enterprise
GROUP
Your Advantage

2023
Annual report & financial statements

100

Celebrating our legacy,
securing your future

enterprise TRUSTEES

enterprise PROPERTIES

enterprise LIFE

enterprise FUNERAL SERVICES

enterprise INSURANCE

Acacia Health Insurance

enterprise GROUP

Your Advantage

Vision

In all our markets, our pedigree will be recognized, our strength respected, our expertise valued and our solutions sought by all who desire an advantage in life.

Mission

We provide all who come into contact with us their desired advantage because...

we are the best at what we do!

Values

- Friendliness
- Trust
- Reliability
- Excellence
- Professionalism

Table of Contents

Review
An overview of our businesses, our performance,
key achievements and insights into each of our business units.

Governance
Our corporate governance and sustainability efforts.

Financial Statements
Audited financial statements and our financial. performance

Notice of Annual General Meeting

NOTICE IS HEREBY GIVEN THAT the fourteenth Annual General Meeting of Enterprise Group PLC will be held and streamed live from the Company's Head Office at Advantage Place, Mayor Road, Ridge West, Accra on 13th August, 2024 at **10.30a.m** for the following purposes:

ORDINARY BUSINESS

1. To receive the Financial Statements of the Company together with the Reports of the Directors and the Auditors thereon for the year ended December 31, 2023.
2. To declare a final dividend.
3. To re-elect the following retiring Directors:
   a. Prof. Angela Ofori-Atta
   b. Trevor Trefgarne
4. To approve Directors' remuneration.
5. To authorize the Directors to fix the remuneration of the Auditors.

DATED THIS 28TH JUNE, 2024

BY ORDER OF THE BOARD OF DIRECTORS
SADIA CHINERY-HESSE (MRS.)
COMPANY SECRETARY

NOTE:

1. *A member entitled to attend and vote at the Meeting may appoint a proxy to attend via online participation or in-person and vote on his/her behalf. Such a proxy need not be a member of the Company.*

2. *The appointment of a proxy will not prevent a member from attending and voting at the Meeting via online participation or in-person. Where a member attends the Meeting himself or herself, the proxy appointment shall be deemed revoked.*

3. *A copy of the Proxy Form can be downloaded from **https://www.eglagm.com/** and may be completed and sent via email to registrars@nthc.com.gh or deposited with the Company's Registrars: NTHC Limited, 18 Gamel Abdul Nasser Avenue, Accra or P. O. Box KIA 9563, Airport Accra as soon as possible and in any event not less than 48 hours before the time appointed for the Meeting.*

4. *The 2023 Audited Financial Statements can be viewed by visiting **https://www.eglagm.com/**.*

5. *Shareholders are encouraged to send in any questions in advance of the Meeting by emailing them to egl.agm@myenterprisegroup.io. Answers to the questions will be provided at the Meeting.*

6. *Accessing and Voting at the AGM.*

   *A unique token number will be sent by email and/or SMS from 30th July, 2024 to shareholders who wish to attend virtually. Shareholders who do not receive this token should contact **NTHC Limited** on registrars@nthc.com.gh or call **(+233) 0593105735 or 0302964932** anytime from 30th July, 2024, but before the date of the Meeting to be sent the unique token.*

   *To gain online access to the Meeting, shareholders must visit **https://www.eglagm.com/** and input their unique token number on 13th August, 2024. Online access to the Meeting will start from 9.30am. For shareholders who do not submit proxy forms to NTHC Limited prior to the meeting, they may vote electronically during the Meeting using their unique token number or attend in person and vote by show of hands.*

   *Further assistance on accessing the meeting online and voting electronically can be found on **https://www.eglagm.com/.***

   For further information please contact
   NTHC Limited
   18 Gamel Abdul Nasser Avenue, Accra
   Tel: (+233) 0593105735 or 0302964932
   Email: registrars@nthc.com.gh

Five Year Financial Summary

(All amounts are expressed in thousands of Ghana cedis)

	2023	2022 (Restate)	2021 (Restate)	2020	2019
Group net Income	549,072	729,592	1,166,263	847,747	714,088
Group net Investment Income	330,595	451,166	245,015	141,662	128,008
Group insurance revenue	1,213,039	979,667	N/A	N/A	N/A
Group net insurance service results	75,297	144,728	N/A	N/A	N/A
Group operating expenses	248,013	198,962	246,409	190,846	163,798
Group profit before tax	273,177	174,002	153,070	175,514	135,790
Group profit after tax	193,139	115,487	122,852	146,729	117,225
Group total equity and reserves	1,424,405	1,304,737	1,217,048	764,386	666,895
Group total assets	3,039,992	2,491,417	2,205,574	1,745,508	1,499,116
Number of shares	170,892,825	170,892,825	170,892,825	170,892,825	170,892,825
Earnings per share (GH¢)	0.681	0.481	0.396	0.476	0.466
Dividend per share (GH¢)	0.097	0.074	0.074	0.062	0.054
Return on assets (%)	6.98	4.92	6.22	9.04	8.23
Return on equity (%)	11.09	8.49	7.72	13.76	15.12
Share price (Market) (GH¢)	2.39	3.20	2.79	1.40	1.65
Price earnings ratio	3.51	6.65	7.05	2.94	4.00

Corporate Information

BOARD OF DIRECTORS	Keli Gadzekpo - *Chairman (Appointed 3 April 2023)* Daniel Larbi-Tieku - *Group Chief Executive Officer (Appointed 3 April 2023)* Michael Tyson - *Group Chief Finance Officer* Trevor Trefgarne Fiifi Kwakye Angela Ofori-Atta Martin Eson-Benjamin Douglas Lacey
COMPANY SECRETARY	Sadia Chinery – Hesse Enterprise Group Plc Advantage Place, Mayor Road, Ridge West PMB 150 GPO Accra, Ghana
INDEPENDENT AUDITOR	PricewaterhouseCoopers Chartered Accountants PwC Tower A4 Rangoon Lane, Cantonments City PMB CT 42, Cantonments Accra, Ghana
SOLICITORS	Sam Okudzeto & Associates Otswe Close Osu- Ako Adjei Behind Lowe Lintas, F-122 Accra, Ghana
REGISTERED OFFICE	Advantage Place Mayor Road, Ridge West, Accra PMB 150, GPO Accra, Ghana
REGISTRAR	NTHC LTD Gamel Abdul Nasser Avenue P. O. Box KIA 9563 Airport Accra, Ghana
BANKERS	Absa Bank Ghana LTD Guaranty Trust Bank (Ghana) LTD Standard Chartered Bank Ghana PLC

Keli
Gadzekpo,
Chairman

Chairman's Review

> We remain resolute and steadfast in our commitment to delivering shared value to all our stakeholders and we are optimistic about the future.

Introduction

Once again, it is my honour to welcome you our esteemed shareholders to the 14th Annual General meeting for Enterprise Group PLC. We were ushered into the year 2023 with the Government of Ghana's fiscal adjustment and reform programme which was to be aided by the three-year $3billion Extended Credit Facility from the International Monetary Funds ("IMF"). The IMF programme came with a key conditionality of debt sustainability. This resulted in the Government launching its phased Debt Operations Programme. The first phase was the Domestic Debt Exchange Programme ("DDEP") which was targeted at local creditors, and the second phase was for the external creditors. The DDEP resulted in an extension of time to recover capital investments and a reduction in interest income on investments. This restricted the local investment environment and increased the cost of capital.

Notwithstanding the difficulties posed by the above challenges, your business remained resilient in meeting the needs of its customers and stakeholders. This is due to the dedication, discipline, and commitment of our people who diligently execute our plans and stay true to our mission.

Operating Environment

Generally, the international economy faced severe inflationary pressures in 2023 caused mainly by the unfavourable financial conditions and the prolonged disruptions from the Russian invasion of Ukraine. This resulted in the tightening of monetary policy to contain the high inflation affecting the global economy. The world economy was estimated to grow by 3.2% in 2023 whiles emerging and developing economies growth was estimated at 3.4% subdued from the 4.2% initial projection. Tighter financing conditions, weaker external demands, supply shocks, including disruptions to both global supply chains and availability of key commodities, were major factors that impacted global growth. The Ghanaian economy faced different headwinds on the back of the DDEP- high interest and inflation rates, exchange rate pressures, debts sustainability and revenue mobilisation challenges all conspired to affect the growth of 2.26% experienced in 2023. The Bank of Ghana's response to the high inflationary pressures was tighter monetary policy which resulted in a progressive decline in inflation from 53.6% in Jan 2023 to 23.2% by December 2023.

Financial Performance

2023 saw the full adoption and implementation of the International Financial Reporting Standard ("IFRS") 17 which has significant impact on the way insurance companies account for and report on insurance contracts. The new standard establishes a comprehensive framework for the measurement and recognition of these contracts. Its goal is to provide more relevant information and to ensure that the financial statements of insurers are comparable globally. Implementation of the accounting standard is heavily driven by actuarial activities which brought in its wake product data complexities and challenges. Full adoption required restatement of the 2022 and 2023 financial results to make comparability easy.

The 2023 consolidated insurance revenue, based on IFRS 17, was GH¢1.2bn as against GH¢0.97bn restated for 2022. Insurance service result however declined to GH¢75m driven mainly by the impact of the modelled insurance service expense which saw a 48.2% increase. Insurance service expense, which is actuarially modelled includes incurred claims, incurred service expense, amortisation of insurance acquisition cash flows and changes relating to past and future services. Net income on the other hand was GH¢549m versus GH¢713m restated for 2022. The decline was driven heavily by the insurance service expense and lower fair gains on investment properties due to the lower currency depreciation effect compared to 2022.

In 2023, we also began to develop strategies and frameworks for implementing and reporting on our Environmental, Social

Chairman's Review *(continued)*

and Governance ("ESG") activities and as part of our ESG strategy, each of our operating entities will from 2025 incorporate specific ESG considerations into their business strategies. We will also, in the immediate future, align our ESG reporting to the International Financial Reporting Standard (IFRS) and the Ghana Stock Exchange ("GSE") requirements.

Our first ESG report is contained in our 2023 Annual Reports and Financial Statements.

Strategic Plan

In 2023, we made further progress in implementing our Five-Year Strategic Plan, which enters its final year in 2024. Our focus was to continue expanding our footprints in Nigeria in a phased, disciplined manner, with emphasis on growing our Life Planner base to solidify our distribution. Inclusive insurance also took centre stage in Ghana as we invested to build the systems and structures to develop the channel into the next growth driver. Our six Key Pillars (People, Consumer, Synergies, Innovation, New Markets and Digital Transformation) remained unchanged, however the tactics in achieving the objectives were varied to reflect the changing dynamic environment to ensure a strong finish to the Five-Year Strategic Plan, regardless of the significant challenges we experienced in the implementation period. In 2024 we will craft another strategic plan which we expect to drive our activities for the next three to five years.

Dividend and Shareholder Value

The Ghana Stock Exchange (GSE) recorded a positive outturn in 2023 which was driven by a few non- financial stocks. The composite index grew by 28.08% thereby driving total market capitalisation to GH¢73.9bn from the GH¢64.5bn value in 2022. Despite the growth achieved, the financial stock index declined by -7.36%. Our share price however suffered a decline in value from an end-2022 share price of GH¢3.20 per share to close 2023 at GH¢2.39. Focus on our value creation activities will continue, with the expectation that it will reflect in a positive price growth of our shares on the market. Based on our cash position and general performance, the Board of Directors recommend a final dividend pay-out of GH¢0.097 per share, a growth of about 30% over prior year, subject to shareholders approval. We remain unrelenting in our commitment to creating shared value for all stakeholders.

Outlook

In 2024, with elevated interest rates which make it difficult for the bonds market to start any meaningful trading, we expect the economic climate in Ghana to remain challenging. This is affecting the placement of long-term investments and has resulted in building liquidity at the short end of the market. Exchange rate pressures persist which could affect inflation in the year even though Government's projected exit inflation of 15% aligns with the estimate of the IMF for the year. However, a major risk to the projected inflation figure is huge expenditures culminating in fiscal derailment that characterises election years, as have been experienced in the past. The outlook based on IMF projection for Ghana is positive as growth is expected to be 2.8% in 2024, however uncertainties remain, and managers of the economy will require extra discipline to ensure the little progress made is not reversed.

Conclusion

We remain resolute and steadfast in our commitment to delivering shared value to all our stakeholders and we are optimistic about the future. As we continue to build on our past successes in a sustainable manner, continuously and consistently innovate whilst investing in our people, products and services, we are certain we will achieve the key ambitions in our Five-Year Strategic Plan which climaxes in 2024.

I wish to place on record my extreme appreciation for the unrelenting support from our Shareholders, Board Members, Management and Staff for their unwavering commitment to the long-term vision of the Enterprise Group.

Keli Gadzekpo
Chairman
Enterprise Group Plc

Board of Directors - Enterprise Group Plc

SITTING
Keli Gadzekpo, *Chairman*
Daniel Larbi-Tieku, *Group Chief Executive Officer*
Trevor Trefgarne, *Director*
Angela Ofori-Atta, *Director*
Sadia Chinery-Hesse, *Secretary*
Fiifi Kwakye, *Director*

STANDING
Micheal Tyson, *Group Chief Finance Officer*
Martin Eson-Benjamin, *Director*
Douglas Lacey, *Director*

Non-Executive Directors of Subsidiary Companies

Francis Koranteng
Director - Insurance & Transitions

Comfort Ocran
Director - Insurance

Dr. Seth Attoh
Director - Transitions

Abed Botchway
Director - Trustees

Norman John Kelly
Director - Life & Trustees

Bernard A. Forson jnr.
Director - Life

Dr. Lydia Dsane-Selby
Director - Acacia

Setutsi Goka Ivowi
Director - Acacia

Amina Oyagbola
Director - Life

Kenneth Asante
Director - Properties

Emmanuel Idun
Director - Properties

Cleland Cofie Bruce Jnr.
Director - Acacia & Life

Group Chief Executive Officer's Review

> The year 2023 marked the penultimate year of our 5-year strategic plan which ends in 2024. We continue to make progress on all the thematic areas outlined in the strategic plan.

Introduction

I consider it a great privilege and opportunity to present my first report since my appointment as the Group Chief Executive Officer. 2023 was an inspiring year for all of us at Enterprise Group. Our dedication and hard work have enabled us to maintain our status as one of the most innovative financial services company in Ghana and beyond.

This year, thanks to the leadership, passion and rigour of our teams across our operating regions, and our strong operational execution with the support of our cherished customers, we met almost all our financial ambitions, including solid organic growth, improved profitability and market leadership.

Economic Environment

A combination of domestic imbalances and external shocks, led to macroeconomic challenges in Ghana. The year was marked by currency depreciation, rising inflation, declining international reserves and tumbling investor confidence. Pre-existing fiscal vulnerabilities such as mounting debt burden, a rigid budget weakened by high energy sector costs and chronically low public revenues, were deepened by difficult global economic conditions.

Against this backdrop, the Government put in place a reform program to restore macroeconomic stability and debt sustainability and lay the foundations for stronger and more inclusive growth. Ghana requested for IMF financial support, and on May 17, 2023, the IMF Executive Board approved a US$ 3 billion (SDR 2.242 billion) 3 years Extended Credit Facility (ECF) arrangement to support Ghana's post-COVID economic recovery program.

As part of the program, Ghana is to reach debt rescheduling agreements with its official creditors of about US$5.4billion and about US$13 billion in international bonds. Pursuant to the ECF, the Government of Ghana in February 2023 concluded the first round of Domestic Exchange Programme (DDEP) as part of the Government's debt restructuring programme where government bonds of varying maturities, were exchanged for twelve (12) new government bonds with reduced coupon rates and extended maturities including a moratorium on principal repayment.

This was successfully executed with over 80% subscription. Other aspects of the DDEP were concluded in September 2023 while discussions with external creditors is in advance stages. Fiscal consolidation is broadly on track with an estimated deficit of 4.6% of GDP at the end of 2023, significantly lower than the 10.7% deficit in 2022. At 15.7 % of GDP in 2023, revenues and grants reached the same level as 2022 despite lower oil revenues.

The rate of inflation declined gradually from the peak of 54.1% recorded at the end of December 2022 to 23.2% at the end of December 2023. Bank of Ghana attributed this to several factors including the implementation of tight monetary policies throughout the year, stable crude oil prices, which positively impacted transportation costs, and a relatively stable exchange rate environment.

Overall, the Cedi depreciated by 38.5% against the US Dollar from GHS8.58 to the US Dollar at the end of 2022 to GH¢11.88 at the end of 2023. The Cedi had depreciated by 42.8% against the U.S. Dollar at the end of December 2022. The cedi witnessed relative stability against the US Dollar in 2023 post-DDEP. In relation to the British Pound Sterling, the Cedi depreciated by 46.8% compared to a depreciation of 26.9% the previous year. The Cedi also depreciated by 43.5% against the Euro during the year under review in comparison to a depreciation of 33.9% in 2022.

The Gross Domestic Product (GDP) growth was 2.9%, lower than the 3.1% recorded in 2022. This was largely influenced by the services and agriculture sectors, while the industry sector declined marginally.

Daniel
Larbi-Tieku,
Group Chief Executive Officer

Group Chief Executive Officer's Review *(continued)*

Regulatory Environment

The year marks the implementation of several Accounting Standards that have been adopted by the Accounting Standards Board. IFRS 17 which replaced IFRS 4 on Insurance Contracts came into effect for all Insurance entities for the year ended December 31, 2023. In addition, the IFRS 9 on Financial Instruments came into effect during the year.

A new Registrar and Chief Executive Officer was appointed for the Mortuaries and Funerals Facilities Agency who will oversee inspection, licensing, determination of the basic and minimum equipment and personnel required for the operations of mortuary facilities.

The National Pensions Regulatory Authority (NPRA) migrated from a Compliance-Based monitoring approach to a Risk Based Supervision approach (RBS). The RBS will help the Authority to identify and manage critical risks affecting the industry and allocate resources in its supervision.

IFRS 17 Adoption and Implementation

Effective January 1, 2023, IFRS 17 replaces the old IFRS 4 standard and introduces a standardized framework for insurance accounting with the goal of increasing transparency and consistency across the industry.

One of the primary benefits of IFRS 17 is improved comparability. By standardizing accounting practices, it allows for more straightforward comparisons between insurers across the globe.

IFRS 17, establishes a comprehensive framework for the measurement and recognition of these contracts.

IFRS 4 permitted the use of various local methods for measuring insurance liabilities, resulting in a lack of consistency. IFRS 17 however introduces a standardized approach with three distinct models, General Measurement Model, Premium Allocation Approach, and the Variable Fee Approach.

IFRS 17 requires insurers to recognize profit as they deliver insurance services, reflecting the service pattern over the coverage period, thus preventing the front-loading of profits. It also aims to provide a clearer picture of the financial performance over time by recognizing profits in line with the delivery of services. This approach reduces artificial volatility in earnings.

With IFRS 17, we are now able to provide more detailed and transparent information about our insurance contracts. This includes clearer insights into the profitability of our insurance portfolios and improved comparability with our peers, fostering trust and confidence among our stakeholders.

We are confident that these efforts will yield long-term benefits, positioning us for continued success and resilience in an ever-changing regulatory environment.

We remain committed to maintaining the highest standards of financial integrity and transparency, and we look forward to leveraging the insights gained through the implementation of the IFRS 17 to drive further improvements in our business operations and stakeholder engagement.

Progress on Group 5-year strategy

The year 2023 marked the penultimate year of our 5-year strategic plan which ends in 2024. We continue to make progress on all the thematic areas outlined in the strategic plan. The six (6) key focus areas under the 5-year strategy are listed below:

1. **Consumer:** Build a consumer-centric company that touches the lives of people.
2. **Innovation:** Cultivate innovation culture to lead with ideas.
3. **New Markets:** Break barriers into new market segments, channels and geographies in West Africa.
4. **Synergy:** Leverage the Group's structure and strategic partnerships to win together.
5. **People:** Nurture, empower and inspire our people to be the X-factor in meeting our current and future market needs.
6. **Digital Transformation:** Transform the business to keep pace with the Digital evolution and lead the digital highway.

Amid the turbulence experienced within the planned period, including COVID-19, Russia-Ukraine war and DDEP and their impact on businesses, Enterprise Group could still steer the ship closer to set targets. Key highlights of successes chalked at the end of the 4th year of the strategy implementation are:

Consumer	• 7 Enterprise Markets across the country. • Front facing Generalist customer service. • Set up a call center across the Group. • Care Hub to improve customer relationship in Enterprise Life Ghana • Revamped Enterprise Life retail model.

Group Chief Executive Officer's Review *(continued)*

Innovation	• Same day claims payments for Insurance. • Customer database to support cross-selling. • Innovation hub for incubation of ideas.
New Markets	• Entered Nigeria Market. • Personal Pension launched by Trustees. • Launched of Funeral Finance Plan (FFP) Unlimited by Enterprise Life Ghana. • Took over facility management of Advantage Place by Enterprise Properties. • Introduction of Charity Product in Enterprise Life Gambia.
Synergy	• Centers of Excellence to drive synergy. • Synergy in broker relation management by Enterprise Life and Enterprise Insurance . • Risk & Compliance framework deployed. • Centralized Treasury function. deployed.
People	• Instituted Talent development program. • Reviewed compensation framework for competitiveness. • Succession Plan for critical roles rolled out. • Competency framework deployed.
Digital Transformation	• Advantage App launched across the Group. • Advantage Connect in Nigeria. • Widened digital payment platforms. • IT infrastructure to support agile working.

Extending Our Reach In Strategic Markets

Nigeria Operations

Our Nigerian operations continue to make progress in its third year of full business operations. The entry strategy for our Nigeria operation was anchored on entrenching our retail presence within the first two (2) years before extending our coverage to Group and Corporate businesses. This is manifesting in the progress made so far in our retail operations even though not at peak levels.

Total manpower, which reflects actual boots on the ground engaged in retail activities increased to 291 from the start up manpower (Life Planners) of 74. Productivity, which measures the number of policies sold by each Life Planner for a month, averaged 4.6 from the start up productivity of 3.9. Our ability to collect premiums from various sources witnessed initial challenges with a collection rate of 26% at start up in 2021. This improved significantly to 76% by the end of 2023.

Advantage Connect

The distribution model deployed depended heavily on in-person meetings between Life Planner (LP) and prospective customer and shortly after Enterprise Nigeria (ELN) started operations, the management team realized that market penetration and growth ambitions required consistent high levels of productivity by many Life Planners. Firstly, traffic congestion in Lagos posed a significant challenge to Life Planners' travel to meet prospective customers. Secondly, high LP attrition rates hamstrung overall Productivity. Growth ambitions thus seemed constrained.

To make in-person meetings happen quicker and with ease and convenience was identified as a viable contributory solution to the traffic congestion challenge identified. A system that could maintain a high number of Life Planners, trained and licensed to sell ELN products at any time from any location also seemed a practical solution to counteract the high attrition challenge.

Advantage Connect was thus designed to enable a customer to connect to the nearest Life Planner in their vicinity, just as Uber connects a traveler to the nearest driver. The system enables interested people to digitally onboard themselves as Life Planners and undergo self-paced on-demand training on the platform. Advantage Connect thus has an overarching purpose of connecting customers to Life Planners with convenience, ease and speed thereby increase the number of in-person meetings daily which would then drive Productivity. The platform also enables customers to self-serve to purchase products without the involvement of a Life Planner.

Building A Truly Digital Enterprise

The importance of digital transformation in any organization in today's rapidly evolving technological landscape cannot be overemphasized. The increasing need for convenience and ease of doing business have fueled innovative ways in which businesses of today are reinventing to continuously improve internal processes, make better business decisions and enhance customer experience to ultimately drive growth and remain competitive.

Digital Transformation, a key strategic pillar within the Group's 5-year strategy, continues to make significant strides within the Enterprise Group businesses. Our journey to digitalize every aspect of our operations and foster a digital-first culture has

Group Chief Executive Officer's Review *(continued)*

resulted in various initiatives aimed at optimizing back-office efficiencies, increasing convenience for our customers by making self-service journeys frictionless and leveraging the data management strategies for business intelligence and analytics.

Back-office operations have been positively impacted with the integration of our queue management and customer service management systems at the Contact Center to provide a 360-degree view of customer engagements for better and personalized services to our cherished customers. Additionally, the introduction and adoption of the Paper-Lite project, which saw the digitization of various paper-based forms as well as automating their related processes, has significantly improved turnaround times in back-office processing. Our customers today can make claims on their policies by completing and submitting a digital form and receive payments for same digitally via MoMo or bank transfer in the comfort of their homes.

Decision-making, both at middle and senior management levels, has not been left out of the transformation journey. Deployment, training and utilization of business intelligence and analytics tools such as Microsoft PowerBI, have enhanced the quality of decisions taken in various aspects of the business.

The introduction and continuous enhancement of the user experience of our digital touchpoints including the Advantage Mobile App, Babs – our WhatsApp chatbot and USSD platforms have resulted in significant uptake in signups and transactions. This has been achieved by making the requisite investment in technology infrastructure and human resources that aims at ensuring seamless transactions processing across all platforms. These enhancements have also made collaborations with strategic partners such as FinTechs and InsurTechs a possibility of further expanding the reach of our products and services. Customers of Hubtel, one of Ghana's leading FinTechs, are now able to purchase our motor insurance products seamlessly within seconds.

Indeed, digital transaction is a journey that is key to the current and future success of the Enterprise Group. The next level of this journey will place emphasis on further enhancing our digital capabilities in serving our customers and other stakeholders by leveraging on advancements made in Artificial Intelligence in every aspect of our automated processes, analytics and insights, and customer touch points.

Creating Enduring Legacies In Our Communities

In line with our aim to create enduring legacies in our communities, our Group continues to pioneer transformative initiatives that directly contribute to Sustainable Development Goals (SDGs) #3, #4, and #10. These focus on promoting Good Health and Well-being, ensuring Quality Education and Reducing Inequalities. Our enduring legacies are manifested in our commitments across three strategic areas: Health, Financial Literacy and Support for Underprivileged Children.

Building Healthy Communities

We are leaving a lasting mark on health care by continuing with our support towards the construction of the Children's Cancer Center in Korle-Bu which begun last year, promising a legacy of enhanced paediatric cancer care. Our commitment also extended through the provision of computers for the Ministry of Health as well as hospital beds for Agona Nsaba Hospital, cancer registry equipment for the Robert Mitchell Foundation and a solar powered vaccine shelter in the Semso-Ashanti Agogo CHPS compound in the Ashanti Region. In total, the Group spent about GH¢1.3m helping to improve healthcare in the country.

Legacy of Financial Empowerment

Our financial literacy initiatives, rooted in SDG #4, aim to empower future generations with fundamental financial knowledge. This is epitomized by our sustained educational programs at Bishop Mix JHS, which we have supported since 2019, as well as painting and refurbishment works we funded at the same school. Additionally, a donation of computer equipment to the University of Health and Allied Sciences (UHAS) further supports our legacy of enhancing educational resources. Our total support to promote financial empowerment was in the region of Ghs 0.3m

Supporting Underprivileged Children with Lasting Benefits

Our drive to reduce inequalities and create sustainable community benefits continues through our support to Nana Saka Nkansah Orphanage and School Complex which caters for about 100 children some of whom are orphans. In partnership with Touching Lives Foundation, we also provided free sanitary pads for young girls with financially challenging backgrounds. To crown it all, in a heartfelt display of compassion, our staff personally contributed to providing toys and non-perishable food items for underprivileged children with cancer. These are mostly children who are undergoing treatment in Korle-Bu and resident in the Rebecca Akuffo-Addo Sunshine House. The staff spent precious moments interacting with these brave young souls, enhancing their lives with joy and companionship.

More details about our corporate social investment activities are provided in the Corporate Social Investment section of this document.

Empowering Our People

We recognize that our people are our superpower and continue to support them to give off their best in the discharge of their duties. In 2023, we introduced a significant level of transformational activities including the roll out of our succession planning framework and group-wide employee engagement to engender the One Enterprise mindset and

Group Chief Executive Officer's Review *(continued)*

to enhance our employee experience and be an even more agile workforce.

Capacity building of our human capital remain our topmost priority. We therefore continue to ensure that employees of all levels receive the necessary training to equip them with the requisite skills to enable then give of their best to all our stakeholders.

Various training workshops were organized for Actuarial, Finance and Operations teams to equip them to successfully implement the new International Financial Reporting Standards (IFRS) 17. In line with continuous compliance awareness, employees duly completed the bi-annual Compliance Certificates as well as participated in programs tailored to provide knowledge in Taxation, Anti-Money Laundering (AML), Environmental, Social and Governance (ESG). This is in addition to the suite of courses available to all levels of staff via varied means such as online and facilitator led as well as by both in-house and external providers.

Succession planning remains center stage to building a sustainable Group operations and deliberate efforts were made throughout the year to identify critical roles for every business, potential successors, and a roadmap to build a strong bench strength duly crafted for execution. An Accelerated Senior Management Leadership programme spanning an 18-month period was completed by a team of thirteen (13) employees across the Group with the resultant benefits already being reaped in diverse ways.

We remain committed to fostering a workplace culture that inspires collaboration, empowers individuals, and cultivates the importance of diversity, equity and inclusion. This culminated in the set-up of a Lacta-Lounge to cater for nursing mothers during working hours. I am pleased to report that we achieved our goal of increasing internal progression by 4.2% over the previous year while providing growth opportunities across the Group via internal mobility employees.

Reporting Strong Financial Performance

The Group delivered another strong year in fiscal 2023 with robust top-line growth across subsidiaries and regions, strong earnings per share growth in the face of significant cost headwinds and continued strong cash return—in a very difficult operating environment—an outcome of continued excellent execution of our integrated strategies by Enterprise Group people.

Revenues

Insurance revenue measured under IFRS 17 increased from GH¢980M in 2022 to GH¢1.2B. An increase of 23.8%. Investment income remained largely flat at GH¢288M compared to GH¢283M in 2022. This was a result of the high dilution of returns on government bonds from the DDEP.

Operating Costs

Efficiencies across the Group is critical to free up resources for investment in innovation and brand building.

In view of this, we have maintained our disciplined approach to costs and reported a cost/income ratio of 50% for 2023, a significant improvement from 75.0% in 2022 which included the impact of impairment resulting from the Domestic Debt Exchange programme (DDEP).

Profit

Profit before tax improved significantly from GH¢174m in 2022 to GH¢273m in 2023. This represents a 57% increase, year on year. This performance, reflected in our profit after tax of GH¢193M representing a 67% growth over the prior year of 2022.

Solvency

The Group further bolstered its financial foundations and strong liquidity position, with our solvency ratios across the key entities within the Group remaining above the prescribed regulatory minimum of 150%. Enterprise Life Ghana and Enterprise Insurance at 304% and 234.9% respectively.

Cash Flow

Cash generated from operating activities stayed its course at GH¢449M compared to GH¢455M. The Group, however, met all its investing activities and cash flow obligations and ended the year with a net increase in cash and bank balances at GH¢184M compared to GH¢ 25M in 2022. Year and cash and bank balances stood at GH¢427M, an improvement of 69% over the prior year of 2022.

Dividend

We remain committed to delivering the best possible performance each day to inspire trust and achieve the best possible outcomes for all our stakeholders. EGL Plc has a progressive dividend policy, and we plan to continue making attractive distributions to our shareholders. A final dividend of GH¢0.097/share will be proposed at the annual general meeting reflecting a 30% increase on prior years payment.

Management Changes

During the year we confirmed the appointment of Akosua Ansah-Antwi as the Managing Director of Enterprise Insurance LTD. In addition, Femi Ogundeji, the Executive Director (Technical & Operations) of Enterprise Life Nigeria moved on to pursue other interests.

Prospects For 2024

The economic outlook for 2024 looks bright after the implementation of the IMF ECF arrangements. The IMF, after the successful completion of first and second reviews of the ECF arrangement made disbursements of US$ 600 million

Group Chief Executive Officer's Review *(continued)*

and US$ 360 million. These have started yielding positive impact on key sectors of the economy. Inflation continues the downward trend, and it is envisioned that these would impact on the prices of goods and services. Currency depreciation, however, continues to deteriorate even though expected to stabilize over time.

Our strategic focus will continue around our six key pillars: consumer-led propositions to touch the lives of everyone who desires an advantage; digital-driven experience and engagement; innovation that leads us to becoming very nimble; breaking barriers into new frontiers; leveraging the Group structure to extract value in synergies; and empowering our people to be the X-factor in meeting our current and future market needs.

The above strategies should sustain our growth in action agenda for the final year of our 5-year strategy cycle with organic growth taking center stage. The plan will drive action by focusing on fewer, bigger priorities and by applying a more rigorous approach to execution and delivery. We are very confident we will achieve all the key imperatives as set out in our 5-year strategic plan. The challenges that the various entities have faced in recent years have underscored the fundamental importance of responsible business conduct as well as of robust compliance and risk management frameworks. We will continue to remain extremely focused on our operational and financial resilience, as they are the core foundations of our lasting success.

Finally

I am proud of our well-balanced business and exceptional team and convinced that 2024 will bring a wealth of possibilities for us to keep providing an advantage to our customers. While the microeconomic and geopolitical environments are fluid, our business is well-diversified and resilient, and I trust in our ability to navigate with agility, vigilance and discipline.

We remain steadfast in our efforts to create a more sustainable future for our teams, our customers, our communities, our shareholders as well as industry. We have entered 2024 with renewed optimism and determination, and trust in our ability to develop solutions and deliver on our purpose.

I wish to extend my sincere gratitude to the Board of Directors of the various companies for their confidence and tremendous assistance during this past one year. I am grateful for the advice, guidance and support. I wish to extend my sincere appreciation to Management and Staff for the support and continued commitment during the first year of my tenure as the Group Chief Executive Officer. Finally, to our brokers, agents, and Life Planners - thank you for believing in our vision and values of friendliness, professionalism, reliability, excellence and trustworthiness.

With best wishes for the year ahead.

Daniel Larbi-Tieku
Group Chief Executive Officer
Enterprise Group Plc

Akosua
Ansah-Antwi,
Managing Director,
Enterprise Insurance LTD

Enterprise Insurance LTD Report

> Looking ahead in our centennial year and beyond, we are poised to elevate Enterprise Insurance to become a household brand, while continuing to deliver superior profits to our shareholders. With the continued support of our stakeholders, the dedication of our team, and the vision of our leadership, I am confident that we will continue to thrive and achieve even greater heights.

Introduction

The year 2023 featured the normalization of the economic fundamentals of the country after the effect of the Domestic Debt Exchange Programs (DDEP) in 2022. To help restore macroeconomic stability, Ghana secured a three-year IMF Extended Credit Facility (ECF) program of about $3 billion and embarked on a comprehensive debt restructuring. The impact of this intervention brought a sense of stability, notably in the economic realm, as the Ghanaian cedi demonstrated resilience, achieving a commendable stabilization against the US dollar and inflation rates declined from an all-time high of 51.4% in December 2022 to 23.2% by year end 2023. This newfound equilibrium played a pivotal role in fostering confidence within the business community.

Within the insurance industry, this normalcy accelerated the pace of business as the year witnessed the largest growth rate of 37% in the non-life insurance space over the last few years.

Amid these dynamics, our business achieved remarkable financial success, as we maintained our record of consistent year-on-year growth. We proudly upheld our position as the leading company in the non-life industry for the fourth year in a row, boasting a substantial market share of 13.4%.

This outcome underscores the strength of our team and their unwavering dedication to providing exceptional value to customers, fostering strong partnerships, leveraging technology, and exploring and exploiting the potential of the ins urance market.

The result of the team's effort resulted in our sterling performance in 2023. Using the IFRS 4 Standard which we have been used to until now, our Gross premium revenue grew by 31%, underwriting profit by 15% and profit after tax by 87% over prior year. In the new IFRS 17 standard, the Insurance Revenue grew by 39% over the comparative period with Profit after tax growing by 119% over the prior year.

Company Key Performance Indicators

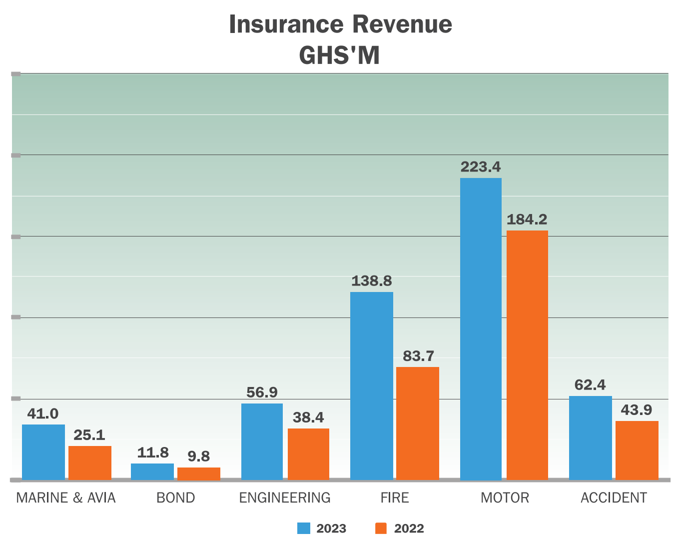
With full implementation of IFRS 17, the key performance indicators we have hitherto been used to, have completely changed. We are getting used to new terminologies such as Insurance Revenue, instead of Gross premiums and Net Insurance service results rather than underwriting results.

Insurance Revenue: We recorded 39% growth in Insurance Revenue, and this was fueled by the three core portfolios

– Motor, Fire, and Accident, collectively contributing 79% of the Insurance Revenue for 2023. This growth was achieved through the three main channels: Brokers accounted for 52%, Agents for 42%, and Direct channels for 6%. This highlights the effectiveness of our distribution channels.

Insurance Revenue by Class of Business

All classes of business saw growth over the prior year. The fire portfolio recorded the largest growth in value terms, followed by the Motor portfolio, Accident, Engineering and the others.



Enterprise Insurance LTD Report *(continued)*

Insurance Service Expense: This reflects the cost incurred in providing insurance service in the period under review and it includes claims and its associated costs as well as acquisition costs.

In 2023 the Insurance service cost was mainly driven by the costs on the Fire portfolio, followed by Motor, then Accident; pretty much the same trend observed with the Insurance Revenue. On the other hand, in 2022, the Insurance service expense was driven by motor, followed by fire and then accident. The growth in the insurance service cost in the fire portfolio for 2023 is attributed to the 66% growth in the fire portfolio. Motor portfolio grew by 21% over the previous year.

Net Insurance Service Results: This new metric under IFRS 17, is made up of the Insurance Revenue less Insurance service expenses and insurance finance income or expenses. The net results reflects the profit earned from providing insurance service. Compared to the year 2022, the net insurance service revenue grew by 29%, demonstrating our prudence and technical skill in offering Insurance services.

Management Expenses: increased by 19%, notably lower than the country's 42% average inflation rate, highlighting our effective cost management practices. Despite this modest growth rate, employee benefit expense saw a 21% increase, aligning with our strategic goal to position ourselves as the employer of choice. This balanced approach demonstrates our financial prudence while investing in our most valuable asset – our people.

Net Investment Income which is made up of investment income less impairment charge on financial assets, showed a 158% increase over prior year. This was a direct result of the reduced impairment provision in the 2023, compared to that in the prior year which related to the government's DDEP program. The 2023 results highlight the company's adaptability and our commitment to optimize returns for our shareholders.

Profit after Tax: The profit after tax surged by 119%, primarily driven by the reduced impairment provisions from the prior year. Nonetheless, we delivered an overall impressive performance which underscores our commitment to deliver value to all stakeholders through effective underwriting practices and proactive financial management.

Business Review

We are currently on track to deliver our 5-year strategy which ends in December 2024 with the year 2023 marking the penultimate year in that strategic journey. At the start of the year 2023, we launched the Wodiɛ Wɔ Mu Motor Insurance Promotion to take advantage of the seasonal rise in motor insurances during the period. This Motor Insurance promotion was different from the previous ones in that, we extended the period from the 1st quarter to the end of the 2nd quarter in June 2023. Customers were offered promotional rewards at both the renewal and on boarding stage as well as giving them an opportunity to win in both the monthly and the grand raffle draw at the end of the promotion. The motor promotion was successful resulting in increased policy counts and premium values compared to the previous year.

For the first time, we also implemented a Lean Season Promotion to help boost sales during the 2nd half of the year, where typically, we experience low premium income. The promotion cut across various channels such as Brokers, Agents, Direct Corporates, and individual customers. This promotion was also successful as it contributed to our efforts in achieving our Gross Premium target for the year.

To boost our online sales drive, we continued with the Transact & Win Promotion which resulted in an increase in our online transactions for the personal insurance products.

Our partnership agenda had a boost when we partnered Hubtel to provide seamless Motor insurance cover for short periods. We also partnered with Adansi Travels in a bid to boost our premium income in both Travel and Motor Insurances by offering a unique value i.e. "Insure & Travel for free". We continued to enhance the productivity of our distribution teams & sales agents by recognizing their efforts and motivating them during the annual Sales Conference and Agency Awards ceremony.

In our bid to increase our presence across the country, six Satellite branches were established in the Ashanti & Bono regions.

With digitization high on our agenda, we opened our first Digital Unit located at our East Legon branch with the aim of driving new businesses through our Digital Channels.

Corporate Awards and Recognitions

Once again, our business received many awards in the year under review, a testament of our sterling performance in 2023. Some of the awards are :

- The Global Credit Rating (GCR) Agency of South Africa maintained our rating of AAA (the highest rating). This means we have the financial strength to honor our claims payment obligations.
- General Insurance company of the year at the Ghana Business & Innovation Awards 2023
- General Insurance company of the year at the Ghana Business Standards Awards 2023
- Indigenous Insurance company of the year at the Ghana West Africa Business Excellence Awards 2023

Enterprise Insurance LTD Report *(continued)*

- General Insurance Company of the year, Ghana Insurance Awards 2023
- Commercial Line Insurer of the year, Ghana Insurance Awards 2023
- General Insurance company of the year, GIIG Awards 2023

Corporate Social Responsibility Initiatives

As a business, we believe in being socially responsible and so we embarked on some corporate social Initiatives during the year under review. These included the following:

- We supported the Blood donation initiative to the Korle-Bu Blood bank in partnership with the National Insurance Commission.
- Donation to Winneba Specialist Trauma Hospital during the Ghana Insurance Awareness Week (in partnership with GIA).
- Donation to Sarah Sackey Cluster of Schools, Takoradi in commemoration of World Menstrual Day.

Outlook for 2024

As we embark on the final year of our 5-year Strategy, the significance of 2024 is underscored by the celebration of our company's 100th-year anniversary. This monumental milestone not only represents a century of resilience and growth, but also serves as a powerful testament to our enduring commitment to excellence in the insurance industry.

The outlook for 2024 is promising, providing a unique opportunity for a final push towards etching our brand as the household name in the insurance industry. Our plans and initiatives to achieve strategic ambitions remain unwavering and relevant as we approach this historic year. With the commemoration of our centennial as a backdrop, we anticipate a good year as it serves as a catalyst for business success.

In the financial landscape, the effect of the Domestic Debt Exchange Program on investments and investment returns, makes the delivery of technical profit imperative for our business. With the adoption of IFRS 17, our FS reporting and focus areas have changed from the KPIs we have been used to. Gross premiums and underwriting results have metamorphosed into Insurance Revenue and Net Insurance results. IFRS 17 further emphasizes the need for meticulous underwriting of our contracts to enhance profitability and ensure that our adequacy ratio remains within healthy ranges.

Carrying forward the invaluable lessons from previous years into 2024, our focus on adaptability remains pivotal for success in our rapidly evolving business environment. Harnessing business intelligence, we will continue to leverage customer insights and research to deliver legendary customer services to our clients.

As we commit to grow profitability, our centennial celebration serves as a powerful reminder of our enduring legacy and the responsibility to secure the future of those who have entrusted us with the things that matter most to them. We pledge to continue winning together with all our partners and intermediaries.

Conclusion

As we embark on our centenary celebration, I would like to extend heartfelt thanks to all our stakeholders for their unwavering support and encouragement throughout our journey. A special appreciation goes out to the management and the True-Blue family for their unparalleled support, which has been instrumental in achieving our remarkable performance in 2023 and which will undoubtedly continue to propel us forward in our milestone year.

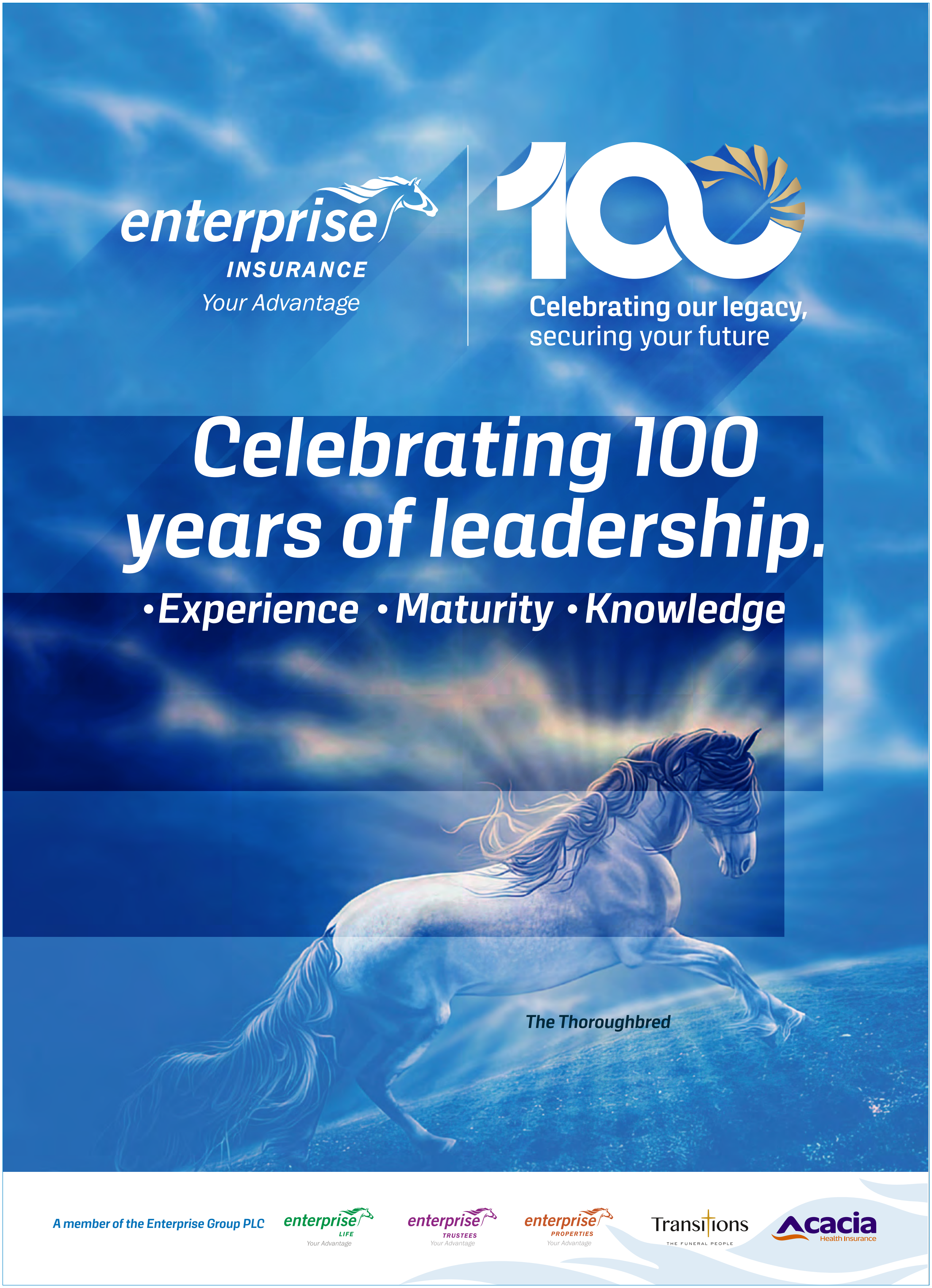
Our resilience as a business is evident in our consistent position as the number one player in the general insurance space for the past years. This is a testament to the dedication and hard work of every member of our team.

I am personally grateful to the Board of Directors who have supported and guided us. Their guidance has been invaluable in steering us towards the successes we have chalked.

Looking ahead in our centennial year and beyond, we are poised to elevate Enterprise Insurance to become a household brand, while continuing to deliver superior profits to our shareholders. With the continued support of our stakeholders, the dedication of our team, and the vision of our leadership, I am confident that we will continue to thrive and achieve even greater heights.

Thank you once again to everyone who has been part of this incredible journey. Together, as we celebrate our centennial, we will shape a brighter future for Enterprise Insurance.

Akosua Ansah-Antwi
Managing Director
Enterprise Insurance LTD


enterprise
INSURANCE
Your Advantage
100
Celebrating our legacy,
securing your future
Celebrating 100 years of leadership.
•Experience •Maturity •Knowledge
The Thoroughbred
A member of the Enterprise Group PLC
enterprise LIFE Your Advantage
enterprise TRUSTEES Your Advantage
enterprise PROPERTIES Your Advantage
Transitions THE FUNERAL PEOPLE
Acacia Health Insurance

Enterprise Life Assurance LTD Report

> Total assets increased by +22% from GH¢1,275m in the prior year to GH¢1,558m in 2023.
> This growth was largely driven by a +22% increase in Debt securities to GH¢1.1 billion and +47% increase in Equity securities to GH¢150m.

Introduction

Our Strategic direction for the year was anchored on consolidating our business growth initiatives from prior years to improve new business generation and improving engagements with our clients and employees for value.

A significant challenge for the year was related to the post Domestic Debt Exchange Programme (DDEP) economic environment and its impact on our existing and new customers. We were able to successfully engage all our key stakeholders to help mitigate the impact of the DDEP on our clients especially and the entire business model.

On the regulatory front, the most significant change was the adoption and implementation of IFRS 17 for all insurance entities.

2023 was the first year for business adoption of the IFRS 17, this is expected to radically change the way Insurance entities report their results. We have successfully recalibrated our internal processes to respond to the needs of this new accounting standard.

IFRS 17 seeks to provide consistent principles for all aspects of accounting for insurance contracts. It removes existing inconsistencies and enables investors, analysts, and others to meaningfully compare companies, contracts, and industries.

In terms of market position, Enterprise Life sustained its leadership of the Life Insurance Industry with 23.2% Market share, in a market of now 19 active players. The top 5 players control 76.3% of the market (compared to 75.3% in the prior year).

Our relentless quest for excellence led us to win the following awards in the year:

- Ghana Club 100 award – Rank 52.
- National Customer choice Awards: Outstanding Customer Service Award (Life Insurance)
- CIIG Awards- Corporate Social Responsibility company of the year 2023
- CIIG Awards- Employee Development company of the year

Working closely with our customers to achieve our objective of providing solutions that meet needs, and to fulfil our mission of providing all who come into contact with us their desired advantage, we relaunched our BoafoPa plan targeted at the Micro market. This product has been tailored to meet the needs of low-income earners especially within the informal sector. The product was launched in April 2023, and we have made significant progress in this sector.

Business channels:

Our Business currently runs on seven (7) core distribution channels. No new channel was added in the year 2023. We however have commenced the process for the addition of a full Digital channel targeted at the millennials. This will be launched in 2024.

- 4 Retail Channels (unchanged) : Agency, Broker, Bancassurance and High network channel. These channels contributed about 90% of business revenue.
- 3 Group Business Channels (unchanged) : Corporate Risk, Credit Life, and Inclusive insurance.
- For strategic reasons, The Boafo PaProduct which hitherto formed part of the inclusive channel has now been classified as a separate retail channel.

Jacqueline **Benyi,**
Managing Director,
Enterprise Life Assurance LTD

Enterprise Life Assurance LTD Report *(continued)*

Financial Performance

Insurance service revenue: for the year under review was GH¢555m. This grew by +8% (vs. GH¢516 m in the prior year).

IFRS 17 requires a company to recognize profits as it delivers insurance services (rather than when it receives premiums as persisted in the previous IFRS 4 standard) and to provide information about insurance contract profits the company expects to recognize in the future.

Insurance service expenses: Insurance service expenses reflect the costs incurred in providing services in the period, including incurred claims, and exclude the repayment of deposit components of benefits.
For the year under review the Insurance service expense was GH¢498m. This grew by +50% (vs. GH¢333m in the prior year).

Insurance service result: The net amount of Insurance Revenue and Insurance Service Expenses make up the Insurance Service Result.
This new approach differentiates the two drivers of profit for the business: Insurance Revenue and Investment Income.

For the period under review, the Insurance service result amounted to GH¢56m (vs. GH¢183m in 2022). The decline from 2022, was as a result of a higher Insurance service expense charged in 2023, driven mainly by claims incurred.

Total Investment Income was GH¢217m. Investment income has recovered into a positive position after the negative returns recorded prior year. The exceptional Net investment income of - GH¢23m recorded in 2023 was due to the DDEP induced impairment charge recorded in 2023.

Profit Before Tax for the year based on IFRS 17 was GH¢115m.
This compares positively to the Loss of - GH¢11m in 2022. The IFRS4 profit reported in the prior year was Ghs104m, and this has been restated as a Loss of - GH¢11m under IFRS 17, following the remeasurement of the key numbers under the new standard.

Key Numbers

	2022(¢m)	2023 (¢m)	Change
Insurance Service Revenue	516	555	+8%
Insurance Service Result	183	56	-69%
Insurance Finance service exp.	-109	-107	-2%
Investment & Other Incomes	251	236	-6%
Other Expenses & Impairment	-318	-62	
Profit for the Year	-11	115	

Investment Income

Total net investment income and other income was GH¢217m. Policy Holder returns represent 85% of this amount, whilst the balance of 15% is attributed to the shareholder's fund.

Interest income on Bonds and Placements was GH¢147million (69%) of total investment income.
Equity Investments was GH¢42m (19.6%). Dividend Income was Ghs 9.2m (4.3%)
Rental Income GH¢4.7m (2%) and other income was GH¢11.1m (5.2%)

Equity investments now make up about 9.2% of our investment portfolio (an increase from the 8.2% at the end of 2022).

As per our risk management policy, our investment portfolio is weighted significantly towards the long-dated government of Ghana securities. This approach, adopted to secure policy holders' funds, remained the underlying principle for the funds. Following the DDEP shock experienced at the end of 2023, management suspended all new placements in government securities, in favour of placements with Class A commercial and Universal banks.

Benefits and Claims payout to Policy Holders

We honored our commitments to our policyholders by paying GH¢417m in claims and benefits. This was a +15% rise over 2022 when we paid out GH¢363m.
It is important to note that under IFRS 17, the incurred claims charged in determining the insurance finance result was GH¢470m, this is because under IFRS 17, the determinant figure is the "incurred claims", and not just the actual claims payout.

Total Assets

Total assets increased by +22% from GH¢1,275m in the prior year to GH¢1,558m in 2023.
This growth was largely driven by a +22% increase in Debt securities to GH¢1.1 billion and +47% increase in Equity securities to GH¢150m.

On the other hand, our investment properties portfolio saw an increase by +11% from GH¢95m in the prior year, to GH¢106m at the end of 2023. This was largely impacted by valuation gains on our investment properties.

Our People

To quote Steve Jobs "You cannot mandate productivity, you must provide the tools to let people become their best". For this reason the business pays particular attention to its people, by investing in quality human capital and creating the environment that will strengthen and sustain the resilience

Enterprise Life Assurance LTD Report *(continued)*

of our people to perform at their optimum. We continue to invest in the training and development of our staff to acquire and build the right and relevant skills (both functional and soft) across the business. This is the force that drives our success.

2024 – Looking forward

The key anchors for 2024 will be, to consolidate the gains made in 2023, and exceed the standards set in 2023. The overarching objective for 2024, will be grow market share.

Jacqueline Benyi
Managing Director
Enterprise Life Assurance LTD


enterprise
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100
Celebrating our legacy,
securing your future
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PARTNER
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@elghconverses
@enterpriselifegh
customerservice.life@enterprisegroup.com.gh

Joseph
Ampofo,
Managing Director,
Enterprise Trustees LTD

Enterprise Trustees LTD Report

> The company delivered another sterling financial performance in the year 2023 notwithstanding the challenging financial environment, The government successfully completed the Domestic Debt Exchange Program(DDEP) for pensions funds in September 2023, keeping its promise of not making pensions funds worse off in the exchange.

Introduction

In 2023, global economies grappled with persistent challenges from geopolitical tensions and the COVID-19 aftermath. Notwithstanding, Ghana's economy exhibited signs of recovery, evidenced by improved economic indicators largely as the result of the approval and disbursement of the International Monetary Fund (IMF) Extended Credit Facility and conclusion on the Domestic Debt Exchange Program (DDEP). Inflationary pressures and currency fluctuations remained key concerns, necessitating strategic oversight for the Trustees of pensions schemes. Our schemes delivered an average returns return of about 29.94% for members for the year against a benchmark of 30.11%..

Our theme for 2023 was "Pursue, Overtake, and Recover All," embodying our commitment to break barriers, surpass competitors in the industry and increase our Assets Under Management (AUM) exponentially.

True to our aspirations, we met and exceeded this goal through innovative strategies. Embracing digital campaigns, we disseminated the message of long-term financial security, effectively generating leads and converting them into sales. Additionally, we developed an app for the Health Sector Occupational Pension Scheme (HSOPS) members which is the first developed for a public sector scheme in Ghana. This is to ensure easy accessibility to pension funds, enhance user experience and bolster our reach.

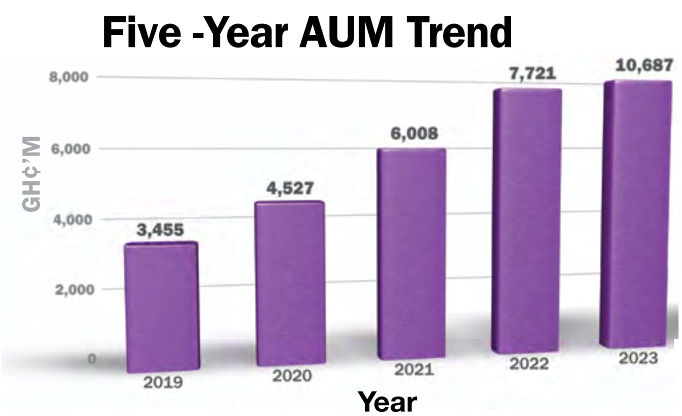
We persisted in our investment to enhance our technological solutions and refine our Know Your Customer (KYC) processes, enabling us to engage our members more effectively. Our unwavering focus remained on retirement benefit processing, especially for those set to retire in 2023.

Financial Performance

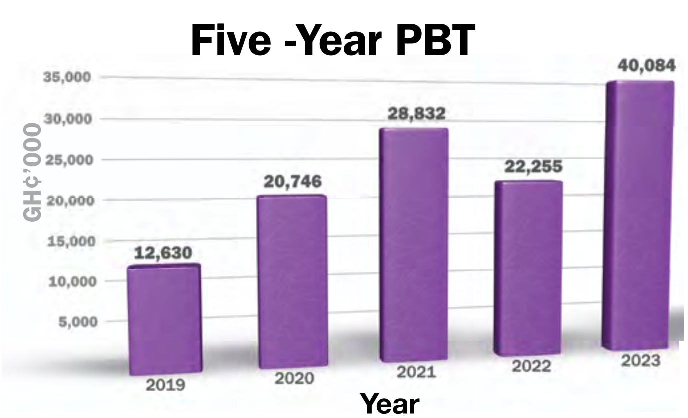
Key Financial Data	2023 Ghs'000	2022 Ghs'000	% age Chang
Fee Income	69,953	56,761	23.24%
Expenses	37,217	43,399	-14.24%
Profit before tax	40,084	22,255	80.11%
Total Assets	73,989	62,205	18.94%
Shareholders Fund	55,532	47,251	17.53%
Assets Under Management	10,687,199	7,721,724	38.40%
Scheme Membership	798,027	732,936	8.88%

The company delivered another sterling financial performance in the year 2023 notwithstanding the challenging financial environment, The government successfully completed the Domestic Debt Exchange Program(DDEP) for pensions funds in September 2023, keeping its promise of not making pensions funds worse off in the exchange. The new DDEP bonds for the pensions funds resulted in a yield of 19.7% on the average. The Total Assets of the company as of 31 December 2023 was GH¢73.9 million which represented 18.94% growth over the 2022 figure of GHs62.2 million. Non-current assets registered a growth of about 24.5% over the 2022 figure which was due to increased holdings in investment securities. The growth in total assets of the business was financed mainly from fee income generated from core operations. Fee income which was the main driver of the financial performance recorded a growth of 23.24%, from GH¢56.76million in 2022 to GH¢69.95 million in 2023. This was because of growth in the Schemes Assets under Management (AUM) which increased from Ghs7.72 billion in January 2023 to GH¢10.69billion in December 2023 representing 38% growth rate. The trend in AUM is depicted in the graph below:

Enterprise Trustees LTD Report *(continued)*



The five Master Trust Schemes made a significant contribution to the Fee Income. It is noteworthy that as we celebrated the 10th anniversary of the successful running of the schemes, we paid significant benefits to our esteemed members amounting to about GH¢699million. As a growing business, we continue to invest in the key strategic focus areas of the business to sustain growth and profitability. During the year under review, we continued to invest in our people via training and wellbeing programs. We fully participated in the NPRA market activation programs to ensure we grow the retail segment of our business (personal pensions). Management expenses declined by 14% from GH¢43.4 million to GH¢37.2 million during the period. The main drivers in management expenses were the easing of the impairment of government bonds under the Domestic Debt Exchange Program (DDEP) in 2023 and the relative stability in the exchange rate for the accounting for finance lease. The profit before tax for the year was GH¢40million representing about 80.1% growth over the 2022 figure of GH¢22.3m. The trend for the past five years is depicted in the graph below:



Shareholders fund grew by 17.5% from GHs47.2million to GHs55.5million in 2023.

Corporate Governance

The Scheme Boards of our 5 Master Trust Schemes and its sub-committees held quarterly meetings to review the affairs of the Schemes in accordance with section 38 of the National Pensions Act, 2008 (Act 766).

Seven Member-Nominated-Trustees retired from four of our Master Trust Scheme Boards in 2023. As part of the replacement process, Scheme Members voted in seven new Members to serve as Member-Nominated-Trustees.

- **Trustee Training**

  All Trustees actively participated in a Continuing Professional Development (CPD) course **"Strategic** Investment **of Pension Funds"** organized by the Pension college in 2023.

  An Anti-Money Laundering (AML) training was also organized for Trustees by The Financial Intelligence Centre (FIC) in 2023.

- **NPRA Stakeholders' Meetings**

  All Trustees actively participated in all the stakeholders' Meeting organized by the Regulator for the period under review.

Regulatory Environment

The National Pensions Regulatory Authority (NPRA) remains steadfast in its dedication to bolstering compliance, fostering good governance, and amplifying pension awareness within the informal sector. As part of its 2023 National Pensions Awareness Week, NPRA organized a fair themed "My Pension; My Future" The fair provided companies operating in the pensions industry the platform to showcase their products, educate and sensitize the public on the importance of pensions and also provided them the opportunity to enroll on pension.

- **Revised Regulatory Reporting Directive**

  The National Pensions Regulatory Authority (NPRA) shifted it supervision from Compliance-Based Approach to Risk-Based Approach (RBS) in 2023. This was aimed at regulating pensions entities and schemes based on their risk level. The transitional Risk Based Supervision model for validating, processing, and analyzing data was rolled out in May 2023.

All Industry Players were trained for effective use of the new reporting model

Retirement Benefit Payout

At the end of December 2023, we paid out GHS81.04million in lump sum retirement benefits to 1,224 (one thousand, two hundred and twenty-four) scheme members. The highest member benefit paid in 2023:

- Tier 2 scheme - Ghs1.94million
- Tier 3 scheme - Ghs1.73million.

As a Corporate Trustee, our continuous pledge to members is to pay out their benefits in a timely manner.

Enterprise Trustees LTD Report *(continued)*

Our People

The contribution of our staff to our company's success cannot be overstated. Their hard work, dedication, and unwavering commitment to our business have been integral factors in our achievements. Amidst the challenges presented by the COVID-19 pandemic and the subsequent transition into the post-COVID era, we gleaned valuable insights. Continuing to adapt, we implemented an agile working model, allowing staff to alternate between working in the office and from home until the last quarter of the year. This approach not only prioritized the health and safety of our team but also ensured continuity and efficiency in our operations.

To crown our efforts, the company received recognition through the following awards during the year;

- 17th Position - Ghana Club 100 Awards
- Corporate Pension Trustee of the Year – CIMG Awards
- Pension Product of the Year (Purple Drawdown) CIIG Awards

Looking Ahead

Our objective in 2024 is to consolidate our corporate market leadership and explore new markets in the retail segment. We will keep our focus on growth and improving our consumer experience to help improve our market share and leadership. The growth agenda will include proactive engagement with our employers and members to honor contribution on timely basis whilst partnering the NPRA through their market activation and the creation of new zones programs to reach new members. Further, we will work proactively with our fund managers to diversify the scheme assets from the high concentration in government securities into other strategic asset classes to provide growth and resilience to the schemes. Our consumer experience, especially at retirement, is our topmost priority. To help us delight our retirees with excellent services, we intend to improve upon our back-office operations through innovative technologies and digitalized solutions.

In conclusion, I wish to express my immense appreciation to the Board of Directors, Scheme Board and Management for their continued support.

We extend our heartfelt gratitude to our regulator, the National Pensions Regulatory Authority, for fostering a conducive operating environment for us. A special acknowledgment to our esteemed fund managers and custodians for their unwavering support throughout the year. We also wish to acknowledge and commend the Chamber of Corporate Trustees our Industry association for the leadership during the DDEP period.

To our valued clients, we express our profound appreciation for your loyalty and steadfast support. Your continuous encouragement pushes us to strive for excellence.

Lastly, to our dedicated staff, we are grateful for your exceptional commitment and sacrifices in achieving our objectives. Your hard work is truly appreciated

Joseph Ampofo
Managing Director
Enterprise Trustees LTD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Kwadwo
Nini Owusu,
General Manager,
Enterprise Properties LTD

Enterprise Properties LTD Report

> 2023 was a transformative year for the Ghanaian real estate sector, characterized by growth and adaptation to new trends. We are hopeful that with the strategies set in motion, EPL will continue to excel in its endeavors in the coming year.

Introduction

2023 has been characterized by a very challenging macroeconomic condition. An increasingly volatile and uncertain global operating environment has meant business leaders across the world have faced tough decisions to ensure the best outcomes for their shareholders, employees and the markets they operate in.

Our focus was fundamentally driven by two approach. Firstly, our focus was centered on providing excellent customer service to our clients and stakeholders to grow their trust and build relevance and secondly, we aimed to increase the occupancy of Advantage Place. This we achieved by attaining an 84% occupancy level at the end of the year, from 74% the previous year. This was impressive on the back of a prior year where we had no increase in the occupancy and the market was stagnant.

This financial year under review has been a milestone period for Enterprise Properties LTD (EPL), and it is due in no small part to the continuing ambition and dedication of our talented team – so I would like to specifically mention and as always thank them all for their efforts and achievements throughout the year.

Sector Overview

The Ghanaian real estate sector saw the introduction of the digitization of the collection of statutory property rates. These innovations have been incorporated into a centralized database of Ghanaian properties, location and owner's records with the aim of improving the efficiencies within the sector.

There has been a growing awareness of the need for environmentally friendly properties, leading to an increase in the adoption of green building practices and the development of more sustainable projects. We are seeing a trend of competitor buildings to Advantage Place securing green building certification.

Digital platforms for property sales and rentals became more popular, enhancing efficiency and convenience for buyers and tenants. Smart home systems, virtual reality tours and online property marketplaces also transformed the sector, improving transparency and operational efficiency.

The concept of small workspaces continued to dominate the office market in 2023, with more companies and individuals seeking flexible, shared office spaces of averagely 200 square meters. Supply of office space has been stable even though there is a pipeline of new developments mostly expected on the market in the next 24 months. Demand for grade A office space has been increasing albeit slowly. As such, it is crucial that pricing is addressed rightly so that our contracts over the next two to three years will be reflective of market rental values. For EPL, this means we need to remain nimble in addressing customer needs and staying close to our tenants to help them manage their requirements for different types of space and service.

The residential sector market indices closely mimic that of the office sector. Rents remained stable within the sector. Interestingly, there was a gradual increase in demand for townhouses driven by clients from the diaspora. We expect current pipeline construction to come on stream from the middle of 2024 to meet demand and thus keep rental rates stable over the coming year.

In 2024, we anticipate that rents will remain stable as retailers stick to current space requirement and support their needs digitally.

Business Overview

Inflationary pressures eased as compared to prior year however, the rising cost of energy, currency depreciation and the cost of building maintenance has been significant and remain key cost lines in managing our portfolio. We continue

Enterprise Properties LTD Report *(continued)*

to manage these externalities through constant engagements with our suppliers that enable them to offer us stable pricing under fixed year-long agreements and reciprocate with prompt payments.

Internal Operations – Projects & Portfolio Management

A total of seventeen (17) projects ranging from renovations, construction of satellite offices and branch facelifts were executed during the year. Notable amongst these were:

- Nzulezu School and library, a Corporate Social Investment project for Enterprise Life
- New Sales and Services Centers in Achimota, Dansoman and Odorkor
- Office Fit-out for incoming tenant at Advantage Place
- Advantage Lacta Lounge at Enterprise House

EPL continued to improve ongoing physical assessment of all our locations in 2023. This included nationwide visits to all our touchpoints; giving us some facetime and aided us better appreciate the needs of the occupants in our locations.

2023 Financial Performance

Total revenue reported in the period which comprises rent and service fees increased from GH¢22.3M to GH¢39.2M, a 76% increase. This was attributable to an increase in the tenant base at Advantage Place and the currency effect of invoicing at a higher exchange rate compared to prior year.

Our profit before tax when recomputed without the effect of fair value gains from investment properties showed a remarkable increase from a negative position of GH¢12.2M to a positive GH¢25.4M. The refinancing of our loan over a longer tenure and reduced interest rates significantly reduced the impact of currency losses which plagued us in prior years.

The resultant fair value gains on the revaluation of our investment properties compared to prior year [when the cedi depreciated by 70%] was less impactful in 2023 where depreciation averaged 10%.

Our cash position has improved with an increase of 87% in cash balances at year end on the back of a tight rein on expenses and a favorable restructuring of our debt.

Our balance sheet remains strong propped up about 95% by the value of our investment properties which market value grew 10% from GH¢434.3M to GH¢479.3M

The Company's strong financial profile, along with its proven internal operating platform, means the Company is fully capable of adapting to our market conditions.

Outlook For 2024

For us looking forward, the key word is growth which is encapsulated in our theme for 2024- level up, building into the future. In 2024 we anticipate that we will still be facing significant headwinds from inflation, currency depreciation and high interest rates, but we will continue to grow and critically set ourselves up for sustainable, accelerated growth in the years to come. This growth will be driven organically, as we capture the inflationary opportunity and add additional revenue streams.

We intend to add brokerage services to our service offering as a natural vertical integration of our business model and serve our clients more effectively. In addition, following the successful takeover of the facilities management of Advantage Place, we will extend this service to provide facilities management services to other commercial buildings.

Ultimately, it's the entrepreneurial abilities of Enterprise Properties that will help us generate additional revenue to grow our bottom line and together with the team I am looking forward to driving this growth in the years to come.

Conclusion

2023 was a transformative year for the Ghanaian real estate sector, characterized by growth and adaptation to new trends. We are hopeful that with the strategies set in motion, EPL will continue to excel in its endeavors in the coming year.

My appreciation goes to our board for the guidance and to our team for their dedication and commitment to the transformation agenda of EPL.

Kwadwo Nini Owusu
General Manager,
Enterprise Properties LTD

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Genevieve **Cornelius,**
General Manager, Transitions

Transitions Report

Transitions has partnered with key institutions within the funeral value chain to ensure all the funeral needs of its cherished customers are met.
At Transitions, you are offered everything funeral.

Introduction

The year 2023 unfolded as a pivotal chapter in the narrative of Transitions' journey, marked by a dynamic interplay of challenges and opportunities against the backdrop of macroeconomic instability in Ghana. Navigating the ebb and flow of business fluidity, our team demonstrated resilience in the face of strategic implementation hurdles, ensuring the steadfast pursuit of our Key Performance Indicators (KPIs).

After few years of uncertainty, the funeral industry could be said to have returned to pre-covid era characterized by prolong average custodian care days. The industry also witnessed increased number of funeral attendees with average duration of a funeral service increased to almost six hours. The gains covid brought in the industry in the areas of smaller and shorter funeral service duration could not stand the desire of the average Ghanaian to demonstrate the long-held tradition of making physical appearance at a funeral service.

Despite these setbacks, Transitions continued to offer technology driven innovative solutions to its customers to ensure all who came into contact with its services received their desired advantage. Transitions continued to demonstrate market leadership in the entire funeral value chain.

Regulatory Environment and other Developments

The funeral industry was traditionally known to be free market where players in the industry were not required to satisfy any regulatory requirement to practice. This phenomenon is expected to be the thing of the past with the establishment of the Mortuaries and Funeral Facilities Agency (MoFFA) and the appointment of a new CEO who led to the inaugural assessment of funeral business and compliance with statutory regulations. The landscape of education within our industry also witnessed a transformative milestone, with Pentecost University College introducing a Mortuary Science and Funeral Studies program, marking a significant stride in formal education for funeral home and mortuary human resource development.

Market Analysis

Transitions encountered new dynamics in our competitive landscape. Although we remain the leading brand in funeral services on the Ghanaian market. The operationalization of a private hospital morgue within a 20km radius added a layer of competition. The industry witnessed significant rebranding and facelifts, particularly in the hearse service value chain, with the introduction of luxurious third-party hearses at competitive rates. In the face of all these competitive activities in the market, Transitions remained strong, resolute and the preferred brand through data-driven investments and initiatives that neutralized the impact of competition.

As Transitions continues to navigate these challenges, seize opportunities, and address the evolving competitive landscape, the commitment to excellence in funeral services remains unwavering.

Macroeconomic environment

The macroeconomic environment post covid-19 has been volatile, marred by rising inflation, unstable forex market, and total shutdown of the bond market post the domestic debt exchange programme (DDEP). Prices of petroleum product went through the roof at a point in time but recorded some level of stability in 2023.

Ghana, having signed on to the International Monetary Fund (IMF) programme received the second tranche of the IMF support under the extended credit arrangement after a review of the programme. This was expected to provided funding for the 2024 budget and improve the forex reserves of the central bank.

Transitions Report *(continued)*

To further consolidate the gains made so far, the government introduced several revenue measures in the 2024 budget. This may however have adverse impact on businesses.

The upcoming elections in December 2024 is likely to place spending demands on the government to retain political power. It is, however expected that the IMF programme and the government's own consolidation commitment will guide spending.

Financial highlights

The performance of the business in 2023 was impressive despite the economic challenges that affected the disposal income of families. The business recorded growth in key performance areas.

I. Revenue:

The revenue of the business grew by 30% over prior year. This growth was driven by effective strategic initiatives implemented by the business. The key products and services lines that contributed to revenue were caskets sales, hearse service, mortuary services and events. Walk-in channels continue to be the main driver of revenue whilst claims from the assurance product contributed less than 15% to revenue. As the assurance product continue to sell, it was expected that the contribution from claim funeral services would improve to become a significant contributor to revenue.

II. Total expense:

The total expense charged against revenue is made of cost of sales, general and admin expense, and finance cost.

Cost of sales: The expense was largely driven my exchange rate volatility and the general performance of the economy. Even though there was relative stability in fuel prices and the forex market during the year the overall impact of the macroeconomic movements and the tax policies caused the cost of sale to grow by 38%.

General and administrative expenses grew by 27% over prior year. This growth was influenced by the inflationary pressures that the economy expensed during the period.

Finance Cost: This expense line related to the intrinsic interest cost in the lease arrangement for the office building as determined per IFRS 16 – Leases. The movement in the cost was during to renewal of the lease terms leading to modification of the discount rate.

III. Net profit

The business recorded growth in profit after tax of 68% over prior year. The newly introduced growth and sustainability levy marginally impacted on the profit after tax.

Products and Service

Transitions offers bereaved families the most convenient way to bid farewell to their loved ones. It does this through the provision of tailormade services in an environment that offers stress-free funeral arrangement solutions.

Transitions has partnered with key institutions within the funeral value chain to ensure all the funeral needs of its cherished customers are met. At Transitions, you are offered everything funeral.

Some of the products and services offered include:

- Mortuary care services
- Hearse services
- Caskets (local and foreign)
- Chapel and reception facilities
- Repatriation services (inbound and outbound)
- Fresh flowers
- Pallbearer services
- Funeral arranger services at no cost
- Digital solutions (live streaming, digital payment solutions, e-commerce platform etc.)

2024 in perspective

The year 2024 is expected to be eventful even as the country to country continuous with the IMF programme. The December 7 presidential and parliamentary election will be the key focus for both local and international election watchers. One key area of interest for businesses is how the Government demonstrate commitment to stay discipline to its fiscal and monetary policies in the wake of attempting to break the eight-year government cycle.

The business will however continue to implement the strategy initiatives as set forth in the 5-year plan which ends this year. The focus for 2024 is to consolidate the gains made in the last four years whilst setting the tone for the next 5-year strategic plan to improve the financial results of the business.

Genevieve Cornelius
General Manager,
Transitions


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Funmilayo
Omo,
Managing Director,
Enterprise Life Assurance
Company (Nigeria) Limited

Enterprise Life Assurance Company (Nigeria) Limited Report

> With a relatively young and dynamic workforce we pay particular attention to our employee experience by investing in human capital development, create an environment that fosters openness and engagements. We prioritize mental health and a work-life-balance for our cherished thoroughbreds.

Introduction

In the year 2023, the global economy was faced with significant challenges on the path to a much-needed recovery. These hurdles have been intricate, including escalating geopolitical complexities – notably the ongoing Ukraine- Russia conflict and the resurgence of violence in the Middle East between Israel and Hamas.

On the domestic front, the Nigerian economy has continued its positive trajectory through 2023, maintaining its upward trend since emerging from recession in 2020, albeit at a reduced pace.

Despite the economic headwinds encountered over the past year, our commitment to making 2023 a defining moment for our business remained unwavered. We are proud of the notable progress made particularly with our retail business. We increased our team size to 34 from a team size of 13 in 2022. The boot on the ground, our gallantly trained and dedicated Life Planners grew to 280 as at December. We saw a productivity uptick, and this reflected in our new business generation. We were disciplined in the execution of our mandate through enhanced supervision and monitoring. Our Corporate business had a productive year in 2023, focusing on strategic initiatives that enhanced our business mix, built partnerships, and improved our operational efficiencies. We met and exceeded our Group Life premium target. We are poised to continue on this growth trajectory in the coming years.

Once again, our premium collection rate saw an improvement on a month-on-month basis and ended the year at 76%. Our partnership with a major fintech aggregator enabled us to achieve this feat.

Advantage Connect was launched and was fully operational, this innovation was recognized at the 50th AIO (African Insurance Organization) Conference and General assembly as the 1st runner up for the Innovation of the year award, a true testament to the game changing novelty of this initiative. We are very optimistic about the value this investment would yield in the coming years.

Operating Environment

In 2023, the Nigerian economy was impacted by the implementation of the naira redesign policy, reduced crude oil production, insecurities, preparation for the general election, lingering illiquidity in the foreign exchange market in addition to global geo-political tensions. Following the conclusion of the general elections in February and the subsequent inauguration of the President in May 2023, the implementation of critical reforms which were deemed important such as the removal of the fuel subsidies and harmonisation of the foreign exchange windows further aggravated the lingering issues in the economy. As a result, the economy grew by 2.74% in 2023 compared to 3.1% in 2022 and it was the lowest since the pandemic induced recession. Notwithstanding, Nigeria remained the largest economy in Africa.

Financial Highlights

Despite a challenging 2023, following the first-year implementation of IFRS 17 and its attendant impact on how revenue is reported our Insurance Service Revenue was NGN369m compared to NGN-79m recorded in 2022. Loss for the period increased from NGN1.42B to NGN 1.88B an increase of +32%.

Insurance Service Revenue

A total of NGN 369m was generated in insurance service revenue in 2023 this comprises of Group life contracts measured under the premium allocation approach (PAA) of NGN409m this is +468% growth over prior year and insurance revenue measured under the General Measurement Model (GMM) of NGN-40m from NGN-79m recorded in 2022.

Enterprise Life Assurance Company (Nigeria) Limited Report *(continued)*

Investment Income
Significant part of our investment income relates to the Shareholders Fund. As we build our business, we made sizeable withdrawals from the Shareholders fund to fuel our drive for growth and expansion. Total net investment income NGN400m a decline of 16%. The Federal Government Bonds suffered significant mark-to-market adjustments impacting the investment income generated during the period.

As per our risk management policy, our investment portfolio is skewed towards the long-dated government securities. We adopt this approach to safeguard policyholders' funds.

Total Expenses
Excluding changes in life fund, a total amount of NGN 2.7B was spent on operating expenses. Total expenses grew by +61%. Total operating expenses comprises of Management expenses, claims and benefits payments, and commissions and selling expenses.

Management expenses grew by +27% over prior year largely due to the inflationary pressures experienced during the year, coupled with the depreciation of the naira. The management expense ratio decreased from 375% to 144% on the account of aggressive topline growth. The selling expense ratio on the other hand increased from 36% to 46%.

Benefits and Claims payment to Policy Holders
We honoured our sacred promise to our policyholders by paying NGN138M in claims and benefits to our cherished clients. This was +962% over prior year. We continue to improve our claims handling and payment process to be seamless making the claims experience satisfying and hustle free for our customers.

Our People
With a relatively young and dynamic workforce we pay particular attention to our employee experience by investing in human capital development, create an environment that fosters openness and engagements. We prioritize mental health and a work-life-balance for our cherished thoroughbreds.

Investment in our people is non-negotiable as we believe a well-trained workforce will reflect in every aspect of our business from the way we execute our mandates to how our customers are treated.

2024 Outlook and Priorities
Having ingrained the learnings and experiences from the last 2 years, 2023 undoubtedly, has emerged to consolidate the gains of these lessons and redirected our focus to achieve the growth phase of the business. Against this backdrop, 2024 is positioned to imbibe and deepen the culture of high performance, whilst driving the Expansion phase of the business.

We would expand out of Lagos to Abuja for our Corporate business and Port Harcourt for our retail distribution. Advantage connect our digital platform will see a full roll out driving our nationwide expansion.

Our priorities are laser focused on four critical areas.

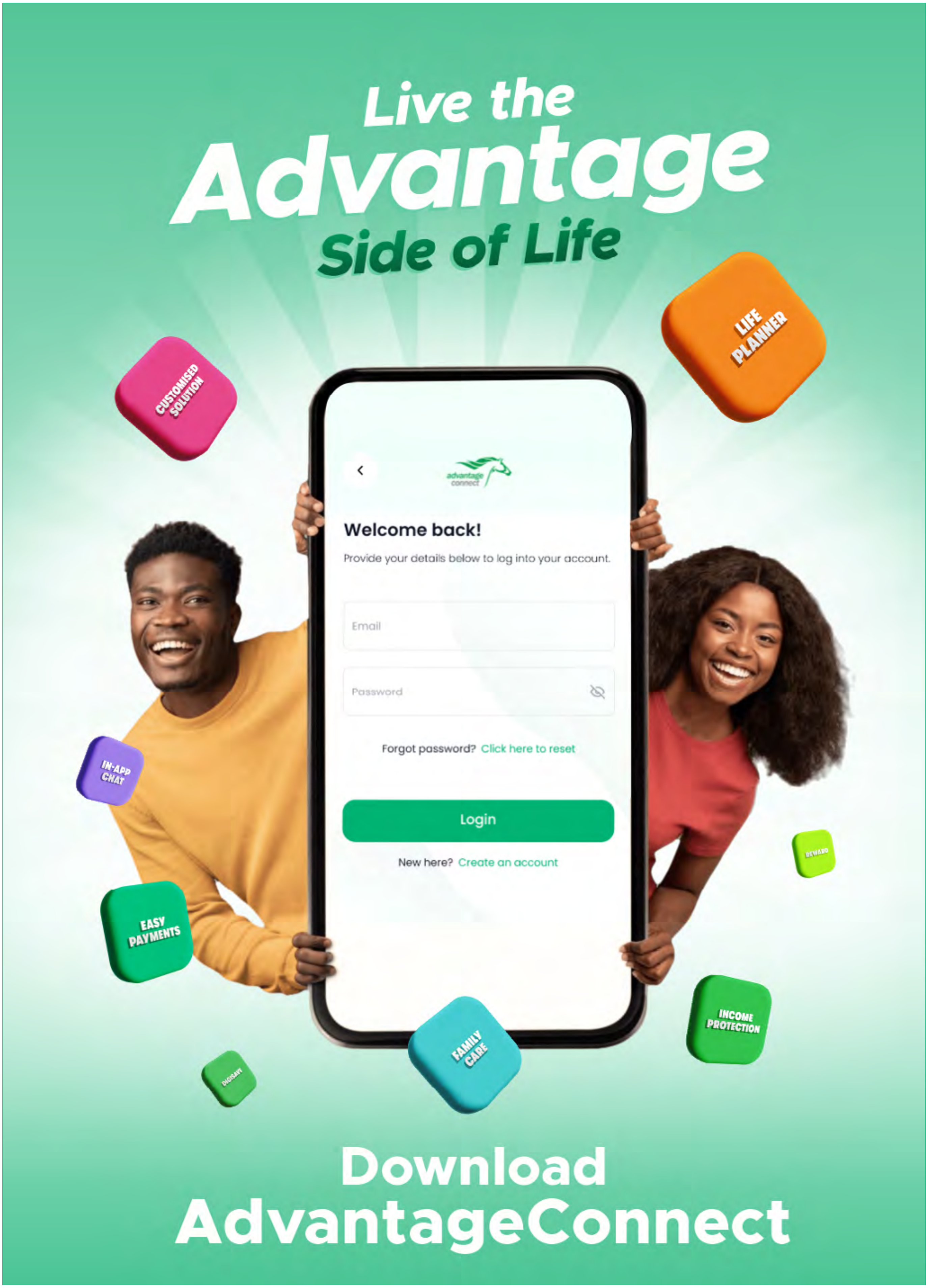
- Attract and retain quality manpower.
- Improve our premium collection rate.
- Strategic Expansion.
- Embed quality assurance in our business processes.

At the heart of these prioritized areas is investments in our brand equity by enhancing our visibility to capture significant share of mind of the insuring public.

Conclusion
In conclusion, I want to seize this opportunity to thank our board of directors for their guidance and leadership, to my colleagues admire your resilience, to our cherish customers you are the main reason why we are in business, to our regulator – The National Insurance Commission (NAICOM) for providing the conducive environment for us to operate in.

To our staff, thank you for all your many sacrifices.

Funmilayo Omo
Managing Director
Enterprise Life Assurance Company (Nigeria) Limited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Acacia Health Insurance LTD Report

> Together with the Management team, we acknowledge the support from the Board of Directors and the EGL leadership in helping us streamline our business operations. To all our loyal clients we acknowledge your partnership without which we would not have come this far.

Introduction

On behalf of the management team of Acacia Health, I am honored once again to present this report covering the performance and updates on business operations of the company for the year 2023.

Having survived the very challenging year of 2022, Acacia began 2023 in earnest as we continued in our efforts towards achieving the medium-term strategic objective of doubling our number of lives under management from 30,000 to 60,000. The theme for the year was "Retain and Retail" and we had four key priority areas –digital transformation, enhanced value proposition, claims reduction and entry into the retail market. Under our Retain and Retail strategy, we had the following targets – the enrollment of an additional 5600 new lives to our existing portfolio (of about 32,000 lives), a customer retention target of 95% and a claims ratio target of 77%.

To manage the provider price increases in 2022, we reviewed our products and adjusted the premiums accordingly. These changes required that we re-engage with all our clients to ensure acceptance and renewal of their policies under these new terms. I am happy to announce that a significant majority of our clients appreciated the difficulties in the market and renewed their policies with us. Among the product enhancements were the addition of telemedicine services to our benefits plans through our partnership with BIMA, a telemedicine provider in Ghana. We also expanded our pharmacy benefits with the introduction of "Mutti" a pharmacy benefit manager partnership with Mpharma, which allowed our members to get their chronic medications delivered at locked-in prices. As we continue the client engagement, it is expected that uptake of these value enhancing services will improve over the coming years.

A review of our research findings into the retail market undertaken by the team, highlighted significant market entry challenges for which innovative solutions had to be found in other to allow for a smooth entry into the private health insurance retail space. These included the need for tailor-made health benefits plans and distribution approaches that will adequately address the identified risks associated with this peculiar market. After several iterations, some market access solutions were developed to allow Acacia to pilot its retail products in 2024. In the year under review as well, we secured board approval to acquire a new core software – Genie – by Chegus Infotech, and its deployment has been planned in phases to be completed by the 2nd quarter of 2024. In addition to this, we also completed the deployment of a WhatsApp for business application and a membership portal update of our current enrollment system. These have enhanced our digital communication and engagement with our clients.

On the governance front, two new directors were appointed to serve on the Acacia Board in 2023 after regulatory approval. They were Dr. Lydia Dsane-Selby and Mrs Setutsi Goka Ivowi. The expertise of these two persons will enhance the capacity of the board and their oversight of the business.

Strategic Partnerships

AHI also pursued and secured regulatory approval for an international partnership arrangement with Vitality Health Insurance, a subsidiary of the Discovery Africa. As local partners, Acacia can now distribute international health insurance products to corporate Ghana in addition to the opportunity to improve our capacity through peer learning.

Regulatory Environment

No changes have been witnessed on the regulatory front as the National Health Insurance Authority (NHIA) continues to regulate of the Private Health Insurance Industry in accordance to Act 852 (NHIA 2012). The authority still registers and offers licenses to two types of Private Health Insurance Schemes – Private Mutual Health Insurance Scheme (PMHIS) and a Private commercial Health Insurance Scheme (PCHIS). Acacia is a licensed PCHIS that has operated in Ghana since 2013. .

Dan
Vincent Armooh, Dr.
Managing Director,
Acacia Health Insurance LTD

Acacia Health Insurance LTD Report *(continued)*

Private health insurance schemes serve a total of about 410,000 members, a coverage of less than 2% of the population of Ghana. At the close of the year, there were thirteen (16) licensed Private Commercial Health Insurance Schemes and One (1) licensed Private Mutual Health Insurance Scheme operating in Ghana. The latest addition was Rx Health Insurance, licensed in 2023. The industry still has a corporate focus with little or no retail products in existence.

Business Overview

a. People Issues

Acacia closed 2023 with a total staff strength of 47 made up of 37 full time staff, 5 contract staff and 6 national service persons. In line with the training needs assessment done in 2022, various training programmes were organized for our staff covering various subject matters like cyber security, data protection, sales and marketing and coaching. Additional training was offered in technical areas like data analytics and finance for staff who needed capacity building in those areas.

We maintained a key focus on employee wellness and various activities were organized including annual health checks, aerobics, and other sporting activities.

b. Target Market and business portfolio.

At the close of 2023, PHIS companies manage a total portfolio of about 410,000 lives under management. Acacia has approximately 11% of the market size serving a total of 43,715 lives from 273 companies across various sectors of the economy. In terms of growth this represents the net addition of 7,593 new lives to our 2022 business portfolio of 36,122 lives. Our current membership portfolio is made up of 88% premium-paying members and 12% third-party administration clients.

Type of Insurance Client	Total Lives covered	Percentage
Premium-Paying Clients	38,552	88.1%
Third Party Administered Plans	5,163	11.9%
Total	43,715	100%

c. Product Options

Acacia's product offering did not see any changes in the year under review. Two main types of health insurance products remain on offer.

i. Our premium-based health insurance products – with 5 benefit options namely.

a. **Lifecare** – This is our low budget OPD-only plan tailored for the needs of the small-scale sector companies who want to offer some health cover for their employees.

b. **Unicare** – our basic OPD and IPD plan offers cover to the common health issues faced by members, with limits to surgical, dental, and optical benefits. This plan offers access to care from about 90% of our accredited service provider network.

c. **Premiercare** – Our third level benefits plan offers access to 95% of our service providers with very competitive traditional benefits as well as handsome optical and dental covers.

d. **Supercare** – The Acacia Supercare plan affords a wide HSP network access with very generous OPD and IPD benefits limits.

e. **Supercare Plus** – Our topmost benefits plan offers access to 100% of our accredited service providers with unending outpatient and in-patient benefits.

Each of these products are tailored for the needs of a specific segment of the corporate market.

ii. Non-premium based or Third-Party Administration Plan – where we manage the health plans of other corporate entities. In 2023, our TPA plans accounted for 11.9% of the total lives under management.

Corporate Awards

Among the top recognitions and awards conferred on the company as a credit to its industry leadership roles were.

1. Membership of Ghana Club 100 – Ranked No 59 (Topmost ranked Private Health Insurance Company)
2. Brand of the year 2023 – Ghana Insurance Awards
3. CEO of the Year 2023 – Ghana Insurance Awards
4. Health Insurance Provider of the Year 2022 – Ghana West Africa Business Excellence Awards

CSI activities

In 2022 Acacia joined hands with other OpCos to donate cash and spend a day with the children at the Paediatric cancer unit of Korle Bu Teaching hospital. In addition, we also donated Computers to the University of Health and Allied Sciences, the Ministry of health and Ghana Health Services.

Company Performance

The following presents Acacia's financial performance ***over the*** past year.

Acacia Health Insurance LTD Report *(continued)*

Insurance Revenue
Our insurance revenue for the period was GH¢109.3m. This represents an increase 43.4% above the 2022 revenue of GH¢ 76.2m.

Insurance Service expenses
The insurance service expense for 2023 was GH¢ 81.7m in comparison to GH¢ 65.9m incurred in 2022, representing an increase about 24%. In terms of service encounters, there was a 19% increase in service encounters in 2023. An enrolled member had 4.65 encounters in 2023 compared to 3.9 in 2022.

Operating Expense
Total Operating expenses for 2023 was GH¢ 20.3m compared to GH¢ 16.3m in 2022 representing an increase of 24.6%. A significant portion of this cost was due to impairment cost and the final leg of remuneration rationalization of Acacia staff in bringing them at par to other operating entities in the group.

New Business Income
In terms of new business, Acacia enrolled 7539 net new lives in 2023. These lives contributed about GH¢ 19.1 m in insurance revenue.

Net Service Results
Our operations in 2023 yielded a net service results of GH¢ 27.3m compared to GH¢10.3m in 2022 representing a 168% increase over the period. This was a result of premium adjustments aligned to the benefit package enhancements, improved claims managements processes and enhanced service provider collaborations and engagements.

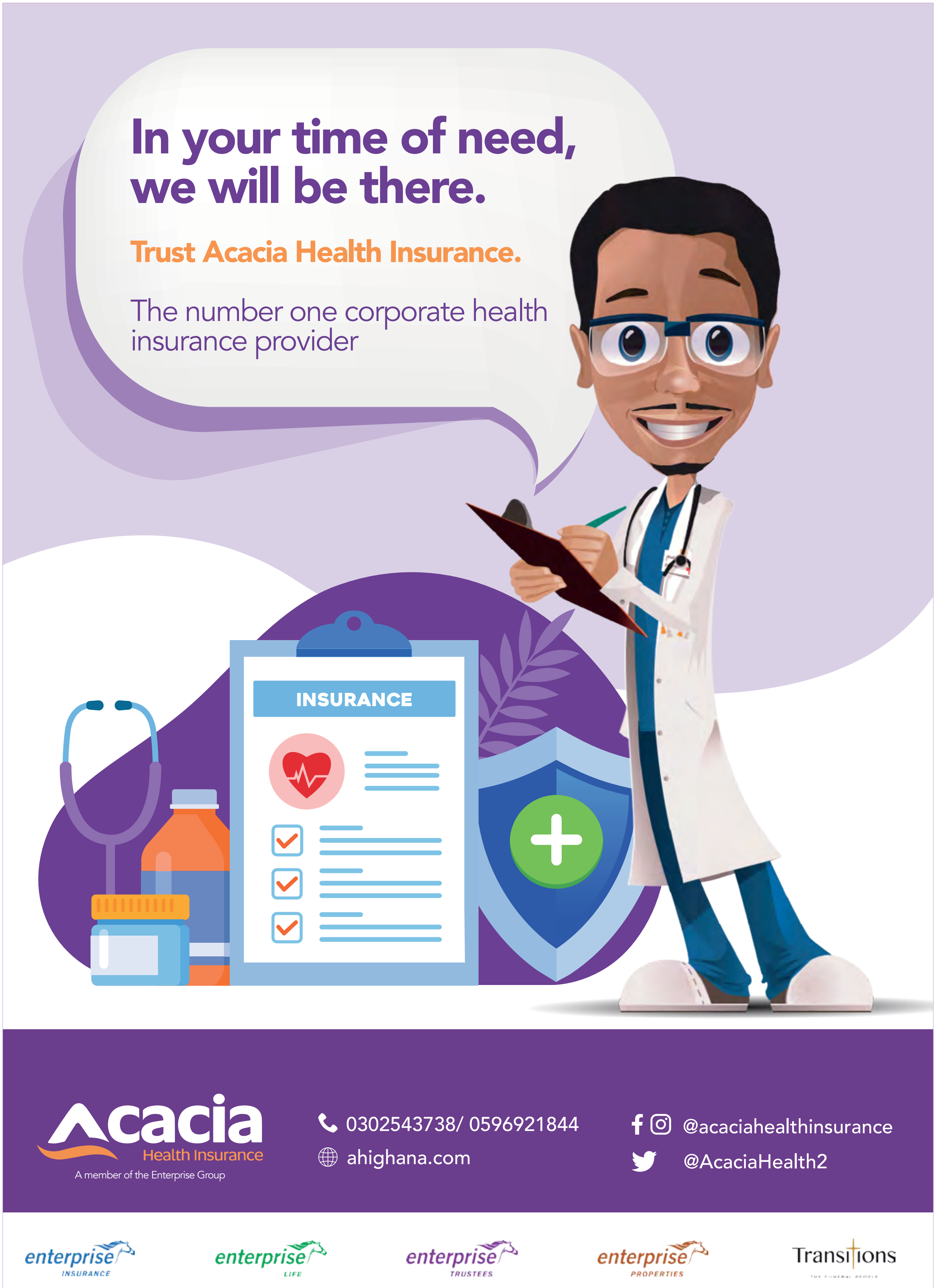
Investment Income
Investment income for the year was GH¢5.3m compared to the GH¢ 5.4m earned in 2022. The represented a 3% decrease in investment income.

Profit Before Income Tax
For the year under review, Acacia's profit before income tax was GH¢15.7m compared to GH¢ 7.3m in 2022 and representing an increase in profitability of 115%.

Outlook for 2024
The theme for the year is "Tune up to climb Up" and this captures the businesses resolve to address all operational and process gaps identified in the past years. This is to set us up for an exponential growth in the next strategy cycle. Riding on the performance from 2023, Acacia aspires to end its 3-year medium term strategy well by achieving most of our key performance targets. We will deploy our core software in 2024 and hope to complete the process by the end of the year. We will also launch our pilot family health insurance retail offering during the first half of the year and hope to enroll about 1000 lives under this policy. Efforts will also be put into topline growth through client retention and new business acquisition. In terms of claims management, we plan to enhance our clients experience by incorporating a managed care approach to benefits utilization.

Concluding remarks
Together with the Management team, we acknowledge the support from the Board of Directors and the EGL leadership in helping us streamline our business operations. To all our loyal clients we acknowledge your partnership without which we would not have come this far. To our able staff, I appreciate your resilience and look forward to many more years of teamwork and relentless efforts to stay on the pathway of success.

Dan Vincent Armooh, Dr
Managing Director
Acacia Health Insurance LTD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enterprise TRUSTEES
enterprise PROPERTIES
Transitions

Fatoumata
Baldeh,
Country Manager,
Enterprise Life Assurance
Company (Gambia) Limited

Enterprise Life Assurance Company (Gambia) Limited Report

> At Enterprise Life Gambia, we recognize the importance of our human resources as the driving force behind our success. In 2023, we continued to invest in our people through comprehensive training and development programs both locally and internationally.

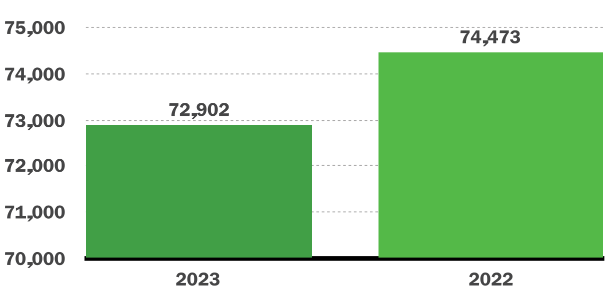
In 2023, despite the uncertainties and challenges in the global economic landscape affecting the purchasing power of our client base, Enterprise Life Gambia Limited demonstrated resilience and maintained its commitment to innovation, excellence, and customer satisfaction through strategic initiatives and prudent management practices, successfully navigating turbulent times while upholding core values.

Financial Performance

Financially, I am pleased to report that the company has delivered another year of steady gains. Our strong fundamentals and particular focus on our KPIs have translated into sustainable growth and value creation for our shareholders. In 2023, we achieved a net profit after tax of D8.3M, marking a 375% increase from the previous year. This performance is a testament to the strength of our business model and the dedication of our team. Furthermore, total assets for the company grew by 18%, reaching an all-time high of GMD249 Million. This growth reflects our ability to attract and retain clients, even in a challenging economic environment.

I would also like to point out that our unearned premiums which will eventually crystalise into future profits as service is rendered stood at slightly over 17 million Dalasis. This is recognised in the form of Contractual service margins in our books.

Insurance revenue GMD '000



Human Resources

At Enterprise Life Gambia, we recognize the importance of our human resources as the driving force behind our success. In 2023, we continued to invest in our people through comprehensive training and development programs both locally and internationally. The company's E-learning platform is also another vibrant learning tool used to enhance the knowledge base of our staff.

Corporate Social Responsibility Program

In 2023, we continued to prioritize corporate social responsibility initiatives aimed at making a positive impact on society. We remained committed to supporting key areas such as education and the security sectors, investing over D0.107 million in various philanthropic activities..

The year ahead

I am confident in our ability to navigate through the opportunities and challenges the year ahead presents to us. While uncertainties persist in the global economic landscape, we remain committed to executing our strategic initiatives and delivering sustainable growth and value for our stakeholders. We will continue to focus on enhancing customer experience, leveraging technology to drive operational efficiency, and expanding our market presence while maintaining a strong risk management framework. With our shareholders' unwavering support, our employees' dedication, and our customers' trust, I am confident that Enterprise Life Gambia will continue to grow and deliver sustainable value for all stakeholders.

Acknowledgements

I would like to express my gratitude to our Board of Directors for their guidance and strategic oversight, shaping our journey towards success. To our shareholders, thank you for your trust and support. To our customers, we appreciate your loyalty and feedback. To the regulators, including the Insurance Department of the Central Bank of The Gambia, thank you

Enterprise Life Assurance Company (Gambia) Limited Report *(continued)*

for your collaboration and guidance. Your support is vital to our success, and we are committed to upholding the highest standards. Thank you for your continued support and trust in us.

Fatoumata Baldeh
Country Manager
Enterprise Life Assurance Company (Gambia) Limited

Corporate Governance Statement

Introduction

Upholding the highest standards of Corporate Governance is a priority for the Boards of Directors of Enterprise Group PLC and its affiliate companies (referred to as the "Group Boards"). The Directors believe that complete disclosure and openness in the Group's activities are beneficial to good governance, the Group's long-term viability and accountability to its shareholders.

This Statement describes the Group's policies and procedures for Corporate Governance and how it has implemented them in the last 12 months. The Group uses widely accepted accounting standards and upholds strong internal controls, as stated in the Statement of Directors' Responsibilities and the Notes to the Financial Statements.

The Board of Directors

Ensuring the long-term performance of the Group as a whole and implementing the best Corporate Governance principles are the joint responsibilities of the Group Boards and Management.

There are presently six Non-Executive Directors on the Group Board, including the Chairman. Each Member has exceptional qualifications and experience in his/her respective fields of expertise.

The Group Chief Executive Officer and the Chairman are separate positions that are not held by the same person.

The Board meets for at least four times a year to review performance, provide clear strategic direction and ensure major deliverables are met. Senior Management personnel are invited to attend Board meetings. The Chairman facilitates appropriate discussion of all issues requiring the Directors' attention and offers leadership and direction to the Board.

The Board has four primary committees: the Audit Committee, the Joint Human Resources and Nominations Committee, the Risk and Compliance Committee, and the Strategy and Investments Committee. These committees work together to provide efficient supervision and oversight of the Group's operations.

Audit Committee

The responsibility of the Audit Committee is to examine the Company's published Financial Statements for compliance, integrity and significant judgmental issues and report its findings to the Board. In order to reduce the possibility of the Company's business goals not being achieved, it also evaluates the extent and caliber of external audits, as well as the sufficiency of internal controls and risk management.

The Committee's members are:
Fiifi Kwakye - *Chairman*
Trevor Trefgarne
Douglas Lacey

The Committee's Chairman reports that the Committee convened four times during 2023 to carry out the tasks outlined in its mandate.

Joint Human Resources and Nominations Committee

Regarding the Group's human capital, the Joint Human Resources and Nominations Committee supports the Board to carry out its duties. It also reviews the Group Human Resources Policy to ensure that its implementation aligns with its stated goals and sets Executive and Board compensation following appropriate surveys. The Committee also reviews the Board's composition.

The Committee's members are:
Professor Angela Ofori-Atta - *Chairperson*
Trevor Trefgarne
Douglas Lacey

The heads of the subsidiary companies participate in Committee meetings.

The Committee's Chairperson informs that in order to carry out the tasks outlined in its mandate, the Committee convened four times in 2023.

Risk and Compliance Committee

Risk management, governance and compliance with all relevant legal, regulatory and internal policy requirements are under the direction of the Risk and Compliance Committee.

The Committee's members are:
Mrs. Amina Oyagbola - *Chairperson*
Fiifi Kwakye
Francis Koranteng
Abed Botchway
Norman Kelly

The Committee's Chairperson confirms that in order to carry out the tasks outlined in its mandate, the Committee convened four times in 2023.

Strategy and Investments Committee

The Group achieves its corporate vision and objectives under the strategic guidance of the Strategy and Investments Committee. For purposes of expansion and development, the Committee also identifies and prioritizes investment prospects.

Corporate Governance Statement *(continued)*

All Director of the Group entity are members of this Committee.

The Committee's Chairman reports that the Committee convened four times in 2023 to carry out the tasks outlined in its mandate.

The Group's Subsidiaries

The Group has six direct operating subsidiaries, namely:

- Enterprise Insurance LTD
- Enterprise Life Assurance LTD
- Enterprise Trustees LTD
- Enterprise Properties LTD
- Enterprise Life Assurance Company (Nigeria) Limited
- Acacia Health Insurance LTD

Other companies in the Group which are owned by Enterprise Life Assurance LTD are:

- Enterprise Funeral Services Ghana LTD, trading as "Transitions – The Funeral People"
- Enterprise Life Assurance Company (Gambia) Limited

Each company has its own board of directors that meets formally four times a year on average.
Each Chairman is a Non-Executive Director, and the positions of Chairman and Managing Director of the subsidiaries are distinct and are not held by the same individual.

Each of the Boards of Enterprise Life, Enterprise Insurance and Enterprise Trustees has an Audit Committee in place to further enhance controls and oversight of the companies. There is a Strategy and Operations Committees within each of Enterprise Life, Enterprise Insurance and Enterprise Trustees, and Enterprise Life also has an Investment Committee.

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Environmental, Social & Governance Report

At Enterprise Group, we are committed to conducting our business activities in a responsible and sustainable manner. Over the year, we have conscientiously and consistently incorporated Environmental, Social and Governance ("ESG") considerations in our business strategy. Highlighted below is the main thrust of our ESG focus for 2023:

Environmental

To fulfil the objective to streamlining customer onboarding processes, enhancing efficiency, reducing cost and improving accessibility to documents, the Group is transitioning from paper-based application forms to an electronic application. Our Paper Lite initiative was successfully spearheaded by our life insurance subsidiary in Ghana and has culminated in a substantial annual cost saving, which has directly impacted the Company's profit levels and enabled more efficient resource allocation. Due to its financial and sustainable benefits, the initiative is being extended to all Group operating entities.

Social

Training & Education

We provided specific training and educational support to all our employees. The trainings were available to all levels of staff through various platforms (formal programmes, online, on-the-job etc) and were designed to ensure that our employees are adequately equipped on relevant industry matters. Additionally, we have developed a Succession Planning Framework which provides transition assistance programmes to prepare our employees for the future and to take up more challenging and leadership roles.

Our employees have demonstrated higher efficiency in the performance of their duties due to the trainings they received.

Diversity & Inclusion

Currently, the leadership of our operating entities includes five females and three males, which underscores our approach to diversity, ensuring that leadership opportunities are based on professional qualifications and performance, irrespective of gender.

Local Communities

Our dedication to people also extends outside the walls of our organisation. We are committed to supporting the local communities in which we operate through our Corporate Social Investment (CSI) agenda. In 2023 we committed about GHS 2 million to various initiatives. Further details on the initiatives can be found in our CSI report.

Governance

Data Protection

We have adopted and maintained a robust Data Protection Policy and our privacy practices are in conformity with applicable laws and international best practices. To further illustrate our commitment to ensuring the privacy and security of personal data entrusted to us, we undertook Data Protection Compliance Audits for all our entities in the course of the reporting year. This led to the establishment of Data Protection Programmes for each operating entity within the Group to assist in closing of identified gaps. Furthermore, the implementation of standards for Information Security and Privacy Information Management Systems (ISMS & PIMS) are currently underway.

Risk & Compliance

To strengthen our compliance regime and mitigate risks, we have among other things developed and implemented a Gifts and Entertainment Policy to appropriately track specific activities to ensure compliance with anti-bribery and corruption laws, rules and regulations.
Further measures include identification of Politically Exposed Persons (PEPs), screening of staff, customers and vendors.

Whistleblower Programme

We have a whistleblower facility in place to create a secure space for our employees to report breaches. The whistleblower portal is managed by a third party independent of the Group.

Corporate Social Investment Report

Introduction

In 2023, Enterprise's commitment to Corporate Social Investment (CSI) demonstrated a profound understanding of corporate responsibility and a strong alignment with socio-economic development goals. Our approach to CSI not only reflected our main focus areas of health, financial literacy and support for underprivileged children but also resonated with the broader objectives of sustainable development as outlined in the United Nations Sustainable Development Goals (SDGs) and the Environment, Social, Governance (ESG) framework.

Comprehensive Overview

The Company demonstrated our dedication to positively impacting the communities we serve by investing a total of over GH¢2m in various CSI initiatives some of which are shown below:

HEALTH

Our health pillar within our CSI mandate is a targeted approach to improve healthcare facilities for vulnerable groups. This commitment led us to a partnership with Lifeline for Childhood Cancer Ghana, where we continued to make good on our pledge to- support the construction of a ward specifically designed for children battling cancer. Additionally, the Company's donation to Rotary Ghana for the establishment of a solar-powered vaccine shelter signifies a strategic investment in preserving vaccines, crucial for preventing diseases among the wider population.

EDUCATION AND FINANCIAL LITERACY

In 2023, the Group through a series of activities fulfilled its commitment to Education and financial literacy. We ensured the continued support for education infrastructure through the repair and maintenance of the Bishop Mixed JHS school block that we constructed in 2021. This action underscores our dedication to providing a conducive learning environment for students.

Additionally, a donation of desktop computers and a projector to the Accra Metropolitan Health Directorate represented a strategic investment in the intersection of health and education.

By equipping the Directorate with essential technology, the company is facilitating better capture of health data, thereby enhancing community planning and policy formulation. This initiative not only contributes to better health outcomes but also supports the broader educational goal of improving data literacy among health professionals.
Furthermore, the contribution of computer equipment to the University of Health and Allied Sciences (UHAS) directly bolstered the School's resources, cementing the Group's commitment to advancing education.

PHILANTHROPY AND SUPPORT FOR UNDER-PRIVILEGED

The Group actively engaged in philanthropy and offered substantial support to underprivileged groups.

The support extended to the Robert Mitchell Foundation, through the provision of equipment for a cancer registry, is an effort to enhance healthcare infrastructure and support cancer research and patient care. Additionally, food items donated to the Nana Nkansah School and Orphanage helped address immediate nutritional needs, supporting the well-being of children in vulnerable situations. The Group also contributed laptops and hospital beds to the Agona Nsaba Hospital to enhance the hospital's operational efficiency and improve patient care, directly impacting the health outcomes of the community. Furthermore, the donation of sanitary pads to girls in underprivileged communities, facilitated by the Touching Lives

Foundation, targeted a critical aspect of women's health and hygiene, thereby promoting gender equality and empowering young women.

These activities collectively underscore the company's dedication to philanthropy, highlighting a multifaceted approach to supporting health, education and the well-being of underprivileged communities.

Notably, our staff also showed remarkable personal commitment by contributing nearly GH¢ 70,000 in an internal campaign dubbed "Give a hug". The campaign encouraged staff to make personal donations to buy foodstuffs and toys for children living with cancer at the Rebecca Akuffo-Addo Sunshine House in the Korle-bu Teaching Hospital .

Sod Cutting event for the construction of the Childhood Cancer Ward, Korle Bu Teaching Hospital

Corporate Social Investment Report *(continued)*

Deep Dive into Alignment with Socio-economic Development Goals

Our initiatives align with several key United Nations SDGs:

1. **SDG 3: Good Health and Well-being** - Our support for children with cancer, provision for vaccine shelter etc all directly contribute to improving health and well-being, a fundamental human right and a crucial step towards sustainable development.
2. **SDG 4: Quality Education** - Our support for education is shown through our donations to schools such as UHASS and Bishop Mixed JHS.
3. **SDG 10: Reduced Inequalities** - By targeting aid towards orphanages, girls from underprivileged families and hospitals in semi-deprived areas such as Agona Nsaba, our efforts contribute significantly towards reducing inequalities within our society.

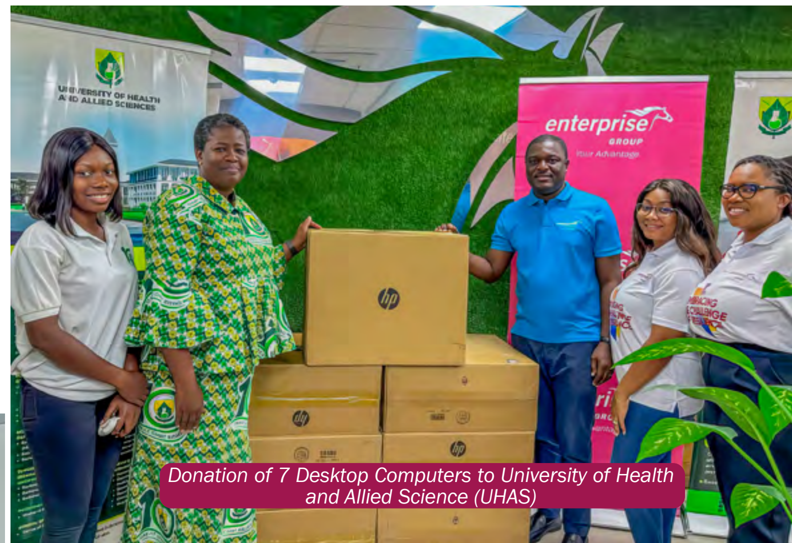
Adherence to the Environmental, Social and Governance (ESG) Framework

As mentioned above, our CSI activities are not only aligned with these SDGs but also adhere to the principles of the ESG framework for sustainability:

- **Environmental Considerations**: Our strategic approach to CSI emphasizes direct involvement over monetary donations, ensuring that items needed are directly procured by the company whenever possible, instead of cash disbursements. This method ensures a more sustainable and impactful use of resources, reflecting our commitment to environmental stewardship.
- **Social Responsibility:** The engagement of our staff, as exemplified by the #GiveAhug campaign, fosters a culture of empathy and social responsibility, further strengthening our social commitments.
- **Governance:** Our Standard Operating Process (SOP) for selecting CSI activities are in line with international best practices; covering all aspects from due diligence during project selection, through monitoring during execution, right down to impact assessment after completion. Our adherence to our SOP demonstrates our commitment to good governance, ensuring that our initiatives are transparent, accountable, and aligned with our corporate ethics and values.

Conclusion

The above activities, reflect the Company's believe in the importance of undertaking private initiatives for public good. As we move forward, we remain committed to continuously striving to make a positive impact in the world.



Donation of 7 Desktop Computers to University of Health and Allied Science (UHAS)

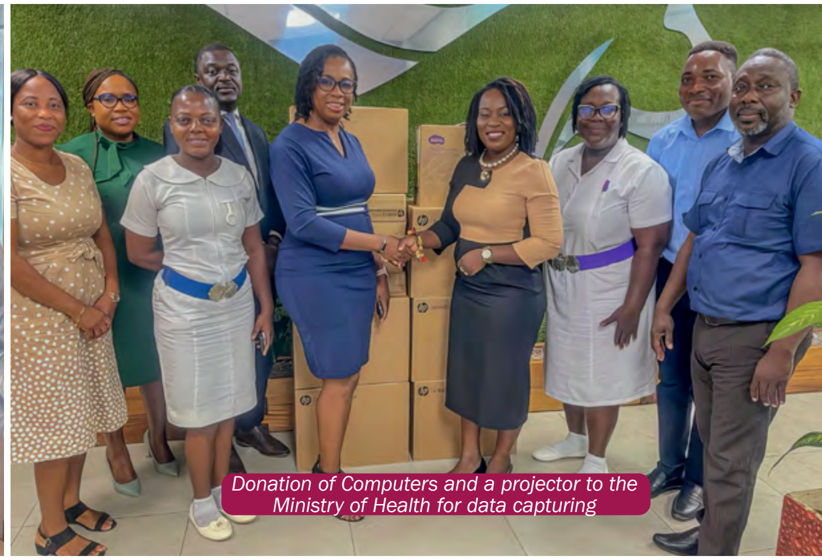

Hand over of food items to Nana Nkansah II School Complex

Handing over of hospital beds to the Agona Nsaba Hospital

Recognition of support by Lady Julia for sponsorship towards the Menstrual Hygiene and Sexual Abuse cause

Corporate Social Investment Report *(continued)*

Donation of electronics to the Robert Mitchell Foundation



Donation of Computers and a projector to the Ministry of Health for data capturing

Staff-led initiative – Fun day with child cancer patients at the Korle Bu Sunshine Hostel

Report of the Directors

The directors present their report and the audited financial statements of Enterprise Group Plc (the "Company") and its subsidiaries (together the "Group") for the year ended 31 December 2023.

Directors' responsibility statement

The directors are responsible for the preparation of separate and consolidated financial statements that give a true and fair view of the Company, comprising the statements of financial position as at 31 December 2023, and the statements of comprehensive income, changes in equity and cash flows for the year then ended, and the notes to the financial statements which include a summary of material accounting policies and other explanatory notes, in accordance with International Financial Reporting Standards as issued by the International Accounting Standards Board ("IFRS Accounting Standards") with the IAS 29 directive issued by the Institute of Chartered Accountants, Ghana (ICAG) and in the manner required by the Companies Act, 2019 (Act 992). In addition, the directors are responsible for the preparation of the report of the directors.

The directors are also responsible for such internal controls as they determine are 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 are satisfied with the adequacy of the internal controls.
The directors have made an assessment of the ability of the Group to continue as a going concern and have no reason to believe that the businesses will not be a going concern in the year ahead.

Principal activities

The Company and its subsidiaries are registered to carry on the business of investments, life, non-life and health insurance underwriting, pensions funds management, provision of funeral services and real estate development and management. There was no change in the nature of business of the Company and its subsidiaries during the year.

Objectives of the Group

The objective of the Group is as stated in its Mission Statement, which is "to provide all who come into contact with us their desired ADVANTAGE because… we are the best at what we do!"

Subsidiaries of the Company

The Company directly or indirectly owns the following subsidiaries as at 31 December 2023:

Company	Country of incorporation	Nature of business
Enterprise Life Assurance LTD	Ghana	Underwriting life insurance policies
Enterprise Insurance LTD	Ghana	Underwriting non-life insurance
Enterprise Trustees LTD	Ghana	Pension funds management
Enterprise Properties LTD	Ghana	Real estate development and management
Enterprise Funeral Services Ghana LTD (Trading as 'Transitions – The Funeral People")	Ghana	Provision of funeral services
Enterprise Life Assurance Company (Gambia) Limited	The Gambia	Underwriting life insurance policies
Seventh Avenue Properties LTD	Ghana	Real estate development and management
Enterprise Life Assurance Company (Nigeria) Limited	Nigeria	Underwriting life insurance policies
Acacia Health Insurance LTD	Ghana	Underwriting health insurance policies

Report of the Directors *(continued)*

Five-year financial highlights

The five-year financial highlights are set out under the “Five-year financial highlights” section of this annual report.

Financial statements

The financial results of the Company and the Group for the years ended 31 December 2023 and 31 December 2022 are set out on page 16 of these financial statements.

The directors recommend payment of a dividend of GH¢ 0.097 per share for the year ended 31 December 2023 (2022: GH¢ 0.074). The directors consider the state of the Company’s and Group’s affairs to be satisfactory.

Particulars of entries in the Interests Register during the financial year

No director had any interests in contracts or proposed contracts with the Group during the year ended 31 December 2023, hence there were no entries recorded in the Interests Register as required by section 194 (6), 195 (1)(a) and 196 of the Companies Act, 2019 (Act 992).

Related party transactions

Information regarding directors’ interests in ordinary shares of the Company is disclosed in the shareholder information section of the annual report and their remuneration is disclosed in Note 36 to the financial statements. No director has any other interest in any shares or loan stock of any Group company except as stated. Related party transactions and balances are also disclosed in Note 12 to the financial statements.

Corporate social responsibility and code of ethics

A total of GH¢ 1,949,170 and GH¢ 11,580 (2022: GH¢ 2,256,109 and GH¢ 4,743) was spent under the Group and Company’s social responsibility programme with key focus on education, health, financial inclusion and others respectively. An extract of the Group Code of Ethics can be found on the Group’s website www.**myenterprisegroup.io**

Profile of Board of Directors who held office during the year ended 31 December 2023

	Qualification	Outside board and management position
Non-executive		
Trevor Trefgarne Member - Strategy & Investments, Audit and Joint HR & Nominations Committees Attended all 4 Board meetings	Graduate of Cranfield School of Management	N/A
Martin Eson-Benjamin Member - Strategy & Investments Committee Lead Independent Director Attended all 4 Board meetings	B.Sc. Administration, University of Ghana	CFAO LTD and Enterprise Insurance LTD
Prof. Angela Ofori-Atta Member - Strategy & Investments Committee, Chair - Joint HR & Nominations Committee Attended all 4 Board meetings	BSc, MA, PhD Psychology	Databank Financial Services LTD; Databank Asset Management Services LTD; Enterprise Funeral Services Ghana LTD and Grace Strategic Ventures LTD.

Report of the Directors *(continued)*

Profile of Board of Directors who held office during the year ended 31 December 2023 *(continued)*

Fiifi Kwakye Member - Strategy & Investments Committee, Chair - Audit Committee Independent Non-Executive Director Attended all 4 Board meetings	B.Sc. Accounting, MSc. Finance & Accounting, ICA Ghana, Chartered Institute of Taxation Ghana, Member of Institute of Internal Auditors Ghana.	First National Bank LTD; Enterprise Trustees LTD and Enterprise Life Assurance LTD.
Douglas Lacey Member - Strategy & Investments, Audit and Joint HR & Nominations Committees Attended all 4 Board meetings	B,Com; Master's Degree in Business Leadership, FCII (UK)	Enterprise Insurance LTD; Enterprise Properties LTD and Grace Strategic Ventures LTD.
Executive		
Keli Gadzekpo Chair - Strategy & Investments Committee Attended all 4 Board meetings	B.Sc. Accounting., CPA, MA Public Admin	Ventures and Acquisitions LTD, Family Ventures and Offices LTD; Ecolodge Mole Operating Company LTD; Enterprise Properties LTD; Enterprise Life Assurance LTD; Enterprise Funeral Services Ghana LTD; Seventh Avenue Properties LTD; Enterprise Insurance LTD; Databank Epack Investment Fund LTD; Databank Financial Services LTD; Databank Foundation; Electricity Company of Ghana LTD; Grace Strategic Ventures LTD; Acacia Health Insurance LTD; Roberts and Sons Optical LTD and Phyto-Riker (GIHOC) Pharmaceuticals LTD.
Daniel Larbi-Tieku Member - Strategy & Investments Committee Attended all 4 Board meetings	B. Sc. Accounting, FCCA, MSc Finance	Enterprise Life Assurance LTD; Enterprise Insurance LTD; Enterprise Funeral Services Ghana LTD; Enterprise Trustees LTD; Acacia Health Insurance LTD, Prudential Bank Ghana LTD and Enterprise Properties LTD.
Michael Tyson Member - Strategy & Investments Committee Attended all 4 Board meetings	ACMA, CGMA, M.Sc. Strategic Business Management, Certified Executive Coach	Acacia Health Insurance LTD and Enterprise Trustees LTD.

Trends that may affect future performance

The trends that may affect future performance are covered in the strategy and risk profile of the business.

Material foreseeable risks

The Group Risk and Compliance Committee ensures that the material risks facing the business are addressed with adequate mitigation measures.

Biographical information of directors

Age category	Number of directors
41 – 60 years	3
Above 60 years	5

Report of the Directors *(continued)*

Role of the Board

The directors are responsible for the long-term success of the Group, determining its strategic direction and reviewing operating, financial and risk performance. There is a formal schedule of matters reserved for the Board of Directors, including approval of the Group's annual business plan, its strategy, acquisitions, disposals and capital expenditure projects above certain thresholds, all guarantees, treasury policies, the financial statements, dividend policy, transactions involving the issue of the Company's shares, borrowing powers, appointments to the Board, alterations to the Constitution, legal actions brought by or against the Group, and the scope of delegations to Board committees, subsidiary boards and management committees. Responsibility for the development of policy and strategy and operational management is delegated to the executive directors and a management committee, which as at the date of this report includes the executive directors and senior managers.

Internal control systems

The directors have overall responsibility for the Group's internal control systems and annually review their effectiveness, including a review of financial, operational, compliance and risk management controls. The implementation and maintenance of the risk management and internal control systems are the responsibility of the executive directors and other senior management. The systems are designed to manage rather than eliminate the risk of failure to achieve business objectives and to provide reasonable, but not absolute, assurance against material misstatement or loss. The directors have reviewed the effectiveness of the internal control systems, including controls related to financial, operational and reputational risks identified by the Group as at the reporting date and no significant failings or weaknesses were identified during this review.

Directors' performance evaluation

The performance and effectiveness of the Board of Directors, its Committees and individual directors are evaluated on a periodic basis. The evaluation is conducted by an external facilitator and the results are shared with all members of the Board. The latest evaluation done found that the Board of Directors and its Committees were operating in an effective manner and performing satisfactorily, with no major issues identified.

Conflicts of interest

The Group has established appropriate conflicts authorisation procedures, whereby actual or potential conflicts are regularly reviewed and authorisations sought as appropriate. During the year, no such conflicts arose and no such authorisations were sought.

Board balance and independence

The composition of the Board of directors and its Committees is regularly reviewed to ensure that the balance and mix of skills, independence, knowledge and experience is maintained. The Board will continue with ongoing work regarding its composition in line with the Securities and Exchange Commission's Corporate Governance Code for Listed Companies.

Capacity building of directors to discharge their duties

On appointment to the Board, directors are provided with full, formal and tailored programmes of induction, to enable them gain in-depth knowledge about the Group's business, the risks and challenges faced, the economic knowledge and the legal and regulatory environment in which the Group operates. Programmes of strategic and other reviews, together with the other training programmes provided during the year, ensure that directors continually update their skills, knowledge and familiarity with the Group's businesses. This further provides insights about the industry and other developments to enable them to effectively fulfil their role on the Board and Committees of the Board.

Audit fees

The audit fee for the Company for the year ended 31 December 2023 is GH¢ 333,374. The total audit fee for the Group for the year ended 31 December 2023 is GH¢ 2.47 million.

Auditor

The auditor, PricewaterhouseCoopers, has expressed willingness to continue in office in accordance with section 139(5) of the Companies Act, 2019 (Act 992).

Report of the Directors *(continued)*

Approval of the report of the directors

The report of the directors of Enterprise Group Plc was approved by the Board of Directors on 28 June 2024 and signed on their behalf by:

Name of Director: Martin Eson-Benjamin

Signature:

Name of Director: Michael Tyson

Signature:

Independent Auditor's Report

to the Members of Enterprise Group Plc

REPORT ON THE AUDIT OF THE FINANCIAL STATEMENTS

Our opinion

In our opinion, the accompanying financial statements give a true and fair view of the financial position of Enterprise Group Plc (the "Company") and its subsidiaries (together the "Group") as at 31 December 2023, and of the financial performance and the cash flows of the Company standing alone and the Group for the year then ended in accordance with International Financial Reporting Standards as issued by the International Accounting Standards Board ("IFRS Accounting Standards") with the IAS 29 directive issued by the Institute of Chartered Accountants, Ghana (ICAG) and in the manner required by the Companies Act, 2019 (Act 992).

What we have audited

We have audited the financial statements of Enterprise Group Plc and its subsidiaries for the year ended 31 December 2023.

The financial statements comprise:

- the separate statement of financial position as at 31 December 2023;
- the consolidated statement of financial position as at 31 December 2023;
- the separate and consolidated statements of comprehensive income for the year then ended;
- the consolidated statement of changes in equity for the year then ended;
- the separate statement of changes in equity for the year then ended;
- the separate and consolidated statements of cash flows for the year then ended; and
- the notes to the separate and consolidated financial statements, comprising a summary of material accounting policy information and other explanatory information.

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

Independence

We are independent of the Group in accordance with the International Code of Ethics for Professional Accountants (including International Independence Standards) (the Code) issued by the International Ethics Standards Board for Accountants and the independence requirements of section 143 of the Companies Act, 2019 (Act 992) that are relevant to our audit of the separate and consolidated financial statements. We have fulfilled our other ethical responsibilities in accordance with the Code.

Key audit matters

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

Independent Auditor's Report

to the Members of Enterprise Group Plc (continued)

Key audit matters *(continued)*

Key audit matter

Expected credit losses on debt investment securities

The gross balance of debt investment securities held by the Company and the Group and their associated impairment allowance for the at 31 December 2023 is set out below.

	The Company	The Group
	GH¢'000	GH¢'000
Gross debt investment securities	70,395	1,877,680
Impairment allowance	2,816	352,841

The Company and the Group exchanged certain eligible domestic notes and bonds for new sets of instruments under a voluntary Domestic Debt Exchange Programme (the "DDEP") announced by the Government of Ghana.

The expected credit loss (ECL) for investment securities is material to the financial statements in terms of magnitude and level of subjective judgement applied by management.

Management segmented the securities into a portfolio of instruments eligible for Ghana's DDEP and those instruments that are not eligible for the DDEP.

The key areas of significant management judgement within the ECL calculation include:

- Evaluation of significant increase in credit risk and definition of default and credit impaired assets focusing on both the qualitative and quantitative criteria used by the Company and the Group;

- Incorporation of macro-economic inputs and forward-looking information into the ECL model; and

- Input assumptions applied to estimate the probability of default (PD), exposure at default (EAD) and loss given default (LGD).

The accounting policies, critical estimates and judgements and impairment charge are set out in notes 2.9, 3.2.2, 5.3, and 11 to the financial statements.

How our audit addressed the key audit matter

We obtained an understanding of the DDEP based on the Exchange Memorandum issued by the Government of Ghana.

We tested the appropriateness of the staging of the investment securities by independently assessing management's criteria for significant increase in credit risk and definition of default against the requirements of the IFRS Accounting Standards.

We evaluated the appropriateness of forward-looking economic expectations included in the ECL by comparing to independent industry data.

We assessed the assumptions relating to discount rate, estimated timing and amount of forecasted cashflows applied within the PD, EAD and LGD for compliance with the requirements of IFRS 9.

We tested the mathematical accuracy of the impairment calculation on investment securities.

We assessed the appropriateness of the ECL related disclosures for investment securities in the financial statements in accordance with IFRS 9.

Key audit matters *(continued)*

Key audit matter

Valuation of insurance contract liabilities

	The Company	The Group
	GH¢'000	GH¢'000
Insurance contract liabilities	-	1,268,836

The Group adopted IFRS 17 - Insurance Contracts on 1 January 2023. The standard introduces new requirements for the recognition, measurement, presentation, and disclosure of insurance contracts.

In retrospectively applying IFRS 17, the Group has restated its insurance contract liability balances using the fully retrospective approach which is permitted under the standard.

In measuring the Group's insurance contract liabilities under IFRS 17, management applied the General Measurement Model ("GMM"), Variable Fee Approach (VFA) and the Premium Allocation Approach ("PAA") measurement models which requires significant degree of estimation and judgements.

The GMM requires insurance contract liabilities to be measured using discounted probability-weighted current estimates of future cash flows. This measurement requires management to take into consideration adjustment for non-financial risk and the contractual service margin (CSM) representing the future profit expected from fulfilling the contracts. These require management to make significant judgements and estimates in determining the discount rates, risk adjustments and estimates of future cashflows which can have a material impact on the valuation of insurance contracts.

The VFA is an alternative measurement model to the GMM for eligible products with direct participation features.

The PAA is applied to contracts with a duration of one year or less, or where it is a reasonable approximation of the GMM. Management exercised significant judgement in the determination of the eligibility of the PAA. The most significant assumptions made in the valuation of the liability for incurred claims are for future cash flow projections and risk adjustment for non-financial risk.

The accounting policies, critical estimates and judgements and impairment charge are set out in notes 2.13, 3.1, 5.1, and 23 to the financial statements.

How our audit addressed the key audit matter

We tailored our testing of the insurance contract liabilities with reference to the various portfolios of contracts and the various measurement models applied.

With the support of our actuarial experts we:

- assessed whether the Group's chosen accounting policies and methodologies were in compliance with IFRS 17 and that the nature and substance of the policies issued by the Group supported the policy elections made on transition.
- assessed the valuation methodology and assumptions for compliance against accepted actuarial techniques, guidelines issued by the insurance regulator, and approved Group accounting policy in accordance with IFRS 17.
- compared the future cashflows used in calculating the fulfillment cashflows with the Group's historical loss experience and net cashflows over the life of the insurance contract.
- assessed the appropriateness of the basis and the methodology used in determining the risk adjustment for non-financial risk and discount rates used in the calculation of the fulfilment cash flows.
- evaluated the appropriateness of the Contractual Service Margins (CSM) release pattern against the terms of insurance contracts.
- performed an eligibility test that focused on qualitative and quantitative assessment to assess the appropriateness of management's use of the PAA measurement model to value the liabilities of certain insurance contracts.
- reviewed the expense allocation results and confirmed that this was in line with the split of directly and not directly attributable expenses as required by IFRS 17.
- performed an independent analysis and re-computation of the liability for remaining claim ("LRC") balances of selected classes of business measured under the PAA model for comparison with those performed by management.
- assessed the appropriateness of the ORC, by tracing on a sample basis, the claims recorded to the relevant documentation which detailed the loss event.
- tested the data used in the valuation of the IBNR by comparing the data, on a sample basis, to the underlying system.

We reviewed the de-recognition of the balances relating to the legacy IFRS 4 insurance contracts and recognition of new IFRS 17 balances.

We checked the adequacy of the presentation and disclosure of insurance contract liabilities on the financial statements as well as the required disclosures in line with IFRS 17.

Independent Auditor's Report

to the Members of Enterprise Group Plc (continued)

Other information

The directors are responsible for the other information. The other information comprises Corporate Information, Five-year Financial Summary, Report of the Directors, and Shareholder Information but does not include the separate and consolidated financial statements and our auditor's report thereon, which we obtained prior to the date of this auditor's report, and the Chairman's Review, Group Chief Executive Officer's Review, Enterprise Insurance LTD Report, Enterprise Life Assurance LTD Report, Enterprise Trustees LTD Report, Enterprise Properties LTD Report, Transitions Report, Enterprise Life Assurance Company (Nigeria) Limited Report, Acacia Health Insurance LTD Report, Enterprise Life Assurance Company (Gambia) Report, Corporate Governance Statement, Corporate Social Investment Report, and Environmental, Social and Governance Report, which are expected to be made available to us after that date.

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

In connection with our audit of the separate and consolidated financial statements, our responsibility is to read the other information identified above 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 on the other information that we obtained prior to the date of this auditor's report, 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.

When we read the Chairman's Review, Group Chief Executive Officer's Review, Enterprise Insurance LTD Report, Enterprise Life Assurance LTD Report, Enterprise Trustees LTD Report, Enterprise Properties LTD Report, Transitions Report, Enterprise Life Assurance Company (Nigeria) Limited Report, Acacia Health Insurance LTD Report, Enterprise Life Assurance Company (Gambia) Report, Corporate Governance Statement, Corporate Social Investment Report, and Environmental, Social and Governance Report, if we conclude that there is a material misstatement therein, we are required to communicate the matter to those charged with governance.

Responsibilities of the directors for the financial statements

The directors are responsible for the preparation of financial statements that give a true and fair view in accordance with IFRS Accounting Standards with the IAS 29 directive issued by the Institute of Chartered Accountants, Ghana (ICAG) and in the manner required by the Companies Act, 2019 (Act 992), and 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.

In preparing the separate and consolidated financial statements, the directors are responsible for assessing the Company and the Group'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 and/or the Group or to cease operations, or have no realistic alternative but to do so.

The directors are responsible for overseeing the Group's financial reporting process.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the separate and consolidated 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 separate and consolidated financial statements.

Independent Auditor's Report

to the Members of Enterprise Group Plc (continued)

Auditor's responsibilities for the audit of the financial statements *(continued)*

As part of an audit in accordance with ISAs, we exercise professional judgement and maintain professional scepticism 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 Group'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 Group'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 separate and consolidated 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 Group 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; and
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the separate and consolidated financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion;

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.

We also provide the directors with a statement that we have complied with relevant ethical requirements regarding independence, and have communicated with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, actions taken to eliminate threats or safeguards applied.

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

to the Members of Enterprise Group Plc (continued)

REPORT ON OTHER LEGAL AND REGULATORY REQUIREMENTS

The Companies Act, 2019 (Act 992) requires that in carrying out our audit we consider and report on the following matters. We confirm that:

i) we have obtained all the information and explanations which to the best of our knowledge and belief were necessary for the purposes of our audit;

ii) in our opinion proper books of account have been kept by the Company, so far as appears from our examination of those books; and

iii) the Group's statement of financial position and the Group's statement of comprehensive income are in agreement with the books of account.

The engagement partner on the audit resulting in this independent auditor's report is Richard Ansong (ICAG/P/1539).

PricewaterhouseCoopers

PricewaterhouseCoopers (ICAG/F/2024/028)
Chartered Accountants
Accra, Ghana
17 July 2024

pwc

Separate Statement of Financial Position

(All amounts are in thousands of Ghana cedis)

		The Company As at 31 December	
Assets	**Note**	**2023**	2022
Investment in subsidiaries	7	**317,033**	317,033
Property and equipment	9	**10,141**	11,041
Investment securities	11	**71,210**	15,435
Related party loan	12	**12,632**	15,461
Prepayments	15	**104**	928
Due from related party	12	**131,819**	131,819
Growth and sustainability levy assets	18	**193**	-
Cash and bank balances	20	**62,021**	56,125
Total assets		**605,153**	547,842
Equity			
Stated capital	21	**258,886**	258,886
Retained earnings	21	**282,857**	241,466
Total equity		**541,743**	500,352
Liabilities			
Lease liabilities	24	**12,482**	12,488
Trade and other payables	27	**26,328**	10,402
Due to related parties	12	**21,933**	21,933
Current tax liabilities	19	**2,667**	2,667
Total liabilities		**63,410**	47,490
Total equity and liabilities		**605,153**	547,842

The notes on pages 78 to 183 form an integral part of these financial statements.

The financial statements on pages71 to 183 were approved by the Board of Directors on 28 June 2024 and signed on their behalf by:

Name of Director: Martin Eson-Benjamin

Signature:

Name of Director: Michael Tyson

Signature:

Consolidated Statement of Financial Position

(All amounts are in thousands of Ghana cedis)

		As at 31 December		At 1 January
Assets	**Note**	**2023**	2022 (Restated)	2022 (Restated)
Deferred tax assets	6	**34,147**	7,498	13,102
Investment properties	8	**521,005**	471,621	300,934
Property and equipment	9	**90,377**	89,841	78,209
Intangible assets	10	**101**	75	85
Investment securities	11	**1,680,196**	1,477,191	1,411,303
Inventories	13	**1,451**	1,477	947
Trade and other receivables	14	**99,609**	70,659	60,168
Prepayments	15	**435**	6,157	3,490
Reinsurance contract assets	16	**159,451**	96,749	62,647
Due from re-insurers	17	**15,544**	9,792	11,782
Growth and sustainability levy assets	18	**4,844**	3,786	2,016
Current tax assets	19	**5,794**	4,525	1,382
Cash and bank balances	20	**427,038**	252,046	259,509
Total assets		**3,039,992**	2,491,417	2,205,574
Equity				
Stated capital	21	**258,886**	258,886	258,886
Deposit for shares	21	**-**	996	996
Retained earnings	21	**640,806**	571,665	527,996
Foreign currency translation reserve	21	**(7,878)**	14,490	(9,626)
Contingency reserve	21	**141,662**	110,938	87,873
Statutory reserve	21	**15,799**	12,007	9,201
Equity attributable to owners		**1,049,275**	968,982	875,326
Non-controlling interest	22	**375,130**	335,755	341,722
Total equity		**1,424,405**	1,304,737	1,217,048
Liabilities				
Insurance contract liabilities	23	**1,268,836**	907,216	742,654
Reinsurance contract liabilities	16	**1,092**	-	357
Investment contract liabilities	26	**7,506**	3,746	822
Deferred tax liabilities	6	**67,194**	17,751	3,326
Lease liabilities	24	**12,315**	17,143	13,323
Borrowings	25	**-**	511	26,123
Trade and other payables	27	**172,906**	161,927	129,081
Due to re-insurers	17	**14,100**	15,058	18,028
Due to related parties	12	**48,828**	52,668	47,420
Growth and sustainability levy liabilities	18	**1,288**	-	296
Current tax liabilities	19	**21,522**	10,660	7,096
Total liabilities		**1,615,587**	1,186,680	988,526
Total equity and liabilities		**3,039,992**	2,491,417	2,205,574

The notes on pages 78 to 183 form an integral part of these financial statements.

Separate and Consolidated Statements of Comprehensive Income

(All amounts are in thousands of Ghana cedis)

		Year ended 31 December The Company		Year ended 31 December The Group	
	Note	**2023**	2022	**2023**	2022 (Restated)
Investment income	28	**81,555**	75,292	**288,376**	283,567
Fair value gain on valuation of investment properties	8	**-**	-	**47,669**	171,982
Investment expenses	39	**-**	-	**(5,450)**	(4,383)
Net investment income		**81,555**	75,292	**330,595**	451,166
Insurance revenue	29	**-**	-	**1,213,039**	979,667
Insurance service expense	30	**-**	-	**(806,792)**	(544,440)
Net expense from reinsurance contracts held	37	**-**	-	**(215,433)**	(173,923)
Insurance service result		**-**	-	**190,814**	261,304
Reinsurance income	31	**-**	-	**3,284**	3,320
Insurance service result after reinsurance		**-**	-	**194,098**	264,624
Net insurance finance expense	2.13	**-**	-	**(118,801)**	(119,896)
Net insurance service result		**-**	-	**75,297**	144,728
Other revenue	32	**-**	-	**112,049**	84,382
Other income	33	**4,261**	12,747	**31,131**	49,316
Net income		**85,816**	88,039	**549,072**	729,592
Finance costs	34	**(2,609)**	(13,928)	**(3,892)**	(27,777)
Impairment charge on investment securities	35	**(127)**	(2,689)	**(23,990)**	(328,851)
Operating expenses	36	**(27,941)**	(21,909)	**(248,013)**	(198,962)
Net expenses		**(30,677)**	(38,526)	**(275,895)**	(555,590)
Profit before tax		**55,139**	49,513	**273,177**	174,002
Growth and sustainability levy	18	**(1,034)**	-	**(13,613)**	(7,049)
Income tax expense	19	**-**	-	**(66,425)**	(51,466)
Profit for the year		**54,105**	49,513	**193,139**	115,487
Other comprehensive income					
Items that may be reclassified to profit or loss:					
Foreign operations - translation difference		**-**	-	**(21,606)**	24,251
Total comprehensive income for the year		**54,105**	49,513	**171,533**	139,738
Profit attributable to:					
Owners of Enterprise Group Plc		**54,105**	49,513	**116,371**	82,254
Non-controlling interest		**-**	-	**76,768**	33,233
		54,105	49,513	**193,139**	115,487
Total comprehensive income attributable to:					
Owners of Enterprise Group Plc		**54,105**	49,513	**94,003**	106,370
Non-controlling interest		**-**	-	**77,530**	33,368
		54,105	49,513	**171,533**	139,738
Earnings per share					
Basic (GH¢ per share)		**0.317**	0.290	**0.681**	0.481
Diluted (GH¢ per share)		**0.317**	0.290	**0.681**	0.481

The notes on pages 78 to 183 form an integral part of these financial statements

Consolidated Statement of Changes in Equity

(All amounts are in thousands of Ghana cedis)

The Group **Year ended 31 December 2023**	Stated capital	Deposit for shares	Retained earnings	Foreign currency translation reserve	Contingency reserve	Statutory reserves	Non-controlling interest	Total Equity
Balance at 1 January 2023	258,886	996	571,665	14,490	110,938	12,007	335,755	**1,304,737**
Profit for the year	-	-	116,371	-	-	-	76,768	**193,139**
Currency translation difference	-	-	-	(22,368)	-	-	762	**(21,606)**
Total comprehensive income	**-**		**116,371**	**(22,368)**	**-**	**-**	**77,530**	**171,533**
Statutory transfers:		-						
Transfer to statutory reserve	-	-	(3,792)	-	-	3,792	-	**-**
Transfer to contingency reserve	-	-	(30,724)	-	30,724	-	-	**-**
	-		**(34,516)**	**-**	**30,724**	**3,792**	**-**	**-**
Transactions with owners of the Company:								
Dividend from subsidiaries								
- Dividends to non-controlling interest - ELAC	-	-	-	-	-	-	(32,000)	**(32,000)**
- Dividends to non-controlling interest – ETL	-	-	-	-	-	-	(3,400)	**(3,400)**
- Dividends to non-controlling interest - EIC	-	-	-	-	-	-	(3,751)	**(3,751)**
Transfer from deposit for shares	-	(996)	**-**	-	-	-	996	**-**
Dividend declared by the Company	-	-	(12,714)	-	-	-	-	**(12,714)**
Total transactions with owners of the Company	**-**	**(996)**	**(12,714)**	**-**	**-**	**-**	**(38,155)**	**(51,865)**
Balance at 31 December 2023	**258,886**	**-**	**640,806**	**(7,878)**	**141,662**	**15,799**	**375,130**	**1,424,405**

The notes on pages 78 to 183 form an integral part of these financial statements.

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Consolidated Statement of Changes in Equity

(All amounts are in thousands of Ghana cedis)

The Group

Year ended 31 December 2022 (Restated)	Stated capital	Deposit for shares	Retained earnings	Foreign currency translation reserve	Contingency reserve	Statutory reserve	Non-controlling interest	Total Equity
Balance at 1 January 2022 as previously stated	258,886	996	297,017	(9,734)	87,873	9,201	190,156	834,395
Adjustment on initial application of IFRS 17	-	-	230,979	108	-	-	151,566	382,653
Balance at 1 January 2022 Restated	258,886	996	527,996	(9,626)	87,873	9,201	341,722	1,217,048
Total comprehensive income								
Profit for the year	-	-	82,254	-	-	-	33,233	115,487
Currency translation difference	-	-	-	24,116	-	-	135	24,251
Total comprehensive income	-	-	82,254	24,116	-	-	33,368	139,738
Statutory transfers								
Transfer to statutory reserve	-	-	(2,806)	-	-	2,806	-	-
Transfer to contingency reserve	-	-	(23,065)	-	23,065	-	-	-
	-	-	(25,871)	-	23,065	2,806	-	-
Transactions with owners of the Company								
- Dividends to non-controlling interest - ELAC	-	-		-	-	-	(34,000)	(34,000)
- Dividends to non-controlling interest – ETL	-	-		-	-	-	(2,800)	(2,800)
- Dividends to non-controlling interest - EIC	-	-		-	-	-	(2,535)	(2,535)
Dividends declared by the Company	-	-	(12,714)	-	-	-	-	(12,714)
Total transactions with owners of the Company	-	-	(12,714)	-	-	-	(39,335)	(52,049)
Balance at 31 December 2022	258,886	996	571,665	14,490	110,938	12,007	335,755	1,304,737

The notes on pages 78 to 183 form an integral part of these financial statements

Separate Statement of Changes in Equity

(All amounts are in thousands of Ghana cedis)

The Company

Year ended 31 December 2023

	Stated capital	Retained earnings	Total equity
Balance at 1 January 2023	258,886	241,466	**500,352**
Profit for the year	-	54,105	**54,105**
Total comprehensive income	-	54,105	**54,105**
Transactions with owners of the Company			
Dividend declared by the Company		(12,714)	**(12,714)**
Total transactions with owners of the Company	-	(12,714)	**(12,714)**
Balance at 31 December 2023	**258,886**	**282,857**	**541,743**

Year ended 31 December 2022

Balance at 1 January 2022	258,886	204,667	463,553
Profit for the year	-	49,513	49,513
Total comprehensive income	-	49,513	49,513
Transactions with owners of the Company			
Dividend declared by the Company	-	(12,714)	(12,714)
Total transactions with owners of the Company	-	(12,714)	(12,714)
Balance at 31 December 2022	258,886	241,466	500,352

The notes on pages 78 to 183 form an integral part of these financial statements

Separate and Consolidated Statements of Cash Flows

(All amounts are in thousands of Ghana cedis)

		Year ended 31 December The Company		Year ended 31 December The Group	
	Note	**2023**	2022	**2023**	2022 (Restated)
Cash flows from operating activities					
Cash generated from operations	40	**73,849**	73,275	**508,618**	536,827
Interest paid on lease liabilities	24	**(417)**	(1,884)	**(1,033)**	(2,541)
Interest paid on borrowings	25	**-**	-	**(260)**	(43,299)
Interest received on related party loan	12	**761**	-	**-**	-
Income tax paid	19	**-**	-	**(34,046)**	(31,025)
Growth and sustainability levy paid	18	**(1,227)**	-	**(13,383)**	(9,115)
Net cash generated from operating activities		**72,966**	71,391	**459,896**	450,847
Cash flows from investing activities					
Net redemption/(acquisition) of investment securities (excluding investment securities with original maturities of 91days)	11	**1,965**	816	**176,078**	(404,081)
Acquisition of investment property	8	**-**	-	**(1,715)**	-
Acquisition of property and equipment (excluding right-of-use assets)	9	**(3,515)**	(2,854)	**(20,777)**	(21,414)
Proceeds from sale of property and equipment	9	**1,014**	-	**1,484**	245
Proceeds from related party loan	12	**4,065**	-	**-**	-
Loan disbursed to related party	12	**-**	(21,882)	**-**	-
Purchase of intangible assets	10	**-**	-	**(64)**	(21)
Net cash used in investing activities		**3,529**	(23,920)	**155,006**	(425,271)
Cash flows from financing activities					
Dividends paid to non-controlling interest	43	**-**	-	**(43,977)**	(34,509)
Dividends paid to equity shareholders	43	**(12,714)**	(12,714)	**(12,714)**	(12,714)
Repayment of loan principal	25	**-**	-	**(254)**	(2,320)
Prepaid lease	24	**-**	-	**-**	(4,006)
Principal lease payments	24	**(806)**	(10,707)	**(5,806)**	(1,565)
Net cash used in financing activities		**(13,520)**	(23,421)	**(62,751)**	(55,114)
Net increase in cash and cash equivalents		**62,975**	24,050	**552,151**	(29,538)
Cash and cash equivalents at beginning of year		**56,125**	32,075	**252,046**	259,509
Effects of exchange rate movements on translation of foreign operations		**-**	-	**(14,522)**	22,075
Cash and bank balances at end of year		**119,100**	56,125	**789,675**	252,046

Cash and cash equivalents for the purpose of statements of cash flows comprise:

		The Company		The Group	
		2023	2022	**2023**	2022
Cash and bank balances	20	**62,021**	56,125	**427,038**	252,046
Investments securities with original maturities of 91 days	11	**57,079**	-	**362,637**	-
Cash and cash equivalents for cash flows purposes		**119,100**	56,125	**789,675**	252,046

The notes on pages 78 to 183 form an integral part of these financial statements.

Notes

1. Reporting entity

Enterprise Group Plc (the "Company") is a public limited liability company incorporated under the Companies Act, 2019 (Act 992) and domiciled in Ghana. The Company and its subsidiaries are registered to carry on the business of investments, life, non-life and health insurance underwriting, pensions funds management, provision of funeral services and real estate development and management. The registered office of the Company is Advantage Place Mayor Road, Ridge West, Accra.

The separate and consolidated financial statements comprise the financial statements of the Company standing alone and its subsidiaries (together the "Group") for the year ended 31 December 2023. The Company is listed on the Ghana Stock Exchange.

2. Summary of material accounting policies

The material accounting policies adopted by the Group in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented, unless otherwise stated.

2.1.1 Statement of compliance

The financial statements have been prepared in accordance with International Financial Reporting Standards as issued by the International Accounting Standards Board ("IFRS Accounting Standards") with the IAS 29 directive issued by the Institute of Chartered Accountants, Ghana (ICAG) and in the manner required by the Companies Act, 2019 (Act 992).

The ICAG issued a directive in November 2023 to accountants in business and accountants in practice, together with an update in January 2024 on the application of IAS 29 in Ghana. The ICAG asserts in the directive that based on its analysis of the quantitative and qualitative indicators referred to in IAS 29, Ghana was not a hyperinflationary economy as of December 2023, therefore, IAS 29 will not be applicable for December 2023 financial reporting period. In compliance with the directive, the financial statements of the Group, including the comparative figures, have not been stated in terms of the measuring unit current at the end of the reporting period.

2.1.2 Basis of measurement

The financial statements have been prepared under the historical cost convention, except for investment properties and equity securities measured at fair value and insurance contract liabilities which is determined by an actuarial valuation.

The Group presents its statements of financial position broadly in order of liquidity, in an increasing order of liquidity.

2.1.3 Use of estimates and judgement

The preparation of the financial statements in conformity with IFRS Accounting Standards requires the use of certain critical accounting estimates. It also requires the directors to exercise judgement in the process of applying the Group's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements are disclosed in Note 5.

The financial statements have been prepared on the basis that the Company and its subsidiaries will continue to operate as a going concern.

2.1.4 New and amended standards adopted by the Group

The Group has applied the following standards and interpretations for the first time to financial reporting periods commencing on or after 1 January 2023.

(i) IFRS 17 Insurance Contracts

The IASB issued IFRS 17, 'Insurance contracts', and thereby started a new epoch of accounting for insurers.
Whereas the current standard, IFRS 4, allows insurers to use their local GAAP, IFRS 17 defines clear and consistent rules that will significantly increase the comparability of financial statements. For insurers, the transition to IFRS 17 will have an impact on financial statements and on key performance indicators.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.1.4 New and amended standards adopted by the Group *(continued)*

(i) IFRS 17 Insurance Contracts (continued)

Under IFRS 17, the general model requires entities to measure an insurance contract at initial recognition at the total of the fulfilment cash flows (comprising the estimated future cash flows, an adjustment to reflect the time value of money and an explicit risk adjustment for non-financial risk) and the contractual service margin. The fulfilment cash flows are remeasured on a current basis each reporting period. The unearned profit (contractual service margin) is recognised over the coverage period.

Aside from this general model, the standard provides, as a simplification, the premium allocation approach. This simplified approach is applicable for certain types of contract, including those with a coverage period of one year or less.

For insurance contracts with direct participation features, the variable fee approach applies. The variable fee approach is a variation on the general model. When applying the variable fee approach, the entity's share of the fair value changes of the underlying items is included in the contractual service margin. As a consequence, the fair value changes are not recognised in profit or loss in the period in which they occur but over the remaining life of the contract.

The Group 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 contracts and financial instruments. As a result, the Group has restated certain comparative amounts and presented a third statement of financial position as at 1 January 2022. Note 48 discloses the impact of the transition to IFRS 17 on the Group's reported financial position and financial performance, including the transition approach used in the Group's financial statements as at 1 January 2022.

(ii) Disclosure of Accounting Policies – Amendments to IAS 1 and IFRS Practice Statement 2

The IASB amended IAS 1 to require entities to disclose their material rather than their significant accounting policies. The amendments define what is 'material accounting policy information' and explain how to identify when accounting policy information is material. They further clarify that immaterial accounting policy information does not need to be disclosed. If it is disclosed, it should not obscure material accounting information. To support this amendment, the International Accounting Standards Board ("IASB") also amended IFRS Practice Statement 2 Making Materiality Judgements to provide guidance on how to apply the concept of materiality to accounting policy disclosures.

(iii) Definition of Accounting Estimates – Amendments to IAS 8

The amendment to IAS 8 Accounting Policies, Changes in Accounting Estimates and Errors clarifies how companies should distinguish changes in accounting policies from changes in accounting estimates. The distinction is important, because changes in accounting estimates are applied prospectively to future transactions and other future events, but changes in accounting policies are generally applied retrospectively to past transactions and other past events as well as the current period.

(iv) Deferred Tax related to Assets and Liabilities arising from a Single Transaction – Amendments to IAS 12

The amendments to IAS 12 Income Taxes require companies to recognise deferred tax on transactions that, on initial recognition, give rise to equal amounts of taxable and deductible temporary differences. They will typically apply to transactions such as leases of lessees and decommissioning obligations and will require the recognition of additional deferred tax assets and liabilities. The amendment should be applied to transactions that occur on or after the beginning of the earliest comparative period presented. In addition, entities should recognise deferred tax assets (to the extent that it is probable that they can be utilised) and deferred tax liabilities at the beginning of the earliest comparative period for all deductible and taxable temporary differences associated with:

- right-of-use assets and lease liabilities, and
- decommissioning, restoration and similar liabilities, and the corresponding amounts recognised as part of the cost of the related assets.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.1.4 New and amended standards adopted by the Group *(continued)*

(iv) Deferred Tax related to Assets and Liabilities arising from a Single Transaction – Amendments to IAS 12 (continued)

The cumulative effect of recognising these adjustments is recognised in retained earnings, or another component of equity, as appropriate. IAS 12 did not previously address how to account for the tax effects of on-balance sheet leases and similar transactions and various approaches were considered acceptable.

2.1.5 New standards and interpretations not yet adopted by the Group

Certain new accounting standards and interpretations have been published that are not mandatory for 31 December 2023 reporting periods and have not been early adopted by the Group

(i) Classification of Liabilities as Current or Non-current –Amendments to IAS 1

The narrow-scope amendments to IAS 1 Presentation of Financial Statements clarify that liabilities are classified as either current or non-current, depending on the rights that exist at the end of the reporting period. Classification is unaffected by the expectations of the entity or events after the reporting date (e.g. the receipt of a waiver or a breach of covenant). The amendments also clarify what IAS 1 means when it refers to the 'settlement' of a liability. The amendments could affect the classification of liabilities, particularly for entities that previously considered management's intentions to determine classification and for some liabilities that can be converted into equity. They must be applied retrospectively in accordance with the normal requirements in IAS 8 Accounting Policies, Changes in Accounting Estimates and Errors. These amendments are effective for periods beginning on or after 1 January 2024.

(ii) Lease Liability in a Sale and Leaseback – Amendments to IFRS 16

In September 2022, the IASB finalised narrow-scope amendments to the requirements for sale and leaseback transactions in IFRS 16 Leases which explain how an entity accounts for a sale and leaseback after the date of the transaction. The amendments specify that, in measuring the lease liability subsequent to the sale and leaseback, the seller-lessee determines 'lease payments' and 'revised lease payments' in a way that does not result in the seller-lessee recognising any amount of the gain or loss that relates to the right of use that it retains. This could particularly impact sale and leaseback transactions where the lease payments include variable payments that do not depend on an index or a rate. These amendments are effective for periods beginning on or after 1 January 2024.

(iii) Supplier finance arrangements – Amendments to IAS 7 and IFRS 7

The IASB has issued new disclosure requirements about supplier financing arrangements ('SFAs'), after feedback to an IFRS Interpretations Committee agenda decision highlighted that the information required by IAS 7 Statement of Cash Flows and IFRS 7 Financial Instruments: Disclosures falls short of meeting user information needs. The objective of the new disclosures is to provide information about SFAs that enables investors to assess the effects on an entity's liabilities, cash flows and the exposure to liquidity risk. The new disclosures include information about the following:

The terms and conditions of SFAs.

- The carrying amounts of financial liabilities that are part of SFAs and the line items in which those liabilities are presented.
- The carrying amount of the financial liabilities in (b) for which suppliers have already received payment from the finance providers.
- The range of payment due dates for both the financial liabilities that are part of SFAs, and comparable trade payables that are not part of such arrangements.
- Non-cash changes in the carrying amounts of financial liabilities in (b).
- Access to SFA facilities and concentration of liquidity risk with finance providers.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.1.5 New standards and interpretations not yet adopted by the Group *(continued)*

(iii) Supplier finance arrangements – Amendments to IAS 7 and IFRS 7 (continued)

The IASB has provided transitional relief by not requiring comparative information in the first year, and also not requiring disclosure of specified opening balances. Further, the required disclosures are only applicable for annual periods during the first year of application. Therefore, the earliest that the new disclosures will have to be provided is in annual financial reports for December 2024 year-ends, unless an entity has a financial year of less than 12 months. These amendments are effective for periods beginning on or after 1 January 2024.

(iv) Sale or contribution of assets between an investor and its associate or joint venture – Amendments to IFRS 10 and IAS 28

The IASB has made limited scope amendments to IFRS 10 - *Consolidated Financial Statements* and IAS 28 - *Investments in Associates and Joint Ventures.*

The amendments clarify the accounting treatment for sales or contribution of assets between an investor and their associates or joint ventures. They confirm that the accounting treatment depends on whether the non-monetary assets sold or contributed to an associate or joint venture constitute a 'business' (as defined in IFRS 3 *Business Combinations).*

Where the non-monetary assets constitute a business, the investor will recognise the full gain or loss on the sale or contribution of assets. If the assets do not meet the definition of a business, the gain or loss is recognised by the investor only to the extent of the other investor's interests in the associate or joint venture. The amendments apply prospectively.

In December 2015, the IASB decided to defer the application date of this amendment until such time as the IASB has finalised its research project on the equity method.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.2 Principles of consolidation and equity accounting

Business combinations

The Group applies the acquisition method to account for business combinations. The consideration transferred for the acquisition of a subsidiary is the fair value of the assets transferred, the liabilities incurred to the former owners of the acquiree and the equity interests issued by the Group. The consideration transferred includes the fair value of any asset or liability resulting from a contingent consideration arrangement and any pre-existing equity interest in the subsidiary. Identifiable assets acquired and liabilities and contingent liabilities assumed in a business combination are measured initially at their fair values at the acquisition date.

The Group recognises any non-controlling interest in the acquiree on an acquisition by acquisition basis, either at fair value or at the non-controlling interest's proportionate share of the recognised amounts of acquiree's identifiable net assets. Acquisition related costs are expensed as incurred.

The excess of the:

- consideration transferred,
- amount of any non-controlling interest in the acquired entity, and
- acquisition-date fair value of any previous equity interest in the acquired entity

over the fair value of the net identifiable assets acquired is recorded as goodwill. If those amounts are less than the fair value of the net identifiable assets of the business acquired, the difference is recognised directly in profit or loss as a bargain purchase.

Where settlement of any part of cash consideration is deferred, the amounts payable in the future are discounted to their present value as at the date of exchange. The discount rate used is the Company's incremental borrowing rate, being the rate at which a similar borrowing could be obtained from an independent financier under comparable terms and conditions.

If the business combination is achieved in stages, the acquisition date carrying value of the acquirer's previously held equity interest in the acquiree is re-measured to fair value at the acquisition date; any gains or losses arising from such re-measurement are recognised in profit or loss.

Any contingent consideration to be transferred by the Group is recognised at fair value at the acquisition date. Subsequent changes to the fair value of the contingent consideration that is deemed to be an asset or liability is recognised in accordance with IFRS 9 either in profit or loss or as a change to other comprehensive income. Contingent consideration that is classified as equity is not re measured, and its subsequent settlement is accounted for within equity.

Subsidiaries

Subsidiaries are all entities (including structured entities) over which the Group has control. The Group controls an entity when the Group is exposed to, or has rights to, variable returns from its involvement with the entity and has the ability to affect those returns through its power over the entity. Subsidiaries are fully consolidated from the date on which control is transferred to the Group. Consolidation ceases when control ceases.

Inter-company transactions, balances and unrealised gains on transactions between group companies are eliminated. Unrealised losses are also eliminated unless the transaction provides evidence of an impairment of the transferred asset. Accounting policies of subsidiaries have been changed where necessary to ensure consistency with the policies adopted by the Group.

Non-controlling interests in the results and equity of subsidiaries are shown separately in the consolidated statement of profit or loss, statement of comprehensive income, statement of changes in equity and balance sheet respectively.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.2 Principles of consolidation and equity accounting *(continued)*

Associates

Associates are all entities over which the Group has significant influence but not control or joint control. This is generally the case where the Group holds between 20% and 50% of the voting rights. Investments in associates are accounted for using the equity method of accounting, after initially being recognised at cost.

Equity method

Under the equity method of accounting, the investments are initially recognised at cost and adjusted thereafter to recognise the Group's share of the post-acquisition profits or losses of the investee in profit or loss, and the Group's share of movements in other comprehensive income of the investee in other comprehensive income. Dividends received or receivable from associates and joint ventures are recognised as a reduction in the carrying amount of the investment.

When the Group's share of losses in an equity-accounted investment equals or exceeds its interest in the entity, including any other unsecured long-term receivables, the Group does not recognise further losses, unless it has incurred obligations or made payments on behalf of the other entity.

Unrealised gains on transactions between the Group and its associates and joint ventures are eliminated to the extent of the Group's interest in these entities. Unrealised losses are also eliminated unless the transaction provides evidence of an impairment of the asset transferred.

The carrying amount of equity-accounted investments is tested for impairment in accordance with the policy described in note 2.8.

Changes in ownership interests

The Group treats transactions with non-controlling interests that do not result in a loss of control as transactions with equity owners of the Group. A change in ownership interest results in an adjustment between the carrying amounts of the controlling and non-controlling interests to reflect their relative interests in the subsidiary. Any difference between the amount of the adjustment to non-controlling interests and any consideration paid or received is recognised in a separate reserve within equity attributable to owners.

When the Group ceases to consolidate or equity account for an investment because of a loss of control, joint control or significant influence, any retained interest in the entity is remeasured to its fair value, with the change in carrying amount recognised in profit or loss. This fair value becomes the initial carrying amount for the purposes of subsequently accounting for the retained interest as an associate, joint venture or financial asset. In addition, any amounts previously recognised in other comprehensive income in respect of that entity are accounted for as if the Group had directly disposed of the related assets or liabilities. This may mean that amounts previously recognised in other comprehensive income are reclassified to profit or loss.

Separate financial statements

In the separate financial statements, investments in subsidiaries are accounted for at cost less impairment. Cost is adjusted to reflect changes in consideration arising from contingent consideration amendments. Cost also includes direct attributable costs of investment.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.3 Foreign Currency translation

Functional and presentation currency

Items included in the financial statements are measured using the currency of the primary economic environment in which the entity operates ('the functional currency'). The separate and consolidated financial statements are presented in Ghana cedi (GH¢), which is Company's functional and presentation currency.

Transactions and balances

Foreign currency transactions are translated into the functional currency using the exchange rates at the dates of the transactions. Foreign exchange gains and losses resulting from the settlement of such transactions and from the translation of monetary assets and liabilities denominated in foreign currencies at year end exchange rates are generally recognised in profit or loss.

Foreign exchange gains and losses that relate to borrowings and lease liabilities are presented in the statement of profit or loss, within "finance costs"/"finance income" in profit or loss. All other foreign exchange gains and losses are presented in the statement of profit or loss on a net basis within "other income"/"other expense" in profit or loss.

Non-monetary items that are measured at fair value in a foreign currency are translated using the exchange rates at the date when the fair value was determined. Translation differences on assets and liabilities carried at fair value are reported as part of the fair value gain or loss. Non-monetary items that are measured in terms of historical cost in a foreign currency are translated at exchange rates ruling at the dates of initial recognition.

Foreign operations

The results and financial position of foreign operations that have a functional currency different from the presentation currency are translated into the presentation currency as follows:

- assets and liabilities for each balance sheet presented are translated at the closing rate at the date of that statement of financial position;
- income and expenses for each statement of profit or loss and statement of comprehensive income are translated at average exchange rates (unless this is not a reasonable approximation of the cumulative effect of the rates prevailing on the transaction dates, in which case income and expenses are translated at the dates of the transactions); and
- all resulting exchange differences are recognised in other comprehensive income.

On consolidation, exchange differences arising from the translation of any net investment in foreign entities, and of borrowings and other financial instruments designated as hedges of such investments, are recognised in other comprehensive income. When a foreign operation is sold or any borrowings forming part of the net investment are repaid, the associated exchange differences are reclassified to profit or loss, as part of the gain or loss on sale.

Goodwill and fair value adjustments arising on the acquisition of a foreign operation are treated as assets and liabilities of the foreign operation and translated at the closing rate.

Notes *(continued)*

Summary of material accounting policies *(continued)*

2.4 Property and equipment

Recognition and measurement

Property and equipment are measured at historical cost less accumulated depreciation and any accumulated impairment losses. Historical cost includes expenditure that is directly attributable to the acquisition of the items. Cost of an item of property and equipment includes its purchase price and any direct attributable costs. Cost includes the cost of replacing part of an existing property and equipment at the time that cost is incurred if the recognition criteria are met; and excludes the costs of day-to-day servicing of an item of property and equipment.

Subsequent expenditure

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the Group and the cost of the item can be measured reliably.

The carrying amount of those parts that are replaced is derecognised. All other repairs and maintenance costs are charged to profit or loss during the period in which they are incurred.

Depreciation

The Group uses the straight-line method in depreciating its assets. The depreciation method, residual values and useful lives are reviewed at each reporting date and adjusted if appropriate.

Building	2.5% - 4%
Motor vehicles	25%
Furniture and fittings	12.5% - 25%
Office equipment	20% - 25%

Land is not depreciated

Derecognition

Property and equipment are derecognised upon disposal or when no future economic benefits are expected to flow to the Group from either their use or disposal. Gains and losses on disposals are determined by comparing proceeds with carrying amount and are included in the income statement.

Capital work in progress

Property and equipment under construction is stated at initial cost and depreciated from the date the asset is made available for use over its estimated useful life. Assets are transferred from capital work in progress to an appropriate category of property and equipment when commissioned and ready for its intended use.

2.5 Intangible assets

Recognition and measurement

Intangible assets comprise computer software licenses. Software acquired by the Group is measured at cost less accumulated amortisation and any accumulated impairment losses.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.5 Intangible assets *(continued)*

Subsequent expenditure

Subsequent expenditure on software is capitalised only when it increases future economic benefits embodied in the specific asset to which it relates and cost can be reliably measured. All other expenditure is expensed as incurred.

Amortisation

Software is amortised on a straight-line basis and recognised in profit or loss over its estimated useful life, from the date that it is available for use. The estimated useful life of software license for the current and comparative periods is three years.

Amortisation methods, useful lives and residual values are reviewed at each reporting date and adjusted if appropriate.

Derecognition

Intangible assets are derecognised upon disposal or when no future economic benefits are expected to flow to the Group from either their use or disposal.

2.6 Investment property

Recognition and measurement

Property that is held for long term rental yields or for capital appreciation or both, is classified as investment property. Investment property also includes property that is being constructed or developed for future use as investment property. Investment property is measured initially at its cost, including related transaction costs and where applicable borrowing costs.

Subsequent measurement

After initial recognition, investment property is carried at fair value. Investment property under construction is measured at fair value if the fair value is considered to be reliably determinable. Investment properties under construction for which the fair value cannot be determined reliably, but for which the Group expects that the fair value of the property will be reliably determinable when construction is completed, are measured at cost less impairment until the fair value becomes reliably determinable or construction is completed – whichever is earlier.

Valuations are performed as of the financial position date by professional valuers who hold recognised and relevant professional qualifications and have recent experience in the location and category of the investment property being valued. These valuations form the basis for the carrying amounts in the financial statements. Investment property that is being redeveloped for continuing use as investment property or for which the market has become less active continues to be measured at fair value. It may sometimes be difficult to determine reliably the fair value of the investment property under construction.

In order to evaluate whether the fair value of an investment property under construction can be determined reliably, management considers the following factors, among others:

- the provisions of the construction contract;
- the stage of completion;
- the level of reliability of cash inflows after completion;
- the development risk specific to the property;
- past experience with similar constructions; and
- status of construction permits.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.6 Investment property *(continued)*

Subsequent measurement (continued)

Subsequent expenditure is capitalised to the asset's carrying amount only when it is probable that future economic benefits associated with the expenditure will flow to the Group and the cost of the item can be measured reliably. All other repairs and maintenance costs are expensed when incurred. When part of an investment property is replaced, the carrying amount of the replaced part is derecognised.

The fair value of investment property does not reflect future capital expenditure that will improve or enhance the property and does not reflect the related future benefits from this future expenditure other than those a rational market participant would take into account when determining the value of the property. Changes in fair values are recognised as a separate line item in profit or loss. Investment properties are derecognised when they have been disposed.

Derecognition

Where the Group disposes of a property at fair value in an arm's length transaction, the carrying value immediately prior to the sale is adjusted to the transaction price, and the adjustment is recorded in profit or loss within net gain from fair value adjustment on investment property.

Reclassification to property and equipment

If an investment property becomes owner occupied, it is reclassified as property and equipment. Its fair value at the date of reclassification becomes its cost for subsequent accounting purposes. If an item of owner-occupied property becomes an investment property because its use has changed, any difference resulting between the carrying amount and the fair value of this item at the date of transfer is treated in the same way as a revaluation under IAS 16. Any resulting increase in the carrying amount of the property is recognised in profit or loss to the extent that it reverses a previous impairment loss.

Dual-use property

Properties that are partly held to earn rentals and partly held for own-use activities such as administrative purposes or supply of services are considered dual-use properties. This would result in the portion held for rental being investment property and the other portion as property and equipment if these portions could be sold separately or leased out separately under a finance lease. Otherwise, the entire property is classified as investment property only if an insignificant portion of the property is held for own-use activities. The Group considers an own-use portion below 25% of the measure to be insignificant.

Leasing arrangements

The investment properties are leased to tenants under operating leases with rentals payable quarterly, semi-annually or annually. Lease payments for some contracts include inflationary increases, but there are no other variable lease payments that depend on an index or rate. Where considered necessary to reduce credit risk, the Group may obtain bank guarantees for the term of the lease.

Although the Group is exposed to changes in the residual value at the end of the current leases, the Group typically enters into new operating leases and therefore will not immediately realise any reduction in residual value at the end of these leases. Expectations about the future residual values are reflected in the fair value of the properties.

Notes *(continued)*

2. Summary of material accounting policies (continued)

2.7 Leases

At inception of a contract, the Group assesses whether a contract is, or contains, a lease. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration.

Group acting as the lessee

Assets and liabilities arising from a lease are initially measured on a present value basis. Lease liabilities include the net present value of the following lease payments:

- fixed payments (including in-substance fixed payments), less any lease incentives receivable;
- variable lease payments that are based on an index or a rate, initially measured using the index or rate as at the commencement date;
- amounts expected to be payable by the Group under residual value guarantees;
- the exercise price of a purchase option if the Group is reasonably certain to exercise that option; and
- payments of penalties for terminating the lease, if the lease term reflects the Group exercising that option.

Lease payments to be made under reasonably certain extension options are also included in the measurement of the liability. Lease payments are allocated between principal and finance cost. The finance cost is charged to profit or loss over the lease period so as to produce a constant periodic rate of interest on the remaining balance of the liability for each period. The finance cost is presented as an operating activity in the statement of cash flows.

Right-of-use assets are measured at cost comprising the following:

- the amount of the initial measurement of lease liability;
- any lease payments made at or before the commencement date less any lease incentives received;
- any initial direct costs; and
- restoration costs.

Right-of-use assets are generally depreciated over the shorter of the asset's useful life and the lease term on a straight-line basis. If the Group is reasonably certain to exercise a purchase option, the right-of- use asset is depreciated over the underlying asset's useful life.

The Group's leasing activities and how these are accounted for

The Group leases various offices branches and other premises under non-cancellable lease arrangements. Rental contracts are typically made for fixed periods of six months to eight years but may have extension options as described below.

Contracts may contain both lease and non-lease components. The Group allocates the consideration in the contract to the lease and non-lease components based on their relative stand-alone prices.

However, for leases of real estate for which the Group is a lessee, it has elected not to separate lease and non-lease components and instead accounts for these as a single lease component.

Lease terms are negotiated on an individual basis and contain a wide range of different terms and conditions. The lease agreements do not impose any covenants other than the security interests in the leased assets that are held by the lessor. Leased assets may not be used as security for borrowing purposes.

The lease payments are discounted using the interest rate implicit in the lease. If that rate cannot be readily determined, which is generally the case for leases in the Group, the lessee's incremental borrowing rate is used, being the rate that the individual lessee would have to pay to borrow the funds necessary to obtain an asset of similar value to the right-of-use asset in a similar economic environment with similar terms, security and conditions.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.7 Leases *(continued)*

The Group's leasing activities and how these are accounted for (continued)

To determine the incremental borrowing rate, the Group:

- where possible, uses recent third-party financing received by the individual lessee as a starting point, adjusted to reflect changes in financing conditions since third-party financing was received; and
- makes adjustments specific to the lease, e.g. term, country, currency and security.

If a readily observable amortising loan rate is available to the individual lessee (through recent financing or market data) which has a similar payment profile to the lease, then the group entities use that rate as a starting point to determine the incremental borrowing rate.

The Group has elected not to recognise right-of-use assets and lease liabilities for leases of low- value assets and short-term leases. The Group recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term. Short-term leases are leases with a lease term of 12 months or less without a purchase option. Low-value assets comprise IT equipment and small items of office furniture.

Extension and termination options

Extension and termination options are included in a number of property and equipment leases across the Group. These are used to maximise operational flexibility in terms of managing the assets used in the Group's operations. The majority of extension and termination options held are exercisable only by the Group and not by the respective lessor.

The Group presents right-of-use assets in 'property and equipment' and lease liabilities as a separate line item On the statement of financial position.

The Group acting as the lessor

At inception or on modification of a contract that contains a lease component, the Group allocates the consideration in the contract to each lease component on the basis of their relative stand-alone selling prices.

When the Group acts as a lessor, it determines at lease inception whether the lease is a finance lease or an operating lease.

To classify each lease, the Group makes an overall assessment of whether the lease transfers substantially all of the risks and rewards incidental to ownership of the underlying asset. If this is the case, then the lease is a finance lease; if not, then it is an operating lease. As part of this assessment, the Group considers certain indicators such as whether the lease is for the major part of the economic life of the asset.

The Group applies the derecognition and impairment requirements in IFRS 9 to the net investment in the lease. The Group further regularly reviews estimated unguaranteed residual values used in calculating the gross investment in the lease.

The rental income from operating leases is recognised under "other revenue" in the statement of comprehensive income.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.8 Impairment of non-financial assets

The carrying amounts of the Group's non-financial assets (other than deferred tax assets, inventories, investment property) are reviewed at each reporting date to determine whether there is any indication of impairment. If any such indication exists, then the asset's recoverable amount is estimated. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount.

For impairment testing, assets are grouped together into the smallest group of assets that generates cash flows from continuing use that are largely independent of the cash flows of other assets or Cash Generating Units (CGUs).

The recoverable amount of an asset or CGU is the greater of its value in use and its fair value less costs to sell. Value in use is based on estimated future cash flows, discounted to their present value using a pre-tax discount rate that reflects current market assessments of time value of money and the risks specific to the asset or CGU.

An impairment loss is recognised if the carrying amount of an asset or CGU exceeds its recoverable amount.

The Group's corporate assets do not generate separate cash inflows and are used by more than one CGU. Corporate assets are allocated to CGUs on a reasonable and consistent basis and tested for impairment as part of the impairment testing of the CGUs to which the corporate assets are allocated.

Impairment losses are recognised in profit or loss. They are allocated to reduce the carrying amount of assets in the CGUs on a pro rata basis. Impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised.

2.9 Financial assets and financial liabilities

Financial assets

(i) Classification

The Group classifies its financial assets in the following measurement categories:

- those to be measured subsequently at fair value (either through OCI or through profit or loss), and
- those to be measured at amortised cost.

For assets measured at fair value, gains and losses will either be recorded in profit or loss or OCI. For investments in equity instruments that are not held for trading, this will depend on whether the Group has made an irrevocable election at the time of initial recognition to account for the equity investment at fair value through other comprehensive income (FVOCI).

The Group reclassifies debt investments when and only when its business model for managing those assets changes.

(ii) Recognition and derecognition

Regular way purchases and sales of financial assets are recognised on trade date, being the date on which the Group commits to purchase or sell the asset. Financial assets are derecognised when the rights to receive cash flows from the financial assets have expired or have been transferred and the Group has transferred substantially all the risks and rewards of ownership.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.9 Financial assets and financial liabilities *(continued)*

Financial assets *(continued)*

(iii) Measurement

At initial recognition, the Group measures a financial asset at its fair value plus, in the case of a financial asset not at fair value through profit or loss (FVPL), transaction costs that are directly attributable to the acquisition of the financial asset. Transaction costs of financial assets carried at FVPL are expensed in profit or loss.

Financial assets with embedded derivatives are considered in their entirety when determining whether their cash flows are solely payment of principal and interest.

Debt instruments

Subsequent measurement of debt instruments depends on the Group's business model for managing the asset and the cash flow characteristics of the asset. There are three measurement categories into which the Group classifies its debt instruments:

- **Amortised cost:** Assets that are held for collection of contractual cash flows, where those cash flows represent solely payments of principal and interest, are measured at amortised cost. Interest income from these financial assets is included in investment income using the effective interest rate method. Any gain or loss arising on derecognition is recognised directly in profit or loss and presented in other gains/(losses) together with foreign exchange gains and losses. Impairment losses are presented as separate line item in the statement of profit or loss.
- **FVOCI:** Assets that are held for collection of contractual cash flows and for selling the financial assets, where the assets' cash flows represent solely payments of principal and interest, are measured at FVOCI. Movements in the carrying amount are taken through OCI, except for the recognition of impairment gains or losses, interest income and foreign exchange gains and losses, which are recognised in profit or loss. When the financial asset is derecognised, the cumulative gain or loss previously recognised in OCI is reclassified from equity to profit or loss and recognised in other gains/(losses). Interest income from these financial assets is included in finance income using the effective interest rate method. Foreign exchange gains and losses are presented in other gains/(losses), and impairment expenses are presented as separate line item in the statement of profit or loss.
- FVPL: Assets that do not meet the criteria for amortised cost or FVOCI are measured at FVPL. A gain or loss on a debt investment that is subsequently measured at FVPL is recognised in profit or loss and presented net within other gains/(losses) in the period in which it arises.

Equity instruments

The Group subsequently measures all equity investments at fair value. Where the Group's management has elected to present fair value gains and losses on equity investments in OCI, there is no subsequent reclassification of fair value gains and losses to profit or loss following the derecognition of the investment. Dividends from such investments continue to be recognised in profit or loss as other income when the Group's right to receive payments is established.

Changes in the fair value of financial assets at FVPL are recognised in other gains/(losses) in the statement of profit or loss as applicable.

(iv) Impairment

The Group assesses on a forward-looking basis the expected credit losses associated with its debt instruments carried at amortised cost and FVOCI For debt investments, the Group applies the general approach to determine the ECL.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.9 Financial assets and financial liabilities *(continued)*

Financial assets *(continued)*

(iv) Impairment (continued)

For trade receivables, the Group applies the simplified approach permitted by IFRS 9, which requires expected lifetime losses to be recognised from initial recognition of the receivables. There is no impairment on trade receivables because the Group had no history of default and the directors did not identify any forward looking information which could materially impact the payment profile of the Group's customers.

The Group has three types of financial assets that are subject to the expected credit loss model:

- trade receivables for sales of goods and from the provision of services
- debt investments carried at amortised cost, and
- debt investments carried at FVOCI.

While cash and cash equivalents are also subject to the impairment requirements of IFRS 9, the identified impairment loss was immaterial.

The Group measures loss allowances at an amount equal to lifetime ECL, except in the following cases, for which the amount recognised is 12-month ECL:

- debt securities that are determined to have low credit risk at the reporting date; and
- other financial instruments (other than lease receivables) for which credit risk has not increased significantly since initial recognition.

The Group considers a debt investment security to have low credit risk when its credit risk rating is equivalent to the globally understood definition 'investment grade'. The Group does not apply the low credit risk exemption to any other financial instruments. The impairment identified on debt investments measured at amortised is considered immaterial and has not been recognised in the financial statements.

12-month ECL are the portion of lifetime ECL that result from default events on a financial instrument that are possible within 12 months after reporting date. Financial instruments for which 12-months ECL are recognised are referred to as 'Stage 1 financial instruments'. Financial instruments allocated to Stage 1 have not undergone a significant increase in credit risk since initial recognition and are not credit-impaired.

Lifetime ECL are the ECL that result from all possible default events over the expected life of the financial instruments or the maximum contractual period of exposure. Financial instruments for which lifetime ECL are recognised but that are not credit-impaired are referred to as 'Stage 2 financial instruments'. Financial instruments allocated to Stage 2 are those that have experienced a significant increase in credit risk since initial recognition but are not credit-impaired. Financial instruments for which lifetime ECL are recognised and that are credit-impaired are referred to as 'Stage 3 financial instruments'.

Measurement of ECL

ECL are a probability-weighted estimate of credit losses. They are measured as follows;

- financial assets that are not credit-impaired at the reporting date : as the present value of all cash shortfalls (i.e. the difference between the cash flows due to the entity in accordance with the contract and the cash flows that the Group expects to receive);
- financial assets that are credit-impaired at the reporting date : the difference between the gross carrying amount and the present value of estimated future cash flows.

When discounting cash flows, the discount rate used is the original effective interest rate or an approximation thereof.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.9 Financial assets and financial liabilities *(continued)*

Financial assets *(continued)*

(iv) Impairment (continued)

Significant increase in credit risk (SICR)

The Group considers a financial asset to have experienced a significant increase in credit risk when the remaining Lifetime PD at the reporting date has increased beyond a set threshold, compared to the residual Lifetime PD expected at the reporting date when the exposure was first recognised. Other qualitative criteria are considered in determining whether a financial asset has experienced a significant increase in credit risk.

A backstop is applied and the financial asset considered to have experienced a significant increase in credit risk if the borrower is more than 30 days past due on its contractual payments.

Credit-impaired financial assets

At each reporting date, the Group assesses whether financial assets measured at amortised cost are credit-impaired (referred to as 'Stage 3 financial assets'). A financial asset is credit-impaired when one or more events that have a detrimental impact on the estimated future cash flows of the financial asset have occurred.

Evidence that a financial asset is credit-impaired includes the following observable data:

- significant financial difficulty of the borrower or issuer;
- breach of contract such as default or past-due event;
- the restructuring of an amount due to the Group on terms that the Group would not otherwise consider;
- it is becoming probable that the borrower will enter bankruptcy or other financial reorganisation;
- the disappearance of an active market for a security because of financial difficulties.

A backstop is applied and the financial asset considered to credit-impaired if the borrower is more than 90 days past due on its contractual payments.

Trade receivables and contract assets

The Group applies the IFRS 9 simplified approach to measuring expected credit losses which uses a lifetime expected loss allowance for all trade receivables and contract assets.

To measure the expected credit losses, trade receivables have been grouped based on shared credit risk characteristics and the days past due. The Group has therefore concluded that the expected loss rates for trade receivables are a reasonable approximation of the loss rates for the contract assets.

The expected loss rates are based on the payment profiles of sales over a period of 36 months before 31 December 2023 or 1 January 2022 respectively and the corresponding historical credit losses experienced within this period. The historical loss rates are adjusted to reflect current and forward-looking information on macroeconomic factors affecting the ability of the customers to settle the receivables. The Group has identified the GDP and the exchange rate of the countries in which it sells its goods and services to be the most relevant factors, and accordingly adjusts the historical loss rates based on expected changes in these factors.

Presentation of loss allowances in the financial statements

Loss allowances for ECL on financial assets measured at amortised cost are presented as a deduction from the gross carrying amount of the assets. Loss allowances for ECL are presented as a separate line item- 'impairment loss on financial instruments'- in the statement of comprehensive income.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.9 Financial assets and financial liabilities *(continued)*

Financial assets *(continued)*

Write-off
Financial assets are written off (either partially or in full) when there is no reasonable expectation of recovering a financial asset in its entirety or a portion thereof. This is generally the case when the Group determines that the borrower does not have assets or sources of income that could generate sufficient cash flows to repay the amounts subject to the write-offs. This assessment is carried out at an individual asset level.

Recoveries of amounts previously written off are recognised when cash is received and are included in 'impairment loss on financial instruments' in the statement of comprehensive income.

Financial assets that are fully written off could still be subject to enforcement activities in order to comply with the Group's procedures for recovery of amounts due.

Financial liabilities

Classification and subsequent measurement
Financial liabilities are classified as measured at amortised cost. They are subsequently measured at amortised cost using the effective interest method. Interest expense and foreign exchange gains are recognised in profit or loss. Any gain or loss on derecognition is recognised in profit or loss.

Derecognition
The Group derecognises a financial liability when its contractual obligations are discharged or cancelled or expire. The Group also derecognises a financial liability when its terms are modified and the cash flows of the modified liability are substantially different, in which case, a new financial liability based on the modified terms is recognised at fair value.

On derecognition of a financial liability, the differences between the carrying amount extinguished and the consideration paid (including any non-cash asset transferred or liabilities assumed) is recognised in profit or loss.

Offsetting
Financial assets and liabilities are offset and the net amount reported in the statement of financial position when and only when, the Group currently has a legally enforceable right to set off the amounts and it intends either to settle on a net basis, or to realise the assets and settle the liability simultaneously.

Income and expenses are presented on a net basis only when permitted under IFRS Accounting Standards, or for gains and losses arising from a group of similar transactions such as in the Group's trading activity.

2.10 Trade and other receivables
Trade receivables are amounts due from customers for goods sold or services performed in the ordinary course of business. They are generally due for settlement within 30 days and are therefore all classified as current. Trade receivables are recognised initially at the amount of consideration that is unconditional, unless they contain significant financing components, when they are recognised at fair value. The Group holds the trade receivables with the objective of collecting the contractual cash flows and therefore they are measured subsequently at amortised cost using the effective interest method.

Other receivables generally arise from transactions outside the usual operating activities of the Group. Interest may be charged at commercial rates where the terms of repayment exceed six months. Collateral is not normally obtained.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.11 Trade and other payables

These amounts represent liabilities for goods and services provided to the Group prior to the end of the financial year which are unpaid. The amounts are unsecured and are usually paid within 30 days of recognition. Trade and other payables are presented as current liabilities unless payment is not due within 12 months after the reporting period. They are recognised initially at their fair value and subsequently measured at amortised cost using the effective interest method.

2.12 Cash and cash equivalents

Cash and cash equivalents per the statement of cash flow include cash on hand, bank balances held with banks and highly liquid financial assets with original maturities of three months or less from the date of acquisition that are subject to an insignificant risk of changes in their fair value, and are used by the Group in the management of its short term commitments. Cash and cash equivalents are carried at amortised cost in the statement of financial position.

2.13 Insurance contracts

The Group has subsidiaries which issue life, non-life and health insurance products.

The Group uses the General Measurement Model (GMM), the Variable Fee Approach (VFA) and where applicable the Premium Allocation Approach (PAA) for its products which have contract boundary is less than or equal to 12 months. When recognising insurance revenue, the PAA is broadly similar to the Group's previous accounting treatment under IFRS 4. However, when measuring liabilities for incurred claims, the Group now discounts cash flows and includes an explicit risk adjustment for non-financial risk.

2.13.1 Definition and classification

Insurance contracts are contracts under which the Group accepts significant insurance risk from a policyholder by agreeing to compensate the policyholder if a specified uncertain future event adversely affects the policyholder. In making this assessment, all substantive rights and obligations, including those arising from law or regulation, are considered on a contract-by-contract basis. The Group uses judgement to assess whether a contract transfers insurance risk (that is, if there is a scenario with commercial substance in which the Group has the possibility of a loss on a present value basis) and whether the accepted insurance risk is significant.

Contracts that have a legal form of insurance but do not transfer significant insurance risk and expose the Group to financial risk are classified as investment contracts, and they follow financial instruments accounting under IFRS 9.

Once a contract has been classified as an insurance contract, the classification remains unchanged for the remainder of its lifetime, even if the insurance risk reduces significantly during the coverage period, unless the terms of the contract are modified.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.1 Definition and classification *(continued)*

In the normal course of business, the Group uses reinsurance to mitigate its risk exposures. A reinsurance contract transfers significant risk if it transfers substantially all of the insurance risk resulting from the insured portion of the underlying insurance contracts, even if it does not expose the reinsurer to the possibility of a significant loss.

All references to insurance contracts in these financial statements apply to insurance contracts issued and reinsurance contracts held.

Unit of account

The Group manages insurance contracts issued by product lines within an operating segment, where each product line includes contracts that are subject to similar risks. All insurance contracts within a product line represent a portfolio of contracts. Each portfolio is further disaggregated into groups of contracts that are issued within a calendar year (annual cohorts) and are:

- contracts that are onerous at initial recognition;
- contracts that at initial recognition have no significant possibility of becoming onerous subsequently; or
- a group of remaining contracts.

These groups represent the level of aggregation at which insurance contracts are initially recognised and measured. Such groups are not subsequently reconsidered.

For each portfolio of contracts, the Group determines the appropriate level at which reasonable and supportable information is available, to assess whether these contracts are onerous at initial recognition and whether non-onerous contracts have a significant possibility of becoming onerous. This level of granularity determines sets of contracts. The Group uses significant judgement to determine at what level of granularity the Group has reasonable and supportable information that is sufficient to conclude that all contracts within a set are sufficiently homogeneous and will be allocated to the same group without performing an individual contract assessment. Where no such information is identified, insurance contracts are allocated to a group on the basis of a contract-by-contract review.

For Life Risk and Savings product lines, sets of contracts usually correspond to policyholder pricing groups that the Group determined to have similar insurance risk and that are priced within the same insurance rate ranges. The Group monitors the profitability of contracts within portfolios and the likelihood of changes in insurance, financial and other exposures resulting in these contracts becoming onerous at the level of these pricing groups with no information available at a more granular level.

Portfolios of reinsurance contracts held are assessed for aggregation separately from portfolios of insurance contracts issued. Applying the grouping requirements to reinsurance contracts held, the Group aggregates reinsurance contracts held concluded within a calendar year (annual cohorts) into groups of:

- contracts for which there is a net gain at initial recognition, if any;
- contracts for which, at initial recognition, there is no significant possibility of a net gain arising subsequently; and
- remaining contracts in the portfolio, if any.

Reinsurance contracts held are assessed for aggregation requirements on an individual contract basis.

The Group tracks internal management information reflecting historical experiences of such contracts' performance. This information is used for setting pricing of these contracts such that they result in reinsurance contracts held in a net cost position without a significant possibility of a net gain arising subsequently.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.1 Definition and classification *(continued)*

Before the Group accounts for an insurance contract based on the guidance in IFRS 17, it analyses whether the contract contains components that should be separated. IFRS 17 distinguishes three categories of components that have to be accounted for separately:

- cash flows relating to embedded derivatives that are required to be separated;
- cash flows relating to distinct investment components; and
- promises to transfer distinct goods or distinct services other than insurance contract services.

The Group applies IFRS 17 to all remaining components of the contract. The Group does not have any contracts that require further separation or combination of insurance contracts.

2.13.2 Recognition and measurement of insurance contracts

Initial recognition

Groups of insurance contracts issued are initially recognised from the earliest of the following:

- the beginning of the coverage period;
- the date when the first payment from the policyholder is due or actually received, if there is no due date; and
- when the Group determines that a group of contracts becomes onerous.

Insurance contracts acquired in a business combination within the scope of IFRS 3 or a portfolio transfer are accounted for as if they were entered into at the date of acquisition or transfer.

Reinsurance contracts held are recognised as follows:

- group of reinsurance contracts held that provide proportionate coverage (quota share reinsurance) is recognised at the later of:

  I. the beginning of the coverage period of the group; and
  II. the initial recognition of any underlying insurance contract.

- all other groups of reinsurance contracts held are recognised from the beginning of the coverage period of the group of reinsurance contracts held;

unless the Group entered into the reinsurance contract held at or before the date when an onerous group of underlying contracts is recognised prior to the beginning of the coverage period of the group of reinsurance contracts held, in which case the reinsurance contract held is recognised at the same time as the group of underlying insurance contracts is recognised.

- Only contracts that individually meet the recognition criteria by the end of the reporting period are included in the groups. When contracts meet the recognition criteria in the groups after the reporting date, they are added to the groups in the reporting period in which they meet the recognition criteria, subject to the annual cohorts restriction. Composition of the groups is not reassessed in subsequent periods.

Accounting for contract modification and derecognition

An insurance contract is derecognised when it is:

- extinguished (that is, when the obligation specified in the insurance contract expires or is discharged or cancelled); or
- the contract is modified and additional criteria discussed below are met.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.2 Recognition and measurement of insurance contracts *(continued)*

When an insurance contract is modified by the Group as a result of an agreement with the counterparties or due to a change in regulations, the Group treats changes in cash flows caused by the modification as changes in estimates of the expected Fulfilment Cash Flows ("FCF"), unless the conditions for the derecognition of the original contract are met. The Group derecognises the original contract and recognises the modified contract as a new contract if any of the following conditions are present:

a. If the modified terms had been included in the contract at its inception:
   i. The modified contract would not have been within scope of IFRS 17;
   ii. The Group would have separated different components from the host contract, resulting in different reinsurance components to which IFRS 17 is applied;
   iii. The modified contract would have a different contract boundary;
   iv. The modified contract would have been in a different group

b. the original contract represents an insurance contract with direct participation features, but the modified contract no longer meets that definition, or vice versa; or

c. the original contract was accounted for under the PAA, but the modification means that the contract no longer meets the eligibility criteria for that approach.

When a new contract is required to be recognised as a result of modification and it is within the scope of IFRS 1 the new contract is recognised from the date of modification and is assessed for, amongst other things, contract classification, including the VFA eligibility, component separation requirements (and contract aggregation requirements.

When an insurance contract not accounted for under the PAA is derecognised from within a group of insurance contracts, the Group:

a. adjusts the FCF to eliminate the present value of future cash flows and risk adjustment for non-financial risk relating to the rights and obligations removed from the group;

b. adjusts the CSM (unless the decrease in the FCF is allocated to the loss component of the LRC of the group) in the following manner, depending on the reason for the derecognition:
   i. if the contract is extinguished, in the same amount as the adjustment to the FCF relating to future service;
   ii. if the contract is transferred to a third party, in the amount of the FCF adjustment in (a) less the premium charged by the third party; or
   iii. if the original contract is modified resulting in its derecognition, in the amount of the FCF adjustment in (1) adjusted for the premium that the Group would have charged if it had entered into a contract with equivalent terms as the new contract at the date of the contract modification, less any additional premium charged for the modification; when recognising the new contract in this case, the Group assumes such a hypothetical premium as actually received; and

c. adjusts the number of coverage units for the expected remaining insurance contract services, to reflect the number of coverage units removed.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.2 Recognition and measurement of insurance contracts *(continued)*

When an insurance contract accounted for under the PAA is derecognised, adjustments to the FCF to remove related rights and obligations and account for the effect of the derecognition result in the following amounts being charged immediately to profit or loss:

- if the contract is extinguished, any net difference between the derecognised part of the Liability for Remaining Coverage (LRC) of the original contract and any other cash flows arising from extinguishment;
- if the contract is transferred to the third party, any net difference between the derecognised part of the LRC of the original contract and the premium charged by the third party;
- if the original contract is modified resulting in its derecognition, any net difference between the
- derecognised part of the LRC and the hypothetical premium the entity would have charged had it entered into a contract with equivalent terms as the new contract at the date of the contract modification, less any additional premium charged for the modification.

2.13.3 Measurement

2.13.3.1 Fulfilment of cash flows

Fulfilment cash flows within the contract boundary

The FCF are the current estimates of the future cash flows within the contract boundary of a group of contracts that the Group expects to collect from premiums and pay out for claims, benefits and expenses, adjusted to reflect the timing and the uncertainty of those amounts

The estimates of future cash flows:

- are based on a probability-weighted mean of the full range of possible outcomes;
- are determined from the perspective of the Group, provided that the estimates are consistent with observable market prices for market variables; and
- reflect conditions existing at the measurement date.

An explicit risk adjustment for non-financial risk is estimated separately from the other estimates. For contracts measured under the PAA, unless the contracts are onerous, the explicit risk adjustment for non-financial risk is only estimated for the measurement of the LIC.

The estimates of future cash flows are adjusted using the current discount rates to reflect the time value of money and the financial risks related to those cash flows, to the extent not included in the estimates of cash flows. The discount rates reflect the characteristics of the cash flows arising from the groups of insurance contracts, including timing, currency and liquidity of cash flows. The determination of the discount rate that reflects the characteristics of the cash flows and liquidity characteristics of the insurance contracts requires significant judgement and estimation.

The Group estimates certain FCF at the portfolio level or higher and then allocates such estimates to groups of contracts.

The Group uses consistent assumptions to measure the estimates of the present value of future cash flows for the group of reinsurance contracts held and such estimates for the groups of underlying insurance contracts.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.3 Measurement *(continued)*

2.13.3.2 Contract boundary

The Group uses the concept of contract boundary to determine what cash flows should be considered in the measurement of groups of insurance contracts.

Cash flows are within the boundary of an insurance contract if they arise from the rights and obligations that exist during the period in which the policyholder is obligated to pay premiums or the Group has a substantive obligation to provide the policyholder with insurance contract services. A substantive obligation ends when:

- the Group has the practical ability to reprice the risks of the particular policyholder or change the level of benefits so that the price fully reflects those risks; or
- both of the following criteria are satisfied:
  - the Group has the practical ability to reprice the contract or a portfolio of contracts so that the price fully reflects the reassessed risk of that portfolio; and
  - the pricing of premiums up to the date when risks are reassessed does not reflect the risks related to periods beyond the reassessment date.

In assessing the practical ability to reprice, risks transferred from the policyholder to the Group, such as insurance risk and financial risk, are considered; other risks, such as lapse or surrender and expense risk, are not included.

Riders, representing add-on provisions to a basic insurance policy that provide additional benefits to the policyholder at additional cost, that are issued together with the main insurance contracts form part of a single insurance contract with all of the cash flows within its boundary.

Some insurance contracts issued by the Group provide policyholders with an option to buy an annuity on the initially issued policies' maturity. The Group assesses its practical ability to reprice such insurance contracts in their entirety to determine if annuity-related cash flows are within or outside the insurance contract boundary. As a result of this assessment, non-guaranteed annuity options are not measured by the Group until they are exercised.

Cash flows outside the insurance contracts boundary relate to future insurance contracts and are recognised when those contracts meet the recognition criteria.

For groups of reinsurance contracts held, cash flows are within the contract boundary if they arise from substantive rights and obligations of the Group that exist during the reporting period in which the Group is compelled to pay amounts to the reinsurer or in which the Group has a substantive right to receive insurance contract services from the reinsurer.

The Group's quota share life reinsurance agreements held have an unlimited duration but are cancellable for new underlying business with a one-year notice period by either party. Thus, the Group treats such reinsurance contracts as a series of annual contracts that cover underlying business issued within a year. Estimates of future cash flows arising from all underlying contracts issued and expected to be issued within the reinsurance contracts' one-year boundary are included in the measurement of the reinsurance contracts.

The excess of loss reinsurance contracts held provides coverage for claims incurred during an accident year. Thus, all cash flows arising from claims incurred and expected to be incurred in the accident year are included in the measurement of the reinsurance contracts held. Some of these contracts might include mandatory or voluntary reinstatement reinsurance premiums, which are guaranteed per the contractual arrangements and are thus within the respective reinsurance contracts' boundaries.

Cash flows that are not directly attributable to a portfolio of insurance contracts, such as some product development and training costs, are recognised in other operating expenses as incurred.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.3 Measurement *(continued)*

2.13.3.3 Insurance acquisition costs

The Group defines acquisition cash flows as cash flows that arise from costs of selling, underwriting and starting a group of insurance contracts (issued or expected to be issued) and that are directly attributable to the portfolio of insurance contracts to which the group belongs.

Insurance acquisition cash flows are allocated to groups of insurance contracts on a systematic and rational basis. Insurance acquisition cash flows that are directly attributable to a group of insurance contracts are allocated:

I. to that group; and
II. to groups that will include insurance contracts that are expected to arise from renewals of the insurance contracts in that group.

Insurance acquisition cash flows not directly attributable to a group of contracts but directly attributable to a portfolio of contracts are allocated to groups of contracts in the portfolio or expected to be in the portfolio.

Before a group of insurance contracts is recognised, the Group could pay (or recognise a liability, applying a standard other than IFRS 17) for directly attributable acquisition costs to originate them. Such balances are recognised as insurance acquisition cash flows assets within the carrying amount of insurance contracts issued and are subsequently derecognised (in full or to the extent that insurance contracts expected to be in the group have been recognised at that date) when respective groups of insurance contracts are recognised and the insurance acquisition cash flows are included in the group's measurement. The amounts allocated to groups of insurance contracts yet to be recognised are revised at each reporting date, to reflect any changes in assumptions that determine the inputs to the method of allocation used.

Insurance acquisition cash flows assets not yet allocated to a group are assessed for recoverability if facts and circumstances indicate that the assets might be impaired. Impairment losses reduce the carrying amount of these assets and are recognised in insurance service expenses. Previously recognised impairment losses are reversed to the extent that the impairment conditions no longer exist or have improved.

2.13.3.4 Other pre-recognition cash flows within the contract boundary

Before a group of insurance contracts is recognised, the Group could recognise assets or liabilities for cash flows related to a group of insurance contracts other than insurance acquisition cash flows, either because of the occurrence of the cash flows or because of the requirements of another IFRS Accounting Standards. Cash flows are related to the group of insurance contracts if they would have been included in the FCF at initial recognition of the group if they had been paid or received after that date. Such assets or liabilities (referred to as 'other pre-recognition cash flows') are included in the carrying amount of the related portfolios of insurance contracts issued or in the carrying amount of the portfolios of reinsurance contracts held.

2.13.3.5 Risk adjustment for non-financial risk

The risk adjustment for non-financial risk is applied to the present value of the estimated future cash flows, and it reflects the compensation that the Group requires for bearing the uncertainty about the amount and timing of the cash flows from non-financial risk as the Group fulfils insurance contracts.

For reinsurance contracts held, the risk adjustment for non-financial risk represents the amount of risk being transferred by the Group to the reinsurer.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.3 Measurement *(continued)*

2.13.3.6 Initial and subsequent measurement

a) Groups of contracts measured under the PAA

The Group uses the PAA for measuring insurance contracts where:

- the coverage period of the contracts is one year or less; or
- the Group has determined that the LRC measured under the PAA for a group of reinsurance contracts would not differ materially from the LRC measured under the GMM.

Initial recognition

For insurance contracts issued, on initial recognition, the Group measures the LRC at

I. the amount of premiums received;
II. less any acquisition cash flows paid; and
III. any amounts arising from the derecognition of the insurance acquisition cash flows asset and
IV. the derecognition of any other relevant pre-recognition cash flows.

Subsequent measurement

The carrying amount of a group of insurance contracts issued at the end of each reporting period is the sum of:

- the LRC; and
- the LIC, comprising the FCF related to past service allocated to the group at the reporting date.

The carrying amount of a group of reinsurance contracts held at the end of each reporting period is the sum of:

- the remaining coverage; and
- the incurred claims, comprising the FCF related to past service allocated to the group at the reporting date.

At each of the subsequent reporting dates, the LRC is:

- increased for premiums received in the period, excluding amounts that relate to premium receivables included in the LIC;
- decreased for insurance acquisition cash flows paid in the period;
- decreased for the amounts of expected premium receipts recognised as insurance revenue for the services provided in the period; and
- increased for the amortisation of insurance acquisition cash flows in the period recognised as insurance service expenses.

For reinsurance contracts held, at each of the subsequent reporting dates, the remaining coverage is:

- increased for ceding premiums paid in the period;
- increased for broker fees paid in the period; and
- decreased for the expected amounts of ceding premiums and broker fees recognised as reinsurance expenses for the services received in the period.

The Group does not adjust the LRC for insurance contracts issued and the remaining coverage for reinsurance contracts held for the effect of the time value of money, because insurance premiums are due within the coverage period of contracts, which is one year or less.

The Group adjusts the remaining coverage for reinsurance contracts held for the effect of the risk of reinsurer's non-performance.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.3 Measurement *(continued)*

2.13.3.6 Initial and subsequent measurement

a) Groups of contracts measured under the PAA (*continued)*

There are no investment components within insurance contracts issued that are measured under the PAA.

For contracts measured under the PAA, the LIC is measured similarly to the LIC's measurement under the GMM. Future cash flows are adjusted for the time value of money.

If facts and circumstances indicate that a group of insurance contracts measured under the PAA is onerous on initial recognition or becomes onerous subsequently, the Group increases the carrying amount of the LRC to the amounts of the FCF determined under the GMM with the amount of such an increase recognised in insurance service expenses, and a loss component is established for the amount of the loss recognised. Subsequently, the loss component is remeasured at each reporting date as the difference between the amounts of the FCF determined under the GMM relating to the future service and the carrying amount of the LRC without the loss component. Where applicable, resulting changes in the loss component are disaggregated between insurance service expenses and insurance finance income or expenses for the effect of the time value of money, financial risk and effect of changes therein.

When a loss is recognised on initial recognition of an onerous group of underlying insurance contracts or on addition of onerous underlying insurance contracts to that group, the carrying amount of the asset for remaining coverage for reinsurance contracts held measured under the PAA is increased by the amount of income recognised in profit or loss and a loss-recovery component is established or adjusted for the amount of income recognised. The referred income is calculated by multiplying the loss recognised on underlying insurance contracts by the percentage of claims on underlying insurance contracts that the Group expects to recover from the reinsurance contract held that are entered into before or at the same time as the loss is recognised on the underlying insurance contracts.

When underlying insurance contracts are included in the same group with insurance contracts issued that are not reinsured, the Group applies a systematic and rational method of allocation to determine the portion of losses that relates to underlying insurance contracts.

b) Groups of contracts not measured under the PAA

The Contractual Service Margin (CSM) is a component of the carrying amount of the asset or liability for a group of insurance contracts issued representing the unearned profit that the Group will recognise as it provides insurance contract services in the future.

At initial recognition, the CSM is an amount that results in no income or expenses unless a group of contracts is onerous or insurance revenue and insurance service expenses are recognised as in (d) below arising from:

a. the initial recognition of the FCF;
b. cash flows arising from the contracts in the group at that date;
c. the derecognition of any insurance acquisition cash flows asset; and
d. the derecognition of any other pre-recognition cash flows. Insurance revenue and insurance service expenses are recognised immediately for any such assets derecognised.

Initial recognition

When the above calculation results in a net outflow, the group of insurance contracts issued is onerous. A loss from onerous insurance contracts is recognised in profit or loss immediately, with no CSM recognised on the balance sheet on initial recognition, and a loss component is established in the amount of loss recognised (refer to the "Onerous contracts – Loss component" section of the Group's accounting policy in this financial statements).

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.3 Measurement *(continued)*

2.13.3.6 Initial and subsequent measurement *(continued)*

b) Groups of contracts not measured under the PAA *(continued)*

Initial recognition (continued)

For groups of reinsurance contracts held, any net gain or loss at initial recognition is recognised as the CSM unless the net cost of purchasing reinsurance relates to past events, in which case the Group recognises the net cost immediately in profit or loss. For reinsurance contracts held, the CSM represents a deferred gain or loss that the Group will recognise as a reinsurance expense as it receives insurance contract services from the reinsurer in the future and is calculated as the sum of:

a. the initial recognition of the FCF; and

b. cash flows arising from the contracts in the group at that date;

c. the amount derecognised at the date of initial recognition of any asset or liability previously recognised for cash flows related to the group of reinsurance contracts held (other pre-recognition cash flows); and

d. any income recognised in profit or loss when the Group recognises a loss on initial recognition of an onerous group of underlying insurance contracts or on addition of onerous underlying insurance contracts to that group.

A loss-recovery component is established or adjusted within the remaining coverage for reinsurance contracts held for the amount of income recognised in (d) above. This amount is calculated by multiplying the loss recognised on underlying insurance contracts by the percentage of claims on underlying insurance contracts that the Group expects to recover from the reinsurance contracts held that are entered into before or at the same time as the loss is recognised on the underlying insurance contracts.

When underlying insurance contracts are included in the same group with insurance contracts issued that are not reinsured, the Group applies a systematic and rational method of allocation to determine the portion of losses that relates to underlying insurance contracts.

For insurance contracts acquired in a portfolio transfer or a business combination within the scope of IFRS 3, at initial recognition, the CSM is an amount that results in no income or expenses arising from:

- the initial recognition of the FCF; and
- cash flows arising from the contracts in the group at that date, including the fair value of the groups of contracts acquired as at the acquisition date as a proxy of the premiums received.

No insurance contracts acquired were assessed as onerous at initial recognition. The Group did not acquire any reinsurance contracts held.

Subsequent measurement

The carrying amount at the end of each reporting period of a group of insurance contracts issued is the sum of:

a. the LRC, comprising:

   I. the FCF related to future service allocated to the group at that date; and

   II. the CSM of the group at that date; and

b. the LIC, comprising the FCF related to past service allocated to the group at the reporting date.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.3 Measurement (*continued)*

2.13.3.6 Initial and subsequent measurement *(continued)*

b) Groups of contracts not measured under the PAA *(continued)*

Subsequent measurement (continued)

The carrying amount at the end of each reporting period of a group of reinsurance contracts held is the sum of:

c. the remaining coverage, comprising:
   I. the FCF related to future service allocated to the group at that date; and
   II. the CSM of the group at that date; and
d. the incurred claims, comprising the FCF related to past service allocated to the group at the reporting date.

Changes in fulfilment cash flows

The FCF are updated by the Group for current assumptions at the end of every reporting period, using the current estimates of the amount, timing and uncertainty of future cash flows and of discount rates.

The way in which the changes in estimates of the FCF are treated depends on which estimate is being updated:

- changes that relate to current or past service are recognised in profit or loss; and
- changes that relate to future service are recognised by adjusting the CSM or the loss component within the LRC as per the policy below.

For insurance contracts under the GMM, the following adjustments relate to future service and thus adjust the CSM:

a. experience adjustments – arising from premiums received in the period that relate to future service and related cash flows such as insurance acquisition cash flows and premium-based taxes;
b. changes in estimates of the present value of future cash flows in the LRC, except those described in the following paragraph;
c. differences between any investment component expected to become payable in the period and the actual investment component that becomes payable in the period, determined by comparing (i) the actual investment component that becomes payable in a period with (ii) the payment in the period that was expected at the start of the period plus any insurance finance income or expenses related to that expected payment before it becomes payable; and
d. changes in the risk adjustment for non-financial risk that relate to future service.

Adjustments (a), (b) and (d) above are measured using discount rates determined on initial recognition (the locked-in discount rates).

For insurance contracts under the GMM, the following adjustments do not adjust the CSM:

a. changes in the FCF for the effect of the time value of money and the effect of financial risk and changes thereof;
b. changes in the FCF relating to the LIC;
c. experience adjustments – arising from premiums received in the period that do not relate to future service and related cash flows, such as insurance acquisition cash flows and premium-based taxes; and
d. experience adjustments relating to insurance service expenses (excluding insurance acquisition cash flows).

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.13. Insurance contracts *(continued)*

2.13.3 Measurement *(continued)*

2.13.3.6 Initial and subsequent measurement *(continued)*

b) Groups of contracts not measured under the PAA *(continued)*

Changes in fulfilment cash flows *(continued)*

For insurance contracts under the VFA, the following adjustments relate to future service and thus adjust the CSM:

a. changes in the amount of the Group's share of the fair value of the underlying items; and
b. changes in the FCF that do not vary based on the returns of underlying items:

i. changes in the effect of the time value of money and financial risks including the effect of financial guarantees;
ii. experience adjustments arising from premiums received in the period that relate to future service and related cash flows, such as insurance acquisition cash flows and premium-based taxes;
iii. changes in estimates of the present value of future cash flows in the LRC, except those described in the following paragraph;
iv. differences between any investment component expected to become payable in the period and the actual investment component that becomes payable in the period, determined by comparing (i) the actual investment component that becomes payable in a period with (ii) the payment in the period that was expected at the start of the period plus any insurance finance income or expenses related to that expected payment before it becomes payable; and
v. changes in the risk adjustment for non-financial risk that relate to future service.

Adjustments (ii)-(v) are measured using the current discount rates.

For insurance contracts under the VFA, the following adjustments do not adjust the CSM:

a. changes in the obligation to pay the policyholder the amount equal to the fair value of the underlying items;
b. changes in the FCF that do not vary based on the returns of underlying items:

i. changes in the FCF relating to the LIC; and
ii. experience adjustments arising from premiums received in the period that do not relate to future service and related cash flows, such as insurance acquisition cash flows and premium-based taxes; and
iii. experience adjustments relating to insurance service expenses (excluding insurance acquisition cash flows).

The Group does not have any products with complex guarantees and does not use derivatives as economic hedges of the risks.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.3 Measurement *(continued)*

2.13.3.6 Initial and subsequent measurement *(continued)*

b) Groups of contracts not measured under the PAA *(continued)*

Changes to the contractual service margin

For insurance contracts issued, at the end of each reporting period the carrying amount of the CSM is adjusted by the Group to reflect the effect of the following changes:

- The effect of any new contracts added to the group.
- For contracts measured under the GMM, interest accreted on the carrying amount of the CSM.
- Changes in the FCF relating to future service are recognised by adjusting the CSM. Changes in the FCF are recognised in the CSM to the extent that the CSM is available. When an increase in the FCF exceeds the carrying amount of the CSM, the CSM is reduced to zero, the excess is recognised in insurance service expenses and a loss component is recognised within the LRC. When the CSM is zero, changes in the FCF adjust the loss component within the LRC with correspondence to insurance service expenses. The excess of any decrease in the FCF over the loss component reduces the loss component to zero and reinstates the CSM.
- The effect of any currency exchange differences.
- The amount recognised as insurance revenue for insurance contract services provided during the period, determined after all other adjustments above.

For reinsurance contracts held, at the end of each reporting period, the carrying amount of the CSM is adjusted by the Group to reflect the effect of the following changes:

- The effect of any new contracts added to the group.
- Interest accreted on the carrying amount of the CSM.
- Income recognised in profit or loss when the entity recognises a loss on initial recognition of an onerous group of underlying insurance contracts or on addition of onerous underlying insurance contracts to that group. A loss-recovery component is established or adjusted within the remaining coverage for reinsurance contracts held for the amount of income recognised.
- Reversals of a loss-recovery component other than changes in the FCF of reinsurance contracts held.
- Changes in the FCF, to the extent that the change relates to future service, unless the change results from a change in FCF allocated to a group of underlying insurance contracts that does not adjust the CSM for the group of underlying insurance contracts.
- The effect of any currency exchange differences.
- The amount recognised in profit or loss for insurance contract services received during the period, determined after all other adjustments above.

Income referred to in bullet point 3 above is calculated by multiplying the loss recognised on underlying insurance contracts by the percentage of claims on underlying insurance contracts that the Group expects to recover from the reinsurance contract held that is entered into before or at the same time as the loss is recognised on the underlying insurance contracts.

For the purposes of bullet points 3 – 5 above, when underlying insurance contracts are included in the same group with insurance contracts issued that are not reinsured, the Group applies a systematic and rational method of allocation to determine the portion of losses that relates to underlying insurance contracts.

The Group does not have any reinsurance contracts held measured under the GMM with underlying contracts measured under the PAA.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.3 Measurement *(continued)*

2.13.3.6 Initial and subsequent measurement *(continued)*

b) Groups of contracts not measured under the PAA *(continued)*

Changes to the contractual service margin *(continued)*

Interest accretion on the CSM

Under the GMM, interest is accreted on the CSM using discount rates determined at initial recognition that are applied to nominal cash flows that do not vary based on the returns of underlying items. If more contracts are added to the existing groups in the subsequent reporting periods, the Group revises these discount curves by calculating weighted-average discount curves over the period during which the contracts in the group are recognised. The weighted-average discount curves are determined by multiplying the new CSM added to the group and their corresponding discount curves over the total CSM.

Adjusting the CSM for changes in the FCF relating to future service

The CSM is adjusted for changes in the FCF, measured applying the discount rates as specified in the "Changes in fulfilment cash flows" section above.

Release of the CSM to profit or loss

The amount of the CSM recognised in profit or loss for insurance contract services in the period is determined by the allocation of the CSM remaining at the end of the reporting period over the current and remaining expected coverage period of the group of insurance contracts based on coverage units.

The coverage period is defined as a period during which the entity provides insurance contract services. Insurance contract services include coverage for an insured event (insurance coverage), the generation of an investment return for the policyholder, if applicable (investment-return service) for the contracts under the GMM, and the management of underlying items on behalf of the policyholder (investment-related service) for the contracts under the VFA.

The period of investment-return service or investment-related service ends at or before the date when all amounts due to current policyholders relating to those services have been paid. Investment-return services are provided only when an investment component exists in insurance contracts or the policyholder has a right to withdraw an amount, and the Group expects these amounts to include an investment return that is achieved by the Group by performing investment activities to generate that investment return.

For contracts issued, the Group determines the coverage period for the CSM recognition as follows:

a. for universal life insurance contracts, the coverage period corresponds to the insurance coverage which is the same as the period during which investment-return services are provided;
b. for direct participating contracts, insurance coverage period is within the period of investment-related services and, thus, the coverage period is determined by the period in which investment-related services are expected to be provided;
c. for term life insurance contracts acquired in the run-off period, no investment-return services are provided and, thus, the coverage period is determined by insurance coverage; for automobile insurance contracts acquired in the run-off period, management estimates the expected timeframe over which the ultimate cost of the claims is expected to be determined.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.3 Measurement *(continued)*

2.13.3.6 Initial and subsequent measurement *(continued)*

b) Groups of contracts not measured under the PAA *(continued)*

Changes to the contractual service margin *(continued)*

Release of the CSM to profit or loss *(continued)*

The total number of coverage units in a group is the quantity of service provided by the contracts in the group over the expected coverage period. The coverage units are determined at each reporting period-end prospectively by considering:

- the quantity of benefits provided by contracts in the group;
- the expected coverage period of contracts in the group; and
- the likelihood of insured events occurring, only to the extent that they affect the expected coverage period of contracts in the group.

The Group uses the amount that it expects the policyholder to be able to validly claim in each period if an insured event occurs as the basis for the quantity of benefits with respect to insurance coverage

The Group determines coverage units as follows:

- for term life insurance contracts, coverage units are determined based on the policies' face values that are equal to the fixed death benefit amounts;
- for universal life and direct participating contracts, coverage units are determined based on the quantity of benefits provided by the fixed death benefit amounts and the policyholders' account values, weighted according to the expected present value of the future cash outflows for each service;

The Group reflects the time value of money in the allocation of the CSM to coverage units, using discount rates determined at initial recognition that are applied to nominal cash flows that do not vary based on the returns of underlying items.

For reinsurance contracts held, the CSM is released to profit or loss as insurance contract services are received from the reinsurer in the period.

Coverage units for the proportionate term life reinsurance contracts held are based on the insurance coverage provided by the reinsurer, and they are determined by the ceded policies' fixed face values, taking into account new business projected within the reinsurance contract boundary.

The coverage period for these contracts is determined based on the coverage period of all underlying contracts whose cash flows are included in the reinsurance contract boundary.

Onerous contracts – Loss component

When adjustments to the CSM exceed the amount of the CSM, the group of contracts becomes onerous and the Group recognises the excess in insurance service expenses, and it records the excess as a loss component of the LRC.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.3 Measurement *(continued)*

2.13.3.6 Initial and subsequent measurement *(continued)***)**

b) Groups of contracts not measured under the PAA *(continued)*

Changes to the contractual service margin *(continued)*

Onerous contracts – Loss component (continued)

When a loss component exists, the Group allocates the following between the loss component and the remaining component of the LRC for the respective group of contracts, based on the ratio of the loss component to the FCF relating to the expected future cash outflows:

a) expected incurred claims and other directly attributable expenses for the period;

b) changes in the risk adjustment for non-financial risk for the risk expired; and

c) finance income (expenses) from insurance contracts issued.

The amounts of loss component allocation in (a) and (b) above reduce the respective components of insurance revenue and are reflected in insurance service expenses.
Decreases in the FCF relating to future service in subsequent periods reduce the remaining loss component and reinstate the CSM after the loss component is reduced to zero. Increases in the FCF relating to future service in subsequent periods increase the loss component.

Reinsurance contracts held – Loss-recovery component

A loss-recovery component is established or adjusted within the asset for remaining coverage for reinsurance contracts held for the amount of income recognised in profit or loss when the Group recognises a loss on initial recognition of an onerous group of underlying insurance contracts or on addition of onerous underlying insurance contracts to that group.

Subsequently, the loss-recovery component is adjusted to reflect changes in the loss component of an onerous group of underlying insurance contracts discussed in the "Onerous contracts – Loss component" section above. The loss-recovery component is further adjusted, if required, to ensure that it does not exceed the portion of the carrying amount of the loss component of the onerous group of underlying insurance contracts that the Group expects to recover from the group of reinsurance contracts held.

The loss-recovery component determines the amounts that are presented as a reduction of incurred claims recovery from reinsurance contracts held and are consequently excluded from the reinsurance expenses determination.

2.13.4 Amounts recognised in comprehensive income

Insurance service result from insurance contracts issued

Insurance revenue

As the Group provides insurance contract services under the group of insurance contracts, it reduces the LRC and recognises insurance revenue. The amount of insurance revenue recognised in the reporting period depicts the transfer of promised services at an amount that reflects the portion of consideration that the Group expects to be entitled to in exchange for those services.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.14 Insurance contracts *(continued)*

2.13.4 Amount recognised in comprehensive income *(continued)*

Insurance service result from insurance contracts issued *(continued)*

For contracts not measured under the PAA, insurance revenue comprises the following:

- Amounts relating to the changes in the LRC:

a. claims and other directly attributable expenses incurred in the period measured at the amounts expected at the beginning of the period, excluding:
   - amounts allocated to the loss component;
   - repayments of investment components and policyholder rights to withdraw an amount;
   - amounts of transaction-based taxes collected in a fiduciary capacity;
   - insurance acquisition expenses; and
   - amounts related to the risk adjustment for non-financial risk (see (b));

b. changes in the risk adjustment for non-financial risk, excluding:
   - - changes included in insurance finance income (expenses);
   - - changes that relate to future coverage (which adjust the CSM); and
   - - amounts allocated to the loss component;

c. amounts of the CSM recognised for the services provided in the period;

d. experience adjustments – arising from premiums received in the period other than those that relate to future service; and

e. other amounts, including any other pre-recognition cash flows assets derecognised at the date of initial recognition.

- Insurance acquisition cash flows recovery is determined by allocating the portion of premiums related to the recovery of those cash flows on the basis of the passage of time over the expected coverage of a group of contracts.

For groups of insurance contracts measured under the PAA, the Group recognises insurance revenue based on the passage of time over the coverage period of a group of contracts.

Insurance service expenses

Insurance service expenses include the following:

- incurred claims and benefits, excluding investment components reduced by loss component allocations;
- other incurred directly attributable expenses, including amounts of any other pre-recognition cash
- flows assets (other than insurance acquisition cash flows) derecognised at the date of initial recognition;
- insurance acquisition cash flows amortisation;
- changes that relate to past service – changes in the FCF relating to the LIC; and
- changes that relate to future service – changes in the FCF that result in onerous contract losses or reversals of those losses; and
- insurance acquisition cash flows assets impairment, net of reversals.

For contracts not measured under the PAA, amortisation of insurance acquisition cash flows is reflected in insurance service expenses in the same amount as insurance acquisition cash flows recovery reflected within insurance revenue, as described above.

For contracts measured under the PAA, amortisation of insurance acquisition cash flows is based on the passage of time.

Other expenses not meeting the above categories are included in other operating expenses in the statement of profit or loss.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.4 Amount recognised in comprehensive income *(continued)*

Insurance finance income or expenses

Insurance finance income or expenses comprise the change in the carrying amount of the group of insurance contracts arising from:

- the effect of the time value of money and changes in the time value of money; and
- the effect of financial risk and changes in financial risk.

For contracts measured under the GMM, the main amounts within insurance finance income or expenses are:

- interest accreted on the FCF and the CSM; and
- the effect of changes in interest rates and other financial assumptions.

For contracts measured under the PAA, the main amounts within insurance finance income or expenses are:

- interest accreted on the LIC; and
- the effect of changes in interest rates and other financial assumptions.

The Group disaggregates changes in the risk adjustment for non-financial risk between insurance service result and insurance finance income or expenses.

For all contracts, the Group includes all insurance finance income or expenses for the period in profit or loss (that is, the profit or loss option (the PL option) is applied.

Net income/(expenses) from reinsurance contracts held

The Group presents financial performance of groups of reinsurance contracts held on a net basis in net income/(expenses) from reinsurance contracts held, comprising the following amounts:

- reinsurance expenses;
- for groups of reinsurance contracts measured under the PAA, broker fees are included within reinsurance expenses;
- incurred claims recovery, excluding investment components reduced by loss-recovery component allocations;
- other incurred directly attributable expenses;
- changes that relate to past service – changes in the FCF relating to incurred claims recovery;
- effect of changes in the risk of reinsurers' non-performance; and
- amounts relating to accounting for onerous groups of underlying insurance contracts issued:
  i. income on initial recognition of onerous underlying contracts;
  ii. reinsurance contracts held under the GMM: reversals of a loss-recovery component other than changes in the FCF of reinsurance contracts held; and
  iii. reinsurance contracts held under the GMM: changes in the FCF of reinsurance contracts held from onerous underlying contracts.

Reinsurance expenses are recognised similarly to insurance revenue. The amount of reinsurance expenses recognised in the reporting period depicts the transfer of received insurance contract services at an amount that reflects the portion of ceding premiums that the Group expects to pay in exchange for those services. Additionally, for reinsurance contracts held measured under the PAA, broker fees are included in reinsurance expenses.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.4 Amount recognised in comprehensive income *(continued)*

Net income/(expenses) from reinsurance contracts held (continued)

For contracts measured under the GMM, reinsurance expenses comprise the following amounts relating to the changes in the remaining coverage:

- claims and other directly attributable expenses recovery in the period, measured at the amounts expected to be incurred at the beginning of the period, excluding:
  - amounts allocated to the loss-recovery component;
  - repayments of investment components; and
  - amounts related to the risk adjustment for non-financial risk;
- changes in the risk adjustment for non-financial risk, excluding:
  - changes included in finance income (expenses) from reinsurance contracts held;
  - changes that relate to future coverage (which adjust the CSM); and
  - amounts allocated to the loss-recovery component;
- amounts of the CSM recognised for the services received in the period; and
- experience adjustments – arising from premiums paid in the period other than those that relate to future service.

For groups of reinsurance contracts held measured under the PAA, the Group recognises reinsurance expenses based on the passage of time over the coverage period of a group of contracts.

Ceding commissions that are not contingent on claims of the underlying contracts issued reduce ceding premiums and are accounted for as part of reinsurance expenses. Ceding commissions that are contingent on claims of the underlying contracts issued reduce incurred claims recovery.

2.13.5 Significant judgements and estimates in applying IFRS 17

In the process of applying the Group's accounting policies, management has made the following judgements, which have the most significant effect on the amounts recognised in the financial statements.

Areas of potential judgement	Areas of potential judgement
Unit of account Judgements in determining the level of aggregation for measurement of insurance contracts.	For all contracts assessed as profitable at initial recognition, judgement is applied when determining whether these contracts have no significant possibility of becoming onerous subsequently. For contracts measured using the PAA, judgement is required in identifying what facts and circumstances may indicate that a group of insurance contracts is onerous at initial recognition, or becomes so subsequently. The determination of whether laws or regulations constrain the Group's practical ability to set a different price or level of benefits for policyholders with different risk profiles so the Group may include such contracts in the same group.

Notes *(continued)*

2 Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.5 Significant judgements and estimates in applying IFRS 17 *(continued)*

Recognition and derecognition Judgements in accounting for modifications to and derecognition of insurance contracts	Where insurance contracts are modified, judgement may be applied to determine whether the contract meets the derecognition criteria and is required to be measured as a new contract. In particular judgement is applied to determine whether: ■ The contract remains in scope of IFRS 17; ■ The Group would have recognised different components from the host contract;
Measurement Judgements in determining fulfilment cash flows.	Judgement is required to determine which cash flows within the contract boundary are directly related to the fulfilment of insurance contracts. Judgement is required to allocate insurance acquisition cash flows between current and expected future renewal business and, for those cash flows allocated to expected future renewals in determining the recoverability of these cash flows and identifying whether any impairment, or reversal of previous impairments, is required.
Judgements in determining the contract boundary.	Judgement may be applied to determine when the Group's substantive obligation to provide insurance contract services ends. In particular when the Group has the practical ability to reprice the risks of the policyholder and set a price that fully reflects those risks. The determination of whether laws, regulations or other factors constrain the Group's practical ability to set a different price for policyholders with different risk profiles and, if so, the impact of such constraints on the level of aggregation and determination of the contract boundary. For contracts that are priced at the portfolio level, judgement is applied to determine whether the Group has the ability to reassess the risks of the portfolio and set a price that fully reflects those risks. Judgement may be required in determining whether the pricing of premiums up to the date when risk is reassessed does not take account any risk that relate to periods after the reassessment date

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.5 Significant judgements and estimates in applying IFRS 17 *(continued)*

Insurance revenue and reinsurance expenses – methods and assumptions used in the determination of the CSM to be recognised in profit or loss for the insurance contract services provided or received in the period. Areas of potential judgement are: ii) the determination of the expected coverage period over which the CSM is allocated into profit or loss for the services provided or received, that is, the determination of: – expected insurance coverage period; – for contracts measured under the GMM, the expected period of investment-return services; – for contracts measured under the VFA, the expected period of investment-related services; iii) the determination of the coverage units provided or received in the current period and expected to be provided in future periods, including the determination of the relative weighting of the benefits provided by insurance coverage and investment-return service (for insurance contracts measured under the GMM) or insurance coverage and investment-related service (for insurance contracts measured under the VFA); and iv) factoring in the time value of money when determining the equal allocation of the CSM to the coverage units provided or received.	Judgement may be applied in the following aspects to determine the CSM amounts recognised in profit or loss; For universal life and direct participating contracts, coverage units are determined based on the quantity of benefits provided by the fixed death benefit amounts and the policyholders' account values, weighted according to the expected present value of the future cash outflows for each service. For universal life insurance contracts, the coverage period corresponds to the insurance coverage, which is the same as the period during which investment-return services are provided. For direct participating contracts, the insurance coverage period is within the period of investment-related services and, thus, the coverage period is determined by the period in which the investment-related services are expected to be provided For term life insurance contracts, no investment-return services are provided and, thus, the coverage period is determined by insurance coverage. For term life insurance contracts, coverage units are determined based on the policies' face values that are equal to the fixed death benefit amounts.

2.13.6 Estimates and assumptions

Estimates of future cash flows to fulfil insurance contracts

Included in the measurement of each group of contracts within the scope of IFRS 17 are all of the future cash flows within the boundary of each group of contracts. The estimates of these future cash flows are based on probability-weighted expected future cash flows. The Group estimates which cash flows are expected and the probability that they will occur as at the measurement date. In making these expectations, the Group uses information about past events, current conditions and forecasts of future conditions. The Group's estimate of future cash flows is the mean of a range of scenarios that reflect the full range of possible outcomes.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.6 Estimates and assumptions. *(continued)*

Estimates of future cash flows to fulfil insurance contracts *(continued)*

Where estimates of expenses-related cash flows are determined at the portfolio level or higher, they are allocated to groups of contracts on a systematic basis, such as activity-based costing method. The Group has determined that this method results in a systematic and rational allocation. Similar methods are consistently applied to allocate expenses of a similar nature. Expenses of an administrative policy maintenance nature are allocated to groups of contracts based on the number of contracts in force within groups.

Acquisition cash flows are typically allocated to groups of contracts based on gross premiums written. This includes an allocation of acquisition cash flows among existing, as well as future, groups of insurance contracts issued.

Claims settlement-related expenses are allocated based on the number of claims expected for all groups, where such expenses are allocated based on claims costs.

The Group applies a bottom-up approach to deriving the discount rate for each group of reinsurance contracts. The Group determines the discount rates based on liquid risk-free yield curves, for the currency of each reinsurance contract within the group, which are adjusted to take into account the differences between the liquidity characteristics of the group of insurance contracts and the liquidity characteristics of risk-free financial investments.

The yield curves that have been used to discount estimates of future cash flows to fulfil reinsurance contracts are as follows:

Year ended 31 December 2023

Product	**Currency**	**1 year**	**2 years**	**3 years**	**5 years**	**10 years**	**25 years**
Insurance contracts	GH¢	20%	24.3%	22.8%	21.9%	21.5%	20.9%

Year ended 31 December 2022

Product	Currency	1 year	2 years	3 years	5 years	10 years	25 years
Insurance contracts	GH¢	20%	20%	20%	20%	20%	20%

The bottom-up approach was used to derive the discount rate for the cash flows that do not vary based on the returns on underlying items in the participating contracts (excluding investment contracts without DPF that are not within the scope of IFRS 17). Under this approach, the discount rate is determined as the risk-free yield, adjusted for differences in liquidity characteristics between the financial assets used to derive the risk-free yield and the relevant liability cash flows (known as an 'illiquidity premium'). The risk-free was derived using swap rates available in the market denominated in the same currency as the product being measured. When swap rates are not available, highly liquid sovereign bonds with a AAA credit rating were used. Management uses judgement to assess liquidity characteristics of the liability cash flows.

Investment assets returns

For Savings and Participating contracts (excluding investment contracts without DPF not within the scope of IFRS 17), assumptions about future underlying investment returns are made. Due to the measurement models applied and the nature of the products, particularly the determination of the discount rates used to discount future estimates of cash flows that vary with returns on underlying items, assumptions about future underlying investment returns do not impact contract measurement significantly. There are limited financial guarantees in these products. The liabilities associated with these guarantees are measured using a market-consistent stochastic model.

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.7. Net insurance finance income/(expense) from insurance contract

Year ended 31 December 2023

The Group	Funeral	FIPP	Lifetime	Educare	Reinsurance	Marine and aviation	Bond	Engineering	Fire	Motor	Accident	Total
Interest expense on last period PV for remaining coverage to profit or loss	(40,554)	(5,310)	18,768	55,456	-	-	-	-	-	-	-	**28,360**
Effect of change in discount rates on risk adjustment for remaining coverage to profit or loss	(4,084)	(291)	-	-	-	-	-	(53)	(120)	(547)	(579)	**(5,674)**
Interest accreted to the contractual service margin	54,244	8,934	-	-	-	1,029	50	99	725	6,038	3,988	**75,107**
Interest expense on risk adjustment for remaining coverage for variable fee	-	-	105	2,022	1,069	-	-	-	-	-	-	**3,196**
Difference in change in estimate on inception & last period discount rates for profit or loss	(7,678)	(2,067)	-	-	-	-	-	-	-	-	-	**(9,745)**
Difference in risk adjustment change in estimate measured at inception and last period discount rates profit or loss	4,084	291	-	-	-	-	-	-	-	-	-	**4,375**
Effect of change in discount rates on PV for remaining coverage profit or loss	9,898	2,692	-	-	-	-	-	-	-	-	-	**12,590**
Interest expense on risk adjustment for remaining coverage to profit or loss	9,501	875	50	166	-	-	-	-	-	-	-	**10,592**
Total	**25,411**	**5,124**	**18,923**	**57,644**	**1,069**	**1,029**	**50**	**46**	**605**	**5,491**	**3,409**	**118,801**

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.7. Net insurance finance income/(expense) from insurance contracts *(continued)*

Year ended 31 December 2022 (Restated)

The Group	Funeral	FIPP	Lifetime	Educare	Marine and aviation	Bond	Engineering	Fire	Motor	Accident	Total
Interest expense on last period PV for remaining coverage to profit or lo	(33,783)	(4,276)	10,269	39,778	-	-	-	-	-	-	11,988
Effect of change in discount rates on risk adjustment for remaining coverage to profit or loss	(5,548)	(421)	-	-	-	-	(60)	(55)	(340)	(404)	(6,828)
Interest accreted to the contractual service margin	39,695	4,815	-	-	497	55	769	730	4,566	3,242	54,369
Interest expense on risk adjustment for remaining coverage for variable fee	7,722	575	53	33	-	-	-	-	-	-	8,383
Difference in change in estimate on inception & last period discount rates for profit or loss	(249)	(896)	-	-	-	-	-	-	-	-	(1,145)
Difference in risk adjustment change in estimate measured at inception and last period discount rates profit or loss	5,012	431	-	-	-	-	-	-	-	-	5,443
Effect of change in discount rates on PV for remaining coverage profit or loss	39,870	5,106	276	(21)	-	-	-	-	-	-	45,231
Interest expense on risk adjustment for remaining coverage to profit or loss	238	(29)	1,525	721	-	-	-	-	-	-	2,455
Total	**52,957**	**5,305**	**12,123**	**40,511**	**497**	**55**	**709**	**675**	**4,226**	**2,838**	**119,896**

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.8. Net expense on reinsurance contracts held

Year ended 31 December 2023

The Group	**Amounts relating to the changes in the remaining coverage**			**Contracts measured under the PAA**	**Total**
	Claims Recovered	Changes that relate to past service- adjustments to incurred claims	Movement in loss recovery component- adjustment to reinsurance CSM/ ARC (PAA)		
Boafo pa	1	-	-	-	**1**
Corporate risk	(998)	1,242	-	(7,927)	**(7,683)**
Credit life	(747)	(279)	-	6,283	**5,257**
Micro ensure	(53)	33	-	(121)	**(141)**
Marine and aviation	(7,386)	14,012	273	(29,638)	**(22,739)**
Bond	(124)	593	-	(7,182)	**(6,713)**
Engineering	14,006	684	-	(42,233)	**(27,543)**
Fire	42,806	10,607	-	(91,675)	**(38,262)**
Motor	(30,655)	2,164	-	(69,939)	**(98,430)**
Accident	3,357	478	-	(21,912)	**(18,077)**
Corporate risk	2	4	-	(1,109)	**(1,103)**
Total	**20,209**	**29,538**	**273**	**(265,453)**	**(215,433)**

Year ended 31 December 2022 (Restated)

The Group	Amounts relating to the changes in the remaining coverage			Contracts measured under the PAA	Total
	Claims Recovered	Changes that relate to past service- adjustments to incurred claims	Movement in loss recovery component- adjustment to reinsurance CSM/ ARC (PAA)		
Boafo pa	(639)	-	-	-	(639)
Corporate risk	3,417	650	(21)	(7,183)	(3,137)
Credit life	537	(3,495)	-	(5,135)	(8,093)
Micro ensure	150	40	-	(526)	(336)
Marine and aviation	3,898	6,090	(403)	(15,830)	(6,245)
Bond	(117)	92	-	(6,178)	(6,203)
Engineering	(7,144)	8,378	-	(28,863)	(27,629)
Fire	7,324	5,210	-	(51,587)	(39,053)
Motor	(23,760)	4,508	-	(44,241)	(63,493)
Accident	(10,468)	6,790	(7)	(13,458)	(17,143)
Corporate risk	5	-	-	(1,957)	(1,952)
Total	(26,797)	28,263	(431)	(174,958)	(173,923)

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

3. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.9 Reconciliation of the liabilities for remaining coverage and liabilities for incurred claims

Year ended 31 December 2023

Contracts measured under PAA

The Group	Remaining Coverage Component		Contracts measured under the PAA	Total
	Excluding Loss Recovery Component	Loss Recovery Component)		
Opening insurance contract liabilities	166,620	918	119,741	**287,279**
Opening insurance contract assets	(1,359)	-	284	**(1,075)**
Net insurance contract liabilities opening balance	**165,261**	**918**	**120,025**	**286,204**
Insurance revenue	(731,349)	-	-	**(731,349)**
Insurance service expenses	124,687	(477)	220,259	**344,469**
Incurred claims and other directly attributable expenses	-	(918)	270,445	**269,527**
Changes to liabilities for incurred claims	-	441	(50,186)	**(49,745)**
Amortisation of insurance acquisition cash flows	124,687	-	-	**124,687**
Insurance service result before reinsurance contracts held	**(606,662)**	**(477)**	**220,259**	**(386,880)**
Insurance finance expenses	-	-	118,801	**118,801**
Total changes in the statement of comprehensive income	**(606,662)**	**(477)**	**339,060**	**(268,079)**
Cash flows				
Premiums received	794,689	-	-	**794,689**
Claims and other expenses paid	-	-	(269,195)	**(269,195)**
Insurance acquisition cash flows	(132,481)	-	-	**(132,481)**
Total cash flows	**662,208**	**-**	**(269,195)**	**393,013**
Insurance contract liabilities closing balance	**220,807**	**441**	**189,890**	**411,138**
Net insurance contract liabilities closing balance	**220,807**	**441**	**189,890**	**411,138**

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.9 Reconciliation of the liabilities for remaining coverage and liabilities for incurred claims *(continued)*

Year ended 31 December 2022 (Restated)

Contracts measured under PAA

The Group	Remaining Coverage Component		Incurred Claim Component	Total
	Loss Recovery Components	Loss Recovery Component		
Opening insurance contract liabilities	120,625	1,077	97,061	218,763
Opening insurance contract assets	(2,939)	-	3	(2,936)
Net insurance contract liabilities opening balance	117,686	1,077	97,064	215,827
Insurance revenue	(523,742)	-	-	(523,742)
Insurance service expenses	95,850	(159)	161,216	256,907
Incurred claims and other directly attributable expenses	-	(1,076)	189,572	188,496
Changes to liabilities for incurred claims	-	290	(28,356)	(28,066)
Losses on onerous contracts and reversal of those losses	-	627	-	627
Amortisation of insurance acquisition cash flows	95,850	-	-	95,850
Insurance service result before reinsurance contracts held	(427,892)	(159)	161,216	(266,835)
Insurance finance expenses	-	-	119,896	119,896
Total changes in the statement of comprehensive income	(427,892)	(159)	281,112	(146,939)
Cash flows:				
Premiums received	583,863	-	-	583,863
Claims and other expenses paid	-	-	(258,151)	(258,151)
Insurance acquisition cash flows	(108,396)	-	-	(108,396)
Total cash flows	475,467	-	(258,151)	217,316
Insurance contract liabilities closing balance	166,620	918	119,741	287,279
Closing insurance contract assets	(1,359)	-	284	(1,075)
Net insurance contract liabilities closing balance	165,261	918	120,025	286,204

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

2. Summary of material accounting policies *(continued)*

2.13 Insurance contracts *(continued)*

2.13.10 Reconciliation of the assets for remaining coverage and asset for incurred claims

Year ended 31 December 2023

Contracts measured under PAA

The Group	Remaining Coverage Component		Incurred Claim Component	Total
	Excluding Loss Recovery Component	Loss Recovery Component)		
Opening reinsurance contract liabilities	-	-	-	**-**
Opening reinsurance contract assets	56,161	20	40,568	**96,749**
Net reinsurance contract assets opening balance	**56,161**	**20**	**40,568**	**96,749**
Allocation of reinsurance premiums	(265,452)	-	-	**(265,452)**
Amounts recoverable from reinsurers for incurred claims:	-	273	49,746	**50,019**
Amounts recoverable for incurred claims and other expenses	-	(19)	80,564	**80,545**
Changes to amounts recoverable for incurred claims	-	292	(30,818)	**(30,526)**
Net income or expense from reinsurance contracts held	**(265,452)**	**273**	**49,746**	**(215,433)**
Reinsurance finance income	**-**	**-**	3,284	**3,284**
Total changes in the statement of comprehensive income	**(265,452)**	**273**	**53,030**	**(212,149)**
Cash flows:				
Premiums paid	281,940	**-**	**-**	**281,940**
Amounts received	(57,712)	-	(46,067)	**(103,779)**
Total cash flows	**224,228**	**-**	**(46,067)**	**178,161**
Other movement	49,156	-	46,442	**95,598**
Net reinsurance contract assets closing balance	**64,093**	**293**	**93,973**	**158,359**
Closing reinsurance contract liabilities	(2,507)	-	1,415	**(1,092)**
Closing reinsurance contract assets	66,600	293	92,558	**159,451**
Net reinsurance contract assets closing balance	**64,093**	**293**	**93,973**	**158,359**

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

2. Summary of material accounting policies *(continued)*

2.14 Insurance contracts *(continued)*

2.13.10 Reconciliation of the assets for remaining coverage and asset for incurred claims *(continued)*

Year ended 31 December 2022 (Restated)

Contracts measured under PAA

The Group	Remaining Coverage Component		Incurred Claim Component	Total
	Excluding Loss Recovery Components	Loss Recovery Component		
Opening reinsurance contract liabilities	(8,153)	21	7,775	(357)
Opening reinsurance contract assets	27,414	430	34,803	62,647
Net reinsurance contract assets opening balance	19,261	451	42,578	62,290
Allocation of reinsurance premiums	(174,958)	-	-	(174,958)
Amounts recoverable from reinsurers for incurred claims:	-	(431)	1,466	1,035
Amounts recoverable for incurred claims and other expenses	-	80	34,242	34,322
Changes to amounts recoverable for incurred claims	-	(511)	(32,776)	(33,287)
Net income or expense from reinsurance contracts held	(174,958)	(431)	1,466	(173,923)
Reinsurance finance income	-	-	3,320	3,320
Total changes in the statement of comprehensive income	(174,958)	(431)	4,786	(170,603)
Premiums paid	220,553	-	-	220,553
Amounts received	(46,857)	-	(25,988)	(72,845)
Total cash flows	173,696	-	(25,988)	147,708
Other movement	38,162	-	19,192	57,354
Net reinsurance contract assets closing balance	56,161	20	40,568	96,749
Closing reinsurance contract liabilities	-	-	-	-
Closing reinsurance contract assets	56,161	20	40,568	96,749
Net reinsurance contract assets closing balance	56,161	20	40,568	96,749

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.14 Income tax

Income tax expense comprise current and deferred tax. It is recognised in profit or loss except to the extent that it relates to a business combination, or items recognised directly in equity or OCI.

The Group has determined that interest and penalties related to income taxes do not meet the definition of income taxes, and therefore has accounted for them under IAS 37 Provisions, Contingent Liabilities and Contingent Assets and has recognised the related expenses in 'other expenses'.

Current tax
Current tax comprises the expected tax payable or receivable on the taxable income or loss for the year end and any adjustments to the tax payable or receivable in respect of previous years. The amount of current tax payable or receivable is the best estimate of the tax amount expected to be paid or received that reflects uncertainty related to income taxes, if any. It is measured using tax rates enacted or substantively enacted at the reporting date. Current tax also included any tax arising from dividends. Current tax assets and liabilities are offset only if certain criteria are met.

Deferred tax
Deferred tax is recognised in respect of temporary differences between the carrying amounts of assets and liabilities for financial reporting purposes and the amounts used for taxation purposes.

Deferred tax is not recognised for:

- temporary differences on the initial recognition of assets or liabilities in transaction that is not a business combination and that affects neither accounting nor taxable profit or loss;
- temporary differences related to investments in subsidiaries to the extent that the Group is able to control the timing of the reversal of the temporary differences and its probable that they will not reverse in the foreseeable future; and
- temporary differences arising on initial recognition of goodwill.

Deferred tax assets are recognised for unused tax losses, unused tax credits and deductible temporary differences to the extent that it is probable that future taxable profits will be available against which they can be used. Future taxable profits are determined based on the reversal of relevant taxable temporary differences. If the amount of taxable temporary differences is insufficient to recognise a deferred tax asset in full, then future taxable profits, adjusted for reversals of existing temporary differences, are considered, based on business plans for individual subsidiaries within the Group. Deferred tax are reviewed at each reporting date and are reduced to the extent that it is no longer probable that the related tax benefits will be realised; such reductions are reversed when the probability of future taxable profits improves.

Unrecognised deferred tax assets are reassessed at each reporting date and recognised to the extent that it has become probable that future taxable profits will be available against which they can be used.

Deferred tax is measured at the tax rates that are expected to be applied to temporary differences when they reverse, using tax rates enacted or substantively enacted at reporting date, and reflects uncertainty related to income taxes, if there is any.

The measurement of deferred tax reflects the tax consequence that would follow from the manner in which the Group expects, at the reporting date, to recover or settle the carrying amount of its assets and liabilities. For this purpose, the carrying amount of investment property measured at fair value is presumed to be recovered through sale, and the Group has not rebutted this presumption. Deferred tax assets and liabilities are offset only if certain criteria are met.

2.15 Stated capital

Ordinary shares are classified as equity and presented as stated capital. All shares are issued at no par value. Incremental costs that are directly attributable to the issue of an equity instrument are deducted from the initial measurement of the equity instruments.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.16 Provisions

Provisions are recognised when: the Group have a present legal or constructive obligation as a result of past events; it is probable that an outflow of resources will be required to settle the obligation; and the amount has been reliably estimated. Provisions are not recognised for future operating losses.

Provisions are measured at the present value of the expenditures expected to be required to settle the obligation using a pre tax rate that reflects current market assessments of the time value of money and the risks specific to the obligation. The increase in the provision due to passage of time is recognised as interest expense.

2.17 Earnings per share (EPS)

The Group presents basic and diluted EPS data for its ordinary shares. Basic EPS is calculated by dividing the profit or loss that is attributable to ordinary shareholders of the Group by the weighted - average number of ordinary shares outstanding during the period. Diluted EPS is determined by adjusting profit or loss attributable to ordinary shareholders and the weighted-average number of ordinary shares outstanding for the effects of all dilutive potential ordinary shares, which comprise share options granted to employees.

2.18 Revenue

Revenue comprises the fair value for services rendered. Revenue is recognised as set out below:

Insurance revenue

The accounting policy in relation to revenue from insurance contracts is disclosed in Note 2.13.

Dividend income

Dividend income is recognised in profit or loss when the Group's right to receive payment is established.

Rental income

Rental income from investment property is recognised on a straight-line basis over the lease term. When the Group provides incentives to its tenants, the cost of incentives is recognised over the lease term, on a straight-line basis, as a reduction of rental income.

Revenue from investment property includes rental income, and service charges and management charges from properties.

Service charges and management charges from investment properties

Service and management charges are recognised in the accounting period in which the services are rendered. When the Group is acting as an agent, the commission rather than gross income is recorded as revenue.

Sale of goods and rendering of services

Revenue is measured based on the consideration specified in a contract with a customer. The Group recognises revenue when it has transferred control over a good or service to a customer.

The following table provides information about the nature and timing of the satisfaction of performance obligations in contracts with customers and the related revenue recognition policies.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.18 Revenue *(continued)*

Sale of goods and rendering of services (continued)

Type of product or service	**Type of product or service**	**Revenue recognition policies**
Pension management fee	Invoices for pension management fees are issued when service has been rendered. Payments are received 30 days after the invoice is raised and revenue is recognised based on performance obligations being met.	Revenue is recognised over time as the services are provided. If the services under a single arrangement are rendered in different reporting periods, then the consideration is allocated based on their relative stand-alone selling prices.
Sale of caskets	Customers obtain control of caskets when the goods are delivered to and have been accepted at their premises. Payments for the sale of caskets are received in advance.	Revenue is recognised when goods have been delivered to the customers. A receivable is recognised when the goods are delivered as this is the point in time that the consideration is unconditional because only the passage of time is required before the payment is due.
Funeral services	Invoices for funeral services are issued when service has been rendered. Payments are received in advance and revenue is recognised based on performance obligations being met.	Revenue is recognised over time as the services are provided. If the services under a single arrangement are rendered in different reporting periods, then the consideration is allocated based on their relative stand-alone selling prices.

2.19 Operating expenses

Operating expenses include training costs and marketing expenditure as well as all other non-commission related expenditure. Operating expenses are recognised when incurred. Operating expenses also include staff related costs, auditors and directors remuneration and other general administrative expense.

2.20 Employee benefits

Short term employee benefits

Short term employee benefits are expensed as the related service is provided. A liability is recognised for the amount expected to be paid if the Group has a present legal or constructive obligation to pay this amount as a result of past service provided by the employee and the obligation can be estimated reliably.

Notes *(continued)*

2. Summary of material accounting policies *(continued)*

2.20 Employee benefits *(continued)*

Defined contribution plans

Obligations for contributions to defined contribution plans are expensed as the related service is provided and recognised as personnel expenses in profit or loss. Prepaid contributions are recognised as an asset to the extent that a cash refund or reduction in future payments is available.

Social security contributions

The Group entities operating in Ghana contributes to the defined contribution scheme (the Social Security Fund) on behalf of employees. The Group entities in Ghana operates the two-tier pension scheme. Contributions by the Group to the mandatory tier one and tier two schemes are determined by law; currently the employer contributes 13% of employee's basic salary while employee contributes 5.5%. Out of the total contribution of 18.5%, the Group remits 13.5% to Social Security and National Insurance Trust towards the first-tier pension scheme and the remaining 5% to a privately managed scheme by Enterprise Trustees LTD, a subsidiary of the Company, under the mandatory second tier.

Provident fund

The Group entities in Ghana contributes 9% or 11% of an employee's basic salary into a provident fund depending on the staff level. This is a defined contribution scheme managed by Enterprise Trustees LTD, a subsidiary of the Company.

2.21 Deposit for shares

These represent monies deposited towards issue of additional ordinary shares of entities within the Group. It is classified as equity and presented in the statement of changes in equity.

2.22 Inventories

Inventories are measured at the lower of cost and net realisable value. The cost of inventories is based on the first-in, first-out principle. In the case of manufactured inventories, cost includes of raw materials and an appropriate share of production overheads based on normal operating capacity.

2.23 Segment reporting

An operating segment is a component of the Group that engages in business activities from which it may earn revenues and incur expenses. It includes revenues and expenses relating to transactions with the Group's Chief Executive Officer (CEO) to make decisions about resources to be allocated to the segment and assess its performance, and for which discrete financial information is available.

Segment results that are reported to the Group's CEO include items that are directly attributable to a segment as well as those that can be allocated on a reasonable basis.

3. Management of insurance risk and financial risk

3.1 Insurance risk

Insurance contracts issued by companies within the Group carrying out insurance business transfers insurance risk. This section summarises these risks and the way the Group manages them.

(a) Management of non-life insurance risk

The risk under any one insurance contract is the possibility that the insured event occurs and the uncertainty of the amount of the resulting claim. By the very nature of an insurance contract, this risk is random and therefore unpredictable.

Notes *(continued)*

3. Management of insurance risk and financial risk *(continued)*

3.1 Insurance risk *(continued)*

(a) *Management of non-life insurance risk* (continued)

The Group underwrites risks that individuals, corporate or other entities wish to transfer to an insurer. Such risks may relate to property, accident, motor, liability, marine and other perils which may arise from an insured event. As such the Group is exposed to uncertainty surrounding the timing, frequency and severity of claims under insurance contracts. The principal risk is that the frequency and/or severity of claims are greater than expected.

Insurance events are by their nature random and the actual size and number of events in any one year may vary from those estimated and experienced in prior periods. The Group underwrites short term risks, that is, insurance under which claims are typically settled within one year of the occurrence of the events giving rise to the claims.

The product features of insurance contracts that have a material effect on the amount, timing and uncertainty of future cash flows arising from insurance contracts in the Group are described below;

(i) Property

Provides indemnity for loss or damage to immovable and movable property caused by perils such as fire, lightning, explosion, weather, water, earthquake and malicious damage. These contracts may also include business interruption policies which insure the loss of profits incurred by a business as a result of loss or damage to the insured property by these perils.

(ii) Accident

Provides indemnity for loss of or damage to mainly movable property for losses caused by crime, certain accidental damage such as damage to goods in transit or accidental damage to glass. Included under the accident classes are legal liabilities an insured may incur as a result of accidental damage to third party property or accidental death or injury to a third party caused by the insured.

Provides compensation arising out of the death, permanent or temporary total disability of the insured, the family of the insured or the employees of a business. This cover is restricted to certain accidents and does not provide the wider benefits available from the life assurance industry.

(iii) Motor

Provides indemnity for loss of or damage to the insured motor vehicle. The cover is normally on an all risks basis providing a wide scope of cover, however the insured may select restricted forms of cover such as fire and theft only. Legal liabilities arising out of the use or ownership of the motor vehicle following an accident for damage to third party property or death or injury to a third parties are also covered in this class.

(iv) Engineering

Provides indemnity for losses sustained through the use of machinery and equipment or the erection of buildings and structures. Risks covered by this type of contract include machinery breakdown, business interruption and loss or damage to plant and equipment.

(v) Marine

Provides indemnity for both cargo and hull classes of business. Cargo covers physical loss of or damage to cargo. Hull covers accidental loss or damage to commercial vessels.

Notes *(continued)*

3. Management of insurance risk and financial risk *(continued)*

3.1 Insurance risk *(continued)*

(b) Exposure to non-life insurance risk

The Group limits its exposure to insurance risk through setting clearly defined underwriting strategy and limits, application of appropriate risk assessment techniques, and centralised management of reinsurance.

The Group's underwriting strategy ensures diversification of insurance risk in terms of type and amount of risk covered, geographical location and type of industry covered. The strategy also aims to develop a sufficiently large population of risks to reduce the variability of the expected outcome. The underwriting strategy is detailed in underwriting authorities which set the limits for underwriters in terms of line size, class of business and industry to enforce appropriate risk selection within the portfolio.

The underwriting mandates are applicable to both internal and external underwriters and partners. Ongoing review and analysis of underwriting information enables the Group to monitor its risks and take timely corrective action.

The ability to adjust premiums allows the Group to mitigate the risk of underwriting losses by addressing adverse loss ratios in terms of different classes of business and different portfolio or the risk of fraudulent claims is reduced by internal controls embedded in claims-handling processes and specific techniques developed to proactively detect fraudulent claims.

(i) Underwriting and reinsurance operating procedures

The underwriting mandates are applicable to both internal and external underwriters and partners. Ongoing review and analysis of underwriting information enables the Group to monitor its risks and take timely corrective action.

The main objective of the risk management outfit is to provide a policy framework that ensures that risk assumption and risk retention practice is in line with prudent risk/reward parameters set by the Group. Specifically, the department determines the risk retention policy of the Group, and this leads to the type and level of reinsurance placed for the year. Facultative and treaty reinsurance are undertaken for the purposes of cost efficiency, compliance with risk assumption criteria and security.

The objectives and responsibilities of the department are approved by the Board of Directors.

(ii) Reinsurance strategy

The Group obtains reinsurance cover to reduce risks from single events or accumulation of risk which could have a significant impact on earnings for the current year or the Group's capital. This cover is placed on the local and international reinsurance market. The Group's insurance risk and return position is tested against a wide range of reinsurance alternatives including viability of proportional and non-proportional alternatives.

(iii) Risk retention parameters

The Group is in the business of assuming that level of risk, which is deemed prudent in relation to the risk/reward and the Group's absolute capacity in terms of shareholders' funds and reserves.

Predetermined criteria are observed at all times other than where specific written permission has been obtained from the Board of Directors.

(iv) Treaty and Facultative placing process

The treaty-placing process is the responsibility of the underwriting and reinsurance departments.

Notes *(continued)*

3. Management of insurance risk and financial risk *(continued)*

3.1 Insurance risk *(continued)*

(c) Sources of uncertainty in the estimation of future claim payments

Insurance risks are unpredictable, and it is impossible to forecast with absolute certainty future claims payable under existing insurance contracts. As such reasonable provisions are made to adequately cater for all insurance obligations when they arise.

(i) Claim liabilities arising from insurance contracts

The Group's best estimate provision for liabilities for incurred claims involves the assessment of outstanding claims reserves ("OCR or notified claims") and incurred but not reported claims (IBNR).

(ii) Notified claims

Claims provisions are based on previous claims experience, knowledge of events, terms and conditions of the relevant policies and interpretation of circumstances. Each notified claim is assessed on a separate case by case basis with regard to the specific circumstances, information available from the insured and the loss adjuster and past experience of similar claims. The Group employs staff experienced in claims handling and rigorously applies standardised policies and procedures around claims assessment. In addition, the Group utilises the services of specialised administrators to perform the claims assessment process for some of its business.

The ultimate cost of the reported claims may vary as a result of future developments or better information becoming available about the current circumstances. Estimates are reviewed regularly and updated if new information becomes available.

(iii) Claims incurred but not reported (IBNR)

The estimation of IBNR, which is included in the liabilities for incurred claims, is generally subject to a greater degree of uncertainty than the estimation of the cost of settling claims already notified to the Group, where information about the claim event is available. IBNR claims may not be apparent to the insured until many years after the event that gave rise to the claims.

(iv) Unsettled claims

In estimating the liability for the cost of reported claims not yet paid, the Group considers any information available from loss adjusters and information on the cost of settling claims with similar characteristics in previous periods. Large claims are assessed on a case by case basis or projected separately in order to allow for the possible distortive effect of their development and incidence on the rest of the portfolio.

(d) Limiting exposure to insurance risk

Underwriting limits are in place to enforce appropriate risk selection criteria. For example, the Group has the right not to renew individual policies, it can impose deductibles and it has the right to reject the payment of fraudulent claims. Insurance contracts also entitles the Group to pursue third parties for the payment of some or all cost.

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

3. Management of insurance risk and financial risk *(continued)*

3.1 Insurance risk *(continued)*

(d) Limiting exposure to insurance risk (continued)

Non-life insurance product types

The table below set out the gross premiums received from the policy holders and the portion retained by the non-life insurance companies within the Group.

Product Type		**2023**	**2022**
Motor	Gross	**238,175**	192,395
	Net	**223,905**	179,793
Fire	Gross	**167,147**	89,769
	Net	**25,218**	15,412
Marine and Aviation	Gross	**41,364**	29,168
	Net	**5,454**	4,832
General Accident	Gross	**59,699**	50,468
	Net	**34,548**	29,462
Engineering	Gross	**51,171**	60,293
	Net	**4,160**	3,872
Agriculture	Gross	**7**	-
	Net	**7**	-
Bond	Gross	**9,716**	10,290
	Net	**1,801**	1,339
Total	**Gross**	**567,279**	432,383
	Net	**295,093**	234,710

Management of life insurance risk

The risk under any one life insurance contract is the possibility that the insured event occurs and the uncertainty of the amount of the resulting claim. By the very nature of a life insurance contract, this risk is random and therefore unpredictable.

For a portfolio of life insurance contracts where the theory of probability is applied to pricing and provisioning, the principal risk that the Group faces under its insurance contracts is that the actual claims and benefit payments exceed the carrying amount of the insurance liabilities. This could occur because the frequency or severity of claims and benefits are greater than estimated. Insurance events are random, and the actual number and amount of claims and benefits will vary from year to year from the level established using statistical techniques. The assumptions used in the insurance contracts are disclosed in Note 2.13.5.

Experience shows that the larger the portfolio of similar insurance contracts, the smaller the relative variability about the expected outcome will be. In addition, a more diversified portfolio is less likely to be affected by a change in any subset of the portfolio. The Group has developed its insurance underwriting strategy to diversify the type of insurance risks accepted and within each of these categories to achieve a sufficiently large population of risks to reduce the variability of the expected outcome. The concentration of life insurance risk before and after reinsurance by class in relation to the type of insurance risk acceptable in summarised in the following table which discloses the concentration of insurance liabilities by the maximum insured loss limit included in the terms of the policy. The amounts are the carrying amount of the insurance liabilities (gross of reinsurance) arising from insurance contracts.

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

3. MANAGEMENT OF INSURANCE RISK AND FINANCIAL RISK *(continued)*

3.1 Insurance risk *(continued)*

Management of life insurance risk (continued)

	2023		2022	
	Amount	**% of total premium**	Amount	% of total premium
Assured Education Plan	**219,513**	**24.9%**	231,251	32.0%
Assured Lifetime Needs Plan	**183,956**	**20.8%**	165,415	23.0%
Assured Funeral Plan	**354,057**	**40.1%**	242,309	33.6%
Assured Family Income Plan	**30,404**	**3.4%**	16,594	2.3%
Assured Lady Care	**6,068**	**0.7%**	2,503	0.3%
Group Life Plan	**31,714**	**3.6%**	19,636	2.7%
Credit Risk Plan	**41,599**	**4.7%**	35,560	4.9%
Micro Ensure Plan	**3,225**	**0.4%**	3,094	0.4%
Special Market Group Plan	**12,160**	**1.4%**	5,881	0.8%
	882,696		722,243	

Frequency and severity of claims

The frequency and severity of claims can be affected by several factors. Estimated inflation is also a significant factor due to the long period typically required to settle these cases. The Group manages these risks through its underwriting strategy, adequate reinsurance arrangements and proactive claims handling.

The underwriting strategy attempts to ensure that the underwritten risks are well diversified in terms of type and amount of risk, and industry. The amount and timing of claims within the Group are typically settled within a year.

Notes *(continued)*

3. Management of insurance risk and financial risk *(continued)*

3.2 Financial risk

Overview of financial risk management

The Group is exposed to a range of financial risks through its financial assets, reinsurance contract assets and insurance contract liabilities. In particular, the key financial risk is that in the long term its investment proceeds are not sufficient to fund the obligations arising from its insurance contracts.

The most important components of this financial risk are market risk (including foreign currency risk, interest rate risk and other price risk), liquidity risk and credit risk. These risks arise from open positions in interest rate, currency and equity products, all of which are exposed to general and specific market movements. The risks that the Group primarily faces due to the nature of its investments and liabilities are interest rate risk and equity price risk.

The Group manages financial risks via the Board Investment Committee ("BIC") which is mandated to achieve long term investment returns in excess of the Group's obligations under insurance contracts. The principal technique of the BIC is to match assets to the liabilities arising from insurance contracts by reference to the type of benefits payable to contract holders.

3.2.1 Market risk

Market risk is the risk that changes in market prices, such as interest rates, equity prices and foreign exchange rates will affect the Group's income or the value of its holdings of financial instruments. These risks arise from open positions in interest rate, currency and equity products, all of which are exposed to general and specific market movements. The risks that the Group primarily faces due to the nature of its investments and liabilities are interest rate risk and foreign currency risk. The objective of market risk management is to manage and control market risk exposures within acceptable parameters, while optimising the return.

Foreign exchange risk

The Group is exposed to foreign exchange risk arising from various currency exposures, primarily with respect to the United States dollars, the Pound Sterling, the Euro and the Naira. Foreign exchange risk arises from future commercial transactions and recognised assets and liabilities.

Foreign currency changes are monitored by the Board Investment Committee and holdings are adjusted when there is a deviation from the Group's investment policy. The Company's and the Group's exposure to foreign currency risk based on notional amounts at the year-end expressed in Ghana cedis was as follows:

The Group					
At 31 December 2023	**GMD** GH¢'000	**USD** GH¢'000	**GBP** GH¢'000	**EUR** GH¢'000	**NGN** GH¢'000
Financial assets:					
Bank balances	2,115	139,503	3,139	23,388	1,818
Due from reinsurers	-	2,464	473	448	-
Investment securities	39,209	-	-	-	46,567
Trade and other receivables	126	-	-	-	331
Total financial assets	**41,450**	**141,967**	**3,612**	**23,836**	**48,716**
Financial liabilities:					
Due to reinsurers	-	3,142	370	829	-
Lease liabilities	1,314	58,917	-	-	1,583
Other payables	1,102	-	-	-	3,627
Total financial liabilities	**2,416**	**62,059**	**370**	829	**5,210**
Net exposure	**39,034**	**79,908**	**3,242**	23,007	**43,506**

Notes *(continued)*

3. Management of insurance risk and financial risk *(continued)*

3.2 Financial risk *(continued)*

3.2.1 ***Market risk*** *(continued)*

Foreign exchange risk (continued)

The Group	GMD	USD	GBP	EUR	NGN
At 31 December 2022	GH¢'000	GH¢'000	GH¢'000	GH¢'000	GH¢'000
Financial assets:					
Bank balances	1,773	38,951	3,311	11,158	25,099
Due from reinsurers	-	3,193	316	254	-
Investment securities	26,320	-	-	-	74,042
Trade and other receivables	163	-	-	-	286
Total financial assets	28,256	42,144	3,627	11,412	99,427
Financial liabilities:					
Borrowings	-	511	-	-	511
Due to reinsurers	-	4,854	317	171	-
Lease liabilities	-	18,365	-	-	4,700
Other payables	765	-	-	-	6,189
Total financial liabilities	765	23,730	317	171	11,400
Net exposure	27,491	18,414	3,310	11,241	88,027

The Company	**2023**		2022	
	USD	GBP	USD	GBP
	GH¢'000	GH¢'000	GH¢'000	GH¢'000
Financial assets:				
Bank balances	26,335	-	38,951	3,311
Total financial assets	**26,335**	-	38,951	3,311
Financial liabilities:				
Lease liabilities	15,665	-	18,365	-
Total financial liabilities	**15,665**	**-**	**18,365**	**-**
Net exposure	**10,670**	**-**	**20,586**	**3,311**

	Average rate		**Year-end rate**	
	2023	2022	**2023**	2022
USD 1	**11.975**	10.8667	**12.03**	11.0
GBP 1	**14.450**	12.9958	**15.5355**	13.4937
EUR 1	**12.7667**	11.3833	**13.5518**	11.9482
NGN 1	**64.58**	62.30	**75.40**	53.75
GMD	**0.1579**	0.1264	**0.1786**	0.1373

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

3. Management of insurance risk and financial risk *(continued)*

3.2 Financial risk *(continued)*

3.2.1 Market risk *(continued)*

Foreign exchange risk *(continued)*

The following table shows the effect of a strengthening or weakening of the foreign currencies against the GH¢ on the Company and Group's profit or loss. This sensitivity analysis indicates the potential impact on profit or loss based on foreign currency exposures at 31 December. It does not represent actual or future gains or losses. The sensitivity analysis is based on the percentage difference between the highest daily exchange rate and the average exchange rate per currency recorded in the course of the respective financial year.

Sensitivity analysis – currency risk

At 31 December, if the Ghana cedi had strengthened or weakened against the foreign currencies with all variables held constant, the impact would have been as follows:

The Group	**2023**			2022		
	% Change	**Impact Profit or loss**	**Impact Equity**	% change	Impact Profit or loss	Impact Equity
USD	**±2%**	**±1,598**	**±1,199**	±2%	±843	±779
EUR	**±2%**	**±460**	**±345**	±2%	±73	±66
GBP	**±2%**	**±65**	**±49**	±2%	±228	±502
NGN	**±2%**	**±870**	**±653**	±2%	±1,989	±502
GMD	**±2%**	**±781**	**±586**	±2%	±550	±412

The Company	**2023**			2022		
	% Change	**Impact Profit or loss**	**Impact Equity**	% change	Impact Profit or loss	Impact Equity
USD	**±2%**	**±213**	**±160**	±2%	±160	±283
GBP	**±2%**	**-**	**-**	±2%	-	-

Interest rate risk

Fixed interest rate financial instruments carried at fair value expose the Group to fair value interest rate risk. The Group's fixed interest rate financial instruments are government securities and deposits with financial institutions. The Group regularly monitors financing options available to ensure optimum interest rates are obtained.

The interest rate profile of the Group's interest-bearing financial instruments as at the reporting date, is as follows:

	The Company		The Group	
	2023	2022	**2023**	2022
Variable-rate instruments				
Borrowings	**-**	-	**-**	511

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

3. Management of insurance risk and financial risk *(continued)*

3.2 Financial risk *(continued)*

3.2.1 Market risk *(continued)*

Interest rate risk (continued)

Sensitivity analysis – interest rate risk

At 31 December 2023, the Company had no external borrowings.

Price risk

The Group is exposed to equity securities price risk because of investments in quoted shares classified as fair value through profit or loss. The Group is not exposed to commodity price risk. To manage its price risk arising from investments in equity securities, the Group diversifies its portfolio.

Diversification of the portfolio is done in accordance with limits set by the Group. All listed investments held by the Group are traded on the Ghana Stock Exchange (GSE).

Sensitivity analysis - Equity price risk

At 31 December 2023, the Group and Company had listed equity security amounting to GH¢ 154 million and GH¢ 3,627,939 respectively. If there was a 50 basis points increase or decrease in share prices of the Group and Company's listed equity instruments with all other variables held constant, the impact on profit or loss and equity would have been an increase or decrease of GH¢ 7.7 million and GH¢ 170,328 after tax respectively (2022: GH¢ 5.3 million and GH¢142,000).

3.2.2 Credit risk

Management of credit risk

Credit risk arises from the inability or unwillingness of counterparty to a financial instrument to discharge its contractual obligations.

The Group is exposed to credit risk in respect of the following:

- Receivables arising out of reinsurance arrangements;
- Due from related party
- Cash and bank balances
- Debt investment securities; and
- Trade and other receivables

The Group has no significant concentrations of credit risk. The Group structures the levels of credit risk it accepts by placing limits on its exposure to a single counterparty, or groups of counterparty, and to industry segments. Such risks are subject to an annual or more frequent review. Limits on the level of credit risk by category are approved periodically by the Board of Directors.

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

3. Management of insurance risk and financial risk *(continued)*

3.2 Financial risk *(continued)*

3.2.2 Credit risk *(continued)*

Management of credit risk (continued)

The exposure to individual counterparties is also managed by other mechanisms, such as the right of offset where counterparties are both debtors and creditors of the Group. Management information reported to the Group includes details of provisions for impairment on trade and other receivables and subsequent write offs. Internal Audit makes regular reviews to assess the degree of compliance with the procedures on credit. The Group is not exposed to credit risk from its insurance contract holders because in accordance with the regulator's directive, an insurer can only underwrite insurance risk when the premium is settled.

Exposure to financial institutions concerning deposits and similar transactions is monitored against approved limits. The Group manage credit risk associated with deposits with banks by transacting business with financial institutions licensed by the central banks of the respective jurisdictions in which the entities within the Group operate. Debt securities are instruments in the form of treasury bills and bonds issued by the Government in the respective jurisdictions in which the entities within the Group operate.

Below is the analysis of the Company and Group's maximum exposure to credit risk at year end.

	The Company		The Group	
	2023	2022	**2023**	2022
Net debt investment securities				
– Gross debt investment securities	**70,395**	15,281	**1,877,680**	1,699,350
– Less impairment	**(2,816)**	(2,689)	**(352,841)**	(328,851)
	67,579	12,592	**1,524,839**	1,370,499
Bank balances	**62,004**	56,108	**426,993**	251,993
Amount due from related party	**131,819**	131,819	**-**	-
Related party loan	**12,632**	15,461	**-**	-
Due from reinsurers				
– Gross amount due from reinsurers	-	-	**16,830**	10,797
– Less impairment	-	-	**1,286**	1,005
Net amount due from reinsurers	**-**	-	**15,544**	9,792
Trade and other receivables**	**-**	-	**97,543**	69,156
	274,034	215,980	**2,064,919**	1,701,440

**Trade and other receivables excludes statutory receivables and deferred reinsurance expense.

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

3. Management of insurance risk and financial risk *(continued)*

3.2 Financial risk *(continued)*

3.2.1 Market risk *(continued)*

Management of credit risk (continued)

Except for investment securities and amount due to reinsurers, none of the Company and the Group's financial assets were either past due or impaired at 31 December 2023 and 31 December 2022. The Company and the Group does not hold any collateral security.

The movement in the Company and the Group's impairment on debt investment securities is set out below.

	The Company		The Group	
	2023	2022	**2023**	2022
At 1 January	**(2,689)**	-	**(328,851)**	(731)
Written off during the year	**-**	-	**-**	731
Charge for the year	**(127)**	(2,689)	**(23,990)**	(328,851)
At 31 December	**(2,816)**	(2,689)	**(352,841)**	(328,851)

The impairment set out above arose from the Government of Ghana's Domestic Debt Exchange Programme (DDEP).

On 5 December 2022, the Government of Ghana announced Ghana's Domestic Debt Programme (DDEP). The Programme invites eligible bondholders to voluntarily exchange eligible local currency bonds issued by the Government of Ghana, ESLA and Daakye bonds for a new series of bonds to be issued by the Government.

The Programme seeks to extend the tenures of the eligible securities and reduce their coupons to an effective rate of about 9%. The Government has also explained that there will be two distinct groups of bonds which will be exchanged as follows:

- Bonds maturing in 2023 replaced with 7 new bonds that matures from 2027 to 2033 inclusive; and
- All other bonds maturing after 2023 replaced with 12 new bonds that matures from 2027 to 2038 inclusive.

On 21 February 2023, the Group exchanged GH¢1,284,963,148 of its existing securities for a new set of instruments through the Programme. On the exchange date, the Group compared the carrying amounts of the existing bonds to the fair value of the new bonds calculated as the present value of the cash flows using the original effective interest rate. The difference between the carrying amount and the fair value of the new bonds was recognised as a modification adjustment in the statement of comprehensive income. The movement in impairment allowance on investment securities is disclosed in above.

The movement in the Group's impairment on amount due from reinsurers is set out below.

	The Company		The Group	
	2023	2022	**2023**	2022
At 1 January	**-**	-	**(1,005)**	(1,005)
Charge for the year	**-**	-	**(281)**	-
At 31 December	**-**	-	**(1,286)**	(1,005)

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

3. Management of insurance risk and financial risk *(continued)*

3.2 Financial risk *(continued)*

Liquidity risk

Liquidity risk is the risk that the Group is unable to meet its obligations when they fall due as a result of policyholder benefit payments or cash requirements from contractual commitments. Such outflows would deplete available cash resources for operational, trading and investments activities. In extreme circumstances, lack of liquidity could result in reductions in the statement of financial position and sales of assets, or potentially an inability to fulfil policyholder commitments. The risk that the Group will be unable to do so is inherent in all insurance operations and can be affected by a range of institution specific and market wide events including, but not limited to, credit events, systemic shocks and natural disasters.

The Group's liquidity management process, is monitored by a separate team in finance, includes day to day funding, managed by monitoring future cash flows to ensure that requirements can be met, maintaining a portfolio of highly marketable assets that can easily be liquidated as protection against any unforeseen interruption to cash flow and monitoring the liquidity ratios of the statement of financial position against internal and regulatory requirements. Monitoring and reporting take the form of cash flow measurement and projections for the next month, as this is a key period for liquidity management. The starting point for those projections is an analysis of the contractual maturity of the financial liabilities and the expected collection date of the financial assets.

The table below presents the cash flows payable by the Company for managing liquidity risk by remaining contractual maturities at the reporting date. The amounts disclosed in the table are the contractual undiscounted cash flows:

Below is the analysis of the Company and Group's maximum exposure to credit risk at year end.

	Contractual cash flows (undiscounted)				
The Company	**Carrying amount**	**Up to One year**	**One to Five years**	**Above Five years**	**Total**
31 December 2023					
**Trade and other payables	26,328	26,328	-	-	**26,328**
Due to related parties	21,933	21,933	-	-	**21,933**
Lease liabilities	12,482	606	15,665	-	**16,271**
	60,743	**48,867**	**15,665**	**-**	**64,532**
31 December 2022					
**Trade and other payables	10,402	10,402	-	-	10,402
Due to related parties	21,933	21,933	-	-	21,933
Lease liabilities	12,488	4,696	24,443	9,482	38,621
	44,823	37,031	24,443	9,482	70,956

**This amount excludes deferred income and premium received in advance.

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

3. Management of insurance risk and financial risk *(continued)*

3.2 Financial risk *(continued)*

3.2.3 Liquidity risk *(continued)*

Except for investment securities and amount due to reinsurers, none of the Company and the Group's financial assets were either past due or impaired at 31 December 2023 and 31 December 2022. The Company and the Group does not hold any collateral security.

The movement in the Company and the Group's impairment on debt investment securities is set out below.

	Contractual cash flows (undiscounted)				
The Group	**Carrying amount**	**Up to One year**	**One to Five years**	**Above Five years**	**Total**
31 December 2023					
**Trade and other payables	113,419	113,419	-	-	**113,419**
Due to re-insurers	14,100	14,100	-	-	**14,100**
Due to related parties	48,828	48,828	-	-	**48,828**
Lease liabilities	12,315	13,769	38,215	2,995	**54,979**
	188,662	**190,116**	**38,215**	**2,995**	**231,326**
31 December 2022					
Borrowings	511	511	-	-	511
**Trade and other payables	87,254	87,254	-	-	87,254
Due to re-insurers	15,058	15,058	-	-	15,058
Due to related parties	52,668	52,668	-	-	52,668
Lease liabilities	17,143	15,163	45,150	1,194	61,507
	172,634	170,654	45,150	1,194	216,998

** This amount excludes deferred income and premium received in advance.

3.3 Capital management

The Group's objectives when managing capital are:

- To comply with the regulatory capital requirements where applicable;
- To safeguard the Group's ability to continue as a going concern, so that it can continue to provide returns for shareholders and benefits for other stakeholders; and
- To provide an adequate return to shareholders by pricing insurance and investment contracts commensurately with the level of risk.

The Group is subject to insurance solvency regulations in all territories in which it issues insurance, and where it has complied with all the local regulations. The Group has embedded in its framework the necessary monitoring to ensure continuous and full compliance with such regulations.

The Insurance Act, 2021 (Act 1061) requires life and non-life insurance companies incorporated in Ghana to hold the minimum level of paid-up capital of GH¢ 50 million and to maintain a solvency margin of 150%. Capital adequacy and solvency margin are monitored regularly by management employing techniques based on the guidelines developed by the National Insurance Commission for supervisory purposes. The required information is filed with the National Insurance Commission on quarterly basis.

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

3. Management of insurance risk and financial risk *(continued)*

3.3 Capital management *(continued)*

The paid up capital and capital adequacy ratio of the life insurance and non-life insurance companies within the Group based in Ghana was GH¢ 50 million and 286%, and GH¢ 50 million and 179% respectively as at the year end which was above the minimum regulatory requirement. The Group generally complied with all externally imposed capital requirements.

The minimum required capital (presented in the table below for each of the entities within the Group) is required to be maintained throughout the year.

Regulatory capital requirements

The table below summarises the minimum regulatory required capital and the actual capital held as at 31 December 2023. These figures are an aggregate number, being the sum of the statutory capital.

	Nature of activity	Regulatory capital held	Minimum regulatory capital requirement
Enterprise Insurance LTD	General Insurance	**GH¢ 50 million**	GH¢ 50 million
Enterprise Life Assurance LTD	Life Insurance	**GH¢ 50 million**	GH¢ 50 million
Enterprise Life Assurance Company (Gambia) Limited	Life Insurance	**GMD 32 million**	GMD 20 million
Enterprise Trustees LTD	Pensions	**GH¢ 7.4 million**	GH¢ 1 million
Enterprise Life Assurance Company (Nigeria) Limited	Life Insurance	**NGN8 billion**	NGN8 billion
Acacia Health Insurance Limited	Health Insurance	**GH¢18.3million**	GH¢5 million

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

4. Accounting classifications and fair values

The following table shows the carrying amounts and fair value of financial assets and financial liabilities, including their levels in the fair value hierarchy. It does not include fair value information for financial assets and financial liabilities not measured at fair value if the carrying amount is a reasonable approximation of fair value.

The Company	Amortised cost	FVTPL	Total carrying amount	Fair value		
				Level 1	Level 2	Level 3
31 December 2023						
Financial assets measured at fair value:						
Equity investment securities	**-**	**3,631**	**3,631**	**3,628**	**3**	**-**
Financial assets not measured at fair value:						
Debt investment securities	**67,579**	**-**	**67,579**	**-**	**67,579**	**-**
Due from related parties	**131,819**	**-**	**131,819**	**-**	**-**	**131,819**
Related party loan	**12,632**	**-**	**12,632**	**-**	**-**	**12,632**
Cash and bank balances	**62,021**	**-**	**62,021**	**-**	**-**	**62,021**
	274,051	**-**	**274,051**	**-**	**67,579**	**206,472**
Financial liabilities not measured at fair value:						
Trade and other payables	**26,328**	**-**	**26,328**	**-**	**-**	**26,328**
Due to related parties	**21,933**	**-**	**21,933**	**-**	**-**	**21,933**
Lease liabilities	**12,482**	**-**	**12,482**	**-**	**-**	**12,482**
	60,743	**-**	**60,743**	**-**	**-**	**60,743**
31 December 2022						
Financial assets measured at fair value:						
Equity investment securities	-	2,843	2,843	2,840	3	-
Financial assets not measured at fair value:						
Debt investment securities	12,592	-	12,592	-	9,822	-
Due from related parties	131,819	-	131,819	-	-	131,819
Related party loan	15,461	-	15,461	-	-	15,461
Cash and bank balances	56,125	-	56,125	-	-	56,125
	215,997	-	215,997	-	9,822	203,405
Financial liabilities not measured at fair value:						
Trade and other payables	10,402	-	10,402	-	-	10,402
Due to related parties	21,933	-	21,933	-	-	21,933
Lease liabilities	12,488	-	12,488	-	-	12,488
	44,823	-	44,823	-	-	44,823

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

4. Accounting classifications and fair values *(continued)*

The Group	Amortised cost	FVTPL	Total carrying amount	Fair value		
				Level 1	Level 2	Level 3
31 December 2023						
Financial assets measured at fair value:						
Equity investment securities	**-**	**155,357**	**155,357**	**153,844**	**1,513**	**-**
Financial assets not measured at fair value:						
Debt investment securities	**1,524,839**	**-**	**1,524,839**	**-**	**1,189,374**	**-**
Due from related parties	**97,543**	**-**	**97,543**	**-**	**-**	**97,543**
Related party loan	**15,544**	**-**	**15,544**	**-**	**-**	**15,544**
Cash and bank balances	**427,038**	**-**	**427,038**	**-**	**-**	**427,038**
	2,064,964	**-**	**2,064,964**	**-**	**1,189,374**	**540,125**
Financial liabilities not measured at fair value:						
Trade and other payables	**113,419**	**-**	**113,419**	**-**	**-**	**113,419**
Due to related parties	**48,828**	**-**	**48,828**	**-**	**-**	**48,828**
Due to re-insurers	**14,100**	**-**	**14,100**	**-**	**-**	**14,100**
Lease liabilities	**12,315**	**-**	**12,315**	**-**	**-**	**12,315**
	188,662	**-**	**188,662**	**-**	**-**	**188,662**
31 December 2022						
Financial assets measured at fair value:						
Equity investment securities	-	106,692	106,692	104,825	1,867	-
Financial assets not measured at fair value:						
Debt investment securities	1,370,499	-	1,370,499	-	1,068,989	-
Trade and other receivables	69,156	-	69,156	-	-	69,156
Due from re-insurers	9,792	-	9,792	-	-	9,792
Cash and bank balances	252,046	-	252,046	-	-	252,046
	1,701,493	-	1,701,493	-	1,068,989	330,994
Financial liabilities not measured at fair value:						
Trade and other payables	87,254	-	87,254	-	-	87,254
Due to related parties	52,668	-	52,668	-	-	52,668
Due to re-insurers	15,058	-	15,058	-	-	15,058
Lease liabilities	17,143	-	17,143	-	-	17,143
Borrowings	511	-	511	-	511	-
	172,634	-	172,634	-	511	172,123

Valuation techniques used is the discounted cash flow model. Assumptions and inputs used in valuation techniques include risk-free and benchmark interest rates in estimating discount rates and annual coupon payments to be received.

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

4. Accounting classifications and fair values *(continued)*

Determination of fair value hierarchy

- Included in level 1 category are assets and liabilities that are measured by reference to unadjusted, quoted prices in an active market for identical assets and liabilities.
- Included in level 2 category are assets and liabilities measured using inputs other than quoted prices and quoted prices in an inactive market, included within level 1 that are observable for the asset or liability, either directly (i.e. as prices) or indirectly (i.e. derived from prices). For example, instruments measured using a valuation technique based on assumptions that are supported by prices from observable current market transactions are categorised as level 2.
- Assets and liabilities measured using inputs that are not based on observable market data are categorised as level 3.

5. Critical accounting estimates and judgements

The Group makes estimates and assumptions concerning the future. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are addressed below:

5.1 Valuation of insurance contract liabilities

IFRS 17 allows for three measurement models, being the GMM, VFA and PAA. Due to the types of contracts that the Group issues, the GMM, VFA and PAA measurement models are applicable. A number of significant judgements are required in applying the accounting requirements for measuring insurance liabilities under IFRS 17. The key judgements and assumptions applied in the valuation of insurance contract liabilities are set out in note 2.13.5.

5.2 Investment property

The valuation was determined by a professional independent valuer principally based on sales price of comparable properties in close proximity and adjusted for size of the property. The inputs used in estimating the value of the Group's investment properties are not quoted on an active market and are classified under level 3 fair value hierarchy classification. The inputs include:

Future rental cash inflow	based on existing leases;
Discount factor	reflecting current market assessments of the uncertainty in the amount and timing of cash flows;
Estimated vacancy rates	based on current and expected future market conditions after expiry of any current lease;
Expenses	including necessary investments to maintain functionality of the property for its expected useful life; and
Capitalisation rates	based on returns expected to be generated from the property.

5.3 Impairment of debt investment securities

The Group considers evidence of impairment for debt investment securities at both an individual asset and a collective level. In assessing impairment for debt investment securities that are within the scope of the Government of Ghana's Domestic Debt Exchange Programme, impairment is calculated as the difference between carrying value of the old debt investments and the fair value of new investments calculated as the present value of future cash flows using an appropriate discount rate.

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

5. Critical accounting estimates and judgements *(continued)*

5.3 Impairment of debt investment securities *(continued)*

Management has applied a range of valuation assumptions to arrive at a proxy for an appropriate discount rate due to the current complexities in Ghana's bond market.

At 31 December, if the discount rate changed by 100 basis points, with all other variables held constant, post-tax profit for the year would have been GH¢ 44.1 million lower/higher.

5.4 Determination of whether a property is owner occupied or investment property

The Group has an ultra-modern office complex located in Accra, which it use partly as an investment property and partly for its own use. The different parts of the property cannot be sold separately. Only 2,113 square meters of the total floor space of 9,617 square meters is held for the Group's own use, the remaining floor space are available for rent to third parties. Management has therefore determined that this property may be treated in its entirety as an investment property as only an insignificant portion is held for its own use.

6. Deferred income tax

	The Company		The Group	
	2023	2022	**2023**	2022
At 1 January	**-**	-	**(9,776)**	(7,245)
Charged to profit or loss	**-**	-	**20,029**	(2,531)
At 31 December	**-**	-	**10,253**	(9,776)

Deferred income taxes are calculated on temporary differences using the liability method and using a principal tax rate of 25% (2022: 25%). Movement on deferred tax is shown below.

The Group	**At 1 January**	**Charged/ (credit) to profit or**	**At 31 December**
Year ended 31 December 2023			
Accelerated depreciation	171	(1,219)	**(1,048)**
Other deductible temporary difference	10,082	24,013	**34,095**
At 31 December	**10,253**	**22,794**	**33,047**
Year ended 31 December 2022			
Accelerated depreciation	(624)	795	171
Other deductible temporary difference	(9,152)	19,234	10,082
At 31 December	(9,776)	20,029	10,253

The above net deferred tax and liabilities are presented in the statement of financial position as follows:

The Group	**2023**	2022
Deferred tax assets	**(34,147)**	(7,498)
Deferred tax liabilities	**67,194**	17,751
	33,047	10,253

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

6. Deferred income tax *(continued)*

Unrecognised deferred tax assets

Deferred tax assets have been recognised in the Group entities to the extent that there are taxable profits against which they will be utilised. Deferred tax assets asset of GH¢ 17.2 million (2022: GH¢ 14.1 million) in respect of tax losses and other temporary differences on property and equipment and impairment have not been recognised for the Company because it is not probable that future taxable profit will be available against which the Company can use the benefits therefrom.

7. Investment in subsidiaries

	The Company	
	2023	2022
Enterprise Insurance LTD	**59,546**	59,546
Enterprise Life Assurance LTD	**82,711**	82,711
Enterprise Trustees LTD	**16,437**	16,437
Enterprise Properties LTD	**5,706**	5,706
Enterprise Life Assurance Company (Nigeria) Limited	**122,483**	122,483
Acacia Health Insurance LTD	**30,150**	30,150
	317,033	317,033

	Country of incorporation	Percentage interest held by the Company	
		2023	2022
Enterprise Insurance LTD	Ghana	**75%**	75%
Enterprise Life Assurance LTD	Ghana	**60%**	60%
Enterprise Trustees LTD	Ghana	**80%**	80%
Enterprise Properties LTD	Ghana	**70%**	70%
Enterprise Life Assurance Company (Nigeria) Limited	Nigeria	**100%**	100%
Acacia Health Insurance LTD	Ghana	**100%**	100%

The remaining shares for all the entities within the Group are held by Black Star Holdings Limited (non-controlling interest). All subsidiary undertakings are included in the consolidation. The proportion of the voting rights in the subsidiary undertakings held directly by the parent company do not differ from the proportion of ordinary shares held. None of the subsidiaries issued preference shares during the year ended 31 December 2023 (2022: Nil).

8. Investment properties

The Group	2023	2022
Balance at 1 January	**471,621**	300,934
Additions	**1,715**	-
Impairment**	**-**	(1,295)
Net gain on valuation of investment properties	**47,669**	171,982
- Change in fair value excluding exchange difference on valuation	**9,319**	(46,301)
– Exchange difference on valuation	**38,350**	218,283
Balance at 31 December	**521,005**	471,621

**During the year ended 31 December 2022, the Group impaired the value of 4 plots of its previously purchased Kaladan investment property, following repossession of the plots by the Lands Commissions.

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

8. Investment properties *(continued)*

The fair values of the Group's investment properties were derived by an independent valuer using the sales prices of comparable properties in close proximity and adjusted for differences in key attributes such as property size. The most significant input into this valuation approach is rental income per square foot. As set out in note 5.2, the basis for fair value estimation of investment properties is considered as level 3 of the fair value hierarchy.

Investment property comprises a number of commercial properties that are leased to third parties. Each of the lease contains an initial non-cancellable period of 1 year, with annual rents indexed to the exchange rates. Subsequent renewals are negotiated with the lessee and historically the average renewal period is one year. No contingent rents are charged.

9. Property and equipment

The Company	**Motor vehicles**	**Equipment, fittings and furniture**	**Right-of- use asset (Building)**	**Total**
Year ended 31 December 2023				
Cost				
At 1 January	7,637	6,912	11,519	**26,068**
Additions	3,395	120	-	**3,515**
Disposal	(2,285)	(139)	-	**(2,424)**
Effect of lease termination	-	-	(1,383)	**(1,383)**
At 31 December	**8,747**	**6,893**	**10,136**	**25,776**
Accumulated depreciation				
At 1 January	4,308	4,878	5,841	**15,027**
Charge for the year	1,741	712	1,003	**3,456**
Disposal	(1,715)	(139)	-	**(1,854)**
Effect of lease termination	**-**	**-**	(994)	**(994)**
At 31 December	**4,334**	**5,451**	**5,850**	**15,635**
Net book value at 31 December	**4,413**	**1,442**	**4,286**	**10,141**
Year ended 31 December 2022				
Cost:				
At 1 January	5,041	6,659	14,071	25,771
Additions	2,596	258	-	2,854
Lease remeasurement	-	-	(2,552)	(2,552)
Disposal	-	(5)	-	(5)
At 31 December	7,637	6,912	11,519	26,068
Accumulated depreciation:				
At 1 January	2,931	3,982	4,447	11,360
Charge for the year	1,377	900	1,394	3,671
Disposals	-	(4)	-	(4)
At 31 December	4,308	4,878	5,841	15,027
Net book value at 31 December	3,329	2,034	5,678	11,041

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

9. Property and equipment *(continued)*

The Group	Building and leasehold property	Motor vehicles	Equipment, fittings and furniture	Right-of-use asset (Building)	Capital work-in-progress	Total
Year ended 31 December 2023						
Cost:						
At 1 January	40,253	33,506	51,171	29,612	7,787	162,329
Additions	377	11,765	8,219	7,340	416	28,117
Remeasurement	-	-	-	(906)	-	(906)
Disposals	-	(3,536)	(255)	-	-	(3,791)
Effect of termination	-	-	-	(1,383)	-	(1,383)
Transfers	-	850	134	-	(984)	-
Exchange differences	-	(1,483)	(2,362)	(4,545)	(192)	(8,582)
At 31 December	**40,630**	**41,102**	**56,907**	**30,118**	**7,027**	**175,784**
Accumulated depreciation						
At 1 January	11,550	23,032	25,614	12,292	-	**72,488**
Charge for the year	2,475	8,142	7,220	1,543	-	**19,380**
Disposal	-	(2,957)	(239)	-	-	**(3,196)**
Effect of lease termination	-	-	-	(994)	-	**(994)**
Exchange differences	-	(710)	(484)	(1,077)	-	**(2,271)**
At 31 December	**14,025**	**27,507**	**32,111**	**11,764**	**-**	**85,407**
Net book amount at 31 December	**26,605**	**13,595**	**24,796**	**18,354**	**7,027**	**90,377**
Year ended 31 December 2022						
Cost:						
At 1 January	38,788	27,155	39,608	24,335	7,434	137,320
Additions	1,465	6,591	12,514	10,078	844	31,492
Remeasurement	-	-	-	(3,177)	-	(3,177)
Disposals	-	(1,235)	(3,124)	-	(6)	(4,365)
Effect of termination	-	-	-	(2,992)	-	(2,992)
Transfers	-	-	602	-	(602)	-
Exchange differences	-	995	1,571	1,368	117	4,051
At 31 December	40,253	33,506	51,171	29,612	7,787	162,329
Accumulated depreciation						
At 1 January	9,207	17,087	22,279	10,538	-	59,111
Charge for the year	2,343	6,722	5,984	1,932	-	16,981
Disposal	-	(1,236)	(3,038)	-	-	(4,274)
Termination	-	-	-	(552)	-	(552)
Exchange differences	-	459	389	374	-	1,222
At 31 December	11,550	23,032	25,614	12,292	-	72,488
Net book amount at 31 December	28,703	10,474	25,557	17,320	7,787	89,841

There was no indication of impairment of property and equipment held by the Group and the Company at 31 December 2023 (2022: Nil). None of the property and equipment of the Group and the Company had been pledged as security for liabilities and there were no restrictions on the title of any Group's and the Company's property and equipment at the reporting date and at the end of the previous year.

Notes *(continued*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

9. Property and equipment *(continued)*

Disposal of property and equipment (excluding right-of-use assets)

	The Company		The Group	
	2023	2022	**2023**	2022
Cost	**2,424**	5	**3,791**	4,365
Accumulated depreciation	**(1,854)**	(4)	**(3,196)**	(4,274)
Carrying amount	**570**	1	**595**	91
Proceeds from disposal	**(1,014)**	-	**(1,484)**	(245)
(Profit)/loss on disposal	**(444)**	1	**(889)**	(154)

10. Intangible assets

The Group	**2023**	2022
Cost		
Balance at 1 January	**3,436**	3,411
Additions	**64**	21
Exchange difference	**-**	4
Balance at 31 December	**3,500**	3,436
Accumulated amortisation		
Balance at 1 January	**3,361**	3,326
Charge for the year	**38**	31
Exchange difference	**-**	4
Balance at 31 December	**3,399**	3,361
Carrying amounts At 31 December	**101**	75

All intangible assets are externally acquired computer software.

11. Investment securities

	The Company		The Group	
	2023	2022	**2023**	2022
Investment securities				
- Listed equity securities	**3,628**	2,840	**153,844**	104,825
- Unlisted equity securities	**3**	3	**1,513**	1,867
Total equity securities	**3,631**	2,843	**155,357**	106,692
Unlisted debt securities	**67,579**	12,592	**1,524,839**	1,370,499
Balance at 31 December	**71,210**	15,435	**1,680,196**	1,477,191

The movement in financial assets at fair value through profit or loss is summarised in the table below.

	The Company		The Group	
	2023	2022	**2023**	2022
Equity securities				
Balance at 1 January	**2,843**	2,403	**106,692**	116,034
Purchases of equity securities	**-**	-	**5,370**	-
Net gain on equity securities	**788**	440	**43,295**	(9,342)
Balance at 31 December	**3,631**	2,843	**155,357**	106,692

Notes *(continued*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

11. Investment securities *(continued)*

The components of financial assets at amortised cost is summarised in the table below:

	The Company		The Group	
	2023	2022	**2023**	2022
Debt securities				
Fixed deposits	**57,079**	-	**341,754**	74,288
Treasury bills	**1,344**	1,005	**92,036**	163,210
Bonds	**11,972**	14,276	**1,443,890**	1,461,852
	70,395	15,281	**1,877,680**	1,699,350
Allowance for impairment	**(2,816)**	(2,689)	**(352,841)**	(328,851)
Balance at 31 December	**67,579**	12,592	**1,524,839**	1,370,499
Current	**58,423**	1,005	**433,790**	51,155
Non-current	**9,156**	11,587	**1,091,049**	1,319,344
	67,579	12,592	**1,524,839**	1,370,499

Investment securities classified above as “current” with original maturities of 91 days included as part of cash and cash equivalents for cash flow purposes is set out below.

	The Company		The Group	
	2023	2022	**2023**	2022
Investments securities with original maturities of 91 days	**57,079**	-	**362,637**	-

12. Related parties

The parent and ultimate parent company of Enterprise Group Plc (EGPLC) is Grace Strategic Ventures LTD and Structured Capital Limited respectively. The parent and ultimate parent are both incorporated in Ghana. The Company’s shareholding in the other subsidiaries making up the Group is disclosed in Note 7.

Black Star Holding Limited is related to the Group through its common share holdings in Enterprise Life Assurance LTD, Enterprise Insurance LTD, Enterprise Trustees LTD and Enterprise Properties LTD.

Databank Financial Services Limited is related to the Group through common ultimate shareholder.

(i) Transactions with related companies

The following transactions were carried out with related parties:

The Company	**2023**	2022
Rental payments:		
Enterprise Properties LTD	**1,523**	1,086
Seventh Avenue Properties LTD	**-**	11,505

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

12. Related parties *(continued)*

(i) Transactions with related companies *(continued)*

The Company	2023	2022
Shared service costs:		
Enterprise Insurance LTD	**5,817**	4,848
Enterprise Life Assurance LTD	**8,370**	6,975
Enterprise Properties LTD	**1,140**	950
Enterprise Trustees LTD	**2,839**	2,366
Enterprise Funeral Services Ghana LTD	**1,504**	1,252
Acacia Health Insurance LTD	**1,083**	902
Dividend income from related companies:		
Enterprise Life Assurance LTD	**48,000**	51,000
Enterprise Trustees LTD	**13,600**	11,200
Enterprise Insurance LTD	**11,251**	7,603
Loan disbursed to related company:		
Seventh Avenue Properties LTD	**-**	21,882
Interest income on related company loan:		
Seventh Avenue Properties LTD	**687**	7
Premiums on insurance policies purchased:		
Enterprise Life Assurance LTD	**173**	167
Acacia Health Insurance LTD	**637**	254
Enterprise Insurance LTD	**461**	245

The Company's employee defined contribution schemes under tier-two and provident funds are managed by Enterprise Trustees LTD.

The Group	2023	2022
Management fees charged by related company:		
Databank Financial Services LTD	**2,573**	2,958
Dividend:		
Enterprise Life Assurance LTD to Black Star Holdings Limited	**32,000**	34,000
Enterprise Trustees LTD to Black Star Holdings Limited	**3,400**	2,800
Enterprise Insurance LTD to Black Star Holdings Limited	**3,751**	2,535

(ii) Year end balances arising from transactions with the related companies

	The Company		The Group	
	2023	2022	**2023**	2022
Amount due to related company				
Black Star Holdings Limited	**21,933**	21,933	**48,828**	52,668
Amount due from related company				
Enterprise Properties LTD	**131,819**	131,819	**-**	-

The amounts due from and due to related companies are due within twelve months. The amount payable bear no interest. The amount due from related parties was not impaired at 31 December 2023 and 31 December 2022. The amount due to and due from related companies are to be received or settled in cash.

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

12. Related parties *(continued)*

(ii) Year end balances arising from transactions with the related parties (continued)

Related party loan

	The Company		The Group	
	2023	2022	**2023**	2022
At 1 January	**15,461**	-	**-**	-
Additions	**-**	21,882	**-**	-
Interest charged	**687**	74	**-**	-
Principal repayment	**(4,065)**	-	**-**	-
Interest repayment	**(761)**	-	**-**	-
Exchange gain/(loss)	**1,310**	(6,495)	**-**	-
	12,632	15,461	**-**	-

In November 2022, the Company advanced a loan of US$1.4 million to Seventh Avenue Properties LTD, a subsidiary of Enterprise Properties LTD. The loan was used to settle amounts due to Seventh Avenue Properties LTD's parent company, Enterprise Properties LTD, that was used to finance the construction of Seventh Avenue Property LTD's investment property. The loan is repayable in 8 semi-annual repayments commencing 30 June 2023. The interest rate applicable is 5% per annum. The facility is unsecured.

Lease liabilities

The Company

	2023	2022
Enterprise Properties LTD	**3,702**	5,335
Seventh Avenue Properties LTD	**8,780**	7,153
	12,482	12,488

The lease liabilities for the Company emanates solely from non-cancellable lease arrangements with Enterprise Properties LTD and Seventh Avenue Properties LTD for two (2) properties. The unexpired lease term as at 31 December 2023 was 6 years. Lease payments are to be made bi-annually per the lease agreements.

Key management personnel

	The Company		The Group	
	2023	2022	**2023**	2022
Salaries and other employment benefits	**7,139**	7,557	**30,897**	23,532
Employer's pension fund contribution	**541**	801	**3,679**	3,716
	7,680	8,358	**34,576**	27,248

Key management personnel comprise executive directors of the Company and the Group.

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

13. Inventories

	The Group	
	2023	2022
Trading stocks	**1,394**	1,406
Consumables	**57**	71
	1,451	1,477

Trading stocks relate to caskets and other funeral ornaments. Consumables relate to materials used to prepare units. During 2023, inventories sold (trading stock) and used (consumables) in rendering the funeral services amounted to GH¢ 2,943. This was included in 'operating expenses' in the statement of comprehensive income. (2022: GH¢ 2,145).

14. Trade and other receivables

The Group	**2023**	2022
Trade receivables	**49,022**	22,074
Staff loans	**17**	3
Deferred reinsurance cost	**2,066**	1,503
Other receivables	**48,504**	47,079
Balance at 31 December	**99,609**	70,659

The maximum amount of staff advances during the year did not exceed GH¢ 16,602 (2022:GH¢106,097). All trade and other receivables are current and their carrying values approximate their fair value due to their short-term nature..

15. Prepayment

	The Company		The Group	
	2023	2022	**2023**	2022
Prepaid expenses and supplier advance	**104**	928	**435**	6,157

The amount set out above are current and their carrying values approximate their fair value due to their short-term nature.

16. Reinsurance contract assets/(liabilities)

(i) Reinsurance contract assets

The Group

	2023	2022
Assets for remaining coverage	**66,893**	56,181
Assets for incurred claims	**92,558**	40,568
Balance at 31 December	**159,451**	96,749

The subsequent table to this note sets out the carrying amounts of portfolios of reinsurance contract assets at the reporting date per class of business.

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

16. Reinsurance contract assets/(liabilities) *(continued)*

(i) Reinsurance contract assets (continued

The Group **31 December 2023**	**Asset for incurred claims – PVFCF**	**Risk adjustment**	**Total asset for incurred claims**	**Total asset for remaining coverage**
Group life	10	-	10	36
Aviation and marine	8,706	609	9,315	4,119
Bond	142	15	157	2,647
Engineering	14,704	1,029	15,733	16,347
Fire	38,250	2,677	40,927	37,170
Motor	6,701	469	7,170	2,449
Accident	17,497	1,749	19,246	4,125
Total	**86,010**	**6,548**	**92,558**	**66,893**

31 December 2022 (Restated)	Asset for incurred claims – PVFCF	Risk adjustment	Total asset for incurred claims	Total asset for remaining coverage
Group life	6	-	6	19
Corporate life	1,239	-	1,239	369
Credit life	981	-	981	(1,199)
Micro ensure	32	-	32	2
Aviation and marine	8,859	620	9,479	4,391
Bond	148	15	163	4,332
Engineering	2,159	151	2,310	21,657
Fire	9,170	646	9,816	15,920
Motor	2,399	168	2,567	3,903
Accident	12,705	1,270	13,975	6,787
Total	37,698	2,870	40,568	56,181

(ii) Reinsurance contract liabilities

The Group	**2023**	2022
Assets for remaining coverage	**(2,507)**	-
Assets for incurred claims	**1,415**	-
Balance at 31 December	**(1,092)**	-

31 December 2023	**Asset for incurred claims – PVFCF**	**Risk adjustment**	**Total asset for incurred claims**	**Total asset for remaining coverage**
Boafo pa	1	-	1	-
Corporate life	643	-	643	(2,977)
Credit life	770	-	770	470
Micro ensure	1	-	1	-
Total	**1,415**	**-**	**1,415**	**(2,507)**

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

17. Reinsurers balances

The Group	2023	2022
Due from reinsurers	**16,830**	10,797
Impairment	**(1,286)**	(1,005)
Balance at 31 December	**15,544**	9,792

Due from reinsurers are receivable within twelve months. The carrying value of amount due from reinsurers approximates their fair value due to their short-term nature.

	2023	2022
Due to re-insurers	**14,100**	15,058

Due to re-insurers are payable within twelve months. The carrying value of amount due to reinsurers approximates their fair value due to their short-term nature.

The Group	2023	2022
Due from reinsurers	**16,830**	10,797
Impairment	**(1,286)**	(1,005)
Balance at 31 December	**15,544**	9,792

18. Growth and sustainability levy

The Company **31 December 2023**	At 1 January	Charge for the year	Payments during the year	At 31 December
Year of assessment:				
Up to 2022	-	-	-	-
2023	-	1,034	(1,227)	**(193)**
	-	**1,034**	**(1,227)**	**(193)**

The Group **31 December 2023**	At 1 January	Charge for the year	Payments during the year	At 31 December
Year of assessment:				
Up to 2022	(3,786)	-	-	**(3,786)**
2023	-	13,613	(13,383)	**230**
	(3,786)	**13,613**	**(13,383)**	**(3,556)**
31 December 2022				
Year of assessment:			-	-
Up to 2021	(1,720)	-	-	(1,720)
2022	-	7,049	(9,115)	(2,066)
	(1,720)	**7,049**	**(9,115)**	**(3,786)**

The above net Growth and sustainability levy assets and liabilities is presented in the statement of financial position as follows:

	2023	2022
Growth and sustainability levy assets	**(4,844)**	(3,786)
Growth and sustainability levy liabilities	**1,288**	-
	(3,556)	(3,786)

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

18. Growth and sustainability levy (continued)

Effective 1 May 2023, the National Fiscal Stabilisation Levy Act, 2013 (Act 862) was replaced by the Growth and Sustainability Levy Act, 2023 (Act 1095). Act 1095 is assessed between 2.5% and 5% on the accounting profit before tax for companies within the Group registered in Ghana. The replaced act, Act 862 was assessed at 5% on the accounting profit before tax. Both levies are not tax deductible for the purpose of ascertaining the chargeable income of the Company and Group.

19. Income tax

(i) Income tax expense

	The Company		The Group	
	2023	2022	**2023**	2022
Current income tax	**-**	-	**43,631**	31,437
Deferred income tax expense/(credit)(Note 6)	**-**	-	**22,794**	20,029
	-	-	**66,425**	51,466

The tax on the profit before tax differs from the theoretical amount that would arise using the statutory income tax rate applicable to profits as follows:

	The Company		The Group	
	2023	2022	**2023**	2022
Profit before income tax	**55,139**	49,513	**273,177**	174,002
Tax charged at enacted tax rate at 25% (2022: 25%)	**13,785**	12,378	**68,294**	43,500
Income exempt from tax	**(18,213)**	(20,763)	**(146,173)**	(151,652)
Effect of tax rate in foreign jurisdiction	**-**	-	**-**	-
Non-deductible expenses	**1,034**	1,662	**131,852**	126,706
Derecognition of previously recognised deductible temporary differences	**-**	-	**-**	4,904
Tax on dividend	**-**	-	**741**	858
Tax losses utilised	**-**	-	**3,169**	9,088
Recognition of previously unrecognised tax losses	**-**	-	**(12,903)**	(1,836)
Derecognition of previously recognised tax losses	**-**	-	**-**	-
Tax losses for which deferred tax was not recognised	**3,394**	6,723	**21,445**	19,898
	-	-	**66,425**	51,466

(ii) Current tax (assets)/liabilities

The Company	**At 1 January**	**Charge for the year**	**Payments during the year**	**At 31 December**
<u>Year ended 31 December 2023</u>				
Year of assessment:				
Up to 2022	2,667	-	-	**2,667**
2023	**-**	-	-	**-**
	2,667	-	-	**2,667**

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

19. Income tax *(continued)*

The Company	At 1 January	Charge for the year	Payments during the year	At 31 December
Year ended 31 December 2022				
Year of assessment				
Up to 2021	2,667	-	-	2,667
2022	-	-	-	-
	2,667	-	-	2,667

The Group **Year ended 31 December 2023**	**At 1 January**	**Charge for the year**	**Payments during the year**	**Translation difference**	**At 31 December**
Year of assessment					
Up to 2022	6,135	-	-	-	6,135
2023	-	43,631	(34,046)	8	9,593
	6,135	**43,631**	**(34,046)**	**8**	**15,728**

Year ended 31 December 2022	At 1 January	Charge for the year	Payments during the year	Translation difference	At 31 December
Year of assessment					
Up to 2021	5,714	-	-	-	5,714
2022	-	31,437	(31,025)	9	421
	5,714	31,437	(31,025)	9	6,135

The above net current tax and liabilities are presented in the statement of financial position as follows:

The Group	**2023**	2022
Current tax assets	**(5,794)**	(4,525)
Current tax liabilities	**21,522**	10,660
	15,728	6,135

20. Cash and bank balances

	The Company		**The Group**	
	2023	2022	**2023**	2022
Cash on hand	**17**	17	**45**	53
Bank balances	**62,004**	56,108	**426,993**	251,993
	62,021	56,125	**427,038**	252,046

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

21. Capital and reserves

Stated capital

The authorised shares of the Company are 1,000,000,000 (2022: 1,000,000,000) ordinary shares of no-par value. The issued ordinary shares at 31 December 2023 and 31 December 2022 is as follows:

	No. of shares		Proceeds	
	2023	2022	2023	2022
	'000	'000		
Balance at 1 January & 31 December	**170,893**	170,893	**258,886**	258,886

There is no unpaid liability on any share and there are no calls or instalments unpaid. There are no treasury shares. The holders of ordinary shares are entitled to receive dividends as declared from time to time, and are entitled to one vote per share at meetings of the Company. All ordinary shares rank equally with regard to the Company's residual assets.

Deposits for shares

These represent monies deposited towards issue of ordinary shares within the Group.

Retained earnings

The retained earnings account represents amounts available for distribution to the members of the Company subject to the requirements of the Companies Act, 2019 (Act 992). The movement in retained earnings during the year is shown in the statement of changes in equity in these financial statements.

Foreign currency translation reserve

Foreign currency translation reserve represents foreign exchange differences arising from the translation of the financial results of foreign operations to the Group's presentation currency. Movements in these reserves are shown in the statements of changes in equity in these financial statements.

Contingency reserves

Contingency reserves relates to funds sets aside on an annual basis as required by the respective Insurance Acts of the companies operating in the insurance industries. Movements in the contingency reserve are shown in the statement of changes in equity in these financial statements.

Statutory reserves

Statutory reserves is in respect to Enterprise Trustee LTD as prescribed by section 15 of the Occupational and Personal Pension Schemes (General) Regulations, 2011 (L.I. 1990). Transfers to and from this reserve are calculated as 15% of profit after tax and are treated as appropriations of retained earnings. Movements in the statutory reserves are shown in the statement of changes in equity in these financial statements.

22. Non-controlling interest

Total comprehensive income attributable to non-controlling interest:

	2023	2022
Profit for the year	**76,768**	33,233
Foreign currency translation reserve	**762**	135
	77,530	33,368

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

22. Non-controlling interest *(continued)*

The total non-controlling interest for the year ended 31 December 2023 are set out below:

	2023	2022
Enterprise Life Assurance LTD	**232,770**	218,238
Enterprise Insurance LTD	**55,142**	45,583
Enterprise Trustees LTD	**12,102**	9,450
Enterprise Properties LTD	**75,116**	62,484
	375,130	335,755

The summarised financial information for each subsidiary that has non-controlling interests that are material to the Group before any intra group eliminations, are set out below.

Summarised statement of financial position

	Enterprise Insurance LTD		Enterprise Life Assurance LTD		Enterprise Properties LTD	
	2023	2022 (Restated)	2023	2022 (Restated)	2023	2022
Current						
Assets	**281,985**	101,200	**459,839**	129,488	**33,487**	21,001
Liabilities	**(50,786)**	(67,031)	**(96,062)**	(79,409)	**(184,147)**	(188,094)
Total current net assets/ (liabilities)	**231,199**	34,169	**363,777**	50,079	**(150,660)**	(167,093)
Non-current						
Assets	**338,006**	404,360	**1,139,011**	1,167,920	**479,990**	435,223
Liabilities	**(348,636)**	(256,200)	**(902,089)**	(660,025)	**(78,945)**	(59,851)
Total non-current net assets	**(10,630)**	148,160	**236,922**	507,985	**401,045**	375,372
Net assets	**220,569**	182,329	**600,699**	557,974	**250,385**	208,279

Summarised statement of comprehensive income

	Enterprise Insurance LTD		Enterprise Life Assurance LTD		Enterprise Properties LTD	
	2023	2022 (Restated)	2023	2022 (Restated)	2023	2022
Net insurance service result	**124,117**	96,585	**(51,731)**	63,167	**-**	-
Rental income	**-**	-	**-**	1,776	**39,165**	22,300
Profit/(loss) before income tax and growth and sustainability levy	**77,069**	36,281	**121,289**	(14,845)	**70,233**	142,385
Profit/(loss) after income tax and growth and sustainability levy	**53,242**	24,278	**114,424**	(20,444)	**42,106**	105,331
Other comprehensive income	**-**	-	**8,301**	12,711	**-**	-
Total comprehensive income/ (loss)	**53,242**	24,278	**122,725**	(7,733)	**42,106**	105,331

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

22. Non-controlling interest *(continued)*

Summarised statement of cash flows

	Enterprise Insurance LTD		Enterprise Life Assurance LTD		Enterprise Properties LTD	
	2023	2022 (Restated)	**2023**	2022 (Restated)	**2023**	2022
Cash flows from operating activities:						
Net cash generated from operating activities	**67,261**	75,360	**330,511**	77,403	**10,671**	23,882
Net cash generated from/ (used in) investing activities	**128,873**	(30,537)	**76,321**	17,101	**(205)**	(69)
Net cash used in financing activities	**(19,661)**	(20,185)	**(87,244)**	(91,971)	**(4,571)**	(21,417)
Net increase in cash and cash equivalents	**176,473**	24,638	**319,588**	2,533	**5,895**	2,396
Cash and cash equivalents at 1 January	**77,135**	52,497	**99,515**	94,612	**6,743**	4,347
Cash and cash equivalents at 31 December	**253,608**	77,135	**419,103**	97,145	**12,638**	6,743

The information above is the amount before inter-company eliminations.

23. Insurance contract liabilities

The Group	**2023**	2022
Contracts measured under GMM and VFA measurement model	**857,698**	621,012
Contracts measured under PAA measurement model	**411,138**	286,204
	1,268,836	907,216

Contracts measured under GMM and VFA

The Group	**Measurement Model**	**Best estimate liabilities (BEL)**	**Risk adjustment (RA)**	**Contractual service margin (CSM)**	**Total**
31 December 2023					
Funeral	GMM	(236,377)	52,206	393,315	**209,144**
FIPP	GMM	(21,710)	5,064	61,879	**45,233**
Lifetime needs	VFA	144,379	9,771	76,732	**230,882**
Edu care	VFA	320,268	4,964	49,879	**375,111**
Reinsurance	GMM	3,655	(261)	(6,066)	**(2,672)**
Total		**210,215**	**71,744**	**575,739**	**857,698**

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

23. Insurance contract liabilities *(continued)*

The Group

Contracts measured under PAA

31 December 2023	Liabilities for incurred claims	Risk adjustment	Total liabilities for incurred claims	Total liabilities for remaining coverage	Total
Group life	949	-	949	(25)	**924**
Alumni	541	-	541	-	**541**
Boafo pa	719	-	719	-	**719**
Church funeral	271	-	271	-	**271**
Corporate risk	4,077	-	4,077	6,361	**10,438**
Credit life	4,723	-	4,723	7,073	**11,796**
Micro ensure	479	-	479	1,368	**1,847**
Yiedie	422	-	422	-	**422**
Aviation and marine	12,743	892	13,635	5,813	**19,448**
Health	14,206	673	14,879	44,344	**59,223**
Bond	179	18	197	3,615	**3,812**
Engineering	16,915	1,184	18,099	20,634	**38,733**
Fire	40,057	2,804	42,861	48,279	**91,140**
Motor	50,523	3,537	54,060	70,116	**124,176**
Accident	30,889	3,089	33,978	13,670	**47,648**
Total	**177,693**	**12,197**	**189,890**	**221,248**	**411,138**

The Group

Contracts measured under GMM and VFA

31 December 2022 (Restated	Measurement Model	Best estimate liabilities (BEL)	Risk adjustment (RA)	Contractual service margin (CSM)	Total
Funeral	GMM	(243,322)	43,993	329,006	129,677
FIPP	GMM	(26,290)	3,647	45,181	22,538
Lifetime needs	VFA	60,250	9,903	92,210	162,363
Edu care	VFA	264,705	4,598	38,507	307,810
Reinsurance	GMM	2,738	(196)	(3,918)	(1,376)
Total		58,081	61,945	500,986	621,012

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

23. Insurance contract liabilities *(continued)*

Contracts measured under PAA

31 December 2022 (Restated)	Liabilities for incurred claims	Risk adjustment	Total liabilities for incurred claims	Total liabilities for remaining coverage	Total
Group life	284	-	284	(1,359)	(1,075)
Alumni	148	-	148	624	772
Boafo pa	87	-	87	-	87
Church funeral	130	-	130	1,123	1,253
Corporate risk	2,570	-	2,570	3,110	5,680
Credit life	3,740	-	3,740	4,609	8,349
Micro ensure	145	-	145	446	591
Yiedie	178	-	178	-	178
Aviation and marine	11,258	788	12,046	5,544	17,590
Health	13,893	658	14,551	22,574	37,125
Bond	370	37	407	5,275	5,682
Engineering	2,956	207	3,163	25,661	28,824
Fire	15,236	1,067	16,303	23,290	39,593
Motor	40,279	2,820	43,099	59,593	102,692
Accident	21,067	2,107	23,174	15,689	38,863
Total	112,341	7,684	120,025	166,179	286,204

24. Leases

Leases as lessee

The Group leases a number of buildings including office premises. The leases typically run for a period between two (2) to ten (10) years, with an option to renew the lease after the date. For some leases, payments are renegotiated every five (5) years to reflect market rentals. Some leases provide for additional rent payments that are based on changes in local price indices.

The Group also leases kiosks with contract terms of one to three years which are classified as low-value leases. The Group has elected not to recognise right-of-use assets and lease liabilities for these leases.

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

24. Leases *(continued)*

Leases as lessee *(continued)*

Information about leases for which the Group and Company is a lessee is presented below.

i. Right-of-use assets

Right-of-use assets relate to leased branch and office premises that are presented within property and equipment.

	The Company		The Group	
	2023	2022	**2023**	2022
Balance at 1 January	**5,678**	9,624	**17,320**	13,797
Additions	**-**	-	**7,340**	10,078
Remeasurement	**-**	(2,552)	**(906)**	(3,177)
Terminations	**(389)**	-	**(389)**	(2,440)
Depreciation charge for the year	**(1,003)**	(1,394)	**(1,543)**	(1,932)
Translation difference	**-**	-	**(3,468)**	994
Balance at 31 December	**4,286**	5,678	**18,354**	17,320

ii. Amounts recognised in profit or loss

Interest on lease liabilities	**1,334**	1,884	**2,620**	2,541
Gain on termination of leases	**1,003**	-	**1,003**	943
Expenses relating to leases of low-value assets	**-**	-	**-**	523
Exchange loss on lease liabilities	**1,275**	12,044	**1,269**	5,873
Depreciation of right-of-use assets	**1,003**	1,393	**1,543**	1,932

The Group's total lease payments for the year ended 31 December 2022 includes an amount of GH¢ 4,006,000 which was prepaid for lease contracts and has been recognised as right-of-use assets.

iii. Extension options

Some leases of office premises contain extension options exercisable by the Group up to one year before the end of the non-cancellable contract period. Where practicable, the Group seeks to include extension options in new leases to provide operational flexibility. The extension options held are exercisable only by the Group and not by the lessors. The Group assesses at lease commencement due date whether it is reasonably certain to exercise the extension options. The Group reassesses whether it is reasonably certain to exercise the options if there is significant event or significant changes in circumstances within its control.

The Group has estimated that the potential future lease payments, should it exercise the extension options, would result in an increase in lease liability of GH¢ 44 million and GH¢ 35 million (GH¢61 million and GH¢ 38 million) for the Group and Company respectively.

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

24. Leases *(continued)*

Leases as lessee *(continued)*

Lease liabilities

	The Company		The Group	
	2023	2022	**2023**	2022
Balance at 1 January	**12,488**	13,703	**17,143**	13,323
Additions	**-**	-	**2,140**	6,072
Modifications	**-**	(2,552)	**(645)**	(2,848)
Remeasurements	**-**	-	**(446)**	(329)
Interest expense	**1,334**	1,884	**2,620**	2,541
Terminations	**(1,392)**	-	**(1,392)**	(3,383)
Interest payment	**(417)**	(1,884)	**(1,033)**	(2,541)
Lease payments	**(806)**	(10,707)	**(5,806)**	(1,565)
Foreign currency transactional loss	**1,275**	12,044	**1,269**	5,229
Translation difference	**-**	-	**(1,535)**	644
Balance at 31 December	**12,482**	12,488	**12,315**	17,143

Amounts recognised in the statement of cash flows

Principal lease payment	**806**	10,707	**5,806**	1,565
Interest payment	**417**	1,884	**1,033**	2,541
Prepaid lease	**-**	-	**-**	4,006

Prepaid leases shown above represents upfront lease payments and has been recognised as right-of-use assets.

The Company's lease arrangements that resulted in the lease liabilities recognised are with its subsidiaries i.e., Enterprise Properties LTD and Seventh Avenue Properties LTD. The breakdown of lease liability due to each subsidiary has been disclosed in Note 12.

Analysis of lease liabilities into current and non-current

	The Company		The Group	
	2023	2022	**2023**	2022
Current	**606**	941	**2,595**	13,323
Non-current	**11,876**	11,547	**9,720**	3,820
Balance at 31 December	**12,482**	12,488	**12,315**	17,143

The maturity analysis of lease liabilities as at 31 December 2023 and 2022 is set out in Note 3.2.3

Leases as lessor

Operating lease

The Group leases out its investment property. The Group has classified these leases as operating leases, because they do not transfer substantially all of the risks and rewards incidental to the ownership of the assets. Note 8 sets out information about the operating leases of investment property.

Rental income recognised by the Group during the year ended 31 December 2023 was GH¢ 21.2 million (2022: GH¢ 11.7 million).

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

25. Borrowings

The Group	**2023**	2022
Current	**-**	511
Non-current	**-**	-
	-	511

Movement in borrowings is as follows;

Balance at 1 January	**511**	26,123
Interest expense	**3**	2,737
Interest paid	**(260)**	(43,299)
Principal repayments	**(254)**	(2,320)
Exchange loss	**-**	17,270
Balance at 31 December	**-**	511

The Group had a US$4.5 million loan from Standard Chartered Bank Plc. The loan was expected to be repayable in 10 semi-annual repayments commencing six months after the utilization date under the facility. Interest payments was to be on the last day of each interest period which is 6 months after first draw down. The interest rate applicable was the aggregate of margin (6% per annum) and LIBOR. The loan was used to finance the construction of an investment property, "The Advantage Place". The loan was secured on the first ranking real estate mortgage over the buildings, improvements and land interest comprised in Advantage Place. Seventh Avenue Properties LTD and Enterprise Group Plc were the first and second guarantors, respectively. In 2023, the loan was refinanced with an internal facility from the Company. The final repayment was made in 2023 and relates to outstanding interest accrued.

26. Investment contract liabilities

The Group	**2023**	2022
At 1 January	**3,746**	874
Deposits during the year	**3,421**	2,311
Interest credited to customers	**34**	29
Withdrawals during the year	**(219)**	(43)
Exchange difference	**524**	575
Balance at 31 December	**7,506**	3,746

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

27. Trade and other payables

	The Company		The Group	
	2023	2022	**2023**	2022
Accrued expense and other payables	**12,488**	13,703	**17,143**	13,323

All trade and other payables are current and their carrying amounts approximate their fair value due to their short-term nature.

28. Investment income

	The Company		The Group	
	2023	2022	**2023**	2022
Investment income on financial assets classified as Fair value through profit or loss:				
- *Dividend income*	**185**	24	**9,451**	10,752
- *Net fair value gain/(loss) in equity securities*	**788**	439	**43,285**	(9,343)
Dividend from subsidiaries	**72,851**	69,803	**-**	-
Interest on unlisted debt securities	**1,670**	3,511	**205,847**	262,691
Bank interest	**5,374**	1,441	**29,793**	19,467
Interest income on loan	**687**	74	**-**	-
	81,555	75,292	**288,376**	283,567

29. Insurance revenue

The insurance revenue of the Group can be analysed as shown below:

	The Group	
	2023	2022 (Restated)
Contracts measured under PAA	**731,349**	523,742
Contracts not measured under PAA (i.e., contracts measured under GMM and VFA)	**481,690**	455,925
	1,213,039	979,667

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

29. Insurance revenue *(continued)*

Contracts measured under PAA (continued)

	The Group	
	2023	2022 (Restated)
Alumni	**4,528**	224
Boafo pa	**4,379**	1,347
Church funeral	**2,627**	1,148
Corporate risk	**24,333**	16,434
Credit life	**39,247**	35,747
Micro ensure	**2,915**	3,660
Yiedie	**3,138**	2,505
Health	**109,369**	76,262
Group life	**6,527**	1,160
Agriculture	**1**	-
Marine and aviation	**41,027**	25,133
Bond	**11,862**	9,884
Engineering	**56,877**	38,413
Fire	**138,764**	83,682
Motor	**223,375**	184,193
Accident	**62,380**	43,950
Total	**731,349**	523,742

Contracts not measured under PAA (i.e., contracts measured under GMM and VFA)

Year ended 31 December 2023	Funeral	FIPP	Lifetime Needs	Edu care	Total
Amounts relating to the changes in the LRC	136,861	12,433	14,483	98,949	262,726
Expected incurred claims and other directly attributable expenses	44,810	7,261	21,356	30,058	103,485
Change in the risk adjustment for non-financial risk for the risk expired	14,197	1,866	2,328	1,989	20,380
CSM recognised for the services provided	59,803	15,742	9,765	9,789	95,099
Insurance revenue from contracts not measured under the PAA	**255,671**	**37,302**	**47,932**	**140,785**	**481,690**

Contracts not measured under PAA (i.e., contracts measured under GMM and VFA)

Year ended 31 December 2022 (Restated)	Funeral	FIPP	Lifetime Needs	Edu care	Total
Amounts relating to the changes in the LRC	69,017	3,588	10,670	203,473	286,748
Expected incurred claims and other directly attributable expenses	37,044	5,007	21,067	22,819	85,937
Change in the risk adjustment for non-financial risk for the risk expired	10,954	1,128	1,489	599	14,170
CSM recognised for the services provided	43,836	9,850	8,802	6,582	69,070
Insurance revenue from contracts not measured under the PAA	160,851	19,573	42,028	233,473	455,925

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

30. Insurance service expenses

	The Group	
	2023	2022 (Restated)
Incurred claims and insurance contracts expenses	**684,019**	449,037
Insurance contract acquisition cash flows	**122,773**	95,403
	806,792	544,440
Contracts measured under PAA	**344,469**	256,907
Contracts not measured under PAA (i.e., contracts measured under GMM and VFA)	**462,323**	287,533
	806,792	544,440

The tables below show an analysis of insurance service expenses recognised in the year

Contracts measured under PAA

Year ended 31 December 2023

	Incurred claims and other incurred insurance service expenses	Changes that relate to past service - adjustment to the LIC	Changes that relate to future service - losses on onerous groups of contracts and reversal of such losses	Insurance acquisition cash flows	**Total**
Alumni	4,268	(148)	-	905	**5,025**
Boafo pa	1,717	(87)	-	350	**1,980**
Church funeral	4,287	(130)	(628)	638	**4,167**
Corporate risk	19,045	(2,643)	-	7,408	**23,810**
Credit life	16,777	(3,699)	-	15,592	**28,670**
Group life	3,594	(10,655)		7,954	**893**
Micro ensure	2,601	(145)	-	1,266	**3,722**
Yiedie	2,633	(178)	-	810	**3,265**
Aviation and marine	11,937	(1,294)	151	4,596	**15,390**
Bond	74	567	-	2,225	**2,866**
Engineering	16,801	92	-	8,337	**25,230**
Fire	64,595	(10,662)	-	25,785	**79,718**
Motor	6,880	(3,861)	-	33,111	**36,130**
Accident	23,501	(3,697)	-	12,064	**31,868**
Health	91,735	(13,646)	-	3,646	**81,735**
Total	**270,445**	**(50,186)**	**(477)**	**124,687**	**344,469**

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

30. Insurance service expenses

Contracts not measured under PAA (i.e., contracts measured under GMM and VFA)

Year ended 31 December 2023

	Funeral	FIPP	Lifetime Needs	Edu care	**Total**
Actual claims	124,619	10,460	92,033	161,410	**388,522**
Actual management expenses	58,185	7,726	24,443	29,168	**119,522**
DAC release	18,225	4,594	7,885	9,724	**40,428**
Loss declared on new business at inception	2,190	517	275	6,116	**9,098**
Losses and reversal of losses	6,350	90	(54)	867	**7,253**
Release of claims and expenses incurred over the period	(218)	(181)	(81)	(99,916)	**(100,396)**
Expected release of risk adjustment over period for loss component	(32)	(23)	(13)	(123)	**(191)**
Acquisition expenses paid over the period (expected) for loss component	(391)	(107)	(53)	(1,362)	**(1,913)**
Total	**208,928**	**23,076**	**124,435**	**105,884**	**462,323**

Contracts measured under PAA

Year ended 31 December 2022 (Restated)

	Incurred claims and other incurred insurance service expenses	Changes that relate to past service - adjustment to the LIC	Changes that relate to future service - losses on onerous groups of contracts and reversal of such losses	Insurance acquisition cash flows	Total
Alumni	457	-	-	35	492
Boafo pa	606	(21)	-	142	727
Church funeral	3,795	(104)	628	216	4,535
Corporate risk	14,687	(2,103)	(63)	7,052	19,573
Credit life	15,358	(4,074)	-	15,513	26,797
Group life	1,372	1,157		7,944	10,473
Micro ensure	1,318	(126)	-	1,833	3,025
Yiedie	1,905	(99)	(4)	531	2,333
Aviation and marine	12,791	981	(422)	3,099	16,449
Bond	61	(127)	-	1,908	1,842
Engineering	3,742	(1,280)	-	4,982	7,444
Fire	25,072	(6,100)	-	16,070	35,042
Motor	26,492	(8,056)	-	26,242	44,678
Accident	14,530	(4,901)	(298)	8,225	17,556
Health	67,386	(3,503)	-	2,058	65,941
Total	189,572	(28,356)	(159)	95,850	256,907

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

30. Insurance service expenses *(continued)*

Year ended 31 December 2022 (Restated)

Contracts not measured under PAA

	Funeral	FIPP	Lifetime Needs	Edu care	Total
Actual claims	100,720	8,460	81,454	145,699	336,333
Actual management expenses	68,887	4,665	22,700	31,711	127,963
DAC release	3,999	1,535	2,082	1,605	9,221
Loss declared on new business at inception	1,545	534	188	924	3,191
Losses and reversal of losses	(1,894)	(32)	(1,042)	604	(2,364)
Release of claims and expenses incurred over the period	(130)	(83)	(6)	(186,101)	(186,320)
Expected release of risk adjustment over period for loss component	(18)	(10)	(1)	(15)	(44)
Acquisition expenses paid over the period (expected) for loss component	(213)	(51)	(14)	(169)	(447)
Total	172,896	15,018	105,361	(5,742)	287,533

31. Reinsurance income

	The Group	
	2023	2022 (Restated)
Reinsurance income	**3,284**	3,320

32. Other revenue

The Group	**2023**	2022
Fee income from pension services	**69,953**	56,761
Funeral services income	**20,912**	15,920
Rental income on investment properties	**21,184**	11,701
	112,049	84,382

Fee income from pension services and funeral service income are recognised at a point in time while rental income is recognised over time.

33. Other income

	The Company		The Group	
	2023	2022	**2023**	2022
Exchange gains	**2,814**	12,748	**13,503**	38,959
Profit/(loss) on disposal of property and equipment (Note 9)	**444**	(1)	**3,408**	154
Gain on termination of lease (Note 24)	**1,003**	-	**1,003**	-
Sundry income	**-**	-	**13,217**	10,203
	4,261	12,747	**31,131**	49,316

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

34. Finance costs

	The Company		The Group	
	2023	2022	**2023**	2022
Interest on borrowings (Note 25)	**-**	-	**3**	2,737
Interest on lease liabilities (Note 24)	**1,334**	1,884	**2,620**	2,541
Exchange loss on borrowings (Note 25)	**-**	-	**-**	17,270
Exchange loss on lease liabilities (Note 24)	**1,275**	12,044	**1,269**	5,229
	2,609	13,928	**3,892**	27,777

35. Impairment charge on investment securities

Impairment on investment securities	**523**	2,689	**24,386**	328,851
Recoveries of previously impaired investment securities	**(396)**	-	**(396)**	-
	127	2,689	**23,990**	328,851

36. Operating expenses

Directors' emoluments	**10,178**	10,241	**14,401**	14,034
Auditor's remuneration	**333**	200	**2,474**	1,996
Depreciation and amortisation	**3,456**	3,671	**19,418**	17,012
Staff costs	**19,835**	14,494	**118,893**	96,955
Other operating expenses	**14,892**	10,596	**92,827**	68,965
Shared service cost charged to subsidiaries	**(20,753)**	(17,293)	**-**	-
	27,941	21,909	**248,013**	198,962
Staff costs include:				
Salaries and other short-term employment benefit	**17,207**	12,644	**96,255**	80,287
Employer's pension fund contribution	**1,808**	1,489	**6,603**	5,150
Other-long term employment benefits	**820**	361	**16,035**	11,518
	19,835	14,494	**118,893**	96,955

Staff cost for executive directors are included in director's emoluments.

Shared service cost charged to subsidiaries represent the portion of management expenses incurred by Enterprise Group Plc as group-wide expense and charged to the subsidiaries of the Company.

The number of staff employed by the Company and the Group were as follows:

	The Company		The Group	
	2023	2022	**2023**	2022
Staff numbers	**35**	34	**828**	831

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

37. Net expenses on reinsurance contracts held

	The Group	
	2023	2022 (Restated)
Allocation of reinsurance premiums	**265,452**	174,958
Amounts recoverable from reinsurers for incurred claims	**(50,019)**	(1,035)
	215,433	173,923

38. Statutory deposit

In accordance with the Insurance Act, 2021 (Act 1061), Enterprise Life Assurance LTD and Enterprise Insurance LTD, subsidiaries of the Company, are expected to have 10% of their minimum capital as statutory deposits which is not available for use in day-to-day operations of the business.

In accordance with section 7 of the Insurance Act, 2003 of Gambia, Enterprise Life Assurance Company Limited (Gambia), a subsidiary of Enterprise Life Assurance LTD and registered in the Gambia, is expected to have GMD 300,000 as statutory deposits for each product the Company has. The Company has three products. This statutory deposit is not available for use in day to day.

In accordance with section 10 of the Insurance Act 2003, of Nigeria, Enterprise Life Assurance Company (Nigeria) Limited, a subsidiary of the Company, is expected to have 50% of their minimum capital as statutory deposits which is not available for use in day-to-day operations of the business.

The statutory deposits held as at 31 December for the various insurance entities is as below;

	Currency	2023	2022
Enterprise Life Assurance LTD	GH¢	**8,921**	5,900
Enterprise Insurance LTD	GH¢	**6,698**	5,333
Enterprise Life Assurance Company (Gambia) Limited	GMD	**843**	887
Enterprise Life Assurance Company (Nigeria) Limited	NAIRA	**800,000**	800,000
Acacia Health Insurance LTD	GH¢	**1,995**	1,639

These amounts have been included in investment securities in the financial statements.

39. Investment expense

	The Company		The Group	
	2023	2022	**2023**	2022
Investment management fees	**-**	-	**5,450**	4,383

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

40. Reconciliation of profit before tax to cash generated from operation

	The Company		The Group	
	2023	2022	**2023**	2022 (Restated)
Profit before tax	**55,139**	49,513	**273,177**	174,002
Depreciation and amortisation (Note 36)	**3,456**	3,671	**19,418**	17,012
Finance costs (Note 34)	**2,609**	13,928	**3,892**	27,777
Interest income in related party loan (Note 28)	**(687)**	(74)	**-**	-
Impairment of investment properties (Note 8)	**-**	-	**-**	1,295
Fair value gains on investment properties (Note 8)	**-**	-	**(47,669)**	(171,982)
Fair value (gains)/losses on investment securities (Note 11)	**(788)**	(440)	**(43,295)**	9,342
Exchange (gain)/loss on related party loan (Note 12)	**(1,310)**	6,495	**-**	-
Impairment of investment securities (Note 35)	**127**	2,689	**23,990**	328,851
Impairment of amount due from reinsurers	**-**	-	**281**	-
(Profit)/loss on sale of property and equipment (Note 9)	**(444)**	1	**(889)**	(154)
Gain on termination of leases (Note 24)	**(1,003)**	-	**(1,003)**	(943)
Changes in:				
Insurance contract liabilities	**-**	-	**361,620**	164,562
Reinsurance contract assets	**-**	-	**(62,702)**	(34,102)
Reinsurance contract liabilities	**-**	-	**1,092**	(357)
Investment contract liabilities	**-**	-	**3,760**	2,924
Amount due from re-insurers (excluding impairment charge)	**-**	-	**(6,033)**	1,990
Inventories	**-**	-	**26**	(530)
Trade and other receivables	**-**	37	**(28,950)**	(10,491)
Prepayments	**824**	(928)	**5,722**	(2,667)
Amount due to related parties	**-**	-	**(3,840)**	422
Amount due from related parties	**-**	13	**-**	-
Trade and other payables	**15,926**	(1,630)	**10,979**	32,846
Amount due to re-insurers	**-**	-	**(958)**	(2,970)
Cash generated from operations	**73,849**	73,275	**508,618**	536,827

41. Segment information

Management has determined the operating segments based on the reports reviewed by the Board of Directors that are used to make strategic decisions. All operating segments meet the definition of reportable segments under IFRS 8. The Group is organised into seven operating segments. These segments are Non-life insurance business; Life assurance business; Health insurance; Pension administration; Real estate; Funeral services and Investments

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

41. Segment information *(continued)*

Group	Non life insurance	Life assurance	Health insurance	Pension administration	Real estate	Funeral services	Investments	Elimination	Total
Year ended 31 December 2023									
Net insurance service result	124,117	(76,454)	27,634	-	-	-	-	-	75,297
Interest income - external	41,568	227,072	5,306	6,413	-	-	81,555	(73,538)	288,376
Other revenue - external customers	-	-	-	69,953	39,165	21,814	-	(18,883)	112,049
Net investment and other income - others	14,163	7,315	5,744	935	45,045	483	4,261	(4,596)	73,350
Net income	**179,848**	**157,933**	**38,684**	**77,301**	**84,210**	**22,297**	**85,816**	**(97,017)**	**549,072**
Finance costs	(4,613)	(4,107)	-	(1,906)	(690)	(1,479)	(2,609)	11,512	(3,892)
Impairment (charge)/release on financial assets	(1,742)	(18,357)	(2,739)	(1,073)	-	48	(127)	-	(23,990)
Depreciation and amortisation	(6,234)	(12,113)	(440)	(1,942)	(264)	(1,664)	(3,456)	6,695	(19,418)
Operating expenses	(90,191)	(33,005)	(19,811)	(32,296)	(13,023)	(17,463)	(24,485)	1,679	(228,595)
Profit/(loss) before tax	**77,068**	**90,351**	**15,694**	**40,084**	**70,233**	**1,739**	**55,139**	**(77,131)**	**273,177**
Growth and sustainability levy	(3,853)	(6,078)	(588)	(752)	(1,308)	-	(1,034)	-	(13,613)
Income tax expense	(19,973)	(29)	(4,795)	(14,051)	(26,819)	(758)	-	-	(66,425)
Profit/(loss) after tax	**53,242**	**84,244**	**10,311**	**25,281**	**42,106**	**981**	**54,105**	**(77,131)**	**193,139**
Total assets	619,991	1,652,795	121,320	73,989	514,413	15,580	605,153	(563,249)	3,039,992
Total liabilities	399,422	1,000,191	72,862	18,457	264,028	21,002	63,410	(223,785)	1,615,587
Acquisition of property and equipment (excluding right-of-use assets)	2,935	11,457	689	1,834	22	325	3,515	-	20,777

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

41. Segment information *(continued)*

Group	Non life insurance (Restated)	Life assurance (Restated)	Health insurance (Restated)	Pension administration	Real estate	Funeral services	Investments	Elimination	Total
Year ended 31 December 2022									
Net insurance service result	96,585	37,821	10,322	-			-	-	144,728
Interest income – external	55,710	207,145	5,481	8,886	931	-	75,292	(69,878)	283,567
Other revenue - external customers	-	-	-	56,761	22,300	16,742	-	(11,421)	84,382
Net investment and other income – others	18,197	33,994	11,461	7	133,852	416	12,747	6,241	216,915
Net income	170,492	278,960	27,264	65,654	157,083	17,158	88,039	(75,058)	729,592
Finance costs	(12,869)	(13,505)	-	(5,870)	(2,810)	(1,078)	(13,928)	22,283	(27,777)
Impairment charge on financial assets	(40,288)	(270,783)	(3,742)	(10,974)	-	(375)	(2,689)	-	(328,851)
Depreciation and amortisation	(3,984)	(9,601)	(418)	(1,947)	(1,947)	(1,674)	(3,671)	6,230	(17,012)
Operating expenses	(77,070)	(20,509)	(15,832)	(24,608)	(9,941)	(13,053)	(18,238)	(2,699)	(181,950)
Profit/(loss) before tax	36,281	(35,438)	7,272	22,255	142,385	978	49,513	(49,244)	174,002
Growth and sustainability levy	(1,835)	(5,214)	-	-	-	-	-	-	(7,049)
Income tax expense	(10,168)	9	(312)	(3,547)	(37,054)	(394)	-	-	(51,466)
Profit/(loss) after tax	24,278	(40,643)	6,960	18,708	105,331	584	49,513	(49,244)	115,487
Total assets	505,560	1,403,166	83,873	62,205	456,224	13,727	605,153	(638,491)	2,491,417
Total liabilities	323,231	737,645	45,726	14,954	247,945	20,130	63,410	(266,361)	1,186,680
Acquisition of property and equipment (excluding right-of-use assets)	4,238	18,638	132	1,269	69	626	2,854	(6,412)	21,414

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

41. Segment information *(continued)*

Geographic Information

The geographic information analyses the Group's revenue and non-current assets by the Company's country of domicile. In presenting the geographic information below, segment revenue is based on the geographic location of customers and segment assets are based on the geographic location of the assets.Right-of-use assets relate to leased branch and office premises that are presented within property and equipment.

	2023			2022 (Restated)		
Country of domicile	**Ghana**	**The Gambia**	**Nigeria**	Ghana	The Gambia	Nigeria
External revenues/net income	**663,056**	427	**(18,296)**	821,220	985	(18,376)
Non-current assets	**695,328**	2,206	**10,107**	637,763	515	17,421

*Includes property and equipment, intangible assets and investment property. These amounts are before consolidation adjustments.

No single external customer accounts for 10% or more of the Group's revenue.

Company segment information

The segment information for the Company is the same as that represented under "Investments" segment for the Group operating segments disclosure.

42. Earnings per share

Basic earnings per share are calculated by dividing the profit attributable to equity holders of the company by the weighted average number of ordinary shares outstanding during the year.

	The Company		**The Group**	
	2023	2022	**2023**	2022 (Restated
Profit attributable to equity holders of the company	**54,105**	49,512	**116,371**	82,254
Weighted average number of ordinary shares in issue	**170,893**	170,893	**170,893**	170,893
Basic earnings per share	**0.317**	0.290	**0.681**	0.481

Diluted earnings per share is calculated by adjusting the weighted average number of ordinary shares outstanding to assume conversion of all dilutive potential ordinary shares. There are no potential dilutive ordinary shares.

43. Dividend payable

(i) Dividend declared and paid to non-controlling interest

	The Group	
	2023	2022
At 1 January	**4,826**	-
Amount declared during the year	**39,151**	39,335
Amount paid	**(43,977)**	(34,509)
At 31 December	**-**	4,826

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

43. Dividend payable *(continued)*

(ii) Dividend declared by the Company and paid equity shareholders during the year

The Company

	2023	2022
At 1 January	**-**	-
Amount declared during the year	**12,714**	12,714
Amount paid	**(12,714)**	(12,714)
At 31 December	**-**	-

44. Contingencies

There are certain lawsuits and claims pending against the Group which are being handled by external legal counsels. The contingent liabilities in respect of pending litigation and claims amounted to GH¢ 1,869,297 (2022: GH¢ 1,634,297) as at 31 December 2023. In the opinion of the directors, the Group's liabilities are not likely to be material.

There are no pending litigations against the Company as at 31 December 2023 and 31 December 2022.

45. Capital Commitments

There were no capital commitments for the Group and Company at 31 December 2022 (2022: Nil).

46. Proposed dividend per share

The directors recommend the payment of a final dividend of GH¢ 0.097 per share amounting to GH¢ 16.5 million for the year ended 31 December 2023.

47. Subsequent events

The directors are not aware of any other material events that have occurred between the date of the statement of financial position and the date of approval of the financial statements by the directors that may require adjustment of, or disclosure in, the financial statements.

48. Impact of transition to IFRS 17

(i) Transition approach

Full retrospective approach

The Group has adopted IFRS 17 Insurance Contracts from 1 January 2023 and comparatives have been retrospectively restated from the transition date of 1 January 2022.

The Group has determined that reasonable and supportable information was available for all contracts in force at the transition date that were issued within three years prior to the transition. In addition, for insurance contracts originated by the Group that are eligible for the PAA, the Group has concluded that only current and prospective information was required to reflect circumstances at the transition date, which made the full retrospective application practicable and, hence, the only available option for insurance contracts issued by the Group that are eligible for the PAA.

Accordingly, the Group has recognised and measured each group of insurance contracts in this category as if IFRS 17 had always applied; derecognised any existing balances that would not exist had IFRS 17 always applied; and recognised any resulting net difference in equity.

The impact on transition to IFRS 17 resulted in an increment of the Group's total equity by GH¢ 273 million at 31 December 2022 and increment of GH¢382.6 million at 1 January 2022.

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

48. Impact of transition to IFRS 17 *(continued)*

(ii) Reconciliation of consolidated statement of financial position under IFRS 4 to IFRS 17 as at 31 December 2021

The Group	Note	As previously reported under IFRS 4	Effect of application of IFRS 17	As Restated under IFRS 17
Assets				
Deferred tax assets		13,102	-	13,102
Investment properties		300,934	-	300,934
Property and equipment		78,209	-	78,209
Intangible assets		85	-	85
Investment securities		1,411,303	-	1,411,303
Inventories		947	-	947
Trade and other receivables		60,168	-	60,168
Prepayments		3,490	-	3,490
Deferred commission expense	1	20,390	(20,390)	-
Reinsurance contract assets	2	-	62,647	62,647
Due from re-insurers		11,782	-	11,782
Growth and sustainability levy assets		2,016	-	2,016
Current tax assets		1,382	-	1,382
Cash and bank balances		259,509	-	259,509
Total assets		2,163,317	42,257	2,205,574
Equity				
Stated capital		258,886	-	258,886
Deposit for shares		996	-	996
Retained earnings	3	297,017	230,979	527,996
Foreign currency translation reserve	4	(9,734)	108	(9,626)
Contingency reserve		87,873	-	87,873
Statutory reserve		9,201	-	9,201
Equity attributable to owners		644,239	231,087	875,326
Non-controlling interest	5	190,156	151,566	341,722
Total equity		834,395	382,653	1,217,048
Liabilities				
Life fund	6	921,023	(921,023)	-
Insurance contract liabilities	7	-	742,654	742,654
Reinsurance contract liabilities	8	-	357	357
Investment contract liabilities	9	-	822	822
Deferred tax liabilities		3,326	-	3,326
Lease liabilities		13,323	-	13,323
Borrowings		26,123	-	26,123
Unearned premiums reserve	10	90,380	(90,380)	-
Outstanding claims	11	61,197	(61,197)	-
Trade and other payables		129,081	-	129,081
Deferred commission income	12	11,629	(11,629)	-
Due to re-insurers		18,028	-	18,028
Due to related parties		47,420	-	47,420
Growth and sustainability levy liabilities		296	-	296
Current tax liabilities		7,096	-	7,096
Total liabilities		1,328,922	(340,396)	988,526
Total equity and liabilities		2,163,317	42,257	2,205,574

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

48. Impact of transition to IFRS 17 *(continued)*

(ii) Reconciliation of consolidated statement of financial position under IFRS 4 to IFRS 17 as at 31 December 2021 (continued)

Notes

1. adjustment relates to reclassification of deferred commission expense under IFRS 4 to insurance contract liabilities (liabilities for remaining coverage) under IFRS 17.

2. This adjustment relates to the recognition of reinsurance contract assets arising from the measurement under IFRS 17.

3. This adjustment relates to the impact of additional insurance contract liabilities arising from the measurement under IFRS 17 and the net finance costs from the insurance contracts held.

4. This adjustment relates to the impact of the transition from IFRS 4 to IFRS 17 on the foreign currency translation reserve.

5. This adjustment relates to the NCI's share of the impact of additional insurance contract liabilities arising from the measurement under IFRS 17 and the net finance costs from the insurance contracts held.

6. This adjustment relates to the reclassification of the life fund under IFRS 4 to insurance contract liabilities under IFRS 17.

7. This adjustment relates to the remeasurement impact of insurance contract liabilities of GH¢ 742 million from IFRS 4 to IFRS 17 due to a change in measurement basis.

8. This adjustment relates to the recognition of reinsurance contract liabilities arising from the measurement under IFRS 17.

9. This adjustment relates to the recognition of investment contract liabilities arising from the measurement under IFRS 17.

10. This adjustment relates to the recognition of reinsurance contract liabilities arising from the measurement under IFRS 17.

11. This adjustment relates to reclassification of outstanding claims recognised under IFRS 4 to liabilities for incurred claims of insurance contract liabilities under IFRS 17.

12. This adjustment relates to reclassification of deferred commission income under recognised under IFRS to reinsurance contract assets under IFRS 17.

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

48. Impact of transition to IFRS 17 *(continued)*

(ii) Reconciliation of consolidated statement of financial position under IFRS 4 to IFRS 17 as at 31 December 2021

The Group	Note	As previously reported under IFRS 4	Effect of application of IFRS 17	As Restated under IFRS 17
Assets				
Deferred tax assets		13,102	-	13,102
Investment properties		300,934	-	300,934
Property and equipment		78,209	-	78,209
Intangible assets		85	-	85
Investment securities		1,411,303	-	1,411,303
Inventories		947	-	947
Trade and other receivables		60,168	-	60,168
Prepayments		3,490	-	3,490
Deferred commission expense	1	20,390	(20,390)	-
Reinsurance contract assets	2	-	62,647	62,647
Due from re-insurers		11,782	-	11,782
Growth and sustainability levy assets		2,016	-	2,016
Current tax assets		1,382	-	1,382
Cash and bank balances		259,509	-	259,509
Total assets		2,163,317	42,257	2,205,574
Equity				
Stated capital		258,886	-	258,886
Deposit for shares		996	-	996
Retained earnings	3	297,017	230,979	527,996
Foreign currency translation reserve	4	(9,734)	108	(9,626)
Contingency reserve		87,873	-	87,873
Statutory reserve		9,201	-	9,201
Equity attributable to owners		644,239	231,087	875,326
Non-controlling interest	5	190,156	151,566	341,722
Total equity		834,395	382,653	1,217,048
Liabilities				
Life fund	6	921,023	(921,023)	-
Insurance contract liabilities	7	-	742,654	742,654
Reinsurance contract liabilities	8	-	357	357
Investment contract liabilities	9	-	822	822
Deferred tax liabilities		3,326	-	3,326
Lease liabilities		13,323	-	13,323
Borrowings		26,123	-	26,123
Unearned premiums reserve	10	90,380	(90,380)	-
Outstanding claims	11	61,197	(61,197)	-
Trade and other payables		129,081	-	129,081
Deferred commission income	12	11,629	(11,629)	-
Due to re-insurers		18,028	-	18,028
Due to related parties		47,420	-	47,420
Growth and sustainability levy liabilities		296	-	296
Current tax liabilities		7,096	-	7,096
Total liabilities		1,328,922	(340,396)	988,526
Total equity and liabilities		2,163,317	42,257	2,205,574

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

48. Impact of transition to IFRS 17 *(continued)*

(ii) Reconciliation of consolidated statement of financial position under IFRS 4 to IFRS 17 as at 31 December 2021 *(continued)*

Notes

1. adjustment relates to reclassification of deferred commission expense under IFRS 4 to insurance contract liabilities (liabilities for remaining coverage) under IFRS 17.
2. This adjustment relates to the recognition of reinsurance contract assets arising from the measurement under IFRS 17.
3. This adjustment relates to the impact of additional insurance contract liabilities arising from the measurement under IFRS 17 and the net finance costs from the insurance contracts held.
4. This adjustment relates to the impact of the transition from IFRS 4 to IFRS 17 on the foreign currency translation reserve.
5. This adjustment relates to the NCI's share of the impact of additional insurance contract liabilities arising from the measurement under IFRS 17 and the net finance costs from the insurance contracts held.
6. This adjustment relates to the reclassification of the life fund under IFRS 4 to insurance contract liabilities under IFRS 17.
7. This adjustment relates to the remeasurement impact of insurance contract liabilities of GH¢ 742 million from IFRS 4 to IFRS 17 due to a change in measurement basis.
8. This adjustment relates to the recognition of reinsurance contract liabilities arising from the measurement under IFRS 17.
9. This adjustment relates to the recognition of investment contract liabilities arising from the measurement under IFRS 17.
10. This adjustment relates to the recognition of reinsurance contract liabilities arising from the measurement under IFRS 17.
11. This adjustment relates to reclassification of outstanding claims recognised under IFRS 4 to liabilities for incurred claims of insurance contract liabilities under IFRS 17
12. This adjustment relates to reclassification of deferred commission income under recognised under IFRS to reinsurance contract assets under IFRS 17

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

48. Impact of transition to IFRS 17 *(continued)*

(iv) Reconciliation of consolidated statement of comprehensive income under IFRS 4 to IFRS 17 as at 31 December 2022 (continued)

The Group	Note	As previously reported under IFRS 4	Effect of application of IFRS 17	As Restated under IFRS 17
Investment income		283,567		283,567
Fair value gain on valuation of investment properties		171,982	-	171,982
Investment expenses		(4,383)	-	(4,383)
Net investment income		451,166	-	451,166
Insurance revenue	1	-	979,667	979,667
Insurance service expenses	2	-	(544,440)	(544,440)
Gross insurance premium	3	1,250,558	(1,250,558)	-
Insurance premium ceded to reinsurers	4	(213,129)	213,129	-
Net insurance premium		1,037,429	(602,202)	435,227
Change in unearned premium	5	(20,054)	20,054	-
Net earned premium revenue		1,017,375	(582,148)	435,227
Net expenses from reinsurance contracts	6	-	(173,923)	(173,923)
Insurance service result		1,017,375	(756,071)	261,304
Reinsurance income	7	-	3,320	3,320
Insurance service result after reinsurance		1,017,375	(752,751)	264,624
Insurance finance expense	8	-	(119,896)	(119,896)
Net insurance service result		1,017,375	(872,647)	144,728
Other revenue		84,382	-	84,382
Other income		49,316	-	49,316
		133,698	-	133,698
Net income		1,602,239	(872,647)	729,592
Insurance benefits and claims	9	(535,174)	535,174	-
Change in life fund liability	10	28,158	(28,158)	-
Net benefits and claims		(507,016)	507,016	-
Finance costs		(27,777)	-	(27,777)
Impairment charge		(328,851)	-	(328,851)
Operating expenses	11	(324,369)	125,407	(198,962)
Commission expense	12	(178,966)	178,966	-
Commission income	13	45,823	(45,823)	-
Net expenses		(1,321,156)	765,566	(555,590)
Profit before tax		281,083	(107,081)	174,002
Growth and sustainability levy		(7,049)	-	(7,049)
Income tax expense		(51,466)	-	(51,466)
Profit for the year		222,568	(107,081)	115,487
Other comprehensive income				
Items that may be reclassified to profit or loss:				
Foreign operations - translation difference		26,808	(2,557)	24,251
Total comprehensive income for the year		249,376	(109,638)	139,738
Profit attributable to:				
Owners of Enterprise Group Plc		145,491	(63,237)	82,254
Non-controlling interest		77,077	(43,844)	33,233
		222,568	(107,081)	115,487
Total comprehensive income attributable to:				
Owners of Enterprise Group Plc		172,297	(65,927)	106,370
Non-controlling interest		77,079	(43,711)	33,368
		249,376	(109,638)	139,738

Notes *(continued)*

(All amounts are in thousands of Ghana cedis unless otherwise stated)

48. Impact of transition to IFRS 17 *(continued)*

w(iv) Reconciliation of consolidated statement of comprehensive income under IFRS 4 to IFRS 17 as at 31 December 2022 (continued)

Notes

1. This adjustment relates to the net effect of gross premium and insurance premium ceded to reinsurers under IFRS 4 and the impact of remeasurement arising under IFRS 17.

2. This adjustment relates to the reclassification of claims incurred of GH¢ 535 million, net commission expense of GH¢ 133 million, management expenses of GH¢ 96 million and changes in insurance contract liabilities of GH¢ 28 million recognised under IFRS 4 to insurance service expenses under IFRS 17. The adjustment also includes a decrease of GH¢ 192 million arising from remeasurement under IFRS 17.

3. This adjustment relates to a reclassification of gross premium revenue under IFRS 4 to insurance revenue under IFRS 17.

4. This adjustment relates to reclassification of insurance premium ceded to reinsurers under IFRS 4 to net expense from reinsurance contracts held under IFRS 17.

5. This adjustment is attributable to a reclassification of movement in unearned premium under IFRS 4 to insurance revenue under IFRS 17.

6. This adjustment is attributable to remeasurement of reinsurance premium ceded to reinsurer to allocation of reinsurance premiums and a remeasurement of reinsurance contracts held under IFRS 17.

7. This adjustment relates to the recognition of reinsurance income or expense under IFRS 17.

8. This adjustment is attributable to cumulative insurance finance income or expense recognised in other comprehensive income arising from remeasurement under IFRS 17.

9. This adjustment relates to reclassification of claims incurred recognised under IFRS 4 to insurance service expenses under IFRS 17.

10. This adjustment is attributable to a reclassification of movement in life fund under IFRS 4 to insurance service expense under IFRS 17.

11. This adjustment relates to a reclassification of management expense of GH¢ 96 million under IFRS 4 to insurance service expense under IFRS 17.

12. This adjustment relates to a reclassification of commission expense under IFRS 4 to insurance service expense under IFRS 17.

13. This adjustment relates to a reclassification of commission income under IFRS 4 to insurance service expense under IFRS 17.

Shareholder Information

(i) Directors' shareholding at 31 December 2023

Name	Number of shares
GADZEKPO, KELI	67,500
ESSON-BENJAMIN MARTIN	4,110
TYSON, MICHAEL	500

(ii) Shareholding distribution analysis as at 31 December 2023

Category	Number of shareholdings	Total holding	% Holding
1 - 1000	1,811	605,809	0.35
1001 - 5000	979	2,546,492	1.49
5001 - 10000	350	2,465,782	1.44
10001 and Over	497	165,274,742	96.71
	3,637	170,892,825	100.00

(iii) List of top twenty (20) shareholders as at 31 December 2023

SHAREHOLDER	NO. OF SHARES	% HOLDINGS
GRACE STRATEGIC VENTURES LIMITED	75,395,586	44.12
SCGN/SCB MAURITIUS RE AFRICA OPP. FUND LP	16,978,891	9.94
CLEARTIDE ASSET HOLDINGS LTD	13,300,878	7.78
SOCIAL SECURITY AND NATIONAL INSURANCE TRUST	8,292,318	4.85
VENTURES AND ACQUISITIONS LIMITED	7,820,700	4.58
SCGN/'EPACK INVESTMENT FUND LIMITED TRANSACTION E I F L	3,887,255	2.27
MAXWELL, JANET SNOWDEN	2,967,500	1.74
ZBGC/CEDAR PROVIDENT FUND-ICAM	2,413,948	1.41
ZBGC/CEDAR PENSION SCHEME-ICAM	2,225,052	1.30
SCGN / NORTHERN TRUST CO. AVFC 6314B	2,007,139	1.17
SCGN MAURITIUS RE AFRICA OPPORTUNITY, CAYMAN LIMITED	1,495,645	0.88
SCGN/CITIBANK KUWAIT INV AUTHORITY	1,257,586	0.74
ZBGC/AXIS PENSION PLAN	1,183,419	0.69
OTENG-GYASI, ANTHONY	1,000,500	0.59
SCGN/DATABANK BALANCED FUND LIMITED	916,005	0.54
HFCN/ EDC GHANA BALANCED FUND LIMITED	829,591	0.49
METLIFE CLASSIC A/C, STD NOMS TVL PTY/METLIFE GOLD PLAN FUND MICAC	657,115	0.38
ESTATE OF DR. P.K ANIM-ADDO	625,000	0.37
EGH/ECG PENSION SCHEME TIER 3 PORT 1	624,632	0.37
DODOO, FRANCIS F.D	593,845	0.35
OTHERS	26,420,220	15.46
GRAND TOTAL	**170,892,825**	**100.00**

PROXY FORM

I/WE ....

.... being a member/ members of

Enterprise Group PLC hereby appoint ....

....* or failing him/her the Chairman of the Meeting as my/our proxy to vote on my/our behalf

at the Annual General Meeting of the Company to be held on 13th August, 2024 and at any adjournment thereof.
(Block Capitals Please)

The Annual General Meeting hereby resolves the following:

	RESOLUTION – ORDINARY BUSINESS	FOR	AGAINST
1.	To receive the Financial Statements of the Company together with the Reports of the Directors and the Auditors thereon for the year ended December 31, 2023.		
2.	To declare a final dividend		
3.	To re-elect the following retiring Directors:		
	a. Prof. Angela Ofori-Atta		
	b. Trevor Trefgarne		
4.	To approve Directors' remuneration.		
5.	To authorize the Directors to fix the remuneration of the Auditors.		

Dated this..................day of 2024

Shareholder's Signature: ....

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IMPORTANT: - Before sending the attached form, please tear off this part and retain it - see over. A member who is unable to attend the Meeting is allowed by law to vote by proxy through online participation or in-person. The attached form has been prepared to enable you to exercise your right to appoint a proxy. If you wish, you may insert in the blank space on the form the name of any person (whether a Member of the Company or not) who will attend the Meeting and vote on your behalf by online participation or in-person. However, to ensure that someone will be present at the Meeting to act as your proxy, the Chairman of the Meeting has been inserted as your proxy if the named person is unable to attend the Meeting. Please complete, sign and send the proxy form so that it reaches the address indicated in the Notice not later than 48 hours before the commencement time of the Meeting.

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The Registrar
NTHC LTD
Gamel Abdul Nasser Avenue
P.O.Box KIA 9563
Airport
Accra, Ghana

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ENTERPRISE GROUP PLC.

ANNUAL GENERAL MEETING

SHAREHOLDERS UPDATE CARD

I hereby mandate NTHC registrars to forward my dividends and correspondence to

Current Address: ....

Name of Bank: ....

Account No:

Account Holder's Name: ....

Tel: .... Email: .... Date: ....

Signature: .... Signature: ....
(For joint shareholders only)

(Kindly complete and return this section to:

NTHC REGISTRARS, Gamel Abdul Nasser Avenue, P. O. Box KIA 9563, Airport, Accra, Ghana.

enterprise
GROUP
Your Advantage

Advantage Place
Mayor Road, Ridge West, Accra
PMB 150, GPO
Accra, Ghana