

Contact

Results Presentation



1Q-2025



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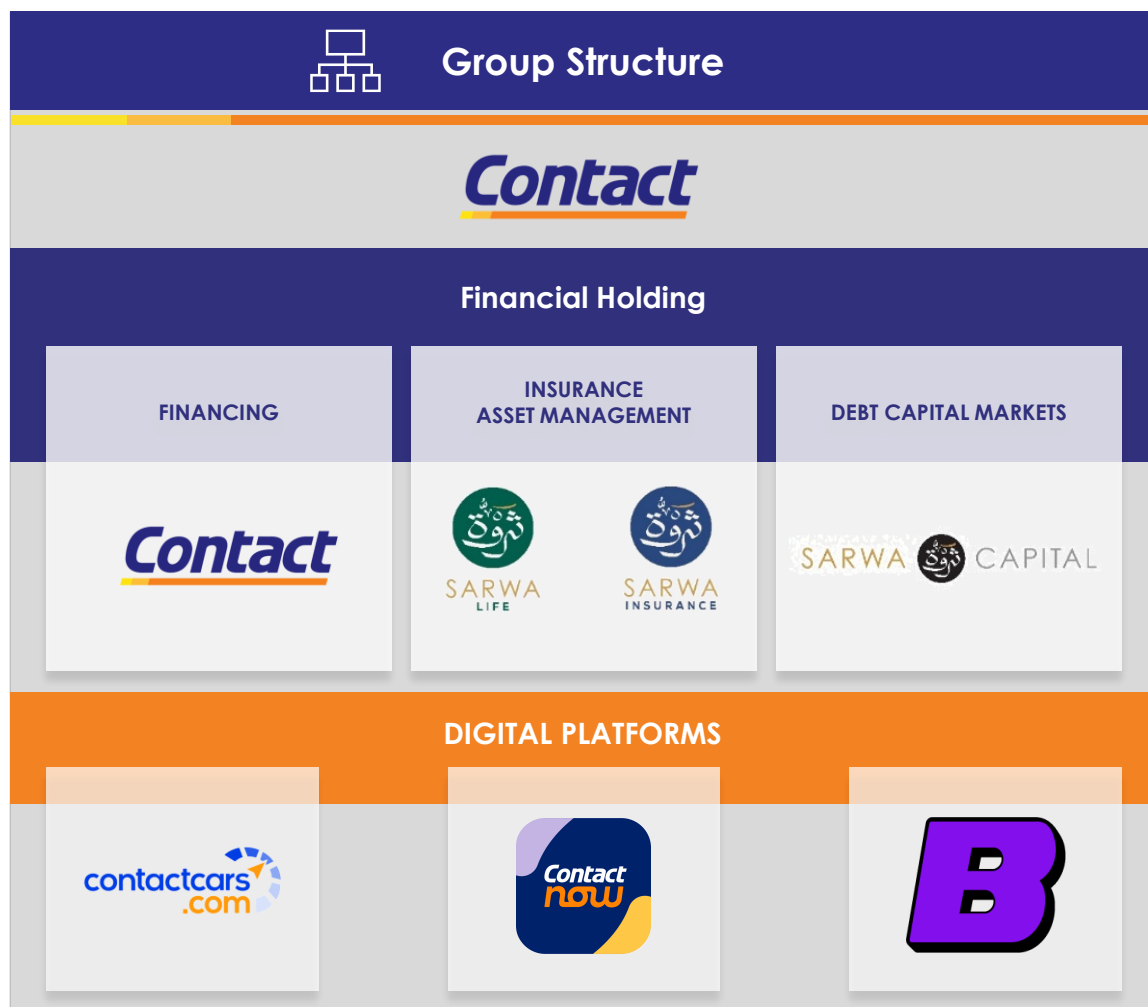


Introduction



At a Glance

Egypt's leading non-bank financial services provider



1st

Consumer Finance License in Egypt with +20yrs and Largest Consumer Finance Player in the Market Offering Innovative Financial Services

EGX

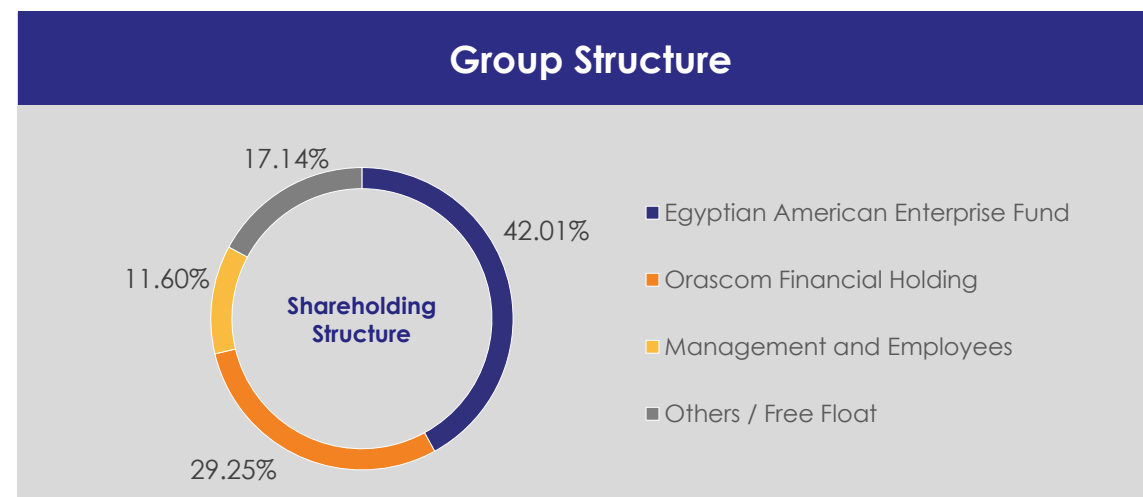
Listed Since 2018 Under the Ticker CNFN.CA

EGP 76.2 bn

Total Financing Since inception (Mar. 2025)

EGP 8.3 bn

Gross Written & Generated Premiums Since inception (Mar. 2025)



Results Snapshot

Contact achieved solid results in 1Q-2025 driven by a strong performance of the insurance division, in addition to a resilient performance at the financing segment on the back of a focus on higher margin products

EGP **475.2** mn

Consolidated Total Operating Income
(▲ 30% y-o-y)

EGP **66.2** mn

Consolidated Normalized Net Income¹
(▲ 143% y-o-y)

6.8%

Return on Average Equity
(vs 2.0% in 1Q-24)



Financing Division Highlights – 1Q-2025

EGP **2.1** bn

New Lending
(▼ 20% y-o-y)

EGP **20.3** bn

Financing Portfolio
(▼ 3% y-o-y)

EGP **371.9** mn

Financing Operating Income
(▲ 14% y-o-y)

EGP **26.8** mn

Financing Net Income
(▲ 33% y-o-y)

75.8%

Cost-to-Income
(vs. 63.5% in 1Q-24)

0.5%

Return on Average Assets
(vs 0.4% in 1Q-24)

3.6%

Return on Average Equity (vs
3.1% in 1Q-24)



Insurance Division Highlights – 1Q-2025

EGP **1.07** bn

GWP
(▲ 54% y-o-y)

EGP **169.5** mn

Brokerage Generated Premiums
(▲ 18% y-o-y)

+41.2 k

Underwritten & Generated Insurance Policies
(▼ 2% y-o-y)

EGP **109.5** mn

Insurance Operating Income
(▲ 242% y-o-y)

27.5%

Cost-to-Income
(vs. 28.3% in 1Q-24)

EGP **42.5** mn

Insurance Net Income
(▲ 767% y-o-y)

41.3%

Return on Average Equity (vs
6.4% in 1Q-24)

(1) Normalized net income adjusts for the following: Net effect of new rent standard, tech investments, ESOP, and tax adjustments.



Our Edge



How We Differentiate Ourselves

Contact has a clear vision for the business with a well-defined growth strategy to achieve it



Well-Defined Growth Strategy

Contact has a clear vision for the business with a well-defined growth strategy to achieve it



What We Do

Contact is Egypt's largest non-bank financial services provider and has been actively changing the way businesses and individuals access financial and insurance services over the past twenty years.

Financing

Financing products targeting Egypt's banked and unbanked population in both the retail and commercial spaces

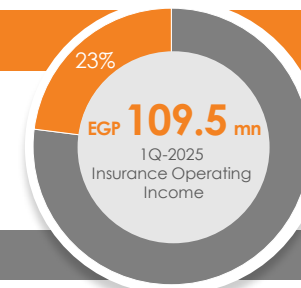


Product Offering



Insurance

Leveraging over 15 years of insurance brokerage and claims management experience to bring clients life and non-life insurance solutions



Product Offering



Distribution

Physical

- ✓ 73 branches across all governorates
- ✓ +12,600 POS
- ✓ +1,500 Auto Dealers
- ✓ 11 booths in malls

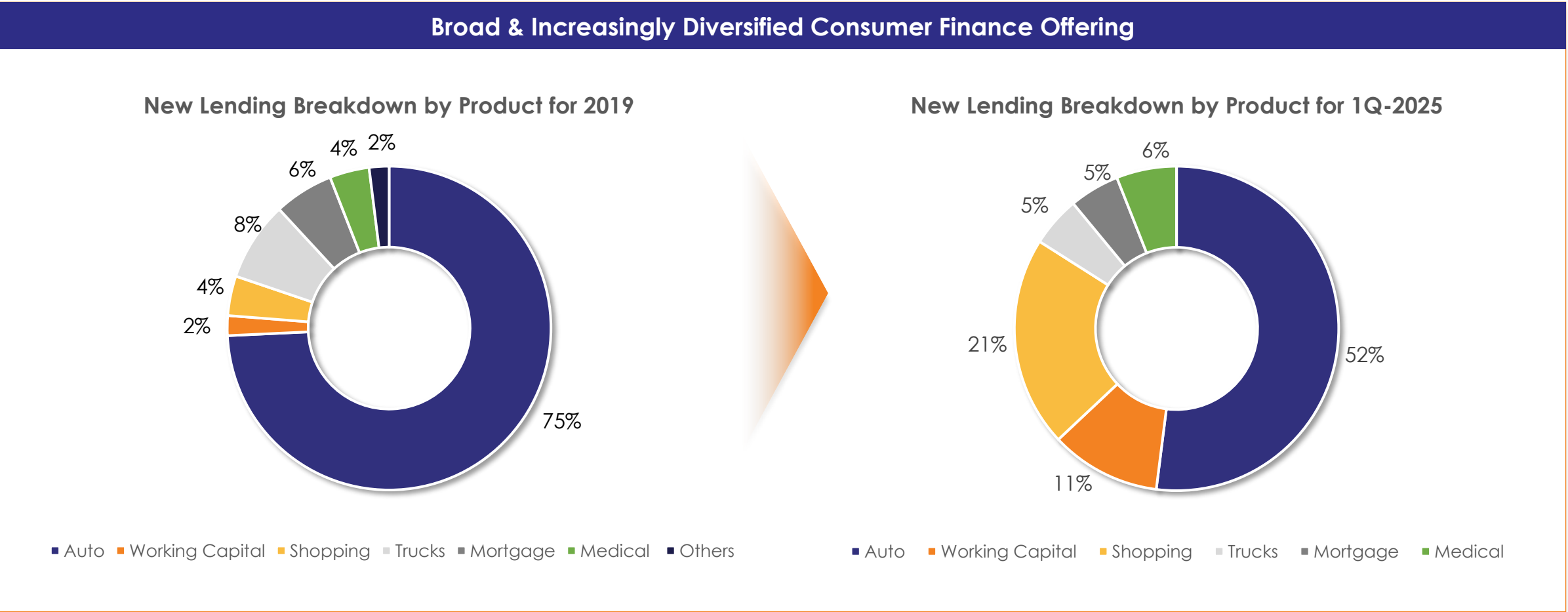
Direct to Consumer Digital Platforms

- ✓ Contactcars.com: 1.1 million monthly users
- ✓ ContactNow app: 920k registered users
- ✓ Bravo: 2.0 million downloads

Lending as a Service for Digital Platforms

Leveraging the Group's unmatched credit funding, payment & collection abilities to offer seamless digital solutions to Fintechs & digital platforms, as well as extend Contact's financing products to their large customer/merchant base

Diversified and Synergistic Product Base Driving Growth Across All Segments



Proprietary AI Instant Credit Scoring Engine

Unique Credit Assessment Approach through Creditech

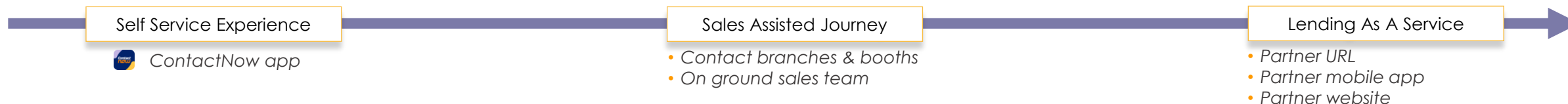
Distinctive credit assessment methodology refined over +20 years of financing experience



- Team of qualified individuals provided with extensive fraud detection / asset valuation training
- Investigation and collection team sourced from target areas to ensure understanding of community dynamics & relationships with clients



- Creating and deploying an advanced AI engine for credit assessment that consists of combined features including,
 - Risk programs
 - +20 years of credit customers history
 - Alternative & Behavioral data



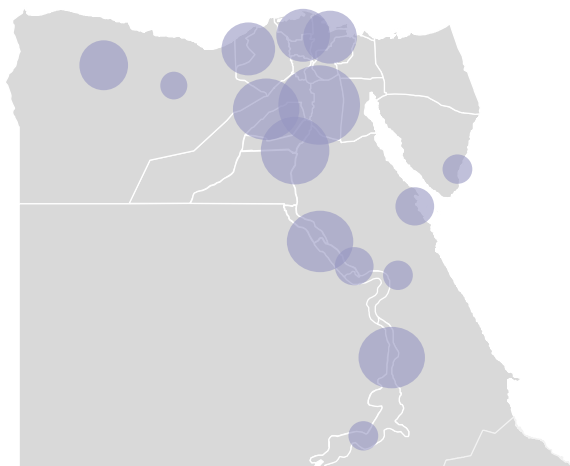
+653k
Submitted Digital Requests
Since Inception



28% → **54%**
Approval rate → Onboarded

Market-wide Coverage Including Banked and Unbanked Population Powered by Physical Presence ...

Expanding the branch network in high-potential areas outside the main cities took place throughout 2021, 2022, 2023 and 2024



+1,500

Auto Dealers



+12,600

PoS
(Shopping Merchant Network)



11

Contact Booths in Shopping Malls
across Cairo & Alexandria



17

Mini-Contact Branches in High-Density
Areas in Large Governorates



73

Total Contact Branches across Egypt
Contact Pay PoS Machines were
Installed across all Contact Branches to
Collect Credit Installments



1st

Branch in Dubai (UAE) opened in
September 2024

Wide Geographical Footprint

Zamalek	Sharm El Sheikh	Dubai	Platinum Club
Abu Rawash	Ismailia	Naga Hamadi	Gezerit Elward
New Cairo	Dakahlia	New Damietta	Matrix Club
Maadi	Assiut	Desouk	City Stars Mall
Daaery	Damietta	Beni Mazar	City Center Almaza
Nasr City	Behera	Abu Kbeir	Mall of Arabia
Heliopolis	Sharkya	Obour	Mall of Egypt
Sheraton	Menya	Hurghada	Hyper One – Sheikh Zayed
Helwan	Gharbeya	Menouf	Hyper One - 10th of Ramadan
Zaytoun	Suhag	Malawi	Cairo Festival City
Rehab	Qalubya	Kaws	Point 90 Mall
Zahraa El Maadi	Menoufia	Al Alamein – Sahel	City Center Alexandria
Madinty	Kafr Elsheikh	Mansoura	San Stefano Mall - Alexandria
Abassya	Beni Sweif	Shobra Elkheima	Zohour Club – Nasr City
Dokki	Fayoum	Sadat City	Zohour Club – New Cairo
6 October	Suez	Beba	Mahala Elkobra
Haram	Port Said	Meit Ghamr	Menia Elkamh
Badrashen	Qena	Elgouna	Giza
Embaba	Luxor	Wadi Degla Club – Sheraton	Kornish Mandara
Roshdy	Aswan	Wadi Degla Club – October	Talaat Harb

... And A Diversified Digital Distribution Network

Direct to Consumer Distribution (DTC)

BRAVO



contactcars
.com

Lending as a Service (LaaS)



toothpick



trella

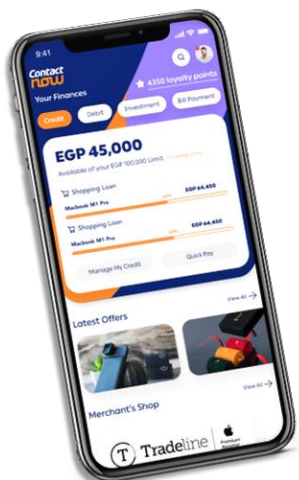


JUMIA

A Digital One-Stop-Shop for all Financial Needs

Relaunched in January 2023, the ContactNow app is Egypt's first fully-fledged app offering the full suite of digital financial solutions

A Digital One-Stop-Shop Covering the Consumer's Financial Lifecycle



Launched

Credit

Using an embedded AI instant credit approval system, ContactNow provides the fastest approval process in the market.

Bill Payments

Users are able to keep track of and pay bills, as well as make donations.

Maestro

Launched the first solution in the region to empower customers to tailor their loan's interest rate, down payment and admin fees

Digital Money Market Fund

Customers can invest in low-risk and stable returns

In Process

Strategic Advantages



Increased Customer Retention



Increased Customer Acquisition and Market Penetration



Increased Cross-selling Opportunities



Increased ability to learn from clients' behaviors to tailor offering and experience

Track Record of Growth and Operational Evolution

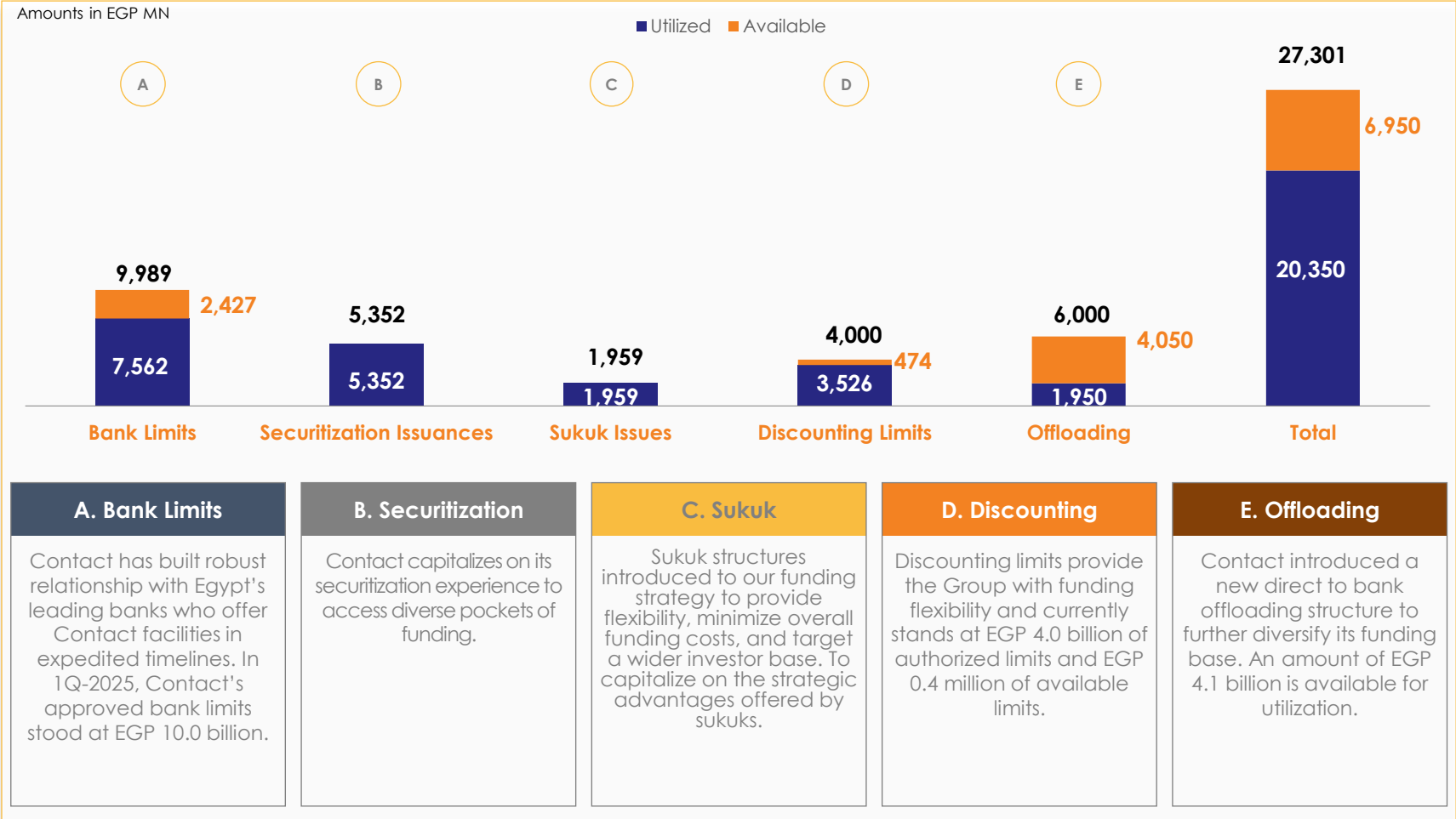


Diversified, Highly Liquid Funding Base

Funding Strategy Overview

- Diversified funding base enabling consistent liquidity with efficient pricing
- Fixed rate to match portfolio, with no tenor mismatch
- Structure results in recurring revenue from portfolio transfer, one of the Group's core revenue streams
- Utilizing in-house DCM capabilities to ensure best financing terms and structures
- Working with regulator and market players to create a secondary market for fixed income products

Overview of 1Q-2025 Funding Base



Funding Driven by Continued Innovation in the DCM Space¹

Overview of Debt Capital Markets Activities

- Originally established to **deepen Egypt's debt capital markets and further enhance the Group's availability and cost of funding, Contact's debt capital markets activities have developed strongly, and the Group is currently the largest sukuk issuer in the Egyptian market.**
- Introducing new products to the market:
 - ▶ **1st** securitization in 2005
 - ▶ **Largest** sukuk Mudaraba in 2021
 - ▶ Issued the first Consumer Finance bond in 2022 with the highest portfolio rating in the market
- The Group's debt market issuances* reached a total value of EGP 36.5 bn as of March 2025
- The Group fully redeemed 21 debt issuances to date worth over EGP 18.0 billion and has partially redeemed EGP 11.2 billion from its 11 remaining issuances. The current outstanding balance on these 11 issuances stands at EGP 7.3 billion.

Funding Enhancement Approach

- Strategy to fund a significant portion of the financing and insurance operation through DCM
- Working with regulators and stakeholders to unlock further offerings and enhance market liquidity
- Exploiting an under-utilized savings product and targeting the retail segment



Money Market Fund

The Group issues its first open-ended money market fund in 1Q-2021.

DCM Segment Highlights

32

Debt
Issuances
totaling*
+EGP 36.5 bn

A – AA+

Credit
Rating

First Securitization
Issuance

First Mudarba
Sukuk Issuance
In Egypt

Largest Issuer of
Securitization
Bonds

Largest
Sukuk issuer
In Egypt

(1) Contact is the largest debt issuer in the Egyptian market excluding issuances by Governmental and Public entities.

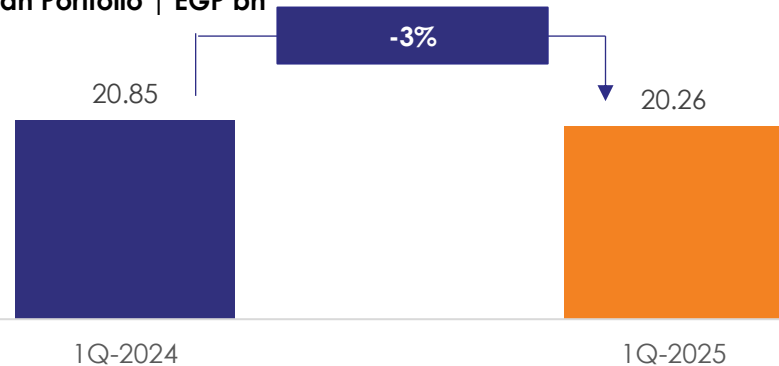
*Figures refer to the Group's internal issuance only.

Consistent Growth and Expansion

By leveraging its growing digital presence and its increasingly broad reach and service offering, underpinned by its ever-expanding insurance offering, Contact is able to navigate challenging market conditions and a difficult macroeconomic environment to continue outperforming rising competition

A sizeable loan portfolio...

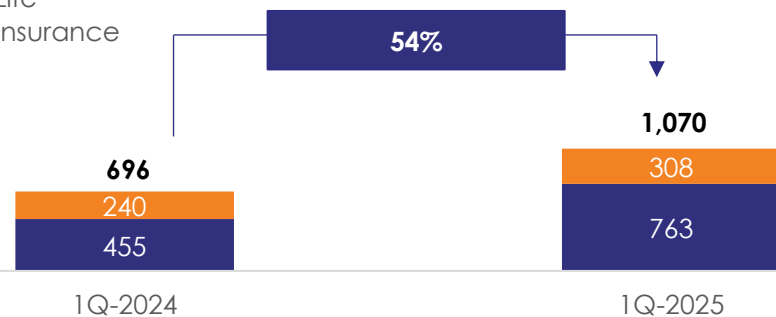
Financial Loan Portfolio | EGP bn



...A fast-growing insurance business providing a new, high-potential revenue stream

Gross Written Premiums | EGP mn

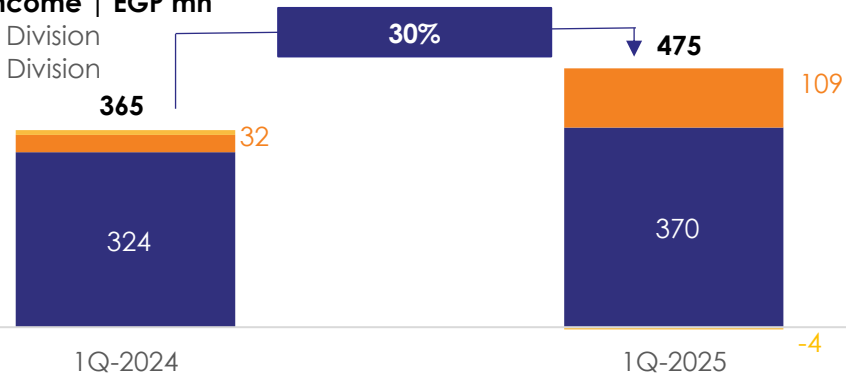
■ Sarwa Life
■ Sarwa Insurance



Delivering solid operating income ...

Operating Income | EGP mn

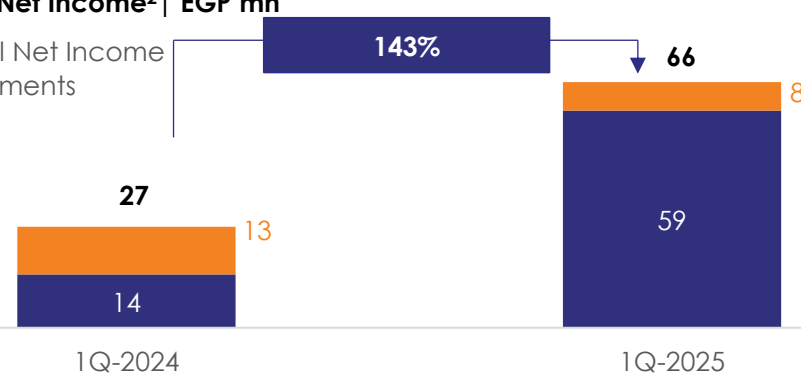
■ Financing Division
■ Insurance Division
■ Others



...And a strong bottom-line performance¹

Normalized Net Income² | EGP mn

■ Actual Net Income
■ Adjustments



(1) The normalized net income for 1Q-2024 has been significantly influenced by the implementation of IFRS 17, which pertains to the accounting standards for insurance companies.

(2) Normalized net income adjusts for the following: Net effect of new rent standard, tech investments, ESOP, and tax adjustments.



Digital Platforms



A Digital Business

Through strategic investments and partnerships, Contact is continuously strengthening its digital capabilities, placing it at the forefront of the financing and insurance sectors' digitization movement

Contact's Digitalization Strategy

1

Create new revenue streams by introducing complementary digital products

2

Improve customer acquisition at lower costs

3

Maintain market leadership by integrating machine learning and AI

4

Retain customer leveraging a differentiated user experience

5

Increase customer engagement and develop cross-selling opportunities

Direct to Consumer Platform

The Group has been developing its own proprietary platforms. Through the ContactNow app and the contactcars.com platforms, as well as its e-commerce super-app Wasla, the Company is able to reach new customer segments, increase the sale of its products, and understand users' behaviors to then better tailor its service offering.



ContactNow

BRAVO



Lending as a Service for Digital Platforms

The Group has been developing new digital solutions in partnership with innovative companies across various sectors. Through these partnerships, Contact is expanding its ecosystem, increasingly catering to customer's needs, a key step to acquire and retain customers and drive sustainable revenue growth in the years to come.



sakneen



trella

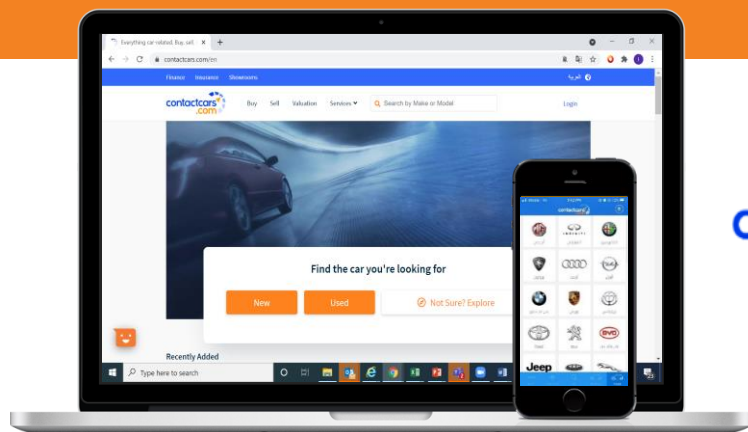
toothpick

JUMIA 

Digital Platforms – Contactcars.com

The portal, originally set up in 2002, was relaunched in 2021 as a stand-alone business

ContactCars.com Relaunched



In 1Q-2025, Contactcars.com successfully launched the “B2B Vehicle Digital Auction” platform in collaboration with Toyota Egypt, marking a significant advancement in digitizing the used vehicle supply chain between OEMs and dealer networks. Within this early launch phase, three auctions were completed, featuring **53** listed vehicles, resulting in the sale of **31** vehicles, with a total transaction value of EGP **23.9** million. This success signals strong early adoption and highlights the platform's potential to reshape Egypt's wholesale automotive market.

12K

Total paid classified ads in 1Q-2025

9%

1Q-2025 y-o-y Growth in subscribed dealers

349

“Otlobha” User Requests, with **35** cars sold since product launch (Aug-24)

1.1 mn

Unique Avg. monthly users in 1Q-2025

+65 mn

Classified Car page views in 1Q-2025

53

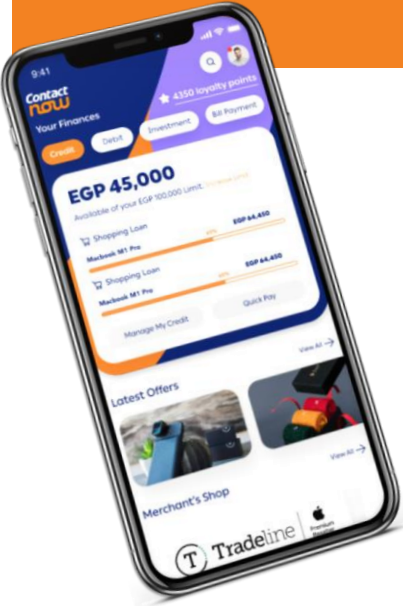
Cars Listed Across **3** Completed Auctions (**31** Cars Sold for EGP **23.9** mn)

Despite intensified market consolidation (the merger of Contact's two largest competitors), Contactcars.com successfully defended its market share across both paid classified ads (avg. **1,663** listings) and dealer subscriptions (avg. **85** dealers) through 4Q-2024 and into 1Q-2025. Additionally, the “Otlobha” product conversion rate rose from 9% in 2024 to 12% in 1Q-2025, reflecting enhanced product-market fit and operational efficiency in closing transactions.


In 2Q-2025, ContactCars.com will intensify efforts to scale “Otlobha” with the aim of increasing brand awareness, driving qualified user requests, and accelerate vehicle sales. In parallel, Contact is executing a usability-led growth strategy centred on delivering a seamless, AI-powered experience. By integrating tools such as Free Text Search and the AI Advisor, ContactCars.com will simplify user journeys, offer tailored recommendations, and reduce decision friction—ultimately boosting engagement and conversion. These initiatives reinforce Contact's position as Egypt's most user-focused digital automotive platform, a clear market differentiator.

Digital Platforms – ContactNow


The Company rolled out its ContactNow app in early 2021 (relaunched in 2023) with the platform rapidly rising in popularity ever since




The ContactNow app



GET IT ON
AppGallery



GET IT ON
Google Play



Available on the
App Store

ContactNow on all App stores

1.45 mn

Total Downloads Since Inception, 169k New in 1Q-2025

+762k

Total transactions Since Inception, Including 72k New transactions in 1Q-2025

+919k

Registrations Since Inception, Including 74k New Registrations in 1Q-2025

20%

1Q-2025 y-o-y Growth in Total Transactions Value

Originally launched as the Contact App in February 2021, the app has been revamped and relaunched as a separate entity under the brand name ContactNow.

ContactNow has partnered with Fawry to offer customers a significantly expanded range of payment options and enhanced experience. This integration provides a more convenient and comprehensive experience, including cash and instalment payments, making it easier than ever to access the app's services.

In 4Q-2024, ContactNow launched its new purchase experience, where customers can start browsing and purchasing/booking the loan through the app. Empowering customers to initiate and tailor their own loans directly, streamlining the process and providing greater flexibility.

Contacted expanded its lending as a service (LAAS) offering to encompass more partners. This strategic move allows the Group to acquire and serve a larger customer base and provide them with access to innovative lending solutions. The app continues to benefit from Contact's expertise and technology as the Group continues to grow its network

23

Digital Platforms – Bravo

In February 2022 Contact concluded a USD 9 million investment in e-commerce super-app Bravo, further expanding the Company's growing footprint in fintech and reinforcing its quest to enable tech-first ventures in Egypt's financing ecosystem

Bravo at a glance



The first e-commerce super-app built for emerging markets

Bravo is the first emerging markets mobile web browser and desktop extension that enables users to save money, make secure payments, build their credit profiles, and gain access to flexible and convenient financing through an Integrated Shopping experience.

2 mn

Downloads
(1.8k organic new downloads in 1Q-2025)

+1.4 mn

Unique Shopping Instances

269

Merchant Network



Top Arab Startups



2020 Venture Program

Forbes

Featured Startup F30/30 2022

Key Milestones

Growth in GMV 1Q-2025 vs 1Q-2024

+10%

Growth in Transactions 1Q-2025 vs 1Q-2024

3%

Conversion Rate in 1Q-2025

89%

(vs 42% in 1Q-2024)

Marketing ROI 1Q-2025

+19X

PCI-DSS Certification Complete



Key Fintech partnerships secured





Debt Capital Markets



Overview of the Debt Capital Markets¹

Overview of Debt Capital Markets Activities

- Originally established to **deepen Egypt's debt capital markets and further enhance the Group's availability and cost of funding**
- Introducing new products to the market:
 - 1st** securitization in 2005
 - 1st** real estate backed securitization in 2015
 - Largest** sukuk mudaraba in 2020
 - 1st** project finance Musharka sukuk issuance in the market in 2022
- The group's debt market issues (including third party issuances) reached a total value of +EGP 44.2 bn as of March 2025.

Funding Enhancement Approach

- Strategy to fund a significant portion of the financing and insurance operation through DCM;
- Working with regulators and stakeholders to unlock further offerings and enhance market liquidity; and
- Exploiting an under-utilized savings product and targeting the retail segment.

Money Market Fund

First open-ended money market fund issued by the Group in FY-2021.

DCM Segment Highlights

43
Debt
Issuances
totaling
+EGP 44.2 bn

Highest
Credit
Ratings

First
Securitization
Issuance

First
Real Estate-
Backed
Securitization

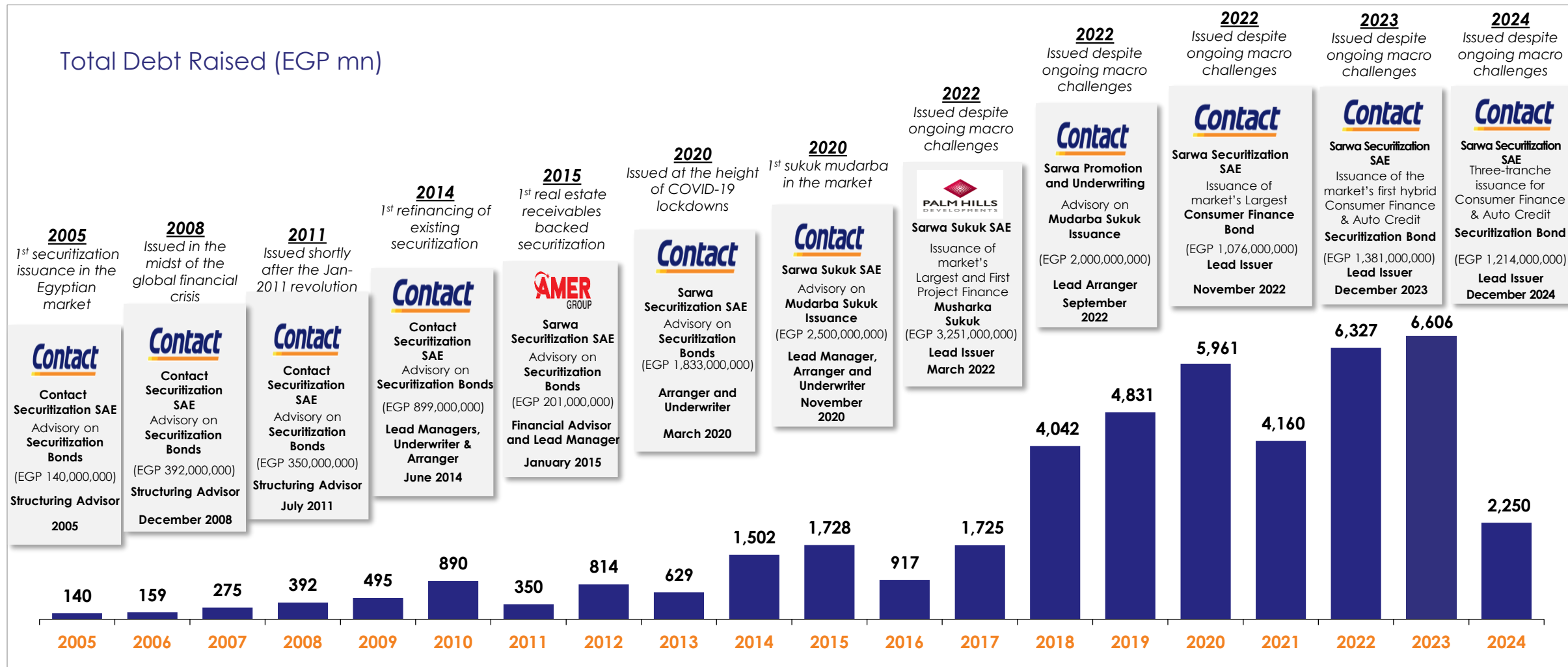
Largest Issuer of
Securitization
Bonds

Largest
Mudaraba &
Musharka
Sukuk issue
In Egypt

(1) Contact is the largest debt issuer in the Egyptian market excluding issuances by Governmental and Public entities..

Overview of the Debt Capital Markets

Egypt's Leading DCM Player with a Proven Record of Executing Transactions in Challenging Market Conditions, Safeguarding the Group's Liquidity Requirements



Africa Expansion



The Perfect Opportunity for Further Expansion

Almasi, a joint venture between Contact and Mansour Group, will initially provide leasing services and will work to expand its offering to consumer financing and auto loans in the coming period. Expanding into Kenya and other emerging African markets presents a great opportunity for Contact to replicate its domestic success in markets with similar demographics

Almasi Overview and Strategic Updates

Main sectors of focus by Almasi are:

- **Construction** (infrastructure, housing, commercial & industrial buildings)
- **Transportation** (cargo & logistics – passengers)
- **Agriculture**
- **Medical Equipment**

The Company landed its first unsecured credit line

Going forward the focus will be on **SMEs/corporate segments** as well as **affluent segment** all of which are set to be fast-growing segments in the future.

KES 3.4 bn

Value of Contracts Financed Since Inception

KES 14.8 mn

Average Loan Amount

KES 2.1 bn

O/S Portfolio

232

Number of Financed Contracts Since Inception

Ownership Structure

Contact

40%



MANTRAC



60%

A.S. Investments UAE

ALMASI
(Kenya-based)







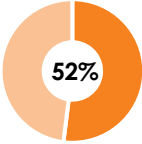
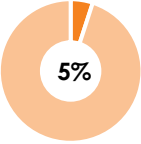
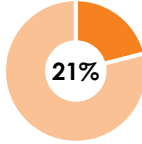
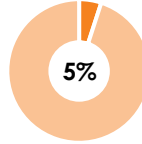
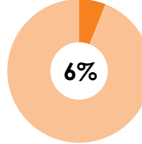
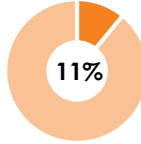


1Q-2025 Performance Review



Comprehensive Financing Offering

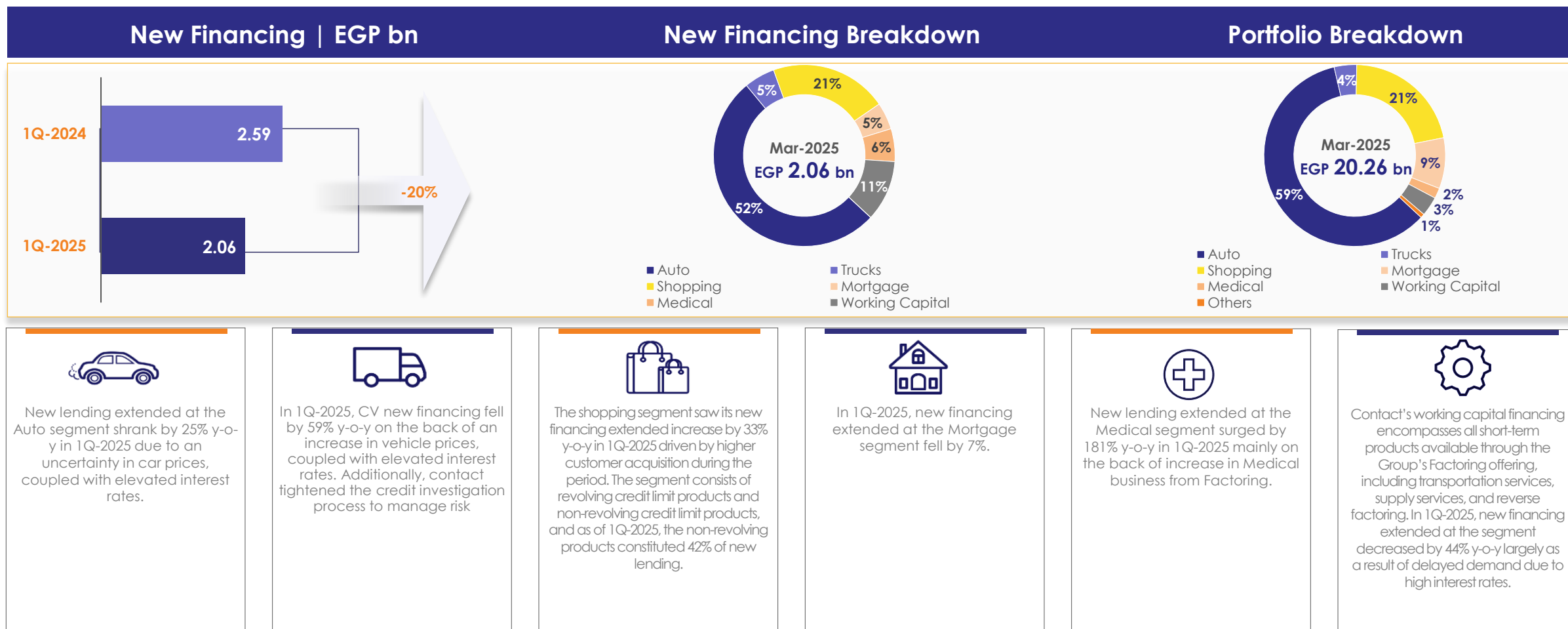
A restrictive interest rate environment and product price uncertainty, coupled with Contact actively managing its risk levels by tightening the credit investigation process and focusing on higher margin products impacted new lending during 1Q-2025

Segment Overview	 Passenger Cars Contact Auto offers financing for the purchase of new and used passenger cars for both banked and unbanked retail and SME customers through diverse distribution and acquisition channels -25% New Financing decline in 1Q-2025 vs 1Q-2024	 Commercial Vehicles Contact Trucks provides retail loans for purchasing and leasing new and used, light and heavy trucks. Contact Trucks provides small-ticket individual financing as well as financial leasing services for SMEs in transportation and logistics sectors -59% New Financing decline in 1Q-2025 vs 1Q-2024	 Contact Shopping Contact Shopping provides financing services for several products ranging from consumer durables, fashion and jewelry to insurance credit, club memberships, education, home finishing products, watercrafts, Motorcycles, and green financing 33% New Financing growth in 1Q-2025 vs 1Q-2024	 Mortgage Contact Mortgage offers long-term mortgages, and home equity loans -7% New Financing decline in 1Q-2025 vs 1Q-2024	 Medical Contact Medical offers leasing and factoring services of medical equipment for SMEs. The division provides differentiated financing solutions, with a particular focus on innovative small-ticket financing, to medical practitioners and vendors 181% New Financing growth in 1Q-2025 vs 1Q-2024	 Working Capital WC financing includes all of Contact's short-term products under its Factoring offering, including transportation services, supply services, and reverse factoring. The segment is active across the agricultural, industrial, medical and transportation sectors -44% New Financing decline in 1Q-2025 vs 1Q-2024
	2001	2019	2015/2021* <small>*relaunched</small>	2016	2015	2019
	✓ Retail auto credit ✓ SMEs leasing for PV	Retail loans and leasing for new & used trucks	✓ Consumer durables ✓ Fashion/Jewelry ✓ Insurance Credit ✓ Club memberships ✓ Home finishing Products ✓ Green financing	✓ Long-term mortgage ✓ Home equity loans	✓ Leasing and factoring of medical equipment for SMEs	✓ Short-term products under Factoring offering, including transportation & supply services, and reverse factoring
	 52%	 5%	 21%	 5%	 6%	 11%

Note: Percentage contributions refer to share of total new financing during 1Q-2025.

Financing Division – Resilient Results Across Financing Segments

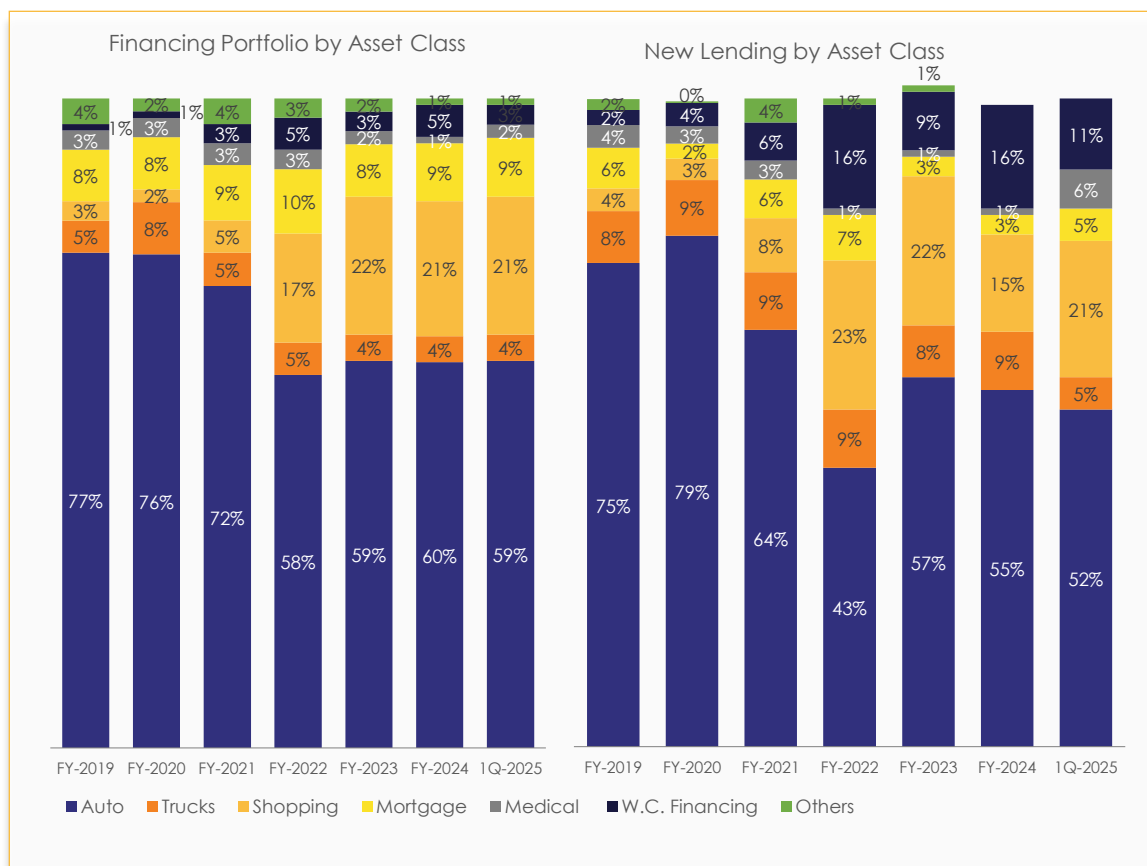
Total new financing extended during 1Q-2025 dropped by 20% year-on-year to EGP 2.06 billion, with the Auto, CV, Working Capital, and Mortgage segments all reporting year-on-year contractions during the period due to the prevalent elevated interest rates coupled with the current price uncertainty. In addition, Contact has also been actively managing risk levels by tightening the credit investigation process, and has shifted its focus towards higher margin products



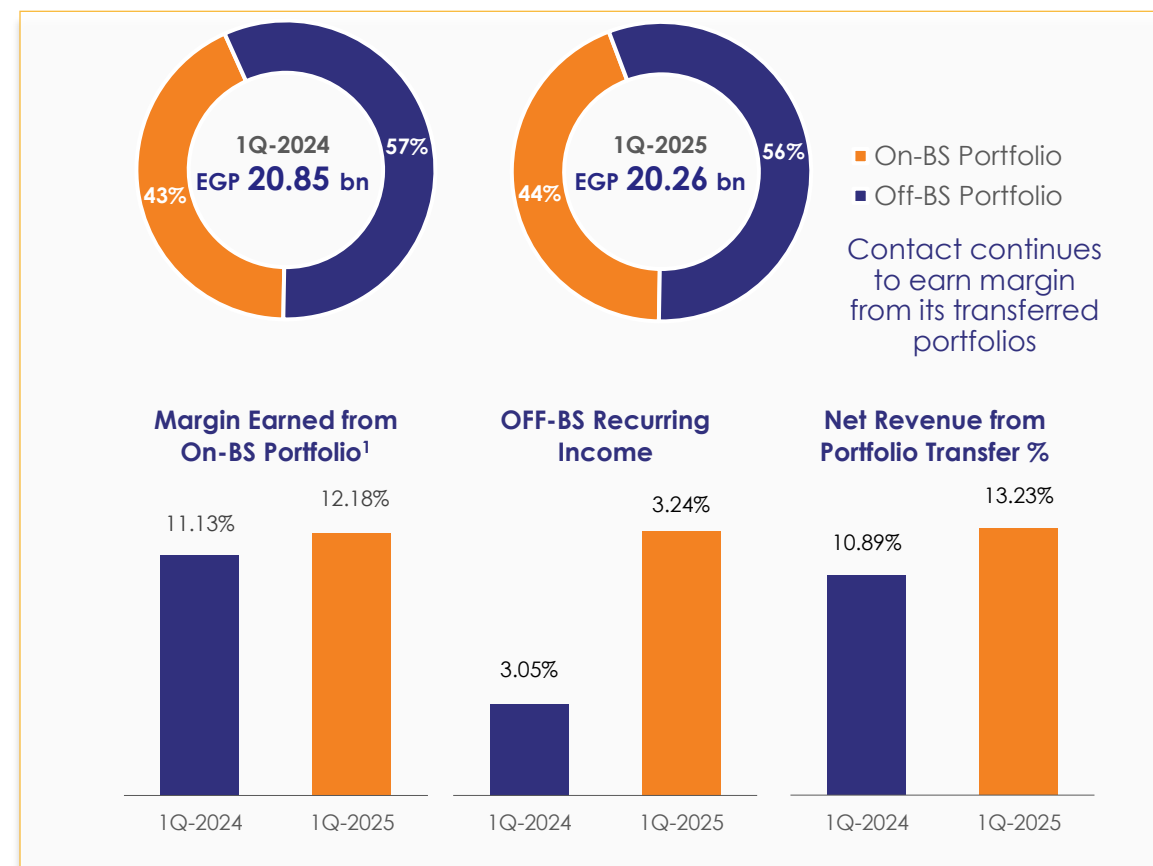
Financing Division – Increasingly Diversified Portfolio with Favorable Margins

Contact's financing portfolio contracted slightly by 3% y-o-y to EGP 20.26 million in 1Q-2025. During the quarter, New lending has slightly decreased as Contact continued to focus on its portfolio, with an increased emphasis on higher-spread products to mitigate pressures from an elevated interest rate environment

Increasing diversification of Financing Portfolio and New Lending by Asset Class



Financing Portfolio Breakdown

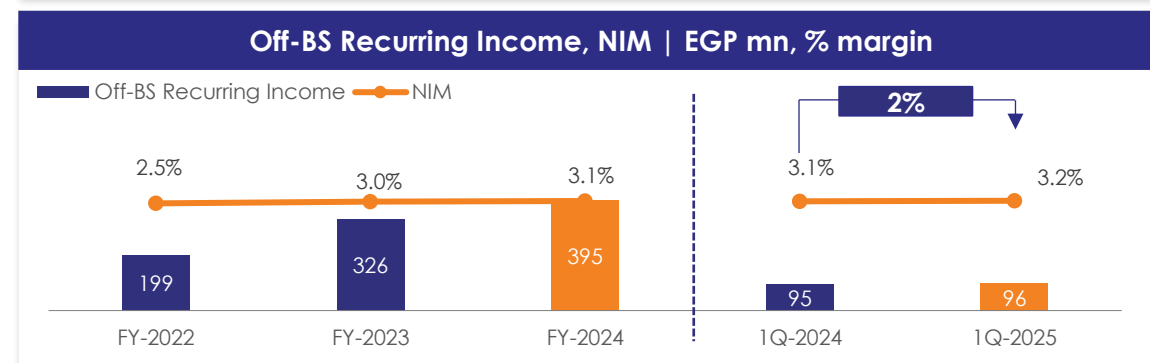
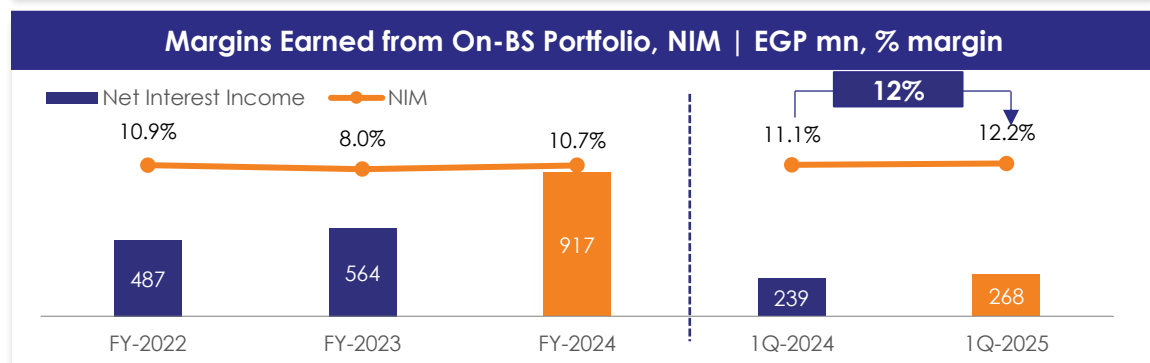
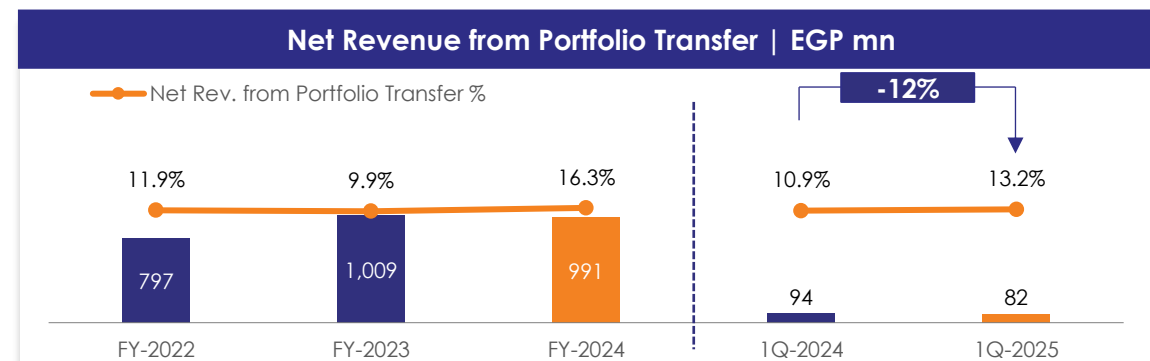
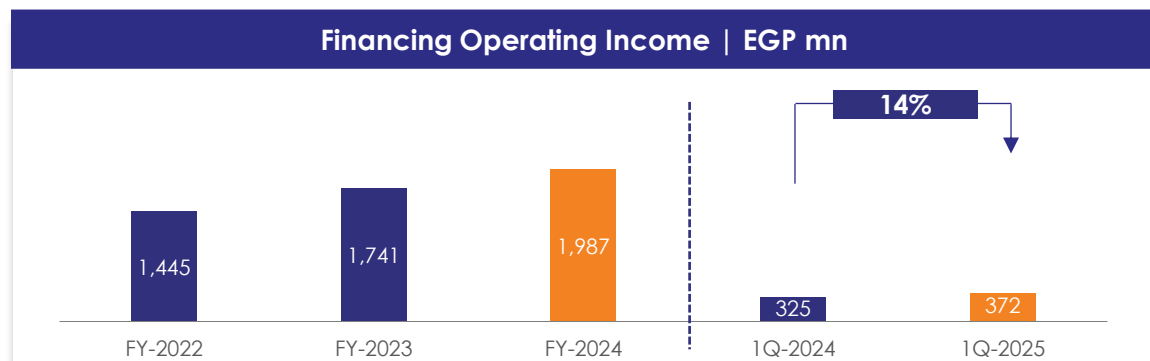


Note: The continued interest rate increases in Egypt have a negative effect on Contact's spreads in the short-term due to the timing gap between lending and refinancing. However, It is important to note the flexibility of all our finance and DCM structures, allowing for future refinancing

(1) The increase in the Company's On-BS NIMs was a result of the increased focus on higher margin products and increasing the spreads on key products.

Financing Division – Solid Results Across all Financing Revenue Components

The financing division delivered a solid performance in 1Q-2025 on the back of the shift in focus towards higher margin products



During 1Q-2024, the Group decided to slow down its portfolio transfer activities in anticipation of expected interest rate cuts over the coming period.

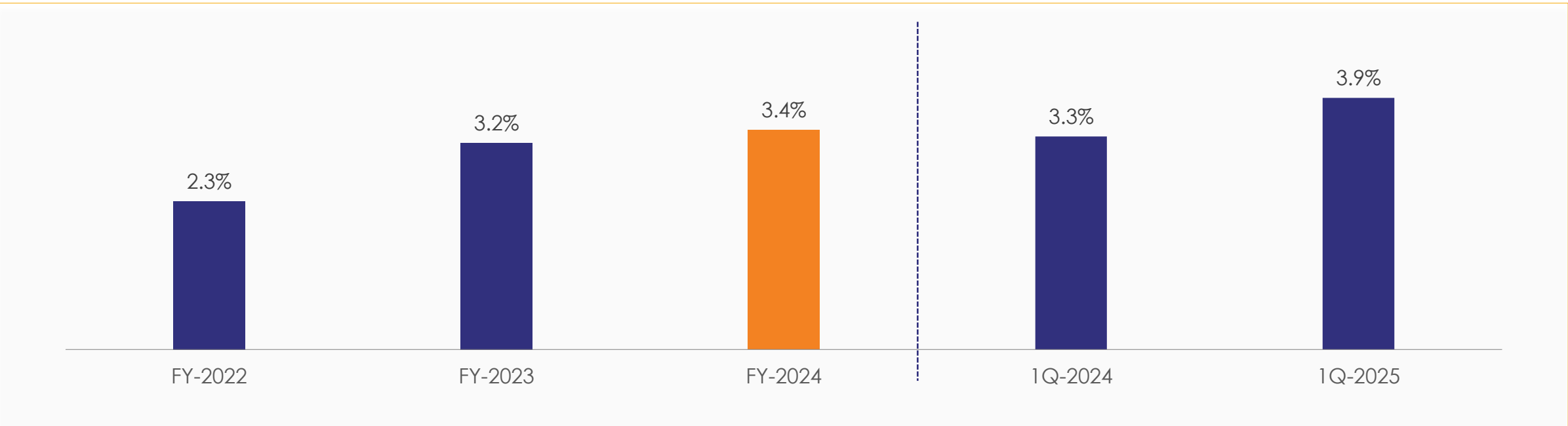
It is worth noting that Contact is planning on transferring portfolios at a more frequent rate once the interest rate starts declining.

Interest rate stability combined with a focus on higher margin products has enabled margins to begin showing improvements. The impact is expected to improve further once interest rates begin to ease.

Financing Division – High-Quality Portfolio a Midst of Challenging Market Conditions

Contact’s PaR 150+ delinquencies (Portfolio at Risk) ratio as at March 2025 stood at 3.9%

150+ Days Portfolio at Risk

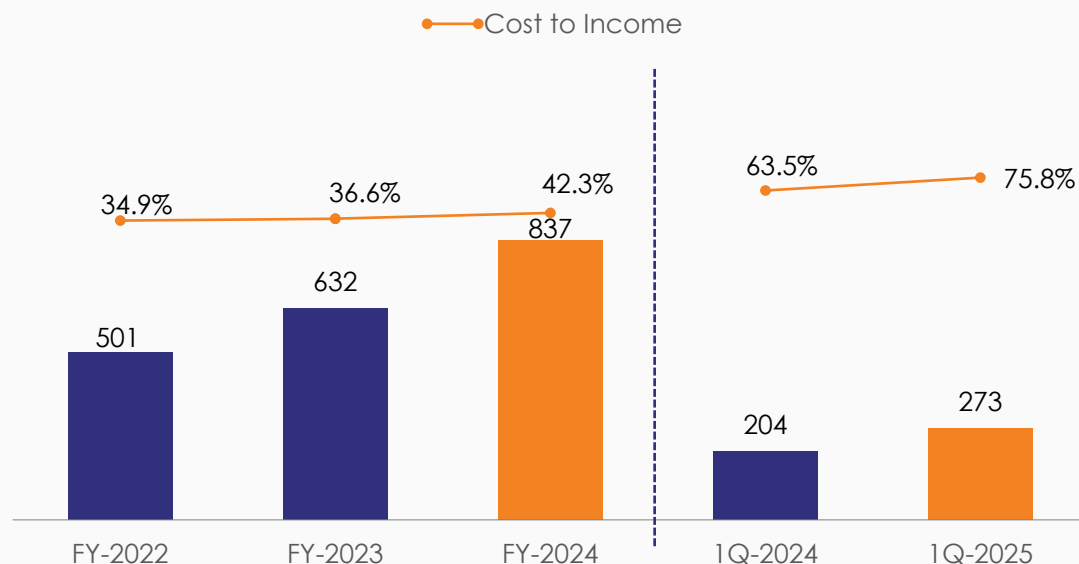


Contact's **delinquency ratio stood at 3.9% as of 31 March 2025** compared to the 3.3% recorded in 1Q-2024, a minor year-on-year increase in the midst of challenging market conditions, reflecting the Group's efficient collection cycle, as well as its successfully monitored high-quality portfolio.

Financing Division – Improved profitability on the back of improved portfolio margins

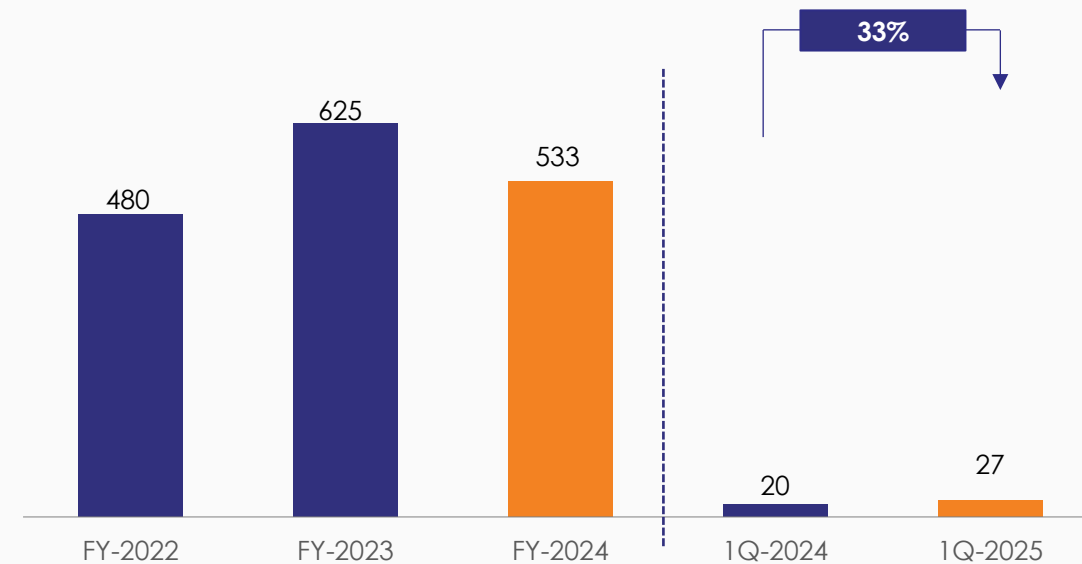
Net income at the financing division expanded by 33% y-o-y in 1Q-2025 as Contact benefitted from its shift in focus towards higher margin products

Operating Costs and Cost to Income | EGP mn, %



The financing segment's cost-to-income ratio rose by 12.3 percentage points year-on-year largely as a result of the increase in operating expenses due to a high inflation environment

Financing Net Income | EGP mn



Financing net income expanded by 33% y-o-y in 1Q-2025 to EGP 27 million mainly on the back of the shift towards higher margin products

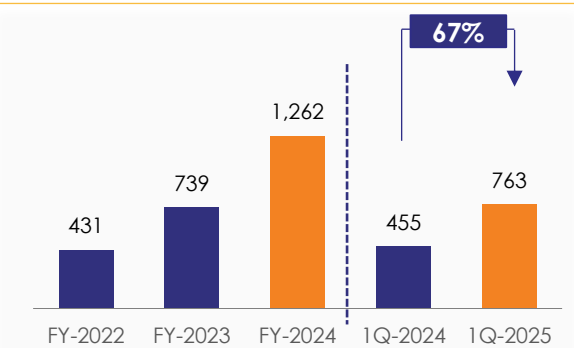
Insurance Division – Operational and Business Developments – 1Q-2025

Gross written premiums generated by both insurance companies expanded strongly in 1Q-2025, with year-on-year growth driven by the ramp up of new products and increased cross-selling. Meanwhile, total policies underwritten during the quarter reached c.38 thousand

Insurance – 54% year-on-year rise in total GWP to EGP 1,070 million

Sarwa Life – 67% year-on-year rise in GWP

GWP Sarwa Life | EGP mn

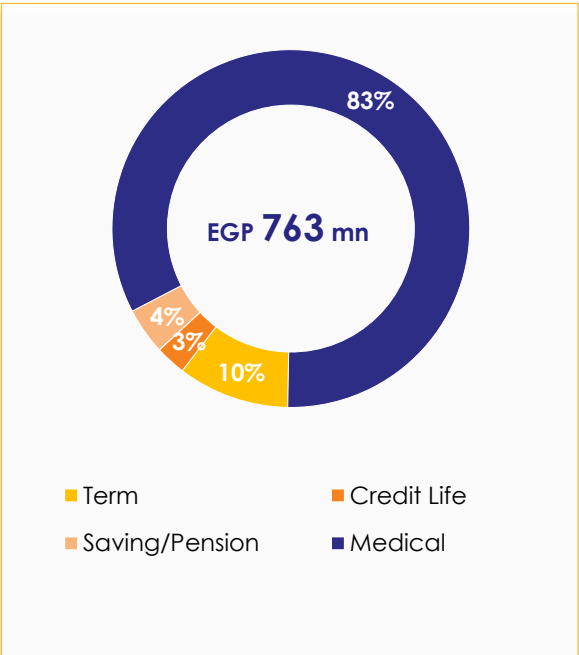


Strong growth for the period was driven by substantial growth in Medical, Term, and Saving/Pension Insurance

Sarwa Life's first open-ended money market fund, which was launched in the first quarter of 2021, reached EGP 192 million as of 1Q-2025.

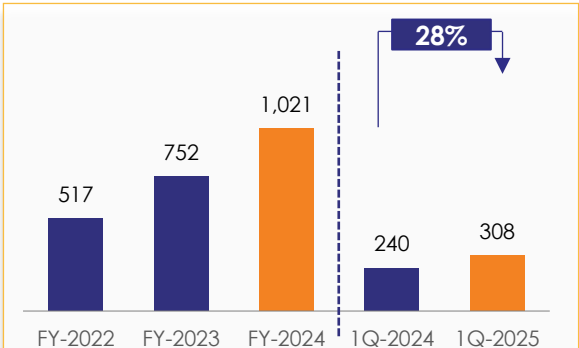
Sarwa Life's new operational issuance system is now online and fully operational. 100% of the company's retail operations, as well as its group life insurance, group pension, and credit life services are currently operating through the system, and by mid-2025, all lines of business are expected to be included

GWP Sarwa Life Breakdown – 1Q-2025



Sarwa Insurance – 28% year-on-year rise in GWP

GWP Sarwa Insurance | EGP mn

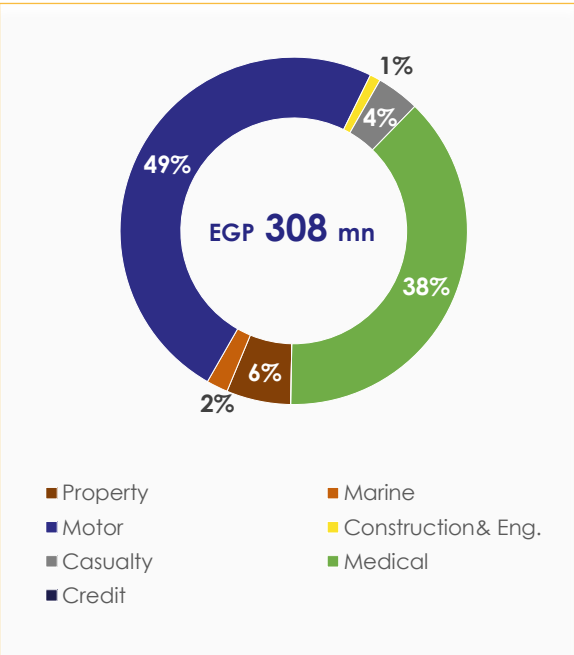


Higher GWPs reflect an increased reach and market penetration. Meanwhile, Motor Insurance continues to contribute the largest share of GWP having expanded 14% y-o-y.

The company has finalized its medical insurance system and is currently working on connecting it to the healthcare management company's platform, facilitating the swift issuance of medical insurance policies.

Sarwa Insurance has also completed the full digitalization cycle related to receiving price offers, issuing policies, and collecting installments for motor insurance, and has received FRA approval to begin using it.

GWP Sarwa Insurance Breakdown – 1Q-2025



Contact Insurance Brokerage

NEW PRODUCTS

New product roll outs include the "Family Card" which is a medical services card for Contact Brokerage customers, What's App promotions, home appliances warranty extension, SMEs Policies, and Car Towing (Road Assistance) policies

CERTIFICATION

ISO 9001:2021 obtained highlighting strong and consistent adherence to regulations and industry best practices.

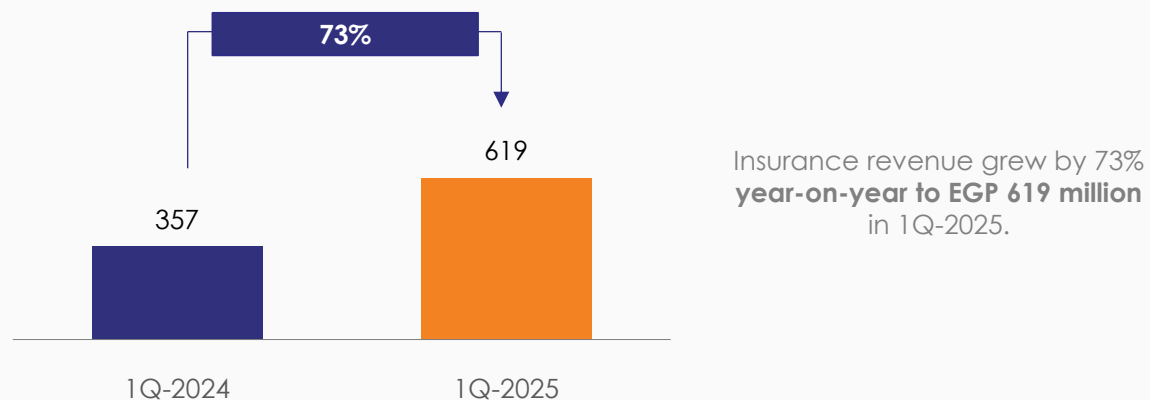
WEPS obtained highlighting efforts in promoting gender equality

DIGITAL OFFERING

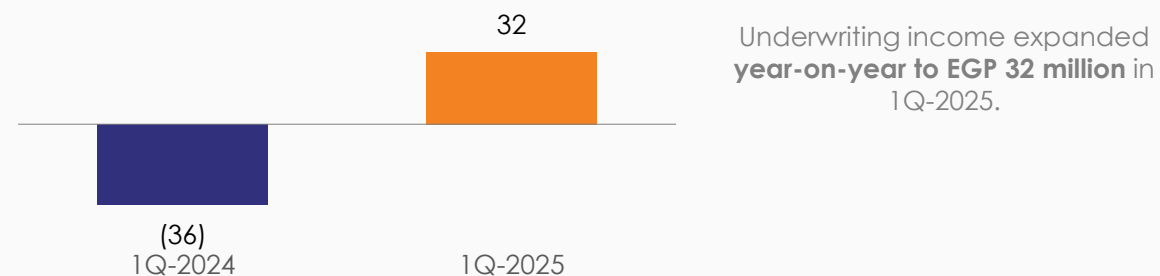
Contact Brokerage mobile app has been launched and is available to download

Insurance Division – Performance Review¹

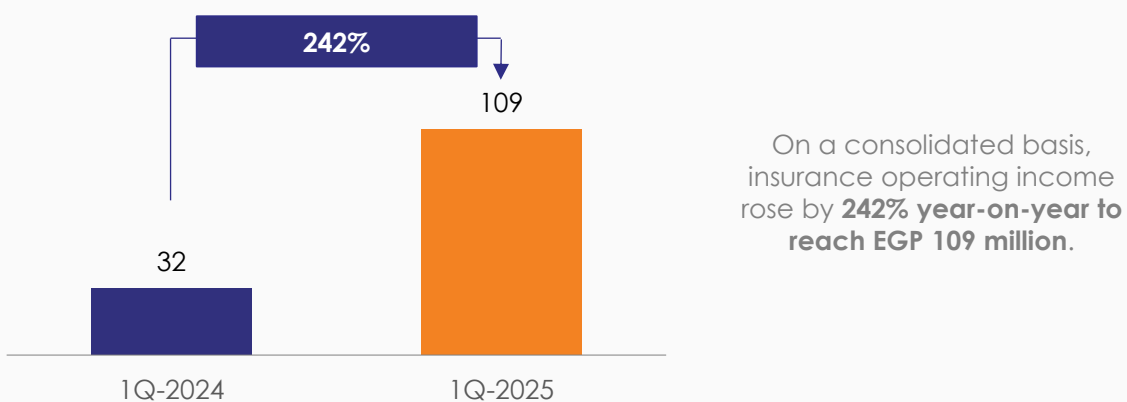
Insurance Revenue | EGP mn



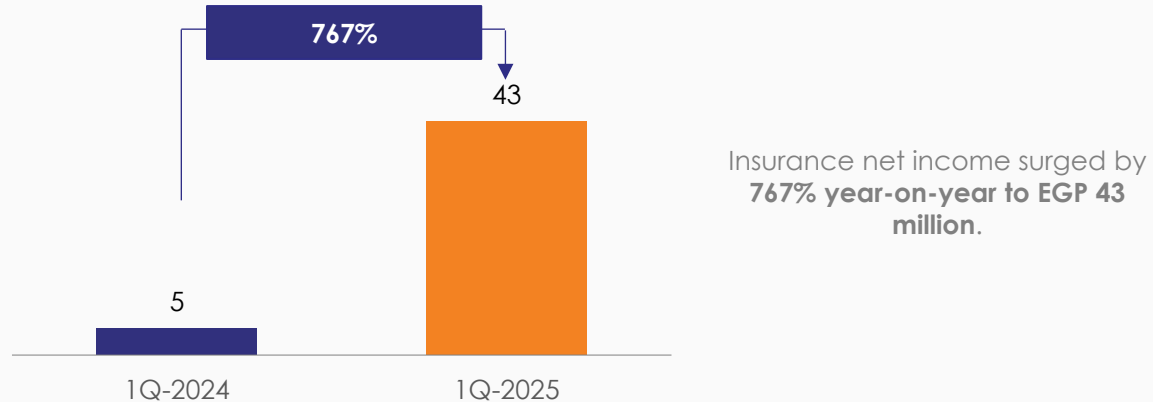
Underwriting Income | EGP mn



Insurance Operating Income | EGP mn



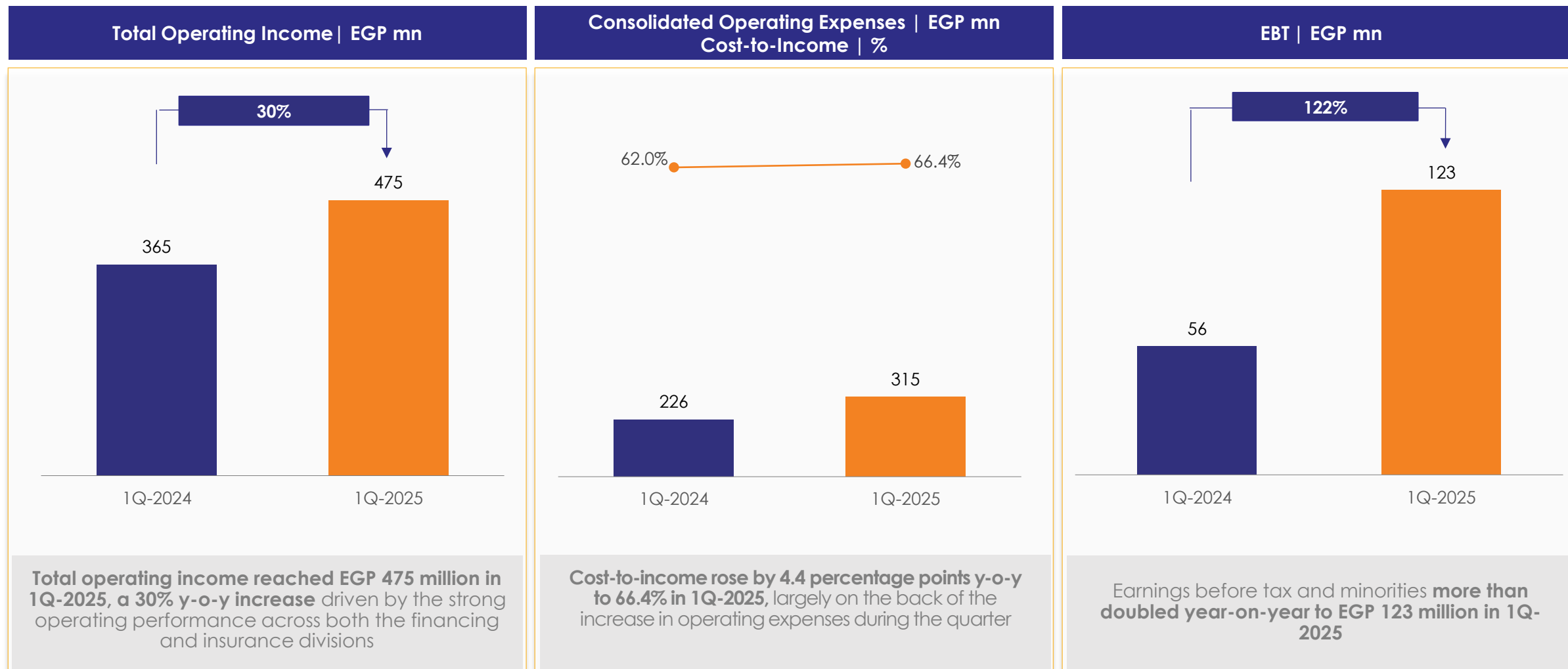
Insurance Net Income | EGP mn



(1) All insurance figures have been adjusted to IFRS 17, this had a huge impact on 1Q-2024 figures. The impact on the rest of 2024 quarters should be lower.

Consolidated Performance – Income Statement

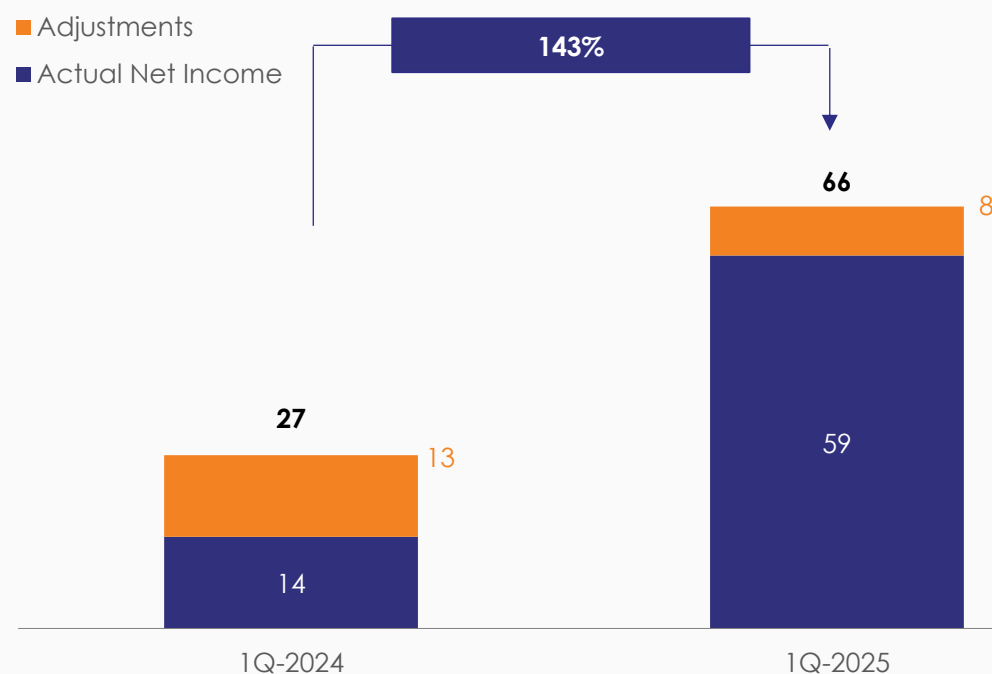
A strong performance at the insurance division, coupled with resilient at the financing division supported Contact's consolidated performance in 1Q-2025



Consolidated Performance – Income Statement

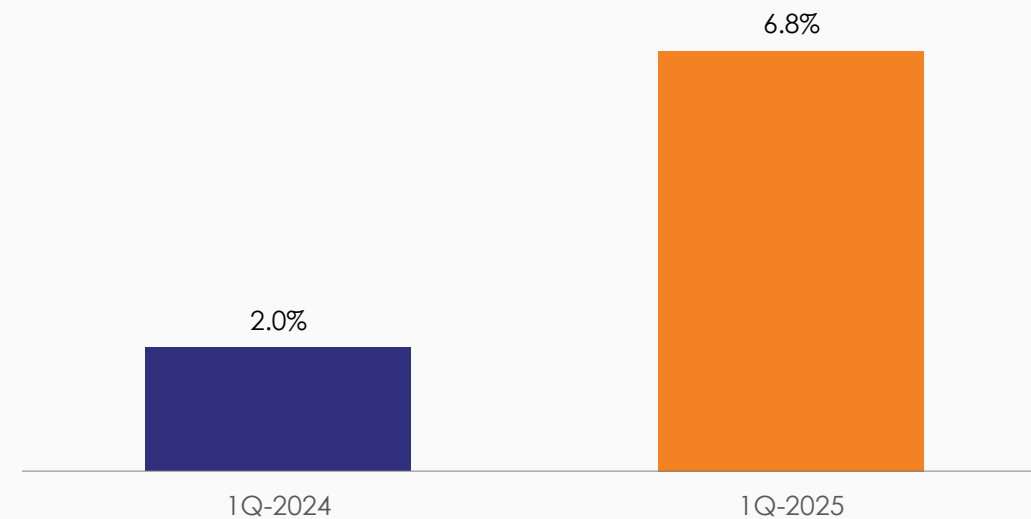
Consolidated normalized net income after minorities expanded by 143% year-on-year to EGP 66 million in 1Q-2025

Normalized Net Income^{1, 2} | EGP mn



Total normalized net income after minorities **increased by 143% year-on-year to EGP 66 million in 1Q-2025**

Consolidated Return on Equity | %



ROE reached 6.8% in 1Q-2025, a 4.8 percentage point year-on-year increase on the back of the year-on-year rise in net income achieved during the quarter

(1) The normalized net income for 1Q-2024 has been significantly influenced by the implementation of IFRS 17, which pertains to the accounting standards for insurance companies.

(2) Normalized net income adjusts for the following: Net effect of new rent standard, tech investments, ESOP, and tax adjustments.



Appendix

Financing Business Income Statement

	1Q-2024	1Q-2025	change (1Q-2024 vs 1Q-2025)
Revenue from Portfolio Transfer	95,905	58,492	-39%
Off Balance Sheet Portfolio Management Fee	94,649	96,320	2%
Securitization Surplus / Deficit	4,276	3,239	-24%
Early Payment Expense - Sukuk/Discounting	(101,022)	(75,590)	-25%
Net Revenue from Portfolio Transfer	93,807	82,461	-12%
Income from Financing Activities	551,375	668,395	21%
Interest Expense	(334,026)	(437,860)	31%
Other Interest Income	25,140	43,164	72%
Other Interest Expenses	(3,303)	(5,696)	72%
Net Interest Income	239,186	268,003	12%
Fee & Commission Income	38,617	37,379	-3%
Fee & Commission Expenses	(32,166)	(19,275)	-40%
Net Financing Fee & Commission Income	6,450	18,104	66%
Profit Share from Associates	(14,365)	3,352	N/A
Sales Revenue - Goods and Services	-	-	N/A
Cost of sales - Good and Services	-	-	N/A
Net Sales and Cost	-	-	N/A
Financing Operating Income	325,079	371,920	14%
Other Operating Income	5,898	5,944	1%
Other Operating Expense	(9,395)	(17,304)	84%
Net Operating Income/Expense	(3,497)	(11,360)	225%
Total Operating Income	321,582	360,560	12%
Capital Gain	-	-	N/A
Depreciation / Amortization	(26,969)	(32,912)	22%
Personnel Expenses	(166,746)	(232,760)	40%
Other Expenses	(37,401)	(40,378)	8%
Marketing Expenses	(9,844)	(16,636)	69%
Provisions	15,000	(9)	N/A
Other Finance Cost - R.O.U	(10,059)	(18,018)	79%
Foreign Currency Differences	343	-	-100%
Board of Directors Allowances	(463)	(1,440)	211%
Impairment of Financial Assets	(41,603)	44,482	N/A
Total Expenses	(277,740)	(297,669)	7%
EBT	43,842	62,890	43%
Income Tax	(20,986)	(23,989)	14%
Net Profit for the Year After Tax	22,856	38,901	70%
Non-Controlling Interest	(2,618)	(12,073)	361%
Net Income	20,238	26,828	33%

Insurance Business Income Statement

	1Q-2024	1Q-2025	change (1Q-2024 vs 1Q-2025)
Insurance Revenue	357,236	618,696	73%
Insurance Service Expenses	(443,814)	(724,724)	63%
Insurance Activity Surplus (Deficit)	(86,578)	(106,028)	22%
Reinsurance expenses	(89,063)	(207,103)	133%
Reinsurance revenue	145,581	351,843	142%
Reinsurance Activity Surplus (Deficit)	56,518	144,739	156%
Net Insurance Financing Income (Expenses)	(12,864)	(17,804)	38%
Net Reinsurance Financing Income (Expenses)	7,421	10,718	44%
Underwriting income	(35,504)	31,626	N/A
Investment income	50,840	59,494	17%
Fee Income Insurance	26,697	34,606	30%
Fee Expenses Insurance	(10,026)	(16,243)	62%
Net Insurance Fee Income	16,672	18,363	10%
Insurance operating income	32,008	109,483	242%
Other operating income	10,897	2,863	-74%
Other operating expense	(632)	(153)	-76%
Net operating income/expense	10,266	2,710	-74%
Total Operating Income	42,274	112,193	165%
Depreciation / Amortization	(3,993)	(6,505)	63%
personnel expenses	(6,829)	(21,154)	210%
Other Expenses	(5,132)	(9,739)	90%
Marketing Expenses	(63)	(573)	802%
Provisions	0	1,120	N/A
Other Finance cost - R.O.U	(5,210)	(5,627)	8%
Foreign currency differences	0	(218)	N/A
Board of directors allowances	0	0	N/A
Expected Credit loss Provision	1,094	1,045	-5%
Total Expenses	(20,133)	(41,652)	107%
EBT	22,140	70,542	219%
Income tax	(14,691)	(18,579)	26%
Net Profit for the Year After Tax	7,450	51,963	598%
Non controlling interest	(2,549)	(9,460)	271%
Net Income	4,900	42,503	767%

Consolidated Income Statement

Financing Business	1Q-2024	1Q-2025	change (1Q-2024 vs 1Q-2025)
Revenue from Portfolio Transfer	95,905	58,492	-39%
Off Balance Sheet Portfolio Management Fee	94,649	96,320	2%
Securitization Surplus / Deficit	4,276	3,239	-24%
Early Payment Expense - Sukuk/Discounting	(101,022)	(75,590)	-25%
Net Revenue from Portfolio Transfer	93,807	82,461	-12%
Income from Financing Activities	551,375	668,395	21%
Interest Expense	(334,039)	(437,888)	31%
Other Interest Income	25,145	44,674	78%
Other Interest Expenses	(3,303)	(5,696)	72%
Net Interest Income	239,178	269,485	13%
Fee & Commission Income	42,512	40,126	-6%
Fee & Commission Expenses	(32,166)	(19,275)	-40%
Net Financing Fee & Commission Income	10,346	20,851	102%
Profit Share from Associates	(19,643)	(3,181)	-84%
Financing Operating Income	323,689	369,616	14%
Insurance			
Insurance Revenue	357,236	618,696	73%
Insurance Service Expenses	(443,814)	(724,724)	63%
Insurance Activity Surplus (Deficit)	(86,578)	(106,028)	22%
Reinsurance expenses	(89,063)	(207,103)	133%
Reinsurance revenue	145,581	351,843	142%
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Underwriting income	(35,504)	31,626	N/A
Investment income	50,840	59,494	17%
Fee Income Insurance	26,697	34,606	30%
Fee Expenses Insurance	(10,026)	(16,243)	62%
Net Insurance Fee Income	16,672	18,363	10%
Insurance operating income	32,008	109,483	242%
Other Operating Income	20,107	15,511	-23%
Other Operating Expense	(11,302)	(19,443)	72%
Net Operating Income/Expense	8,805	(3,932)	N/A
Total Operating Income	364,502	475,168	30%
Capital Gain	-	-	N/A
Depreciation / Amortization	(31,566)	(39,932)	27%
Personnel Expenses	(181,486)	(263,591)	45%
Other Expenses	(44,350)	(51,831)	17%
Marketing Expenses	(10,183)	(17,361)	70%
Provisions	15,000	1,111	-93%
Other Finance Cost - R.O.U ¹	(15,573)	(23,694)	52%
Foreign Currency Differences	343	(219)	N/A
Board of Directors Allowances	(463)	(1,440)	211%
Impairment of Financial Assets	(40,565)	45,184	N/A
Total Expenses	(308,842)	(351,773)	14%
EBT	55,660	123,395	122%
Income Tax	(36,086)	(43,353)	20%
Net Profit for the Year After Tax	19,575	80,042	309%
Non-Controlling Interest	(5,168)	(21,535)	317%
Net Income	14,406	58,508	306%

(1) Other Finance Costs reflect the application of the EAS 49 standard/IFRS16.