

Contact

Results Presentation



1H-2024



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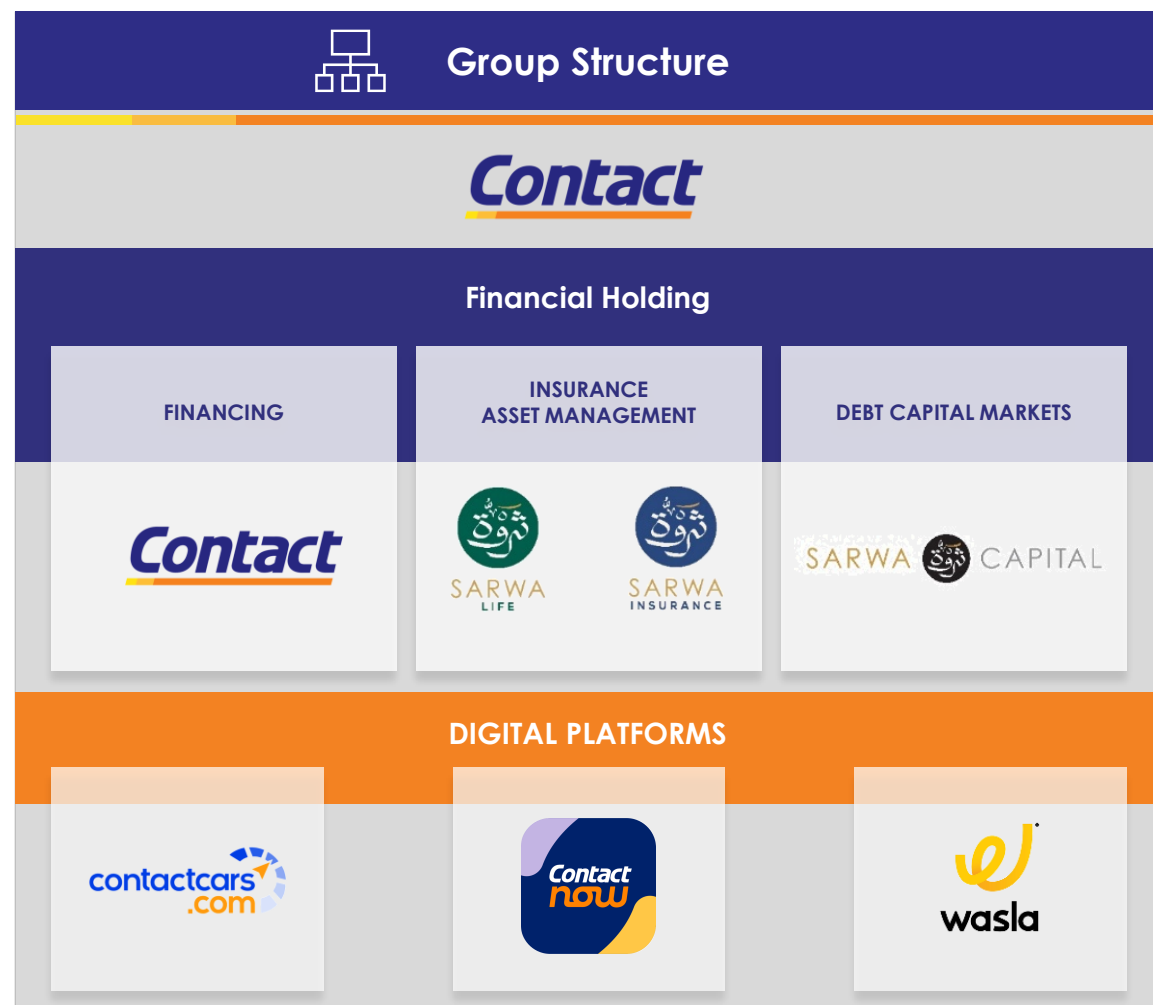


Introduction



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

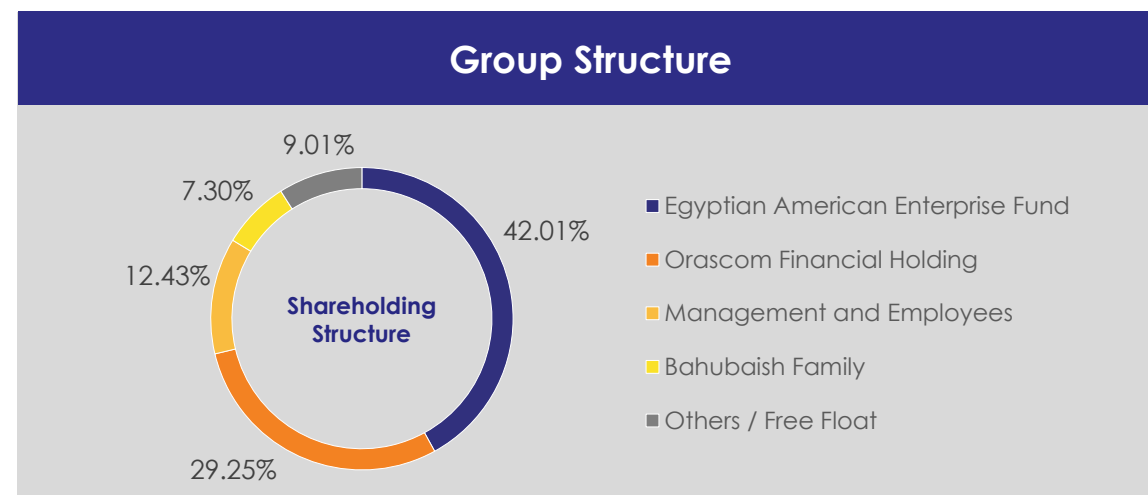
Listed Since 2018 Under the Ticker CNFN.CA

EGP 66.3 bn

Total Financing Since inception (June 2024)

EGP 5.6 bn

Gross Written & Generated Premiums Since inception (June 2024)



Results Snapshot

Current market conditions – including the elevated interest rate environment – has impacted new issuance and contributed to the management's decision to slow down portfolio transfer activities, which has historically generated a substantial proportion of the company's revenue. We expect to gradually increase portfolio transfer activities during the second half of the year.

EGP **1.0** bn

Consolidated Total Operating Income
(▼8% y-o-y)

EGP **216.5** mn

Consolidated Normalized Net Income¹
(▼44% y-o-y)

12.7%

Return on Average Equity
(vs 25.3% in 1H-23)



Financing Division Highlights – 1H-2024

EGP **4.8** bn

New Lending
(▼40% y-o-y)

EGP **20.4** bn

Financing Portfolio
(▲12% y-o-y)

EGP **750.5** mn

Financing Operating Income
(▼20% y-o-y)

EGP **108.6** mn

Financing Net Income
(▼62% y-o-y)

55.0%

Cost-to-Income
(vs. 32.5% in 1H-23)

1.0%

Return on Average Assets
(vs 3.5% in 1H-23)

8.2%

Return on Average Equity (vs
25.9% in 1H-23)



Insurance Division Highlights – 1H-2024

EGP **1.2** bn

Gross Written Premiums
(▲46% y-o-y)

EGP **255.5** mn

Brokerage Generated Premiums
(▲37% y-o-y)

+80 k

Underwritten & Generated Insurance Policies
(▲58% y-o-y)

EGP **261.1** mn

Insurance Operating Income
(▲69% y-o-y)

92.6%

Insurance Combined Ratio
(vs. 90.9% in 1H-23)

EGP **97.3** mn

Insurance Net Income
(▲155% y-o-y)

62.2%

Return on Average Equity (vs
35.0% in 1H-23)

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



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

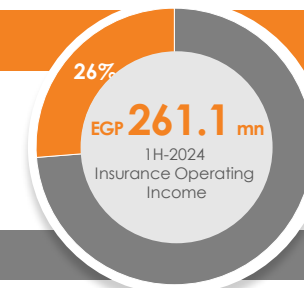


Product Offering

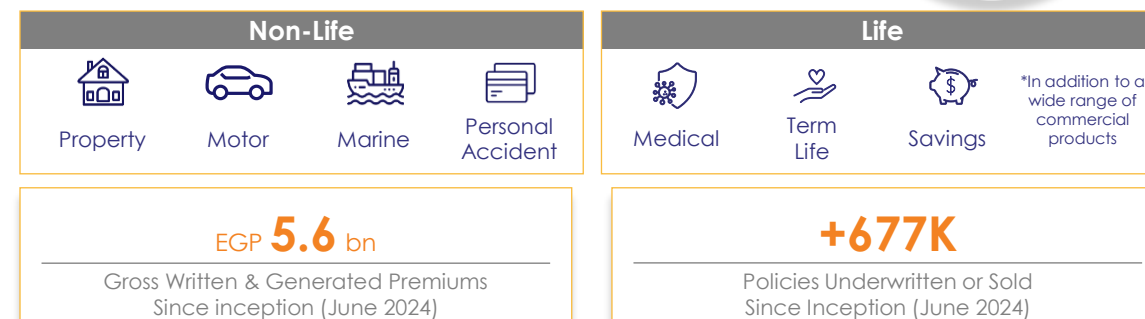


Insurance

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



Product Offering



Distribution

Physical

- ✓ 76 branches across all governorates
- ✓ +10,500 POS
- ✓ +1,500 Auto Dealers
- ✓ 12 booths in malls

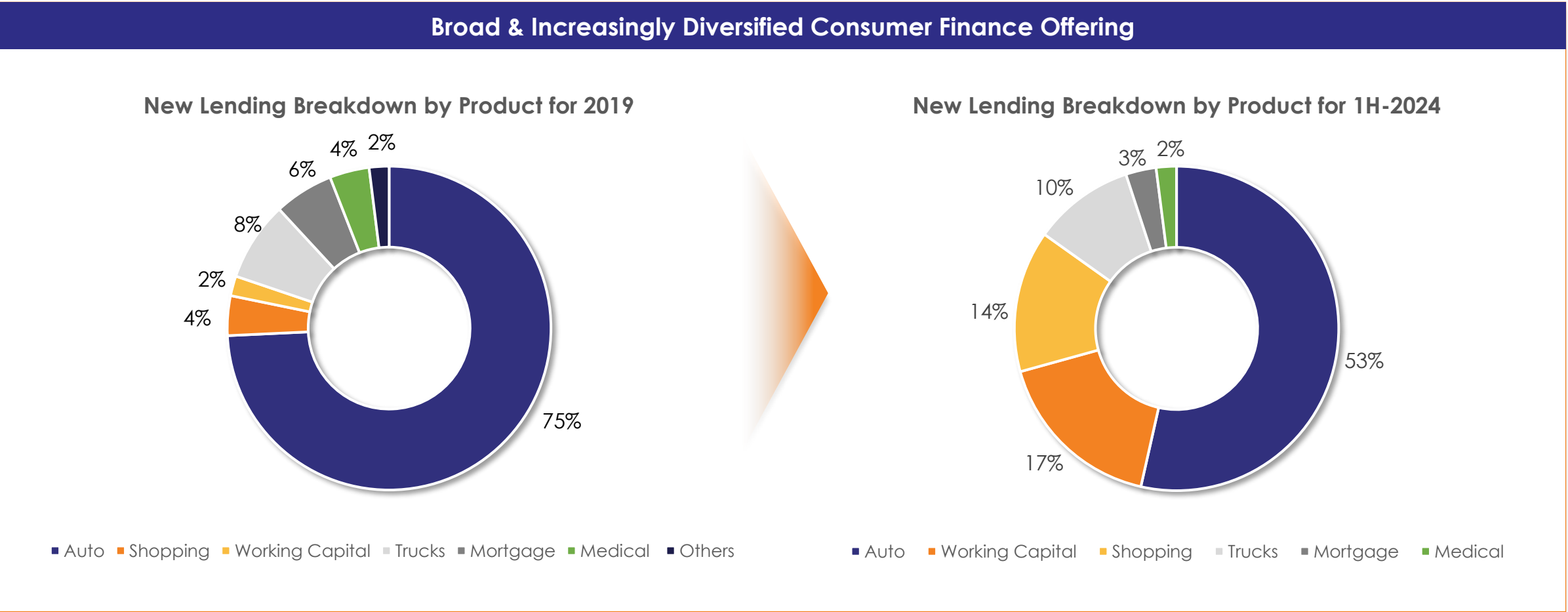
Direct to Consumer Digital Platforms

- ✓ Contactcars.com: 1.2 million monthly users
- ✓ ContactNow app: 682k registered users
- ✓ Wasla: 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

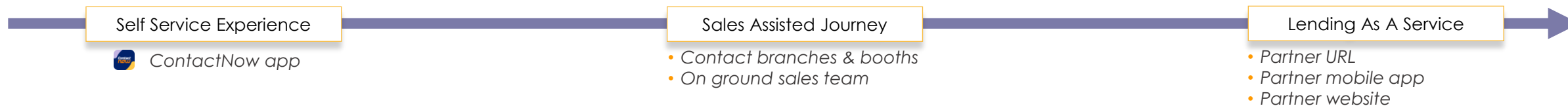
Distinctive credit assessment methodology refined over +20 years of financing experience



- 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



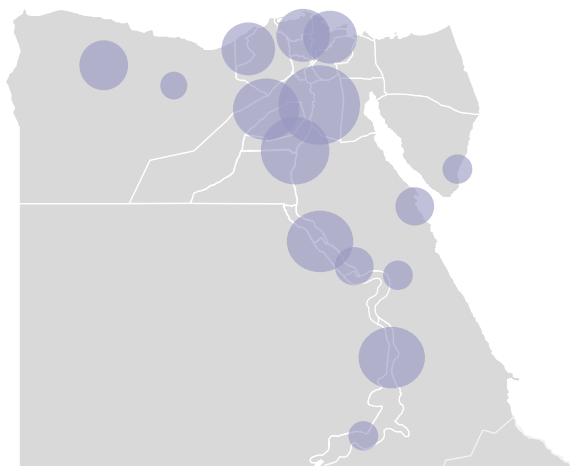
+517k
Submitted Digital Requests
Since Inception



26% → **65%**
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, and 2023



+1,500

Auto Dealers



+10,500

PoS
(Shopping Merchant Network)



12

Contact Booths in Shopping Malls
across Cairo & Alexandria



17

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



76

Total Contact Branches across Egypt (including 17 mini-Contact branches)
Contact Pay PoS Machines were Installed across all Contact Branches to
Collect Credit Installments

Wide Geographical Footprint

Zamalek	Sharm El Sheikh	Tahta	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
Dokii	Fayoum	Sadat City	Zohour Club – New Cairo
6 October	Suez	Beba	Mahala Elkobra
Haram	Port Said	Meit Ghamr	Menia Elkamh
Badrashen	Gena	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)



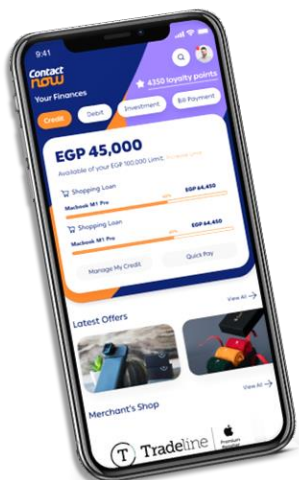
Lending as a Service (LaaS)



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.

Investments

Customers can access a variety of investment instruments and track their performance.

Debit

Customers can send and receive cash transfers, make online payments, and track their finances and investments.

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

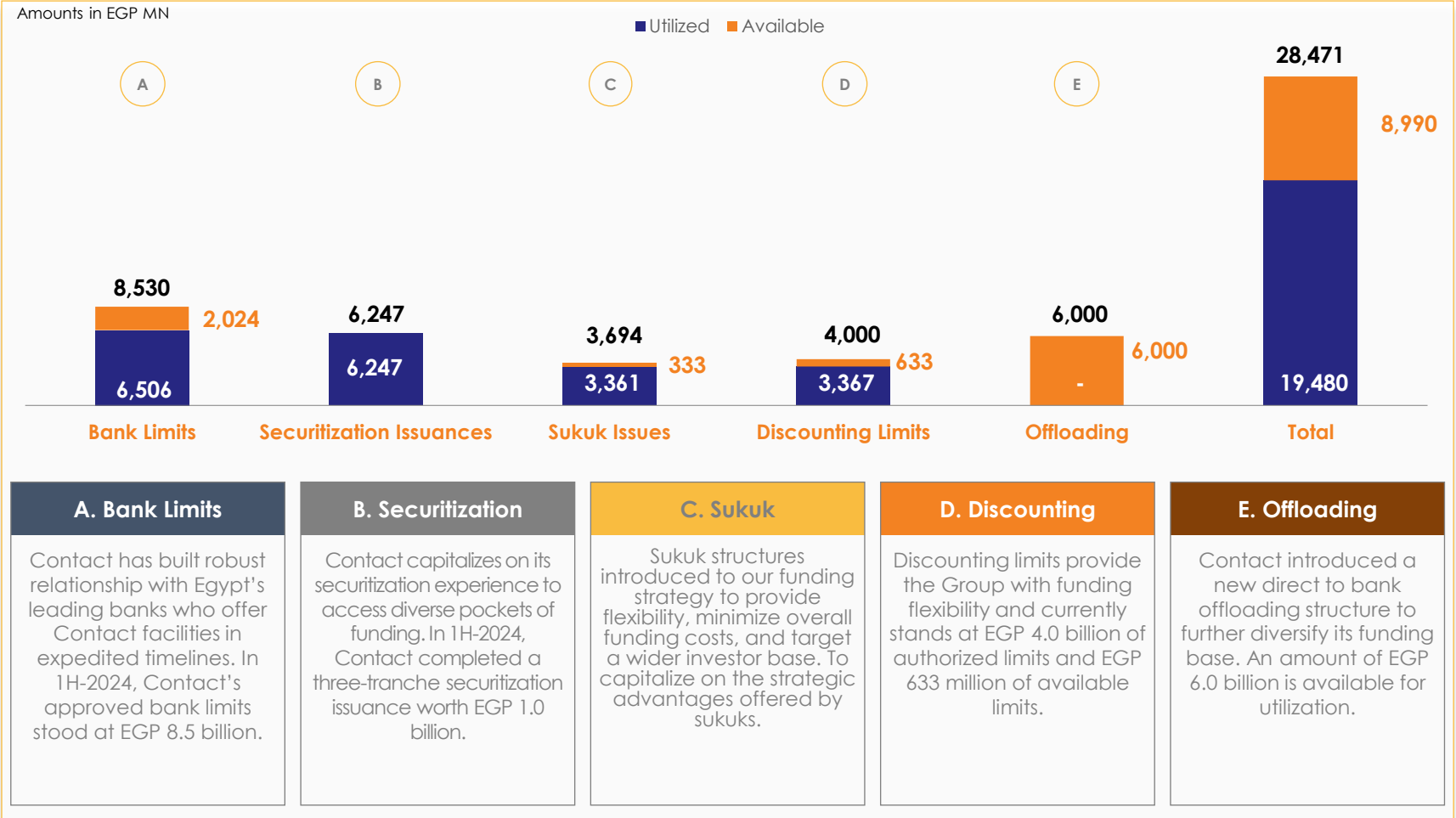


Diversified, Highly Liquid Funding Base

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 1H-2024 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 35.3 bn as of 30 June 2024
- The Group fully redeemed 19 debt issuances to date worth over EGP 14.3 billion and has partially redeemed EGP 11.4 billion from its 12 remaining issuances. The current outstanding balance on these 12 issuances stands at EGP 9.6 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

31

Debt
Issuances
totaling*
+EGP 35.3 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.

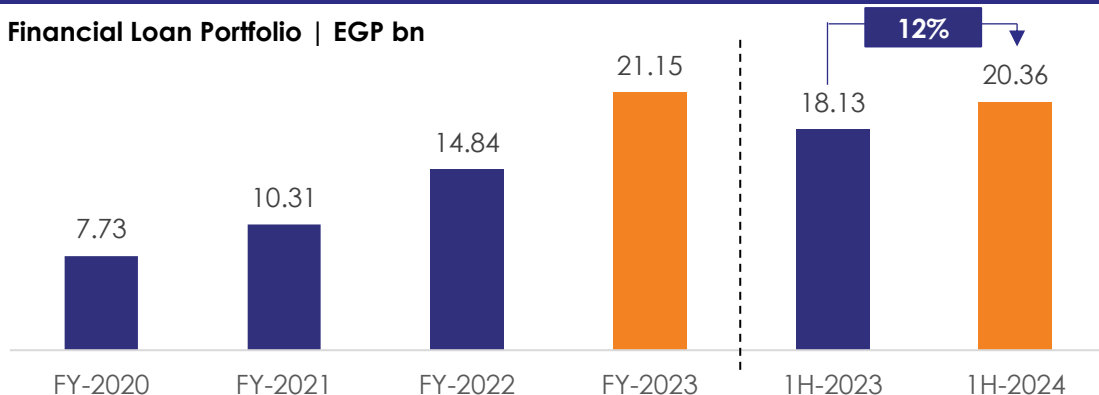
*Figures refer to the Group's internal issuance only.

Consistent Growth and Expansion

Through its growing digital presence, as well as its increasingly broad reach and service offering, Contact is able to overcome the difficult market conditions and a challenging macroeconomic environment to continue outperforming rising competition

A sizeable loan portfolio...

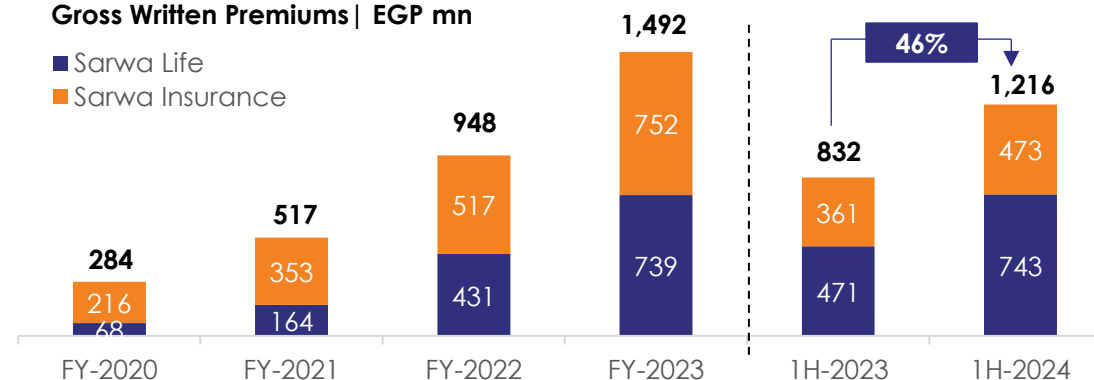
Financial Loan Portfolio | EGP bn



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

Gross Written Premiums | EGP mn

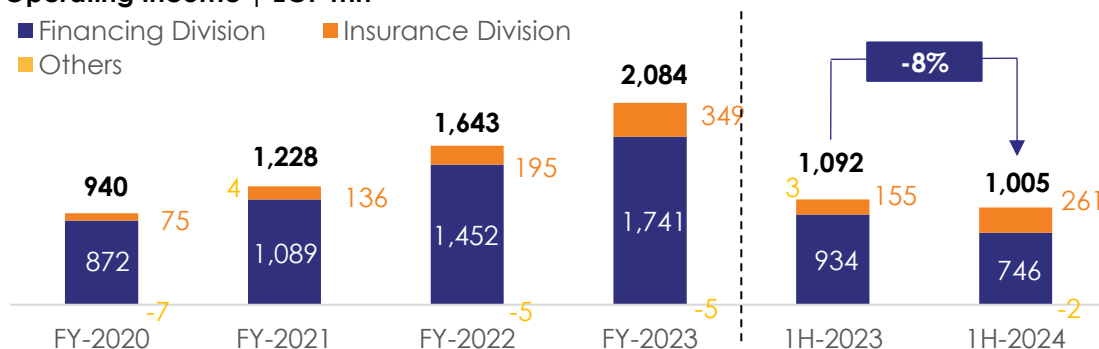
■ Sarwa Life
■ Sarwa Insurance



Delivering resilient operating income ...

Operating Income | EGP mn

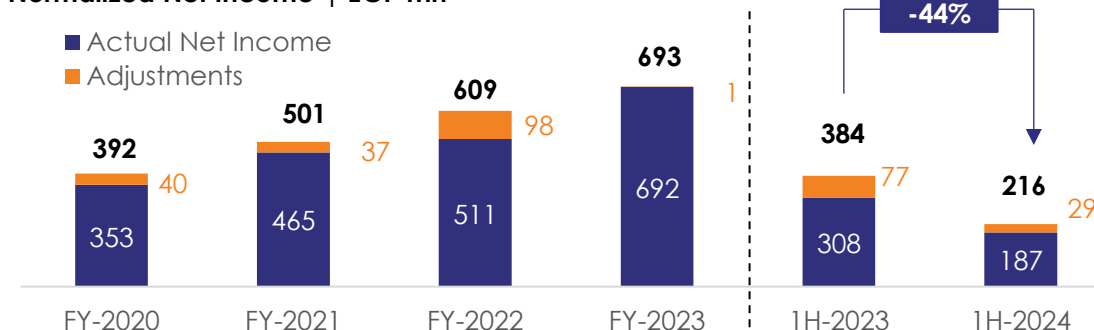
■ Financing Division
■ Insurance Division
■ Others



...However, the challenging operating environment weighed on bottom-line results

Normalized Net Income¹ | EGP mn

■ Actual Net Income
■ Adjustments



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



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



wasla



sakneen



trella

toothpick

JUMIA

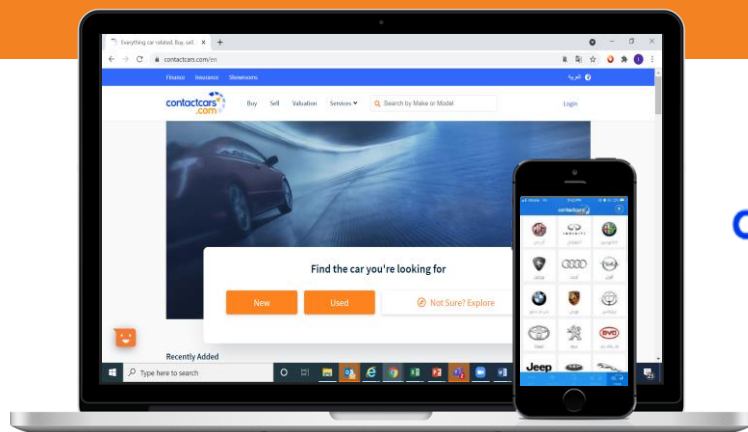
Lending as a Service for Digital Platforms

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.

Digital Platforms – Contactcars.com

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

ContactCars.com Relaunched



In 1H-2024, the average number of paid dealer subscriptions increased by 82% y-o-y, and organic traffic (the most sustainable type of traffic) on the platform rose by 70% y-o-y. Additionally, Contactcars.com has developed new mobile applications for end-users with the aim of enhancing user experience and tailoring it to the user's needs and interests. This is expected to result in a rise in mobile app downloads and usage.

+24K

Retail paid classified ads
Since launch in 1H-2023

82%

1H-2024 YoY Growth in
subscribed dealers

6.8K

Motorcycle classified ads
Since launch in Oct. 2023

1.2 mn

Unique Avg. monthly
users in 1H-2024

14.3 mn

Classified Car page views
in 1H-2024

2.2 mn

Motorcycle page views
since launch in October
2023

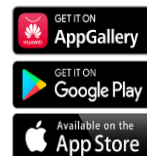
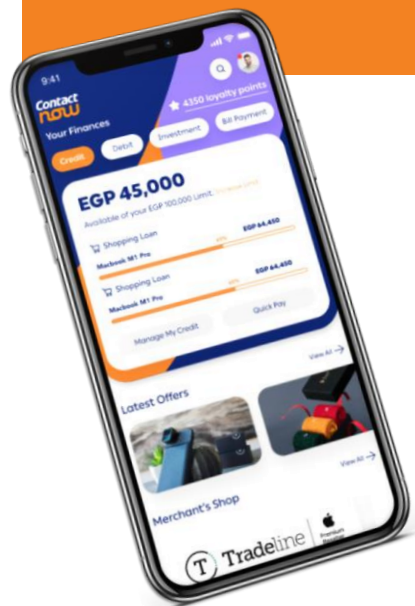
Contactcars.com has successfully expanded its business partnership with Toyota-Egypt, reaching an agreement to supply Toyota with a digital auction product for their used-car sales within the dealership network. This will encompass both Toyota and Contactcars.com dealers.

Looking ahead, in 2H-2024 Contactcars.com intends to further enhance its offering by incorporating the "Otlobha" product, which is designed to assist buyers in finding the desired vehicle at the most favorable price and in the shortest amount of time. Additionally, the platform will expand the "Auction" product line to cater to other used-car dealers. Furthermore, Contactcars.com is working on utilizing AI-powered user segmentation to enhance user retention and increase advertising revenue.

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



ContactNow on Huawei app store

New Bill Payment Feature Launched in 1H-2023

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 secured several partnerships alongside major vendors, providing customers with an enhanced purchasing experience. ContactNow has also renewed its partnership with Carrefour Egypt, with all its retail stores acting as acquisition and activation points for customers

1.03M

Total Downloads Since Inception, 122k New in 1H-2024

+682k

Registrations Since Inception, Including 82k New Registrations in 1H-2024

ContactNow boasts new and UX and UI features set up to create an enhanced transaction process, enabling customers to fulfill their financial needs in a more convenient manner.

ContactNow has recently launched its LAAS feature, an additional acquisition channel that will allow ContactNow to access millions of customers across the Egyptian market.

+548k

Total transactions Since Inception, Including 154k New transactions in 1H-2024

53%

1H-2024 Y-o-Y Growth in Instalment Payments

Digital Platforms – Wasla

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

Wasla at a glance



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

Wasla 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
(10.6k organic new downloads in 1H-2024)

+1.36 mn

Unique Shopping Instances

269

Merchant Network



Top Arab Startups



2020 Venture Program

Forbes

Featured Startup F30/30 2022

Key Milestones

Growth in GMV 1H-2024 vs 1H-2023

+103%

Growth in Transactions 1H-2024 vs 1H-2023

+29%

Growth in Conv Rate in 1H-2024

46%

(vs 7% in 1H-23)

Marketing ROI 1H-2024

+37X

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 42.9 bn as of June 2024.

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

42
Debt
Issuances
totaling
+EGP 42.9 bn

Highest
Credit
Ratings

First
Securitization
Issuance

First
Real Estate-
Backed
Securitization

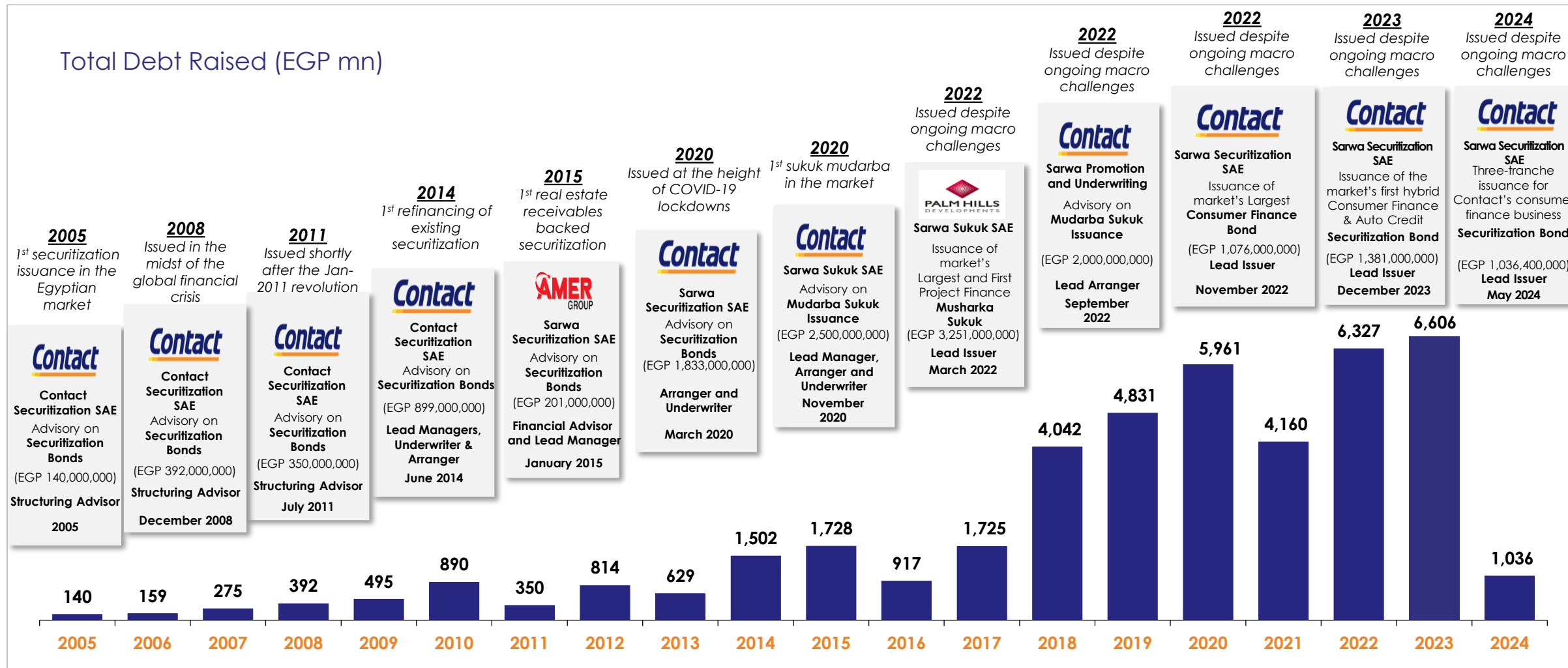
Largest Issuer of
Securitization
Bonds

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

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, 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

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 2.4 bn

Value of Contracts Financed Since Inception

KES 15 mn

Average Loan Amount

KES 1.6 bn

O/S Portfolio

157

Number of Financed Contracts Since Inception

Ownership Structure

Contact
40%



60%

A.S. Investments UAE

ALMASI
(Kenya-based)







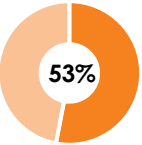
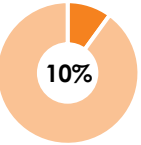
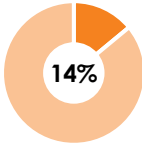
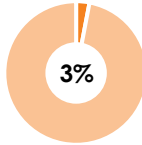
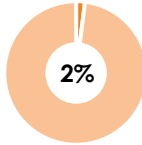
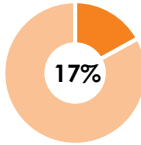


1H-2024 Performance Review



Comprehensive Financing Offering

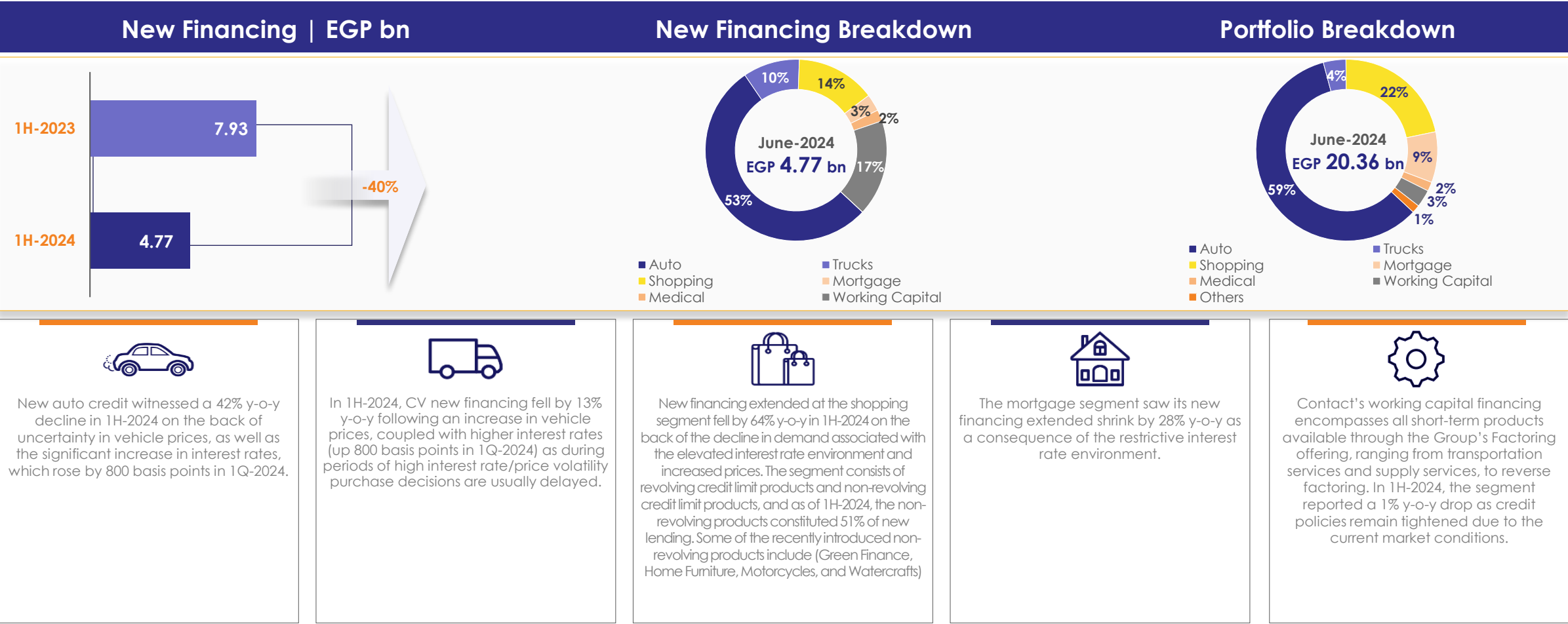
New lending during the six-month period was impacted by a restrictive interest rate environment coupled with product price uncertainty

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 -42% New Financing Growth in 1H-2024 vs 1H-2023	 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 -13% New Financing Growth in 1H-2024 vs 1H-2023	 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 -64% New Financing Growth in 1H-2024 vs 1H-2023	 Mortgage Contact Mortgage offers long-term mortgages, and home equity loans -28% New Financing Growth in 1H-2024 vs 1H-2023	 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 15% New Financing Growth in 1H-2024 vs 1H-2023	 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 -1% New Financing Growth in 1H-2024 vs 1H-2023
	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
	 53%	 10%	 14%	 3%	 2%	 17%

Note: Percentage contributions refer to share of total new financing during 1H2024.

Financing Division – Resilient Results Across Financing Segments

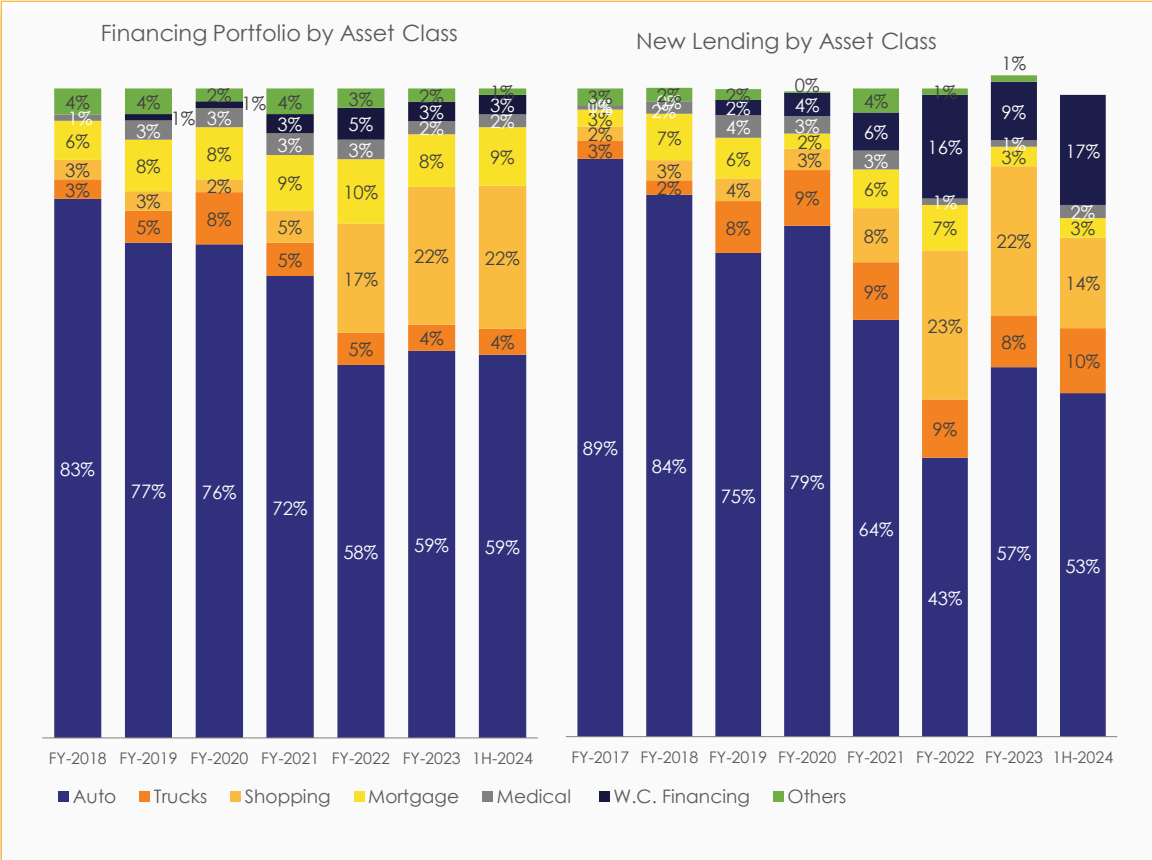
In 1H-2024, total new financing extended was EGP 4.8 billion, a 40% year-on-year drop, with the Consumer Finance and Auto segments experiencing the largest year-on-year declines during the period. The division’s performance comes as a result of the continued elevated interest rates, which impacted demand during the period (up 800 bps in 2022, 300 bps in 2023, and a further 800 bps in 1Q-2024), and was further exacerbated by current prevalent price uncertainty



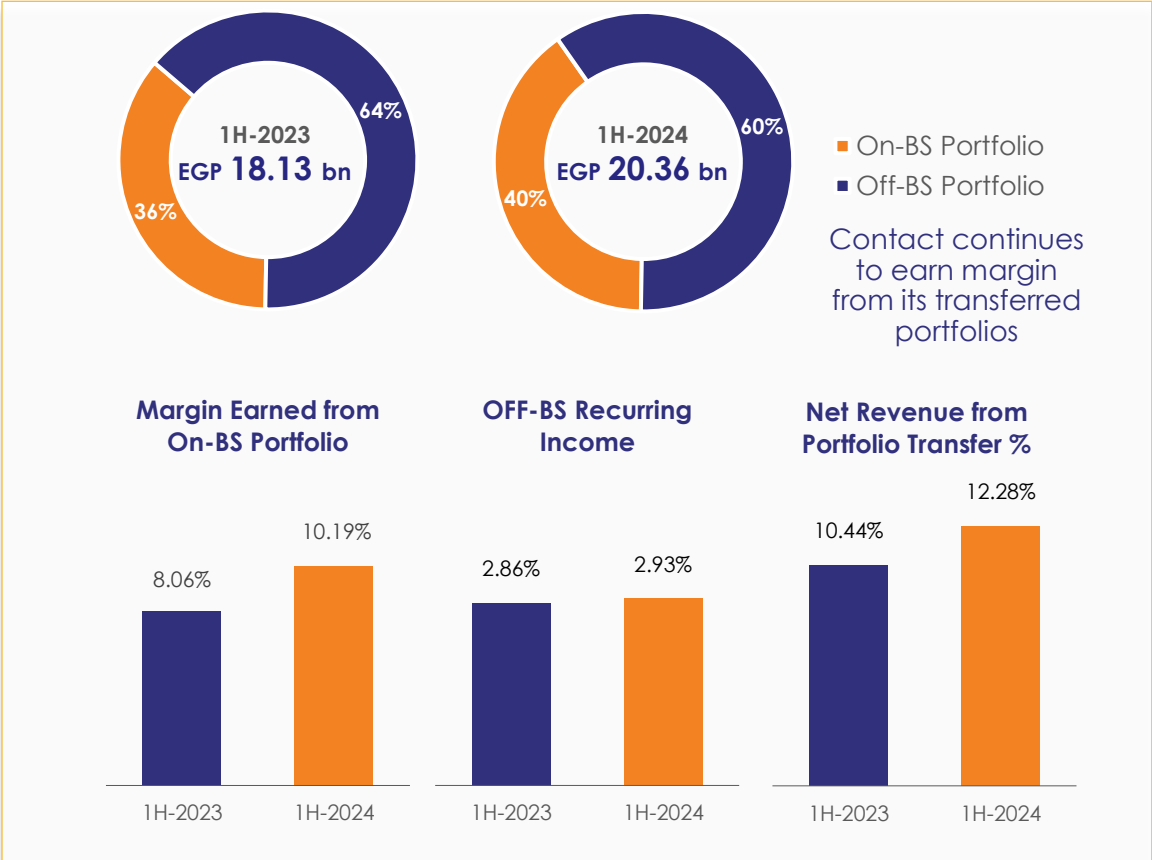
Financing Division – Increasingly Diversified Portfolio with Favorable Margins

Contact’s financing portfolio reached EGP 20.36 billion in 1H-2024, a 12% year-on-year increase. Throughout the year, Contact continued to diversify its portfolio with an increased focus on higher-spread products to mitigate pressures from a high interest rate environment

Increasing diversification of Financing Portfolio and New Lending by Asset Class



Financing Portfolio Breakdown

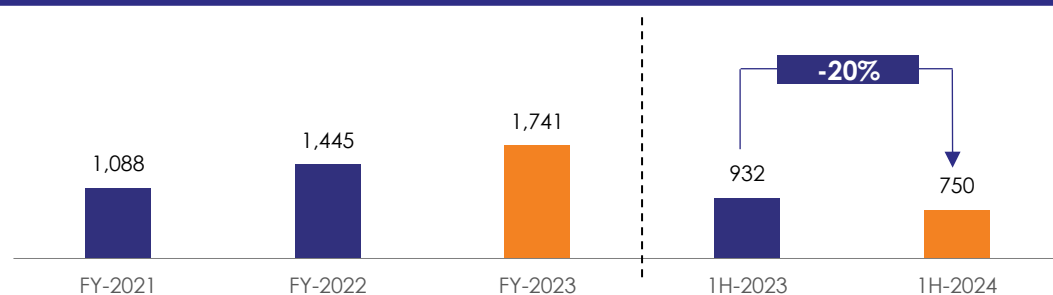


Note: The continued interest rate increases in Egypt have a negative effect on Contact's spreads in the short-term due to the timing gap between lending and refinancing. However, It is important to note the flexibility of all our finance and DCM structures, allowing for future refinancing

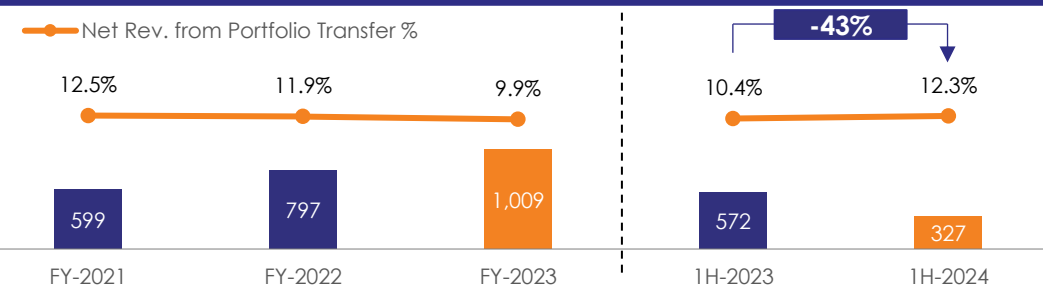
Financing Division – Resilient Results Across all Financing Revenue Components

The Financing Division's 1H-2024 results were heavily affected by an elevated interest rate environment as well as the prevalent price uncertainty, which negatively impacted customers' purchasing power, leading to a drop in demand

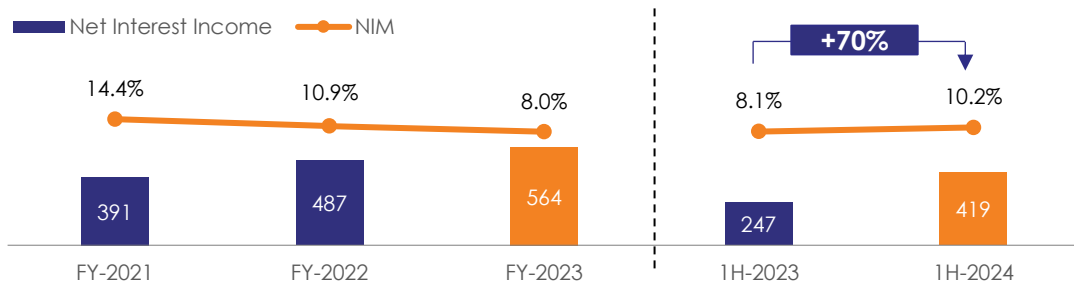
Financing Operating Income | EGP mn



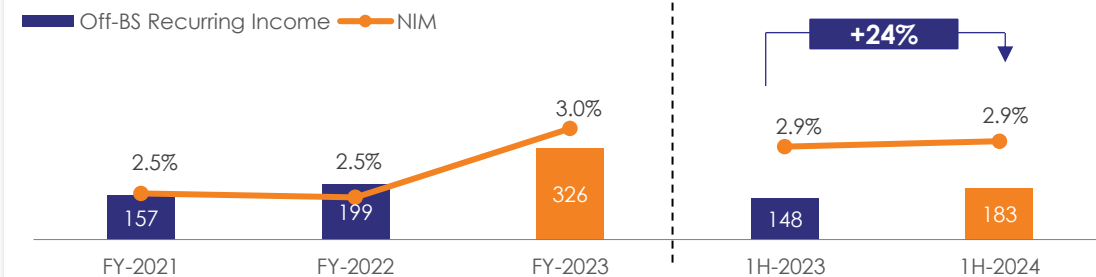
Net Revenue from Portfolio Transfer | EGP mn



Margins Earned from On-BS Portfolio, NIM | EGP mn, % margin



Off-BS Recurring Income, NIM | EGP mn, % margin



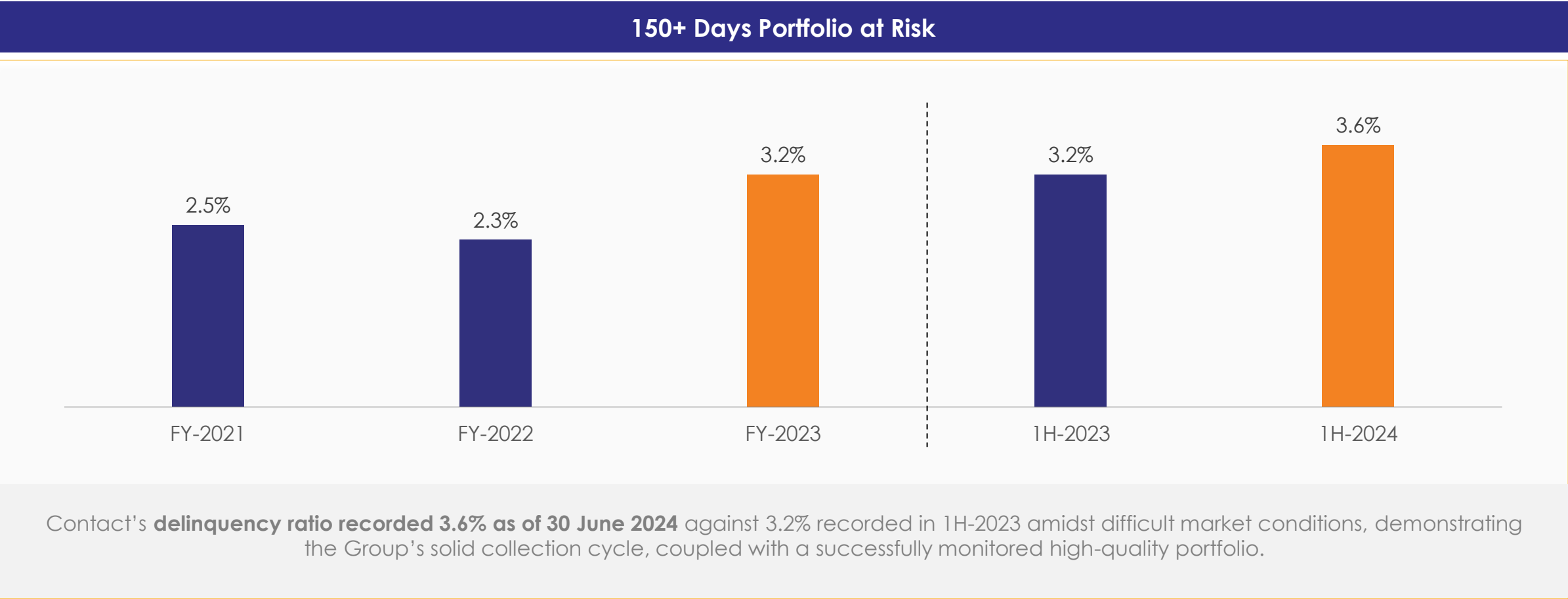
Continued interest rate hikes weighed on the company's decision to keep more loans on its balance sheet driving growth in net interest income but heavily impacting net revenue from portfolio transfer.

The decision to keep loans on balance sheet has been made given that on balance sheet loans are already funded by banks at fixed rates. It is worth noting that the company will transfer portfolios more frequently as the market stabilizes.

Interest rate hikes during 2024, 2023, and late 2022 impacted margins negatively as a result of contracts being refinanced at higher rates. The impact is expected to reverse as interest rates start to ease.

Financing Division – High-Quality Portfolio as Evident by the Low Delinquency Ratio

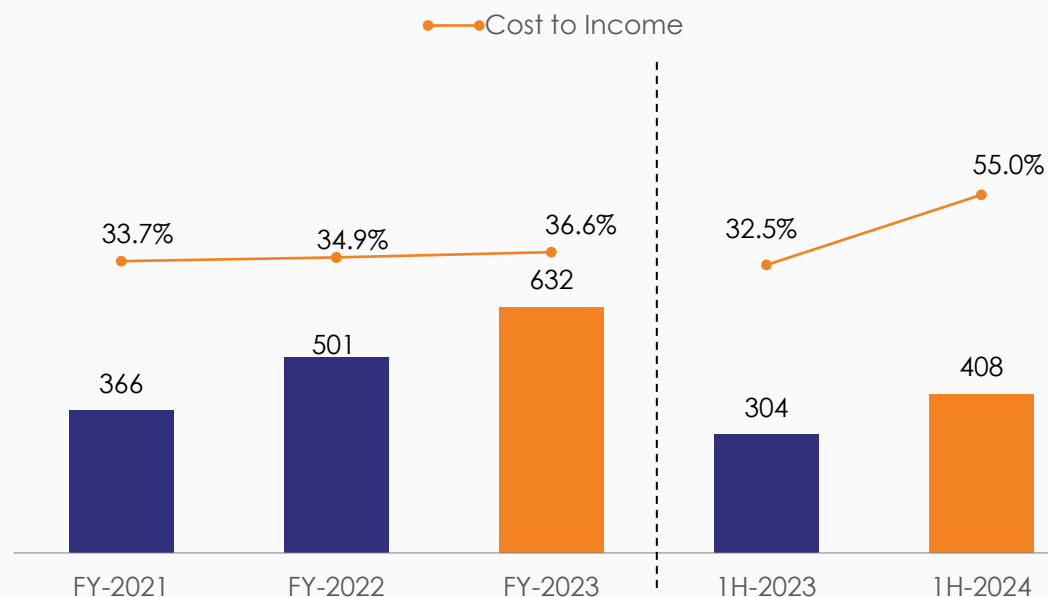
Contact’s PaR 150+ delinquencies (Portfolio at Risk) ratio as at June 2024 stood at 3.6%



Financing Division – Declining Profitability amidst a Difficult Operating Environment

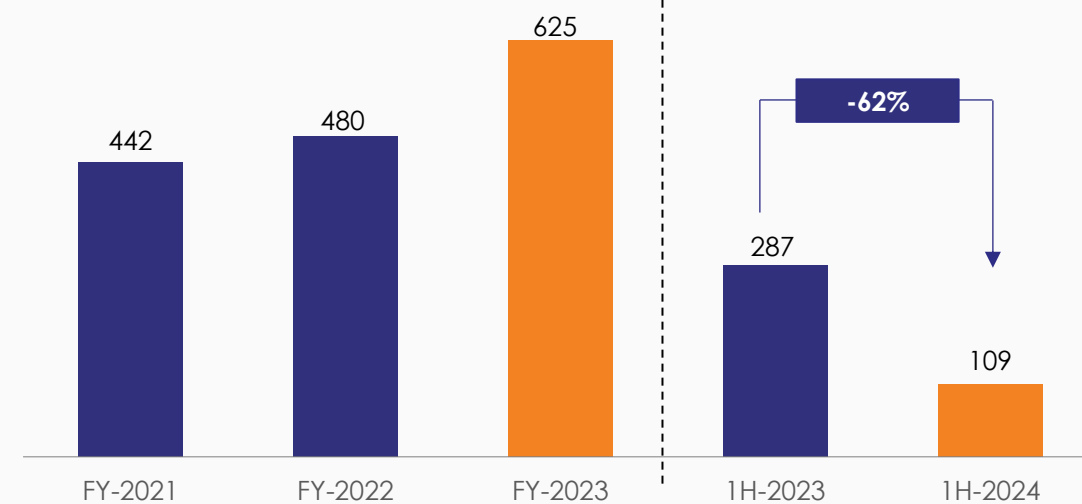
The Financing Division's net income dropped by 62% year-on-year in 1H-2024 following the company's decision to slow down portfolio transfer activities given the prevailing interest rate environment, this was further exacerbated by FX losses associated with overseas operations

Operating Costs and Cost to Income | EGP mn, %



The financing segment's cost-to-income ratio rose by 22.5 percentage points year-on-year largely as a result of the drop in operating income

Financing Net Income | EGP mn



Financing net income dropped by 62% year-on-year to EGP 109 million in 1H-2024 as a result of limited revenue from portfolio transfer, as well as losses associated with overseas operations

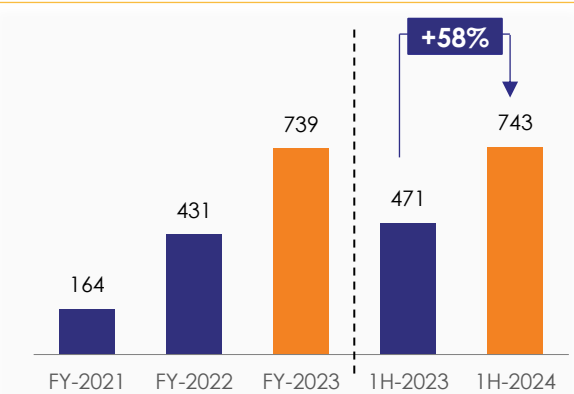
Insurance Division – Operational and Business Developments – 1H-2024

Gross written premiums generated by both insurance companies continued to report strong year-on-year growth on the back of new product launches and increased cross-selling, while total policies underwritten in 1H-2024 reached c.75 thousand

Insurance – 46% year-on-year rise in total GWP to EGP 1,216 million

Sarwa Life – 58% year-on-year rise in GWP

GWP Sarwa Life | EGP mn

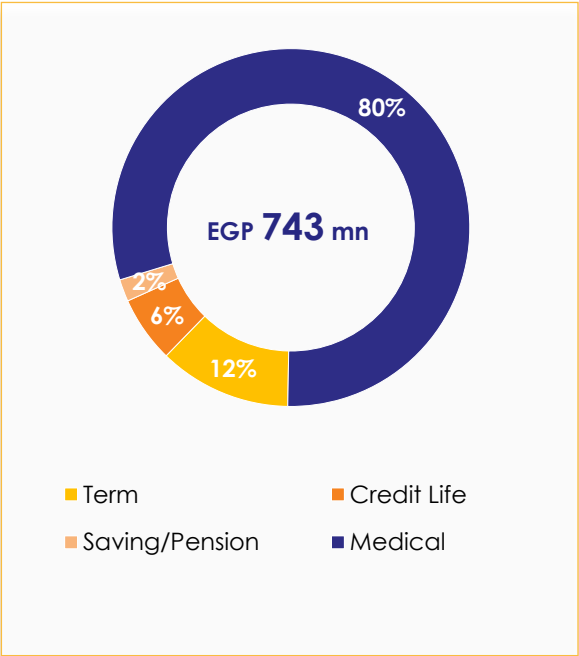


Strong growth for the period was driven by substantial growth in Term and Medical Insurance

Sarwa Life's first open-ended money market fund, which was launched in the first quarter of 2021, reached EGP 237 million as of 1H-2024.

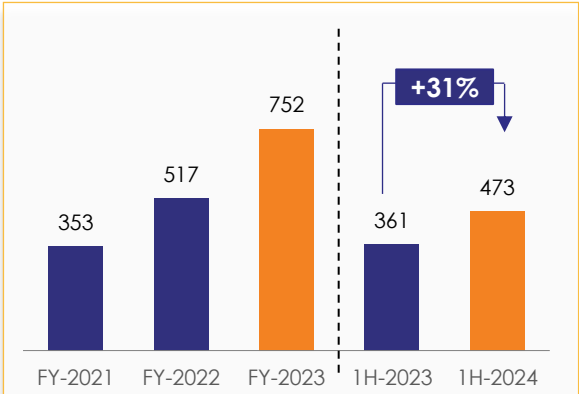
Sarwa Life's new operational issuance system is now online and fully operational. 100% of the company's retail operations, as well as its group life insurance services are currently operating through the system.

GWP Sarwa Life Breakdown – 1H-2024



Sarwa Insurance – 31% year-on-year rise in GWP

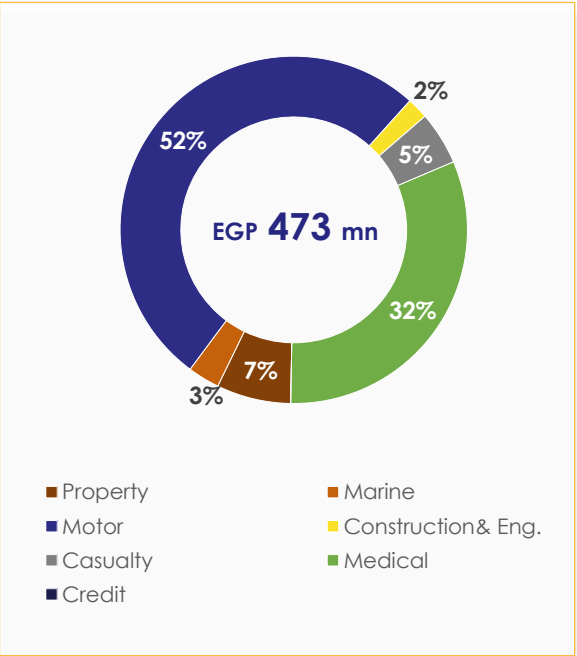
GWP Sarwa Insurance | EGP mn



Higher GWPs reflect an increased reach and market penetration. Meanwhile, motor insurance continues to contribute the largest share of GWP having expanded 25% y-o-y.

The company has gone live with the collections module of its system, introduced a new Task Management Department, and implemented a fast-track path for settling small, non-motor claims within 24-hours.

GWP Sarwa Insurance Breakdown – 1H-2024



Contact Insurance Brokerage

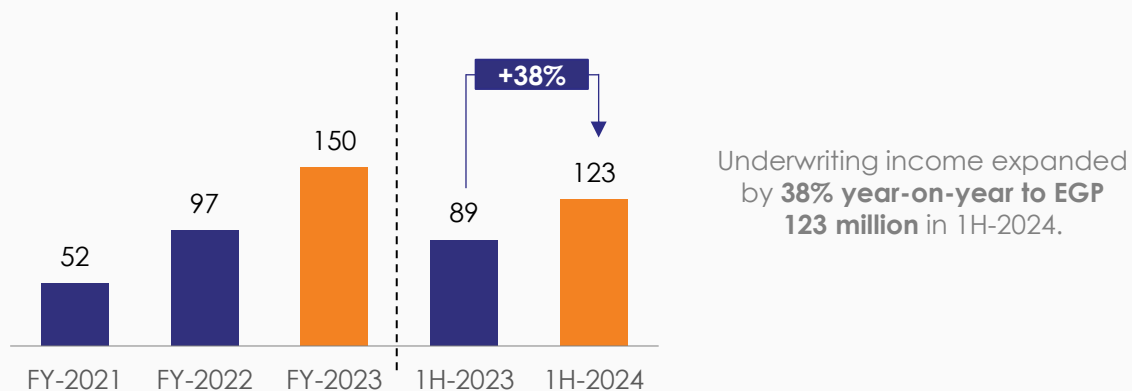
NEW PRODUCTS
New product roll outs include the "Family Card" which is a medical services card for Contact Brokerage customers, What's App promotions, home appliances warranty extension, SMEs Policies, and Car Towing (Road Assistance) policies

CERTIFICATION
ISO 9001:2021 obtained highlighting strong and consistent adherence to regulations and industry best practices.
WEPS obtained highlighting efforts in promoting gender equality

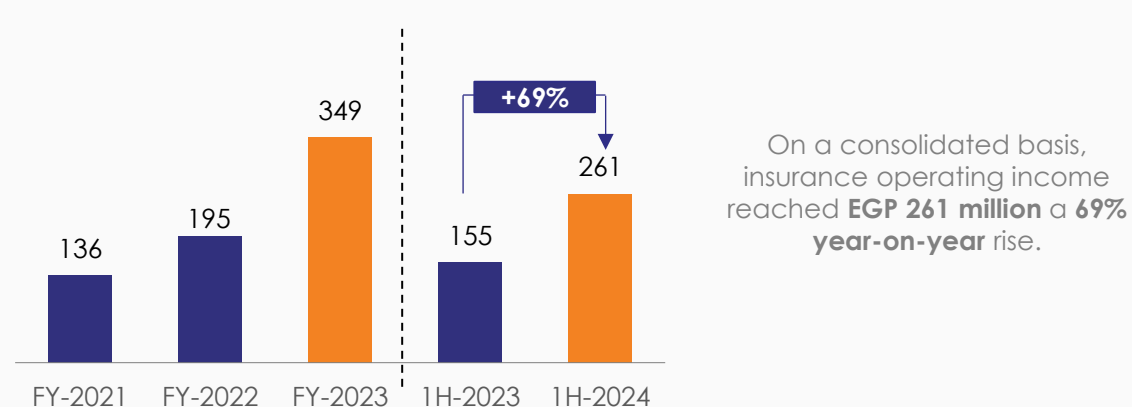
DIGITAL OFFERING
Contact Brokerage mobile app has been launched and is available to download

Insurance Division – Performance Review

Underwriting Income | EGP mn

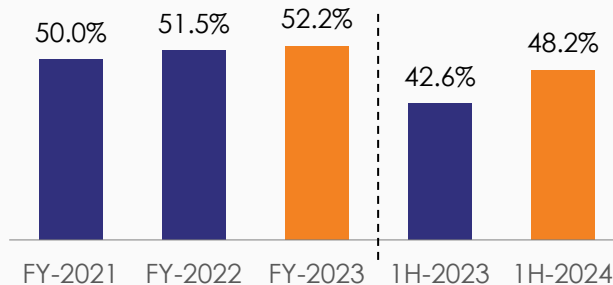


Insurance Operating Income | EGP mn

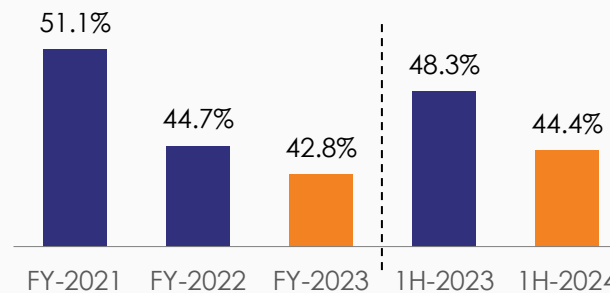


Key cost ratios¹ expected to decline with the scaling of operations and launch of digital platforms

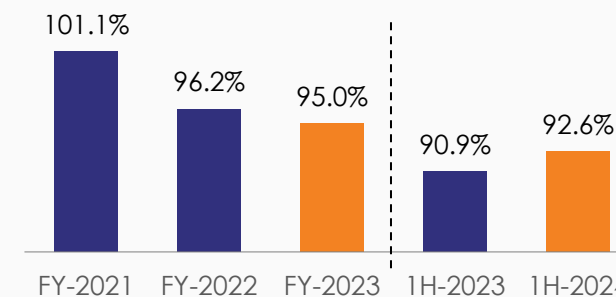
Loss Ratio | %



Expense Ratio | %



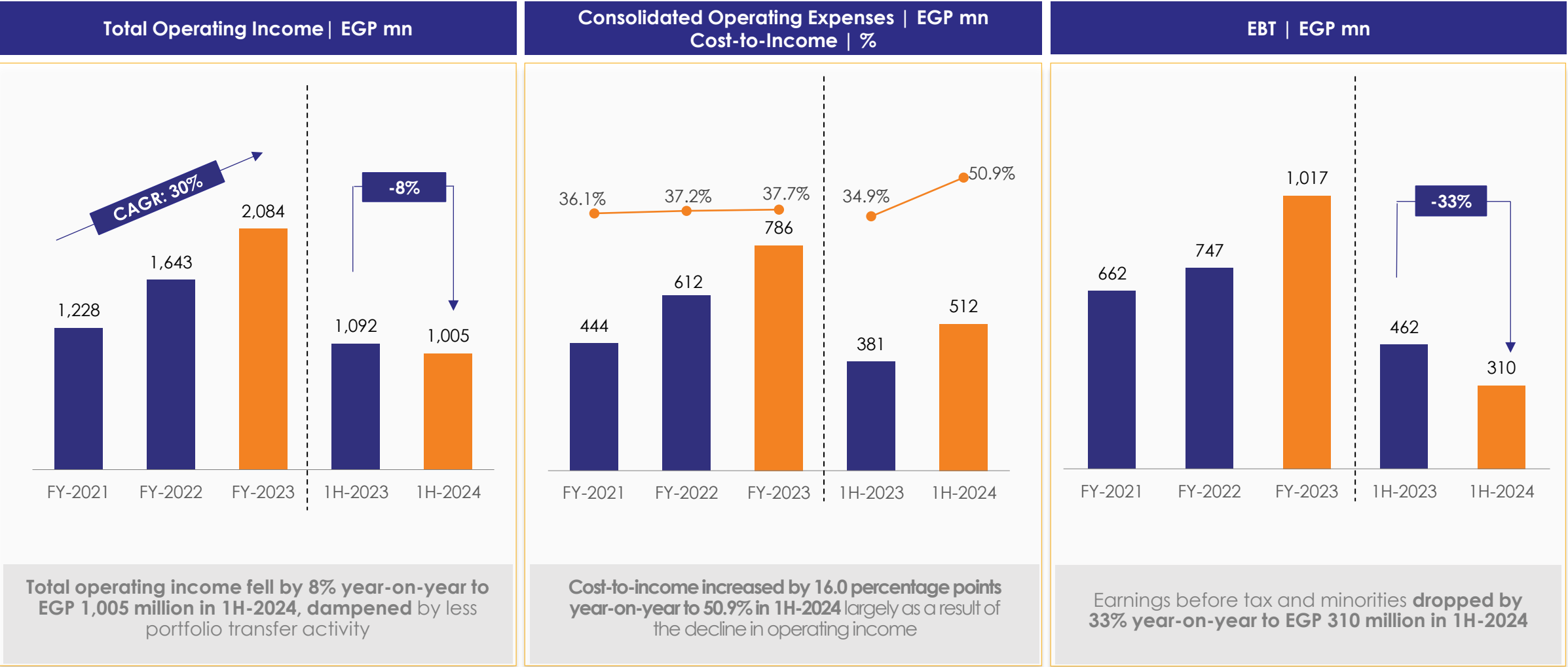
Combined Ratio | %



(1) Ratios reflect only underwriting activities and exclude insurance brokerage

Consolidated Performance – Income Statement

The Financing Division’s weak performance overshadowed the Insurance Division’s positive results, and weighed on the Group’s consolidated results for the six-month period

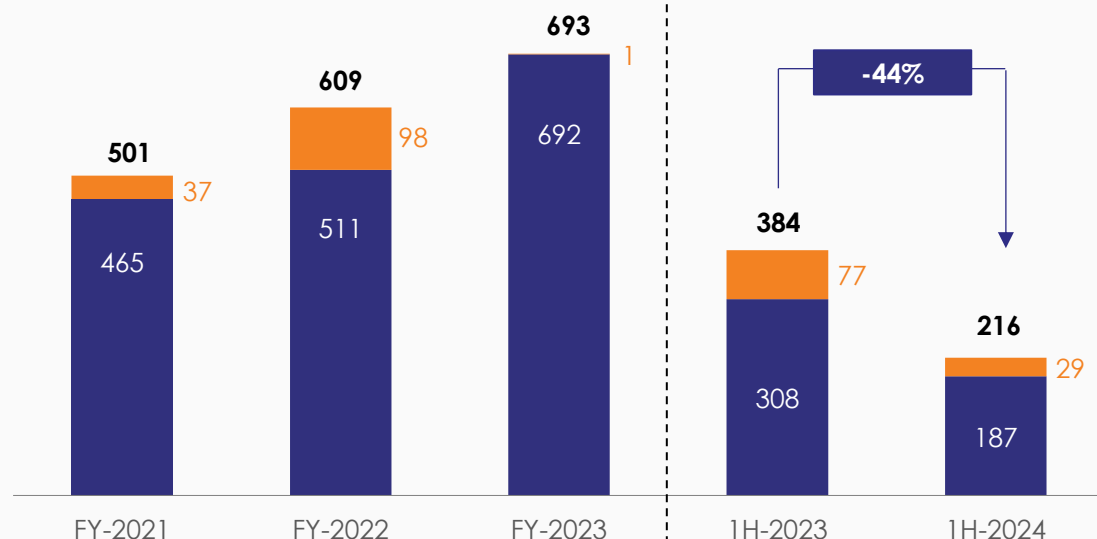


Consolidated Performance – Income Statement

Consolidated normalized net income after minorities shrank by 44% year-on-year to EGP 216 million in 1H-2024

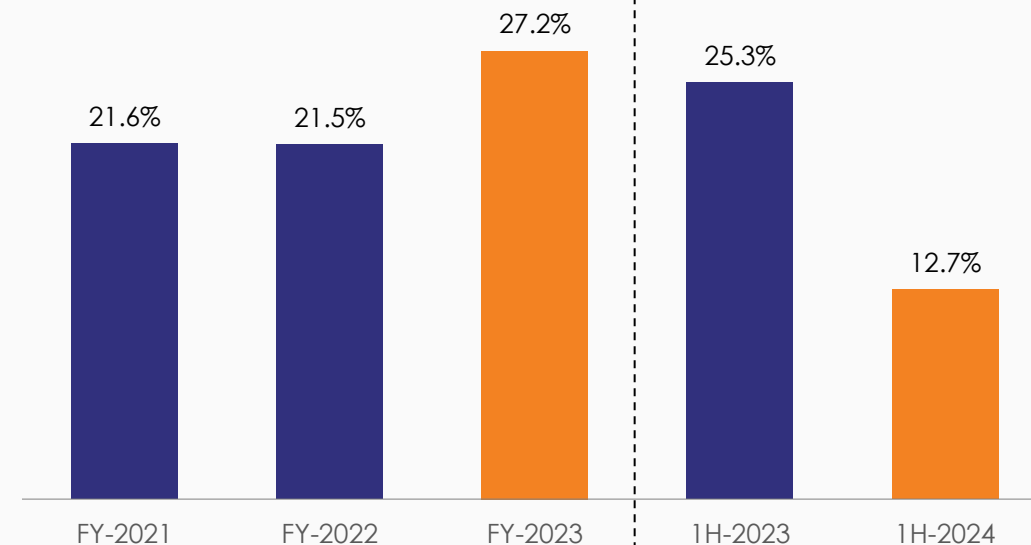
Normalized Net Income¹ | EGP mn

■ Adjustments
■ Actual Net Income



Total normalized net income after minorities stood at EGP 216 million in 1H-2024, a 44% year-on-year drop

Consolidated Return on Equity | %



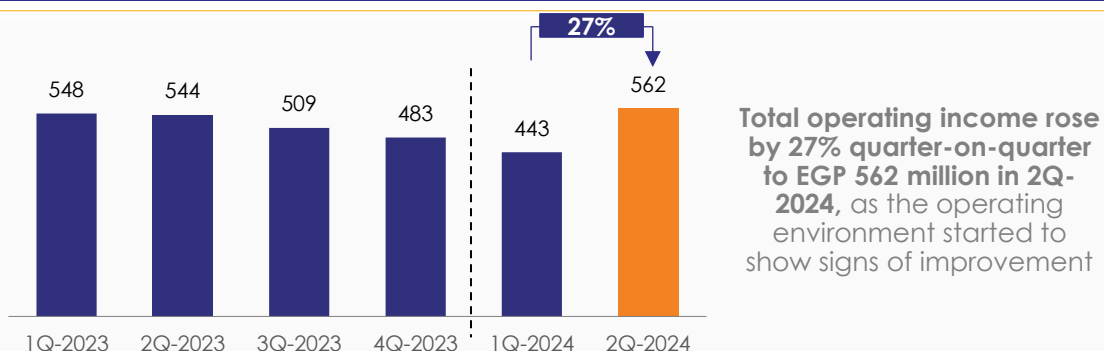
ROE dropped year-on-year in 1H-2024 following the year-on-year decrease in net income reported during the period

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

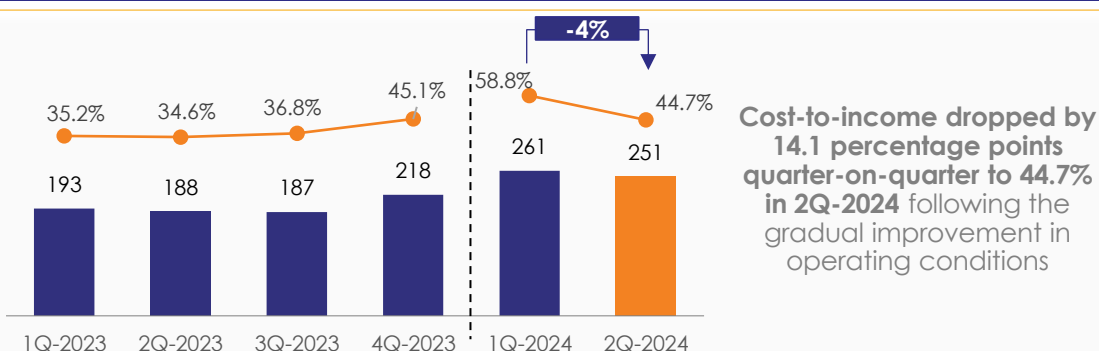
Consolidated Performance – Income Statement

The gradual improvement in market condition witnessed in 2Q-2024 reflected on the Group's quarterly results, with consolidated performance improving strongly quarter-on-quarter

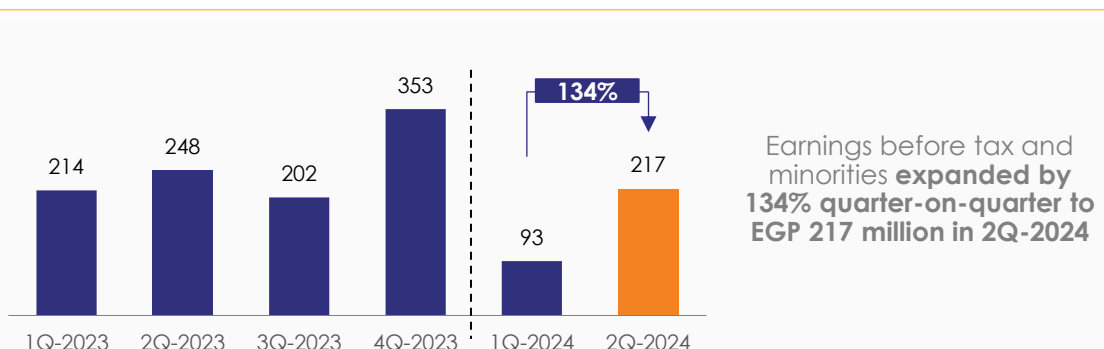
Total Operating Income | EGP mn



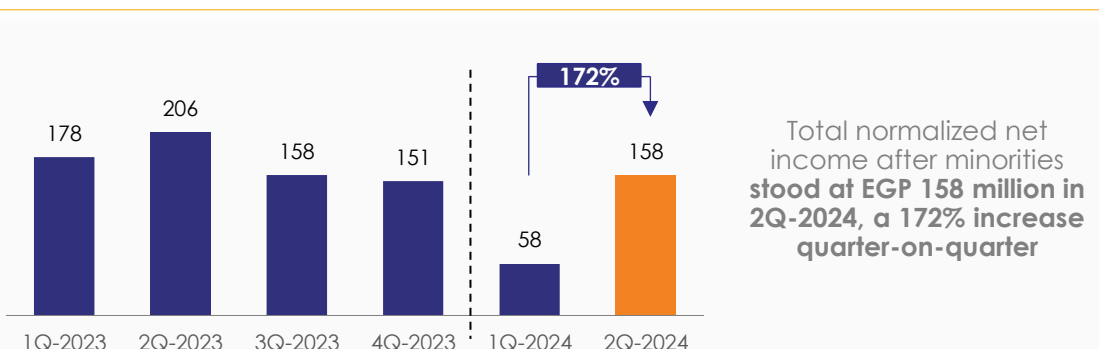
Consolidated Operating Expenses | EGP mn, Cost-to-Income | %



EBT | EGP mn



Normalized Net Income¹ | EGP mn



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



Appendix



Financing Business Income Statement

	FY-2022	FY-2023	change (FY-2022 vs FY-2023)	1H-2023	1H-2024	change (1H-2023 vs 1H-2024)
Revenue from Portfolio Transfer	767,104	1,005,772	31%	564,851	273,754	-52%
Off Balance Sheet Portfolio Management Fee	199,248	326,241	64%	147,781	183,370	24%
Securitization Surplus / Deficit	(16,759)	8,569	N/A	1,092	8,182	649%
Early Payment Expense - Sukuk/Discounting	(152,474)	(331,236)	117%	(141,844)	(138,668)	-2%
Net Revenue from Portfolio Transfer	797,119	1,009,346	27%	571,879	326,638	-43%
Income from Financing Activities	801,932	1,388,051	73%	591,921	1,050,801	78%
Interest Expense	(395,099)	(880,203)	123%	(372,701)	(678,582)	82%
Other Interest Income	90,530	70,477	-22%	35,142	53,991	54%
Other Interest Expenses	(10,149)	(14,095)	39%	(6,956)	(6,795)	-2%
Net Interest Income	487,214	564,230	16%	247,406	419,415	70%
Fee & Commission Income	234,183	310,765	33%	168,985	85,089	-50%
Fee & Commission Expenses	(83,437)	(163,539)	96%	(69,062)	(58,832)	-15%
Net Financing Fee & Commission Income	150,746	147,226	-2%	99,923	26,257	-74%
Profit Share from Associates	10,386	20,377	96%	13,157	(21,848)	-266%
Sales Revenue - Goods and Services	105,959	-	N/A	-	-	N/A
Cost of sales - Good and Services	(105,959)	-	N/A	(0)	(0)	0%
Net Sales and Cost	-	-	N/A	(0)	(0)	0%
Financing Operating Income	1,445,464	1,741,179	20%	932,364	750,461	-20%
Other Operating Income	17,637	25,416	44%	14,400	11,346	-21%
Other Operating Expense	(25,782)	(36,568)	42%	(13,198)	(19,455)	47%
Net Operating Income/Expense	(8,145)	(11,152)	37%	1,203	(8,108)	-774%
Total Operating Income	1,437,319	1,730,027	20%	933,567	742,353	-20%
Capital Gain	-	194,677	N/A	-	-	N/A
Depreciation / Amortization	(82,364)	(103,416)	26%	(49,556)	(54,041)	9%
Personnel Expenses	(398,912)	(492,969)	24%	(240,796)	(331,876)	38%
Other Expenses	(102,278)	(139,489)	36%	(62,771)	(76,467)	22%
Marketing Expenses	(21,043)	(48,302)	130%	(25,309)	(22,768)	-10%
Provisions	-	(15,000)	N/A	-	15,000	N/A
Other Finance Cost - R.O.U	(41,070)	(36,845)	-10%	(17,817)	(22,013)	24%
Foreign Currency Differences	757	-	N/A	-	361	N/A
Board of Directors Allowances	(1,343)	(1,814)	35%	(1,066)	(1,358)	27%
Impairment of Financial Assets	(106,771)	(207,343)	94%	(123,789)	(67,104)	-46%
Total Expenses	(753,024)	(850,500)	13%	(521,105)	(560,267)	8%
EBT	684,296	879,527	29%	412,462	182,086	-56%
Income Tax	(196,877)	(241,715)	23%	(121,181)	(65,753)	-46%
Net Profit for the Year After Tax	487,419	637,813	31%	291,281	116,332	-60%
Non-Controlling Interest	(7,110)	(12,893)	81%	(4,612)	(7,764)	68%
Net Income	480,309	624,920	30%	286,670	108,569	-62%

Insurance Business Income Statement

	FY-2022	FY-2023	change (FY-2022 vs FY-2023)	1H-2023	1H-2024	change (1H-2023 vs 1H-2024)
Gross Written Premiums	948,316	1,491,843	57%	832,375	1,216,007	46%
Provisions of Unearned Premiums	(105,734)	(194,195)	84%	(164,338)	(151,256)	-8%
Outward Reinsurance Premiums	(284,415)	(382,738)	35%	(247,229)	(363,875)	47%
Net Earned Premium	558,168	914,910	64%	420,807	700,877	67%
Net Claims	(287,324)	(477,675)	66%	(179,060)	(337,473)	88%
Net Commissions & Production Costs	(174,934)	(289,069)	65%	(149,652)	(235,049)	57%
Policies Issuance Revenue	9,573	9,637	1%	5,007	5,364	7%
Fluctuations Provision	(8,685)	(8,061)	-7%	(7,861)	(10,841)	38%
Underwriting Income	96,798	149,742	55%	89,242	122,879	38%
Investment Income	64,956	134,267	107%	53,106	104,342	96%
Fee Income Insurance	42,113	105,173	150%	25,065	53,988	115%
Fee Expenses Insurance	(8,594)	(40,531)	372%	(12,834)	(20,073)	56%
Net Insurance Fee Income	33,518	64,642	93%	12,232	33,915	177%
Insurance Operating Income	195,273	348,651	79%	154,579	261,136	69%
Other Operating Income	2,377	1,050	-56%	1,164	694	-40%
Other Operating Expense	-	-	N/A	-	-	
Net Operating Income/Expense	2,377	1,050	-56%	1,164	694	-40%
Total Operating Income	197,650	349,701	77%	155,744	261,830	68%
Depreciation / Amortization	(13,793)	(13,970)	1%	(6,695)	(8,154)	22%
Personnel Expenses	(70,965)	(93,644)	32%	(48,486)	(64,930)	34%
Other Expenses	(19,901)	(35,001)	76%	(14,746)	(22,460)	52%
Marketing Expenses	(7,901)	(15,638)	98%	(8,212)	(10,770)	31%
Provisions	(620)	(300)	-52%	-	(200)	N/A
Other Finance Cost - R.O.U	(1,268)	(17,474)	1278%	(7,622)	(10,653)	40%
Foreign Currency Differences	-	-	N/A	-	(0)	N/A
Board of Directors Allowances	-	-	N/A	-	-	N/A
Impairment of Financial Assets	(535)	(7,815)	1,360%	(5,166)	524	-110%
Total Expenses	(114,984)	(183,842)	60%	(90,927)	(116,643)	28%
EBT	82,666	165,859	101%	64,817	145,187	124%
Income Tax	(18,197)	(44,333)	144%	(16,702)	(24,422)	46%
Net Profit for the Year After Tax	64,469	121,526	89%	48,115	120,765	151%
Non-Controlling Interest	(10,956)	(22,963)	110%	(9,905)	(23,448)	137%
Net Income	53,513	98,562	84%	38,210	97,317	155%

Consolidated Income Statement

Financing Business	FY-2022	FY-2023	change (FY-2022 vs FY-2023)	1H-2023	1H-2024	change (1H-2023 vs 1H-2024)
Revenue from Portfolio Transfer	767,104	1,005,772	31%	564,851	273,754	-52%
Off Balance Sheet Portfolio Management Fee	199,248	326,241	64%	147,781	183,370	24%
Securitization Surplus / Deficit	(16,759)	8,569	-151%	1,092	8,182	649%
Early Payment Expense - Sukuk/Discounting	(152,474)	(331,236)	117%	(141,844)	(138,668)	-2%
Net Revenue from Portfolio Transfer	797,119	1,009,346	27%	571,879	326,638	-43%
Income from Financing Activities	801,932	1,388,051	73%	591,921	1,050,801	78%
Interest Expense	(395,152)	(880,296)	123%	(372,748)	(678,609)	82%
Other Interest Income	91,040	70,495	-23%	35,151	54,528	55%
Other Interest Expenses	(10,149)	(14,095)	39%	(6,956)	(6,795)	-2%
Net Interest Income	487,671	564,155	16%	247,367	419,924	70%
Fee & Commission Income	248,447	327,129	32%	177,025	92,722	-48%
Fee & Commission Expenses	(83,437)	(163,539)	96%	(69,062)	(58,832)	-15%
Net Financing Fee & Commission Income	165,010	163,590	-1%	107,963	33,890	-69%
Profit Share from Associates	2,373	3,561	50%	6,884	(34,922)	-607%
Sales Revenue - Goods and Services	105,959	-	N/A	-	-	N/A
Cost of Sales - Good and Services	(105,959)	-	N/A	(0)	(0)	0%
Net Sales and Cost	-	-	N/A	(0)	(0)	0%
Financing Operating Income	1,452,172	1,740,653	20%	934,093	745,530	-20%
Insurance						
Gross Written Premiums	948,316	1,491,843	57%	832,375	1,216,007	46%
Provisions of Unearned Premiums	(105,734)	(194,195)	84%	(164,338)	(151,256)	-8%
Outward Reinsurance Premiums	(284,415)	(382,738)	35%	(247,229)	(363,875)	47%
Net Earned Premium	558,168	914,910	64%	420,807	700,877	67%
Net Claims	(287,324)	(477,675)	66%	(179,060)	(337,473)	88%
Net Commissions & Production Costs	(174,934)	(289,069)	65%	(149,652)	(235,049)	57%
Policies Issuance Revenue	9,573	9,637	1%	5,007	5,364	7%
Fluctuations Provision	(8,685)	(8,061)	-7%	(7,861)	(10,841)	38%
Underwriting Income	96,798	149,742	55%	89,242	122,879	38%
Investment Income	64,956	134,267	107%	53,106	104,342	96%
Fee Income Insurance	42,113	105,173	150%	25,065	53,988	115%
Fee Expenses Insurance	(8,594)	(40,531)	372%	(12,834)	(20,073)	56%
Net Insurance Fee Income	33,518	64,642	93%	12,232	33,915	177%
Insurance Operating Income	195,273	348,651	79%	154,579	261,136	69%
Other Operating Income	22,750	34,268	51%	17,924	20,383	14%
Other Operating Expense	(27,423)	(39,738)	45%	(14,853)	(22,375)	51%
Net Operating Income/Expense	(4,673)	(5,470)	17%	3,071	(1,991)	-165%
Total Operating Income	1,642,771	2,083,834	27%	1,091,743	1,004,675	-8%
Capital Gain	-	194,677	N/A	-	-	N/A
Depreciation / Amortization	(96,796)	(118,851)	23%	(56,651)	(63,403)	12%
Personnel Expenses	(483,732)	(603,251)	25%	(299,061)	(408,882)	37%
Other Expenses	(128,187)	(182,779)	43%	(81,893)	(102,698)	25%
Marketing Expenses	(36,054)	(69,605)	93%	(36,791)	(34,233)	-7%
Provisions	(620)	(15,300)	2,368%	-	14,800	N/A
Other Finance Cost - R.O.U ¹	(42,337)	(54,345)	28%	(25,439)	(33,083)	30%
Foreign Currency Differences	758	-	N/A	-	370	N/A
Board of Directors Allowances	(1,343)	(1,814)	35%	(1,066)	(1,358)	27%
Impairment of Financial Assets	(107,341)	(215,123)	100%	(128,979)	(66,636)	-48%
Total Expenses	(895,653)	(1,066,392)	19%	(629,880)	(695,123)	10%
EBT	747,118	1,017,442	36%	461,863	309,551	-33%
Income Tax	(218,335)	(289,374)	33%	(139,555)	(90,966)	-35%
Net Profit for the Year After Tax	528,783	728,068	38%	322,308	218,585	-32%
Non-Controlling Interest	(18,070)	(35,860)	98%	(14,518)	(31,213)	115%
Net Income	510,714	692,208	36%	307,790	187,372	-39%

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