



MAYFAIR
I N S U R A N C E

INTEGRATED ANNUAL REPORT

31 DECEMBER 2023

May 2024

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ABBREVIATION

MICR: Mayfair Insurance Company
Rwanda Ltd

NBR: National Bank of Rwanda

GWP: Gross Written Premium

HR: Human Resources

RDB: Rwanda Development Board

PAR: Plant All Risks

CRI: Collateral Indemnity Insurance

LRC: Liability for Remaining Coverage

LIC: Liability for Incurred Claims

OCR: Outstanding Claims Reserve.

UPR: Unearned Premium Reserve.

BCL: Basic Chain-Ladder Method.

BF: Bornhuetter-Ferguson Method

IBNR: Incurred but Not Reported

IEUR: Initial Expected Ultimate Loss Ratio.

RSSB: Rwanda social security board

MMI: Military medical Insurance

RA: Risk Adjustment

BEL: Best Estimate of Liability

REPORTS HIGHLIGHTS

Key Figures for 2023

20% Increase in Insurance revenue compared to 2022	Insurance revenue :5.654Bln
7% Decrease in Net Profit compared to 2022	Net Profit: Frw 472Mn
18.85% increase in Underwritten Policies	15,516 Accumulated Underwritten Policies in 2023 against 13,055 in 2022
Insurance service result: Frw 1.651 Bln	Insurance Service Expenses: Frw 1.980 Bln
Total Asset: Frw 10.794 Bln	Net Asset: Frw 4.018 Bln

CHAIRMAN'S STATEMENT



FOREWORD

I am pleased to present the consolidated annual report and financial statements of Mayfair Insurance Company Rwanda Ltd for the year ended 31st December 2023.

This year's results highlight a particularly successful year for our company. A key driver behind our financial success was our well-defined strategy. These results demonstrate that we are in the right market, with the right strategy and the right leadership in place to deliver consistent value to our stakeholders.

BUSINESS ENVIRONMENT

The financial sector demonstrated resilience and maintained its growth trajectory despite the challenges posed by global and domestic macroeconomic conditions, volatile weather patterns, and the strengthening of the US dollar. According to our regulator, our industry remained robust; the general insurance business, which is our line of business, accounted for approximately 78.8% of the total industry premiums, while life insurance represented 21.2% of the total industry premiums. This underscores the importance of our business in driving the economy of Rwanda. The stability of the insurance industry improved significantly over the year, with total assets reported by the NBR increasing by 16.9%.

FINANCIAL RESULTS

2023 marks the seventh consecutive year in which the company has recorded growth in both income and profitability. This year, we adopted the International Financial Reporting Standard 17 (IFRS 17), which regulates insurance contracts. The company achieved GWP of Frw 6.753 billion, reflecting a 29% growth from the previous year. Additionally, we reported a Profit Before Tax of Frw 666.125 million and a Profit After Tax of Frw 472.009 million.

OUTLOOK AND STRATEGY

As we move forward, we will continue to navigate uncertainties and seize emerging opportunities. Together, we will build a stronger and more resilient Mayfair Insurance Company Rwanda Ltd, creating sustainable value for our shareholders and contributing to the well-being of our communities.

We remain focused on implementing our five-year strategic plan for 2020-2024 and will continue to innovate our products and re-engineer our processes to remain competitive in the marketplace. Our leadership team remains the critical driver of our strategy. Mayfair Insurance Company Rwanda Ltd will endeavor to recruit highly qualified and professional staff, who will receive ongoing training to acquire the necessary skills to thrive in a dynamic business environment.

APPRECIATION

On behalf of the Board of Directors, I express sincere appreciation for the support and cooperation of our shareholders. I also extend my gratitude to each Board Director for their dedicated leadership, which has guided Mayfair Insurance Company Rwanda Ltd in the desired direction. We are deeply grateful to our esteemed clients for their continued patronage and support.

Additionally, I would like to acknowledge the management and staff for their loyalty, dedication, and commitment to our company's vision of remaining a reliable and innovative Pan-African financial services leader.

BYUSA HANGU Alphonse

Chairman of the Board of Director

MANAGING DIRECTOR'S STATEMENT



PERFORMANCE

2023 has been another successful year for Mayfair Insurance Company Rwanda Ltd. The company achieved strong performance across all facets of its operations. Premiums written, cash flow, investments, profitability, and asset base all registered commendable growth during the year. This success was driven by several factors, including focused marketing aligned with select distribution channels, stronger intermediary relationships, maintenance of an optimal business mix, proactive investment portfolio management, and improved service delivery to our customers.

FINANCIAL RESULTS

The company has adopted the International Financial Reporting Standard 17 (IFRS 17), which regulates insurance contracts. I am pleased to report that Mayfair Insurance Company Rwanda Ltd achieved strong performance, with a Gross Written Premium (GWP) of Frw 6.753 billion and insurance revenue of Frw 5.654 billion. Our GWP increased by 29% and insurance revenue by 19.8% in 2023. Additionally, our assets grew by 32% in 2023, and the company realized positive retained earnings of Frw 1.006 billion.

HUMAN CAPITAL, PROCESSES & TECHNOLOGY

An organization is only as good as its human resources. We have maintained our strength and continue to invest in our people and emerging technology to make insurance simpler and more accessible for our customers. We have also continued to inspire strong confidence among our customers, intermediaries, and investors, establishing ourselves as the most reliable general insurance company in Rwanda.

Transformation of both our internal processes and staff attitudes has remained a key strength over the past year as we explored new ways to serve a new generation of customers whose expectations and lifestyles are influenced by market trends.

With our emphasis on human resource development and an open workspace, we have fostered a culture of collaboration and connection that encourages experimentation, teamwork, and self-initiative. We believe this work culture will help us nurture a ready workforce that is agile and adaptive, equipped with the right skill sets and mindsets to meet the evolving demands of our customers today and in the future.

FUTURE OUTLOOK

The Company recognizes the increasingly competitive environment and continues to implement effective strategies to enhance its growth and profitability. We believe we have the right strategy to navigate the inevitable challenges ahead. Aggressive marketing in selected markets, enhanced stakeholder relationships, improved customer service, and innovations in products and processes to meet changing customer needs will remain our hallmark.

As we move forward, we will continue to invest in digital solutions to make it easier for our customers to understand and purchase insurance, and for our intermediaries to identify needs and make the right recommendations.

Finally, I extend my heartfelt gratitude to our customers, shareholders, Board of Directors, and staff for their commitment to and support of our initiative to become customer centered. I look forward to working with our team, intermediaries, regulators, and other partners as we take Mayfair Insurance Company Rwanda Ltd to greater heights.

IGOMA Jessica

Managing Director

CORPORATE GOVERNANCE STRUCTURE.

a) Board of Directors

Mayfair Insurance Company Rwanda Limited, as a regulated financial institution, is committed to adhering to the best practices of corporate governance. Shareholders nominate skilled and experienced directors of high caliber to oversee the management of the company. The board of directors at MICR conducts annual self-assessments as required by corporate governance regulations.

Below are the Board Members of MICR in 2023



**Mr. Alphonse HANGU
BYUSA**
CHAIRMAN



**Amb. Dr. Benjamin
RUGANGAZI**
DIRECTOR



**Dr. Shivon
BYAMUKAMA**
DIRECTOR



**Mr. Richard
RWIHANDAGAZA**
DIRECTOR



Mr. Anjay PATEL
DIRECTOR



**Ms. Alida Providence
NZALELA**
DIRECTOR



**Mr. Senthil Ganesh
SHANBAGAMOORTHY**
DIRECTOR



Ms. Jessica IGOMA
MANAGING DIRECTOR

b) Board committees.

In line with best practices, MICR Board has in place various committees; and below are committees and their members:

COMMITTEES	MEMBERS
Underwriting and Claims	Dr. Shivon Byamukama, Chairperson Mr. Richard Rwihandagaza, Member Mr. Anjay Patel, Member
Audit and Human Resources	Ms. Nzalela Alida Providence, Chairperson Mr. Anjay Patel, Member Dr. Shivon Byamukama, Member
Executive, Investment and Strategy	Amb. Dr. Benjamin Rugangazi, Chairperson Mr. Senthil Ganesh Shanbagamoorthy, Member
Risk Management and Compliance	Mr. Richard Rwihandagaza, Chairperson Amb. Dr. Benjamin Rugangazi, Member Ms. Nzalela Alida Providence, Member

c) Senior Management

The senior management at Mayfair Insurance Company Rwanda Limited is guided by the Managing Director and is responsible for the daily management and implementation of board-approved policies and strategic decisions.

Below are the senior management members of MICR:



Jessica IGOMA
Managing Director



Benson CHEGE KAMAU
General Manager



Joel NKEZABERA
Head of Finance & HR
Administration



Ferdinand NGANJI RWIRANGIRA
Head of Underwriting &
Reinsurance



Valens NZUNGIZE
Head of Business Development



Viateur KAYIGAMBA
Head of Claims



Boris TWAHIRWA
Head of IT



Jean Claude HABIMANA
Head of Internal Audit



James NGIRUMWE
Company Secretary

INSURANCE SECTOR OUTLOOK 2023

According to the National Bank of Rwanda (NBR), the insurance sector comprises various institutions that offer risk management through insurance contracts and is broadly classified into two categories: Non-life insurance and Life business. Additionally, the sector includes four special categories of insurance, namely Microinsurance, Captive insurance, Health Maintenance Organization (HMO), and Mutual Insurance.

Private insurance in Rwanda is represented by 15 insurance companies, of which 9 offer non-life insurance products, 3 offer life insurance, 1 specializes in microinsurance, 1 in Captive Insurance, 1 is a Health Maintenance Organization (Eden Care), and 1 is focused on Mutual insurance. In addition to private insurers, the sector also includes 2 public health insurers (RSSB Medical and MMI).

In terms of intermediation, there are 15 active insurance brokers, 12 bancassurance agents, 1,324 insurance agents, and 30 loss adjusters as of December 2023.

Private insurance in Rwanda is primarily dominated by non-life insurance, which is short-term in nature. Non-life or general insurance accounted for 78.8 percent of total premiums of private insurers and 46.8 percent of the total insurance sector Gross Written Premium (GWP). General insurance business largely comprises motor and medical insurance products, which together represent 63 percent of total gross premiums and 29 percent of the total insurance industry.

On the other hand, life insurance, a long-term category of insurance, provides financial compensation in the form of the assured amount at maturity or in the event of the policyholder's death. Life insurance business includes ordinary life, traditional life, term, and credit life products. Ordinary life and credit protection products dominate, accounting for 66.8 percent of gross premiums collected by life insurers in December 2023.

Product Break down for non –life Insurance.

Product Description (in Frw million)	Dec-22			Dec-23		
	GWP	Claims	Claims ratio	GWP	Claims	Claims ratio
Motor	42,036	24,977	67%	53.608	28.062	63%
Property	15,099	822	17%	19.899	1.055	17%
Medical	3,401	913	83%	32.847	16.593	63%
Liability	1,381	326	50%	4.425	540	33%
Transportation	2,732	388	23%	1.549	73	11%
Accident& Health	9,034	359	23%	3.627	404	22%
Engineering	4,631	110	7%	11.611	508	22%
Guarantee	29,701	14,923	68%	5.698	347	18%
Miscellaneous	6,323	517	26%	6.366	624	26%

Source: National Bank of Rwanda.

The growth momentum of the insurance sector continued. Total assets of the sub-sector increased by 16.9 percent to FRW 963 billion in December 2023 from FRW 824 billion in December 2022. All categories of insurers recorded a double-digit growth between December 2022 and December 2023 indicating improved risk assessment, higher return on investment income, and improved underwriting performance.

Financial soundness of the insurance sector.

The insurance sector remained solvent and liquid during the year 2023. The solvency position remained above prudential requirement, private insurer's solvency ratio stood at 296 percent as at December 2023 compared to 221 percent in December 2022 and well above the regulatory minimum of 100 percent driven by increased quality of assets due to changes in investment mix of insurers.

Liquidity position of private insurers is improving, the liquidity ratio indicates the proportion of insurers' liquid assets available to cover their current liabilities. Liquidity ratio of private insurers stood at 117 percent in December 2023, exceeding the prudential requirement of 100 percent and up from 98 percent in December 2022. This improvement was driven by increased investments in more liquid assets and an enhanced composition of assets liquidity.

During the same period, private insurers significantly improved their underwriting performance, leading to an underwriting profit and indicating a decrease in insurance risk due to good risk management.

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MAYFAIR
INSURANCE
You are in safe hands



Company Profile



MAYFAIR INSURANCE COMPANY RWANDA LTD PROFILE.

Overview:

Mayfair Insurance Company Rwanda Limited (MICR) is an insurance company incorporated under the company code no 105307941 by Rwanda Development Board (RDB) on 2nd February 2016 and was licenced to operate general insurance business in Rwanda by the National Bank of Rwanda (NBR) on 5th May 2017.

The shareholding structure is as below:

SHAREHOLDERS	Percentage of shareholding
Mayfair Insurance Company Ltd	40.00%
Andrea Ltd	17.50%
Gorajia Ravindra Hargovind	12.50%
Amb. Benjamin Rugangazi	12.50%
Anjay vithalbhai Patel	8.75%
Vishal Rajinderkumar Patel	8.75%
Total	100%

Vision


To be distinguished as a reliable and innovative Pan-African financial services leader.

Mission

To provide financial security through reliable and innovative insurance solutions.

Core Values

- Integrity
- Professionalism
- Reliability
- Respect

A photograph of a construction site under a clear blue sky. Two large yellow tower cranes are visible on the left. In the center and right, a multi-story building is under construction, completely encased in a complex network of silver metal scaffolding. The building's concrete structure is partially visible through the scaffolding. The bottom of the image features a graphic overlay with green and grey geometric shapes.

COMPANY PRODUCTS



MAYFAIR INSURANCE COMPANY RWANDA LTD

MAYFAIR INSURANCE COMPANY RWANDA LTD PRODUCTS

1. Motor Insurance (Private & Commercial)

By law, all motor vehicles on public roads in Rwanda are required to have at least third-party insurance cover for injuries or death caused to third parties, commonly known as Act Only insurance. However, Mayfair Insurance Company Rwanda Ltd goes beyond statutory requirements and offers the following additional covers for motor vehicle owners: Comprehensive, Motor Third Party, Theft, Fire, and Material Damage insurance.

2. Fire & allied perils.

a) Fire & Special Perils Insurance

This policy covers the insured property against Fire, Lighting and Explosion. The policy is usually extended to cover extra perils of earthquake, volcanic eruption, storm, tempest flood, escape of water from any water tank, apparatus or pipes, impact by road vehicle or animal, riot, strike and civil commotion.

b) Industrial All Risks

This policy covers accidental physical loss or damage to the property insured including buildings, plant, Machinery, other contents, equipment and stock.

3. Engineering

a) Contractors all risks

These policies provide comprehensive and adequate protection against loss or damage in respect of contract works, construction plant and equipment or contractual machinery as well as for Third Party Liabilities in respect of property damage or bodily injury arising in connection with the execution of a Project.

b) Contractors Plant and Machinery Insurance

Covers fire, theft and external accidental damage to the insured plant excluding machinery breakdown. The Plant all Risks (PAR) insurance covers fire, theft and accidental external damages to the insured plant or machinery, excluding damage due to machinery breakdown.

c) Erection All Risks

Covers any unforeseen and sudden physical loss or damage from any cause, other than those specifically excluded, in a manner necessitating repair or replacement. The Company will

indemnify the Insured in respect of such loss or damage as hereinafter provided. The policy also covers accidental death or injury to third parties and third-party property damage.

d) Machinery Breakdown Insurance

This insurance is in respect of unforeseen or sudden damage to any machinery described in the schedule from any accidental cause:

- While in operation or at rest,
- Being dismantled for the purpose of cleaning inspection,
- Removal to another working position.

e) Deterioration of stock

Covers damage/deterioration of stock resulting from breakdown of cold room and other refrigerating equipment.

f) Computer and Electronic Equipment All Risks

This insurance is arranged on All Risks basis covering sudden and unforeseen losses resulting in material damage to the computers and electronic equipment.

4. Bond Insurance

This is a surety issued to a principal in respect of another, usually a surety guaranteeing the proper performance of that contractor in accordance with the terms of the contract agreement.

Some of the bonds available are:

Performance Bond

Advance Payment Bond

Bid/Proposal/tender Bond.

Government Bond

Temporary Importation Bond

Customs Bond

Collateral Indemnity Insurance (CRI)

5. Money Insurance

This policy covers loss of money whilst money is in transit or in securely locked safe or strong room or in the personal custody of some top management staff. The safe itself may also be insured under this Policy.

6. Travel Insurance

Travel insurance covers medical expenses, trip cancellation, lost luggage, flight accident and other losses incurred while traveling, either internationally or domestically.

7. Aviation

This is the insurance of aircrafts. The major items usually covered by the insurance policy are:

- **Hull and machinery**
Including Spare parts
- **Passenger and public liabilities**
Including cover for Crew members.

8. Marine

a) Marine cargo

The marine cargo insurance provides cover for goods being shipped from one country to the other against maritime and other extraneous perils as usually spelt out in the policy.

b) Marine Hull Insurance

The marine hull insurance policy covers the vessel (ship) and her machinery against maritime and other extraneous perils clearly stated/defined in the policy.

c) Goods in Transit

This policy provides cover for loss or damage to goods whilst in transit by land, rail or inland water transport.

The policy also covers damage to the goods during:

Loading and unloading

While temporarily housed

d) Carrier's Legal Liability

Covers legal liability for accidental loss or damage to goods in custody or control of the insured whilst in transit by road or any other specified mode.

9. Group Personal Accident

The Group/Personal Accident Insurance cover is flexible and can be tailor-made to suit the insured's requirements. It is a 24 hours' worldwide cover arranged to provide compensation for Death, Permanent or Temporary Disablement, as well as medical, surgical and hospital expenses incurred as a result of an accident.

10. Public/Product Liability Insurance

The public liability policy is designed to cover the insured against legal liability to third parties for death, bodily injury or property damage arising out of the negligence of the insured's company or employees whilst engaged in the company's business.

11. Workmen's Compensation

The workmen's compensation insurance is designed to provide compensation to employees for injury, death or disease arising out of or in the cause of their employment.

12. Employers Liability/Common Law

Covers Employers Legal liability under common law for damages and claimants' costs and expenses of litigation. In addition, it pays all expenses incurred by the insured with the company's written consent.

13. Domestic Package

This insurance covers private dwelling house and household contents against fire and a wide range of other perils and liabilities.

14. Theft

Burglary and Housebreaking

This policy covers loss or damage to property following forcible and violent entry into and out of a building.

All Risks for mobile property

This policy covers loss or damage to portable items like mobile phones, laptops arising from all risks of accidental nature except for those excluded by the policy.

Fidelity Guarantee Insurance

This policy covers the insured against the infidelity of their employees. Cover may be on named position or blanket basis.

15. Consequential Loss

This policy covers loss of profit following interruption of or interference with the business in consequence of damage occurring during the period of insurance arising from the insured perils.

16. Crop Insurance

This covers the shortfall of the yield in the unit area of Insurance of the Insured Crop caused by the Insured Perils. The Perils Insured include drought, excessive rainfall, pests and diseases, earthquake, volcanic eruption, fire, animals, insects, floods and any other peril not specifically excluded that may cause reduction in yield / quantity of the Insured crop.

17. Political Terrorism and Violence

Covers physical loss of property occurring during the period of insurance directly caused by act of terrorism and sabotage, malicious damage, political riots and strikes, civil commotion, invasion or act of foreign enemy, coup d'Etat, insurrection and war.



MARKETING & PROMOTION



MAYFAIR INSURANCE COMPANY RWANDA LTD

MARKETING AND PROMOTION

Mayfair Insurance Company Rwanda Ltd has established a strong presence in the Rwandan market over the past seven years, leveraging the solid brand reputation of its parent company based in Kenya. With a global financial credit rating of A+ (KE) issued by Global Credit Rating (GCR), our parent company provides a strong foundation for our operations.

Through our marketing and business development functions, we continuously implement brand awareness campaigns and initiatives. These include radio advertising, TV scripts, features in key magazines, and billboards. We have also increased our presence on social media platforms and our website, where we showcase our various products and engage with customers. Additionally, we distribute branding merchandise such as calendars, notebooks, pens, and T-shirts to our intermediaries and clients.

To enhance our nationwide outlook and visibility, we co-brand our agency offices, giving them the appearance of Mayfair branches. Moving forward, we are committed to rolling out various brand awareness initiatives aligned with our marketing strategy to solidify our position as a dominant player in the Rwandan market.

Below are some of the marketing and brand awareness activities we participated in during the year 2023:

Rwanda women in leadership sponsorship

Mayfair Insurance Company Rwanda Ltd proudly sponsored the Rwanda Women in Business (RWIBA) 2023 event. We are delighted to announce that our Managing Director, Jessica Igoma, was honoured with the prestigious award for supreme winner of the insurance woman of the year 2023. This recognition highlights our commitment to empowering women in leadership roles and our dedication to promoting diversity and inclusivity within the insurance industry.



Rwanda Insurance Broker association conference sponsorship

Mayfair Insurance Company Rwanda Ltd proudly sponsored the Rwanda Insurance Brokers Association (RIBA) conference. During the event, we seized the opportunity to present our services and products, enhancing our visibility and strengthened our partnership with the brokers. We are honoured to have received an award for our sponsorship, emphasising our commitment to supporting and engaging with the insurance broker community.



CUSTOMER EXPERIENCE SURVEY

Mayfair Insurance Company Rwanda Ltd conducted a survey on its service delivery between May and July 2023.

The purpose of this survey was to gather feedback on customers' experiences, evaluate the effectiveness of our service delivery, and identify areas for improvement or recommendations.

Information on customer service quality was collected through a questionnaire, administered randomly and anonymously to customers who visited our premises for any service.

The data collected focused on the quality of services provided by the company and the average time taken to render services.

From the survey, we have learned the importance of consistently delivering exceptional services, aiming for customer satisfaction to the extent that they would strongly recommend us to others.

We are committed to conducting future surveys to stay informed about our customers' service delivery experiences and to continually improve our services.



CORPORATE SOCIAL RESPONSIBILITY



MAYFAIR INSURANCE COMPANY RWANDA LTD

CORPORATE SOCIAL RESPONSIBILITY.

It is Mayfair Insurance Company Rwanda Ltd's policy to give back to the community through targeted programs as identified and evaluated by management. In 2023, MICR visited the Ntarama Memorial of the 1994 Tutsi genocide on April 28, 2023, and the Aheza Healing Center. Additionally, financial support was provided to expand their activities.

During these visits, the company's management and staff were educated about the tragic history of the 1994 Tutsi Genocide in Rwanda. They were sensitized on the importance of unity and the avoidance of divisionism.

Staff members also took time to honor and remember the victims of the 1994 Tutsi genocide and reaffirmed their commitment to contribute to the ongoing reconstruction and development of their country.



Mayfair Insurance Company Rwanda's Staff paid tribute to 1994 Genocide victims.



FINANCIAL STRENGTH &
PROVISIONING POLICY



MAYFAIR INSURANCE COMPANY RWANDA LTD

FINANCIAL STRENGTH AND PROVISIONING POLICY

Capital Adequacy

The company capital adequacy is a sign that the Company is in a position to settle its liabilities at any time and is capable of paying claims as quick as possible. Since the inception of the company in 2017, the capital adequacy has continued to grow in line with the growing top line. The audited accounts for 2023 indicate a solvency margin ratio of 226.78 % against the minimum 100% required by the regulator. The strong capital adequacy is the result of the company policy and strategies of ensuring that the premium collected is invested in quality assets such as term deposit in banks and government bonds.

To maintain this trend, the company will continue to monitor inherent risk that may erode the capital adequacy and proactively manage the Insurance, Credit and Market risks.

Investment status

Mayfair Insurance Company Rwanda Ltd has in place an Investment Policy approved by the board of directors. The main objective of the Policy is to ensure that the rate of return on the invested assets are at least within or above the industry average rate of return and the risk of credit is minimised.

Investment Portfolio as at 31st December 2023 was as follows:

Category	Class	Amount in Frw "000"
Government bonds	Fixed Interest	4,974,297
Term Deposits	Fixed Interest	1,653,837
Investment in properties	Non- fixed income	686,300
Total		7,314,434

ADOPTION OF IFRS 17

The company has initially applied IFRS 17, including any consequential amendments to other standards, from 1 January 2023. These standards have brought significant changes to the

accounting for insurance and reinsurance contracts. As a result, the company has restated certain comparative amounts and presented a third statement of financial position as at 1 January 2022.

IFRS 17 is an accounting standard which was first issued by the International Accounting Standard Board (IASB) in 2017 with an initial effective adoption date of annual periods beginning on or after 1 January 2021. The effective adoption date of IFRS 17 was then revised to 1 January 2023 with the standard having undergone various amendments since the issue date. IFRS 17 replaces the IFRS 4 Standard which had been issued in March 2004 as an interim accounting Standard to be in place until the IASB completed the project on IFRS 17.

IFRS 17 was developed to standardize insurance accounting globally and improve transparency in insurance accounts. IFRS 4, the precursor accounting Standard to IFRS 17, allows for the use of a wide variety of accounting practices reflecting national accounting requirements subject to limited improvements and specified disclosures. IFRS 17, on the other hand, sets out principles for the measurement, presentation, and disclosure of insurance contracts.

The nature and effects of the key changes in the company's accounting policies resulting from its adoption of IFRS 17 are summarised below:

IFRS 17 Insurance Contracts

IFRS 17 establishes principles for the recognition, measurement, presentation and disclosure of insurance contracts, reinsurance contracts and investment contracts with discretionary participation features. It introduces a model that measures groups of contracts based on the company's estimates of the present value of future cash flows that are expected to arise as the Company fulfils the contracts, an explicit risk adjustment for non-financial risk and a CSM.

Under IFRS 17, insurance revenue in each reporting period represents the changes in the liabilities for remaining coverage that relate to services for which the company expects to receive consideration and an allocation of premiums that relate to recovering insurance acquisition cash flows. In addition, investment components are no longer included in insurance revenue and insurance service expenses.

The company applies the PAA to simplify the measurement of contracts. When measuring liabilities for remaining coverage, the PAA is similar to the company's previous accounting treatment. However, when measuring liabilities for incurred claims, the company now discounts the future cash flows (unless they are expected to occur in one year or less from the date on which the claims are incurred) and includes an explicit risk adjustment for non-financial risk.

Previously, all acquisition costs were recognised and presented as separate assets from the related insurance contracts ('deferred acquisition costs') until those costs were included in profit or loss and OCI. Under IFRS 17, only insurance acquisition cash flows that arise before the recognition of the related insurance contracts are recognised as separate assets and are tested for recoverability. These assets are presented in the carrying amount of the related portfolio of contracts and are derecognised once the related contracts have been recognised.

Technical Provisions

Technical provisions are the reserves an insurance company constitutes to ensure the fulfilment of future obligations. Technical provisions are mainly made of Liability of Remaining Coverage (LRC) and Liability for Incurred claims (LIC).

To ensure the adequacy of reporting and in compliance with regulatory requirement, the company hired an independent external actuary (Zamara actuarial) to review and confirm the technical provisions of the company.

Liability for Incurred claims (LIC)

The liability for Incurred claims (LIC) is made of Best Estimate of Liabilities (BEL) which is the outstanding claims reserve discounted and Risk adjustment (RA)

Outstanding claims reserve.

Outstanding claims reserve comprises the claims reported but not yet paid, claims incurred but not yet reported and claims related expenses.

In calculating the claims outstanding current estimate, an insurer shall take into account all future

payments related to claims incurred as at the valuation date which are not limited to:

- Claims reported but not yet paid.
- Claims incurred but not reported.
- Claims related expenses.

Normally, the prescribed methodologies in the determination of the outstanding claims reserve (OCR) are as follows:

- Case Estimated method –Using the sum of case estimate as at the valuation date.
- Average cost per claims method- using the average cost of claims incurred.
- Other methods recognised by the best practice.

We selected the most appropriate methodology depending on the volume of data in each class of business and in line with the best practice.

The method - used for the projection of claims valuation were:

- The basic Chain-Ladder Method (BCL),
- The Bornhuetter- Ferguson Method (BF) and,
- The loss ratio method dependent on the class of business projected.

With BCL, development factors were calculated using the last seven years of data by accident period. Ultimate development factor was calculated for each of the development period. Link ratios were excluded if they were deemed to be outliers.

Ultimate development factors were applied to the paid data per accident period and an ultimate claims amount for each accident period was calculated. The future incurred but not reported claims were allocated to future payment periods in line with the development patterns calculated above. The outstanding claims reported to date were then subtracted from the total future claims to give the resulting IBNR figures per accident period.

The BF method is an extension of the BCL Method as the incremental and ultimate development factors calculated (in accordance with the BCL method) form a critical component of a reserve estimate determined using the BF method.

The BF method is used on more recent accident years (depending on the volume of data available) since the estimates produced using the BCL for these accident years cannot necessarily be relied upon with a sufficient degree of confidence. The BF method is a weighted average approach that uses an assumed loss ratio, termed the Initial Expected Ultimate Loss Ratio (IEUR) in combination with the original BCL Projection.

Discounting

IFRS 17 requires that liabilities are computed allowing for the time value of Money. This is achieved by adjusting the liabilities to allow for future investment income by applying a discount rate. The standard requires that the discount rates applied are consistent the observable current market price of instruments with cashflows with similar characteristics as the insurance contracts in term of timing, currency, and liquidity. The discount rate applied were derived from a reference portfolio of governments bonds. The discount rate assumptions were adopted from National Bank of Rwanda (BNR)'s yield curve, the spot rate used were hence derived as at 31st December 2021,2022, and 2023. No illiquidity premium adjustment was made to the risk -free yield curve.

Risk Adjustment (RA)

The Risk Adjustment is an additional margin to the best estimate liabilities computed. The risk adjustment is computed in respect of non -financial risks, which in this case, comprise risks relating to the uncertainty of the timing and size of claims and expenses.

The risk adjustment is, therefore, influenced by the overall distribution of claims as provided by historical claims settlement patterns. The risk adjustment was determined using the quantile technique at a 75% confidence level based on bootstrapping chain-Ladder method using the R Program.

Liability for Remaining Coverage (LRC)

Premium Liabilities.

Premium liabilities are composed of a reserve for policies that have not yet expired at the end of the year (Known as the Unearned Premium Reserve “UPR” and a reserve to allow for the expectation that the UPR may not be sufficient to cover the expected cost of claims and expenses arising from the period of unexpired risk (Known as the additional Unexpired risk Reserve “AURR” or the Loss Component (LC)).

Unearned premium reserve was calculated using a time -apportionment basis using the gross Written premium data, in particular, the 365ths method. This implicitly assume that the risk profile of the businesses is spread evenly over the year.



FINANCIAL REPORT



MAYFAIR INSURANCE COMPANY RWANDA LTD

REPORT OF THE DIRECTORS FOR THE YEAR ENDED 31 DECEMBER 2023

The directors submit their report and the audited financial statements for the year ended 31 December 2023 which show the state of the company's affairs.

1. PRINCIPAL ACTIVITY

The principal activity of the company is that of insurance cover for general business.

2. RESULTS

The results for the year are set out below:

	2023 Frw"000"	Restated 2022 Frw"000"
Profit after tax	472,009	507,712

3. DIVIDENDS

The directors do not recommend payment of dividend with respect to the year ended 31 December 2023. (2022: Nil)

4. RESERVES

The reserves of the company are set out on page 12.

5. DIRECTORS

The directors who served during the year and to the date of this report were: -

Byusa Hangu Alphonse	Chairperson - independent	Rwandan	
Jessica Igoma	Managing director	Rwandan	
Anjay Vithalbhaj Patel	Member	British	
Richard Rwihandagaza	Member – independent	Rwandan	
Shivon Byamukama	Member – independent	Rwandan	
Benjamin Rugangazi	Member	Rwandan	
Symphorien Kamanzi	Member	Rwandan	Resigned on 02 nd May 2023
Alida Providence Nzalela	Member – independent	Rwandan	Joined on 12 th July 2023
Senthil Ganesh Shanbagamoorthy	Member	Indian	Joined on 12 th July 2023

6. AUDITOR

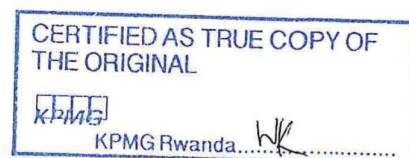
KPMG Rwanda Limited was appointed during the year and being eligible, has expressed willingness to continue in the office in accordance with the regulation no 44/2022 of 02/06/2022 determining requirement and other conditions for accreditation of external auditors for regulated institutions.

By Order of the Board

Company Secretary



Date: 29 March 2024



STATEMENT OF DIRECTORS' RESPONSIBILITIES FOR THE YEAR ENDED 31 DECEMBER 2023

The Directors are responsible for the preparation of financial statements that give a true and fair view of Mayfair Insurance Company Rwanda Limited, as set out from page 10 to 67 which comprise the statement of financial position as at 31 December 2023, and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and the notes to the financial statements, which include material accounting policies, in accordance with IFRS Accounting standards as issued by the International Accounting Standards Board (IFRS Accounting Standards) and in the manner required by Law No. 007/2021 of 05/02/2021 Governing Companies and Regulation No. 47/2022 of 02/06/2022 on publication of financial statements and other disclosures by insurers.

The Directors are also responsible for such internal control as the Directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error, and for maintaining adequate accounting records and an effective system of risk management.

The Directors have made an assessment of the company's ability to continue as a going concern and have no reason to believe that the company will not be a going concern for at least the next twelve months from the date of this statement.

The independent auditor is responsible for reporting on whether, based on their audit, the annual financial statements give a true and fair view in accordance with the IFRS Accounting Standards and in the manner required by Law No. 007/2021 of 05/02/2021 Governing Companies and Regulation No. 47/2022 of 02/06/2022 on publication of financial statements and other disclosures by insurers.

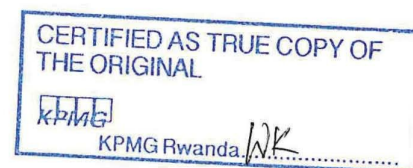
Approval of the financial statements

The financial statements on pages 10 to 67 were approved and authorised for issue by the Board of Directors on 14 March 2024


.....
Director


.....
Director

Date 29 March 2024





KPMG Rwanda Limited
Certified Public Accountants
5th Floor, Grand Pension Plaza
Boulevard de la Révolution
PO Box 6755
Kigali, Rwanda

Telephone +250 788 175 700/ +250 252 579 790
Email: info.rw@kpmg.com
Internet: www.kpmg.com/eastafrika

Independent auditor's report

To the shareholders of Mayfair Insurance Company Rwanda Limited

Report on the audit of the financial statements

Opinion

We have audited the accompanying financial statements of Mayfair Insurance Company Rwanda Limited ("Company") set out on pages 10 to 67 which comprise of the statement of financial position as at 31 December 2023, the statement of profit or loss and other comprehensive income, statement of changes in equity, and statement of cash flows for the year then ended, and notes to the financial statements, including material accounting policies.

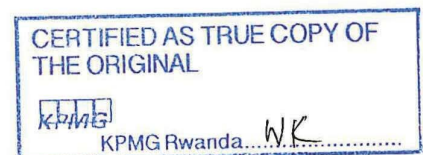
In our opinion, the accompanying financial statements give a true and fair view of the financial position of the Company as at 31 December 2023, and its financial performance and cash flows for the year ended in accordance with IFRS Accounting Standards as issued by the International Accounting Standards Board (IFRS Accounting Standards) and the requirements of Law No. 007/2021 of 05/02/2021 governing companies relating to companies and Regulation No. 47/2022 of 02/06/2022 on publication of financial statements and other disclosures by insurers.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the Company in accordance with International Ethics Standards Board for Accountants' *International Code of Ethics for Professional Accountants (including International Independence Standards) (IESBA Code)*, and we have fulfilled our other ethical responsibilities in accordance with the IESBA code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Key audit matters

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



KPMG Rwanda Ltd. is a limited liability company in Rwanda and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee.

Directors

S. Ineget
W. Kairindi
A. Nekuse
J. Ndunyu
B. Ndung'u

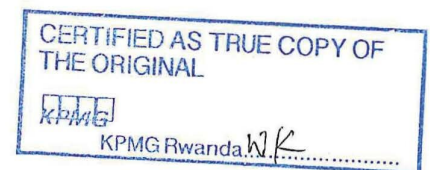


Independent auditor's report (continued)

To the shareholders of Mayfair Insurance Company Rwanda Limited (continued)

Report on the audit of the financial statements (continued)

Key audit matter	How the matter was addressed in our audit
<p>Transition to IFRS 17 Insurance Contracts (Refer to note 6(ii))</p> <p>On 1 January 2023, the Company transitioned to reporting under the new accounting standard IFRS 17 Insurance Contracts which replaced IFRS 4-Insurance Contracts. The Company has evaluated the requirements of IFRS 17 and exercised judgement to develop accounting policies and determine appropriate methodologies in order to comply with IFRS 17. In particular, the determination of the measurement models (General Measurement Model (GMM) or Premium Allocation Approach (PAA)) to apply under the standard, the determination of risk adjustment and onerous contract methodologies, and the determination of the discount rate, were deemed to be significant to the overall impact of transition. The new standard has also had a significant impact on the disclosures in the financial statements.</p> <p>Due to the significance of the changes introduced by the standard, we considered the transition to the new standard to be a key audit matter.</p>	<p>Our procedures included:</p> <ul style="list-style-type: none">— Evaluating whether management's transition approach assessment(s) are in accordance with the requirements of IFRS 17, by performing the following procedures:<ul style="list-style-type: none">(a) challenging whether management have appropriately identified all data required to apply the full retrospective approach (FRA) to each group of contracts/ asset for insurance acquisition cash flows (IACF).(b) challenging whether management have appropriately concluded on whether IFRS 17 can be applied retrospectively for each group of contracts/ asset for IACF(c) Evaluating the appropriateness of the Company's premium allocation approach eligibility analysis for insurance and reinsurance contracts with coverage periods greater than one year, including testing the relevant supporting data, the significant assumptions used and scenarios applied, and testing the accuracy of models used— Assessing the significant judgements used by the Company to determine the relevant accounting policies against the requirements of IFRS 17. This included judgements used to determine the measurement models adopted, risk adjustment, onerous contracts and discount rates used.— Evaluating the appropriateness of the methodology used to determine the risk adjustment, including assessing the underlying discounted cash flow model and significant assumptions.— Evaluating the onerous contract methodology used to identify any groups of onerous contracts on transition. Where onerous contracts were identified, we assessed the appropriateness of the significant assumptions and recalculated the relevant loss recovery components.



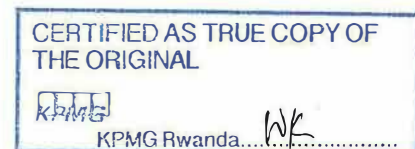


Independent auditor's report (continued)

To the shareholders of Mayfair Insurance Company Rwanda Limited (Continued)

Report on the audit of the financial statements (Continued)

Key audit matter (continued)	How the matter was addressed in our audit (continued)
<p>Valuation of insurance contract liabilities (Refer to note 4i,7a, 7b, 21) As at 31 December 2023, the Company held Frw 4.2 billion of insurance contract liabilities of which there are two components.</p> <p>The Valuation of the Liability for Remaining Coverage is a key audit matter due to the complexity of the actuarial methodology and assumptions used to model separate components of the liability, which result in inherent estimation uncertainty.</p> <p>The valuation of the Liability for Incurred Claims is a key audit matter as it is highly judgemental and requires assumptions to be made with inherent estimation uncertainty. These assumptions can have significant impacts on the valuation. This complexity requires us to exercise judgement when evaluating the methodology and assumptions adopted by the Company.</p> <p>The most significant assumptions made in the valuation of policy liability balances arising from the Company's insurance contracts relate to:</p> <ul style="list-style-type: none"> — Discount rates; — Expected claims incurred arising from future coverage — Risk adjustment for non-financial risk — The uncertainty in the timing of claim payments and recoveries — Past claims experience being an appropriate predictor of future experience 	<p>Our procedures over the insurance contract liabilities included the following:</p> <ul style="list-style-type: none"> — We tested the design and implementation and operating effectiveness of key controls designed and operated by the Company over the valuation of the insurance contract liabilities. — Using our actuarial expertise, we assessed the valuation methodology and assumptions for compliance against the approved Company accounting policy in accordance with IFRS 17. — We challenged key assumptions used to determine insurance policy liability balances. <p>Our challenge focused on the assumptions applied to claims data and future cashflows and included:</p> <ul style="list-style-type: none"> — Evaluating historical actual versus expected claims experience in relation to the number of delinquencies and the severity assumptions, together with the timing of claims payments and recoveries using historical data. — Assessing the consistency of information, such as claims experience and trends within the Company by benchmarking the risk adjustment adopted by the Company with that of others in the industry and consistency with the risk adjustment adopted at the previous year-end. — Evaluating the impact of more recent claims experience on expected cashflows, including impacts from the current economic environment <p>We assessed the disclosures in the financial statements for adequacy against the requirements of IFRS 17.</p>





Independent auditor's report (continued)

To the shareholders of Mayfair Insurance Company Rwanda Limited (Continued)

Report on the audit of the financial statements (Continued)

Other matter relating to comparative information

The financial statements of the Company as at and for the year ended 31 December 2022, was audited by another auditor who expressed an unmodified opinion on those financial statements on 29 March 2023.

Other information

The Directors are responsible for the other information. The other information comprises the information included in *Mayfair Insurance Company Rwanda Limited Report and Financial Statements for the year ended 31 December 2023* but does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

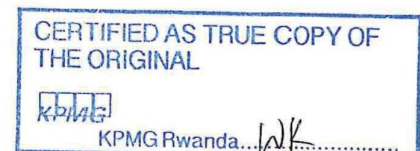
Responsibilities of the Directors for the financial statements

The Directors are responsible for the preparation of the financial statements that give a true and fair view in accordance with IFRS Accounting Standards and in the manner required by Law No. 007/2021 of 05/02/2021 Governing Companies and Regulation No. 47/2022 of 02/06/2022 on publication of financial statements and other disclosures by insurers, and for such internal control as the Directors determine necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for The Audit Of The Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.





Independent auditor's report (continued)

To the shareholders of Mayfair Insurance Company Rwanda Limited (Continued)

Report on the audit of the financial statements (Continued)

Auditor's Responsibilities for The Audit Of The Financial Statements (Continued)

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

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements including the disclosures and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

From the matters communicated with the directors, we determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.





Independent auditor's report (continued)

To the shareholders of Mayfair Insurance Company Rwanda Limited (Continued)

Report On Other Legal and Regulatory Requirements

As required provisions of Article 135 of by the Law No. 007/2021 of 05/02/2021 Governing Companies, we report to you, solely based on our audit of the financial statements, that:

- We have obtained all the information and explanations, which to the best of our knowledge and belief, were necessary for the purpose of our audit;
- Proper accounting records have been kept by the Company, so far as appears from our examination;
- We have no relationship, interest or debt with Mayfair insurance company Rwanda Limited. As indicated in our report on the audit of the financial statements, we comply with ethical requirements. These are the International Ethics Standards Board for Accountants' *International Code of Ethics for Professional Accountants (including International Independence Standards) (IESBA Code)* which includes comprehensive independence and other requirements.
- We have reported internal control matters together with our recommendations to management in a separate management letter.; and
- According to the best of the information and the explanations given to us as the auditor, as shown by the accounting and other documents of the company, the annual accounts comply with Article 125 of Law No. 007/2021 of 05/02/2021 Governing Companies.

The engagement partner on the audit resulting in this independent auditor's report is CPA Wilson Kaindi [PC/CPA/0642/0123].

Kaindi

KPMG Rwanda Limited
Certified Public Accountants
P. O. Box 6755
Kigali, Rwanda

Date: *03 April 2024*

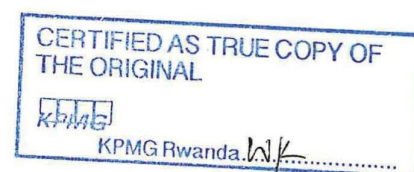


MAYFAIR INSURANCE COMPANY RWANDA LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2023.

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

	Notes	2023 Frw'000	Restated 2022 Frw'000
Insurance revenue	8	5,654,607	4,718,369
Insurance service expenses	11	(1,980,772)	(1,839,226)
Net expenses from reinsurance contracts	21	<u>(2,022,132)</u>	<u>(1,223,068)</u>
Insurance service result		1,651,703	1,656,075
Interest revenue calculated using the effective interest method	9	601,295	420,344
Other investment revenue	9	140,088	84,163
Net impairment loss on financial assets	15	(2,426)	(2,446)
Investment return		<u>738,957</u>	<u>502,061</u>
Net finance income from insurance contracts	9	21,290	6,811
Net finance (expenses)/income from reinsurance contracts	9	(18,794)	7,836
Net financial result		741,453	516,708
Other income	10	91,396	62,756
Other operating expenses	11	(1,814,229)	(1,472,970)
Other finance costs	12	(4,198)	(9,952)
Profit before tax		<u>666,125</u>	<u>752,617</u>
Income tax expense	13	(194,116)	(244,905)
Profit for the year		<u>472,009</u>	<u>507,712</u>
Other comprehensive income		-	-
Total comprehensive income		<u>472,009</u>	<u>507,712</u>

The notes set out on pages 14 to 67 form an integral part of the financial statements.




MAYFAIR INSURANCE COMPANY RWANDA LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2023

STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2023

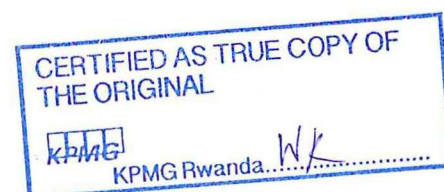
ASSETS	Notes	31 Dec 2023 FRW '000'	31 Dec 2022 Restated FRW '000'	1 Jan 2022 Restated FRW '000'
Cash and cash equivalents	14	189,725	107,007	431,685
Financial assets at amortized cost	15	6,628,134	5,229,191	3,986,881
Reinsurance contract assets	21	2,774,878	1,650,469	1,487,635
Investment in property	17	686,300	620,300	601,400
Right of use asset	22	-	36,933	66,589
Intangible assets	19	189,943	217,078	244,213
Property and equipment	18	57,587	76,574	21,152
Deferred tax assets	13(c)	38,197	30,456	30,118
Other assets	16	<u>229,713</u>	<u>207,202</u>	<u>128,784</u>
Total assets		<u>10,794,477</u>	<u>8,175,210</u>	<u>6,998,457</u>
EQUITY AND LIABILITIES				
LIABILITIES				
Insurance contract liabilities	21	4,290,173	2,958,262	2,447,446
Reinsurance contract liabilities	21	1,606,852	964,670	967,910
Lease liabilities	22	-	42,726	69,692
Other payables	20 a	879,436	508,805	443,125
Current income tax payable	20 b	-	<u>154,740</u>	<u>31,989</u>
Total liabilities		<u>6,776,461</u>	<u>4,629,203</u>	<u>3,960,162</u>
EQUITY				
Share capital	23	3,011,296	3,011,296	3,011,296
Retained earnings		<u>1,006,720</u>	<u>534,711</u>	<u>26,999</u>
Total equity		<u>4,018,016</u>	<u>3,546,007</u>	<u>3,038,295</u>
Total equity and liabilities		<u>10,794,477</u>	<u>8,175,210</u>	<u>6,998,457</u>

The Financial statements on pages 10 to 67 were approved and authorised for issue by the Board of Directors on 16 March 2024 and were signed on their behalf by:


.....
Director


.....
Director

The notes set out on pages 14 to 67 form an integral part of the financial statements.

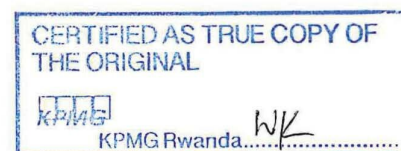


MAYFAIR INSURANCE COMPANY RWANDA LIMITED
 ANNUAL REPORT AND FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 31 DECEMBER 2023.

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 31 DECEMBER 2023

	Notes	Share capital FRW '000	Retained earnings FRW '000	Total FRW '000
Year ended 31 December 2022				
Balance at 1 January 2022, as previously reported		3,011,296	226,330	3,237,626
Adjustment on initial application of IFRS 17, net of tax	6 (ii)	-	(199,331)	(199,331)
Restated balance at 1 January 2022		<u>3,011,296</u>	<u>26,999</u>	<u>3,038,295</u>
Total comprehensive income for the year (restated)				
Profit for the year		-	<u>507,712</u>	<u>507,712</u>
At end of year (restated)		<u>3,011,296</u>	<u>534,711</u>	<u>3,546,007</u>
Year ended 31 December 2023				
At start of year		3,011,296	534,711	3,546,007
Profit for the year		-	<u>472,009</u>	<u>472,009</u>
At end of year		<u>3,011,296</u>	<u>1,006,720</u>	<u>4,018,016</u>

The notes set out on pages 14 to 67 form an integral part of the financial statements of the financial statements.



OTHER DISCLOSURES

AUDITED (FIGURES IN FRW "000")

ITEM	Amount/Ratio	
	Dec-23	Dec-22
A. Solvency Coverage		
A. Solvency Required	500,000	500,000
B. Admitted Assets	9,263,773	7,096,511
C. Admitted Liabilities	8,129,869	5,636,775
D. Solvency Available	1,133,904	1,459,735
E. Solvency Surplus	633,904	959,735
F. Solvency Coverage ratio	226.8%	291.9%
B. Capital strength		
A. TAC (Total Available Capital)	3,558,589	3,010,814
B. RCR (Risk Based Capital Required)/Minimum capital required	3,000,000	3,000,000
C. CAR (Capital Adequacy ratio)	119%	100%
C. Earnings Risks		
A. Claims Ratio	34%	35%
B. Management expenses ratio	102%	86%
C. Underwriting Expenses Ratio	-32%	-32%
D. Combined ratio	104%	89%
D. INVESTMENT EXPOSURE		
A. Investment exposure	None	None
B. Earning assets ratio	68%	65%
C. Investment Property ratio	6%	7%
D. Equity assets ratio	None	None
E. Liquidity risk		

A. Liquidity ratio (LCL)	101%	101%
--------------------------	------	------

F.Exposure to related parties		
A. Loans to Directors and Senior Management	None	None
B.Loans to employees /staff	24	240
C.Loans to subsidiaries and affiliates	None	None
D. Loan to shoreholders/holding company	None	None
E.Investment in related Parties	None	None

G. Operational risk		
Number and types of fraud and their corresponding amount	None	None

H.Business Composition		
A. Number of policyholders per branch	6,107	5,366
B.Number of policies in force per branch	15,516	13,055

I.Management and board composition		
A.Number of Board members (independent and non independent)	6	6
Independent	3	3
Non-independent	3	3
B. Number of Board committees	4	4
C.Number of senior management staff by gender		
Male	8	5
Female	1	-

J. staff		
A. Total number of non-managerial staff by gender		
Male	11	11
Female	9	7

K.Insurance intermediaries		

A. Number of insurance agents	34	45
B. Number of loss adjusters/assessors	7	6

L.Branches		
A. Number of branches by Province including Kigali		
Kigali	1	1

PRODUCT PERFORMANCE

AUDITED (FIGURES IN FRW "000")

Descriptions	Insurance revenue	Insurance service expenses	Net expenses from reinsurance contracts	Insurance service result	Net finance expenses from insurance contracts	Net finance income from reinsurance contracts	Net financial result	operating and Finance expenses	Underwriting profit /(loss)
Aviation	-	-	-	-	-	-	-	-	-
Engineering	505,016	(321,272)	(216,584)	(32,841)	13,455	12,077	1,378	110,774	(142,237)
Fire	1,614,589	(328,927)	(814,079)	471,583	(4,217)	(4,358)	141	446,258	25,466
Liability	662,995	(138,118)	(249,299)	275,578	1,129	233	896	158,376	118,098
Marine	441,170	(250,032)	36,269	227,407	6,471	6,880	(409)	143,070	83,928
Motor	951,384	(529,889)	139,106	560,601	(4,372)	(3,395)	(977)	554,239	5,385
Personal Accident	190,208	(59,335)	(55,395)	75,478	3,404	1,696	1,707	61,267	15,919
Theft	403,245	(111,548)	(191,000)	100,697	4,247	3,566	681	78,785	22,593
Workmen's Compensation	15,333	(3,024)	4,373	16,682	3	(4)	7	7,228	9,461
Miscellaneous	561,542	(31,048)	(632,668)	(102,175)	(765)	369	(1,134)	192,781	(296,089)
Agribusiness	309,125	(207,579)	(42,853)	58,693	1,935	1,730	204	68,076	(9,178)
TOTAL	5,654,607	(1,980,772)	(2,022,132)	1,651,704	21,290	18,794	2,496	1,820,854	(166,654)

“Success

is knowing you are well protected
you may stumble but never fall.”



- Engineering
- Fire Industrial
- Domestic Package
- Industrial All Risk
- Marine
- Political Violence and Terrorism
- Motor
- Constructors All Risk
- WIBA
- GPA
- Business Combined

Growth comes with some unforeseen risks.

To succeed, you need a good insurance partner who will provide Insurance solutions for these risks.

We are here for you and are trusted by industry leaders as their insurer.

We have a well established robust Insurance infrastructure and are proud to be rated A+ (KE) by the Global Credit Rating (GCR) Agency on our claims paying ability.



- RWANDA
- KENYA
- ZAMBIA
- TANZANIA
- UGANDA
- R.D. CONGO

CREDIT RATING (KE)

CLAIMS PAYING ABILITY RATE: A+

OUTLOOK: **STABLE**

CREDIT RATING FOR MAYFAIR INSURANCE COMPANY LTD HEADQUARTED IN KENYA

MAYFAIR INSURANCE COMPANY RWANDA LTD

Kigali Heights, Ground Floor,
KG 7 Ave, Kigali
Office: 0788 38 18 44
Email: info@mayfair.co.rw

Contact Us Today...

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