

Contact

Results Presentation



FY-2024



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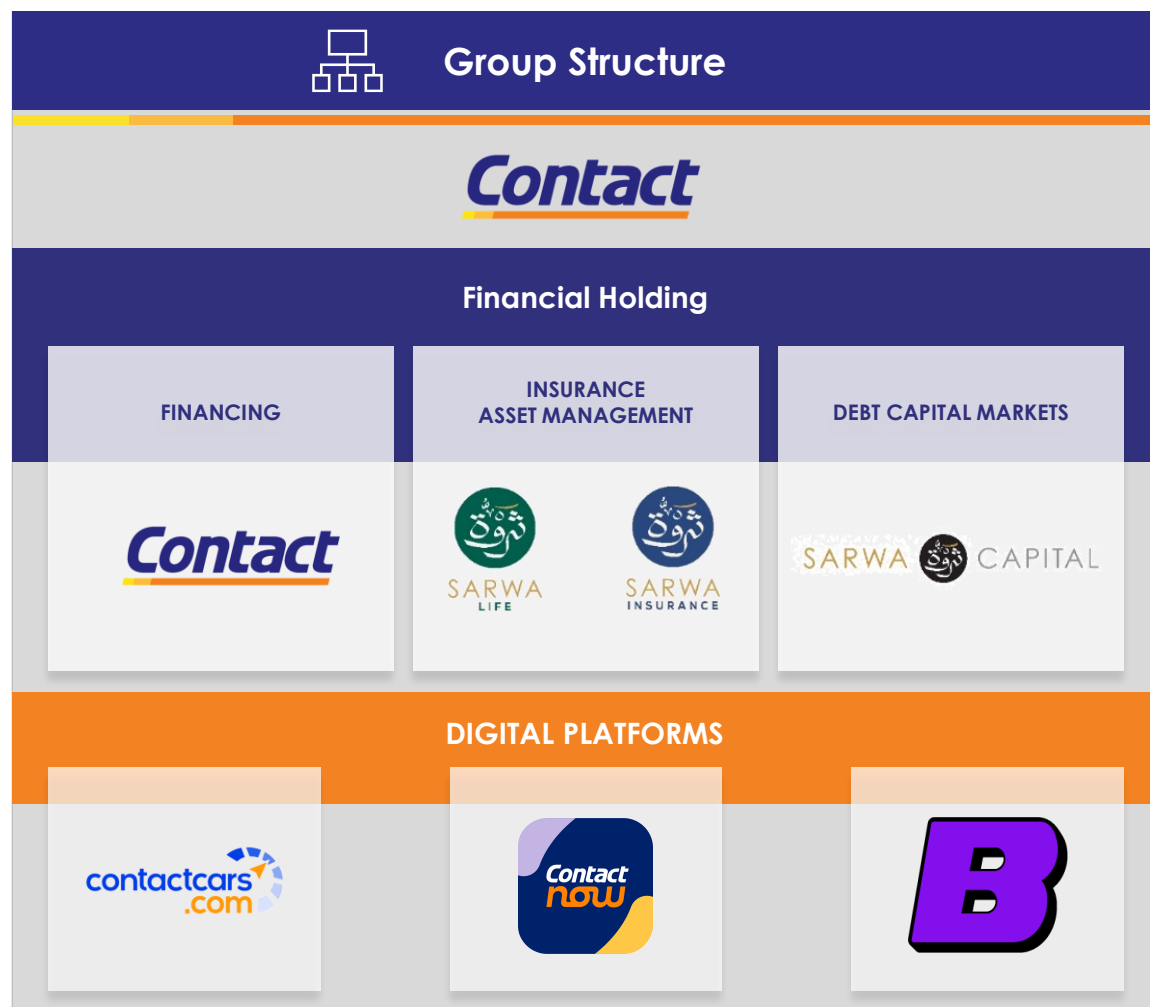


Introduction



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

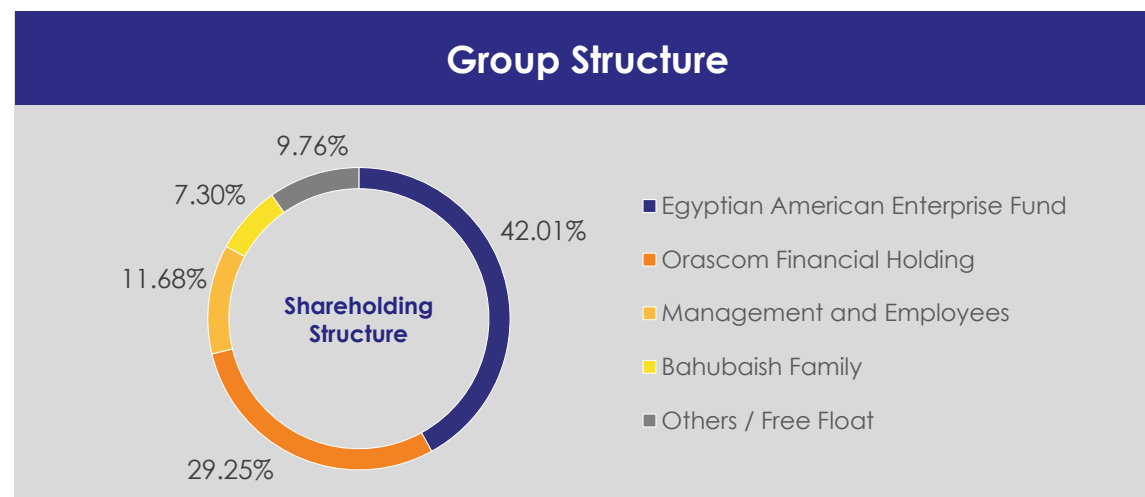
Listed Since 2018 Under the Ticker CNFN.CA

EGP 73.2 bn

Total Financing Since inception (Dec. 2024)

EGP 6.9 bn

Gross Written & Generated Premiums Since inception (Dec. 2024)



Results Snapshot

The financing segment continued its recovery during 4Q-2024 on the back of a pickup in demand during the second half of the year, which, coupled with strong results at the insurance division, supported Contact's solid performance for FY-2024.

EGP **2.5** bn

Consolidated Total Operating Income
(▲ 18% y-o-y)

EGP **735.6** mn

Consolidated Normalized Net Income¹
(▲ 6% y-o-y)

21.2%

Return on Average Equity
(vs 27.2% in FY-23)



Financing Division Highlights – FY-2024

EGP **11.6** bn

New Lending
(▼ 30% y-o-y)

EGP **21.1** bn

Financing Portfolio
(Flat y-o-y)

EGP **2.0** bn

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

EGP **533.2** mn

Financing Net Income²
(▼ 15% y-o-y)

42.3%

Cost-to-Income
(vs. 36.6% in FY-23)

2.5%

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

19.3%

Return on Average Equity (vs 27.1% in FY-23)



Insurance Division Highlights – FY-2024

EGP **2.3** bn

Gross Written Premiums
(▲ 53% y-o-y)

EGP **621.8** mn

Brokerage Generated Premiums
(▲ 54% y-o-y)

+183 k

Underwritten & Generated Insurance Policies
(▲ 76% y-o-y)

EGP **477.8** mn

Insurance Operating Income
(▲ 37% y-o-y)

97.8%

Insurance Combined Ratio
(vs. 95% in FY-23)

EGP **153.8** mn

Insurance Net Income
(▲ 56% y-o-y)

45.1%

Return on Average Equity (vs 41.6% in FY-23)

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

(2) FY-2023 Financing net income included a one-off capital gain from sale of assets of EGP 147.3 million. The exclusion of this figure would result in a 12% y-o-y increase in financing net income during FY-2024.



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

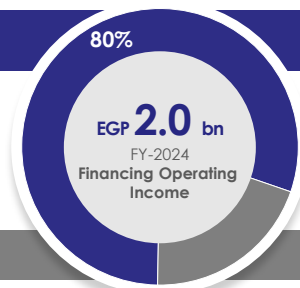


What We Do

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

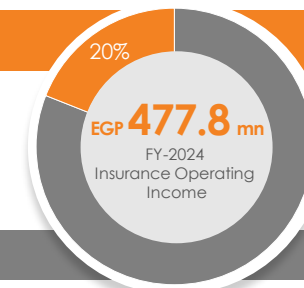


Product Offering

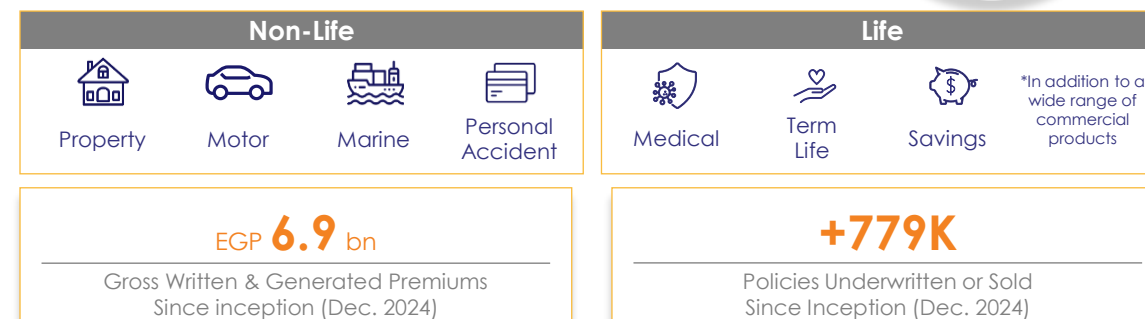


Insurance

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



Product Offering



Distribution

Physical

- ✓ 74 branches across all governorates
- ✓ +12,400 POS
- ✓ +1,500 Auto Dealers
- ✓ 12 booths in malls

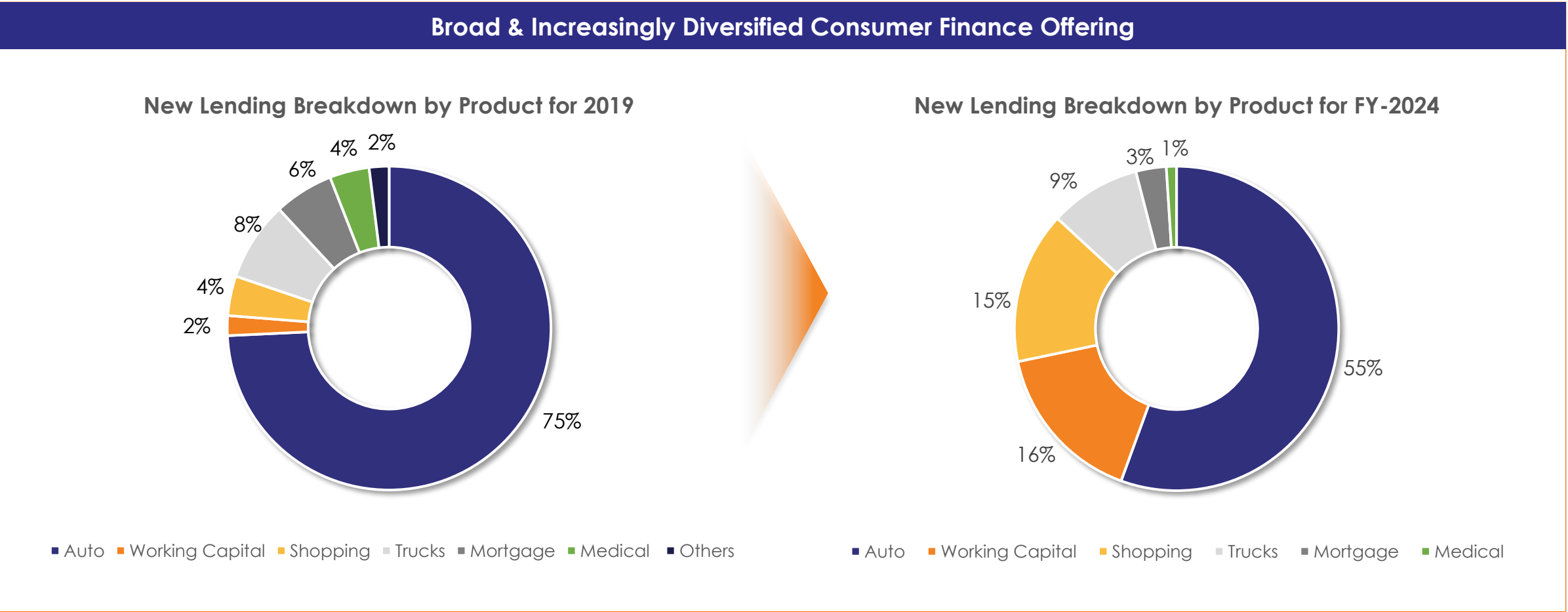
Direct to Consumer Digital Platforms

- ✓ Contactcars.com: 1.2 million monthly users
- ✓ ContactNow app: 845k 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

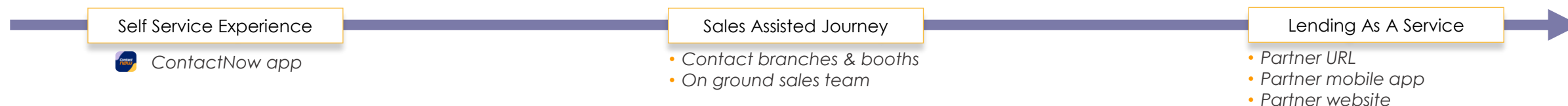
Distinctive credit assessment methodology refined over +20 years of financing experience



- 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



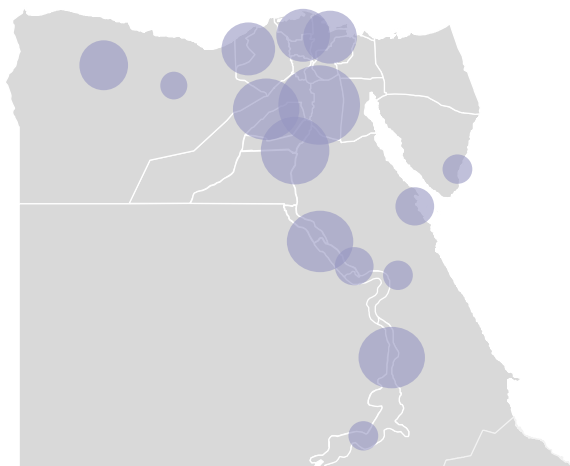
+617k
Submitted Digital Requests
Since Inception



27% → **57%**
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



+12,400

PoS
(Shopping Merchant Network)



12

Contact Booths in Shopping Malls
across Cairo & Alexandria



17

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



74

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	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)

BRAVO



contactcars
.com

Lending as a Service (LaaS)



toothpick



trella

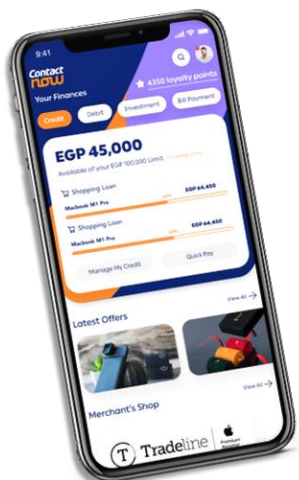


JUMIA

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

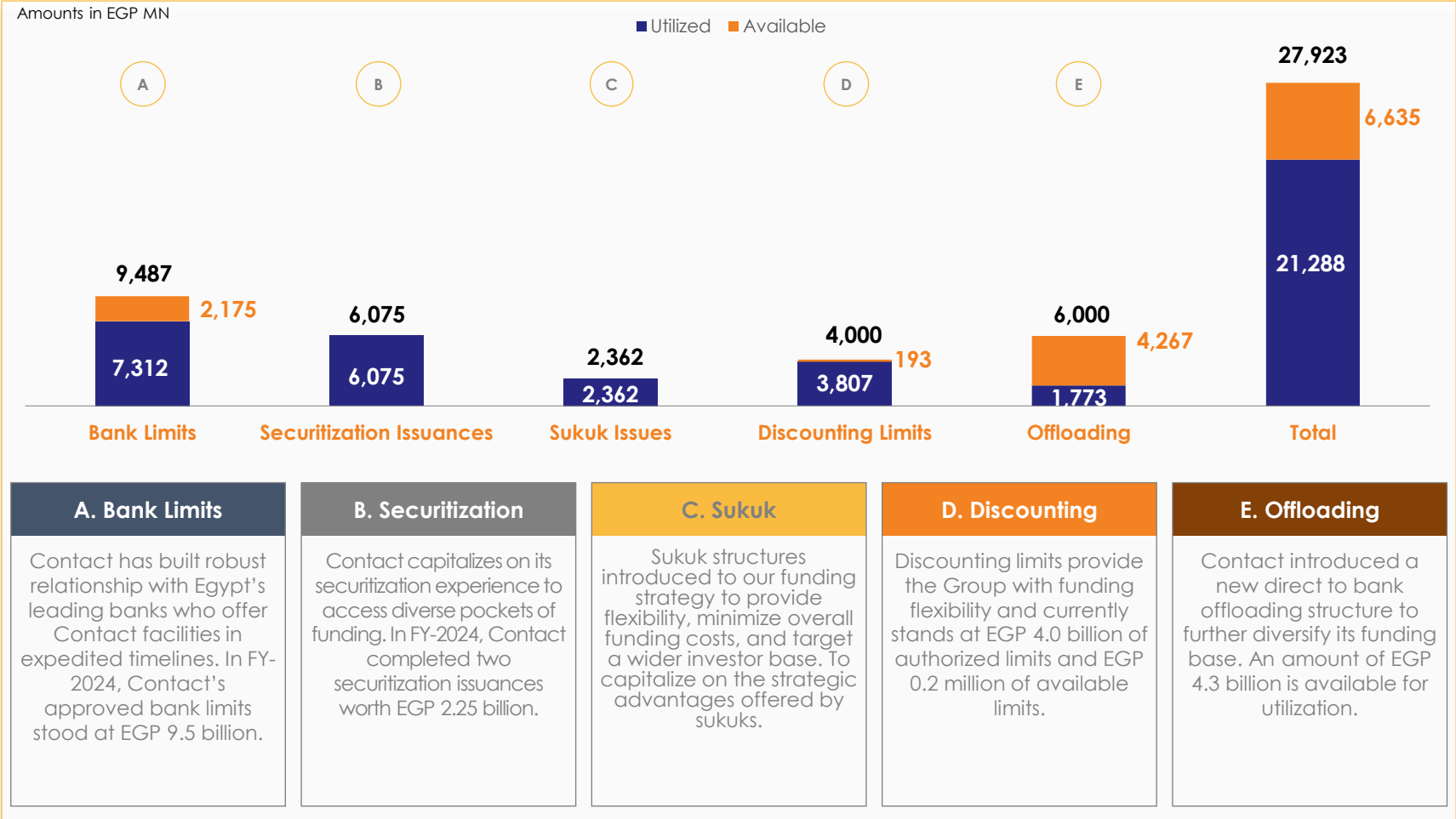


Diversified, Highly Liquid Funding Base

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 FY-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 36.5 bn as of December 2024
- The Group fully redeemed 20 debt issuances to date worth over EGP 16.1 billion and has partially redeemed EGP 12 billion from its 12 remaining issuances. The current outstanding balance on these 12 issuances stands at EGP 8.4 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.

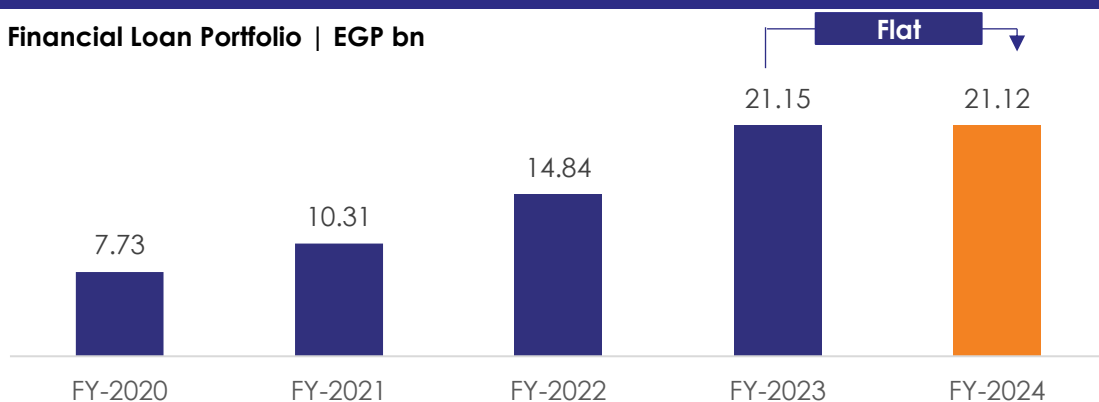
*Figures refer to the Group's internal issuance only.

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

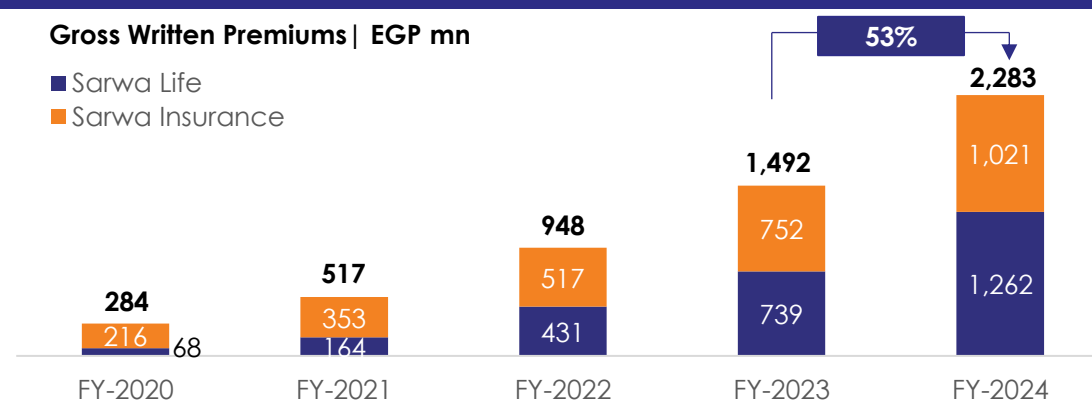
A sizeable loan portfolio...

Financial Loan Portfolio | EGP bn



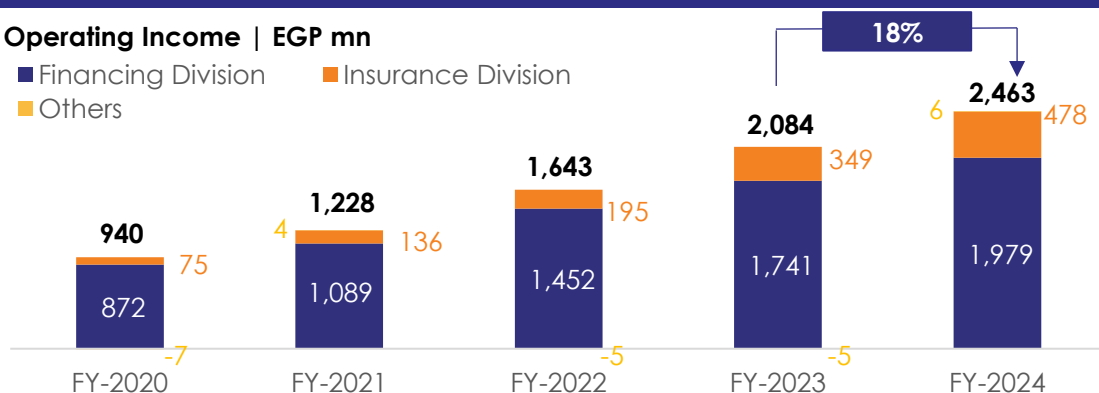
...A fast-growing insurance business providing a new, high-potential revenue stream

Gross Written Premiums | EGP mn



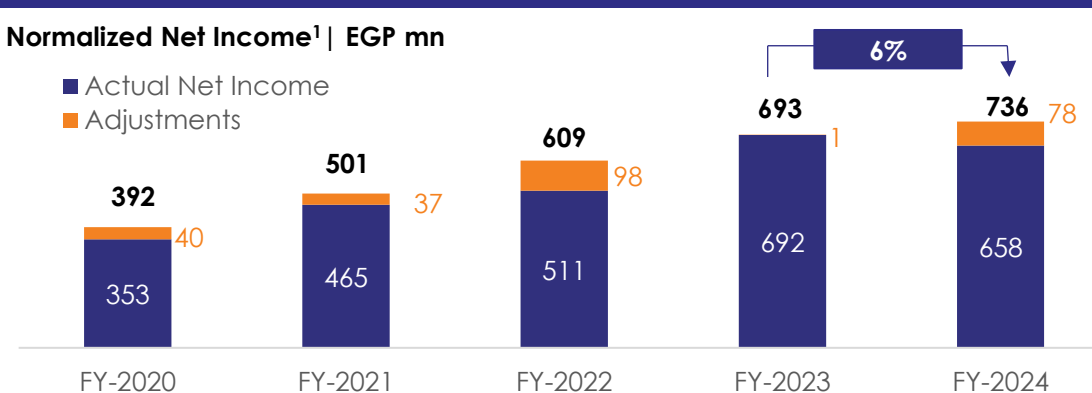
Delivering solid operating income ...

Operating Income | EGP mn



...And a resilient bottom-line performance²

Normalized Net Income¹ | EGP mn



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

(2) FY-2023 financing net income included a one-off capital gain from sale of assets of EGP 147.3 million which affected the Company's consolidated net income.



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

Carzami



trella

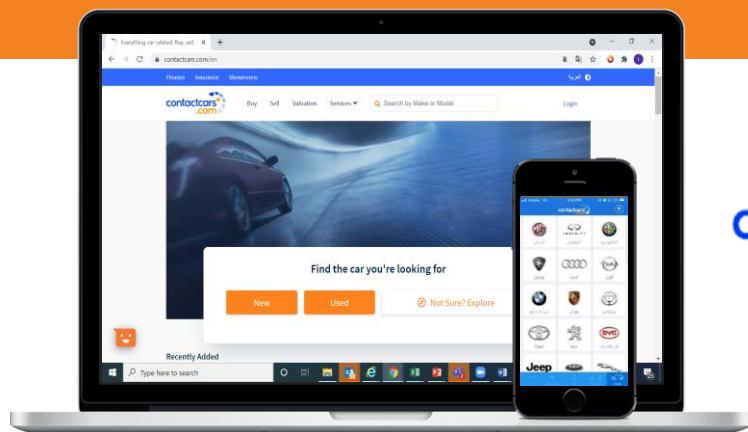
toothpick

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 4Q-2024, Contactcars.com officially launched its new "Otlobha" product, which is designed to support consumers in locating their desired vehicle at the best possible price and within the shortest time frame. Additionally, the Company expanded the platform's consumer product offerings by introducing a new innovative dealers' sales channel. Within just five months of the launch, the platform received 194 customer inquiries.

+46K

Total paid classified ads in 2024

27%

FY-2024 YoY Growth in subscribed dealers

+11.5K

Motorcycle classified ads Since launch in Dec. 2023

1.24 mn

Unique Avg. monthly users in FY-2024

+28 mn

Classified Car page views in FY-2024

+1mn

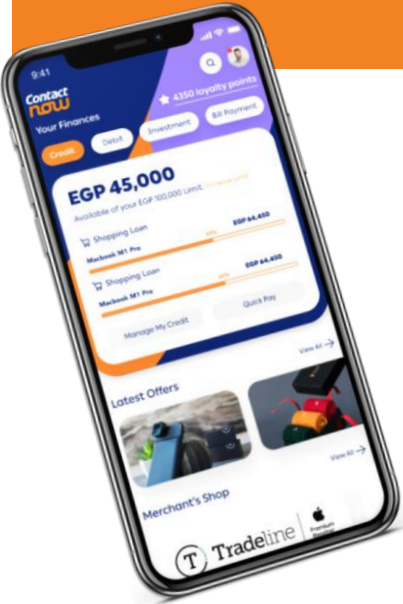
Valuation requests since inception in Jan 2022

In 4Q-2024, the number of paid dealer subscriptions increased by 27% year-on-year. Additionally, the platform successfully secured a sponsorship deal for its newly-launched media show, Khabar 3la Elsaree3. Furthermore, Contactcars.com developed the "B2B Vehicle Auction" product, which streamlines the vehicle sales process between importers and dealers.

During the first quarter of 2025, Contactcars.com will increase its focus on growing its existing products, with plans to expand dealer subscriptions geographically, starting with Alexandria. The platform is also preparing a comprehensive marketing campaign for "Otlobha" to raise awareness and expand reach, with the expectation of boosting both user requests and vehicle sales. Furthermore, the platform plans to launch the "B2B Vehicle Auction" product in partnership with Toyota Egypt, as well as resume its vehicle ownership services by offering maintenance services to customers, with a potential plan of monetizing this offering.

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

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.

1.28 mn

Total Downloads Since Inception, 374k New in FY-2024

+845k

Registrations Since Inception, Including 246k New Registrations in FY-2024

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 11 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

+690k

Total transactions Since Inception, Including 296k New transactions in FY-2024

38%

FY-2024 Y-o-Y Growth in Total Transactions Value

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

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
(15.9k organic new downloads in FY-2024)

+1.39 mn

Unique Shopping
Instances

269

Merchant Network



Top
Arab Startups



2020
Venture Program

Forbes

Featured Startup
F30/30 2022

Key Milestones

Growth in GMV FY-2024
vs FY-2023

35%

Growth in Transactions
FY-2024 vs FY-2023

7%

Conversion Rate in FY-
2024

60%

(vs 10% in FY-23)

Marketing ROI FY-2024

+35X

**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 December 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

43

Debt
Issuances
totaling
+EGP 44.2 bn

Highest
Credit
Ratings

First
Securitization
Issuance

First
Real Estate-
Backed
Securitization

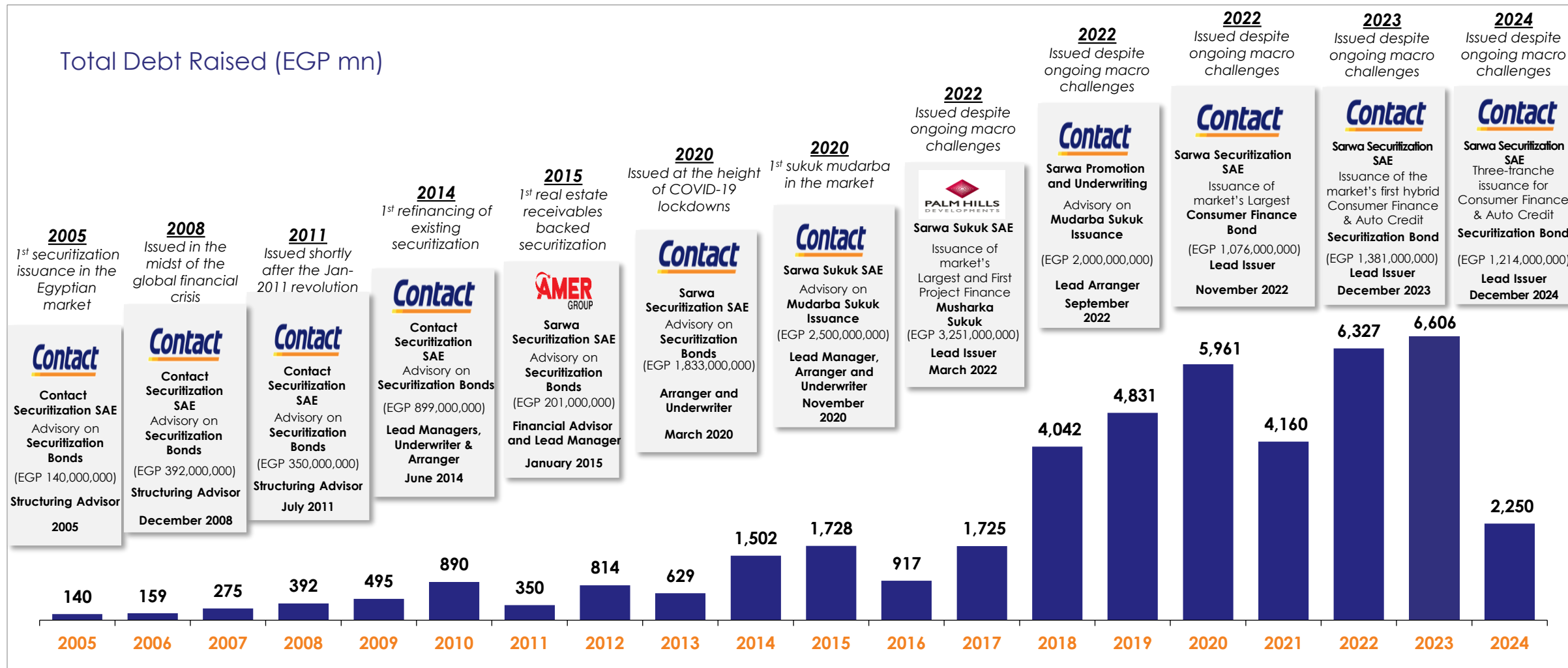
Largest Issuer of
Securitization
Bonds

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 3.1 bn

Value of Contracts Financed Since Inception

KES 14.7 mn

Average Loan Amount

KES 2 bn

O/S Portfolio

213

Number of Financed Contracts Since Inception

Ownership Structure

Contact

40%



MANTRAC



60%

A.S. Investments UAE

ALMASI
(Kenya-based)







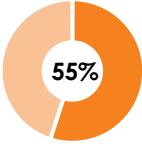
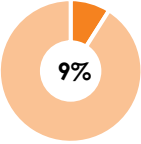
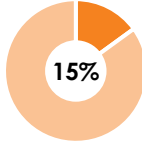
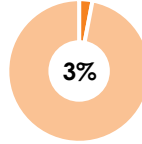
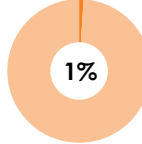
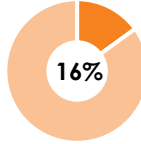


FY-2024 Performance Review



Comprehensive Financing Offering

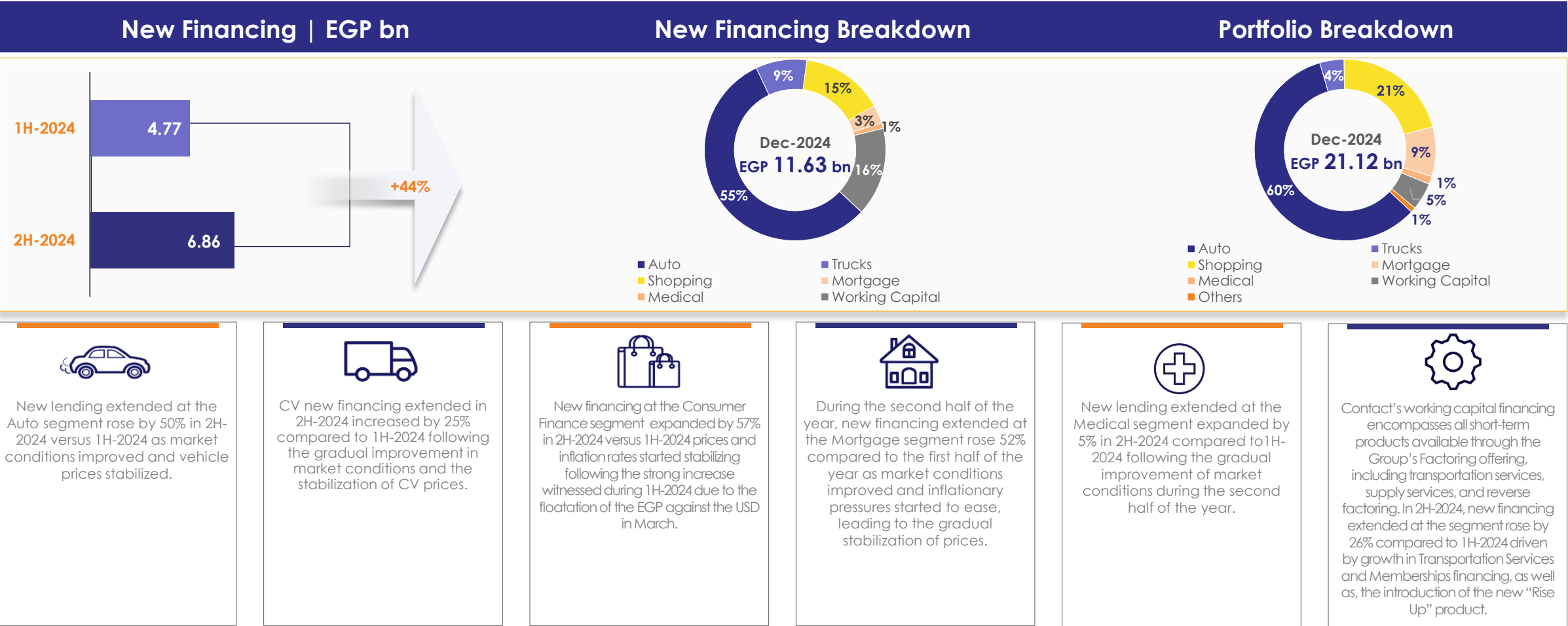
A restrictive interest rate environment and product price uncertainty, coupled with Contact actively managing its risk levels by tightening the credit investigation process and focusing on higher margin products impacted new lending during FY-2024

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 <div>-33% New Financing decline in FY-2024 vs FY-2023</div>	 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 <div>-12% New Financing decline in FY-2024 vs FY-2023</div>	 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 <div>-53% New Financing decline in FY-2024 vs FY-2023</div>	 Mortgage Contact Mortgage offers long-term mortgages, and home equity loans <div>-13% New Financing decline in FY-2024 vs FY-2023</div>	 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 <div>-14% New Financing decline in FY-2024 vs FY-2023</div>	 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 <div>30% New Financing growth in FY-2024 vs FY-2023</div>
	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
	 55%	 9%	 15%	 3%	 1%	 16%

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

Financing Division – Resilient Results Across Financing Segments

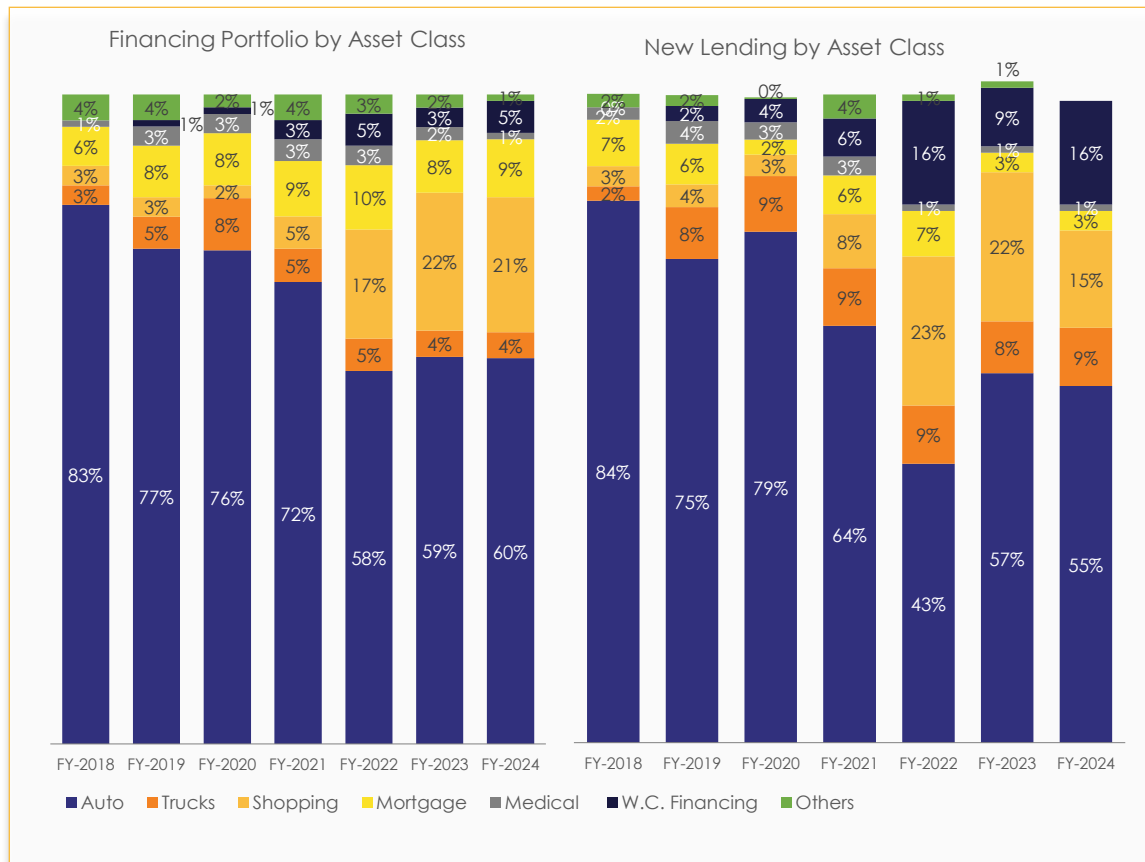
In FY-2024, total new financing extended dropped by 30% year-on-year to EGP 11.63 billion, with the Consumer Finance and Auto segments reporting the largest year-on-year contractions during the period due to the prevalent elevated interest rates coupled with the current price uncertainty. In addition, Contact has also been actively managing risk levels by tightening the credit investigation process, and has shifted its focus towards higher margin products. It is worth noting that new lending figures have picked up strongly in 4Q-2024 compared to the beginning of the year, closing FY-2024 on a high note



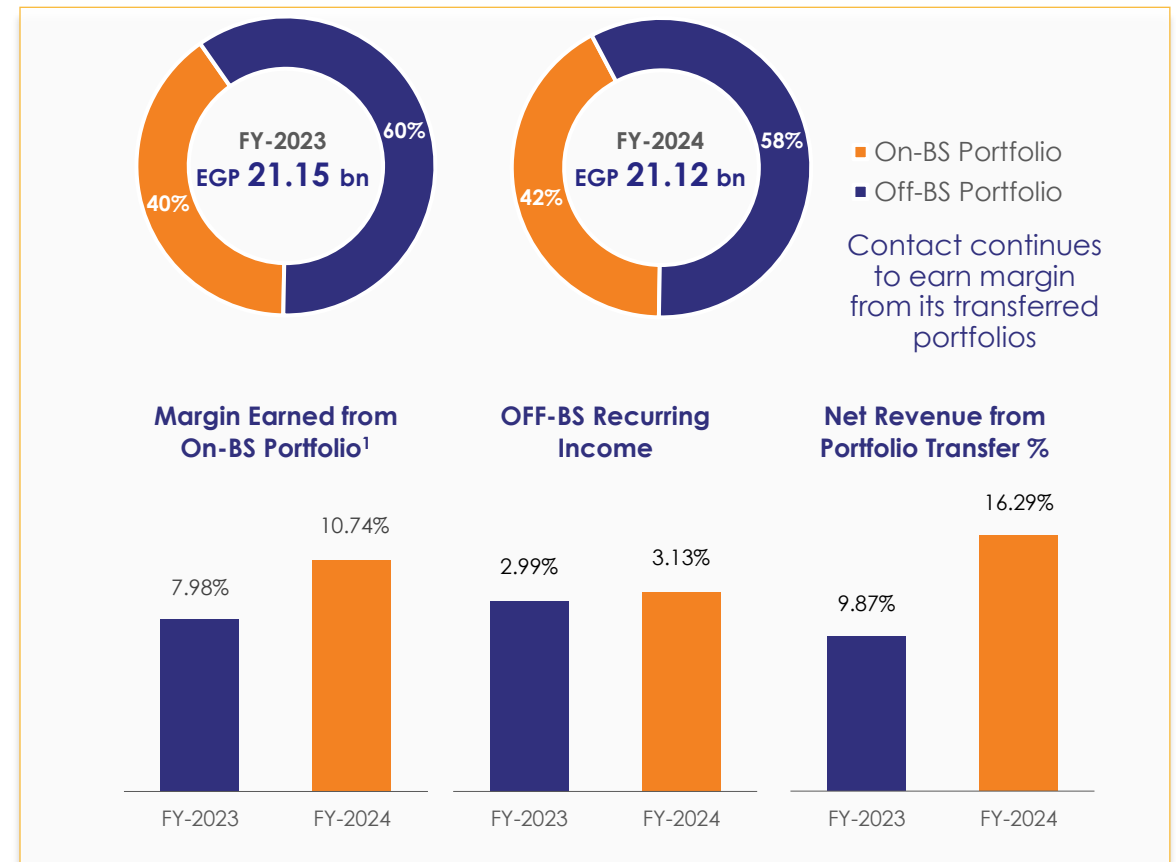
Financing Division – Increasingly Diversified Portfolio with Favorable Margins

Contact's financing portfolio remained largely flat year-on-year at EGP 21.12 billion in FY-2024. During the year, Contact continued diversifying its portfolio, with an added focus 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



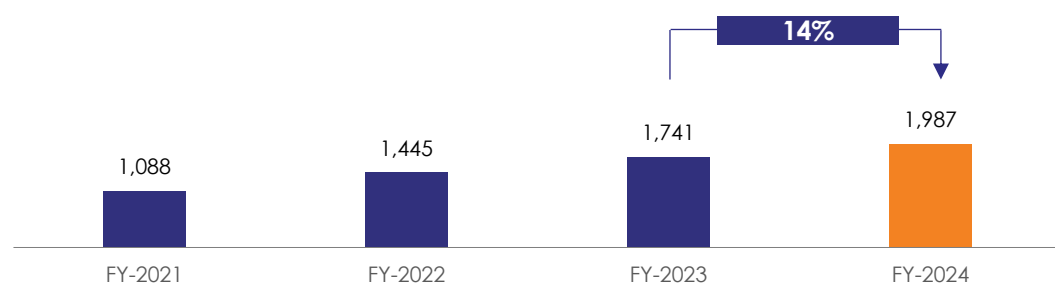
Note: The continued interest rate increases in Egypt have a negative effect on Contact's spreads in the short-term due to the timing gap between lending and refinancing. However, It is important to note the flexibility of all our finance and DCM structures, allowing for future refinancing

(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.

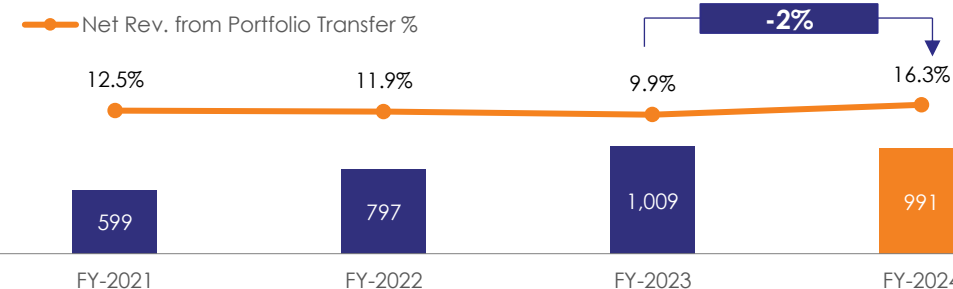
Financing Division – Resilient Results Across all Financing Revenue Components

The financing division delivered a robust performance in FY-2024 on the back of the solid recovery that began during the second half of the year and continued in 4Q-2024. On that front, new lending improved significantly compared to the first half of the year, cushioning the overall impact of the challenging macroeconomic conditions

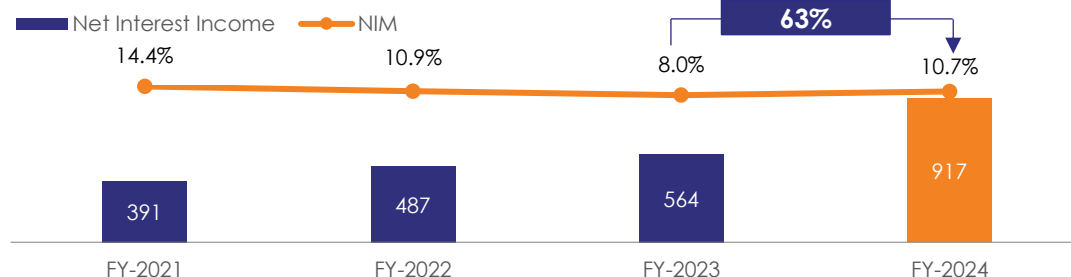
Financing Operating Income | EGP mn



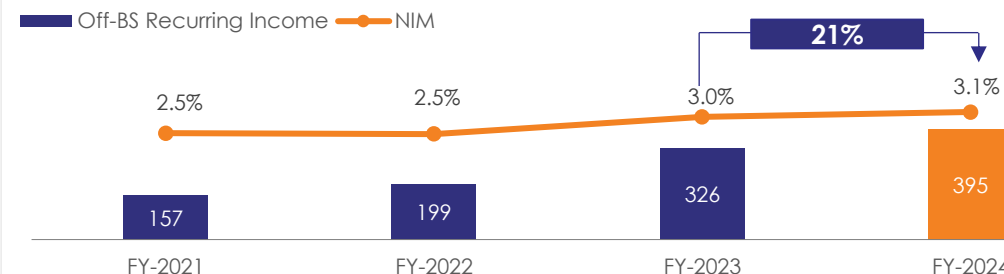
Net Revenue from Portfolio Transfer | EGP mn



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



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



Interest rate stability in recent months and growing margins enabled the company to transfer more loans off balance sheet, driving growth in net revenue from portfolio transfer during the quarter.

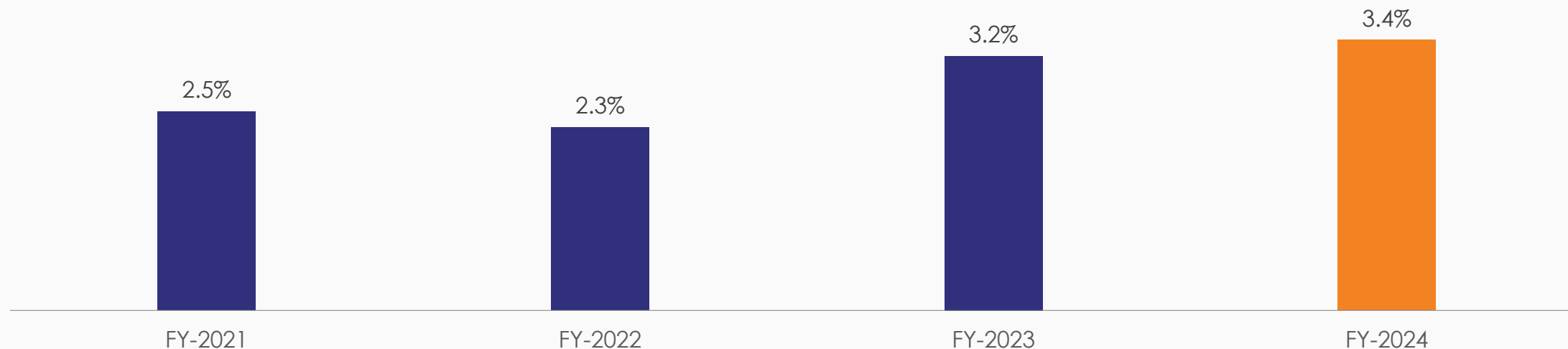
Off-balance sheet financing has resumed activity. The decision to transfer loans off the balance sheet has been taken since the market rates started stabilizing. It is worth noting that Contact will transfer portfolios at a more frequent rate once the interest rate starts declining.

Interest rate stability combined with a focus on higher margin products has enabled margins to begin showing improvements, as contracts are being refinanced at normal rates. The impact is expected to improve further once interest rates begin 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 December 2024 stood at 3.4%

150+ Days Portfolio at Risk

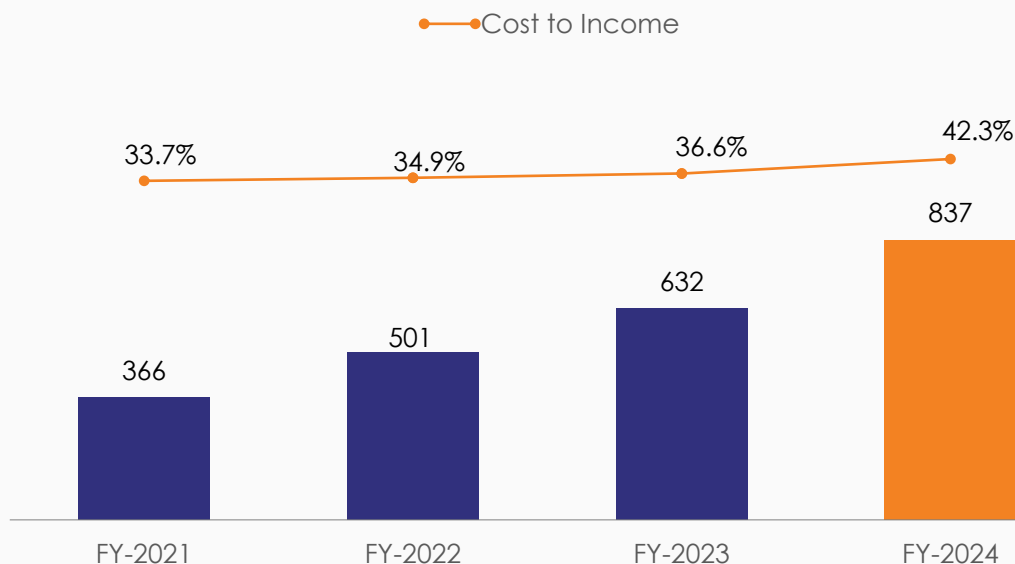


Contact's **delinquency ratio stood at 3.4% as of 31 December 2024** compared to the 3.2% recorded in FY-2023, a minor year-on-year increase in the midst of challenging market conditions, reflecting the Group's efficient collection cycle, as well as its successfully monitored high-quality portfolio.

Financing Division – Declining Profitability amidst a Difficult Operating Environment

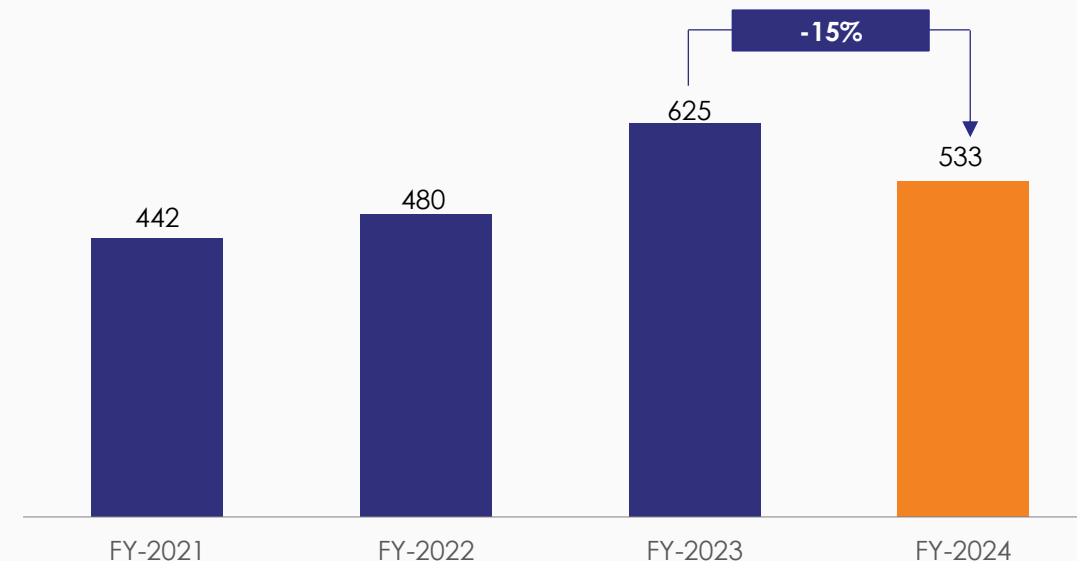
Net income at the financing division fell by 15% year-on-year in FY-2024 as a result of Contact's decision to slow down portfolio transfer activities due to the prevailing interest rate environment, this was further exacerbated by FX losses associated with overseas operations. Worth noting that FY-2023 financing net income included a one-off capital gain, the exclusion of which would result in a 12% y-o-y increase in financing net income during FY-2024

Operating Costs and Cost to Income | EGP mn, %



The financing segment's cost-to-income ratio increased by 5.8 percentage points year-on-year largely due to the slowdown in operating income which came as a result of challenging market conditions, as opposed to operating costs which increased significantly due to the prevailing inflationary environment.

Financing Net Income¹ | EGP mn



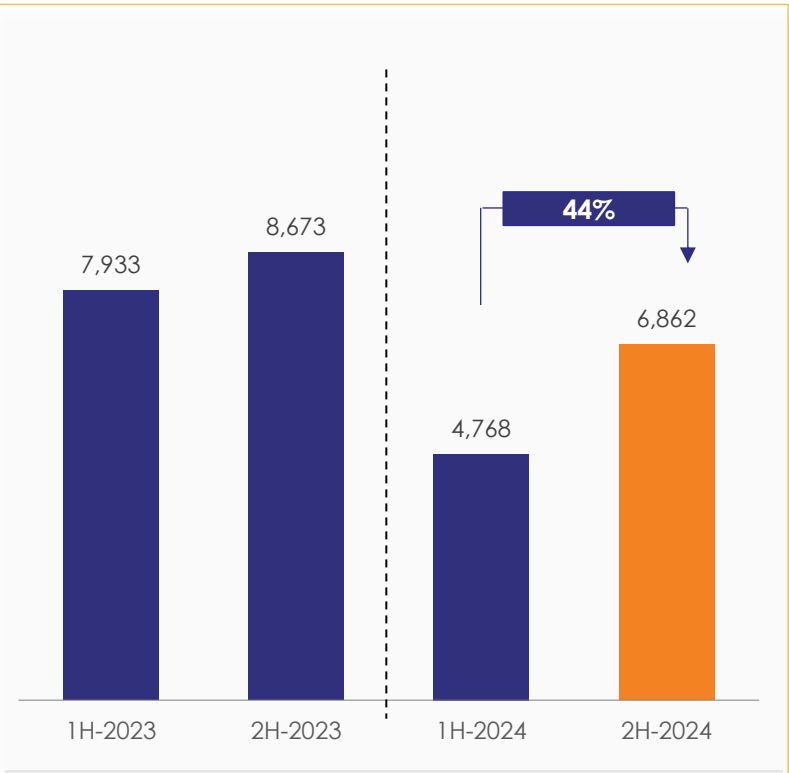
Financing net income fell by 15% year-on-year in FY-2024 to EGP 533 million due to the slow down in portfolio transfer activities, coupled with FX losses associated with overseas operations. Worth noting that in FY-2023, financing net income included a one-off capital gain, the exclusion of which would result in a 12% y-o-y increase in financing net income during FY-2024

(1) FY-2023 financing net income included a one-off capital gain from sale of assets of EGP 147.3 million. The exclusion of this figure would result in a 12% y-o-y increase in financing net income during FY-2024.

Financing Division – Strong Recovery During the Second Half of the Year

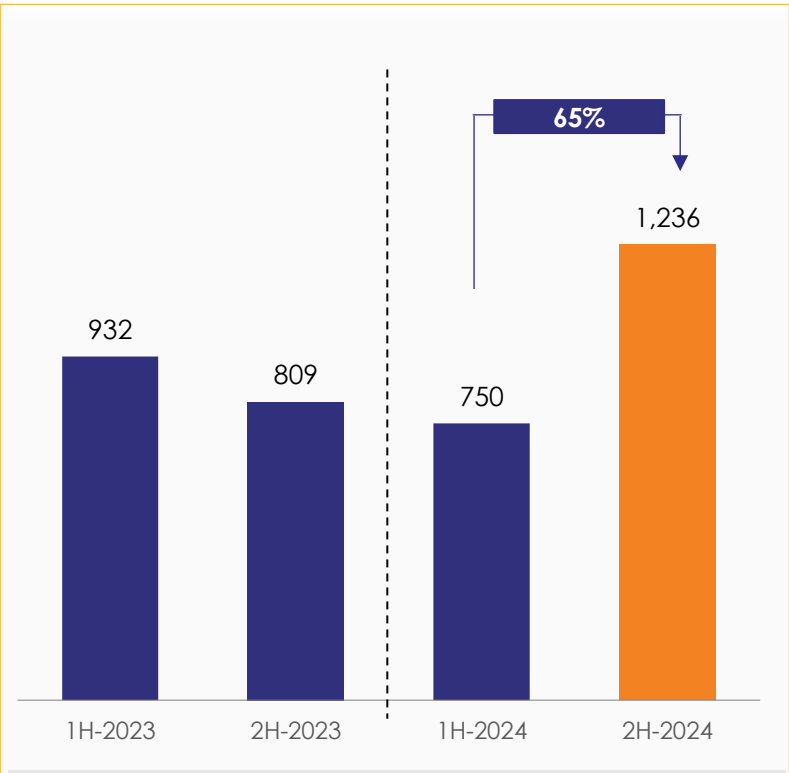
Improved operating conditions during 2H-2024 supported a strong recovery at the financing division, which witnessed a solid uptick in demand during the second half of the year

New Lending | EGP mn



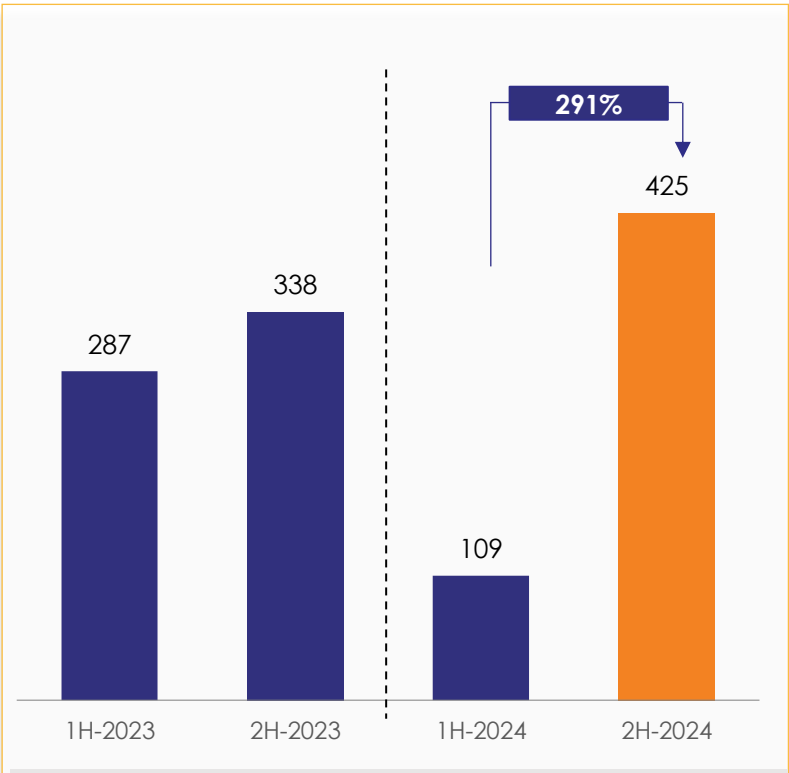
During the second half of the year, new lending at the financing division increased by 44% compared to 1H-2024, reaching EGP 6.9 billion, with the division's recovery coming on the back of an uptick in demand

Financing Operating Income | EGP mn



On the back of the increase in new lending and portfolio transfer activities, financing operating income for 2H-2024 rose by 65% compared to 1H-2024, reaching EGP 1,236 million

Financing Net Income | EGP mn



Following a strong operating performance, the financing division's 2H-2024 net income stood at EGP 425 million, up 291% versus 1H-2024

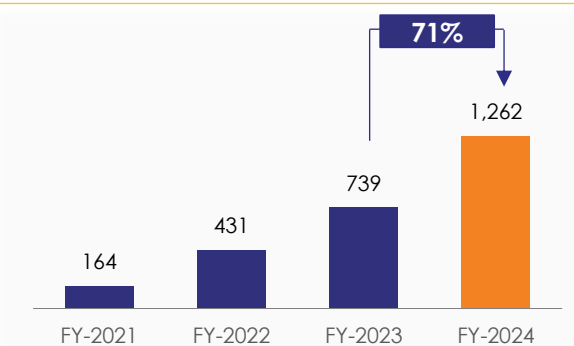
Insurance Division – Operational and Business Developments – FY-2024

Gross written premiums generated by both insurance companies expanded strongly year-on-year growth driven by the ramp up of new product and increased cross-selling. Meanwhile, total policies underwritten in FY-2024 reached c.168 thousand

Insurance – 53% year-on-year rise in total GWP to EGP 2,283 million

Sarwa Life – 71% year-on-year rise in GWP

GWP Sarwa Life | EGP mn

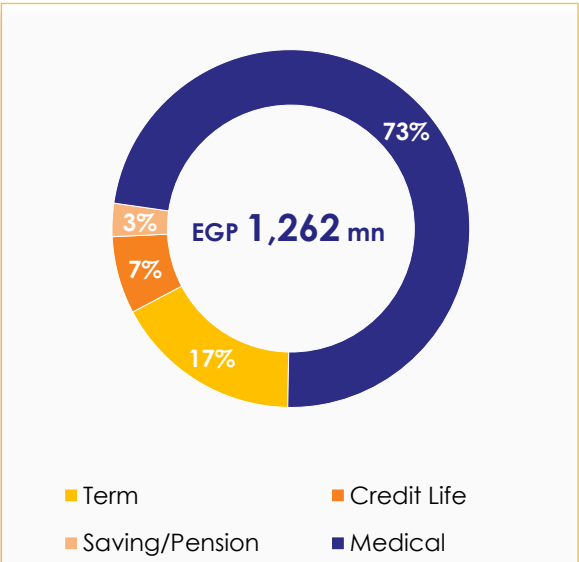


Strong growth for the period was driven by substantial growth in Medical and Term Insurance

Sarwa Life's first open-ended money market fund, which was launched in the first quarter of 2021, reached EGP 188 million as of FY-2024.

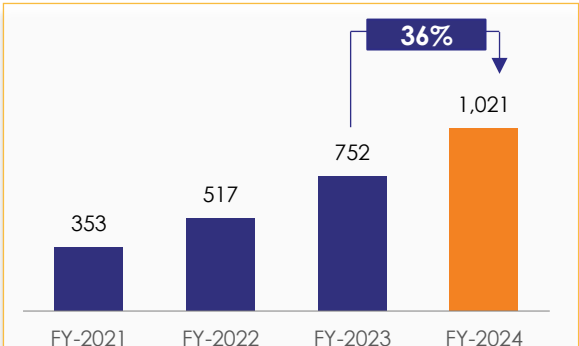
Sarwa Life's new operational issuance system is now online and fully operational. 100% of the company's retail operations, as well as its group life insurance, group pension, and credit life services are currently operating through the system, and by mid-2025, all lines of business are expected to be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

GWP Sarwa Life Breakdown – FY-2024



Sarwa Insurance – 36% year-on-year rise in GWP

GWP Sarwa Insurance | EGP mn

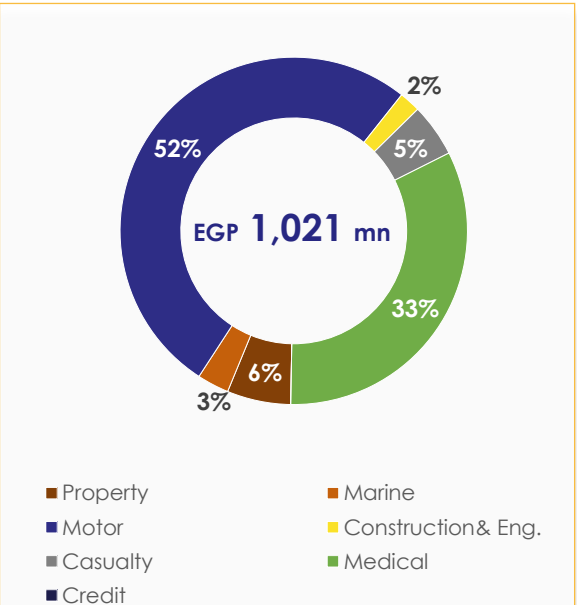


Higher GWPs reflect an increased reach and market penetration. Meanwhile, motor insurance continues to contribute the largest share of GWP having expanded 19% y-o-y.

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 – FY-2024



Contact Insurance Brokerage

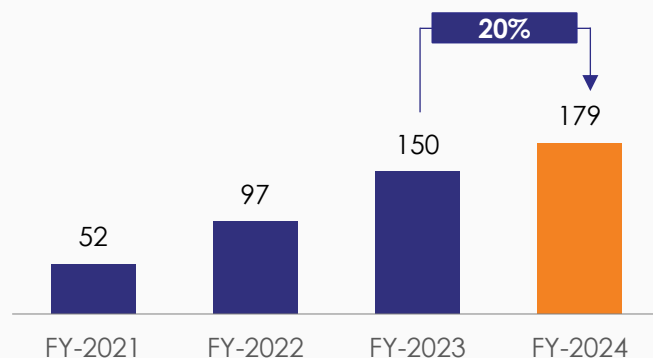
NEW PRODUCTS
New product roll outs include the "Family Card" which is a medical services card for Contact Brokerage customers, What's App promotions, home appliances warranty extension, SMEs Policies, and Car Towing (Road Assistance) policies

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

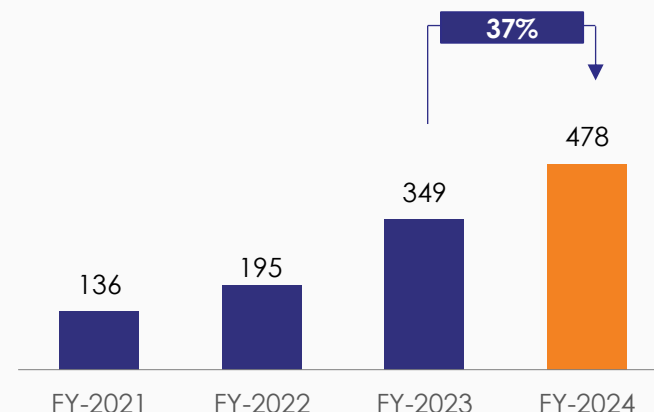
Insurance Division – Performance Review

Underwriting Income | EGP mn



Underwriting income rose by **20% year-on-year to EGP 179 million** in FY-2024.

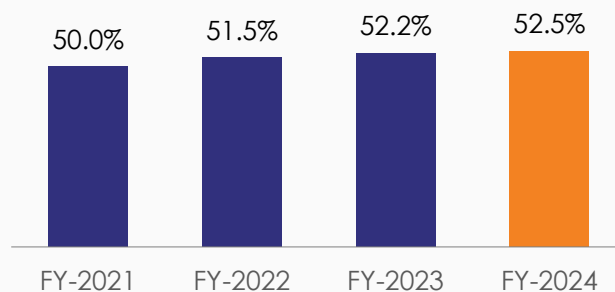
Insurance Operating Income | EGP mn



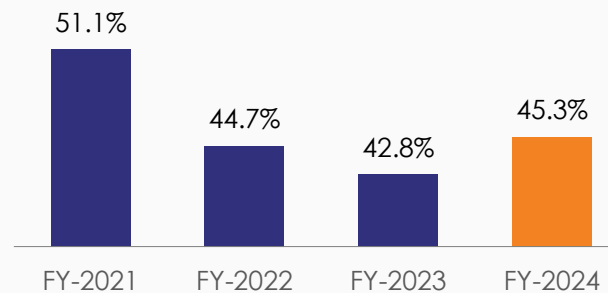
On a consolidated basis, insurance operating income expanded by **37% year-on-year to reach EGP 478 million**.

Key cost ratios¹

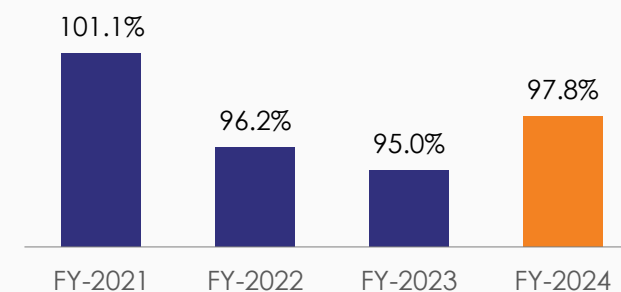
Loss Ratio | %



Expense Ratio | %



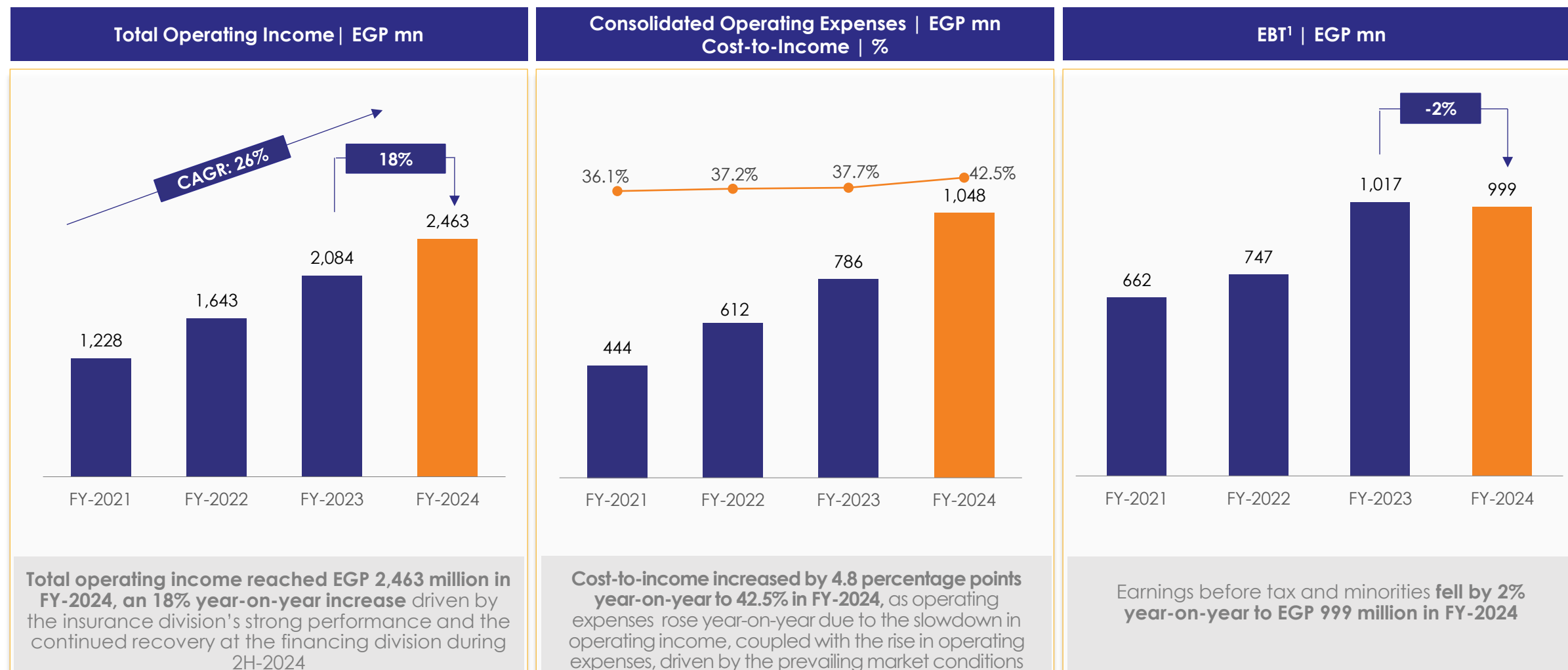
Combined Ratio | %



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

Consolidated Performance – Income Statement

The insurance division's positive results, coupled with the continued recovery of the financing division in 4Q-2024, cushioned the impact of the challenging macroeconomic environment, supporting Contact's resilient performance for full year

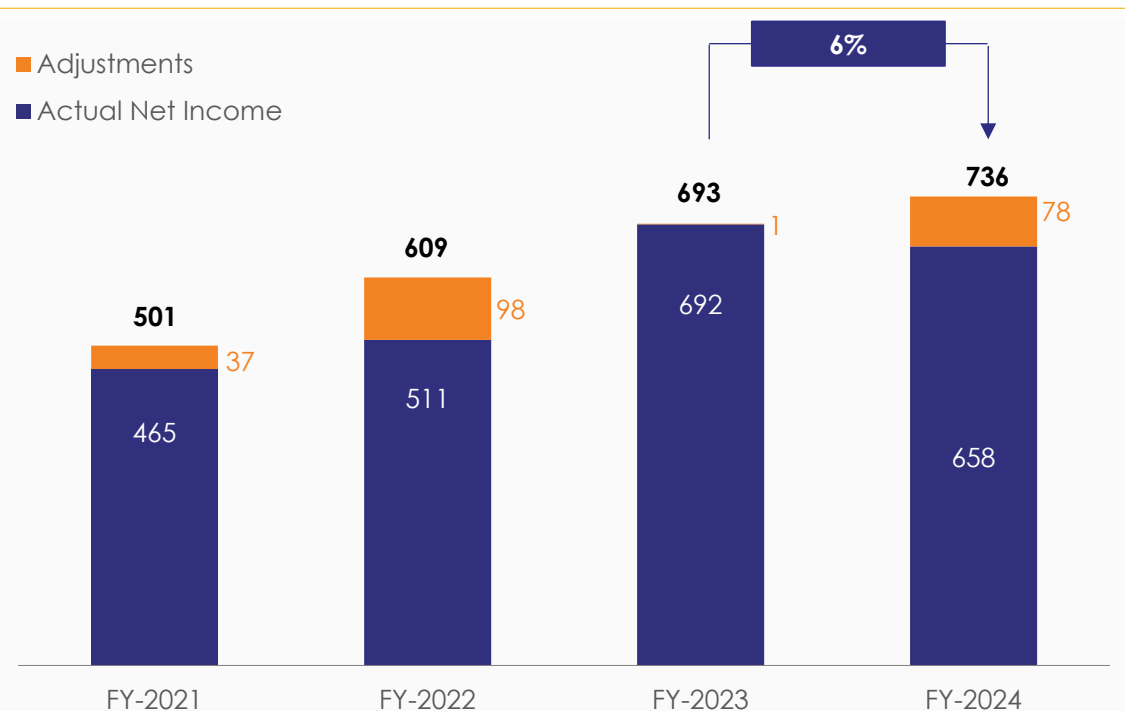


(1) FY-2023 financing EBT included a one-off capital gain from sale of assets of EGP 194.7 million which affected the Company's consolidated EBT.

Consolidated Performance – Income Statement

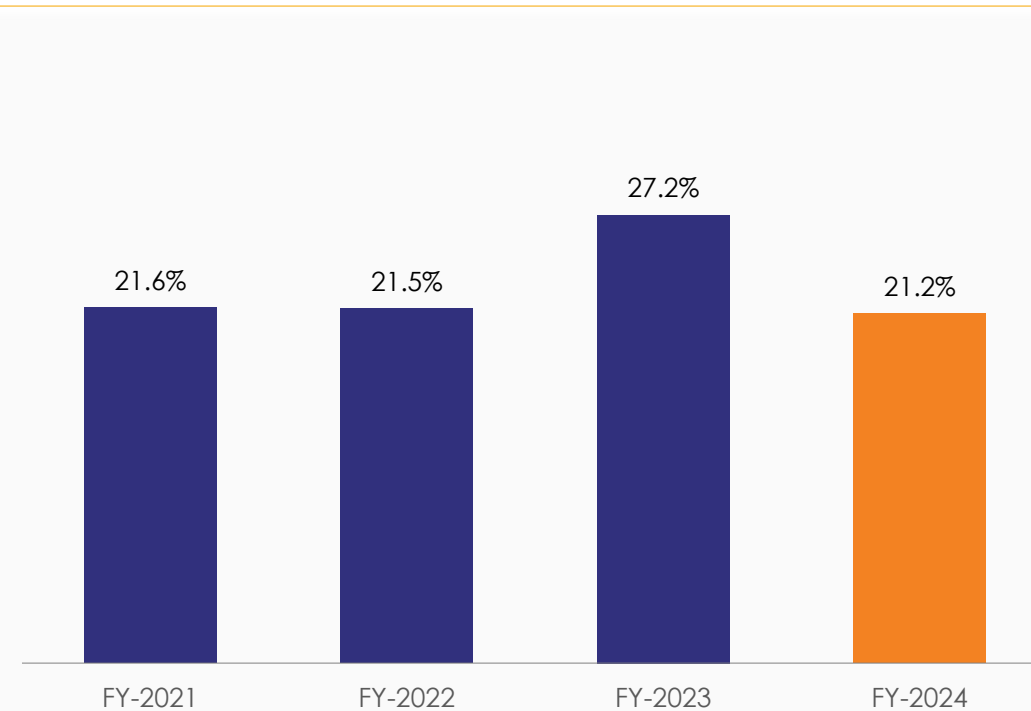
Consolidated normalized net income after minorities expanded by 6% year-on-year to EGP 736 million in FY-2024

Normalized Net Income¹ | EGP mn



Total normalized net income after minorities **rose by 6% year-on-year to EGP 736 million in FY-2024²**

Consolidated Return on Equity | %



ROE reached 21.2% in FY-2024, largely in line with previous years, as well as FY-2023 after excluding the one-off capital gain associated with asset sales recorded during the year

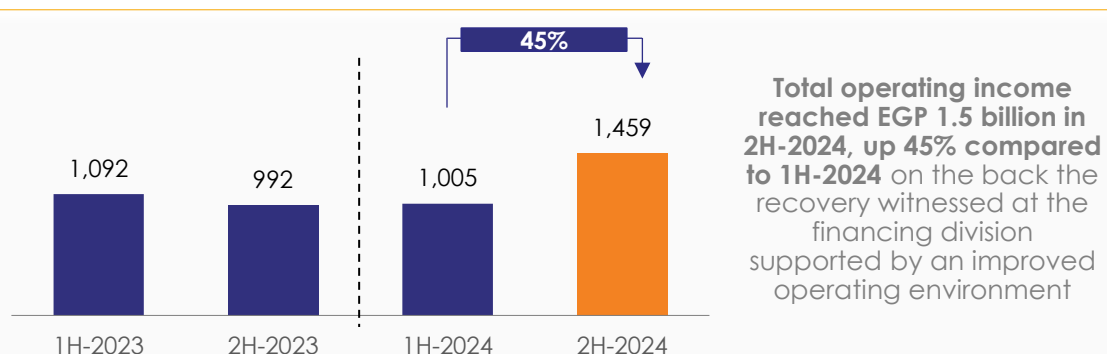
(1) Normalized net income adjusts for the following: Net effect of new rent standard, tech investments, tax adjustments, and a special provision.

(2) FY-2023 financing net income included a one-off capital gain from sale of assets of EGP 147.3 million which affected the Company's consolidated net income.

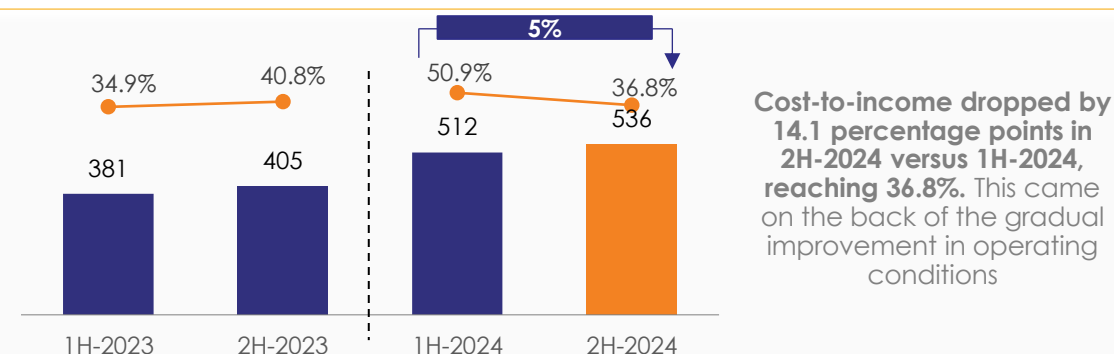
Consolidated Performance – Income Statement

The gradual improvement in market condition witnessed during the second half of 2024 enabled the Group to close out the year in a high note, with consolidated performance rising strongly compared to 1H-2024

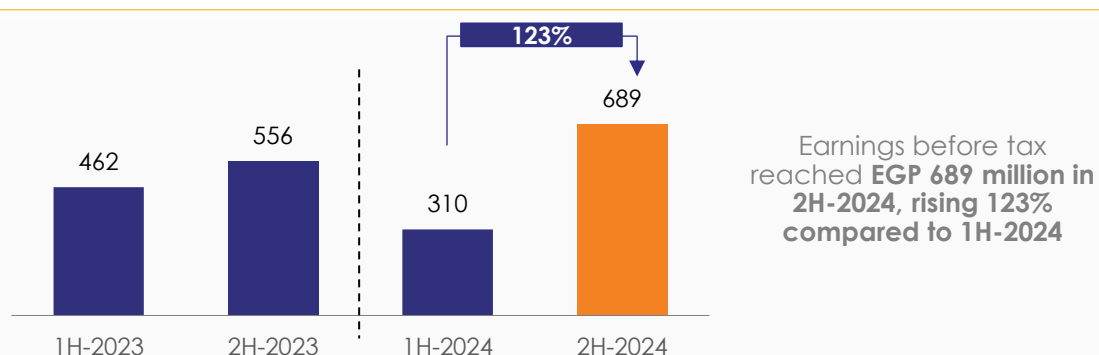
Total Operating Income | EGP mn



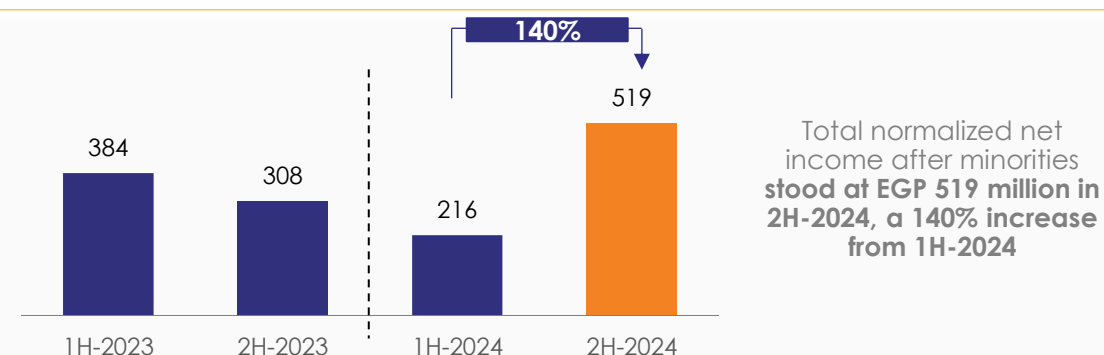
Consolidated Operating Expenses | EGP mn, Cost-to-Income | %



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-2021	FY-2022	FY-2023	FY-2024	change (FY-2023 vs FY-2024)
Revenue from Portfolio Transfer	486,813	767,104	1,005,772	839,977	-16%
Off Balance Sheet Portfolio Management Fee	156,799	199,248	326,241	394,752	21%
Securitization Surplus / Deficit	(12,370)	(16,759)	8,569	17,790	108%
Early Payment Expense - Sukuk/Discounting	(32,621)	(152,474)	(331,236)	(261,669)	-21%
Net Revenue from Portfolio Transfer	598,621	797,119	1,009,346	990,850	-2%
Income from Financing Activities	465,595	801,932	1,388,051	2,302,151	66%
Interest Expense	(161,071)	(395,099)	(880,203)	(1,490,234)	69%
Other Interest Income	92,718	90,530	70,477	121,228	72%
Other Interest Expenses	(5,853)	(10,149)	(14,095)	(15,914)	13%
Net Interest Income	391,389	487,214	564,230	917,231	63%
Fee & Commission Income	132,518	234,183	310,765	203,865	-34%
Fee & Commission Expenses	(56,649)	(83,437)	(163,539)	(110,908)	-32%
Net Financing Fee & Commission Income	75,869	150,746	147,226	92,956	-37%
Profit Share from Associates	22,222	10,386	20,377	(14,227)	-170%
Sales Revenue - Goods and Services	117,436	105,959	-	0	N/A
Cost of sales - Good and Services	(117,436)	(105,959)	-	(0)	11%
Net Sales and Cost	-	-	-	(0)	N/A
Financing Operating Income	1,088,100	1,445,464	1,741,179	1,986,810	14%
Other Operating Income	13,644	17,637	25,416	32,677	29%
Other Operating Expense	(13,308)	(25,782)	(36,568)	(41,490)	13%
Net Operating Income/Expense	337	(8,145)	(11,152)	(8,813)	-21%
Total Operating Income	1,088,437	1,437,319	1,730,027	1,977,997	14%
Capital Gain	-	-	194,677	-	-100%
Depreciation / Amortization	(54,846)	(82,364)	(103,416)	(112,229)	9%
Personnel Expenses	(299,693)	(398,912)	(492,969)	(687,321)	39%
Other Expenses	(66,771)	(102,278)	(139,489)	(149,676)	7%
Marketing Expenses	(28,579)	(21,043)	(48,302)	(92,675)	92%
Provisions	10,086	-	(15,000)	15,000	-200%
Other Finance Cost - R.O.U	(21,899)	(41,070)	(36,845)	(47,218)	28%
Foreign Currency Differences	-	757	-	750	N/A
Board of Directors Allowances	(964)	(1,343)	(1,814)	(3,793)	109%
Impairment of Financial Assets	(6,010)	(106,771)	(207,343)	(120,456)	-42%
Total Expenses	(468,676)	(753,024)	(850,500)	(1,197,618)	41%
EBT	619,760	684,296	879,527	780,379	-11%
Income Tax	(172,605)	(196,877)	(241,715)	(210,787)	-13%
Net Profit for the Year After Tax	447,155	487,419	637,813	569,593	-11%
Non-Controlling Interest	(5,262)	(7,110)	(12,893)	(36,412)	182%
Net Income	441,893	480,309	624,920	533,181	-15%

Insurance Business Income Statement

	FY-2021	FY-2022	FY-2023	FY-2024	change (FY-2023 vs FY-2024)
Gross Written Premiums	516,835	948,316	1,491,843	2,282,730	53%
Provisions of Unearned Premiums	(44,152)	(105,734)	(194,195)	(255,954)	32%
Outward Reinsurance Premiums	(154,648)	(284,415)	(382,738)	(676,442)	77%
Net Earned Premium	318,035	558,168	914,910	1,350,334	48%
Net Claims	(158,914)	(287,324)	(477,675)	(708,640)	48%
Net Commissions & Production Costs	(111,595)	(174,934)	(289,069)	(465,015)	61%
Policies Issuance Revenue	7,016	9,573	9,637	11,866	23%
Fluctuations Provision	(2,280)	(8,685)	(8,061)	(9,176)	14%
Underwriting Income	52,262	96,798	149,742	179,368	20%
Investment Income	45,218	64,956	134,267	219,757	64%
Fee Income Insurance	42,070	42,113	105,173	136,744	30%
Fee Expenses Insurance	(3,984)	(8,594)	(40,531)	(58,072)	43%
Net Insurance Fee Income	38,087	33,518	64,642	78,671	22%
Insurance Operating Income	135,567	195,273	348,651	477,796	37%
Other Operating Income	2,809	2,377	1,050	772	-26%
Other Operating Expense	-	-	-	-	
Net Operating Income/Expense	2,809	2,377	1,050	772	-26%
Total Operating Income	138,375	197,650	349,701	478,568	37%
Depreciation / Amortization	(8,835)	(13,793)	(13,970)	(18,133)	30%
Personnel Expenses	(56,564)	(70,965)	(93,644)	(129,160)	38%
Other Expenses	(10,442)	(19,901)	(35,001)	(53,691)	53%
Marketing Expenses	(1,283)	(7,901)	(15,638)	(18,863)	21%
Provisions	-	(620)	(300)	(200)	-33%
Other Finance Cost - R.O.U	(1,275)	(1,268)	(17,474)	(21,865)	25%
Foreign Currency Differences	82	-	-	699	-
Board of Directors Allowances	-	-	-	-	-
Impairment of Financial Assets	(5,343)	(535)	(7,815)	7,232	-193%
Total Expenses	(83,661)	(114,984)	(183,842)	(233,980)	27%
EBT	54,714	82,666	165,859	244,588	47%
Income Tax	(11,177)	(18,197)	(44,333)	(54,892)	24%
Net Profit for the Year After Tax	43,537	64,469	121,526	189,696	56%
Non-Controlling Interest	(7,979)	(10,956)	(22,963)	(35,871)	56%
Net Income	35,557	53,513	98,562	153,825	56%

Consolidated Income Statement

Financing Business	FY-2021	FY-2022	FY-2023	FY-2024	change (FY-2023 vs FY-2024)
Revenue from Portfolio Transfer	486,813	767,104	1,005,772	839,977	-16%
Off Balance Sheet Portfolio Management Fee	156,799	199,248	326,241	394,752	21%
Securitization Surplus / Deficit	(12,370)	(16,759)	8,569	17,790	108%
Early Payment Expense - Sukuk/Discounting	(32,621)	(152,474)	(331,236)	(261,669)	-21%
Net Revenue from Portfolio Transfer	598,621	797,119	1,009,346	990,850	-2%
Income from Financing Activities	465,595	801,932	1,388,051	2,302,151	66%
Interest Expense	(161,073)	(395,152)	(880,296)	(1,490,314)	69%
Other Interest Income	93,289	91,040	70,495	124,362	76%
Other Interest Expenses	(5,853)	(10,149)	(14,095)	(15,914)	13%
Net Interest Income	391,957	487,671	564,155	920,286	63%
Fee & Commission Income	132,525	248,447	327,129	218,655	-33%
Fee & Commission Expenses	(56,649)	(83,437)	(163,539)	(110,908)	-32%
Net Financing Fee & Commission Income	75,876	165,010	163,590	107,746	-34%
Profit Share from Associates	22,222	2,373	3,561	(39,604)	-1212%
Financing Operating Income	1,088,676	1,452,172	1,740,653	1,979,278	14%
Insurance					
Gross Written Premiums	516,835	948,316	1,491,843	2,282,730	53%
Provisions of Unearned Premiums	(44,152)	(105,734)	(194,195)	(255,954)	32%
Outward Reinsurance Premiums	(154,648)	(284,415)	(382,738)	(676,442)	77%
Net Earned Premium	318,035	558,168	914,910	1,350,334	48%
Net Claims	(158,914)	(287,324)	(477,675)	(708,640)	48%
Net Commissions & Production Costs	(111,595)	(174,934)	(289,069)	(465,015)	61%
Policies Issuance Revenue	7,016	9,573	9,637	11,866	23%
Fluctuations Provision	(2,280)	(8,685)	(8,061)	(9,176)	14%
Underwriting Income	52,262	96,798	149,742	179,368	20%
Investment Income	45,218	64,956	134,267	219,757	64%
Fee Income Insurance	42,070	42,113	105,173	136,744	30%
Fee Expenses Insurance	(3,984)	(8,594)	(40,531)	(58,072)	43%
Net Insurance Fee Income	38,087	33,518	64,642	78,671	22%
Insurance Operating Income	135,567	195,273	348,651	477,796	37%
Other Operating Income	18,588	22,750	34,268	53,941	57%
Other Operating Expense	(14,620)	(27,423)	(39,738)	(47,642)	20%
Net Operating Income/Expense	3,969	(4,673)	(5,470)	6,299	-215%
Total Operating Income	1,228,211	1,642,771	2,083,834	2,463,373	18%
Capital Gain	-	-	194,677	-	
Depreciation / Amortization	(63,793)	(96,796)	(118,851)	(132,709)	12%
Personnel Expenses	(363,634)	(483,732)	(603,251)	(836,375)	39%
Other Expenses	(80,318)	(128,187)	(182,779)	(211,612)	16%
Marketing Expenses	(33,053)	(36,054)	(69,605)	(113,236)	63%
Provisions	10,086	(620)	(15,300)	14,800	-197%
Other Finance Cost - R.O. U ¹	(23,175)	(42,337)	(54,345)	(69,668)	28%
Foreign Currency Differences	82	758	-	1,488	0%
Board of Directors Allowances	(964)	(1,343)	(1,814)	(3,793)	109%
Impairment of Financial Assets	(11,354)	(107,341)	(215,123)	(113,280)	-47%
Total Expenses	(566,122)	(895,653)	(1,066,392)	(1,464,383)	37%
EBT	662,090	747,118	1,017,442	998,989	-2%
Income Tax	(184,029)	(218,335)	(289,374)	(269,035)	-7%
Net Profit for the Year After Tax	478,061	528,783	728,068	729,955	0%
Non-Controlling Interest	(13,242)	(18,070)	(35,860)	(72,287)	102%
Net Income	464,819	510,714	692,208	657,668	-5%

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