeel Ahsan
Takaful Branch Manager

Takaful Karachi Opal Branch

Mezzanine Floor, Super View Tower,
Plot No.C-31, Block-10, FB Area, Karachi.
0316-0128903, 0321-2418540
021-38651735
Adeel Aftab
Takaful Zonal Manager

Takaful Karachi Progressive Branch

A-34, 3rd Floor, Hafeez Center,
KCHSU, Shahrah-e-Faisal, Karachi.
0312-2024050, 021-38651735
Jamil Ahmed
Takaful Zonal Manager

Takaful Karachi Unity Branch

Office No.201, 2nd Floor, Plot No.131/II,
Speedy Tower, Phase-I, DHA, Karachi.
0300-8291060
Ramesh
Takaful Regional Manager
Ayoob Khan
Takaful Zonal Manager

Takaful Khairata Branch

Upper Floor, JS Bank Ltd., Raja Shareef Plaza,
Bypass Road, Khairatta, AJK.
0343-4558767
Dawood Aziz Khan
Takaful Branch Manager

Takaful Lahore City Branch

43-L, 1st Floor, M.M. Alam Road,
Gulberg-III, Lahore.
0300-8404344, 042-38003660
Kh. Mujib-ur-Rehman
Takaful Senior Regional Manager
Ghulam Haider
Takaful Zonal Manager

Takaful Lahore Eagle Branch

43-L, 2nd Floor, M.M. Alam Road,
Gulberg-III, Lahore.
0323-1449797
Amjad Ali
Takaful Zonal Manager

Takaful Lahore Galaxy Branch

43-L, 2nd Floor, M.M. Alam Road,
Gulberg-III, Lahore.
0333-4443637,
Hamad Ali, Takaful Assistant Branch Manager

Takaful Lahore Pioneer Branch

43-L, 2nd Floor, M.M. Alam Road,
Gulberg-III, Lahore.
0301-4524593, 042-38003750
Muhammad Imran
Takaful Senior Regional Manager

Takaful Lahore Premier Branch

43-L, 1st Floor, M.M. Alam Road,
Gulberg-III, Lahore.
0300-4008515
Malik Zameer A. Khan
Takaful Zonal Manager

Takaful Lahore Prime Branch

43-L, 2nd Floor, M.M. Alam Road,
Gulberg-III, Lahore.
0324-4493317, 042-38003660
Mirza Asim Ali
Takaful Group Manager

Takaful Lahore Progressive Branch

43-L, 1st Floor, M.M. Alam Road,
Gulberg-III, Lahore.
0300-8837341
Isaac Sunil
Takaful Assistant Branch Manager

Takaful Lahore Shahdara Unity Branch

1st Floor, Uper Al-Fateh Electronic,
Jia Moosa Stop, Sheikhupura Road,
Shahdra, Lahore.
0324-4175082, 042-7902423
Arshad Ali
Takaful Branch Manager

Takaful Lahore Unity Branch

43-L, 2nd Floor, M.M. Alam Road,
Gulberg-III, Lahore.
0305-4390380
Muhammad Ghazi
Takaful Branch Manager

Takaful Larkana City Branch

1st & 2nd Floor, Building No.1636/2,
Barrister Jan Mohammad Road, Larkana.
0300-3400648, 074-4751714-15-16
Munawar Ali
Takaful Group Manager

Takaful Lodhran City Branch

Ground Floor, Usman Commercial Center,
Near Gourmet Bakers Super
0301-7772419
Muhammad Aslam
Takaful Assistant Branch Manager

Takaful Manga Mandi Branch

1st Floor, Near Bank Zone,
Manga Mandi Bypass, Multan Road, Lahore.
0300-4572458
Maqsood Ali
Takaful Assistant Branch Manager

Takaful Mirpur AK Branch

C-3, KK Plaza, Plot No.73, Near UBL Bank,
Fazal Chowk, Mirpur, Azad Kashmir.
0315-1881531, 05827-450116-21
Taqdees Awan
Takaful Zonal Manager

Takaful Mirpurkhas Indus Branch

Ground Floor, Plot C.S.No.700, Ward-A,
Khari Quarter, Shaheed-e-Millat Road,
Mirpurkhas.
0300-3301247, 0233-872070-71
Sanjai Kumar
Takaful Branch Manager

Takaful More Khunda Branch

1st Floor, Al-Makkah Tower, Lahore Road,
Jaranwala More, Khunda.
0309-4926325,
Najma Sana Ullah
Takaful Team Head

Takaful Multan Civic Branch

Office No.41- 46, 3rd Floor,
Business City Plaza, Busan Road, Multan.
0321-6360397, 061-8026500
Sardar Hassan Abbas Khan
Takaful Branch Manager

Takaful Multan Eagles Branch

Office No.41- 46, 3rd Floor,
Business City Plaza, Busan Road, Multan.
0300-0216097, 061-8026267
Muhammad Kashif Riffat
Takaful Zonal Manager
Muhammad Ali Khan
Takaful Branch Manager

Takaful Muzaffarabad City Branch

3rd Floor, DAM Civic Centre Plaza,
Bank Road, Muzaffarabad, Azad Kashmir.
0345-8199773, 05822-442729,30,32,38,39
Wajid Khaleel
Takaful Group Manager

Takaful Nakyal AK Branch

1st Floor, Mashallah Plaza, Near NBP,
District Kotli, Tehsil Fateh Pur Nakyal,
Azad Kashmir.
0346-5448764
Muhammad Riaz
Takaful Team Head

Takaful Narowal City Branch

1st Floor, Above U.B. Brand,
Opposite Char Chand Shop, Liberty Market,
Main Bazar, Narowal.
0300-4198463
Muhammad Khalid Javed
Takaful Team Head

Takaful Peshawar Khyber Branch

Plot No.208-209, 2nd Floor, Block-C
City Tower, University Road, Peshawar.
0334-0005100, 091-5271216
Sheikh Waheed Ali
Takaful Regional Manager

Takaful Rawalakot City Branch

1st Floor, Ravi Restaurant,
Bank Road, Rawalakot, AJK.
0341-8866407
Asif Javed
Takaful Branch Manager

Takaful Rawalpindi City Branch

B-847, 1st Floor, Muhammad Arcade,
Satellite Town, Rawalpindi.
0332-5583661
Maqsood Ahmed
Takaful Group Manager

Takaful Rawat Branch

Ground Floor, Near Mohammadi Real
State Dhoke Major Stop, Main Kallar
Sayyeddan Road, Rawat.
0312-5219474
Muhammad Uneeb Tariq
Takaful Team Head

Takaful Sahiwal Pioneer Branch

174/27, 1st Floor, Civil Line,
Near District Court, Sahiwal.
0301-1000664,
040-4510081, 040-4222150
Sadiah Mazhar
Takaful Assistant Branch Manager

Takaful Sakrand Royal Branch

Flat No.01, Shayan Builders,
Opposite Fahad Clinic,
Main Qazi Ahmed Road, Sakrand.
0300-3248953, 0244-322488,85,84,87
Sahiba
Takaful Assistant Branch Manager

Takaful Sargodha Cantt Branch

48-A, 1st Floor, Yousuf Complex,
Satellite Town, Sargodha.
0321-6017659, 048-2005701
Akhtar Husnain Akhtar
Takaful Group Manager

Takaful Sargodha Sultan Branch

48-A, 1st Floor, Yousuf Complex,
Satellite Town, Sargodha.
0300-6047510
S Muhammad Waseem Abbas
Takaful Assistant Branch Manager

Takaful Shorkot City Branch

1st Floor, Talib Hussain Plaza,
Near City Mart, Bypass Road, Shorkot City.
0300-3630933,
047-5311088, 047-5311099
Zubair Ahmed
Takaful Branch Manager

Takaful Sukkur Prime Branch

Office No.09, 1st Floor, Alpha Tower,
Minara Road, Opposite Wapda Office, Sukkur.
0300-3248953, 071-5622752,53,54
Zafar Ali
Takaful Branch Manager

Takaful Timergara Branch

2nd Floor, MB Plaza,
Near Gorgore Chowk, Timergara.
0346-8000167, 0945-822370,71,72,73
Kaleem Ullah Khan
Takaful Branch Manager

Takaful Toba Tek Singh Branch

2nd Floor, Al Noor Plaza,
Near Bank of Panjab, Gojra Road,
Toba Tek Singh.
0334-6695949, 0462-514081-85
Muhammad Shahid Rafique
Takaful Branch Manager

Takaful Twincity Branch

2nd Floor, Dodhy Plaza, East Site Office,
Jinnah Avenue, Blue Area, Islamabad.
0336-5762177, 051-8023340
Maria Ejaz
Takaful Assistant Branch Manager

Takaful Umerkot Branch

Plot No.37,38, Ground Floor, Near Meezan
Bank, Main Mirpurkhas Road, Umerkot.
9.2334504403
Sajid Saleem
Takaful Assistant Branch Manager



LIFE

Form of Proxy

I/We _____

of _____

being a member of EFU LIFE ASSURANCE LTD. hereby appoint

Mr. _____

of _____

or failing him _____

of _____

as my/our proxy in my/our absence to attend and vote for me/us and on my/our behalf at the 31st Annual General Meeting of the Company to be held on Friday, March 31, 2023 at 10:30 am and at any adjournment thereof.

Signed this _____ day of _____ 2023

WITNESS:

1. Signature: _____

Name: _____

Address: _____

CNIC or _____

Passport No: _____

2. Signature: _____

Name: _____

Address: _____

CNIC or _____

Passport No: _____



Signature of Member(s)

Shareholder's Folio No. _____

and/or CDC

Participant ID. No. _____

and Sub Account No. _____

Important:

This form of Proxy, duly completed, must be deposited at the Company's Registered Office at Al-Malik Centre, 70 W, F-7/G-7 Jinnah Avenue (Blue Area), Islamabad not later than 48 hours before the time appointed for the meeting.

CDC Shareholders and their Proxies are each requested to attach attested photocopy of their Computerised National Identity Card (CNIC) or Passport with this proxy form before submission to the Company.

CDC Shareholders or their Proxies are requested to bring with them their Original Computerised National Identity Card or Passport along with the Participant's ID number and their account number at the time of attending the Annual General Meeting in order to facilitate their identification.

AFFIX
POSTAGE

EFU LIFE ASSURANCE LTD.
The Company Secretary
Al-Malik Centre,
70 W, F-7/G-7
Jinnah Avenue (Blue Area)
Islamabad.

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LIFE

پراکسی فارم

میں/ہم _____

برائے _____

EFU لائف اشورنس لمیٹڈ کا/کی/ممبر کی حیثیت سے بذریعہ بلدا

کے/کی _____

یا _____ جناب/محترمہ

کے/کی _____ ان کی جگہ

کو، _____ جناب/محترم

کمپنی کے 31 واں سالانہ اجلاس عام میں اپنی جگہ شرکت کرنے اور ووٹ دینے کے لیے اپنا/ہمارا پراکسی تقرر کرتا/کرتی ہوں/کرتے ہیں۔ یہ اجلاس بروز جمعہ 31 مارچ 2023 کو صبح 10:30 بجے یا التواء کی صورت میں کسی بھی دیگر وقت مقررہ پر منعقد ہوگا۔

دستخط کردہ بروز _____ تاریخ _____ 2023

گواہان:



1. دستخط: _____

نام: _____

پتہ: _____

یا CNIC

پاسپورٹ نمبر: _____

ممبر (ممبران) کے دستخط

2. دستخط: _____

نام: _____

پتہ: _____

یا CNIC

پاسپورٹ نمبر: _____

اہم نوٹ:

- باضابطہ مکمل شدہ یہ پراکسی فارم کمپنی کے رجسٹرڈ آفس بمقام الملک سینٹر، 70W, F-7/G-7، جناح ایونیو (لیویا ایریا) اسلام آباد میں اجلاس کے وقت سے 48 گھنٹے قبل پہنچ جانا چاہئے۔
- CDC شیئر ہولڈرز اور ان کے پراکسیز سے درخواست ہے کہ وہ کمپنی کو یہ پراکسی فارم جمع کروانے سے قبل اس کے ساتھ اپنے کمپیوٹرائزڈ قومی شناختی کارڈ (CNIC) یا پاسپورٹ کی تصدیق شدہ نقل منسلک کریں۔
- CDC شیئر ہولڈرز یا ان کے پراکسیز سے درخواست ہے کہ وہ اپنی شناخت میں سہولت کے لیے سالانہ اجلاس عام میں شرکت کے وقت شرکت کنندہ کے ID نمبر اور اپنے اکاؤنٹ نمبر کے ساتھ اپنے اصل کمپیوٹرائزڈ قومی شناختی کارڈ یا پاسپورٹ بھی ہمراہ لائیں۔

AFFIX
POSTAGE

EFU LIFE ASSURANCE LTD.
The Company Secretary
Al-Malik Centre,
70 W, F-7/G-7
Jinnah Avenue (Blue Area)
Islamabad.

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LIFE

Form of E-Voting

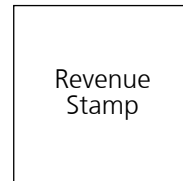
I/We _____
of _____ being a member of EFU LIFE ASSURANCE LTD. hereby opt for
e-voting through intermediary as proxy and will exercise e-voting as per the Companies
(e-voting) Regulations, 2016 and hereby demand for poll for resolutions at the 31st Annual
General Meeting of the Company to be held on Friday March 31, 2023 at 10:30 a.m. and at any
adjournment thereof.

My secured email address is _____, please send login details,
password and electronic signature through email.

Signed this _____ day of _____ 2023.

WITNESSES:

1. Signature: _____
Name: _____
Address: _____
CNIC Or
Passport No: _____



Signature of Member(s)

2. Signature: _____
Name: _____
Address: _____
CNIC Or
Passport No: _____

Shareholder's Folio No. _____
and / or CDC
Participant I.D.No. _____
and Sub Account No. _____

Note:

This form of Proxy, duly completed, must be deposited at Al-Malik Centre, 70 W, F-7/G-7, Jinnah Avenue
(Blue Area), Islamabad or through email: hasanjivani@efulife.com.



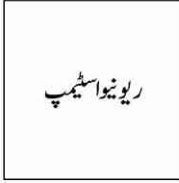
LIFE

ای۔ووٹنگ فارم

میں/ہم _____ ساکن _____
بحیثیت ای ایف یولائف الیٹورنس لمیٹڈ کی/کے ممبر بذریعہ ہذا ای۔ووٹنگ کیلئے بذریعہ ثالثی بطور پراکسی کی اجازت دیتا ہوں/دیتے ہیں اور یہ کمپنیز
(ای۔ووٹنگ) ریگولیشنز 2016 کے مطابق ای۔ووٹنگ کا حق استعمال کریں گے اور بذریعہ ہذا کمپنی کے 31 واں سالانہ اجلاس عام منعقدہ بروز
جمعہ 31 مارچ 2023 بوقت صبح 10:30 بجے یا کسی زیر التواء تاریخ پر میں قرارداد کیلئے پول کا مطالبہ کرتا ہوں/کرتے ہیں۔
میرا محفوظ ای میل ایڈریس _____ ہے۔ برائے مہربانی لاگ ان تفصیلات، پاس ورڈ اور الیکٹرونک دستخط بذریعہ ای میل ارسال کریں۔

دستخط بروز _____ بتاریخ _____ 2023

گواہان:



ریونیواسٹیپ

ممبر (ممبران) کے دستخط

۱۔ دستخط: _____
نام: _____
پتہ: _____
سی این آئی سی یا پاسپورٹ نمبر _____

۲۔ دستخط: _____
نام: _____
پتہ: _____
سی این آئی سی یا پاسپورٹ نمبر _____

نوٹ:

پراکسی کا یہ فارم باقاعدہ مکمل کر کے الملک سینٹر، 70W, F-7/G-7، جناح ایونیو (بلیو ایریا) اسلام آباد یا بذریعہ
ای میل: hasanjivani@efulife.com ارسال کریں۔



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Bank Mandate Form

Folio / CDS Account No. _____

Date _____

Name of Shareholder _____

S/o, D/o, W/o _____

Address _____

**Bank Mandate Form For Electronic
Credit of Cash Dividend**

Dear Shareholder,

This is to inform you that in accordance with the Section 242 of the Companies Act, 2017, any dividend payable in cash shall only be paid through electronic mode directly into the bank account designated by the entitled shareholder. Please note that giving bank mandate for dividend payments is **mandatory** and in order to comply with this regulatory requirement and to avail the facility of direct credit of dividend amount in your bank account, you are requested to please provide the following information:

(i) Shareholder's detail	
Name of the Shareholder	
Folio No. / CDC Account No.	
CNIC No.	
Passport No. (in case of foreign shareholder)	
Cell Number of Shareholder	
Landline Number of Shareholder, if any	
E-mail address	

(ii) Shareholder's bank detail	
Title of the Bank Account	
IBAN "24 Digits"	
Bank's Name	
Branch Name and Code No.	
Branch Address	

It is stated that the above mentioned information is correct and in case of any change therein, I/we will immediately intimate Participant / Share Registrar accordingly.

Signature of the Shareholder

You are requested to kindly send this Form duly filled in and signed along with legible photocopy of your valid CNIC to your Broker / CDC Participant / CDC Investor Account Service (in case your shareholding is in Book Entry Form) or in case your shareholding is in physical form to our Share Registrar, **CDC Share Registrar Services Ltd. CDC House, 99-B, Block B, S.M.C.H.S, Main Shakra-e-Faisal, Karachi-74400, Pakistan.**



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بینک مینڈیٹ فارم

فولیو/سی ڈی سی نمبر _____

شیر ہولڈر کا نام _____

ولد _____

پتہ _____

تاریخ _____

بینک مینڈیٹ فارم برائے نقد منافع منقسمہ کالیکٹرونگ کریڈٹ

معزز شیر ہولڈر،

آپ کو بذریعہ ہذا اطلاع دی جاتی ہے کہ کمپنیز ایکٹ ۲۰۱۷ء کے سیکشن ۲۳۲ کے مطابق نقد کی صورت میں قابل ادائیگی کوئی بھی منافع منقسمہ صرف بذریعہ الیکٹرونگ طریقہ کار براہ راست استحقاق کے حامل شیر ہولڈر کی جانب سے نامزد کردہ بینک اکاؤنٹ میں جمع کرا دیا جائے گا۔ برائے مہربانی آگاہ رہیں کہ منافع منقسمہ کی ادائیگیوں کیلئے بینک مینڈیٹ فراہم کرنا لازم ہے اور اس قانونی شرط پر عملدرآمد کے ضمن میں اور اپنے بینک اکاؤنٹ میں منافع منقسمہ کی رقم براہ راست جمع کرانے کی سہولت حاصل کرنے کے لئے آپ سے درخواست ہے کہ درج ذیل معلومات فراہم کریں۔

(i) شیر ہولڈر کی تفصیل	
شیر ہولڈر کا نام	
فولیو نمبر/سی ڈی سی اکاؤنٹ نمبر	
سی این آئی سی نمبر	
پاسپورٹ نمبر (غیر ملکی شیر ہولڈر ہونے کی صورت میں)	
شیر ہولڈر کا موبائل نمبر	
شیر ہولڈر کا لینڈ لائن نمبر، اگر کوئی ہو	
ای میل ایڈریس	

(ii) شیر ہولڈر کے بینک کی تفصیل	
بینک اکاؤنٹ کا نام	
آئی بی اے این "۲۳ ہندسوں پر مشتمل"	
بینک کا نام	
برانچ کا نام اور کوڈ نمبر	
برانچ کا پتہ	


یہ واضح کیا جاتا ہے کہ مذکورہ بالا معلومات درست ہیں اور ان میں کسی بھی تبدیلی سے میں/ہم فوری طور پر اپنے بروکر/سی ڈی سی پارٹنرس/سی ڈی سی انویسٹر اکاؤنٹ سروسز یا شیر رجسٹرار کو لازمی آگاہ کروں گا/کریں گے۔


شیر ہولڈر کے دستخط


آپ سے درخواست ہے کہ براہ مہربانی اس فارم کو باقاعدہ طور پر بھریں اور اس پر دستخط کر کے اپنے کارآمد سی این آئی سی کی واضح کاپی کے ہمراہ اپنے بروکر/سی ڈی سی پارٹنرس/سی ڈی سی انویسٹر اکاؤنٹ سروسز (بک انٹری کی صورت میں شیر ہولڈنگ ہونے پر) یا فزیکل شکل میں آپ کی شیر ہولڈنگ ہونے کی صورت میں ہمارے شیر رجسٹرار، سی ڈی سی شیر رجسٹرار سروسز لمیٹڈ، سی ڈی سی ہاؤس، ۹۹-بی، بلاک-بی، ایس ایم سی ایچ ایس، مین شاہراہ فیصل، کراچی-۷۳۴۰۰، پاکستان کو ارسال کر دیں۔


EFU LIFE ASSURANCE LTD.

ISO 9001: 2015 Certified | Rated AA + by VIS


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