ZIMRE HOLDINGS LIMITED

Security Growth and Profitability

2023 ANNUAL REPORT

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CredSure Emeritus FIDELITY LIFE WFDR ZIMRE CAPITAL ZIMRE PROPERTY INVESTMENTS LIMITED

CORPORATE INFORMATION

The principal activities of Zimre Holdings Limited (the “Company”) and its subsidiaries and associates (together “the Group”) is the provision of life assurance, non life insurance (general insurance, reinsurance, healthcare, funeral assurance), property management and development services, asset management, microlending and agriculture.

DIRECTORS;

Desmond Matete (Chairperson)
Mark Haken
Jean Maguranyanga
Ignatius Mvere
Hamish BW Rudland (retired 28 July 2023)
Cron von Seidel (retired 28 July 2023)
Edwin Zvandasara
Stanley Kudenga (Group Chief Executive)
Richard Morgan (appointed 28 July 2023)
Nicholas Mugwagwa Vingirai (appointed 28 July 2023
Rugare Nyandoro (Independent expert to the Human Resources Committee)

SECRETARY;

Ruvimbo Chidora

REGISTERED OFFICE;

2nd Floor, Block D
Smatsatsa Office Park
Borrowdale, Harare

TRANSFER SECRETARIES;

ZB Transfer Secretaries (Private) Limited
21 Natal Road, Avondale, Harare

LEGAL ADVISORS;

Wintertons Legal Practitioners
3 Pascoe Avenue, Belgravia, Harare

INDEPENDENT AUDITORS;

Grant Thornton Chartered Accountants (Zimbabwe)
135 Enterprise Road, Highlands, Harare

PRINCIPAL BANKERS;

Nedbank Zimbabwe Limited,
99 Jason Moyo, Harare

Mission and Values

Mission

Using our financial services capabilities, we will prudently manage risks and optimise resources.

Our Values

Teamwork
We value the contribution of each member and consistently make sound and collective decisions.

Excellence
Using technological innovations and other tools, we provide services that meet stakeholder expectations.

Integrity
We observe transparency and conduct our business in a professional and ethical manner.

Commitment
We consistently meet set targets and standards and maximise returns on shareholder funds.

Respect
We empower our employees and develop and harness the best talents in the market.

About **This Report**

Zimre Holdings Limited presents its annual report for the year ended 31 December 2023. This report integrates both financial and sustainability information to provide all our stakeholders with a transparent account of how we interfaced with society and the environment, and contributed to economic activities during the financial year, as we delivered on our purpose.

Reporting Scope
This report encompasses information for Zimre Holdings Limited and its subsidiaries. Its core competencies are in the insurance value chain, property and wealth management. In this report all references to 'our', 'we', 'us', 'the business', 'ZHL', and 'the Group' refer to Zimre Holdings Limited.

Reporting Frameworks
In developing this report, we were guided by the following reporting requirements:

- The Companies and Other Business Entities Act [Chapter 24:31];
- SI.134 of 2019-Securities and Exchange (Zimbabwe Stock Exchange Listings Requirements) Rules;
- International Financial Reporting Standards ("IFRS"); and
- Global Reporting Initiative ("GRI") Standards (2021).

Sustainability Data
The report incorporates qualitative and quantitative data from multiple sources, including policy documents, records and from personnel accountable for material issues herein presented. In some cases, estimations were made and confirmed for consistency with business activities.

Data and Assurance
The Financial Statements were audited by Grant Thornton Zimbabwe in accordance with the International Accounting Standards (IAS). The independent auditors' report is found on page 42-44.

Sustainability information was validated for compliance with the GRI Standards by the Institute for Sustainability Africa (INSAF), an independent subject matter expert. A GRI Content Index is contained on page 220 to 222. The sustainability data provided in this report was not externally assured.

Report Declaration
The Directors take responsibility to confirm that this report has been prepared in accordance with the GRI Standards (2021).

Report Currency
All financial figures in this report are stated in ZWL and US$.

Restatements
ZHL did not make any restatement of sustainability data previously published.

Forward Looking Statements
This report may contain forward-looking statements based on current estimates and projections made by ZHL. However, it is important to note that these statements are not guarantees of future developments and results, as they may be influenced by anticipated and unanticipated risks and uncertainties. Stakeholders are advised to exercise caution and avoid placing undue reliance on the forward-looking statements provided in this report. We are committed to publicly sharing any revisions to these statements to reflect changes in circumstances or events that occur after the publication of this report. Any updates will be communicated through trading updates and notifications on our website.

Feedback on the Report
The Group values opinions and feedback from all stakeholders on its operations and reporting. Any suggestions and queries you may have are welcome. Kindly share your feedback at zhl@zimre.co.zw or at the Group's Registered Office, 2nd Floor, Block D, Smatsatsa Office Park, Borrowdale.

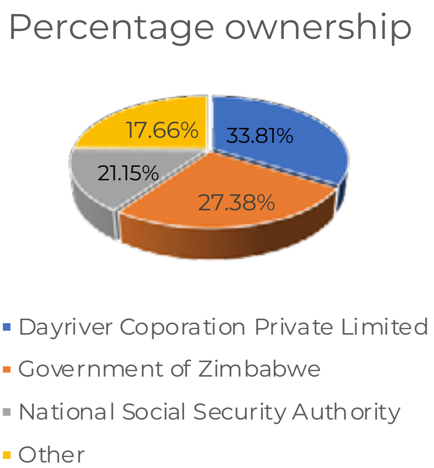
The Eagle REIT coming to life

Our commitment to environmental, social and governance (ESG) principles positions us to invest in infrastructure for a brighter future.

OVERVIEW

ZHL is a diversified investment holding Group that operates in Zimbabwe and the Southern African region. The Group's core competencies lie in the insurance value chain, property and wealth management. ZHL is an active and growth-oriented investor that has a role in providing strategic leadership and guidance ensuring value creation and optimisation of the Group's portfolio.

Our Shareholders



THE ZHL Group by Cluster

1. Reinsurance and Reassurance
Emeritus Reinsurance (Private) Limited provides tailor made risk solutions for the African continent. Its operations are located in Zimbabwe, Botswana, Malawi, Mozambique, and Zambia.

2. Short Term Insurance
Each company in this cluster has been in operation for over 40 years. Credsure Insurance Limited provides innovative insurance solutions with particular emphasis on export credit and bonds and guarantees.

WFDR Risk Services (Private) Limited provides insurance broking, risk management, employee benefits and health insurance consulting services.

3. Life and Pensions
Fidelity Life Assurance Zimbabwe Limited provides products and services that cater to one's entire life journey, from the cradle to the grave.

4. Property
Zimre Property Investment (Private) Limited is the backbone to the Group's infrastructure development history and future shaping of the Zimbabwean skyline brick by brick.

5. Wealth Management
Comprising of Fidelity Life Asset Management (Private) Limited, Fidelity Life Financial Services (Private) Limited, ZAC Global (Private) Limited and Zimre Capital (Private) Limited. The Wealth Management cluster supports the Group and clients in making sustainable investment decisions.

Key Associates

OVERVIEW

Number of operations per country:

Other Business Relationships
- Island Hospice

Memberships to business associations
- ESG Network Zimbabwe
- Chartered Governance and Accountancy Institute of Zimbabwe
- Institute of Chartered Secretaries and Administrators Zimbabwe
- The Institute of Chartered Accountants of Zimbabwe

Awards and Recognition

- ZHL won the Outstanding SDGs Impact Projects Award - ESG Network Zimbabwe.
- Fidelity Life won Second Runner up ~ Overall Best Insurance Companies - Chartered Governance and Accountancy Institute in Zimbabwe.
- Fidelity Life won First Runner up ~ Best Governance Practices - Chartered Governance and Accountancy Institute in Zimbabwe.
- Fidelity Life won First Runner up ~ Internal Audit and Compliance - Chartered Governance and Accountancy Institute in Zimbabwe.
- Fidelity Life won Second Runner up ~ Best Risk Management - Chartered Governance and Accountancy Institute in Zimbabwe.
- Emeritus Reinsurance won Reassurance Company of the Year ~ Zimbabwe Independent 2023 Insurance Survey.
- Fidelity Life won the Alternative Risk Transfer Product in recognition of launching the Vaka Yako Product -Zimbabwe Independent 2023 Insurance Survey.
- Fidelity Life won the 2023 Best CSV Award in recognition of the Vaka Yako Housing Scheme Project- Corporate Shared Value Awards
- Fidelity Life Medical Aid Society won Second Runner up - Health Insurance Sector for Superbrands 2023 - Marketers Association Zimbabwe

Performance **Review**

PERFORMANCE HIGHLIGHTS
Financial Highlights

Total Income

(ZWL billion)

357.6 in 2023

2022: 182.4
96% increase

Profit For the Year

(ZWL billion)

304.9 in 2023

2022: 72.4
321% increase

Insurance Contract Revenue

(ZWL billion)

255.0 in 2023

2022: 106.3
140% increase

Total Assets

(ZWL billion)

1,180.2 in 2023

2022: 650.5
81% increase

Total Equity

(ZWL billion)

623.0 in 2023

2022: 248.7
151% increase

Net Cash from Operations

(ZWL billion)

147.7 in 2023

2022: 81.1
82% increase

Performance **Review**

PERFORMANCE HIGHLIGHTS
Sustainability Highlights

Electricity

(kWh)

71,442 in 2023

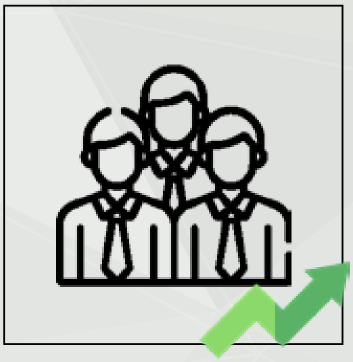
2022: 186,515
62% decrease

Water Consumption

(m3)

500,000 in 2023

2022: 960,000
48% decrease



Total Employees

(Headcount)

372 in 2023

2022: 344
8% increase

Waste

(Tonnes)

1,34 in 2023

2022: 2,2
39% decrease

Diesel

(Litres)

9,115 in 2023

2022: 4,720
93% increase

Average hours of training per employee

(Hours)

1,98 in 2023

2022: 0,37
Increase

Chairman's **Statement**

BUSINESS ENVIROMENT

The operating environment for the financial year ended 31 December 2023 proved to be both challenging and rewarding for the ZHL Group. Global economic performance was adversely affected by a myriad of factors, notable among them being the impact of high inflation on the cost of living, increase in the debt burden due to the resultant high interest rates, reduction of fiscal support and, extreme weather events due to climate change. Whilst the Zimbabwean and regional business environments were consequently marked with low economic growth, the Group remained resilient and recorded growth in real terms, retaining value for its various stakeholders.

The **Zimbabwean** economy is estimated to have grown by 5.3% underpinned by the agricultural and mining sectors, with the Ministry of Finance and Economic Development and Investment Promotion having projected real growth of 9.7% in the agriculture sector and 4.8% in the mining sector for the year 2023. The business environment was characterized by exchange rate volatility, rising inflation, liquidity shortages and power outages resulting in a significant spike in operating and production costs. The government also continued to make stabilisation interventions by instituting various policy adjustments and measures to curb rising commodity prices throughout the year.

Malawi continued to face adverse weather conditions characterised by tropical storms, flooding, and El Nino effects. The Reserve Bank of Malawi revised the Gross Domestic Product (GDP) growth rate for 2023 downwards to 1.5% from the earlier estimate of 1.9% in May 2023. The revision was necessitated by lower than anticipated growth in the agriculture, wholesale and retail, and manufacturing sectors which were adversely affected by persistent shortages of foreign exchange, high inflation, and fuel shortages.

In **Botswana**, the Ministry of Finance estimated that the economy would have expanded by 3.2%, a slowdown from 5.5% in 2022. Inflation in the country has been on a downward trajectory since September 2022, averaging 5.2% in 2023 due to government interventions on domestic fuel and commodity prices. The Bank of Botswana eased its monetary policy at the end of 2023 in view of inflation projections remaining within the objective range of 3-6%.

Zambia experienced a slowdown in economic activity due to the persistent depreciation of the exchange rate, rising inflation and input costs, as well as elevated borrowing costs. High inflation rates have been exacerbated by high fuel prices, maize grain and related products.

In **Mozambique**, inflation slowed down over the course of the year to 5.3% from 8.5% at the beginning of the year. The International Monetary Fund (IMF) projected economic growth to rise to 6% in 2023 as Liquefied Natural Gas (LNG) production ramped up in 2023. However, growth in the non-extractive sector continued to slow down, with manufacturing and construction sectors contracting during the year.

OVERALL GROUP FINANCIAL PERFORMANCE

Insurance contract revenue

In inflation-adjusted terms, the Group's insurance contract revenue experienced a remarkable increase of 140%, reaching ZWL255.0 billion from ZWL106.3 billion. Under historical cost, an even more impressive growth of 777% was achieved, with the revenue surging from ZWL16.8 billion to ZWL147.5 billion compared to the same period in the previous year. This strong growth is attributable to the Group's local reinsurance and pensions business operations, which collectively contributed 78% (2022: 83%) to the total premiums written during the year. The premium income growth was primarily driven by the expansion into new markets, the introduction of innovative product offerings and increased new product acceptance by the market. In addition, the regional reinsurance business operations contributed to the overall insurance contract revenue, with premiums accounting for 17% (2022: 8%) of the total premium inflows, stemming from new business acquisitions and increased external business support. This was underpinned by improved underwriting capacity following successful balance sheet enhancement strategies. The Group demonstrated a strong ability to generate new sales in tough operating environments, with the value of new business increasing to 29% (2022: 17%) during the year.

Insurance service result

Insurance service result increased by 320% compared to prior year from ZWL18.4 billion to ZWL77.5 billion in inflation adjusted terms as a result of real growth in topline performance for all insurance entities and a slower growth of 62% in direct insurance service expenses from ZWL107.7 billion to ZWL174.8 billion. The insurance service result recorded a positive trajectory under the historical cost basis to ZWL19.2 billion in the current year following the strategic underwriting decision to reduce participation in loss making portfolios by the local reinsurance operations and a decline in climate change induced cyclone related claims for the regional reinsurance operations. This is despite an increase in business acquisition costs emanating from the reinsurance segments as a result of the increase in business coming through reinsurance brokers as intermediaries.

Total income
The Group's total income for the year was ZWL357.6 billion in inflation adjusted terms compared to ZWL182.4 billion achieved in the prior year 2022, representing an increase of 96%. Under the historical cost basis, a growth of 732% from ZWL71.3 billion to ZWL593.2 billion was recorded. The growth was underpinned by strong real growth in insurance contract revenue in the local and regional reinsurance and life and pensions business segments; positive net investment income returns as well as fair value gains on foreign currency denominated assets. Net investment income increased by 85% from ZWL62.1 billion to ZWL114.7billion in current year in inflation adjusted terms and in historical cost terms net investment income grew by 364% from ZWL28.3 billion to ZWL131.5 billion. The growth in net investment income was propelled by value preservation investments including equities and investment properties. The real estate business also contributed to total income growth exhibiting significant growth in rental income, with a 138% increase in inflation adjusted terms, and a robust 832% increase under historical cost anchored by conversion of ZWL leases to USD-indexed leases, regular rent reviews on leased properties and good quality tenant profile. The average occupancy level was 92%. The Group's local operations recorded increased volumes of foreign currency-denominated income during the year at 84% (2022: 35%) as business operations shifted significantly from local to foreign currency to preserve value for its stakeholders.

Profit for the year
The Group recorded a substantial rise in profit for the year of 321% from ZWL72.4 billion to ZWL304.9 billion in inflation adjusted terms and a 767% growth under historical cost terms soaring to ZWL528.1 billion. Across all key lines of our business, including reinsurance and reassurance, short term insurance, life and pensions, real estate and wealth management, we witnessed exceptional profitability in real terms throughout the year 2023.

Total assets and Cashflows
The Group is in a strong financial position with real growth in total assets and excellent cash generation. The Group's total assets uplifted by 81% to ZWL1,180.2 billion from ZWL650.5 billion in inflation adjusted terms. Historical cost total assets grew by 769% to ZWL1,151.6 billion from ZWL132.5 billion buoyed by growth in investment properties and equity investments which constituted 70% of total assets. The Group's healthy balance sheet position is evidence of its resilience and commitment to provide its stakeholders with Security, Growth and Profitability.

Net cash generated from operating activities increased to ZWL147.7 billion (2022: ZWL81.1) resulting in a net cash generated to operating profit ratio of 1.42 times an improvement from 0.93 times. The cash generated has been applied to build up the cash wallet for the Group for future growth. Positive cash flows were generated from operations mainly due to writing collectible business from quality cedants and clients, as well as the strengthening of the credit control function in most key business units.

DIVIDEND DECLARATION
In line with the Group's Dividend Policy and after careful consideration of the Group's level of profitability and reserves, its capital requirements, macro-economic conditions pertaining to liquidity and associated risks to business growth, the Board of Directors have declared a final dividend payable of USD350,000 or USD0.01924 cents per share for the year ended 31 December 2023. Although the dividend is below the Group's expected dividend policy of two and half times cover, it is in acknowledgment of the Group's philosophy to pass subsidiary dividends to the ultimate shareholder. This brings the total dividend for the year to USD600,000 or USD0.0330 cents per share. A separate dividend notice will be published to this effect in accordance with the Company's Articles of Association and the Zimbabwe Stock Exchange (ZSE) Listing Requirements.

SUSTAINABILITY
Sustainability is now a core facet of all competitive and resilient companies around the world. This includes ZHL, which seeks to illustrate the interrelatedness of the sustainability principles; environmental, social and governance (ESG). To this effect, the Group has made ESG an agenda item for the Board while developing and nurturing a robust ESG Policy right across the Group's business operations. Our strategy is to leverage on building shared values, driving positive impacts, and adapting to the ever-evolving landscape in a considered and conscientious manner. The Group will continue to monitor and adapt to the ever-increasing threats of climate change to the environment and the need to contribute to sustainable development in our markets and in the communities in which we offer our services.

DIRECTORATE
As communicated in the Interim Financial Statements, Messrs Richard Morgan and Nicholas Mugwagwa Vingirai joined the Board effective 28 June 2023 bringing with them a wealth of experience in financial services and project financing.
Noting the turbulent economic environment and the Group's commitment to preserve and protect its Human Capital, the Board also appointed Mrs Rugare Nyandoro as an independent expert to the Human Resources Committee effective 15 June 2023 to further deepen the Group's human capital strategies, talent identification, development and retention.

OUTLOOK AND STRATEGY
Whilst 2023 was a turbulent year and presented formidable headwinds, the ZHL Group is optimistic that like the Eagle, it shall soar in 2024. The Group's strategy remains anchored on delivering a strong cash wallet by:

- driving a cost-effective insurance float through momentum and scale.
- increasing the contribution from our regional investments by upscaling their balance sheets and effective deployment of competitive capital across all strategic business units.
- tilting our property portfolio towards high yielding commercial and retail sectors through near liquid investment structures.

The Group's Eagle Real Estate Investment Trust (REIT) attained Prescribed Asset Status from the Insurance and Pensions Commission of Zimbabwe (IPEC) post the reporting period. It is anticipated that the Eagle REIT will bring much needed liquidity to the real estate market especially for Zimbabwe's pensions community. As a conscious member of society, ZHL is determined to bring high impact sustainable investment opportunities to the public.

The Group will continue to consolidate on its experience and dynamism to enhance market share acquisition through innovations and new tools that embrace customer centric ecosystems which will create new value and change for its stakeholders. This will be buttressed by significant investment in technology platforms that enhance customer interface with our business and an enduring experience engendering long term customer loyalty.

APPRECIATION
On behalf of the Board, I would like to thank our shareholders and the investing community for their continued support to the ZHL Group. I would like to extend my gratitude to my fellow Board members, Management and Staff for their efforts in sustaining the business through the steadfast maintenance of the Eagle Culture which is our anchor for future growth and prosperity.

D. Matete
Chairman
25 April 2024

Group Chief Executive's **Review of Operations**

The 2023 operating environment proved to be challenging with the ZHL Group experiencing varying and at the same time similar challenges within the local and regional markets within which we operate.

Local Reinsurance

The Zimbabwean reinsurance operations recorded a marked improvement in claims experience and increased business support from both local and external markets. This saw insurance revenue grow from ZWL31.25 billion to ZWL74.5 billion in 2023 in inflation adjusted terms and from ZWL4.71 billion to ZWL47.15 billion under historical cost terms.

Local Reassurance

In inflation-adjusted terms, the reassurance operations experienced a 113% growth in insurance revenue in 2023, recording ZWL17 billion compared to ZWL8 billion in 2022. The Life and Health business saw a significant shift of business written in USD bringing up the overall USD revenue mix to 85% compared to 70% in the prior year.

Regional Reinsurance

Following the successful completion of the balance sheet reorganization of Emeritus International (Botswana) which serves as the backbone of ZHL's Great Africa Trek, the business has commenced exploits into Tanzania, Ghana, and Uganda. The Botswana entity recorded a 33% growth in business compared to prior year driven by increased regional business support. The Group successfully enhanced the Emeritus Re Mozambique balance sheet with a US$1.5 million capital injection that increased underwriting capacity. Emeritus Re Malawi recorded a marginally lower performance compared to prior year owing to higher claims (Claims ratio was 36% for 2023 relative to 33% in 2022) emanating from agricultural and motor losses. Emeritus Re Zambia saw a decrease in total income as a result of a high big risk book which resulted in higher cessions due to capacity constraints.

Short term insurance

The broking unit initiated a restructuring process to build capacity for organic growth. The unit introduced new business lines such as employee benefits, healthcare while also capacitating the agriculture portfolio. As a result, the unit saw a 262% improvement in total revenue compared to prior year in inflation adjusted terms and 1049% in historical cost terms. On the other hand, the short term insurance business instituted various measures to improve new business acquisitions and profitability. Direct business contribution to insurance revenue increased to 46% from 33% as a deliberate strategy to grow credit, bonds and guarantees which is the unit's core business.

Life and Pensions

The success of the Life and Pensions' flagship savings product, Vaka Yako, continues to drive USD revenue inflows for the business. The cluster recorded ZWL117 billion in insurance revenue in inflation adjusted terms, an impressive 242% growth compared to prior year. The change in management at Vanguard Life Assurance (Malawi) resulted in improved contribution at 54% to the cluster's insurance contract revenue.

Property

As the property sector evolves and property development booms around the country, the ZHL Group took strategic positions to transform the ZHL property portfolio and make its mark across the country in terms of infrastructure development. These moves will primarily be effected through the Eagle Real Estate Investment Trust (REIT) which houses two major projects in Mazowe and Victoria Falls. The Group's property portfolio recorded a 137% growth in rental revenue (ZWL13 billion in 2023) in inflation adjusted terms which contributed 96% to the cluster's total revenue.

Investments and Wealth Management

The Group's wealth management cluster, which is made up of ZAC Global, Fidelity Life Financial Services, Fidelity Life Asset Management and Zimre Capital recorded a 119% growth compared to prior year with the major contributor being ZAC Global at 50%. Fidelity Life Asset Management recorded a turnaround performance which saw management fee income grow by 652% as the unit added new lines of business to its traditional portfolio.

Digital Transformation Journey

The ZHL Group took a deliberate approach to embark on a digital transformation journey. This journey seeks to integrate digital technologies throughout Group operations. During the year, ZHL developed a secure online portal for customers to submit proposals, track their status, make online payments, and access policy documents whilst implementing tools for real-time communication and personalized risk management insights.

Digitization initiatives have seen ZHL migrating from paper-based documents to a centralized cloud based digital repository with a mix of in built and third party robust security measures to protect sensitive client data and ensure operational resilience. We

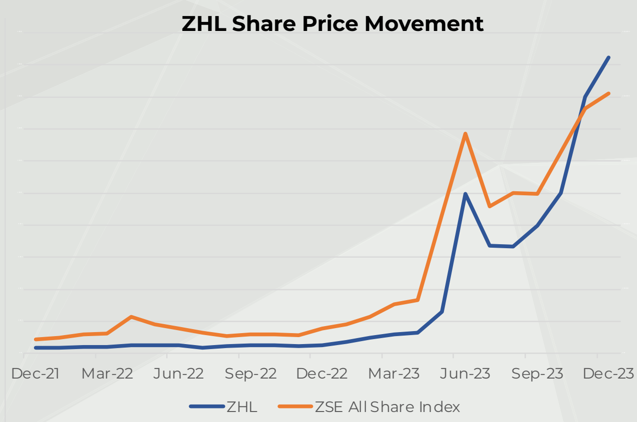
Financial **Highlights**

ZWL358 billion in Total income, a 96% ▲ growth from prior year.

Net Asset Value per share as at 31 December 2023 was ZWL343 up 151% ▲ from 2022.

Total dividend paid out of USD600,000 for 2023 compared to USD500,000 in 2022.

ZWL148 billion in Cash flows from operations up 82% ▲from prior year and ZWL71 billion in Cash and cash equivalents (35% ▲)



have ensured compliance with Data and Cybersecurity regulatory requirements and put in place policies and backup redundancy mechanisms which are reviewed on an on-going basis.

Our Compliance Priorities

In the pursuit of sustained growth and stability, ZHL underscores its unwavering commitment to full compliance with local laws and regulations, in all jurisdictions where it operates. The oversight by the board committees of our business units tasked with risk and compliance ensures that the Group's operations are in full compliance with external legal requirements whilst simultaneously following its own internal rules and standards. In the various jurisdictions, we prioritize adherence to a spectrum of laws governing insurance, real estate, investments, labour, taxation, Anti-Money Laundering, data protection and other relevant areas to uphold the integrity of our offerings. Our steadfast dedication to identifying, assessing, and mitigating risks ensures the protection of our stakeholders' interests while safeguarding the integrity of our operations.

Our Journey Towards Sustainability

ZHL remains committed to preserving Environmental Social and Governance (ESG) principles within its operations to achieve sustainable growth, profit and security. Our dedication to shaping a sustainable future, where prosperity is shared equitably, ecological factors are not just considered but practiced, and governance structures are robust, as will be evidenced in our projects which seek to pioneer innovative solutions to address pressing sustainability challenges while seizing opportunities for positive impact.

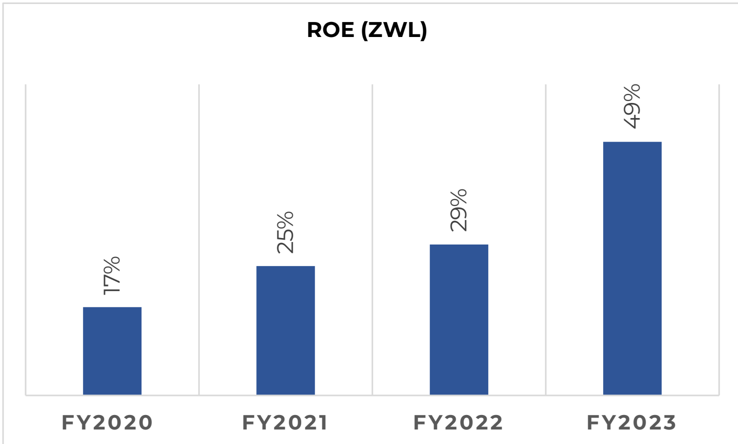
Share Price Performance

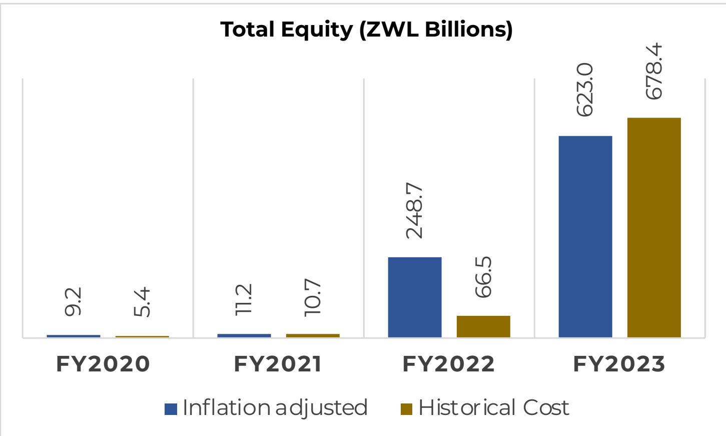
The ZHL share price recorded a remarkable performance closing the year at ZWL184.45 after opening the year at ZWL5.25, a significant growth of 4488%. The ZHL Share price emerged the top performer on the Zimbabwe Stock Exchange (ZSE), recording a USD annual return of 414% ahead of the industry average of 21% for the stock market during the period. The ZSE registered a resilient performance in 2023, recording a growth of 982% in ZWL terms on the ZSE All Share Index and a 21% growth in USD terms, a reflection of depreciation of the ZWL.

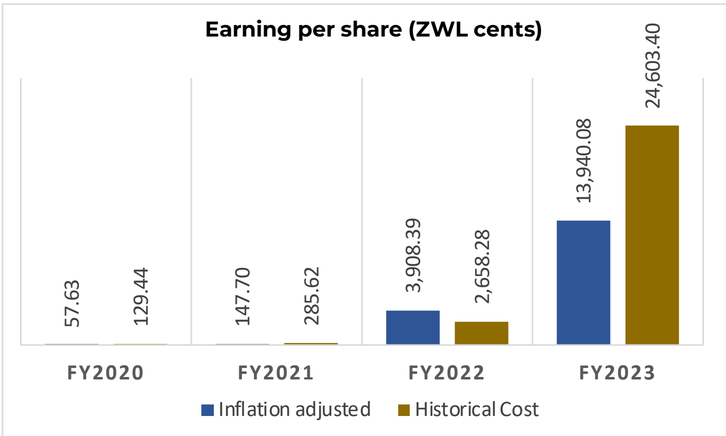
Strategic Intent and Business Outlook

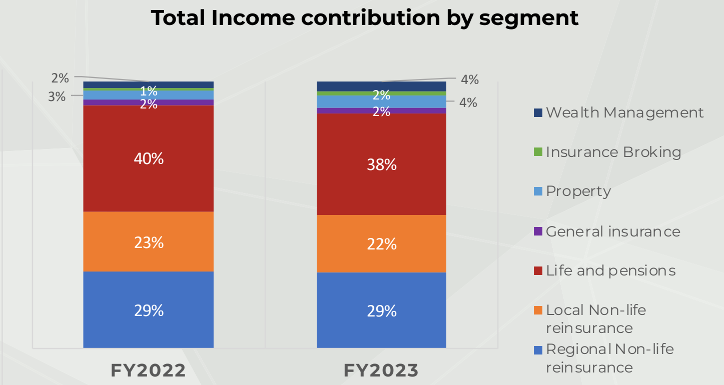
Going into 2024, the Group has various initiatives in place to deliver a strong cash wallet with the key initiatives involving balance sheet enhancement and optimization of strategic business units within the insurance value chain. This includes activating a pulse on some significant assets which are not in sync with the rest of the Group ecosystem. It is our aspiration that going into the future, a significant contribution to our upbeat performance expectations will be drawn from these assets. The welfare and happiness of our staff is critical, with robust culture orientation and high-performance standards now being derived due to improved employee productivity ratios. The Group's digital transformation journey aims to foster integrated financial solutions for our customers whilst continually delivering value to our shareholders. We remain mindful of our impact on the environment and society within our areas of influence and presence. The Group is committed to further embed sustainable and environmentally friendly practices within its infrastructure development projects, business activities and community support initiatives.

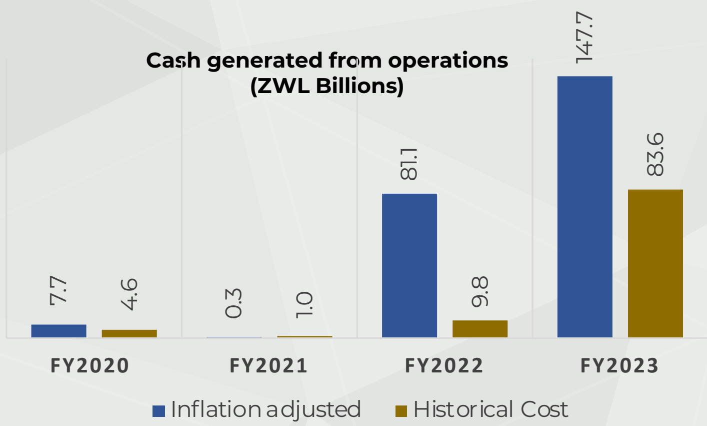
Group Chief Executive Officer
S Kudenga











Directors' **Report**

The Directors present their 26th Directors' Report together with the Audited Financial Statements of the Group for year ended 31 December 2023.

Functional And Presentation Currency

The inflation adjusted Financial Statements are presented in Zimbabwean Dollars (ZWL) which is the Group's functional and presentation currency since 22 February 2019.

Share Capital

The share capital of the Company remains 1 818 218 786. The full capital structure is detailed below.

	December 2023	December 2022
Authorized shares	2 000 000 000	2 000 000 000
Issued shares	1 818 218 786	1 818 218 786
Unissued shares	181 781 214	181 781 214

Placing of authorised unissued shares under the control of the Directors

The Company has 181 781 214 unissued shares and has sought in the AGM Notice, authority to place those unissued shares under the control of the Directors until the next AGM. The proposal will enable the Directors to undertake key transactions in the ordinary course of business without compromising members' shareholding. The Directors shall notify the Zimbabwe Stock Exchange (ZSE) before any such transactions are executed and shall follow any instruction given by the ZSE.

Employee Share Appreciation Rights Scheme

In 2020, members agreed to align their interest with those of the Group's employees to create a unified sense of purpose and loyalty. The ZHL Employee Share Appreciation Scheme applied to 5% of the Company's unissued share capital amounting to 90 932 745 ordinary shares. The Company has granted 38 330 226 to 165 employees. The share appreciation rights become exercisable on the 3rd anniversary of the Scheme, September 2024. The Board can confirm that the Scheme has positively impacted the employees' commitment to deliver value to shareholders.

Dividends

DIVIDEND DECLARATION

In line with the Group's Dividend Policy and after careful consideration of the Group's level of profitability and reserves, its capital requirements, macro-economic conditions pertaining to liquidity and associated risks to business growth, the Board of Directors have declared a final dividend payable of USD350,000 or USD0.01924 cents per share for the year ended 31 December 2023. Although the dividend is below the Group's expected dividend policy of two and half times cover, it is in acknowledgment of the Group's philosophy to pass subsidiary dividends to the ultimate shareholder. Reckoning the interim dividend paid out on or about the 2nd of November 2023, the Company's total dividend payout for financial year ended 31 December 2023 is USD600 000 or USD0.0330 cents per share. Per the AGM Notice, members will be asked to confirm payment of the same.

Purchase of Own Shares

At the last AGM, authority was granted for the Company to purchase its own shares up to a maximum of 5% of the number of shares in issue as at 28 July 2023. The authority is due to expire at the conclusion of the next AGM in 2024. The Notice of the AGM proposes that shareholders approve a resolution renewing the authority for the share buyback. During the year ended 31 December 2023, the Company did not purchase any of its shares as priority was given to creating value for shareholders through the Eagle Real Estate Investments Trust (REIT).

Going Concern

The ZHL strategy which is anchored on a strong cash wallet, digital optimization and a performance based culture will continue to create value for shareholders. Accordingly, the Directors believe that the Group is able to continue operating into the foreseeable future and therefore, have continued to adopt the going concern basis in preparing the annual financial statements. The Directors are satisfied that the Group is in a sound financial position and has access to facilities and resources which enable it to meet its cash requirements.

Directorate

During the year under review, the Board welcomed Messrs Richard Morgan and Nicholas Mugwagwa Vingirai to the Board of Directors. Their appointments were effective 28 July 2023.

Given the size of the Group and its very nuanced human capital needs, the Board also appointed Mrs. Rugare Nyandoro to the Human Resources Committee as an independent expert. Her appointment was effective 15 June 2023.

In accordance with Article 75 of the Company's Articles of Association, Messrs Edwin Zvandasara, Mark Haken and Desmond Matete retire and being eligible offer themselves for re-election at the AGM. Their profiles are detailed in the Notice of AGM.

Director's Remuneration

A resolution will be proposed at the AGM to approve the Directors' Remuneration amounting to ZWL623 681 338 (2022:ZWL201 971 809) for the year ended 31 December 2023.

Directors' Shareholding

The directors' shareholding as at 31 December 2023 is detailed below:-

	2023	2022
S Kudenga	100 000	100 000

External Auditor

Shareholders will be requested to approve the remuneration paid to the external auditor amounting to ZWL604 072 507 (2022:ZWL313 402 923) for the financial year ended 31 December 2023 at the AGM.

Grant Thornton Zimbabwe will also be seeking re-appointment as the Company's external auditor for the ensuing year. In terms of section 69 of the ZSE Listing Requirements, Issuers are required to change their audit partners every five (5) years and their audit firm every ten (10) years. Furthermore section 191 of the Companies and Other Business Entities Act [Chapter 24:31] requires that no person serve as an auditor of a company for more than five (5) consecutive financial years. Grant Thornton Zimbabwe have served as the Company's external auditor since 2021 and are therefore eligible for re-appointment.

Annual General Meeting

The 26th AGM of members of the Company will be held both physically and virtually on 30 July 2024, at 206 Samora Machel Avenue, Harare and through the link below at 11:00 hours.

https://teams.microsoft.com/l/meetupjoin/19%3ameeting_ZjhmY-jNjYTYtZTdiMy00Y2I0LTkyZWYtMWI1MzI2ZGY3MDRj%40thread.v2/0?context=%7b%22Tid%22%3a%22050c1ec0-6f87-4689-97a24729bf6b7ca5%22%2c%22Oid%22%3a%227144d259-a862-4e18-9257-d214c4a4dbc8%22%7d

By order of the Board

R Chidora
Group Company Secretary/ Legal Executive

Leadership & **Governance**

Responsibilities of Management and those charged with Governance for the Financial Statements.
It is the Directors' responsibility to ensure that the financial statements fairly present the state of affairs of the Group. The external auditors are responsible for independently reviewing and reporting on the financial statements.

The Directors have assessed the ability of the Group to continue to operate as a going concern and believe that the preparation of these financial statements on a going concern basis is still appropriate. However, the Directors believe that under the current economic environment a continuous assessment of the ability of the Group to continue to operate as a going concern will need to be performed to determine the continued appropriateness of the going concern assumption that has been applied in the preparation of these financial statements.

The financial statements are prepared with the aim of complying fully with International Financial Reporting Standards (IFRSs) as issued by the International Accounting Standards Board (IASB), which includes standards and interpretations approved by the IASB and Standing Interpretations Committee (SIC) interpretations issued under previous constitutions.

The Group's accounting and internal control systems are designed to provide reasonable assurance as to the integrity and reliability of the financial statements and to adequately safeguard, verify and maintain accountability of its assets. Such controls are based on established written policies and procedures and all employees are required to maintain the highest ethical standards in ensuring that the Group's business practices are conducted in a manner which in all reasonable circumstances is above reproach. Issues that came to the attention of the Directors have been addressed and the Directors confirm that the system of internal control and accounting control is operating in a satisfactory manner.

The Group's financial statements for the year ended 31 December 2023 which are set out on pages 46 to 225 were, in accordance with their responsibilities, approved by the Directors on 24 April 2024 and are signed on its behalf by:

D. Matete
Independent Non-Executive Chairman
Date: 6 July 2024

S. Kudenga
Group Chief Executive Officer
Date: 6 July 2024

These financial statements were prepared under the supervision of:

Mr Z. Zvenyika
(PAAB Number 03505)
Group Chief Finance Officer
Date: 6 July 2024

Board of Directors

D MATETE
Independent Chairman

Tenure: 3 years
Qualifications: MCom in Development Finance
Other Commitments: Mosi Oa Tunya Development Group

M HAKEN
Independent Non-Executive Director

Tenure: 6 years
Qualifications: FIISA
Other Commitments: Legal Practitioners Indemnity Insurance Fund (LPIIF) in South Africa

J MAGURANYANGA
Independent Non-Executive Director

Tenure: 12 years
Qualifications: LLM International Business Law
Other Commitments: NMB Bank Limited

R MORGAN
Independent Non-Executive Director

Tenure: 7 months
Qualifications:CA (SA)
Other Commitments: Great Lakes Tobacco Group Malta Professional Accountant

I MVERE
Non-Executive Director

Tenure: 10 years
Qualifications: BCom
Other Commitments: Fidelity Life Assurance of Zimbabwe Limited

NICHOLAS MUGWAGWA VINGIRAI
Non -Executive Director

Tenure: 7 months
Qualifications: FIBZ
Other Commitments: Dayriver Corporation (Private) Limited, Transnational Holdings (Private) Limited

E ZVANDASARA
Non-Executive Director

Tenure: 11 years
Qualifications: BA Accounts
Other Commitments: Olivine Industries (Private) Limited, Zimbabwe Asset Management Company (Private) Limited

S KUDENGA
Executive Director
Group Chief Executive Officer

Tenure: 8 years
Qualifications: CA(Z), MBL
Other Commitments: Fidelity Life Assurance of Zimbabwe Limited, Emeritus Reinsurance (Private) Limited

R NYANDORO
Independent Expert to the Human Resources Committee

Tenure: 8 months
Qualifications: MBA, Bsc Hons Sociology

Retired effective 28 July 2023

C VON SEIDEL
Non-Executive Director

H B W RUDLAND
Non-Executive Director

Executive team/management

STANLEY KUDENGA
Group Chief Executive Officer
CA(Z), MBL (Unisa)

CHAKANYUKA CRAWFORD NZIRADZEMHUKA
Group Chief Operating Officer
HBS (Finance and Banking), MSc Finance and Investment, Exec MBA, MIFM

ZVENYIKA ZVENYIKA
Group Chief Finance Officer
Chartered Accountant FCA(Z)

RUVIMBO CHIDORA
Group Company Secretary
LLB Law and Business Studies

VALERIE NDUDZO
Head Group Marketing and Public Relations

NICKSON VAMWE
Head Group Human Capital Management

CHIPO MATONGO
Head Group Audit

CLAUDIUS CHIKUNDURA
Head Group Risk and Compliance

Operational Management

Emeritus Reinsurance

Leo T. Huvaya
- Managing Director - Zimbabwe
- Bsc Eco (Hons) (UZ), ACII

Emeritus Reinsurance

Patience Mashaire Marwiro
- Managing Director - Botswana
- MBA, BA - Admin, Bsc (Hons), ACII, FIISA

Emeritus Reinsurance

Mufaro Chauruka
- Managing Director - Mozambique
- BBS (Hons) - UZ, MBA (UZ), FIISA

Emeritus Reinsurance

Webster Chigwende
- Managing Director - Zambia
- Msc Strategic Planning, MBA, BCom - Insurance and Risk Management (Hons), ACII (UK)

Emeritus Reinsurance

Christopher Mukwindidza
- Managing Director - Malawi
- BBS (Hons) – UZ, MBA (UZ), ACII (SA)

FIDELITY LIFE ASSURANCE OF ZIMBABWE

Reginald Chihota
- Managing Director
- BA - Business Administration (UZ), MBA (UK), Post Grad CIM (UK)

CredSure Innovative Insurance Solutions

Chakanyuka Nziradzemhuka
- Acting Managing Director
- HBS (Finance and Banking), MSc Finance and Investment, Exec MBA, MIFM

WFDR Risk Services

Caroline Mbofana
- Managing Director
- BCom - Marketing Management (UNISA), EMBA (AU)

Leadership & **Governance (continued)**

Corporate Governance

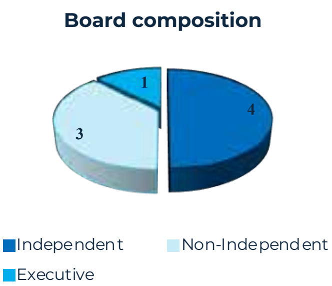
The Board of Directors are fully committed to upholding strong corporate governance practices. We adopted the Zimbabwe National Code on Corporate Governance (ZIMCODE) and ensure that our internal governance systems align with its principles. Additionally, we comply with globally recognised codes of corporate governance namely the King Code IV (as amended), as well as relevant regulatory requirements such as the Companies and Other Business Entities Act [Chapter 24:31] and Statutory Instrument (S.I.)134 of 2019 Securities and Exchange (Zimbabwe Stock Exchange Listing Requirements) Rules, given our status as a publicly listed Group.

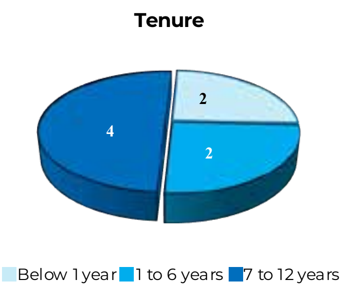
The Board holds the responsibility of implementing and overseeing governance practices throughout the business. We established an effective governance framework that reflects our core values of honesty, ethical principles, and professionalism. In a rapidly changing landscape with complex regulations, we strive to strike a balance between meeting the expectations of our shareholders and stakeholders, while also generating competitive financial returns.

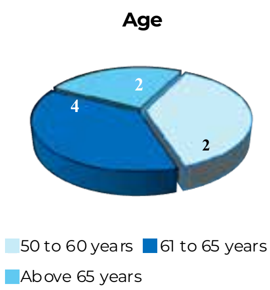
Board Structure

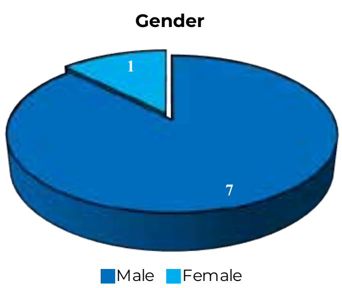
Board Composition

The Board of Directors is chaired by a non-executive director and comprises of one executive director, three non-executive directors and four independent non-executive directors.
Our Board Composition is illustrated below:









Board Stakeholder Engagement

The Board of Directors ensures effective stakeholder engagement by actively communicating with various stakeholders, including shareholders, employees, customers, suppliers, regulators, and others. They work towards aligning the Group's vision, strategy, and values with stakeholder expectations and interests. The Board, along with the Executive Management team, manages relations with shareholders and potential investors, focusing on maintaining a common understanding of the Group's objectives beyond financial performance.

During the year, the Group significantly increased its stakeholder engagement by communicating a strategy to embrace the digital landscape and connected with investor views on the Group's value proposition. The Board scheduled interactions with internal and external stakeholders through various platforms such as annual general meetings, stakeholder notices, press releases, investor briefings, shareholder reporting, and online statements. Shareholders exercise their rights through proxy forms.

Board Ethics

To comply with the ZSE Listing Requirements, the Group observes a "closed period" before the release of interim and year-end financial results, preventing trading of Group shares by employees and directors during this period. The Company Secretary notifies all relevant stakeholders at the beginning and end of a closed period to ensure adherence to the same.

Directors' Remuneration

ZHL implemented compensation plans with the aim of attracting and retaining talented individuals across all levels of the Group. Our compensation plans are designed to ensure that directors are appropriately rewarded for their contributions and motivated to achieve the Group's objectives. The Human Resources Committee is responsible for determining the remuneration packages for both non-executive and executive directors at ZHL. For non-executive directors, details of their remuneration packages can be obtained by requesting them at the Group's Registered Office. Executive packages include a guaranteed salary along with a performance incentive that is linked to the achievement of predetermined targets. These targets are regularly reviewed to align with the Group's needs and demands.

Board Accountability and Delegated Functions

ZHL established various committees to support the Board in fulfilling its fiduciary duties. These committees convene regularly to assess performance, provide recommendations on operational and policy matters, and oversee specific areas of the Group's operations. Each committee operates within defined terms of reference, exercising certain responsibilities from the Board and having clear objectives. The effectiveness of each committee is evaluated through committee assessments and independent board evaluations. This governance framework ensures effective oversight, enhances transparency, and promotes accountability within the Group.

Board Committees

The Board has delegated its responsibilities to three committees that meet quarterly to assess performance and advice management on both operational and policy matters. The fourth committee, the Nominations Committee, meets on a need basis. Each committee operates in accordance with written terms of reference, under which certain Board tasks are assigned with specified objectives.

Board Committees

The Board has delegated its responsibilities to three committees that meet quarterly to assess performance and advice management on both operational and policy matters. The fourth committee, the Nominations Committee, meets on a need basis.

Summarised below are the committees and their responsibilities:

Committee	Responsibilities
Audit and Risk Management Edwin Zvandasara (**Chairman**)* Mark Haken Jean Maguranyanga Ignatius Mvere* Richard Morgan ^	• Review of the annual consolidated financial statements, management and risk reports, dividend proposal, review of half-yearly reports as well as quarterly financial reports or statements. • Monitoring of the financial reporting process, the effectiveness of the internal controls and audit systems, legal and compliance issues. • Monitoring of the audit procedures, including the independence of the external auditor and the services additionally rendered, awarding of the audit contract and determining the focal points of the audit. • The Committee has unrestricted access to the internal and external auditors. • Monitoring of the general risk situations and special risk developments within the ZHL Group as well as monitoring the effectiveness of the risk management system.
Human Resources Jean Maguranyanga (**Chairman**) Desmond Matete Ignatius Mvere Hamish BW Rudland^ Nicholas Vingira^ Rugare Nyandoro~	• Undertakes the selection of executive management, concludes, amends, and when necessary terminates executive management contracts. • Prepares the compensation system for the Group and the overall compensation of the ZHL Board and executive management. • Prepares the staff development plan as well as the long-term succession planning for executive management and the Board. • Sets concrete objectives for the composition of the Board including the establishment of selection criteria for shareholder representatives in compliance with prevailing codes and legislation.
Finance and Investments Hamish BW Rudland^ (**Chairman**) Ignatius Mvere* Cron von Seidel^ Richard Morgan^ Nicholas Vingirai^ Edwin Zvandasara*	• Formulation, implementation and review of the capital and liquidity planning for the Group. • Providing guidelines for currency management, Group financing and internal Group capital management, as well as establishing and overseeing a Group-wide risk management and monitoring system including dynamic stress tests. • Implementing the Group investment strategy, including monitoring Group-wide investment activities as well as approving investment related frameworks and guidelines and individual investments within certain thresholds.
Nominations Committee Desmond Matete **(Chairman)** Jean Maguranyanga Nicholas Vingirai	• Selection of suitable candidates for election to the Board.

Key:
***Effective 28 July 2023, Mr Zvandasara was reassigned to the Finance and Investments Committee where he was appointed the Chairman. Mr. Mvere was moved out of the Finance and Investments Committee and appointed Chairman of the Audit and Risk Management Committee.
^Messsrs Morgan and Vingirai were appointed to the Board and its respective committees on 28 July 2023 following the retirement of Messrs Rudland and von Seidel.
~ Independent Committee Member appointed 15 June 2023

Committee Meeting Attendance

The ZHL Board meets quarterly as required by the Company's Memorandum and Articles of Association and good corporate governance practices. They provide guidance on strategy, risk management, budgets, and planning. Special meetings are held when immediate action is needed. Board members have unrestricted access to information through meetings, committees, and workshops. Attendance is tracked by the Group Secretary, allowing Directors to assess their commitment. Our directors dedicated sufficient time on the business, as shown in the table below:

Name of Board Member	Main Board	Audit and Risk Management Committee	Human Resources Committee	Finance and Investment Committee
Desmond Matete	4	-	4	4
Mark Haken	4	4	-	-
Jean Maguranyanga	4	4	3	-
Richard Morgan @	1	1	-	2
Ignatius Mvere ^	3	4	2	2
Nicholas Mugwagwa Vingirai @	2	-	2	2
Edwin Zvandasara*	4	2	-	2
Stanley Kudenga	4	-	4	4
Rugare Nyandoro ~	-	-	2	-
Hamish BW Rudland (retired 28 July 2023)	2	-	2	2
Cron von Seidel (retired 28 July 2023)	2	-	-	2

Key:
* Committee reconstituted and, moved from the Audit and Risk Management Committee to the to Finance and Investments Committee as Chairman
^ Committee reconstituted moved out of the Finance and Investments Committee and made Chairman of Audit and Risk Management
- Not a member of the committee
@ Appointed on 23 July 2023
~ Independent Committee member to the Hurman Resources Committee appointed 15 June 2023

Business Ethics & **Integrity**

Upholding the highest standards of business ethics and integrity is the foundation upon which we build lasting trust with our stakeholders.

Business Ethics and Conduct

As ZHL, we believe that business ethics and compliance are fundamental to our operations. We adhere to ethical standards and comply with regulations ensuring that our business practices align with principles of integrity, fairness, and responsibility. Our commitment to business ethics and compliance has helped us build a strong reputation, earn the trust of our stakeholders, and achieve long-term success through risk mitigation, increased customer loyalty, and stronger stakeholder relationships.

The Group reinforces its commitment to business ethics and compliance by enforcing accountability through policies that establish clear responsibilities and consequences for non-compliance. To ensure that our stakeholders can report any unethical or illegal practices, we implemented a Whistleblowing Policy powered by a independently managed hotline which guarantees confidentiality, protection against retaliation, and a clear process for addressing reported concerns. Additionally, we have a well-defined Code of Ethics and Business Conduct Policy that outlines the expected standards of behaviour for all our employees. This code covers areas such as integrity, honesty, respect, transparency, and compliance with laws and regulations.

ZHL has a dedicated compliance team that monitors regulatory changes and implements a compliance management system. This system ensures that the Group adheres to legal requirements and proactively addresses potential compliance risks. Regular reporting and public disclosures are provided to communicate our commitment to business ethics and compliance. In instances of misconduct, we take prompt and appropriate disciplinary action, which may include the termination of employment of employees involved in unethical or illegal practices. Further, we offer awards and recognition to employees who consistently demonstrate ethical practices.

To ensure that we conform to the regulations, we implemented a range of processes which include regular audits and the use of an audit tracker to track issues raised by internal and external auditors. We use key performance indicators such as assessing negative press, penalties for non-compliance, and employee dismissals to evaluate the effectiveness of our actions and measure progress towards our goals. It is our priority to maintain our commitment to ethical conduct and compliance, and we strive to achieve 100% compliance with laws and regulations. Our actions have proven highly effective, with sustained compliance and a commitment to ethical conduct.

Anti-corruption

Our Impacts

Recognising the significance of anti-corruption practices, the Group implemented measures to ensure transparent and integrity-driven operations. This approach has led to sustained growth and avoidance of penalties. Nevertheless, potential negative impacts may still arise if the Group fail to promote anti-corruption, including discouraging investments, losing public confidence, and reputational harm.

Our Approach to Anti-corruption

ZHL is committed to managing anti-corruption and strictly adhering to the Anti-corruption Commission Act [Chapter 9.22], the ZIMCODE, and ISO 31000:2018 Risk Management. We conduct fraud awareness training and criminal background checks on all employees prior to hiring. Additionally, the Group implemented an Anti-fraud and Corruption Policy as well as a Whistleblowing Policy. In the event of identifying corruption, we file reports to the regulator against corrupt service providers and dismiss employees involved.

Cybersecurity and Data Privacy

Our Impacts

As ZHL, we acknowledge the importance of protecting our clients' information and maintaining high standards of cybersecurity. Our commitment to cybersecurity involves implementing various mitigation measures to prevent and mitigate the negative impacts of cybersecurity and data privacy. We understand that cybersecurity and data privacy risks can harm our clients' trust and affect our business operations. Therefore, we implemented responsible use and strong security measures to enhance our reputation, data privacy, and prevent financial losses. Our approach to cybersecurity involves conducting regular vulnerability assessments, penetration testing, and advanced antivirus solutions. We engage vendors and outsource cybersecurity experts to enhance our security measures continually.

Data Protection Measures

We implemented the Information Communication and Technology (ICT) Security Policy and Cybersecurity Policy to protect client data, minimise cyber risks, and ensure high uptime for client engagement systems. To ensure the effectiveness of our cybersecurity initiatives, we engage with Group Risk and Compliance, and Group Internal Audit. ZHL conducts regular audits and self-assessments to track and assess the effectiveness of its actions. Our goal at ZHL is to maintain a 95% vulnerability assessment, and penetration testing monitoring rate, and minimise security incidents and intrusion attempts to less than 5% per month.

Monitoring System

ZHL ensures that all employees are aware of its cybersecurity policies and are trained to identify and mitigate cybersecurity risks. We also engage with clients to raise awareness of the importance of cybersecurity and provide them with the necessary resources to protect their information. The Group is committed to enhancing its cybersecurity measures continually to protect stakeholder information and maintain high standards of cybersecurity. We recognise the risks associated with cybersecurity and remain vigilant in our efforts to prevent and mitigate these risks.

Compliance Statement

The Group maintains a steadfast commitment to upholding legal, regulatory, and industry standards. It places an emphasis on fostering transparency and accountability across all facets of its operations. Throughout the year, we made efforts to comply with and adhere to the following:

- The Companies and Other Business Entities Act [Chapter 24:31.].
- SI134 of 2019 Securities and Exchange (Zimbabwe Stock Exchange Listing Requirements) Rules.
- Securities and Exchange Act [Chapter 24:25];
- Insurance Act [Chapter 24:07];
- Pensions and Provident Funds Act [Chapter 24:32];
- Money Laundering and Proceeds of Crime Amendment Act [Chapter 9:24] Insurance and
- All other applicable laws, regulations, and directives.

Our Business **Culture**

Our collaborative, learning-oriented business culture is defined by a steadfast commitment to responsible and ethical practices.

Competitive Behaviour

We believe that striking the right balance between competition and collaboration is essential for driving progress and success within the Group. Our strategic drive to differentiate our offerings and expand our market share with productive partnerships is a core part of our corporate ethos and a key driver of our continued growth and industrial leadership. While we acknowledge that potential negative impacts such as loss of business or damage to our brand reputation are always a possibility, we are proud to report that we have not recorded any such incidents to date.

Emphasising a cooperative mindset, we prioritise building collaborative relationships with our competitors, recognising the value of working together to manage shared risks in the market. This spirit of cooperation has further strengthened our standing and credibility within the industry. To ensure we maintain this exemplary track record, we instituted tracking measures. We are pleased to report that throughout the reporting period we did not receive any complaints and we are confident that our 100% adherence to professional and ethical standards will continue. We remain dedicated to upholding these principles as we look to the future.

Diversity and Inclusion

Our Impacts

ZHL benefits from bringing together individuals with different backgrounds, experiences, and perspectives. This diversity fosters a more creative and innovative work environment, allowing employees to share unique ideas and problem-solving approaches. Inclusive teams within the Group consider a broad range of perspectives, leading to better decision-making processes and outcomes. Diverse perspectives allows the Group to identify risks, seize opportunities, and make informed strategic decisions. Promoting inclusion also contribute to higher employee engagement and retention. When employees feel included and valued for their differences, they are more likely to be motivated and committed to their work. This can lead to increased productivity and loyalty, which is important to the Group as talent retention is a key factor for success. Additionally, having a diverse and inclusive work environment helps to understand and cater for the needs of a diverse community.

How we Promote Diversity and Inclusion

The Group demonstrates its commitment to diversity and inclusion through its management approach. Senior leaders within the Group prioritise diversity and inclusion by communicating its importance, integrating it into the Group's values, and aligning it with strategic goals. We implemented policies and practices that promote fairness and impartiality throughout the employment lifecycle, including recruitment, hiring, promotion, compensation and retirement. The Group established employee resource groups or affinity groups, providing a platform for underrepresented employees to connect, share experiences, and contribute to the Group initiatives.

Evaluation

We developed systems to track and measure diversity and inclusion within the Group. This involves gathering data on employee demographics, such as gender, ethnicity, and age, as well as representation at different levels within the Group. Additionally, we conduct employee satisfaction surveys to gauge the level of inclusivity and gather feedback on the effectiveness of our diversity and inclusion initiatives. Further, we engage in regular assessments and reviews of our diversity and inclusion efforts, by conducting periodic audits or assessments, the Group evaluates progress made and identifies areas for improvement.

Employee Rights

ZHL believes that empowering its employees is crucial to achieving its success. We value their inherent dignity and strive for a work environment free from misappropriation of employee rights. We prioritise implementing measures that ensure the safety and security of our Group and its stakeholders. ZHL is committed to upholding and respecting fundamental employee rights, such as the right to life, freedom of opinion and expression, and the right to work and education. We believe in abstaining from any form of interference or discrimination that limits or undermines the exercise of these rights. In instances of violation of employee rights, we take prompt actions to address them and ensure that appropriate measures are implemented.

As part of our commitment to employee rights, we provide awareness training to our employees which fosters a culture of respect and understanding throughout the Group. Further, we undertake employee rights monitoring and fact-finding initiatives to gather insights that enable a comprehensive assessment of our adherence to employee rights. During the year, there was a significant improvement in the awareness and understanding of employee rights, principles and policies.

Our engagement with stakeholders has informed us that education on employee rights improves the general outlook on life and gives rise to awareness. We incorporated these lessons into our operational policies and procedures, including awareness on employee rights to help individuals to live a life free from fear. As ZHL, we are dedicated to promoting empowerment and employee rights, and we will continue to strive towards our goals.

Risk **Management**

Proactive risk identification, assessment, and mitigation are at the core of our business approach, as we aim to build business resilience and safeguard long-term value creation

Enterprise Risk Management

ZimRe Holdings Limited takes a proactive approach to identifying, analysing, and evaluating risks that may affect the continued success of its operations. Our enterprise risk management framework enables us to continuously monitor and review risks, ensuring that our risk management strategies remain effective and relevant to potential risks, including, regulatory, and operational risks. To mitigate these risks, we assess the likelihood of their occurrence based on industry trends, and market analysis. The Group analyses the potential impacts of each risk and conduct scenario analysis to determine how different risks may interact and impact our business. We then evaluate our risk tolerance and capacity to bear different levels of risk and implement strategies to minimise or eliminate risks. Some of the strategies that we employ include developing thorough credit assessment processes, diversifying our loan portfolio, and implementing effective internal controls. Further, we consider transferring risks through insurance or other risk-sharing mechanisms to ensure that our financial, operational, and reputational performance is not negatively impacted by potential risks.

Approach to financial risk.

The Group's main objective is to recognise, evaluate, and reduce financial risks that may affect its business. These risks might include various factors such as market volatility, economic trends, and regulatory changes. To effectively manage financial risks, we follow a comprehensive approach that involves identifying, assessing, and implementing mitigation measures for any potential or existing risks that the Group might face. This approach is guided by the following of steps:

1. **Risk Identification**
ZHL identifies the financial risks that are likely to affect its businesses. These risks may include credit, liquidity, interest rate, and foreign exchange risk.

2. **Risk Assessment**
We perform a comprehensive evaluation of the financial risks that have been identified. This includes analysing the likelihood of their occurrence, the potential severity of their impact, and the correlation between different risks. ZHL uses historical data, industry benchmarks, and market research to both quantify and qualify these risks

3. **Risk Mitigation**
After identifying and assessing risks, ZHL implements strategies that can help mitigate them. We make use of risk mitigation methods such as risk transfer, avoidance and reduction etc.

During the year, we identified the following risks.

Risk Category	Description	Mitigation measures
Compliance	Potential legal and financial risks if industry regulations are not followed by the Group.	• The Group has a stand-alone compliance function which tracks on all regulatory and industry requirements.
Fraud	The possibility of any unexpected loss due to fraudulent activities.	• Fraud awareness training, policies, and procedure manuals. • Regular internal and external audits.
Reputational	The loss to financial capital, social capital and market share resulting from damage to the Group's reputation.	• Documented policies and procedures. • Compliance with regulatory requirements. • We have an active whistleblowing platform for reporting any malpractices that might affect the Group.
Liquidity	The lack of liquidity disarms the Group's ability to lend but also increases its debtor days as collections are hindered.	• Revenue diversification streams.
Interest rate	The risk of banks increasing interest rates.	• We adjust our lending rates basing with the current interest rates.
Operational	The risk of processes, policies, systems, or events failing, which could cause disruptions to business operations.	• Approved policies and procedure manuals are regularly reviewed. • Employment of qualified personnel.
	Failure to meet forecasted revenues and targets.	• Strategy documents are done yearly which give a road map on how targets will be met.

Sustainability-Related Risks and Opportunities

The Group is fully committed to managing sustainability risks through a comprehensive approach. This involves promoting environmentally sustainable practices, conducting social impact assessments, and developing a sustainability reporting framework. We engage with stakeholders to understand their expectations, concerns, and feedback regarding sustainability practices. Their perspectives are incorporated into our decision-making processes, and we actively seek opportunities for collaboration and partnerships to address sustainability risks. Our approach to managing Environment, Social, and Governance (ESG) risk is as follows:

Sustainability risks and opportunities for FY23 were as follows:

Risk	Description	Opportunities
Corruption	Potential risk of individuals engaging in dishonest or unethical practices, such as bribery, and embezzlement.	• Enhanced Integrity and Ethical behaviour.
Cybersecurity	The probability of a cyberattack leading to the compromise of information confidentiality, integrity, and availability.	• Enhanced information security and data protection.
Environmental	The release of several pollutants into the environment due to deficiencies in waste management, transport, waste treatment and disposal.	• Promote sustainable waste management practices. • Implement pollution control technologies and practices, such as air and water treatment systems. • Encourage sustainable transport options and compliance with environmental regulations.
Climate change	Climate change which is causing adverse weather effects and in turn large scale damage to property infrastructure and crops.	• Resource efficiencies and cost savings. • The adoption of low-emission energy sources. • Repricing our products to cover such risks.
Social	Non-compliance with labour standards such as health and safety, working hours, wages, and freedom of association.	• Fair working conditions and promoting diversity.

Controls to enhance the credibility and integrity of our sustainability reporting.

ZHL implemented several internal controls to improve the credibility and integrity of its sustainability reporting. These controls include regular audits, verification of data sources, and validation of data collection methods. By doing so, the Group ensures that sustainability data is collected accurately and consistently over time. The establishment of strong internal controls helps to ensure that ZHL's sustainability reporting is trustworthy, reliable, and accurate.

Sustainability

Sustainability is deeply embedded in our strategic vision, guiding us to create enduring value for our shareholders, the environment, and the communities in which we operate.

Sustainability Strategy

Our sustainability strategy is guided by the principles of creating positive environmental and social impact while driving long-term shareholder value. By identifying key sustainability issues that are material to our stakeholders and business success, we actively seek opportunities to invest in sustainable business conduct. Through the integration of sustainable practices into our operations and decision-making processes, we strive to address climate change, promote resource conservation, uphold social and human rights, and ensure responsible governance. We strive to drive positive change, mitigate risks, and create long-term value while embracing sustainability as a core principle of our operations.

Stakeholder Engagement

As ZHL, our stakeholders are individuals and groups with varying concerns, influence, interests. Our stakeholder engagement involves actively collaborating with stakeholders to gather their input, address concerns and incorporate their perspectives into decision-making processes to foster transparency, build trust and enhance project outcomes.

Key stakeholder groups:

INTERNAL

Employees
Directors
Shareholders and Potential Investors

EXTERNAL

Customers
Government and Regulators
Suppliers
Communities

Identifying and selecting stakeholders:

The Executive Committee is responsible for defining the Group's key stakeholders. The stakeholder list is then presented to the Board for confirmation. The list is reviewed annually as part of the Group's strategic planning process. During the review, the stakeholders are ranked according to their importance and relevance given the coming year's strategic plan and key initiatives. Stakeholder prioritisation helps ensure the Group allocates appropriate resources and attention to manage relationships with its stakeholders. The annual stakeholder review also allows the Group to identify any changes or emerging stakeholders that may need to be incorporated into the stakeholder management approach.

Purpose for conducting stakeholder engagement:

Stakeholder management serves as a method of communicating with influential parties, allowing the Group to understand their needs, concerns and perspectives. The ongoing dialogue helps ZHL to mitigate risks, as it can align its activities and responses to address the priorities of its stakeholders. Further, effective stakeholder management enables the Group to capitalise on opportunities by fostering productive relationships with the individuals and groups that matter most to the business. Regularly reviewing and ranking the stakeholder list as part of the annual strategy process ensures the ZHL's stakeholder engagement remains relevant and responsive to changing market trends.

Our stakeholder engagement during the year were as follows:

Subsidiaries	Government and Regulators	Shareholders and potential investors
Engagement method: • Leadership forum **Key issues raised:** • Value addition from share services. **Mitigation measures:** • Ensure shared services is adequately capacitated to meet the requirements of the subsidiaries. **Frequency of Engagement:** • Monthly	**Engagement method:** • Road shows **Key issues raised:** • Compliance with prevailing laws and regulations. **Mitigation measures:** • Maintain a compliance register and functions to identify any short comings with the ability to alert the Audit and Risk Management Committee. • Operate with a 100% compliance policy. **Frequency of Engagement:** • Bi-annually	**Engagement method:** • Road shows **Key issues raised:** • Timely publication. • Dividend payouts. **Mitigation measures:** • Continuous maintenance of controls to enable timely publication. • Maintain the 2.5times dividend cover. **Frequency of Engagement:** • Annually
Suppliers	**Communities**	**Tenants**
Engagement method: • Emails **Key issues raised:** • Timely payments. **Mitigation measures:** • Better cashflow management. • Maintain up to date Know Your Customer (KYC) documents. • Maintaining a live suppliers list. **Frequency of Engagement:** • Continuous	**Engagement method:** • Social media platforms • Town hall meetings • Emails **Key issues raised:** • Participation in community matters. **Mitigation measures:** • Maintaining a live CSR policy. • Enable two-way communication through a designated office. **Frequency of Engagement:** • Continuous	**Engagement method:** • Emails **Key issues raised:** • Regular maintenance of properties. **Mitigation measures:** • Outsourcing maintenance to an independent third party and ensuring the buildings are regularly inspected and certified. **Frequency of Engagement:** • Continuous
Management	**Employees**	
Engagement method: • Emails • Meetings **Key issues raised:** • Management welfare and development. **Mitigation measures:** • Fund development courses and providing sponsorship for those members of management wishing to upskill themselves. **Frequency of Engagement:** • Continuous	**Engagement method:** • Emails • Seminars • Newsletters • Social events • Meetings **Key issues raised:** • Disjointed cultures. **Mitigation measures:** • Culture change exercise. **Frequency of Engagement:** • Continuous	

Sustainability Materiality Assessment

Our sustainability reporting methodology is supported by a materiality process, which allows us to identify key topics and aspects to our operations in terms of economic, environmental, social and governance issues. We adhere to industry-leading standards such as the Global Reporting Initiative (GRI) Standards and the Sustainability Accounting Standards Board (SASB) guidelines, ensuring comprehensive coverage of sector-specific matters. The assessment process involves several stages, including topic identification, prioritisation, and topic selection and matrix generation. The assessment process incorporates a combination of desktop research and senior management surveys. These methods help gather information and insights on various sustainability topics and their importance to the business and stakeholders. Senior management plays a critical role in prioritising and approving the final list of material issues based on their assessment of stakeholders' interests and the Group's strategic priorities. This process ensures that the Group's sustainability efforts and reporting are aligned with stakeholder expectations, industry standards, and global trends, enabling it to address key issues and drive positive impacts.

Sustainability **(continued)**

Below is a presentation of the steps conducted during the assessment.

Topic Identification
This process involves a review of the materiality topics from the previous year, engaging with stakeholders, and evaluating material topics identified by other companies in our industry.

Topic Prioritisation
Topics identified are ranked as material based on their significance to the business and stakeholders' interests.

Topic Selection and Matrix Generation
Topics are validated and approved, ensuring alignment with ZHL's business activities, and plot them on a matrix to depict their importance to the Group and external stakeholders.

Material Topics
The identified topics were categorised into economic, environmental, social and governance as presented below:

Economic
Topics that cover the flow of capital among different stakeholders, and the main economic impacts of the business.

Environmental
Topics that cover the effects of our operations on both living and non-living elements of the ecosystem.

Social
Topics that cover the impact on communities, societies, and individuals affected by our activities.

Governance
Topics that cover the effects on the system of rules, practices, and processes that guide and govern our operations.

Economic
Tax management
Economic Performance
Responsible Sourcing
Distribution Channels
Materials Used

Environment
Climate Change
Water
Energy
Waste

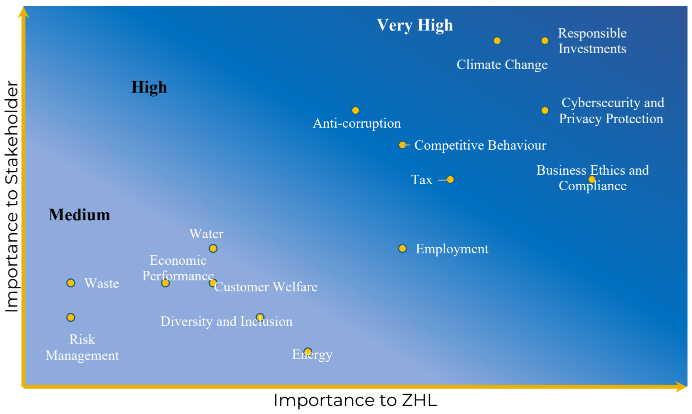
Social
Occupational Health and Safety
Diversity and Inclusion
Employment
Education and Training
Employee Relations
Employee Rights
Cybersecurity and Data Privacy
Corporate Social Responsibility

Governance
Business Ethics and Compliance
Content Quality
Advertising Standards
Product Quality
Anti-corruption

Materiality Matrix

The matrix presented in the scatter graph below represents the results of issues prioritised based on their significance to the Group and their potential impact on stakeholder decisions. The matrix represents the top fifteen (15) topics identified from a larger pool of surveyed topics.

ZHL Materiality Matrix



Medium
Reflects where significant efforts were made to address them.

High
Reflects where measures are in place to manage the impacts while improvements continue to be implemented.

Very High
Those regarded by the business and stakeholders to be of significant interest.

For the period under review, the topics listed below were identified as significant for ZHL and its stakeholders:

- Responsible Investments
- Climate Change
- Cybersecurity and Privacy Protection; and
- Business Ethics and Compliance

Materiality Link to SDGs

We assessed and assigned a ranking to each topic based on its level of relevance to sustainable development.

The UN Sustainable Development Goals:

	Moderate	High	Very High
Water	6		
Waste	12		
Energy		7	
Economic Performance		8	
Climate Change			13
Customer Welfare		12	
Tax		16	
Employment		8	
Anticorruption		16	
Cybersecurity and Privacy Protection			16
Responsible Investment			8/9
Business Conduct and Ethics		16	
Diversity and Inclusion	5/10		
Competitive Behaviour			8

Sustainable **Assurance Services**

As a purpose-driven business, we provide trusted, responsible assurance services that enable sustainable progress through innovative digital solutions, inclusive access, and ethical investment practices.

Access and Affordability

As ZHL, we take great pride in our positive impact on the business landscape. Our focus on growth and profitability has resulted in a steady increase in our market share, further supported by the strong reputation and goodwill we have cultivated over the years. At the core of our business is our commitment to fair pricing and following best practices. Our client engagement efforts are paramount, as we work closely with our customers to arrive at equitable pricing for our standard product offerings.

We monitor a range of key performance indicators (KPI), including growth in topline, claims-to-gross-written-premium ratio, and market share to track our performance. As of 31 December 2023, all our KPIs were within the required range, demonstrating the success of our approach. Our focus remains to maintain fair and equitable pricing without compromising our topline growth. We aim to engage with our stakeholders, align our practices with industry best practices, and uphold the highest standards of professionalism and integrity in all that we do.

Responsible Investments

We are dedicated to engaging in responsible investments that align with our long-term objectives and core values. Our investment processes incorporate Environmental, Social, and Governance (ESG) criteria, prioritising opportunities that generate positive outcomes. We firmly believe that responsible investments not only serve our stakeholders but also improves our financial performance and enhance our reputation.

We consistently adopt adaptive measures to promote sustainable investment practices and we are committed to ensuring thorough due diligence and transparency throughout our investment activities. We periodically conduct reviews and audits of our investment policies, procedures, and systems to maintain their effectiveness. Additionally, we provide employees with training in financial literacy and investment skills to guide our investments sustainably.

Innovation and Digitalisation

Recognising the value of innovation and digitalisation, we place great emphasis on keeping pace with digital databases to streamline our management processes. This strategic focus has resulted in tangible benefits, including increased productivity, enhanced operational efficiency, and improved client interactions. Moreover, digital systems have empowered us to engage in targeted brand marketing, presenting opportunities to expand our market share. Management went to great lengths to ensure that the implementation of specialised digital products did not strain our capital base or warrant unnecessary price increases. We also prioritised compliance with relevant regulations, such as the Cybersecurity and Data Protection Act [Chapter 12:07].

To ensure the success of our innovation and digitalisation projects, we continually engage our Group internal audit and Group risk and compliance teams as the assurance arm. This enables us to conduct thorough assessments of potential risks and implement appropriate controls. We also employ user project management tools, such as the Critical Path Method (CPM), to closely monitor project timelines and ensure timely delivery. Additionally, we utilise project management techniques like resource levelling to identify and address any constraints on resourcing, ensuring smooth implementation and minimising disruptions.

During the reporting year, we have enabled digital payment channels, implemented business process reengineering and established a fully functional contact centre. Through monthly meetings, we actively seek feedback on market responses to our digitalised products, evaluate the user-friendliness of our digital solutions, and gather requirements for new products or feature enhancements. This continuous feedback loop enables us to adapt and improve our digital offerings to better meet the evolving needs of our customers.

Human **Capital**

Our people are the driving force behind our success, and we are dedicated to investing in their professional development, wellbeing, and career advancement.

Employees

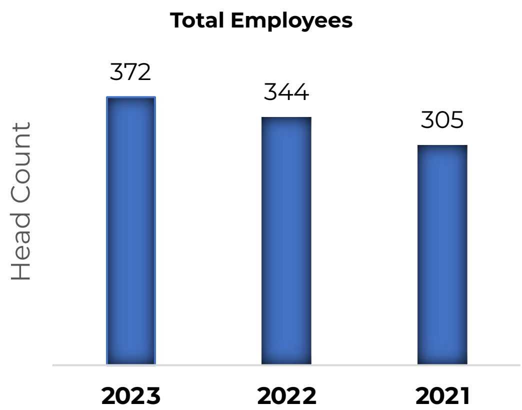
As ZHL, our Property, Plant and Equipment (PPE), is our employees. We therefore seek to provide them with platforms for personal growth, skill building, and knowledge acquisition. Further, we play a crucial role in providing individuals with the means to support themselves, their families and communities while also enabling them to explore their interests.

We prioritise open communication to cultivate a positive and dynamic workplace to empower our employees. By frequently communicating, encouraging the sharing of viewpoints, and emphasising equal opportunities for all, we ensure employee remain motivated. Further, we recognise and reward achievements with both in financial and non-financial awards. The Group Chief Executive Officer introduced the Eagle Awards in 2021 which acknowledge outstanding performance by a unit. Recipients are announced at the annual Group Strategy Retreat.

To manage employee performance, we conduct performance reviews, time tracking, and project-based evaluations. These evaluations aim to promote the growth and development of employees while ensuring timely remuneration. We believe that our approach to employee performance management contributes to the reduction of the overall unemployment rate in the countries we operate and has enabled us to achieve a 100% employee satisfaction rating. Our progress towards goals and targets is evident as we have successfully filled most vacant positions within the Group, resulting in a low turnover rate. These accomplishments demonstrate the effectiveness of our actions in creating a positive and professional work environment.

Employee Base

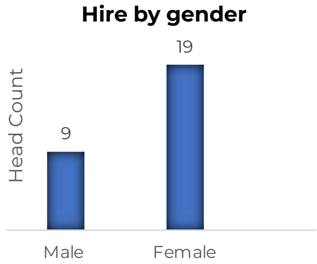
Our employees for the reporting period were as follows:

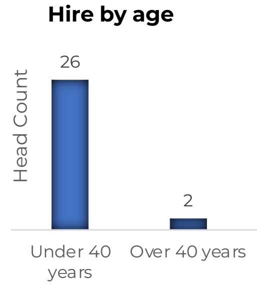


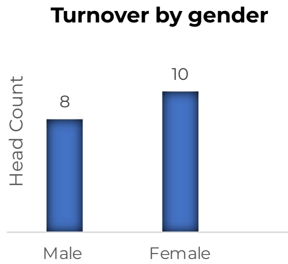
Employment

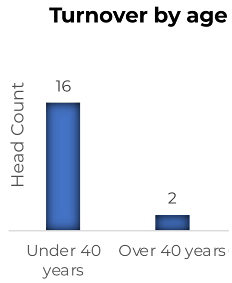
As ZHL, we prioritise employee hire and retention while promoting diversity in gender and age. We recruit individuals who align with our values and possess the necessary skills and qualifications to fill a vacancy and contribute to the Group's overall strategy.

During the reporting period, our employee movement was as follows:









Human **Capital (continued)**

Employees Relations

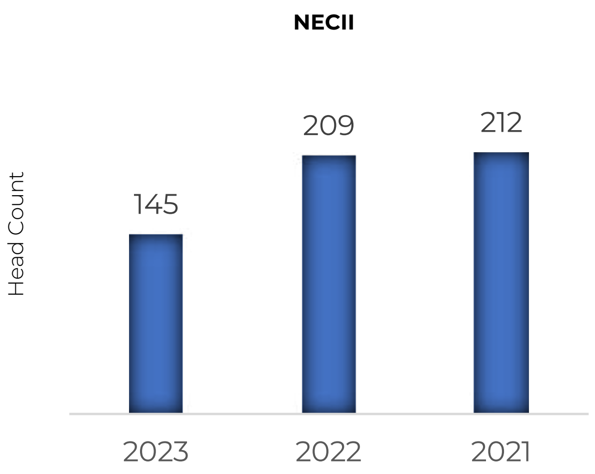
The Group recognises the paramount importance of fostering positive relationships between management and employees. We understand that effective communication, regular feedback, and conflict management training are crucial for cultivating a healthy work environment and minimising turnover and recruitment costs. Our approach has yielded tangible benefits, including increased employee motivation, enhanced commitment, reduced labour conflicts, heightened productivity, and improved profitability. Conversely, poor employee-management relations can lead to low morale, heightened stress levels, and elevated employee turnover rates. To prevent or mitigate such negative impacts, we actively promote open communication, organise team-building activities, and encourage a healthy work-life balance. Additionally, we proactively address challenging situations, identify underlying needs, and seek common ground and viable solutions.

We are fully compliant with the Labour - Act [Chapter 28:01] and we established a Works Council to ensure effective communication regarding collective bargaining, grievance procedures, and changes in labour regulations among all relevant parties. To monitor the efficacy of our initiatives, we conduct internal and external audits, track employee turnover rates, measure job satisfaction levels, monitor absenteeism rates, and assess the number of disputes or grievances filed. Our objectives encompass facilitating efficient communication channels and fostering strong connections between employers and employees, enabling effective collaboration and enhancing job satisfaction at all levels.

Freedom of Association and Collective Bargaining

ZHL is committed to upholding policies and adhering to Collective Bargaining Agreements (CBA) in alignment with the provisions of the Labour Act [Chapter 28:01]. Our primary objective is to position ourselves as an employer of choice, offering our employees a competitive, sustainable while affordable remuneration package that encourages healthy competition and drives exceptional performance. To ensure effective communication and collaboration between management and employees, we established worker representative committees that serve as platforms for constructive engagement and dialogue.

For the reporting period our CBA was as follows:



Pension Fund	2023 ZWL	2022 ZWL	2021 ZWL
National Social Security Authority	156 102 186	79 116 301	86 537 617
Group Life Pension Fund	1 115 309 279	519 922 863	487 179 961
Total	1 271 411 465	599 039 164	573 717 577

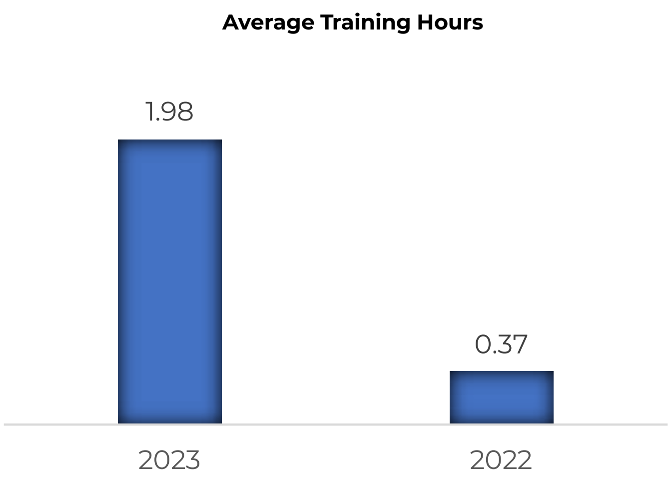
Human Capital Development

As ZHL, we understand the significance of investing in the development of our human capital. Our approach to training and education has been pivotal in driving positive impacts across various areas and we believe that equipping our employees with the necessary skills and knowledge is crucial not only for individual growth but also for achieving excellence within the entire Group. During the period under review, we enrolled key members of senior management across the group into an Executive Development Program while one executive member participated in the Harvard Executive Management Program.

We ensure that all employees are trained and equipped with the necessary knowledge and resources outlined in our policy framework. Compliance audits are conducted regularly to ensure that our policies and procedures are being followed consistently. Additionally, skills audits are performed to assess the competency and proficiency of employees, identifying areas for improvement, and tailoring our training programs accordingly. The Group utilises performance cycles and career planning processes to monitor individual progress and provide opportunities for growth and advancement. Our goal is to create an environment that fosters continuous human capital development. We set targets to ensure 100% compliance with our human capital development standards and measure progress through key performance indicators such as the percentage of identified successors and promotions. By doing so, we ensure that our employees are adaptable, innovative, and capable of meeting evolving challenges in the global marketplace.

Training Hours

Our average training hours per employee were as follows:



Occupational Health and Safety

ZHL is committed to ensuring a safe and secure work environment for its employees. We implement effective safety measures to reduce accidents and injuries, improve operational efficiency, and cultivate a positive workplace culture. The Group places a high priority on employee well-being, recognising that a safe environment not only enhances productivity but also boosts morale and strengthens employee relations. In addition, the Group acknowledges that neglecting safety can result in higher costs and increased exposure to hazards. Therefore, ZHL consistently invests in safety initiatives to protect its employees and drive sustainable business growth.

To fulfill this commitment, we conduct routine spot checks and workplace inspections to identify and address potential safety risks. The Group emphasises regular auditing and compliance assessments to ensure adherence to safety policies and regulations. Through these efforts, we achieved significant progress in enhancing the living and working environment for our employees. The increased awareness of health precautions and safety measures has contributed to a notable reduction in accidents, risks, and injuries within the Group.

Hazard Identification and Risk Assessment (HIRA)

ZHL established a systematic hazard evaluation process to ensure a safe working environment. This process involves several steps, including identification, assessment, control, and review of hazards and risk factors. When employees identify a hazard, they are required to notify the relevant person in charge, such as the Head of Department (HOD), either verbally or in writing. This communication helps to draw attention to the hazard and triggers the necessary actions. Detailed information about the hazard is then recorded to maintain a comprehensive record and facilitate further analysis.

After identifying and recording the hazard, it is crucial to take appropriate measures to prevent its recurrence. This involves a follow-up process to verify that the necessary control measures have been effectively implemented, thereby minimising the risk of harm to individuals or the workplace. Incident reporting is another vital aspect of the hazard evaluation process. It provides a mechanism for employees to report any incidents or accidents that have occurred. This allows for a thorough investigation and analysis of the incident, helping to identify the root causes and contributing to ongoing efforts to enhance safety measures. ZHL ensures that hazards are promptly addressed, control measures are implemented, and incidents are reported and investigated. This proactive approach helps to create a safe working environment and supports the continuous improvement of safety measures within the Group.

Sustainability **In Our Value Chain**

Sustainability is a core pillar of our business strategy, and we are dedicated to continuously improving the environmental performance and social impact of our own operations.

Energy

Our Impacts

Energy management is at the core of our sustainability efforts, aimed at optimising energy usage and minimising environmental impact. The Group implements strategies to enhance energy efficiency, promote responsible energy consumption, and incorporate renewable energy sources. The Group is in the process of invested in solar power which will result in cost savings due to less dependency on generators, increased productivity as down time due to power outages will be eliminated, and reduced air pollution. However, we also recognise the potential negative consequences of inefficient energy management, such as higher energy costs and an increased carbon footprint.

How we conserve energy

We place a strong emphasis on training our employees to promote sustainable energy consumption practices. Continuous improvement in energy usage is achieved through ongoing monitoring, analysis, and the implementation of energy-saving measures. The Group prioritises the purchase of energy-efficient products such as Light Emitting Diodes lights to reduce energy consumption and minimise environmental impacts. ZHL demonstrates its commitment to green energy through ongoing solar installation projects, facilitating the transition to renewable energy sources. Additionally, regular servicing of electrical equipment, including generators and pool vehicles, is conducted to minimise air pollution.

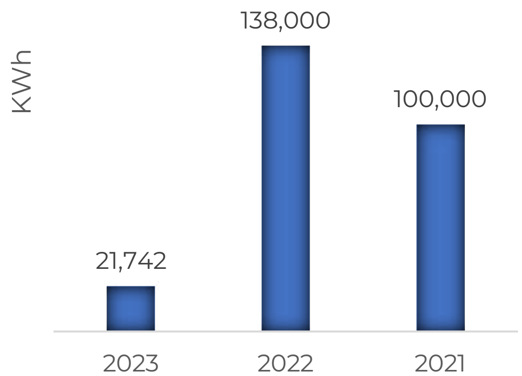
Monitoring System

The Group actively monitors electricity usage to track progress and identify opportunities for reducing consumption. Our goals for energy management include the adoption of a green energy system and a reduction in electricity usage. To achieve these goals, specific targets are set, such as transitioning the business to rely on renewable energy in the long run. Key performance indicators, such as electricity and fossil fuel consumption, are used to assess progress and measure the effectiveness of actions. Noteworthy progress has been made towards achieving these goals, as evidenced by the commencement of solar installation.

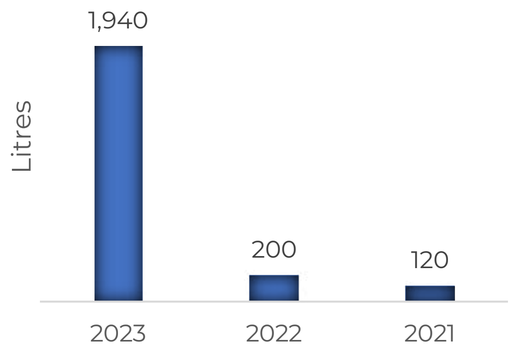
Energy consumption within the Group

Energy consumption for the reporting period is represented in the graphs below:

Electricity



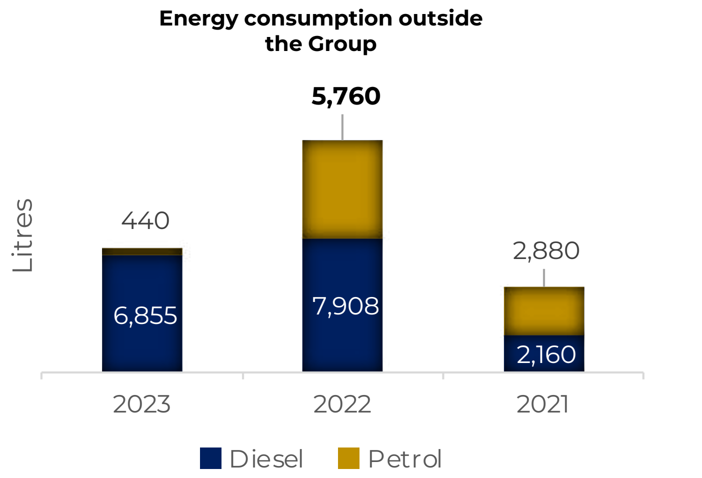
Diesel for generators



Diesel for generators increased by 465% due to power outages experienced in FY2023.

Energy consumption outside the Group

The energy consumption outside the Group pertains to the use of petrol and diesel for activities such as service delivery that occur outside the Group's operational premises. Energy consumption statistics for the period under review are as follows:



Diesel usage increased as a result of the purchase of pool cars and outreach programs held.

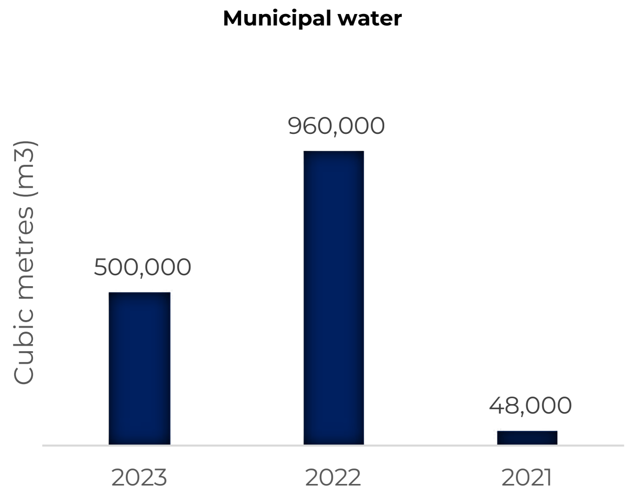
Water

At ZHL, we understand the importance of water conservation and responsible management of effluents. Effective water management practices and adherence to regulations, has enabled us to avoid financial penalties. Through our efforts, we strive to ensure the availability of clean and safe water for the business and communities. Responsible management of our effluents has helped in minimising the risk of water pollution and contamination while safeguarding the health of people and ecosystems. This is evident in the Southview community following the commissioning by the Group, through Fidelity Life, of the water reticulation plant. ZHL is committed to play its part in addressing the increased water scarcity due to climate change, pollution resulting from inadequate effluent management, and the potential outbreak of waterborne diseases such as cholera.

We are fully committed to complying with all relevant laws and regulations governing water management. This includes obtaining necessary permits, licenses, and approvals, as well as ensuring that our operations meet the required standards for water usage and effluent discharge. We implemented training programs to educate our employees on the importance of water conservation and efficient water usage to promote a culture of responsible water management throughout our businesses. Regularly, we inspect and maintain our water infrastructure, including pipes, faucets, and water storage systems. This helps in identifying and repairing any leaks or inefficiencies that may contribute to water wastage or contamination. Our water management practices include monitoring water usage, setting targets for reduction, and promoting responsible water consumption behaviours among employees. Installation of water-saving toilet systems has helped in utilising innovative technologies to reduce water consumption without compromising functionality or hygiene standards. In times of water shortage or when municipal water supply is limited, we have developed contingency plans to ensure uninterrupted operations.

Internal and external audits are used in tracking the effectiveness of our water and effluent management. Our aim is to ensure an abundant and uncontaminated supply of drinking water. We are focused on improving water quality while also promoting increased recycling and the safe reuse of water resources. Our key performance indicators are water security and supply continuity. Compliance has been identified as a key factor for efficiency, and a compliance dashboard is closely monitored to enhance effectiveness. Cooperation and support from management in implementation of policies has reinforced our commitment to responsible water and effluents management.

For FY2023 water usage statistics were as follows:



Waste

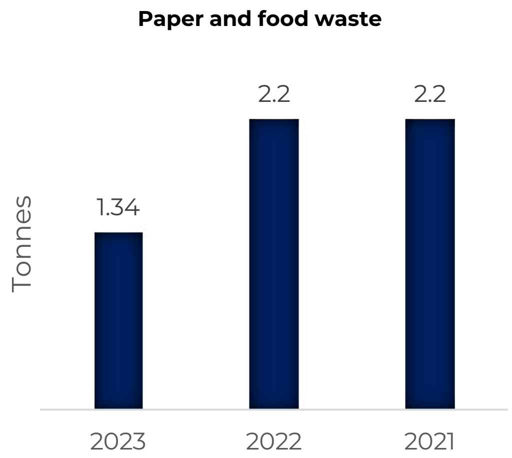
As a sustainable business, ZHL places a high priority on waste management and acknowledges the significant impacts that waste has on the environment, economy, and public health. We are committed to promoting a clean and healthy environment through implementing proper waste disposal practices, establishing recycling programs, and actively reducing the generation of waste. Additionally, recycling materials reduces the volume of waste sent to landfills and minimise disposal costs. Through complying with waste disposal regulations and guidelines, the Group avoids fines and penalties that may be imposed for non-compliance. However, improper waste disposal can lead to pollution of air, water and land, causing significant harm to the ecosystem. Further, poor waste management can create breeding grounds for disease vectors such as mosquitoes, rodents, and bacteria.

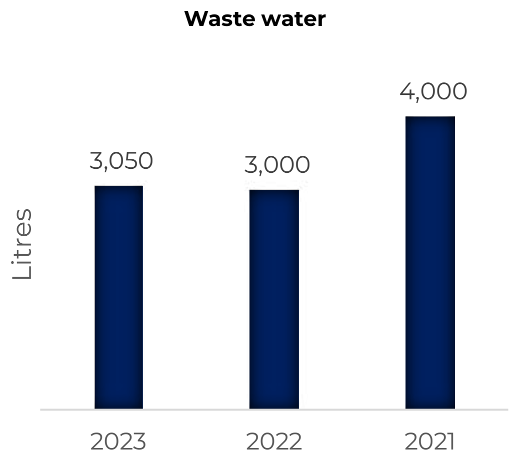
We engage reputable third-party waste management service providers who are selected based on their adherence to environmental regulations, proper waste treatment methods, and commitment to sustainability. The Group emphasises the importance of training employees on waste management practices, and we provide training programs to ensure that all employees are equipped with the knowledge and skills necessary to handle waste properly, including waste segregation, recycling procedures, and the use of appropriate disposal methods. To ensure the safety and well-being of our employees, we made mandatory the use of protective clothing and equipment when handling waste. We actively participate in the maintenance and improvement of municipality infrastructure related to waste management. Community awareness campaigns are held to educate and promote responsible waste management practices. Additionally, we provide sanitary and office bins to facilitate proper waste segregation and disposal within our premises.

We conduct internal audits and social media engagements to gather feedback on the effectiveness of our waste management practices. We strive to minimise the amount of hazardous and non-hazardous waste generated, promote recycling, and support sustainable development. As ZHL, we focus on enhancing resource usage efficiency and limiting waste generation. A compliance dashboard and adherence to waste management protocols helps us assess our performance in waste management. There have been no disease outbreaks associated with our waste management practices, and we did not receive any fines from authorities.

Sustainability **In Our Value Chain (continued)**

Waste generated
Effective waste disposal is crucial for the well-being of the environment and public health. As such, ZHL responsibly collects, transports and disposes waste. Waste generated for FY2023 is represented in the graphs below:

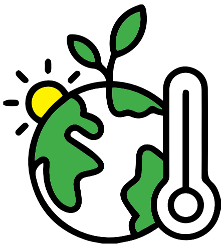




Climate **Change**

Mitigating the impacts of climate change is one of the defining challenges of our time, and we are dedicated to playing a leading role in providing appropriate risk solutions to this "new normal".

Climate Change



Climate Change Impacts

As ZHL, we recognise the growing concern for the environment and the need to address the negative impacts of climate change. We understand that climate change poses significant challenges, including physical risks, rising insurance costs, exacerbation of poverty, and supply chain disruptions. One of the key drivers of our increased interest in sustainable businesses is our commitment to sustainable development. We believe in balancing economic growth with environmental protection and social well-being.

Mitigation Measures

To effectively manage the challenges and risks posed by climate change, we implemented several strategies. One key aspect is engaging in awareness campaigns that educate our employees, partners, and stakeholders about the impacts of climate change and the importance of sustainable practices. This helps foster a climate-conscious workplace culture and encourages everyone to participate in mitigating our carbon footprint. We actively promote initiatives such as promoting energy-efficient practices, encouraging telecommuting, and supporting carpooling or the use of public transportation. Additionally, we are committed to nurturing biodiversity through initiatives such as reforestation and conservation efforts. We aim to collectively reduce our carbon footprint by working collaboratively with our stakeholders and encouraging sustainable practices.

Climate Change Adaptation

We are actively working towards creating a green ecosystem by using appliances and equipment that are environmentally friendly. Additionally, we purchased green ecosystem-friendly vehicles to reduce our carbon footprint. The Group places a strong emphasis on reducing its greenhouse gas emissions which includes monitoring and managing our Scope 1 and 2 emissions, which encompass emissions from our suppliers and customers. ZHL has measures to track its progress in climate mitigation, adaptation, and resilience. One of our key performance indicators is tracking global greenhouse gas emissions.

Climate **Change (continued)**

Climate-Related Risks

Risk	Description	Mitigation measures	Financial Implications
Climate change	The potential risk of sudden extreme weather events causing damage to property and infrastructure while also disrupting business operations.	Improving our underwriting to cover and price for such risks Investing in climate-resilient infrastructure. Enhancing disaster preparedness and response strategies. Diversifying geographical locations to spread risk.	Increased operational costs due to repair and maintenance. Increased claims on unpriced risks. Business disruptions leading to lost revenue and recovery expenses.
Market	The potential risk of shifts in market preferences towards more sustainable and low-carbon products and services affecting demand for certain investments.	Ensuring green technologies and sustainable business practices are at the core of our infrastructure projects. Conducting market research to adapt to changing preferences.	High reinvestment costs for shifting to new market demands.
Reputation	The risk of stakeholders underrating our corporate sustainability.	Enhancing transparency and communication about climate actions and sustainability efforts within the Group.	Expenses related to additional spending to rebuild our reputation. Brand value erosion impacting our market share and in turn profitability.
Sustainable investments.	Allocating capital to projects and technologies that promote sustainability and resilience.	The Finance and Investmentts Committee has integrated sustainable investing considerations into our capital allocation and budgeting processes.	Increased capital expenditure for sustainable projects and technologies.
Renewable energy	Transitioning to renewable energy sources.	The Group is making significant investment into solar energy to not only power its operations but its projects as well. The aim is reducing reliance on the national power supply but feedback excess power generated.	High cost of setting up and converting to renewable energy sources.

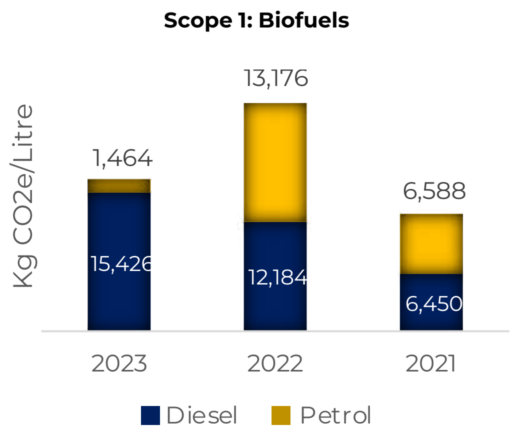
Greenhouse Gas (GHG) Emissions

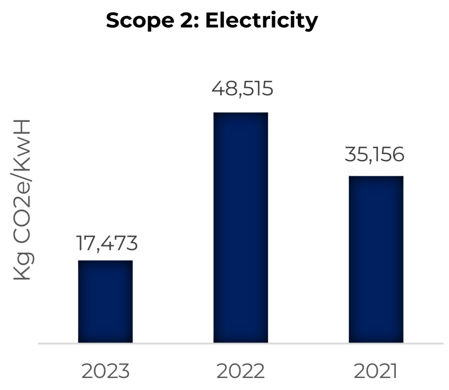
ZHL understands the importance of addressing Greenhouse Gas Emissions and mitigating climate change. As a responsible business, we implemented a comprehensive approach to minimise our carbon footprint and contribute to a sustainable future. Our approach focuses on measuring, reducing, and offsetting emissions across our operations and properties.

We calculate our carbon footprint by converting energy consumption into carbon dioxide (CO2e) equivalency using internationally accepted conversion factors. We calculate Scope 1: direct emissions based on our consumption of diesel and petrol, by applying United Kingdom (UK) Government GHG Conversion Factors.

Our Scope 2: Indirect Emissions is calculated by converting electricity consumption to emissions equivalency using the Southern African Power Pool 2015 factors and the Global Warming Potential rates from the Intergovernmental Panel on Climate Change (IPCC).

Our emissions statistics for FY2023 were as follows:





Community **Investments**

Our community investment initiatives are designed to create shared prosperity, foster social cohesion, and empower local stakeholders as partners in our sustainable development efforts.

Corporate Social Responsibility

Our Impacts
ZHL is dedicated to creating a positive impact through its Corporate Social Responsibility (CSR) initiatives. We are committed to carefully selecting projects that can address community issues while promotingZHL's motto of Security, Growth and Profitability. Our focus is to bring about long-term change and enhance the well-being of the communities we serve.

The Group believes in prioritising collaboration and guidance from the relevant authorities when undertaking our CSR initiatives. We engage with the authorities of selected institutions to ensure that our projects align with their guidance and expertise. Through this collaborative approach, we can address identified needs within the communities we serve and eliminate the possibility of any negative impact.

Our CSR Efforts
In 2023, ZHL undertook various CSR initiatives in line with our sustainability goals:-

a. Clean water and sanitation
   The Group sunk a borehole and installed a water tank for Epworth Community.
b. Decent work and economic growth
   We also supported the Kadoma Business Club by donating chicks, chicken feed, and vaccines, enabling them to start a chicken project.
c. Good health and well being
   ZHL also sponsored the Zimbabwe Golf Open which markets Zimbabwe as a sports toursim destination. ZHL opened its tent out to its stakeholders giving them an opporunity to interact with the outdoors to achieve balance and grounding during work hours.

Evaluation
To provide clear direction and purpose, ZHL sets specific objectives with measurable deliverables for each CSR initiative. The Group ensures that action plans are carefully implemented and evaluated once completed, measuring the outcomes against initial objectives.

This evaluation process enables us to assess the effectiveness of the Group's initiatives, identify areas of improvement, and make data-driven decisions to continuously enhance the impact of its CSR efforts.We remain committed to making a positive impact in communities through strategic decision-making and thoughtful project selection.

Community **Investments**

CSR Activities

Our CSR activities for the reporting period were as follows:

Purpose for investing	Beneficiary	Items donated	Amount
Assisting students in achieving their academic goals.	Kendra Kadhanga.	Fees and uniforms.	US$319
Promoting healthy living and working environments.	Platinum Lithium of Zimbabwe. Citi med (Mbare Hospital launch). Island Hospice (Mental health services). St Giles (Ward launch). Zimbabwe Golf Open	First Aid kits. Money. Money.	US$800 US$400 US$3,000 US$3,000 US$15,000
Providing clean water to communities.	Epworth Community. Southview Park community (Commissioning of water works).	Borehole and tank. Money	US$6,450 ZWL895,250
Promote community engagement.	Kadoma Business Club.	Day old chicks, feed and vaccines.	US$1,500
Total			**US$30,469** **ZWL895,250**

Economic **Impacts**

Procurement

The Group takes pride in its commitment to responsible and sustainable sourcing practices. We aim to ensure that our supply chain operates ethically and sustainably by building long-lasting relationships with suppliers who adhere to regulations and uphold principles of good governance, social responsibility, and environmental sustainability. We implemented measures and policies to ensure accountability and environmental stewardship, including our Scheme of Delegated Authority (SODA) that provides a clear framework for decision-making within our procurement procedures. Our Procurement Procedure Manual outlines standardised processes, ensuring efficiency and consistency in our supply chain operations. We use a Procedure Manual for Corporate Administration that guides supplier selection and evaluation, enabling us to build relationships with suppliers who share our core principles and values. As part of our commitment to responsible practices, we extend our principles throughout the entire supply chain, contributing to a more ethical and sustainable business ecosystem. To measure our performance, we rely on key performance indicators such as profit levels, the number of clients, and costs incurred. We conduct audits to ensure that vendors who charge the lowest amount for goods or services are awarded orders if they meet our user requirements. Our efforts resulted in significant progress towards our goals and targets, including an increase in the number of clients we have acquired and the opening of new branches, which has contributed to an increase in revenues. We are proud of our achievements in reducing our total costs, contributing to improved profitability, and we remain committed to responsible and sustainable sourcing practices.

Economic Value Generation and Distribution

The business recognises that its economic performance significantly influences its overall success and achievements. A strong economic performance directly impacts the Group's ability to create and preserve value for both policyholders and shareholders, ensuring their long-term satisfaction and confidence. It enables us to improve the welfare of our internal and external stakeholders, fostering positive relationships and enhancing trust. A thriving business with solid economic performance enjoys increased brand visibility, attracting more customers and expanding its market share. This growth potential leads to recurring business and an expanded customer base, contributing to the Group's financial stability and sustainability. Additionally, we understand that our economic activities have implications for national development by promoting savings and investment. However, the Group is mindful of the potential environmental impacts associated with economic activities. We acknowledge the importance of adopting environmentally responsible practices to minimise our carbon footprint, reduce pollution, and mitigate climate change risks. We strive to balance economic growth and environmental stewardship, seeking sustainable solutions that contribute to a more environmentally friendly and inclusive future.

We adopted a responsible management approach that goes beyond financial considerations when assessing investment opportunities. The Group carefully evaluates potential investments by considering their social and environmental impacts in addition to their financial returns. ZHL actively seeks out investments that align with its values, such as sustainable energy projects, socially responsible enterprises, and businesses that prioritise ethical practices. The Group recognises its role in national development and actively contributes to it in various ways. We create job opportunities, which not only support individuals and their families but also contribute to the overall economic growth of the country. Additionally, we fulfil our tax obligations, making significant contributions to national revenue. Payment of tax also supports government initiatives and public services that benefit society as a whole. Further, we contribute to the maintenance of public infrastructure through partnerships with local authorities. The Group is in the process of re-establishing itself as a key architect in the Zimbabwean infrastructure space. The projects are set to bring about employment opportunities, provide safe operating spaces to the communities' wile ridding them of social ill while also adding visual interest to the landscapes. The Group is committed to achieving economic performance while creating value for all stakeholders and minimising harm to the natural ecosystem. Throughout the reporting period, we made significant progress towards this goal, particularly in terms of growth in savings and investments. We learned valuable lessons along the way, which have shaped our strategies and reinforced the importance of responsible investments, stakeholder engagement, and community contributions.

For detailed information on the direct economic value generated and distributed, please refer to pages 46 to 223 of our financial statements. These pages provide a comprehensive overview of the economic impact we have achieved.

Tax Affairs

Tax

ZHL takes great pride in its contribution to the national revenue authority and its active participation in various projects that contribute to national development. We recognise the importance of fulfilling our tax obligations and complying with national tax acts as a demonstration of our commitment to being a responsible corporate citizen. The Group ensures compliance and avoids any potential negative impact on the value of policyholders and shareholders by making timely tax payments and staying informed about statutory tax developments.

Approach to tax

We adopted a comprehensive approach to tax management, ensuring compliance with applicable statutes and minimising potential losses from non-compliance. The Group Finance team oversees an annual review of tax practices to maintain compliance and mitigate risks effectively. The Group also leverages allowable deductions to support charitable causes and projects of national interest, such as national housing initiatives and donations to charities. A set of documented procedures guides the Group's management approach to tax compliance. These procedures undergo an annual review to ensure their effectiveness and alignment with the latest developments in taxation. This proactive approach helps the Group stay up to date with changing tax regulations and minimise the risk of misinterpretation of statutes.

We have been successful in achieving our goals and targets related to tax compliance. Adherence to payment dates and the implementation of the tax strategy ensure timely and accurate tax payments. Regular tax reviews and consultations help the Group stay informed and compliant with new policies. Training initiatives play a crucial role in cascading knowledge across the Group and enhancing the understanding of tax regulations. The Group contributes to its own financial stability while supporting national development initiative through effective management of tax compliance.

Stakeholder Engagement on Tax Matters

We adopted a comprehensive approach to tax management, ensuring compliance with applicable statutes and minimising The Group recognises the significance of establishing and maintaining a strong relationship with tax authorities. We actively participate in corporate functions that serve as valuable platforms for knowledge sharing, networking, and staying updated on the latest tax regulations and requirements. By engaging in these events, the Group ensures that it remains informed about changes in tax laws and can adapt compliance practices accordingly. To further enhance understanding and compliance with tax regulations, we invest in training and seminars for our employees. These initiatives equip the team with the necessary knowledge and skills to navigate the complexities of tax compliance effectively. ZHL also engages external consultants who specialise in tax matters to provide expertise and guidance, ensuring adherence to all applicable tax laws and regulations.

We conduct surveys and engage in forums and meetings organised by tax authorities. These platforms provide valuable insights and feedback, allowing ZHL to better understand the expectations and requirements of the tax authorities. It also provides an opportunity to address any concerns or queries raised by the authorities. ZHL maintains open channels of communication with tax authorities through various mediums. This includes utilising feedback platforms, conducting meetings and seminars, and emails. These interactions facilitate the timely resolution of inquiries, enable the provision of necessary documentation, and contribute to a transparent and cooperative relationship with tax authorities. Further, we demonstrate commitment to compliance, transparency, and a collaborative approach to tax management through active engagement with tax authorities, seeking external expertise, and maintaining open lines of communication.

Our payments to the government

For the reporting period, our tax payments were as follows:

	2023 ZWL	2022 ZWL	2021 ZWL
Corporate Tax-Subsidiary	15 631 300 870	1 518 403 356	35 094 752
Value Added Tax (VAT)	2 254 329 273	99 263 057	35 162 691
PAYE	3 529 124 155	211 665 812	98 567 937
Withholding Tax-20%	256 742 083	22 532 975	8 259 628
Aids Levy	139 304 618	8 613 613	2 826 914
IMTT	906 092 350	62 632 430	16 652 021
Other taxes	-	22 174 498	4 336 249
Total tax payment	**22 716 893 349**	**1 923 111 242**	**200 900 192**

Grant Thornton

INDEPENDENT AUDITOR'S REPORT

To the members of Zimre Holdings Limited

Report on the Audit of the Inflation Adjusted Consolidated Financial Statements

Adverse Opinion

We have audited the inflation adjusted consolidated financial statements of Zimre Holdings Limited ("the Group") set out on pages **46** to **225**, which comprise the consolidated statement of financial position as at 31 December 2023, and the consolidated statement of profit or loss and other comprehensive income, the consolidated statement of changes in equity and the consolidated statement of cash flows for the year then ended, and the notes to the consolidated financial statements, including a summary of significant Group accounting policies.

In our opinion, because of the significance of the matters described in the ***Basis for Adverse Opinion*** section of our report, the inflation adjusted consolidated financial statements do not present fairly, in all material respects, the financial position of Zimre Holdings Limited as at 31 December 2023, and its financial performance and cash flows for the year then ended in accordance with International Financial Reporting Standards (IFRSs).

Basis for Adverse Opinion

Implementation of International Financial Reporting Standard (IFRS) 17 – Insurance contracts - Group yet to align its accounting, administration and information technology infrastructure with the requirements of IFRS 17

As disclosed in **Note 2.1.4** to these consolidated inflation adjusted financial statements, the Group adopted IFRS 17 - ***Insurance Contracts*** with effect from 1 January 2023. Fidelity Life Assurance of Zimbabwe Limited, a significant component of Zimre Holdings Limited, is still in the process of upgrading its accounting, administration and IT infrastructure to align with the requirements of IFRS 17. In preparing these consolidated inflation adjusted financial statements, Fidelity Life Assurance of Zimbabwe Limited utilised simplified models in accounting for insurance contracts and these do not track onerous and profitable contracts at policy level. Once the upgrade of the accounting, administration and IT infrastructure align with the requirements of IFRS 17 is complete, significant adjustments may have to be made to the amounts recognised in these financial statements with respect to the Group's insurance contracts.

Accordingly, we were not able to determine the adjustments that might be necessary to the following financial statements line items:

1. Insurance revenue;
2. Insurance service expenses;
3. Insurance finance expenses for insurance contracts issued;
4. Insurance reserve; and
5. Insurance contract liabilities.

Non-compliance with International Accounting Standard (IAS) 29 – Financial Reporting in Hyper-inflationary Economies

The Group did not maintain monthly IFRS 17 financial reports given the ongoing upgrade to its accounting, administration and IT infrastructure. As a result, in applying IAS 29 – ***Financial Reporting in Hyper-inflationary Economies***, management used average inflation indices for the year ended 31 December 2023 to restate insurance revenue and insurance finance expenses for insurance contracts issued included in the consolidated inflation adjusted statement of profit or loss and other comprehensive income. This constitutes a departure from IAS 29, which requires that all amounts in the statement of profit or loss and other comprehensive income be restated by applying the change in the general price index from the dates when the items of income and expenses were initially recorded in the financial statements.

The financial effects of the non-compliance on these consolidated inflation adjusted financial statements have not been determined.

Inclusion of the unaudited financial statements of Vanguard Life Assurance Limited in the consolidated financial statements of Fidelity Life Assurance of Zimbabwe Limited

These consolidated financial statements include the financial position, financial results and cashflows of Fidelity Life Assurance of Zimbabwe, a significant component of Zimre Holdings Limited. The consolidated financial statements of Fidelity Life Assurance of Zimbabwe include unaudited financial statements of Vanguard Life Assurance Limited, a subsidiary of Fidelity Life Assurance of Zimbabwe. As a result, we were unable to satisfy ourselves that all necessary adjustments and disclosures have been made to the unaudited financial statements of Vanguard Life Assurance Limited, and consequently to the consolidated financial statements of Fidelity Life Assurance of Zimbabwe Limited for the year ended 31 December 2023. The opinion of Fidelity Life Assurance of Zimbabwe Limited for the year ended 31 December 2023 is modified in respect of this matter. Accordingly, we were unable to determine the effect this might have on the consolidated financial statements of Zimre Holdings Limited for the year ended 31 December 2023.

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 Consolidated Financial Statements section of our report. We are independent of the Group in accordance with the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants (IESBA Code), and we have fulfilled our other ethical responsibilities in accordance with the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our adverse opinion.

Key Audit Matters

Key audit matters are those matters that, in our professional judgment, were of most significance in our audit of the consolidated financial statements of the current period. These matters were addressed in the context of our audit of the consolidated financial statements as a whole, and in forming the opinion thereon, and we do not provide a separate opinion on these matters. Other than the matters described in the ***Basis for Adverse Opinion*** section above, we have determined that there are no other key audit matters to communicate in our report.

Other information

The Directors are responsible for the other information. The other information comprises the 'Corporate information', 'Directors' responsibility for financial reporting', 'historical cost information' and 'Company statements', which we obtained prior to the date of this auditor's report. The other information does not include the financial statements and our auditor's report thereon. Our opinion on the consolidated financial statements does not cover the other information and we do not express any form of assurance or conclusion thereon.

In connection with our audit of the consolidated financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the consolidated 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.

Responsibilities of Directors for the consolidated financial statements

Directors are responsible for the preparation and fair presentation of the consolidated financial statements in accordance with IFRSs, and in the manner required by the Companies and Other Business Entities Act (Chapter 24:31) and for such internal control as is necessary to enable the preparation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, Directors are responsible for assessing 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 Directors either intend to liquidate the Group or to cease operations, or have no realistic alternative but to do so.

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

As part of an audit in accordance with ISAs, we exercise professional judgment 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 management.

- Conclude on the appropriateness of management's 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 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.

- Obtain sufficient appropriate audit evidence regarding the financial information of the business activities within the group to express an opinion on the 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 those charged with governance 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.

Report on Other Legal and Regulatory Requirements

In our opinion, except for the effects of the matters described in the ***Basis for Adverse Opinion***, the consolidated financial statements have been properly prepared, in all material respects in accordance with the requirements of the Companies and Other Business Entities Act (Chapter 24:31).

The engagement partner on the audit resulting in this independent auditor's report is Edmore Chimhowa.

Grant Thornton

Edmore Chimhowa

Partner

Registered Public Auditor (PAAB No: 0470)

3 May 2024

Grant Thornton

Chartered Accountants (Zimbabwe)

Registered Public Auditors

HARARE

Consolidated Statement Of Financial Position
As At 31 December 2023

		INFLATION ADJUSTED			HISTORICAL COST		
ASSETS	**Notes**	**Group 2023 ZWL**	**Group 2022 ZWL**	**Restated Group 1 Jan 2022 ZWL**	**Group 2023 ZWL**	**Group 2022 ZWL**	**Restated Group 1 Jan 2022 ZWL**
Property and equipment	**8**	66 990 947 323	35 079 549 155	21 958 661 147	61 750 317 116	6 935 249 862	1 234 202 897
Right of use of assets	**9**	3 356 414 915	815 865 972	591 323 094	2 536 851 924	141 614 825	35 655 046
Investment properties	**10**	589 044 433 600	327 948 585 800	219 638 634 181	589 044 433 600	68 246 210 550	13 296 162 925
Intangible assets	**11**	2 342 931 346	2 014 206 657	1 824 957 163	1 387 229 485	280 131 846	94 635 809
Investment in associates	**13**	4 072 880 911	15 034 224 816	23 154 693 563	2 606 819 635	2 273 541 148	1 156 317 343
Deferred tax assets	**14**	7 921 565 276	7 369 544 174	872 898 685	7 959 192 353	1 125 983 431	32 384 017
Other non-current assets	**15**	3 509 332 362	535 154 862	-	3 509 332 362	111 365 906	-
Inventories	**16**	2 387 495 853	2 329 862 012	2 456 587 153	96 816 679	19 106 791	8 987 278
Trade and other receivables	**17**	131 953 421 257	82 460 678 519	37 394 621 622	131 950 788 397	17 173 762 109	2 228 652 160
Insurance contract assets (IFRS 17)	**21**	5 803 273 861	7 500 478 817	4 144 947 626	5 803 273 861	1 560 852 154	250 920 787
Reinsurance contract assets (IFRS 17)	**21**	107 873 174 687	60 675 164 672	4 776 574 536	90 043 233 800	11 977 726 965	3 303 388 491
Current income tax assets		4 223 829 187	2 222 486 340	1 226 782 320	4 223 829 187	459 635 744	74 265 157
Financial assets :							
- at amortised cost	**18.1**	41 232 832 853	4 819 423 665	14 440 207 328	41 232 832 853	1 002 923 679	874 160 186
- at fair value through profit or loss	**18.2**	91 970 682 070	29 518 429 168	21 800 366 834	91 970 682 070	6 142 794 996	1 319 718 775
- at fair value through other comprehensive income	**18.3**	46 767 828 169	19 668 970 173	10 825 643 833	46 767 828 169	4 093 119 281	655 347 019
Cash and cash equivalents	**19**	70 717 345 454	52 505 837 065	26 947 063 406	70 717 345 454	10 926 482 280	1 631 281 977
Total assets		1 180 168 389 124	650 498 461 867	392 053 962 491	1 151 600 806 945	132 470 501 567	26 196 079 867
EQUITY AND LIABILITIES							
EQUITY							
Equity attributable to equity holders of the parent							
Share capital	**20**	13 578 436 338	13 578 436 338	13 578 436 338	18 175 447	18 175 447	18 175 447
Share premium	**20**	30 676 629 461	30 676 629 461	30 676 629 461	787 722 112	787 722 112	787 722 112
Treasury shares	**20**	(49 941 556)	(49 941 556)	(49 941 556)	(1 412 619)	(1 412 619)	(1 412 619)
Revaluation reserve		41 630 614 441	25 549 252 016	13 896 698 662	15 974 889 013	7 672 416 450	903 666 649
Financial assets at fair value through other comprehensive income reserve		(4 597 978 451)	4 966 405 199	3 814 176 193	6 727 736 361	594 340 640	147 739 786
Foreign currency translation reserve		75 336 538 113	39 818 963 952	22 077 457 051	39 731 608 256	4 057 343 132	583 552 451

Consolidated Statement Of Financial Position
As At 31 December 2023 (continued)

	Notes	INFLATION ADJUSTED Group 2023 ZWL	INFLATION ADJUSTED Group 2022 ZWL	INFLATION ADJUSTED Restated Group 1 Jan 2022 ZWL	HISTORICAL COST Group 2023 ZWL	HISTORICAL COST Group 2022 ZWL	HISTORICAL COST Restated Group 1 Jan 2022 ZWL
Change in ownership reserve		11 899 946 844	11 899 946 844	11 899 946 844	334 501 014	334 501 014	334 501 014
Insurance reserve		(49 898 001 278)	(49 898 001 278)	33 242 745 562	(19 695 427 529)	(19 695 427 529)	(2 454 074 584)
Retained earnings		396 269 236 542	145 603 902 596	76 093 366 870	500 840 906 910	55 180 971 181	7 105 586 920
Total equity attributable to equity holders of the parent		514 845 480 454	222 145 593 572	205 229 515 425	544 718 698 965	48 948 629 828	7 425 457 176
Non-controlling interest		108 161 343 983	26 523 427 087	13 517 628 665	133 680 088 158	17 586 668 570	853 922 597
Total equity		623 006 824 437	248 669 020 659	218 747 144 090	678 398 787 123	66 535 298 398	8 279 379 773
LIABILITIES							
Deferred tax liabilities	**14**	32 753 279 561	17 067 626 997	10 758 396 068	-	4 190 804 532	702 008 884
Investment contract liabilities	**22**	19 500 810 198	26 861 144 769	15 711 995 367	19 500 810 198	5 589 813 223	951 149 833
Insurance contract liabilities	**22**	360 697 535 109	277 290 159 116	109 720 384 232	312 263 121 440	39 379 511 218	14 016 664 578
Borrowings	**23**	6 151 577 953	2 294 266 144	2 076 990 498	6 151 577 953	477 437 553	125 733 818
Lease liabilities	**9**	3 084 357 213	493 403 521	540 497 971	3 084 357 216	102 677 437	32 719 877
Other provisions	**24**	1 437 836 904	1 458 453 678	1 053 225 443	1 437 836 904	303 504 700	63 758 624
Trade and other payables	**25**	130 386 966 694	74 204 917 569	30 855 284 680	127 615 115 056	15 442 068 198	1 867 872 170
Current income tax payable		3 149 201 055	2 159 469 414	2 590 044 142	3 149 201 055	449 386 308	156 792 310
Total liabilities		557 161 564 687	401 829 441 208	173 306 818 401	473 202 019 822	65 935 203 169	17 916 700 094
TOTAL EQUITY AND LIABILITIES		1 180 168 389 124	650 498 461 867	392 053 962 491	1 151 600 806 945	132 470 501 567	26 196 079 867

Historical cost results are included as supplementary information.

D. Matete

Chairman

S.Kudenga

Group Chief Executive

Consolidated Statement Of Profit Or Loss And Other Comprehensive Income
For The Year Ended 31 December 2023

		INFLATION ADJUSTED		HISTORICAL COST	
	Note	Group 31 December 2023 ZWL	Restated Group 31 December 2022 ZWL	Group 31 December 2023 ZWL	Restated Group 31 December 2022 ZWL
INCOME					
Insurance contracts revenue	**26**	254 982 795 405	106 329 092 099	147 521 338 755	16 826 391 617
Insurance service expenses	**26**	(174 785 171 524)	(107 737 932 166)	(125 530 707 294)	(20 856 964 421)
Insurance service result from insurance contracts issued		80 197 623 881	(1 408 840 067)	21 990 631 461	(4 030 572 804)
Allocation of reinsurance paid	**26**	(34 095 340 609)	(15 217 756 252)	(26 133 531 642)	(2 876 803 780)
Amount recoverable from reinsurers for incurred claims	**26**	31 370 211 843	35 058 585 547	23 336 056 920	6 826 645 602
Net expenses from reinsurance contracts held		**(2 725 128 766)**	**19 840 829 295**	**(2 797 474 722)**	**3 949 841 822**
Insurance service result	**26**	**77 472 495 115**	**18 431 989 228**	**19 193 156 739**	**(80 730 982)**
Interest revenue from financial instruments not measured at fair value through profit or loss		4 149 288 975	920 545 295	4 114 944 877	209 577 252
Net income/(loss) from other financial instruments at fair value through profit or loss	**18.2**	19 366 498 633	(1 347 014 543)	19 891 532 271	1 642 806 820
Net gains from fair value adjustments to investment properties	**10**	68 560 607 995	22 079 628 878	114 086 226 810	12 471 885 471
Net change in investment contract liabilities	**22.1**	(81 298 770 261)	(4 868 058 299)	(29 339 218 800)	(3 852 114 553)
Other Investment Revenue	**27**	86 094 742 362	34 328 230 778	10 275 618 208	15 693 345 061
Net gain from foreign exchange		17 848 020 813	11 018 442 638	12 476 833 485	2 149 089 009
Net Investment Income		**114 720 388 517**	**62 131 774 747**	**131 505 936 851**	**28 314 589 060**
Insurance finance expenses for insurance contracts issued		(20 977 620 408)	(3 833 869 442)	(8 122 138 335)	(625 479 147)
Reinsurance finance income for reinsurance contracts held		-	-	-	-
Net insurance finance expenses		**(20 977 620 408)**	**(3 833 869 442)**	**(8 122 138 335)**	**(625 479 147)**
Net insurance and investment result		**171 215 263 224**	**76 729 894 533**	**142 576 955 255**	**27 608 378 931**

Consolidated Statement Of Profit Or Loss And Other Comprehensive Income
For The Year Ended 31 December 2023 (continued)

		INFLATION ADJUSTED		HISTORICAL COST	
	Note	Group 31 December 2023 ZWL	Restated Group 31 December 2022 ZWL	Group 31 December 2023 ZWL	Restated Group 31 December 2022 ZWL
Rental income from investment property		13 237 147 539	5 567 992 053	8 048 831 798	863 300 456
Revenue from sale of inventory property		377 114 337	1 256 808 747	96 158 320	161 723 698
Fees and commission income	**28**	9 494 899 033	5 578 605 115	4 263 530 680	757 266 466
Investment income	**29**	3 509 813 473	52 251 449 801	2 199 339 750	1 153 380 992
Net income from other financial instruments at fair value through profit or loss	**18.2**	291 930 621	122 740 344	1 866 347 795	201 049 092
Net gains from fair value adjustments to investment properties	**10**	137 854 961 406	27 056 625 040	412 466 278 614	39 807 521 214
Interest income from micro - lending		5 407 928 288	2 545 425 490	3 469 511 590	346 712 607
Other income	**30**	16 242 519 796	11 284 607 428	18 229 032 140	404 248 738
		186 416 314 493	**105 664 254 018**	**450 639 030 687**	**43 695 203 263**
Total income		**357 631 577 717**	**182 394 148 551**	**593 215 985 942**	**71 303 582 194**
Fee and commission expenses, and other acquisition costs		(475 031 658)	(216 405 788)	(239 967 806)	(40 678 256)
Operating and administrative expenses	**31**	(68 144 362 475)	(26 588 237 492)	(46 083 549 656)	(5 941 518 240)
Property operating costs		(3 140 272 703)	(750 551 380)	(1 994 880 348)	(107 019 975)
Allowance for expected credit losses on receivables	**17**	(828 973 976)	(206 306 081)	(855 819 932)	(612 125 323)
Finance costs		(1 882 492 588)	(1 157 070 949)	(1 351 772 990)	(198 308 629)
Net monetary gain/(loss)		37 086 376 568	(83 140 746 840)	-	-
Total expenses		**(37 384 756 832)**	**(112 059 318 530)**	**(50 525 990 732)**	**(6 899 650 423)**
Profit before share of profit of associates		**320 246 820 885**	**70 334 830 021**	**542 689 995 210**	**64 403 931 771**
Share of associate (losses)/ profit		(72 547 014)	583 948 732	(72 547 014)	(2 023 038 325)
Profit before tax		**320 174 273 871**	**70 918 778 753**	**542 617 448 196**	**62 380 893 446**
Income tax (expense)/credit		(15 226 923 487)	1 511 685 438	(14 529 146 807)	(1 465 256 507)
Profit for the year		**304 947 350 384**	**72 430 464 191**	**528 088 301 389**	**60 915 636 939**

Consolidated Statement Of Profit Or Loss And Other Comprehensive Income
For The Year Ended 31 December 2023 (continued)

Other comprehensive income

		INFLATION ADJUSTED		HISTORICAL COST	
	Note	Group 31 December 2023 ZWL	Restated Group 31 December 2022 ZWL	Group 31 December 2023 ZWL	Restated Group 31 December 2022 ZWL
Items that will not be reclassified to profit or loss					
Gains on property, plant and equipment revaluations		23 815 526 149	10 532 464 707	12 139 035 041	4 222 913 719
Share of other comprehensive income from associates		517 381 095	1 965 078 793	517 381 095	2 866 677 488
Income tax relating to components of other comprehensive income		(1 683 691 084)	(844 990 143)	(2 945 909 831)	(320 841 407)
		22 649 216 160	**11 652 553 357**	**9 710 506 305**	**6 768 749 800**
Items that may be reclassified subsequently to profit or loss					
Exchange differences on translating foreign operations		50 920 870 713	24 134 588 157	60 953 538 452	5 745 293 693
Investments in equity instruments	**18.3**	4 001 517 195	1 163 867 681	6 044 300 957	451 111 974
Gains on cashflow hedges		(13 182 902 810)	-	(1 888 280 419)	-
Income tax relating to components of other comprehensive income		(23 799 364)	(11 638 677)	(44 227 201)	(4 511 120)
		41 715 685 734	**25 286 817 161**	**65 065 331 789**	**6 191 894 547**
Other comprehensive income for the period net of tax		64 364 901 894	36 939 370 518	74 775 838 094	12 960 644 347
Total comprehensive income for the period		369 312 252 278	109 369 834 709	602 864 139 483	73 876 281 286
Profit for the period attributable to:					
Equity holders of Zimre Holdings Limited		253 461 089 380	71 062 996 827	447 343 670 766	48 333 336 644
Non-controlling interests		51 486 261 004	1 367 467 364	80 744 630 623	12 582 300 295
		304 947 350 384	72 430 464 191	528 088 301 389	60 915 636 939
Total comprehensive income attributable to:					
Equity holders of Zimre Holdings Limited		295 495 642 316	101 609 286 088	497 453 804 174	59 022 477 979
Non-controlling interests		73 816 609 962	7 760 548 621	105 410 335 309	14 853 803 307
		369 312 252 278	109 369 834 709	602 864 139 483	73 876 281 286
Earnings per share from profit on continuing operations attributable to owners of Zimre Holdings Limited					
Basic and diluted earnings per share (ZWL cents):	**32**	13 940.08	3 908.39	24 603.40	2 658.28

Historical cost results are included as supplementary information.

Group Statement Of Changes In Equity
For The Year Ended 31 December 2023

INFLATION ADJUSTED

	Notes	Share capital ZWL	Share premium ZWL	Treasury shares ZWL	Revaluation reserve ZWL	Financial assets at fair value through other comprehensive income reserve ZWL	Foreign currency translation reserve ZWL	Change in ownership reserve ZWL	Insurance reserve ZWL	Retained earnings ZWL	Attributable equity holders of parent ZWL	Non-controlling interest ZWL	Total equity ZWL
Year ended 31 December 2022													
Balance as at 1 January 2022 as previously stated		**13 578 436 338**	**30 676 629 461**	**(49 941 556)**	**13 896 698 662**	**3 814 176 193**	**22 077 457 051**	**11 899 946 844**	**-**	**76 093 366 870**	**171 986 769 863**	**13 517 628 665**	**185 504 398 528**
Impact on initial application of IFRS 17									33 242 745 562	-	33 242 745 562	-	33 242 745 562
Balance as at 1 January 2022 as restated		**13 578 436 338**	**30 676 629 461**	**(49 941 556)**	**13 896 698 662**	**3 814 176 193**	**22 077 457 051**	**11 899 946 844**	**33 242 745 562**	**76 093 366 870**	**205 229 515 425**	**13 517 628 665**	**218 747 144 090**
Total comprehensive income for the year		**-**	**-**	**-**	**11652 553 354**	**1152 229 006**	**17741 506 901**	**-**		**71062 996 827**	**101609 286 088**	**7760 548 621**	**109369 834 709**
Profit for the year		-	-	-	-	-	-	-	-	71 062 996 827	71 062 996 827	1 367 467 364	72 430 464 191
Other comprehensive income for the year net of tax		-	-	-	11 652 553 354	1 152 229 006	17 741 506 901	-	-	-	30 546 289 261	6 393 081 257	36 939 370 518
IFRS 17 Transition Reserve		-	-	-	-	-	-	-	(83 140 746 840)	-	(83 140 746 840)	-	(83 140 746 840)
Transactions with owners in their capacity as owners		**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**(1552 461 101)**	**(1552 461 101)**	**5245 249 801**	**3692 788 700**
Dividend declared and paid	**34**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	(1 552 461 101)	(1 552 461 101)	-	(1 552 461 101)
Change in ownership percentage		-	-	-	-	-	-	-	-	-	-	5 245 249 801	5 245 249 801
Balance as at 31 December 2022		**13 578 436 338**	**30 676 629 461**	**(49 941 556)**	**25 549 252 016**	**4 966 405 199**	**39 818 963 952**	**11 899 946 844**	**(49 898 001 278)**	**145 603 902 596**	**222 145 593 572**	**26 523 427 087**	**248 669 020 659**
Year ended 31 December 2023													
Balance as at 1 January 2023		**13 578 436 338**	**30676 629 461**	**(49 941 556)**	**25 549 252 016**	**4 966 405 199**	**39 818 963 952**	**11 899 946 844**	**(49 898 001 278)**	**145 603 902 596**	**222 145 593 572**	**26 523 427 087**	**248 669 020 659**
Impact on initial application of IFRS 17													
Balance as at 1 January 2023 as restated		**13 578 436 338**	**30 676 629 461**	**(49 941 556)**	**25 549 252 016**	**4 966 405 199**	**39 818 963 952**	**11 899 946 844**	**(49 898 001 278)**	**145 603 902 596**	**222 145 593 572**	**26 523 427 087**	**248 669 020 659**
Total comprehensive income for the year		**-**	**-**	**-**	**16 081 362 425**	**(9 564 383 650)**	**35 517 574 161**	**-**	**-**	**253 461 089 380**	**295 495 642 316**	**73 816 609 962**	**369 312 252 278**
Profit for the year		-	-	-	-	-	-	-	-	253 461 089 380	253 461 089 380	51 486 261 004	304 947 350 384
Other comprehensive income for the year net of tax		-	-	-	16 081 362 425	(9 564 383 650)	35 517 574 161	-	-	-	42 034 552 936	22 330 348 958	64 364 901 894
IFRS 17 Transition		-	-	-	-	-	-	-	-	-	**-**		-
Transactions with owners in their capacity as owners		**-**	**-**	**-**	**-**	**-**	**-**	**-**		**(2 795 755 434)**	**(2 795 755 434)**	**7 821 306 934**	**5 025 551 500**
Dividend declared and paid	**34**	-	-	-	-	-	-	-	-	(2 795 755 434)	(2 795 755 434)	-	(2 795 755 434)
Change in ownership percentage		-	-	-	-	-	-	-	-	-	-	7 821 306 934	7 821 306 934
Balance as at 31 December 2023		**13 578 436 338**	**30 676 629 461**	**(49 941 556)**	**41 630 614 441**	**(4 597 978 451)**	**75 336 538 113**	**11 899 946 844**	**(49 898 001 278)**	**396 269 236 542**	**514 845 480 454**	**108 161 343 983**	**623 006 824 437**

Group Statement Of Changes In Equity
For The Year Ended 31 December 2023 (continued)

HISTORICAL COST

	Notes	Share capital ZWL	Share premium ZWL	Treasury shares ZWL	Revaluation reserve ZWL	Financial assets at fair value through other comprehensive income reserve ZWL	Foreign currency translation reserve ZWL	Change in ownership reserve ZWL	Insurance reserve ZWL	Retained earnings ZWL	Attributable equity holders of parent ZWL	Non-controlling interest ZWL	Total ZWL
Year ended 31 December 2022													
Balance as at 1 January 2022 as previously stated		**18 175 447**	**787 722 112**	**(1 412 619)**	**903 666 649**	**147 739 786**	**583 552 451**	**334 501 014**	**-**	**7 105 586 920**	**9879 531 760**	853 922 597	**10 733 454 357**
Prior period adjustment - IFRS 17		-	-	-	-	-	-	-	(2 454 074 584)	-	(2454 074 584)	-	(2 454 074 584)
Balance as at 1 January 2022 restated		**18 175 447**	**787 722 112**	**(1 412 619)**	**903 666 649**	**147 739 786**	**583 552 451**	**334 501 014**	**(2454 074 584)**	**7105 586 920**	**7425 457 176**	**853 922 597**	**8279 379 773**
Total comprehensive income for the year		-	-	-	6 768 749 801	446 600 854	3 473 790 681	-		48 333 336 644	59 022 477 980	14 853 803 307	73 876 281 287
Profit for the year		-	-	-	-	-	-	-	-	48 333 336 644	48 333 336 644	12 582 300 295	60 915 636 939
Other comprehensive income for the year net of tax		-	-	-	6 768 749 801	446 600 854	3 473 790 681	-	-	-	10 689 141 336	2 271 503 012	12 960 644 348
IFRS 17 Transition		-	-	-	-	-	-	-	(17 241 352 945)	-	(17 241 352 945)	-	(17 241 352 945)
Non-controlling interests on acquisition of subsidiary		-	-	-	-	-	-	-	-	-	-	1 878 942 666	1 878 942 666
Transactions with owners in their capacity as owners		-	-	-	-	-	-	-		(257 952 383)	(257 952 383)	-	(257 952 383)
Dividend declared and paid	**34**	-	-	-	-	-	-	-	-	(257 952 383.00)	(257 952 383)	-	(257 952 383)
Balance as at 31 December 2022		**18 175 447**	**787 722 112**	**(1 412 619)**	**7 672 416 450**	**594 340 640**	**4 057 343 132**	**334 501 014**	**(19 695 427 529)**	**55 180 971 181**	**48 948 629 828**	**17 586 668 570**	**66 535 298 398**
Year ended 31 December 2023													
Balance as at 1 January 2023		**18 175 447**	**787 722 112**	**(1 412 619)**	**7 672 416 450**	**594 340 640**	**4 057 343 132**	**334 501 014**	**(19 695 427 529)**	**55 180 971 181**	**48 948 629 828**	**17 586 668 570**	**66 535 298 398**
Total comprehensive income for the year		**-**	**-**	**-**	**8 302 472 563**	**6 133 395 721**	**35 674 265 124**	**-**		**447 343 670 766**	**497 453 804 174**	**105 410 335 309**	**602 864 139 483**
Profit for the year		-	-	-	-	-	-	-	-	447 343 670 766	447 343 670 766	80 744 630 623	528 088 301 389
Other comprehensive income for the year net of tax		-	-	-	8 302 472 563	6 133 395 721	35 674 265 124	-	-	-	50 110 133 408	24 665 704 686	74 775 838 094
Transactions with owners in their capacity as owners		**-**	**-**	**-**	**-**	**-**	**-**	**-**		**(1 683 735 037)**	**(1 683 735 037)**	**10 683 084 279**	**8 999 349 242**
Dividend declared and paid	**34**	-	-	-	-	-	-	-	-	(1 683 735 037)	(1 683 735 037)	-	(1 683 735 037)
Change in ownership percentage		-	-	-	-	-	-	-	-	-	-	10 683 084 279	10 683 084 279
Balance as at 31 December 2023		**18 175 447**	**787 722 112**	**(1 412 619)**	**15 974 889 013**	**6 727 736 361**	**39 731 608 256**	**334 501 014**	**(19 695 427 529)**	**500 840 906 910**	**544 718 698 965**	**133 680 088 158**	**678 398 787 123**

Consolidated Statement Of Cash Flows
For The Year Ended 31 December 2023

		INFLATION ADJUSTED		HISTORICAL COST	
	Notes	Group 2023 ZWL	Group 2022 ZWL	Group 2023 ZWL	Group 2022 ZWL
Profit before income tax		320 174 273 871	70 918 778 753	542 617 448 196	62 380 893 446
Adjustments for non-cash items:					
Net monetary (gain)/loss		(37 086 376 568)	83 140 746 840	-	-
Depreciation	**8**	1 662 854 712	1 207 588 917	832 952 352	118 012 781
Lease depreciation charge	**9**	199 795 452	226 365 061	133 156 412	42 272 033
Fair value adjustments on investment property	**10**	(206 415 569 401)	(49 136 253 918)	(526 552 505 424)	(52 279 406 685)
Share of profit of associate	**13**	72 547 014	(583 948 732)	72 547 014	2 023 038 325
Changes in insurance and reinsurance contract liabilities		121 180 139 778	75 303 554 930	71 322 988 292	41 015 283 413
Changes in insurance and reinsurance contract assets		(45 500 805 059)	(59 254 121 327)	(82 307 928 542)	(9 984 269 841)
Changes in investment contract liabilities		(7 360 334 571)	11 149 149 402	13 910 996 975	4 638 663 390
Movement in allowance for credit losses	**17**	828 973 976	206 306 081	855 819 932	612 125 323
Movement in other provisions	**24**	1 463 288 544	1 486 169 818	1 134 332 204	239 746 075
Profit from disposal of property and equipment	**27**	(124 196 102)	(89 662 284)	(124 035 076)	(12 907 431)
Profit from disposal of investment property	**27**	-	(38 457 520)	-	(8 003 023)
Profit from disposal of financial assets at fair value through profit or loss	**27**	(228 718)	(2 122 411)	(228 718)	(441 675)
Fair value gains on financial assets at fair value through profit or loss	**18.2**	(19 658 429 254)	1 224 274 199	(21 757 880 066)	(1 843 855 912)
Unrealised exchange (gains)/losses		15 463 831 431	(465 003 166)	88 673 472 115	(34 567 952 980)
Fair value on remeasurement of associate		(218 912 434)	-	(218 912 434)	-

Consolidated Statement Of Cash Flows
For The Year Ended 31 December 2023 (continued)

		INFLATION ADJUSTED		HISTORICAL COST	
	Notes	Group 2023 ZWL	Group 2022 ZWL	Group 2023 ZWL	Group 2022 ZWL
Adjustments for separately disclosed items:					
Finance costs		1 882 492 588	1 157 070 949	1 351 772 990	198 308 629
Dividend received		(79 152 188)	(189 459 153)	(64 019 698)	(33 812 545)
Interest received	**29**	(3 441 399 768)	(52 081 409 356)	(2 145 511 443)	(1 121 704 150)
Working capital changes:					
Increase in trade and other receivables		(49 492 742 738)	(45 066 056 897)	(114 777 026 288)	(14 945 109 949)
Decrease/(increase) in inventory		(57 633 841)	126 725 141	(77 709 888)	(10 119 513)
Increase/(decrease) in trade and other payables		56 182 049 125	43 349 632 889	112 173 046 858	13 574 196 028
Cash flows from operations		149 674 465 849	82 589 868 217	85 052 775 763	10 034 955 739
Finance costs		(1 882 492 588)	(1 157 070 949)	(1 351 772 990)	(198 308 629)
Income tax paid		(130 030 460)	(319 442 329)	(121 824 464)	(61 336 597)
Net cash flows from operating activities		147 661 942 801	81 113 354 939	83 579 178 309	9 775 310 513
Cash flows from investing activities					
Purchase of property and equipment	**8**	(7 833 756 921)	(1 071 805 247)	(3 912 051 019)	(238 699 609)
Purchase of intangible assets - software	**11.1**	(323 056 016)	(122 025 666)	(177 141 162)	(186 498 996)
Acquisition and development of investment property	**10**	(1 535 618 911)	(2 800 739 827)	(1 173 980 670)	(11 542 083)
Purchase of financial assets at amortised cost	**18.1**	(366 521 272)	(296 346 348)	(341 521 272)	(60 584 016)
Purchase of financial assets at fair value through profit or loss	**18.2**	(21 862 804 540)	(176 128 702)	(17 891 334 597)	(51 544 498)
Purchase of financial assets at FVOCI	**18.3**	(692 461 036)	(420 837 026)	(692 461 036)	(89 918 939)
Purchase of other non financial assets		(1 434 475 964)	(547 555 369)	(1 228 614 502)	(109 187 958)
Proceeds from disposal of property plant and equipment		368 813 315	12 854 971	268 725 191	10 028 364
Proceeds from disposal of financial assets at amortised cost	**18.1**	25 000 000	124 550 492	25 000 000	57 848 439
Proceeds from disposal of financial assets through profit or loss	**18.2**	24 538 220	326 006 352	5 742 217	38 945 981

Consolidated Statement Of Cash Flows
For The Year Ended 31 December 2023 (continued)

		INFLATION ADJUSTED		HISTORICAL COST	
	Notes	**Group 2023 ZWL**	**Group 2022 ZWL**	**Group 2023 ZWL**	**Group 2022 ZWL**
Dividends received		79 152 188	189 459 153	64 019 698	33 812 545
Interest received	**29**	3 441 399 768	52 081 409 356	2 145 511 443	1 121 704 150
Cash flows (used in)/generated from investing activities		(30 129 791 169)	47 298 842 139	(22 908 105 709)	514 363 380
Financing activities					
Dividends paid to Company shareholders	**34**	(2 795 755 434)	(1 552 461 101)	(1 683 735 037)	(257 952 383)
Loan drawdown	**23**	14 499 207 323	405 963 835	5 527 791 020	339 362 046
Loan repayment	**23**	(3 119 149 105)	(1 036 652 229)	(1 274 119 935)	(127 325 472)
Lease payments	**9**	(333 652 512)	(153 968 594)	(217 753 051)	(27 039 252)
Cash generated from/(utilised) in financing activities		8 250 650 272	(2 337 118 089)	2 352 182 997	(72 955 061)
Inflation effect		(104 338 901 092)	(100 674 623 787)	-	-
Net increase in cash and cash equivalents		125 782 801 904	126 075 078 994	63 023 255 597	10 216 718 832
Cash and cash equivalents at the beginning of the year		52 505 837 065	26 947 063 406	10 926 482 280	1 631 281 977
Effects of exchange rate changes on cash and cash equivalents		(3 232 392 423)	158 318 457	(3 232 392 423)	(921 518 529)
Cash and cash equivalents at the end of the year	**19**	70 717 345 454	52 505 837 065	70 717 345 454	10 926 482 280

Company Statement Of Financial Position
As At 31 December 2023

		INFLATION ADJUSTED		HISTORICAL COST	
ASSETS	**Notes**	**2023 ZWL**	**2022 ZWL**	**2023 ZWL**	**2022 ZWL**
Property and equipment	**8**	160 724 783	103 962 287	58 326 588	19 693 050
Right of use of assets	**9**	944 623 938	281 612 891	429 173 012	30 436 580
Investment property	**10**	-	87 393 092	-	18 186 532
Investment in subsidiaries	**12**	79 879 303 631	71 213 128 187	7 353 075 298	1 363 494 358
Investment in associates	**13**	628 168 262	3 394 543 912	713 218	576 396 918
Deferred tax assets	**14**	-	-	2 308 183	2 809 547
Other receivables and pre-payments	**17**	2 604 466 383	1 128 816 790	2 604 466 383	234 907 152
Financial assets:					
- at amortised cost	**18.1**	578 291 482	225 199	578 291 482	46 864
- at fair value through profit or loss	**18.2**	6 326 715 512	329 836 322	6 326 715 512	68 639 049
- at fair value through other comprehensive income	**18.3**	4 959 535 575	2 579 599 226	4 959 535 575	536 815 463
Cash and cash equivalents	**19**	1 316 662 980	182 607 789	1 316 662 980	38 000 742
Total assets		97 398 492 546	79 301 725 695	23 629 268 231	2 889 426 255
EQUITY AND LIABILITIES					
EQUITY					
Equity attributable to equity holders of the parent					
Share capital	**20**	13 578 436 338	13 578 436 338	18 175 447	18 175 447
Share premium	**20**	30 676 629 461	30 676 629 461	787 722 112	787 722 112
Treasury shares	**20**	(49 941 556)	(49 941 556)	(1 412 619)	(1 412 619)
Financial assets at fair value through other comprehensive income reserve		3 849 004 102	1 492 867 115	4 904 126 316	525 633 405
Retained earnings		35 480 278 019	26 943 604 425	4 671 811 600	191 570 023
Total equity		83 534 406 364	72 641 595 783	10 380 422 856	1 521 688 368
LIABILITIES					
Deferred tax liabilities	**14**	615 241 221	87 637 451	-	-
Lease liabilities	**9**	384 145 950	165 977 052	384 145 950	34 539 885
Other provisions	**24**	293 530 571	174 592 801	293 530 571	36 332 820
Trade and other payables	**25**	12 571 168 440	6 231 922 608	12 571 168 854	1 296 865 182
Total liabilities		13 864 086 182	6 660 129 912	13 248 845 375	1 367 737 887
TOTAL EQUITY AND LIABILITIES		97 398 492 546	79 301 725 695	23 629 268 231	2 889 426 255

*Historical cost results are included as supplementary information

D. Matete
Chairman

S. Kudenga
Group Chief Executive

Company Statement Of Profit Or Loss And Other Comprehensive Income
For The Year Ended 31 December 2023

		INFLATION ADJUSTED		HISTORICAL COST	
INCOME	**Notes**	**2023 ZWL**	**2022 ZWL**	**2023 ZWL**	**2022 ZWL**
Investments income	**29**	1 321 442 306	401 178 090	1 044 147 099	62 311 073
Other gains	**30**	17 064 992 548	9 730 934 521	13 418 981 150	1 256 107 091
Total income		18 386 434 853	10 132 112 611	14 463 128 249	1 318 418 164
EXPENDITURE					
Operating and administrative expenses	**31**	(13 015 234 025)	(4 735 973 713)	(8 141 779 458)	(728 974 444)
Finance costs		(316 844 262)	(110 576 970)	(201 098 013)	(18 009 440)
Total expenses		(13 332 078 287)	(4 846 550 683)	(8 342 877 471)	(746 983 884)
Net monetary gains		5 873 695 079	6 676 584 065	-	-
Profit before tax		10 928 051 645	11 962 145 993	6 120 250 778	571 434 280
Income tax credit	**14.3**	404 377 383	59 749 618	43 725 836	6 250 320
Profit for the year		11 332 429 028	12 021 895 611	6 163 976 614	577 684 600
OTHER COMPREHENSIVE INCOME					
Items that will not be reclassified to profit or loss					
Items that may be reclassified to profit or loss:					
Fair value gains for financial assets at FVOCI	**18.3**	2 379 936 350	1 163 867 681	4 422 720 112	451 111 974
Income tax relating to components of other comprehensive income		(23 799 363)	(11 638 677)	(44 227 201)	(4 511 120)
Other comprehensive income for the year net of tax		2 356 136 987	1 152 229 004	4 378 492 911	446 600 854
Total comprehensive income for the year		13 688 566 015	13 174 124 615	10 542 469 525	1 024 285 454
Profit attributable to:					
Equity holders of Zimre Holdings Limited		11 332 429 028	12 021 895 611	6 163 976 614	577 684 600
		11 332 429 028	12 021 895 611	6 163 976 614	577 684 600
Total comprehensive income attributable to:					
Equity holders of Zimre Holdings Limited		13 688 566 015	13 174 124 616	10 542 469 525	1 024 285 454
		13 688 566 015	13 174 124 615	10 542 469 525	1 024 285 454
Earnings per share from profit of continuing operations attributable to owners of Zimre Holdings Limited					
Basic and diluted earnings per share (ZWL cents):	**32**	623.27	784.03	339.01	0.28

*Historical cost results are included as supplementary information

Company Statement Of Changes In Equity
For The Year Ended 31 December 2023

INFLATION ADJUSTED	Notes	Share capital ZWL	Share premium ZWL	Treasury shares ZWL	Financial assets at fair value through other comprehensive income reserve ZWL	Retained earnings ZWL	Total ZWL
Balance as at 31 December 2022							
Balance as at 1 January 2022		13 578 436 338	30 676 629 461	(49 941 556)	340 638 111	16 474 169 915	61 019 932 269
Total comprehensive income for the year		-	-	-	1 152 229 004	12 021 895 611	13 174 124 615
Profit for the year		-	-	-	-	12 021 895 611	12 021 895 611
Other comprehensive income for the year, net of tax		-	-	-	1 152 229 004	-	1 152 229 004
Transactions with owners in their capacity as owners		-	-	-	-	(1 552 461 101)	(1 552 461 101)
Dividend declared and paid	**34**	-	-	-	-	(1 552 461 101)	(1 552 461 101)
Balance as at 31 December 2022		13 578 436 338	30 676 629 461	(49 941 556)	1 492 867 115	26 943 604 425	72 641 595 783
Year ended 31 December 2023							
Balance as at 1 January 2023		13 578 436 338	30 676 629 461	(49 941 556)	1 492 867 115	26 943 604 425	72 641 595 783
Total comprehensive income for the year		-	-	-	2 356 136 987	11 332 429 028	13 688 566 015
Profit for the year		-	-	-	-	11 332 429 028	11 332 429 028
Other comprehensive income for the year, net of tax		-	-	-	2 356 136 987	-	2 356 136 987
Transactions with owners in their capacity as owners		-	-	-	-	(2 795 755 434)	(2 795 755 434)
Dividend declared and paid	**34**	-	-	-	-	(2 795 755 434)	(2 795 755 434)
Balance as at 31 December 2023		13 578 436 338	30 676 629 461	(49 941 556)	3 849 004 102	35 480 278 019	83 534 406 364

Company Statement Of Changes In Equity
For The Year Ended 31 December 2023 (continued)

	Notes	Share capital ZWL	Share premium ZWL	Treasury shares ZWL	Financial assets at fair value through other comprehensive income reserve ZWL	Retained earnings ZWL	Total ZWL
HISTORICAL COST							
Year ended 31 December 2022							
Balance as at 1 January 2022		**18 175 447**	**787 722 112**	**(1 412 619)**	**79 032 551**	**(128 162 194)**	**755 355 297**
Comprehensive income for the year		-	-	-	446 600 854	577 684 600	1 024 285 454
Profit for the year		-	-	-	-	577 684 600	577 684 600
Other comprehensive income for the year net of tax		-	-	-	446 600 854	-	446 600 854
Transactions with owners in their capacity as owners		-	-	-	-	(257 952 383)	(257 952 383)
Dividend declared and paid	**34**		-	-	-	(257 952 383)	(257 952 383)
Balance as at 31 December 2022		**18 175 447**	**787 722 112**	**(1 412 619)**	**525 633 405**	**191 570 023**	**1 521 688 368**
Year ended 31 December 2023							
Balance as at 1 January 2023		**18 175 447**	**787 722 112**	**(1 412 619)**	**525 633 405**	**191 570 023**	**1 521 688 368**
Comprehensive income for the year		**-**	**-**	**-**	**4 378 492 911**	**6 163 976 614**	**10 542 469 525**
Profit for the year		-	-	-	-	6 163 976 614	6 163 976 614
Other comprehensive income for the year net of tax		-	-	-	4 378 492 911	-	4 378 492 911
Transactions with owners in their capacity as owners		**-**	**-**	**-**	**-**	**(1 683 735 037)**	**(1 683 735 037)**
Dividend declared and paid	**34**		-	-	-	(1 683 735 037)	(1 683 735 037)
Share buyback		-	-	-	-	-	-
Balance as at 31 December 2023		18 175 447	787 722 112	(1 412 619)	4 904 126 316	4 671 811 600	10 380 422 856

Company Statement Of Cash Flows
For The Year Ended 31 December 2023

		INFLATION ADJUSTED		HISTORICAL COST	
	Notes	2023 ZWL	2022 ZWL	2023 ZWL	2022 ZWL
Profit /(loss) before income tax		10 928 051 645	11 962 145 993	6 120 250 778	571 434 280
Adjustments for non-cash items:					
Depreciation	8	34 006 396	6 921 752	7 614 145	1 422 006
Lease depreciation charge	9	161 186 697	66 566 356	94 547 657	9 017 869
Fair value gains on financial assets at fair value through profit or loss	18	(295 001 850)	(116 585 150)	(589 409 937)	(55 866 411)
Monetary (gains)/losses		(5 873 695 079)	(6 676 584 065)	-	-
Movement in leave pay provision	24	118 937 770	33 451 508	257 197 751	27 788 615
Unrealised exchange (gains)/ losses	30	(5 822 211 467)	(2 493 831 580)	(5 822 211 467)	256 636
Adjustments for separately disclosed items:					
Finance costs		316 844 262	110 576 970	201 098 013	18 009 440
Dividend received	29	(1 126 056 566)	(401 010 608)	(862 464 832)	(62 276 622)
Interest received	29	(195 385 740)	(167 482)	(181 682 267)	(34 451)
Working capital changes:					
Decrease/(increase) in other receivables and prepayments		(1 475 649 593)	138 062 531	(2 369 559 231)	(162 056 467)
Increase/(decrease) in trade and other payables		6 339 245 832	(7 335 015 541)	11 274 303 672	522 325 627
Cash flows from operations		3 110 272 308	(4 705 469 316)	8 129 684 282	870 020 522
Finance costs		(316 844 262)	(110 576 970)	(201 098 013)	(18 009 440)
Net cash flows utilised in/ generated from operating activities		2 793 428 046	(4 816 046 286)	7 928 586 269	852 011 082
Cash flows from investing activities					
Purchase of property and equipment	8	(90 768 892)	(110 884 041)	(46 247 683)	(21 115 055)
Acquisition and development of investment property	9	-	(87 393 092)	-	(18 186 532)
Acquisition of an associate	13	-	(2 766 375 648)	-	(575 683 699)
Investment in a subsidiary	12	(8 666 175 444)		(5 989 580 940)	-
Proceeds from disposal of financial assets through profit or loss	18.2	33 210 815	657 615	33 210 815	136 850
Dividends received	29	1 126 056 566	401 010 609	862 464 832	62 276 622
Interest received	29	195 385 740	167 482	181 682 267	34 451
Cash flows used in investing activities		(7 402 291 215)	(2 562 817 076)	(4 958 470 709)	(552 537 363)
Financing activities					
Dividends paid	34	(2 795 755 434)	(1 552 461 101)	(1 683 735 037)	(257 952 383)
Lease payments	9	(218 168 898)	(161 403 352)	(42 431 675)	(5 516 027)
Cash used in financing activities		(3 013 924 332)	(1 713 864 453)	(1 726 166 712)	(263 468 410)
Inflation effect on cash		8 722 129 302	9 249 049 278	-	-
Net increase in cash and cash equivalents		1 099 341 800	156 321 463	1 243 948 847	36 005 308
Cash and cash equivalents at the beginning of the year		182 607 789	23 547 511	38 000 742	1 425 486
Effects of exchange rate changes on cash and cash equivalents		34 713 391	2 738 815	34 713 391	569 948
Cash and cash equivalents at the end of the year	19	1 316 662 980	182 607 789	1 316 662 980	38 000 742

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023

1 GENERAL INFORMATION

The principal activities of Zimre Holdings Limited (the "Company" or "ZHL") and its subsidiaries and associates (together "the Group") is the provision of life assurance, non life insurance (general insurance, reinsurance, healthcare, funeral assurance), property management and development services, asset management and microlending. The Group also has an associate in the agro-industrial sector.

Zimre Holdings Limited is a public company incorporated and domiciled in Zimbabwe whose shares are publicly traded on the Zimbabwe Stock Exchange ("ZSE"). The registered office is located at Block D, 2nd Floor, Smatsatsa Office Park, Stand Number 10667, Borrowdale, Harare, Zimbabwe. The financial statements of the Group for the year ended 31 December 2023 were authorised for issue by a resolution of the Board of Directors on 26 April 2024.

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

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

2.1 Basis of preparation

These financial statements for the year ended 31 December 2023 have been prepared in accordance with International Financial Reporting Standards ("IFRS"). The Zimbabwe economy is under hyper-inflationary environment effective 1 July 2019. IAS 29 requires that financial statements prepared in the currency of a hyper-inflationary economy be stated in terms of the measuring unit current at the balance sheet date, and the corresponding figures for previous period also be restated in terms of the same measuring unit. Although IAS 29 discourages the presentation of historical financial statements when inflation adjusted financial statements are presented, historical financial statements are included to allow comparability.

2.1.2 Compliance statement

These financial statements for the year ended 31 December 2023 have been prepared in accordance with International Financial Reporting Standards and in a manner required by the Zimbabwe Companies and Other Business Entities Act [Chapter 24:31].

2.1.3 a) Hyperinflation accounting

On 9 July 2019, the Public Accountants and Auditors Board ("PAAB") issued Pronouncement 01/2019, which advised that Zimbabwe had met all the conditions for the application of IAS 29 effective for financial reporting periods ending on or after 1 July 2019. These hyper-inflationary conditions persisted into the current reporting period, making the application of IAS 29 imperative. For purposes of fair presentation in accordance with IAS 29, the historical cost information has been restated for changes in the general purchasing power of the Zimbabwe dollar. Accordingly, the inflation adjusted financial statements represent the primary financial statements of the Group. In line with the provisions of IAS 29, the historical cost financial information has been provided by way of supplementary information only. IAS 29 requires that the financial statements of an entity whose functional currency is the currency of a hyper-inflationary economy be stated in terms of the measuring unit current at the reporting date and that the corresponding figures for the comparative periods be stated in the same terms.

These financial statements and the corresponding figures for the previous years have been restated to take account of the changes in the account of the changes in the general purchasing power of the ZWL. The Ministry of Finance and Economic Development introduced a blended inflation rate based on a combination of the Zimbabwe dollar and American dollar inflation rates and stopped reporting ZWL inflation and Consumer Price Index (CPI) figures in February 2023. There was need for businesses to estimate the ZWL inflation index to continue complying with IAS 29 requirements.

As a result, the estimated Consumer Price Index (CPI) for financial reporting purposes from February 2023 was calculated by adjusting the last published CPI based on the monthly movement of the Total Consumption Poverty Line (TCPL). The indices and conversion factors used are as follows:

Dates	Conversion Factor	
31 December 2023	65,703.44	1.0000
31 December 2022	13,672.91	4.8054
Averages		
31 December 2023	35,114.22	1.8711
31 December 2022	9,198.69	1.4864

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Basis of preparation and presentation (continued)

b) Functional and presentation currency

The financial statements are presented in Zimbabwe dollar ("ZWL") which is both the functional and presentation currency of the Group.

(c) Transactions and balances

Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of transactions or valuation where items are re-measured. Foreign exchange gains or losses resulting from the settlement of such transactions and from the translation of monetary assets and liabilities denominated in foreign currencies, are generally recognised in the statement of profit or loss.

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

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. For example, translation differences on non-monetary assets and liabilities such as equities held at fair value through profit or loss are recognised in profit or loss as part of the fair value gain or loss, and translation differences on non-monetary assets such as equities classified as at fair value through other comprehensive income are recognised in other comprehensive income.

(d) Group companies

The results and financial positions of all the Group's subsidiaries and associates that have a functional currency different from the ZWL (none of which is a currency of a hyper-inflationary economy) are translated into ZWL as follows:

i. income and expenses for each statement of profit or loss and statement of comprehensive income are translated at average foreign currency exchange rate;
ii. assets and liabilities for each statement of financial position are translated at the closing foreign currency exchange rate at the date of the statement of financial position; and
iii. all resulting foreign currency exchange rate 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 is repaid, the associated exchange differences are reclassified to profit or loss, as part of the gain or loss on sale.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Basis of preparation and presentation (continued)

2.1.4 Changes in significant accounting policies

IFRS 17 Insurance Contracts

The Group has initially applied IFRS 17 from 1 January 2023. The standards have brought significant changes to the accounting for insurance and reinsurance contracts. As a result, the Group has restated comparative amounts linked to the insurance contracts and presented a third statement of financial position as at 1 January 2022. Except for the changes below, the Group has consistently applied the accounting policies as set out in Note 3 to all periods presented in these financial statements. The nature and effects of the key changes in the Group's accounting policies resulting from its adoption of IFRS 17 is summarised below.

Recognition, measurement and presentation of insurance contracts

IFRS 17 establishes principles for the recognition, measurement, presentation and disclosure of insurance contracts, reinsurance contracts and investment contracts with discretionary participation features. It introduces a model that measures groups of contracts based on the Group's estimates of the present value of future cash flows that are expected to arise as the Group fulfills the contracts, an explicit risk adjustment for non-financial risk and a Contractual Service Margin (CSM). Under IFRS 17, insurance revenue in each reporting period represents the changes in the liabilities for remaining coverage that relate to services for which the Group expects to receive consideration and an allocation of premiums that relate to recovering insurance acquisition cash flows. In addition, investment components are no longer included in insurance revenue and insurance service expenses.

The Group no longer applies shadow accounting to insurance-related assets and liabilities. Insurance finance income and expenses, disaggregated between profit or loss and Other Comprehensive Income OCI for life risk and life savings contracts, are presented separately from insurance revenue and insurance service expenses.

The Group applied either the General measurement Model (GMM), Premium Allocation Approach (PAA), or Variable Fee Approach (VFA) measurement models to its groups of contracts. Contracts accounted for using the PAA model had to meet the eligibility test. The Group applied significant judgment in concluding the PAA approach for the reinsurance contracts and general insurance portfolios. These portfolios have contracts that have a duration of 12 months, however annually renewable. Significant judgment was applied in determining whether the renewal period cash flows fall within the contract boundary for these portfolios. Full consideration was given to facts and conditions at point of renewal including the factoring of insurance risk in the renewal price. The conclusion on this judgment has been to exclude the renewal period in the coverage period as it constitutes a new contract. This has an implication of the portfolios qualifying in the PAA measurement approach.

The PAA is similar to the Group's previous accounting treatment when measuring liabilities for remaining coverage. However, when measuring liabilities for incurred claims, the Group now discounts the future cash flows (unless they are expected to occur in one year or less from the date on which the claims are incurred) and includes an explicit risk adjustment for non-financial risk. Previously, all acquisition costs were recognised and presented as separate assets from the related insurance contracts ('deferred acquisition costs') until those costs were included in profit or loss and OCI. Under IFRS 17, only insurance acquisition cash flows that arise before the recognition of the related insurance contracts are recognised as separate assets and are tested for recoverability. These assets are presented in the carrying amount of the related portfolio of contracts and are derecognised once the related contracts have been recognised. Income and expenses from reinsurance contracts other than insurance finance income and expenses are now presented as a single net amount in profit or loss. Previously, amounts recovered from reinsurers and reinsurance expenses were presented separately.

Methods used and judgments applied in determining the IFRS 17 transition amounts

"The Group has adopted IFRS 17 retrospectively, applying alternative transition methods where the full retrospective approach was impracticable. The full retrospective approach was applied to the insurance contracts in force at the transition date that were originated less than three years prior to transition. The modified retrospective approach was applied to the insurance contracts that were originated from three to five years prior to transition. The fair value approach was applied to insurance contracts that were originated more than five years prior to transition"

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Basis of preparation and presentation (continued)

2.1.4 Changes in significant accounting policies (continued)

Methods used and judgments applied in determining the IFRS 17 transition amounts (continued)

"The transition approach was determined at a group of insurance contracts level and affected the approach to calculating the CSM on initial adoption of IFRS 17:"

"**a.** full retrospective approach - the CSM at inception is based on initial assumptions when groups of contracts were incepted and rolled forward to the date of transition as if IFRS 17 had always been applied;"
"**b.** modified retrospective approach - the CSM at inception is calculated based on assumptions at transition using some simplifications and taking into account the actual pre-transition FCF; and"
"**c.** fair value approach - the pre-transition FCF and experience are not considered.

"The Group has determined that it would be impracticable to apply the full retrospective approach where any of the following conditions existed:"

1. The effects of the full retrospective application were not determinable, for example:

"**a**. Some reasonable and supportable information about actual historical cash flows may have been available from the Group's systems, but in many cases such information was only available at higher levels or different levels of aggregation compared to the groups required by IFRS 17. This lack of information makes it impracticable to accurately calculate the FCF on a retrospective basis and segregate groups based on profitability."
"**b.** The information necessary to estimate the effect of contracts derecognised before the transition date on allocation of the CSM between past and future periods on the transition date was not available in many cases. This was particularly challenging for large portfolios of long-term contracts for which terms and circumstances (for example, size and number of contracts issued in prior reporting periods) often change."

2. The full retrospective application required assumptions that would have been made in an earlier period, for example:

"**a.** For contracts with direct participation features, the Group's expectations regarding the policyholder's share of underlying assets at contract inception would not have been possible to recreate without the use of hindsight."
"**b.** Difficulties in retrieving relevant reliable information existed where assumptions developed at the date of initial recognition were not on an IFRS 17 basis (e.g. discount rates, risk adjustment for non-financial risk, expenses).
"**c.** Changes in assumptions have not been historically documented on an ongoing basis."
"**d.** The older the in force contracts (e.g. term life products), the more challenging it would have been to retrieve data from the past on assumptions."

"**3.** The full retrospective application required significant estimates of amounts, and it was impossible to distinguish objectively between information about those estimates that provided evidence of circumstances that (i) existed on the date at which those amounts were to be recognised, measured or disclosed; and (ii) would have been available when the consolidated financial statements for that prior period were authorised for issue, and other information, for example:"
"**a.** The Group had limited or no information required for the allocation of acquisition costs and other overhead expenses to respective groups under IFRS 17. Systems have not been tracking or allocating acquisition costs as previous accounting policies did not require this. In addition, the allocation of applicable overheads to groups of contracts could require information that has not historically been tracked/recorded."

"**b.** The Group has not historically been accumulating information about the changes in estimates that would have been recognised in profit or loss for each accounting period because they did not relate to future service, and the extent to which changes in the FCF would have been allocated to the loss component."

Full retrospective approach
"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 automobile insurance contracts issued by the Group."

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Basis of preparation and presentation (continued)

2.1.4 Changes in significant accounting policies (continued)

Full retrospective approach (continued)
"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."

Modified retrospective and fair value approaches
"After making reasonable efforts to gather necessary historical information, the Group has determined that for certain groups of contracts, such information was not available or not available in a form that would enable it to be used without undue cost and effort. It was therefore impracticable to apply the full retrospective approach, and either the modified retrospective approach or the fair value approach has been used for these groups. The Group applied significant judgment in determining the transition amounts under these approaches."

Judgments in applying the modified retrospective approach
"The Group has determined that transactional level data and annual actuarial assumptions are available as far as five years prior to the IFRS 17 transition date. The Group has used that threshold to apply the modified retrospective approach to all groups of contracts in force as at transition and originated within five to three years prior to the transition date, where the full retrospective approach has not been applied as it was impracticable but the closest possible outcome could have been achieved using reasonable and supportable information. The modified retrospective approach was applied as follows:"

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

Aggregation of contracts	Groups of contracts were divided into annual cohorts. Aggregation of insurance contracts by expected profitability was assessed as at the transition date to the extent that reasonable and supportable information was not available to perform this assessment as at initial recognition. For this assessment, the Group estimated the FCF at the initial recognition as described below. Further, to aggregate non-onerous insurance contracts issued into groups of contracts that had no significant possibility of becoming onerous subsequently or groups of remaining contracts, the Group assessed the likelihood of changes in insurance, financial and other exposures on the FCF prospectively as at the transition date. Similarly, to aggregate reinsurance contracts held in a net cost position into groups of contracts for which there is no significant possibility of a net gain arising subsequently or groups of remaining contracts, the Group assessed the likelihood of changes in insurance, financial and other exposures on the FCF prospectively as at the transition date.
Future cash flows	To the extent that reasonable and supportable information was not available to estimate future cash flows at initial recognition, future cash flows at the date of initial recognition of a group of insurance contracts were estimated as the future cash flows at the transition date, adjusted by the actual cash flows that have occurred between the transition (or earlier) date and the date of initial recognition. Actual cash flows included cash flows from contracts derecognised before the transition date.
Risk adjustment for non-financial risk	Similar to the cash flow simplification above, the risk adjustment for non-financial risk was estimated at the transition date by adjusting the risk adjustment for non-financial risk at the transition date by the expected release of risk before the transition date. In estimating the release of risk, reference was made to the release of risk for similar insurance contracts that were issued at the transition date.
Discount rates	The Group did not apply the modification for discount rates determination as permitted by IFRS.
CSM or loss component	**a.** For contracts measured under the GMM, the CSM or loss component of the LRC at the transition date was determined applying modifications in the FCF estimation as described above. The CSM was reduced for the allocation to profit or loss for services provided before the transition date, by comparing the remaining coverage units as at the transition date with the coverage units provided under the group of contracts before the transition date. Where the calculated CSM resulted in a loss component, the Group used the systematic approach to determine amounts allocated to the loss component before the transition date. **b.** For contracts measured under the VFA, a proxy for the CSM or loss component of the LRC at the transition date was calculated based on: i. the total fair value of the underlying assets at the transition date; minus ii. the FCF at that date, adjusted for: • amounts charged to policyholders before that date; • amounts paid before the transition date that would not have varied based on the returns on the underlying items; and • the estimated release of the risk adjustment for non-financial risk before the transition date. The CSM was reduced for the allocation to profit or loss for services provided before the transition date, by comparing the remaining coverage units as at the transition date with the coverage units provided under the group of contracts before the transition date. Where the calculated CSM resulted in a loss component, the Group adjusted the loss component to nil and increased the LRC excluding the loss component by the same amount.
Insurance finance income or expenses	For the insurance contracts measured under the VFA, the Group determined the cumulative amount of insurance finance income or expenses recognised in accumulated other comprehensive income (OCI) at the transition date as equal to the cumulative amount recognised in OCI on the respective underlying assets.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Basis of preparation and presentation (continued)

2.1.4 Changes in significant accounting policies (continued)

Judgments in applying the fair value approach

"The Group applied the fair value approach to insurance contracts that were originated more than five years prior to transition."

"Applying the fair value approach, the Group determined the CSM to be the difference between the fair value of a group of insurance contracts, measured in accordance with IFRS 13, Fair Value Measurement (IFRS 13), and its FCF at the transition date. The Group did not apply the deposit floor when measuring insurance contracts when using the fair value approach on transition."

"The fair value of an insurance liability is the price a market participant would be willing to pay to assume the obligation and the remaining risks of the in force contracts as at the transition date. Where available, recent market transactions were used to estimate the fair value of groups of contracts. Absent recent market transactions of similar contracts, a present value technique was used to value groups of contracts."

In estimating the fair value of groups of insurance contracts, the following considerations were applied:

"**a.** only future cash flows within the boundaries of the insurance contracts were included in the fair value estimation excluding future renewals and new business that would be outside the contract boundary of the contracts under IFRS 17;"
"**b.** assumptions about expected future cash flows and risk allowances were adjusted for the market participant's view as required by IFRS 13; and"

"**c.** profit margins were included to reflect what a market participant would require for accepting obligations under insurance contracts, beyond the risk adjustment for non-financial risk."

"The Group used significant judgment to determine adjustments required to reflect market participant's view and considered the following:"

Aggregation of contracts	Groups of contracts include contracts issued more than one year apart. Aggregation of insurance contracts by expected profitability was assessed as at the transition date. For this assessment, the Group estimated the FCF at the transition date. Further, to aggregate non-onerous insurance contracts issued into groups of contracts that had no significant possibility of becoming onerous subsequently or groups of remaining contracts, the Group assessed the likelihood of changes in insurance, financial and other exposures on the FCF prospectively as at the transition date. Similarly, to aggregate reinsurance contracts held in a net cost position into groups of contracts for which there is no significant possibility of a net gain arising subsequently or groups of remaining contracts, the Group assessed the likelihood of changes in insurance, financial and other exposures on the FCF prospectively as at the transition date.
Discount rates	The discount rates at the dates of initial recognition were determined at the transition date as described in note 2.1.5
FCF	The Fulfilment cash flows (FCF) were estimated prospectively as at the transition date.
CSM	The Contractual service margin (CSM) was estimated to be the difference between the fair value of a group of insurance contracts, measured in accordance with IFRS 13 as described above, and its FCF at the transition date.
Insurance finance income or expenses	For the insurance contracts measured under the VFA, the Group determined the cumulative amount of insurance finance income or expenses recognised in OCI at the transition date as equal to the cumulative amount recognised in OCI on the respective underlying assets.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Basis of preparation and presentation (continued)

2.1.5 Estimates and assumptions

The preparation of financial statements requires the use of accounting estimates, which, by definition, will seldom equal the actual results.

This note provides an overview of items that are more likely to be materially adjusted due to changes in estimates and assumptions in subsequent periods. Detailed information about each of these estimates is included in the notes below together with information about the basis of calculation for each affected line item in the consolidated financial statements.

In applying IFRS 17 measurement requirements, the following inputs and methods were used that include significant estimates. The present value of future cash flows is estimated using deterministic scenarios. The assumptions used in the deterministic scenarios are derived to approximate the probability weighted mean of a full range of scenarios.

For the sensitivities with regard to the assumptions made that have the most significant impact on measurement under IFRS 17, refer to note 2.1.13

Discount rates
A mix of the bottom-up and top-down approaches was applied in the determination of the discount rates for different products.

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 in 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 yield 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 judgment to assess liquidity characteristics of the liability cash flows. Direct participating contracts and investment contracts with DPF are considered less liquid than the financial assets used to derive the risk free yield. For these contracts, the illiquidity premium was estimated based on market observable liquidity premium in financial assets adjusted to reflect the illiquidity characteristics of the liability cash flows.

The top-down approach was used to derive the discount rates for the cash flows that do not vary based on the returns on underlying items in all other contracts within the scope of IFRS 17. Under this approach, the discount rate is determined as the yield implicit in the fair value of a reference portfolio adjusted for differences between the reference portfolio of assets and respective liability cash flows. The reference portfolio comprises a mix of sovereign and corporate bonds available on the markets. The assets were selected in order to match the liability cash flows. The yield from the reference portfolio was adjusted to remove both expected and unexpected credit risk. These adjustments were estimated using information from observed historic levels of default and credit default swaps relating to the bonds included in the reference portfolio.

For both the bottom-up and top-down approaches, observable market information is available for up to 20 years. For the unobservable period, the yield curve was interpolated between an ultimate rate and the last observable point using the Smith-Wilson method.

Cash flows varying based on underlying items are discounted using a discount rate that reflects the variability of the underlying assets. The Savings and Participating contracts include investment components where cash flows vary based on the return of investment assets. The cash flows arising from the investment component are discounted using the expected return of the assets supporting the investment component. There are limited financial guarantees in these products. The liabilities associated with these guarantees are measured using a market consistent stochastic model.

The yield curves that were used to discount the estimates of future cash flows that do not vary based on the returns of the underlying items are as follows:

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Basis of preparation and presentation (continued)

2.1.6 Investment assets returns

For Savings and Participating contracts (excluding investment contracts without DPF not in 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.

2.1.7 Estimates of future cash flows to fulfil insurance contracts

Included in the measurement of each group of contracts in the scope of IFRS 17 are all 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. Each scenario specifies the amount, timing and probability of cash flows. The probability weighted average of the future cash flows is calculated using a deterministic scenario representing the probability weighted mean of a range of scenarios.

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. Acquisition cash flows are typically allocated to groups of contracts based on gross premiums written. Expenses of an administrative policy maintenance nature are allocated to groups of contracts based on the number of contracts in force within groups. Claims settlement related expenses are allocated based on the number of claims expected for all groups except for Property and Casualty insurance where such expenses are allocated based on claims costs.

For the Life Risk and Savings contracts, uncertainty in the estimation of future claims and benefit payments and premium receipts arises primarily from the unpredictability of long-term changes in the mortality rates, the variability in the policyholder behaviour and uncertainties regarding future inflation rates and expenses growth.

For the Participating contracts, uncertainty in the estimation of future claims and benefit payments arises primarily from the variability in policyholder behaviour. The interest rate guarantee embedded in investment contracts with DPF was measured using stochastic modelling because the guarantee does not move symmetrically with different interest rate scenarios. The guarantee was measured using a full range of scenarios representing possible future interest rate environments.

For the Property and Casualty contracts, uncertainty in the estimation of future claims and benefit payments arises primarily from the severity and frequency of claims and uncertainties regarding future inflation rates leading to claims and claims-handling expenses growth.

Assumptions used to develop estimates about future cash flows are reassessed at each reporting date and adjusted where required.

Significant methods and assumptions used are discussed below.

2.1.8 Mortality - Life Risk, Savings and Participating contracts (excluding investment contracts without DPF)

The Group derives mortality rates assumptions from the recent credible national mortality tables published by the Life Insurance Actuarial Society. An investigation into the Group's experience over the most recent five years is performed, and statistical methods are used to adjust the mortality tables to produce the probability weighted expected mortality rates in the future over the duration of the insurance contracts. Mortality rates are differentiated between policyholder groups based on gender and smoker status.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Basis of preparation and presentation (continued)

2.1.9 Persistency - Life Risk, Savings and Participating contracts (excluding investment contracts without DPF)

The Group derives assumptions about lapse and surrender rates based on the Group's own experience. Historical lapse and surrender rates are derived from the Group's policy administration data. An analysis is then performed of the Group's historical rates in comparison to the assumptions previously used. Statistical methods are used to derive adjustments to reflect the Group's own experience and any trends in the data to arrive at the probability weighted expected lapse and surrender rates. Analysis is performed and assumptions are set by major product line.

2.1.10 Expenses - Life Risk, Savings and Participating contracts (excluding investment contracts without DPF) and Property and Casualty contracts

The Group projects estimates of future expenses relating to fulfilment of contracts in the scope of IFRS 17 using current expense levels adjusted for inflation. Expenses comprise expenses directly attributable to the groups of contracts including an allocation of fixed and variable overheads. In addition, under certain methods used to assess claims incurred for the Property and Casualty contracts, estimates of future claim payments are adjusted for inflation. Where asset management services are provided for the insurance operational segments as part of contractual arrangements with policyholders, the Group projects future expenses based on the direct costs as incurred by the Group rather than based on management fees charged explicitly to the policyholder account values or internal fees charged to the insurance operating segments for providing these services. The expense inflation assumption is based on Oneland's retail price inflation swap curve adjusted to the Group's own (B128)(b) experience and is considered to be a non-financial risk. The Group has not changed its methods or assumptions used to project expenses in 2023. Possible increases in expense assumptions increase estimates of future cash outflows and thus decrease the CSM within the LRC for contracts measured under the GMM and increase the LIC for Property and Casualty contracts measured under the PAA. For a sensitivity analysis, refer to note 2.1.13.

2.1.11 Methods used to measure Property and Casualty contracts

The Group estimates insurance liabilities in relation to claims incurred for automobile insurance separately for property damage and third party liability coverage and for major products. Estimates are performed on an accident year basis with further allocation to annual cohorts in proportion to the gross or reinsurance premiums earned by the respective cohort of contracts in a given accident year. A separate estimation is performed for the run-off automobile business acquired in January 2023. Judgment is involved in assessing the most appropriate technique to estimate insurance liabilities for the claims incurred. In certain instances, different techniques or a combination of techniques have been selected for individual accident years or groups of accident years within the same type of contracts. The most common methods used to estimate property damage claims incurred are the chain-ladder and the Bornhuetter-Ferguson methods, which are the industry standards for this type of claims. The chain-ladder technique involves an analysis of historical claims development factors and the selection of estimated development factors based on this historical pattern. The selected development factors are then applied to cumulative claims data for each accident year that is not yet fully developed to produce an estimated ultimate claims cost for each accident year. The chain-ladder technique is the most appropriate for those accident years and classes of business that have reached a relatively stable development pattern. The chain-ladder technique is less suitable in cases in which the Group does not have a developed claims history for a particular type of claims. The Bornhuetter-Ferguson method uses a combination of a benchmark or market-based estimate and an estimate based on claims experience. The former is based on a measure of exposure such as gross or reinsurance premiums; the latter is based on the paid or incurred claims to date. The two estimates are combined using a formula that gives more weight to the experience-based estimate as time passes. This technique has been used in situations in which developed claims experience was not available for the projection (i.e. the recent accident years or new products).

For the bodily injury claims incurred estimations, the Group uses the frequency severity method. The estimated cost of claims for each year and each class is the product of the projections of claims number and the average claims sizes adjusted for inflation projections. These amounts are then summed up over years subject to maximum loss payable under the terms of the policies. The Group has not changed the methods used to estimate incurred claims in 2022 with the exception of a small number of policy groups where the Group now has sufficient claims statistics to apply the chain-ladder method instead of the Bornhuetter-Ferguson method, which was previously used. The change in method applied had no significant impact on the consolidated financial statements of the Group. In its claims incurred assessments, the Group uses internal and market data. Internal data is derived mostly from the Group's claims reports. This information is used to develop scenarios related to the latency of claims that are used for the projections of the ultimate number of claims. Market data consists of inflation projections, large claims threshold, large claims quantity, market claims ratios and other.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Basis of preparation and presentation (continued)

2.1.12 Methods used to measure the risk adjustment for non-financial risk

The risk adjustment for non-financial risk is the compensation that is required for bearing the uncertainty about the amount and timing of cash flows that arises from non-financial risk as the insurance contract is fulfilled. Because the risk adjustment represents compensation for uncertainty, estimates are made on the degree of diversification benefits and expected favourable and unfavourable outcomes in a way that reflects the Group's degree of risk aversion. The Group estimates an adjustment for non-financial risk separately from all other estimates.

The risk adjustment was calculated at the issuing entity level and then allocated down to each group of contracts in accordance with their risk profiles. The cost of capital method was used to derive the overall risk adjustment for non-financial risk. In the cost of capital method, the risk adjustment is determined by applying a cost rate to the present value of projected capital relating to non-financial risk. The cost rate is set at 6% per annum representing the return required to compensate for the exposure to non-financial risk. The capital is determined at a 99.5% confidence level and is projected in line with the run-off of the business. The diversification benefit is included to reflect the diversification in contracts sold across geographies as this reflects the compensation that the entity requires. The resulting amount of the calculated risk adjustment corresponds to the confidence level of 80% (2022 - 80%).The methods and assumptions used to determine the risk adjustment for non-financial risk were not changed in 2022 and 2023.

2.1.7 Estimates of future cash flows to fulfil insurance contracts

Included in the measurement of each group of contracts in the scope of IFRS 17 are all 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. Each scenario specifies the amount, timing and probability of cash flows. The probability weighted average of the future cash flows is calculated using a deterministic scenario representing the probability weighted mean of a range of scenarios.

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. Acquisition cash flows are typically allocated to groups of contracts based on gross premiums written. Expenses of an administrative policy maintenance nature are allocated to groups of contracts based on the number of contracts in force within groups. Claims settlement related expenses are allocated based on the number of claims expected for all groups except for Property and Casualty insurance where such expenses are allocated based on claims costs.

For the Life Risk and Savings contracts, uncertainty in the estimation of future claims and benefit payments and premium receipts arises primarily from the unpredictability of long-term changes in the mortality rates, the variability in the policyholder behaviour and uncertainties regarding future inflation rates and expenses growth. For the Participating contracts, uncertainty in the estimation of future claims and benefit payments arises primarily from the variability in policyholder behaviour. The interest rate guarantee embedded in investment contracts with DPF was measured using stochastic modelling because the guarantee does not move symmetrically with different interest rate scenarios. The guarantee was measured using a full range of scenarios representing possible future interest rate environments.

For the Property and Casualty contracts, uncertainty in the estimation of future claims and benefit payments arises primarily from the severity and frequency of claims and uncertainties regarding future inflation rates leading to claims and claims-handling expenses growth. Assumptions used to develop estimates about future cash flows are reassessed at each reporting date and adjusted where required.

Significant methods and assumptions used are discussed below.

2.1.8 Mortality - Life Risk, Savings and Participating contracts (excluding investment contracts without DPF)

The Group derives mortality rates assumptions from the recent credible national mortality tables published by the Life Insurance Actuarial Society. An investigation into the Group's experience over the most recent five years is performed, and statistical methods are used to adjust the mortality tables to produce the probability weighted expected mortality rates in the future over the duration of the insurance contracts. Mortality rates are differentiated between policyholder groups based on gender and smoker status.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Basis of preparation and presentation (continued)

2.1.6 New standards, amendments and interpretations, effective for the first time for 31 December 2023 year ends that are relevant to the Group and Company and have not been early adopted.

Number	Effective date	Executive summary
IFRS 17, 'Insurance contracts'	1 January 2023 Early application is permitted for entities that apply IFRS 9, 'Financial instruments', and IFRS 15, 'Revenue from contracts with customers', at or before the date of initial application of IFRS 17.	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. 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. Consequently, 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.
IFRS 17, 'Insurance contracts' Amendments	1 January 2023	In response to some of the concerns and challenges raised, the Board developed targeted amendments and several proposed clarifications intended to ease implementation of IFRS 17, simplify some requirements of the standard and ease transition. The amendments are not intended to change the fundamental principles of the standard or unduly disrupt implementation already underway. The Group commenced preparations for the implementation of IFRS 17 a project team was set up and the following have been done · A project charter and detailed implementation plan was drafted · Performance of Gap analysis on products, systems, and business processes to enable full project documentation. · Data categorisation defining starting points to align to the current system. · Aligning and upgrading existing operating and accounting systems to the new user requirements arising from implementing IFRS 17. · Aligning actuarial models currently in use to IFRS 17 requirements and integrating the actuarial systems to the Group's operating systems and accounting systems. · Reviewing and updating accounting policies and updating business processes for financial reporting purposes. · Training sessions were organised for the project team and these will be held continuously until project is fully implemented.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Basis of preparation and presentation (continued)

2.1.6 New standards, amendments and interpretations, effective for the first time for 31 December 2023 year ends that are relevant to the Group and Company and have not been early adopted.

Amendment to IAS 1 'Presentation of Financial Statements' on Classification of Liabilities as Current or Non-current	Effective for annual periods beginning on or after 1 January 2024.	The amendment clarifies 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 expectations of the entity or events after the reporting date (for example, the receipt of a waiver or a breach of covenant). The amendment also clarifies what IAS 1 means when it refers to the 'settlement' of a liability.
Disclosures: Supplier Finance Arrangements - Amendments to IAS 7 and IFRS 7	Effective for annual periods beginning on or after 1 January 2024.	The amendments clarify the characteristics of supplier finance arrangements. In these arrangements, one or more finance providers pay amounts an entity owes to its suppliers. The entity agrees to settle those amounts with the finance providers according to the terms and conditions of the arrangements, either at the same date or at a later date than that on which the finance providers pay the entity's suppliers.
Amendments to IAS 12, Income Taxes: Deferred Tax related to Assets and Liabilities arising from a Single Transaction	Annual periods beginning on or after 1 January 2023. Earlier application is permitted.	The amendments require companies to recognise deferred tax on transactions that, on initial recognition give rise to equal amounts of taxable and deductible temporary differences.
Definition of Accounting Estimates - to IAS 8	Effective for annual periods beginning on or after 1 January 2023.	The amendments clarify the distinction between changes in accounting estimates and changes in accounting policies and the correction of errors. Also, they clarify how entities use measurement techniques and inputs to develop accounting estimates.
Lease Liability in a Sale and Leaseback – Amendments to IFRS 16	Effective for annual periods beginning on or after 1 January 2024.	The amendment to IFRS 16 Leases specifies the requirements that a seller-lessee uses in measuring the lease liability arising in a sale and leaseback transaction, to ensure the seller-lessee does not recognise any amount of the gain or loss that relates to the right of use it retains.
Lack of exchangeability – Amendments to IAS 21	Effective for annual periods beginning on or after 1 January 2025.	The amendment to IAS 21 specifies how an entity should assess whether a currency is exchangeable and how it should determine a spot exchange rate when exchangeability is lacking.
		A currency is considered to be exchangeable into another currency when an entity is able to obtain the other currency within a time frame that allows for a normal administrative delay and through a market or exchange mechanism in which an exchange transaction would create enforceable rights and obligations.
		If a currency is not exchangeable into another currency, an entity is required to estimate the spot exchange rate at the measurement date. An entity's objective in estimating the spot exchange rate is to reflect the rate at which an orderly exchange transaction would take place at the measurement date between market participants under prevailing economic conditions. The amendments note that an entity can use an observable exchange rate without adjustment or another estimate technique.
IFRS S1 General Requirements for Disclosure of Sustainability-related Financial Information	Annual periods beginning on or after 1 January 2024 (Published June 2023)	IFRS S1 sets out overall requirements for sustainability-related financial disclosures with the objective to require an entity to disclose information about Its sustainability-related risks and opportunities that is useful to primary users of general- purpose financial reports In making decisions relating to providing resources to the entity.
IFRS S2 Climate-related Disclosures	Annual periods beginning on or after 1 January 2024 (Published June 2023)	IFRS S1 sets out the requirements for identifying, measuring and disclosing information about climate-related risks and opportunities that is useful to primary users of general-purpose financial reports in making decisions relating to providing resources to the entity.

There are no other standards, amendments and interpretations that are not yet effective that are likely to have a material impact on the Group and Company.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Basis of preparation and presentation (continued)

2.2 Principles of consolidation and equity accounting

Group

The consolidated financial statements comprise the financial statements of Zimre Holdings Limited (the "Company") and its subsidiaries and associates.

(a) 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. They are deconsolidated from the date that control ceases.

Specifically, the Group controls an investee if and only if the Group has:
- power over the investee (i.e. existing rights that give it the current ability to direct the relevant activities of the investee);
- exposure, or rights, to variable returns from its involvement with the investee, and
- the ability to use its power over the investee to affect its returns.

When the Group has less than a majority of the voting or similar rights of an investee, the Group considers all relevant facts and circumstances in assessing whether it has power over an investee, including:
- the contractual arrangement with the other vote holders of the investee;
- rights arising from other contractual arrangements; or
- the Group's voting rights and potential voting rights.

The Group re-assesses whether or not it controls an investee if facts and circumstances indicate that there are changes to one or more of the three elements of control.

Consolidation of a subsidiary begins when the Group obtains control over the subsidiary and ceases when the Group loses control of the subsidiary. Assets, liabilities, income and expenses of a subsidiary acquired during the year are included in the statement of comprehensive income and statement of financial position from the date the Group gains control until the date the Group ceases to control the subsidiary.

The Group applies the acquisition method to account for business combinations. The consideration transferred for the acquisition of a subsidiary is the fair values 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 fair value of 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. 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, 'Financial instruments' either in statement of profit or loss or as a change to the comprehensive income. Contingent consideration that is classified as equity is not re-measured, and its subsequent settlement is accounted for within equity.

Acquisition related costs are expensed as incurred. The excess of the consideration transferred, the amount of any non-controlling interest in the acquiree and the acquisition- date fair value of any previous equity interest in the acquiree over the fair value of the identifiable net assets acquired is recorded as goodwill. If the total of consideration transferred, non-controlling interest recognised and previously held interest is less than the fair value of the net identifiable assets of the business acquired, the difference is recognised directly in the profit or loss as a bargain purchase.

Profit or loss and each component of other comprehensive income ("OCI") are attributed to the equity holders of the parent of the Group and to the non-controlling interests, even if this results in the non-controlling interests having a deficit balance. 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 statement of financial position respectively.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Basis of preparation and presentation (continued)

2.2 Principles of consolidation and equity accounting

(a) Subsidiaries (continued)

All intra-group assets and liabilities, equity, income, expenses and cash flows relating to transactions between Group entities are eliminated in full on consolidation. Unrealised losses are also eliminated unless the transaction provides evidence of impairment of the transferred asset.

When necessary, adjustments are made to the financial statements of subsidiaries to bring their accounting policies in line with the Group's accounting policies.

All subsidiaries of the Company have 31 December year ends and are consolidated in the financial statements.

Loss of control

If the Group loses control over a subsidiary, it;

- derecognises the assets (including goodwill) and liabilities of the subsidiary;
- derecognises the carrying amount of any non-controlling interest;
- derecognises the cumulative transaction differences recorded in equity;
- recognises the fair value of the consideration received;
- recognises the fair value of any investment retained;
- recognises any surplus or deficit in the statement of comprehensive income; and
- reclassifies the parent's share of components previously recognised in other comprehensive income to profit or loss or" retained earnings, as appropriate.

Changes in ownership interests in subsidiaries without change of control

Transactions with non-controlling interests that do not result in loss of control are accounted for as equity transactions – that is, as transactions with the owners of the Group in their capacity as owners. 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. Gains or losses from disposal to non-controlling interests are also recorded in equity.

Separate financial statements

In the Company's separate financial statements, investments in subsidiaries are accounted for at cost less accumulated allowance for impairment.

(b) Associates

Associates are all entities over which the Group has significant influence but not control or joint control, generally accompanying a shareholding of between 20% and 50% of the voting rights. If the shareholding is less than 20%, the Group will be presumed not to have significant influence unless such influence can be clearly demonstrated. The existence of significant influence by the Group is usually evidenced in one or more of the following ways:

- representation on the board of directors or equivalent governing body of the investee;
- participation in the policy-making process;
- material transactions between the investor and the investee;
- interchange of managerial personnel; or
- provision of essential technical information.

Investments in associates are accounted for using the equity method of accounting and are initially recognised at cost and thereafter the carrying amount is increased or decreased to recognise the investor's share of post-acquisition profits or losses of the investee and the Group's share of movements in other comprehensive income after the date of acquisition. The Group's investment in associates includes goodwill identified on acquisition.

When the investment, or portion of an investment, meets the criteria to be classified as held for sale, the portion so classified is accounted for in accordance with IFRS 5, 'Non-current assets held for sale and discontinued operations'. Any remaining portion is accounted for using, the equity method until the time of disposal, at which time the retained investment is accounted under IFRS 9, 'Financial instruments', unless the retained interest continues to be an equity accounted entity in accordance with the provisions of the standard.

If the ownership interest in an associate is reduced but significant influence is retained, only a proportionate share of the amounts previously recognised in other comprehensive income is reclassified to profit or loss where appropriate.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Basis of preparation and presentation (continued)

2.2 Principles of consolidation and equity accounting

(b) Associates (continued)

All intra-group assets and liabilities, equity, income, expenses and cash flows relating to transactions between Group entities are eliminated in full on consolidation. Unrealised losses are also eliminated unless the transaction provides evidence of impairment of the transferred asset.

When necessary, adjustments are made to the financial statements of subsidiaries to bring their accounting policies in line with the Group's accounting policies.

All subsidiaries of the Company have 31 December year ends and are consolidated in the financial statements.

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 legal or constructive obligations or made payments on behalf of the other entity.

The Group determines at each reporting date whether there is any objective evidence that the investment in the associate is impaired. If this is the case, the Group calculates the amount of impairment as the difference between the recoverable amount of the associate and its carrying value and recognises the amount adjacent to 'share of profit/(loss) of an associate' in the statement of profit or loss.

Unrealised gains resulting from upstream and downstream transactions between the Group and its associate are eliminated in the Group's financial statements to the extent of the investor's interests in the entity. Unrealised losses are eliminated unless the transaction provides evidence of an impairment of the asset transferred. Accounting polices of equity accounted investees have been changed where necessary to ensure consistency with the polices adopted by the Group.

The associates, except for CFI Holdings Limited which has a 30 September year end, have 31 December year-ends, and are included in the financial statements based on audited year end financial statements.

2.3 Earnings per share

(i) Basic earnings per share
Basic earnings per share are calculated by dividing:
- the profit attributable to owners of the Company, excluding any costs of servicing equity other than ordinary shares;
- by the weighted average number of ordinary shares outstanding during the financial year, adjusted for bonus elements in ordinary shares issued during the year and excluding treasury shares.

(ii) Diluted earnings per share
Diluted earnings per share adjusts the figures used in the determination of basic earnings per share to take into account:
- the after income tax effect of interest and other financing costs associated with dilutive potential ordinary shares, and
- the weighted average number of additional ordinary shares that would have been outstanding assuming the conversion of all dilutive potential ordinary shares.

2.4 Segment reporting

Operating segments are reported in a manner consistent with the internal reporting provided to the chief operating decision-maker. The chief operating decision maker, responsible for allocating resources and assessing performance of the operating segments, has been identified as the "Group Executive Committee" which comprises the Group Chief Executive Officer, Group Finance Executive and the Managing Directors of the subsidiaries.

2.5 Property and equipment

Property and equipment is measured at historical cost less depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

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 items can be measured reliably. The carrying amount is any component accounted for as a separate asset is derecognised when replaced. Repairs and maintenance costs are recognised in profit or loss as incurred.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.5 Property and equipment (continued)

Land and buildings are measured at fair value less accumulated depreciation and impairment loss recognised after the date of the revaluation. Valuations are performed annually to ensure that the fair value of a revalued asset does not differ materially from its carrying amount. Any revaluation surplus net of tax is credited in other comprehensive income to revaluation reserve included in shareholders' equity.

To the extent that the increase reverses a decrease previously recognised in profit or loss, the increase is first recognised in profit or loss. Decreases that reverse previous increases of the same asset are first recognised in other comprehensive income to the extent of the remaining surplus attributable to the asset; all other decreases are charged to profit or loss. Each year, the difference between depreciation based on the revalued carrying amount of the asset charged to profit or loss and depreciation based on the asset's original cost, net of tax, is reclassified from the revaluation reserve to retained earnings. Depreciation is calculated on a straight-line basis over the useful life of the asset as follows:

•Freehold buildings	40 years
•Vehicles	5 years
•Computers and office equipment	5 years
•Furniture and fittings	10 years

An item of property and equipment is derecognised upon disposal or when no future economic benefits are expected from its use. Any gain or loss arising on de-recognition is included in profit or loss in the year the asset is de-recognised. The asset's residual values, useful lives and methods of depreciation are reviewed at each financial year-end, and adjusted prospectively if appropriate. Changes in the asset's depreciation method, residual value or useful life are treated as a change in accounting estimate in accordance with IAS 8, 'Accounting policies, changes in accounting estimates and errors.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount. Owner occupied properties comprises property which is owned by the Group and is significantly occupied by group companies, regardless of the leasing of the property being at market related rentals and terms. Significant occupation by group companies is considered as 75% (2022 75%) of the space of the property occupied or above. Such owner occupied properties are classified under property and equipment and depreciated in line with the Group accounting policies.

2.6 Investment property

Investment property comprises completed property and property under construction or development that is held to earn rentals or for capital appreciation or both. Property held under a lease is classified as investment property when it is held to earn rentals or for capital appreciation or both, rather than for sale in the ordinary course of business or for use in production or administrative functions. Investment property is measured initially at cost, including transaction costs. Subsequent to initial recognition, investment property is stated at fair value, which reflects market conditions at the reporting date. Gains or losses arising from changes in the fair values of investment property is included in the statement of profit or loss in the period in which they arise. Fair values are evaluated annually by an accredited external independent valuer, applying valuation models recommended by the International Valuation Standards Committee.

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 Company 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 cost of the replacement is included in the carrying amount of the property and the fair value is re-assessed.

Investment property is derecognised when either it has been disposed of or when the investment property is permanently withdrawn from use and no future economic benefit is expected from its disposal. The difference between the net disposal proceeds and the carrying amount of the asset is recognised in the statement of profit or loss in the period of derecognition.

Transfers are made to or from investment property only when there is a change in use. For a transfer from investment property to owner-occupied property, the deemed cost for subsequent accounting is the fair value at the date of change in use. If owner-occupied property becomes an investment property, the Company accounts for such property in accordance with the policy stated under property and equipment up to the date of change in use. The difference between the cost-based measurement and fair value is treated as a revaluation adjustment.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.7 Intangible assets

Intangible assets acquired separately are measured on initial recognition at historical cost. The historical cost of intangible assets acquired in a business combination is their fair value at the date of acquisition. Subsequently, intangible assets are carried at cost less any accumulated amortisation and accumulated impairment losses. The useful lives of intangible assets are assessed as either finite or indefinite. Intangible assets with finite lives are amortised over the useful economic life and assessed for impairment whenever there is an indication that the intangible asset may be impaired.

The amortisation period and the amortisation method for an intangible asset with a finite useful life are reviewed at least at the end of each reporting period. Changes in the expected useful life or the expected pattern of consumption of future economic benefits embodied in the asset are considered to modify the amortisation period or method, as appropriate, and are treated as changes in accounting estimates. The amortisation expense on intangible assets with finite lives is recognised in statement of comprehensive income in the expense category that is consistent with the function of the intangible assets.

Intangible assets with indefinite useful lives are not amortised, but are tested for impairment annually, either individually or at the cash-generating unit level. The assessment of indefinite life is reviewed annually to determine whether the indefinite life continues to be supportable. If not, the change in useful life from indefinite to finite is made on a prospective basis. Gains or losses arising from de-recognition of an intangible asset are measured as the difference between the net disposal proceeds and the carrying amount of the asset and are recognised in statement of comprehensive income when the asset is derecognised. The software licences have a finite life of up to 5 years and are amortised over that period. The amortisation costs for the year are included in operating and administrative expenses in the statement of profit or loss.

2.8 Other non-current assets

Other non-current assets comprise of gold coins that are held for capital appreciation or value preservation. The Group's other non-current assets are initially recorded at cost and subsequently measured at fair value, with changes in the carrying value recognised in the statement of profit or loss.

Other non-current assets are derecognised when disposed. Any gains and losses on disposal of other non-current assets are recognised in the statement of profit or loss in the year of disposal. Gains or losses on the disposal are determined as the difference between net disposal proceeds and the carrying value of the asset in the previous financial period.

2.9 Inventory

Inventory comprises property acquired or being constructed for sale in the ordinary course of business, consumables and other stocks.

Property classified as inventory is residential property that the Group is developing and intends to sell before or on completion of construction. Cost includes;

- amounts paid to contractors for construction; and
- "borrowing costs, planning and design costs, costs of site preparation, professional fees for legal services, property" transfer taxes, construction overheads and other related costs.

Net realisable value is the estimated selling price in the ordinary course of the business, based on market prices at the reporting date and less costs to completion and the estimated costs of sale. Net realisable value for completed inventory property is assessed with reference to market conditions and prices existing at the reporting date, and is determined by the Group in light of recent market transactions.

Consumables and other stocks are valued on the basis of weighted average cost and at the lower of cost or estimated net realisable value, inventory is valued at the lower of cost or estimated net realisable value, but is based on the specific identification of the property.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.10 Impairment of non-financial assets

At each reporting date, the Group reviews the carrying amount of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the assets is estimated in order to determine the extent of the impairment loss (if any). Where it is not possible to estimate the recoverable amount of an individual asset, the Group estimates the recoverable amount of the cash-generating unit to which the asset belongs.

If the recoverable amount of the asset (or cash generating unit) is estimated to be less than its carrying amount, the carrying amount of the asset (or cash generating unit) is reduced to its recoverable amount. An impairment loss is recognised immediately in statement of comprehensive income.

An asset's recoverable amount is the higher of an asset's or cash-generating unit's ("CGU") fair value less costs of disposal and its value in use. Recoverable amount is determined for an individual asset, unless the asset does not generate cash inflows that are largely independent of those from other assets or groups of assets. When the carrying amount of an asset or CGU exceeds its recoverable amount, it is reduced to its recoverable amount. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. In determining fair value less costs of disposal, recent market transactions are taken into account. If no such transactions can be identified; an appropriate valuation model is used. These calculations are corroborated by valuation multiples, quoted share prices for publicly traded companies or other available fair value indicators.

A previously recognised impairment loss is reversed only if there has been a change in the assumptions used to determine the asset's recoverable amount since the last impairment loss was recognised. The reversal is limited so that the carrying amount of the asset does not exceed its recoverable amount, nor exceed the carrying amount that would have been determined, net of depreciation, had no impairment loss been recognised for the asset in prior years. Such reversal is recognised in statement of comprehensive income.

2.11 Trade and other receivables

Premiums receivables relate to insurance premiums outstanding from insurance companies, reinsurance brokers and insurance agents and are recognised when due and measured on initial recognition at the fair value of the consideration received or receivable. Subsequent to initial recognition, premiums receivable are measured at amortised cost, using the effective interest rate method. See note 2.12 for further information about the Company's accounting for financial assets.

Insurance contracts are issued at market rates even when credit terms are offered. Furthermore, short term insurance contracts are for periods not exceeding one year. Therefore there is no significant financing component in insurance premiums thus their carrying amount is considered to be the same as their fair value. Other receivables are amounts that generally arise from transactions outside the usual operating activities of the Company. If collection of the amount is due in one year or less, they are classified as current assets. If not, they are presented as non-current assets. Other receivables comprise loans to employees and prepayments. Other receivables are recognised initially at fair value and subsequently at amortised cost using the effective interest rate method less allowance for impairment. See note 2.12 for description of the Company's impairment policy.

2.13 Financial Instruments

i) Classification

A financial instrument is any contract that gives rise to a financial asset of one entity and a financial liability or equity instrument on another entity.

The Group's financial assets are classified as measured at:

- fair value (either through other comprehensive income or through profit or loss), and
- amortised cost.

For assets measured at fair value, gains and losses will either be recorded in profit or loss or other comprehensive income. 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 their business model for managing those assets changes.

ii) Recognition and derecognition

Regular way purchases and sales of financial assets are recognised on trade-date, 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 To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.13 Financial Instruments

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.

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 finance income using the effective interest rate method. Effective interest rate is the rate that exactly discounts estimated future cash payments or receipts through the expected life of the financial instrument or, when appropriate, a shorter period to the net carrying amount of the financial asset or financial liability. 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 a 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 a separate line item in the statement of profit or loss.
- **FVPL:** Assets that do not meet the criteria for amortised cost 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. Impairment losses (and reversal of impairment losses) on equity investments measured at FVOCI are not reported separately from other changes in fair value. The Group has classified investments in quoted equities as financial assets at FVPL because they are held for trading with expected disposal in the short-term. Unquoted equity investments are long-term strategic investments and not expected to be disposed in the short-term, as such have been classified as financial assets at FVOCI.

iv) Impairment

From 1 January 2018, the Group assesses on a forward looking basis the expected credit losses associated with its debt instruments carried at amortised cost and FVOCI. The impairment methodology applied depends on whether there has been a significant increase in credit risk.

For trade receivables, the Group applies both the simplified approach and the general approach permitted by IFRS 9, which requires expected lifetime losses to be recognised from initial recognition of the receivables, see note 3.3 for further details.

De-recognition of financial assets

A financial asset is de-recognised when the right to receive cash flows from the asset has expired or the Group has transferred their rights to receive cash flows from the asset or have assumed an obligation to pay the received cash flows in full without material delay to a third party under a 'pass-through' arrangement; and have transferred substantially all the risks and rewards of the asset to another party, or the Group has neither transferred nor retained substantially all the risks and rewards of the asset, but have transferred control of the asset. When the Group has transferred their rights to receive cash flows from an asset or have entered into a pass-through arrangement, they evaluate if and to what extent they have retained the risks and rewards of ownership. When they have neither transferred nor retained substantially all of the risks and rewards of the asset, nor transferred control of the asset, the Group continues to recognise the transferred asset to the extent of the Group's continuing involvement. In that case, the Group also recognises an associated liability. The transferred asset and the associated liability are measured on a basis that reflects the rights and obligations that the Group and Company have retained.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.14 Financial liabilities

The Group's financial liabilities include trade and other payables, bank borrowings, policy holder liabilities, and investment contracts.

Measurement

Financial liabilities are recognised initially at fair value and, in the case of loans and borrowings, less directly attributable transaction costs. Financial liabilities within the scope of IFRS 9 are classified as financial liabilities at amortised cost. The Group determines the classification of its financial liabilities at initial recognition. Subsequent to initial recognition, financial liabilities are measured at amortised cost using the effective interest rate method. Gains and losses are recognised in statement of comprehensive income when the liabilities are derecognised.

De-recognition of financial liabilities

A financial liability is de-recognised when the obligation under the liability is discharged or cancelled or has expired. When an existing financial liability is replaced by another from the same lender on substantially different terms, or the terms of an existing liability are substantially modified, such a modification is treated as the derecognition of the original liability and the recognition of a new liability. The difference in the respective carrying amounts is recognised in profit or loss.

2.15 Offsetting of financial instruments

Financial assets and liabilities are offset and the net amount reported, on the statement of financial position when there is a legally enforceable right to offset the recognised amounts and there is an intention to settle on a net basis or realise the asset and settle the liability simultaneously. The legally enforceable right must not be contingent on future events and must be enforceable in the normal course of business and in the event of default, insolvency or bankruptcy of the Company or the counterparty.

2.16 Cash and cash equivalents

For the purpose of presentation in the statement of cash flows, cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value and bank overdrafts. Bank overdrafts are shown within borrowings in the statement of financial position.

2.17 Share capital

Ordinary shares

Ordinary shares are classified as equity.
Incremental costs directly attributable to the issue of new shares or options are shown in equity as a deduction, net of income tax from the proceeds.

Treasury shares (repurchase and reissue of ordinary shares)

Where the Company purchases its own shares or a group company purchases the Company's ordinary share capital ("treasury shares"), the consideration paid, including any directly attributable incremental costs (net of income taxes) is deducted from equity attributable to the Company's equity holders until the shares are cancelled or reissued. Where such shares are subsequently reissued, any consideration received, net of any directly attributable incremental transaction costs and the related income tax effects, is included in equity attributable to the Company's equity holders.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.18 Insurance operations

Summary of significant accounting policies for insurance contracts Summary of measurement approaches

Contracts issued	Product classification	Measurement model
Term life insurance contracts	Insurance contracts	GMM
Direct participating contracts	Insurance contracts with direct participation features	GMM
Investment contracts with DPF	Insurance contracts with direct participation features	GMM , PAA and VFA
Investment contracts without DPF	Financial instruments	Financial liabilities measured at fair value through profit and loss
Short terms contracts		
Non life (Property and casualty)	Insurance contracts	PAA for policies issued with coverage of one year or less
Reinsurance contracts held		
Property and casualty	Reinsurance contract held	PAA with coverage of one year or less

2.18(a) 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 judgment to assess whether a contract transfers insurance risk (i.e. 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 follow financial instruments accounting under IFRS 9. Some investment contracts without DPF issued by the Group fall under this category.

Some investment contracts issued by the Group contain DPF, whereby the investor has the right and is expected to receive, as a supplement to the amount not subject to the Group's discretion, potentially significant additional benefits based on the return of specified pools of investment assets. The Group accounts for these contracts under IFRS 17.

The Group issues certain insurance contracts that are substantially investment-related service contracts where the return on the underlying items is shared with policyholders. Underlying items comprise specified portfolios of investment assets that determine amounts payable to policyholders. The Group's policy is to hold such investment assets.

An insurance contract with direct participation features is defined by the Group as one which, at inception, meets the following criteria:

- the contractual terms specify that the policyholders participate in a share of a clearly identified pool of underlying items;
- the Group expects to pay to the policyholder an amount equal to a substantial share of the fair value returns on the underlying items; and
- the Group expects a substantial proportion of any change in the amounts to be paid to the policyholder to vary with the change in fair value of the underlying items.

Investment components in Savings and Participating products comprise policyholder account values less applicable surrender fees.

The Group uses judgment to assess whether the amounts expected to be paid to the policyholders constitute a substantial share of the fair value returns on the underlying items.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.18(a) Definition and classification (continued)

Insurance contracts with direct participation features are viewed as creating an obligation to pay policyholders an amount that is equal to the fair value of the underlying items, less a variable fee for service. The variable fee comprises the Group's share of the fair value of the underlying items, which is based on a fixed percentage of investment management fees (withdrawn annually from policyholder account values based on the fair value of underlying assets and specified in the contracts with policyholders) less the FCF that do not vary based on the returns on underlying items. The measurement approach for insurance contracts with direct participation features is referred to as the VFA.

The VFA modifies the accounting model in IFRS 17 (referred to as the GMM) to reflect that the consideration an entity receives for the contracts is a variable fee. Direct participating contracts issued by the Group are contracts with direct participation features where the Group holds the pool of underlying assets and accounts for these groups of contracts under the VFA. All other insurance contracts originated by the Group are without direct participation features. 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 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 consolidated financial statements apply to insurance contracts issued or acquired, reinsurance contracts held and investment contracts with DPF, unless specifically stated otherwise.

2.18(b) 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 (i) contracts that are onerous at initial recognition; (ii) contracts that at initial recognition have no significant possibility of becoming onerous subsequently; or (iii) 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 judgment 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.

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.

Contracts issued within Participating product lines are always priced with high expected profitability margins, and thus, such contracts are allocated to groups of contracts that have no significant possibility of becoming onerous as at initial recognition. Automobile insurance contracts acquired in the run-off period in January 2023 were included in a single group of contracts and assessed as having no significant possibility of becoming onerous through the pre-acquisition due diligence performed.

For other automobile contracts measured using the PAA, the Group assumes that no such contracts are onerous at initial recognition, unless facts and circumstances indicate otherwise. If facts and circumstances indicate that some contracts are onerous, an additional assessment is performed to distinguish onerous contracts from non-onerous ones. For non-onerous contracts, the Group assesses the likelihood of changes in the applicable facts and circumstances in the subsequent periods in determining whether contracts have a significant possibility of becoming onerous. Similar to Life Risk and Savings contracts, this assessment is performed at a policyholder pricing groups level.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.18(b) Unit of account (continued)

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 **(i)** contracts for which there is a net gain at initial recognition, if any; **(ii)** contracts for which at initial recognition there is no significant possibility of a net gain arising subsequently; and **(iii)** 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.

Transition approaches that were applied by the Group on adoption of IFRS 17 with respect to contracts aggregation requirements are included in note 2.1.4

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 non-insurance 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.

2.18 (c) Recognition and derecognition

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 or a portfolio transfer are accounted for as if they were entered into at the date of acquisition or transfer. Investment contracts with DPF are initially recognised at the date the Group becomes a party to the contract.

A group of reinsurance contracts held that covers the losses of separate insurance contracts on a proportionate basis (proportionate or quota share reinsurance) is recognised at the later of:
• the beginning of the coverage period of the group; or
• the initial recognition of any underlying insurance contract.

The Group does not recognise a group of quota share reinsurance contracts held until it has recognised at least one of the underlying insurance contracts.

A group of reinsurance contracts held that covers aggregate losses from underlying contracts in excess of a specified amount (non-proportionate reinsurance contracts, such as excess of loss reinsurance) is recognised at the beginning of the coverage period of that group.

Only contracts that 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.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.18 (c) Recognition and derecognition (continued)

Accounting for contract modification and derecognition

An insurance contract is derecognised when it is:
•extinguished (i.e. when the obligation specified in the insurance contract expires or is discharged or cancelled); or
•the contract is modified and certain additional criteria are met.

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 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 at contract inception and the Group would have concluded that the modified contract:
i. is not in scope of IFRS 17;
ii. results in different separable components;
iii. results in a different contract boundary; or
iv. belongs to a different group of contracts;
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 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.

If the original contract is modified resulting in its derecognition, in the amount of the FCF adjustment in a. adjusted for the premium the Group 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. When recognising the new contract in this case, the Group assumes such a hypothetical premium as actually received.

c. Adjusts the number of coverage units for the expected remaining coverage to reflect the number of coverage units removed.

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

a. if the contract is extinguished, any net difference between the derecognised part of the LRC of the original contract and any other cash flows arising from extinguishment;
b. 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;
c. 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.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.18 (c) Recognition and derecognition (continued)

Measurement

Fulfilment cash flows

Fulfilment cash flows within 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:
a. are based on a probability weighted mean of the full range of possible outcomes;
b. are determined from the perspective of the Group, provided the estimates are consistent with observable market prices for market variables; and
c. 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 judgment and estimation.

Risk of the Group's non-performance is not included in the measurement of groups of insurance contracts issued. In the measurement of reinsurance contracts held, the probability weighted estimates of the present value of future cash flows include the potential credit losses and other disputes of the reinsurer to reflect the non-performance risk of the reinsurer.

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.

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. This assessment is reviewed every reporting period.
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 coverage or other services. A substantive obligation ends when:

a. 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
b. both of the following criteria are satisfied:
i. 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
ii. the pricing of premiums related to coverage 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 the cash flows within its boundary.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.18 (c) Recognition and derecognition (continued)

Contract boundary (continued)

Some insurance contracts issued by the Group provide policyholders with an option to buy an annuity upon 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 of 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. Cash flows are within the boundaries of investment contracts with DPF if they result from a substantive obligation of the Group to deliver cash at a present or future date. 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 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 one-year's boundary are included in each of the reinsurance contracts' measurement. 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 may 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.

Insurance acquisition costs

The Group includes the following acquisition cash flows within the insurance contract boundary that arise from selling, underwriting and starting a group of insurance contracts and that are:

a. costs directly attributable to individual contracts and groups of contracts; and
b. costs directly attributable to the portfolio of insurance contracts to which the group belongs, which are allocated on a reasonable and consistent basis to measure the group of insurance contracts.

Before a group of insurance contracts is recognised, the Group could pay directly attributable acquisition costs to originate them. When such prepaid costs are refundable in case of insurance contracts termination, they are recorded as a prepaid insurance acquisition cash flows asset within other assets and allocated to the carrying amount of a group of insurance contracts when the insurance contracts are subsequently recognised.

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 reflects the compensation the Group requires for bearing the uncertainty about the amount and timing of the cash flows from non-financial risk as the Group fulfills 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. Methods and assumptions used to determine the risk adjustment for non-financial risk are discussed in note 2.1.12

2.18 (d) Initial measurement - Groups of contracts not measured under the PAA

Contractual service margin

The 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 coverage 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) arising from:

a. the initial recognition of the FCF;
b. the derecognition at the date of initial recognition of any asset or liability recognised for insurance acquisition cash flows; and
c. cash flows arising from the contracts in the group at that date.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.18 (d) Initial measurement - Groups of contracts not measured under the PAA

Contractual service margin (continued)

A negative CSM at the date of inception means 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.

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 reinsurance coverage in the future. For insurance contracts acquired, at initial recognition, the CSM is an amount that results in no income or expenses arising from:

a. the initial recognition of the FCF; and
b. 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 contracts acquired were assessed as onerous at initial recognition.

Subsequent measurement - Groups of contracts not measured under the PAA

The carrying amount at the end of each reporting period of a group of insurance contracts issued at the 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.

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 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:

a. changes that relate to current or past service are recognised in profit or loss; and
b. 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; and
d. changes in the risk adjustment for non-financial risk that relate to future service.

Adjustments a.-c. are measured using the locked-in discount rates as described in the section Interest accretion on the CSM below.

For insurance contracts under the GMM, the following adjustments do not relate to future service and thus 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; and
c. experience adjustments relating to insurance service expenses (excluding insurance acquisition cash flows).

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.18 (d) Initial measurement - Groups of contracts not measured under the PAA (continued)

Changes in fulfilment cash flows (continued)

Investment contracts with DPF that are measured under the GMM and provide the Group with discretion as to the timing and amount of the cash flows to be paid to the policyholders, a change in discretionary cash flows is regarded as relating to future service and accordingly adjusts the CSM. At inception of such contracts, the Group specifies its commitment as crediting interest to the policyholder's account balance based on the return on a pool of assets less a spread. The effect of discretionary changes in the spread on the FCF adjusts the CSM while the effect of changes in assumptions that relate to financial risk on this commitment are reflected in insurance finance income or expenses.

When no commitment is specified, the effect of all changes in assumptions that relate to financial risk and changes thereof on the FCF is recognised in insurance finance expenses.
For insurance contracts under the VFA, the following adjustments relate to future service and thus adjust the CSM:

a. changes in 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; 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 relate to future service and thus 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 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 to economically hedge the risks.

Changes to the contractual service margin

For insurance contracts issued, at the end of each reporting period (which the Group defines as three-month interim), the carrying amount of the CSM is adjusted by the Group to reflect the effect of the following changes:

a. The effect of any new contracts added to the group.
b. For contracts measured under the GMM, interest accreted on the carrying amount of the CSM.
c. 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 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.
d. The effect of any currency exchange differences.
e. The amount recognised as insurance revenue for services provided during the period determined after all other adjustments above.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.18 (d) Initial measurement - Groups of contracts not measured under the PAA (continued)

Changes to the contractual service margin (continued)

For a group of reinsurance contracts held, the carrying amount of the CSM at the end of each reporting period is adjusted to reflect changes in the FCF in the same manner as a group of underlying insurance contracts issued, except that when underlying contracts are onerous and thus changes in the underlying FCF related to future service are recognised in insurance service expenses by adjusting the loss component, respective changes in the FCF of reinsurance contracts held are also recognised in the insurance service result.

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 (locked-in discount rates). If more contracts are added to the existing groups in the subsequent reporting periods, the Group revises the lockedin discount curves by calculating weighted-average discount curves over the period that contracts in the group are issued. 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 above in the Changes in fulfilment cash flows section.

Release of the CSM to profit or loss

The amount of the CSM recognised in profit or loss for 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.
For contracts issued, the Group determines the coverage period for the CSM recognition as follows:

a. for term life and universal life insurance contracts, the coverage period corresponds to the policy coverage for mortality risk;
b. for direct participating contracts and for investment contracts with DPF, the coverage period corresponds to the period in which insurance or investment management services are expected to be provided; and
c. 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.

The total number of coverage units in a group is the quantity of coverage 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:

a. the quantity of benefits provided by contracts in the group;
b. the expected coverage duration of contracts in the group; and
c. the likelihood of insured events occurring, only to the extent that they affect the expected duration 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.
The Group determines coverage units as follows:

a. for term life and universal life insurance contracts, coverage units are determined based on the policies' face values that are equal to the fixed death benefit amounts;
b. for direct participating contracts, coverage units are based on the fixed death benefits amounts (during the insurance coverage period) plus policyholders' account values;
c. for investment contracts with DPF, coverage units are based on policyholders' account values;
d. for automobile insurance contracts acquired in the run-off period, coverage units are based on the expected amount of claims covered in the period and the expected amount of claims remaining to be covered in future periods.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.18 (d) Initial measurement - Groups of contracts not measured under the PAA (continued)

Release of the CSM to profit or loss (continued)

The Group reflects the time value of money in the allocation of the CSM to coverage units except for the automobile insurance contracts acquired in the run-off period. For reinsurance contracts held, the CSM is released to profit or loss as services are received from the reinsurer in the period. Coverage units for the proportionate term life reinsurance contracts are based on the insurance coverage provided by the reinsurer and 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 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 records it as a loss component of the LRC. 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 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 in subsequent periods reduce the remaining loss component and reinstate the CSM after the loss component is reduced to zero. Increases in the FCF in subsequent periods increase the loss component.

Initial and subsequent measurement - Groups of contracts measured under the PAA

The Group uses the PAA for measuring contracts with a coverage period of one year or less. This approach is used for originated automobile insurance contracts as each of these contracts has a coverage period of one year or less. IFRS 17(B5) The portfolio of the automobile insurance contracts in the run-off period acquired in 2023 is considered protection against adverse ultimate loss development with a coverage period of more than one year. The respective groups of acquired contracts do not meet the PAA eligibility criteria and have been measured under the GMM.

The excess of loss reinsurance contracts held provide coverage on the automobile insurance contracts originated for claims incurred during an accident year and are accounted for under the PAA. For insurance contracts issued, insurance acquisition cash flows are deferred and recognised over the coverage period of contracts in a group.

For insurance contracts issued, on initial recognition, the Group measures the LRC at the amount of premiums received, less any acquisition cash flows paid and any amounts arising from the derecognition of the prepaid acquisition cash flows asset.

For reinsurance contracts held, on initial recognition, the Group measures the remaining coverage at the amount of ceding premiums paid. The carrying amount of a group of insurance contracts issued at the end of each reporting period is the sum of:
a. the LRC; and
b. 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:
a. the remaining coverage; and
b. the incurred claims, comprising the FCF related to past service allocated to the group at the reporting date.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.18 (d) Initial measurement - Groups of contracts not measured under the PAA (continued)

Initial and subsequent measurement - Groups of contracts measured under the PAA (continued)

For insurance contracts issued, at each of the subsequent reporting dates, the LRC is:
a. increased for premiums received in the period;
b. decreased for insurance acquisition cash flows paid in the period;
c. decreased for the amounts of expected premiums received recognised as insurance revenue for the services provided in the period; and
d. 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:
a. increased for ceding premiums paid in the period; and
b. decreased for the amounts of ceding premiums 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 as insurance premiums are due within the coverage of contracts, which is one year or less.

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 since automobile insurance contracts issued by the Group and measured under the PAA typically have a settlement period of over one year. If a group of contracts becomes onerous, 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. Subsequently, the Group amortises the amount of the loss component within the LRC by decreasing insurance service expenses. The loss component amortisation is based on the passage of time over the remaining coverage period of contracts within an onerous group. If facts and circumstances indicate that the expected profitability of the onerous group during the remaining coverage has changed, then the Group remeasures the FCF by applying the GMM and reflects changes in the FCF by adjusting the loss component as required until the loss component is reduced to zero.

2.18.(e) Amounts recognised in comprehensive income

Insurance service result from insurance contracts issued

Insurance revenue

As the Group provides 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 the Group expects to be entitled to in exchange for those services.

For contracts not measured under the PAA, insurance revenue comprises the following:
• Amounts relating to the changes in the LRC:
a. insurance claims and expenses incurred in the period measured at the amounts expected at the beginning of the period, excluding:
  - amounts related to the loss component;
  - repayments of investment components;
  - amounts of transaction-based taxes collected in a fiduciary capacity; and
  - insurance acquisition expenses;
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 in profit or loss for the services provided in the period; and
d. experience adjustments arising from premiums received in the period that relate to past and current service and related cash flows such as insurance acquisition cash flows and premium-based taxes.

• 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.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.18 (f) Insurance service expenses

Insurance service expenses include the following:

a. incurred claims and benefits excluding investment components;
b. other incurred directly attributable insurance service expenses;
c. amortisation of insurance acquisition cash flows;
d. changes that relate to past service (i.e. changes in the FCF relating to the LIC); and
e. changes that relate to future service (i.e. losses/reversals on onerous groups of contracts from changes in the loss components).

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 consolidated statement of profit or loss.

2.18 (g) Insurance service result from reinsurance contracts held

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:

a. reinsurance expenses;
b. incurred claims recovery;
c. other incurred directly attributable insurance service expenses;
d. effect of changes in risk of reinsurer non-performance;
e. for contracts measured under the GMM, changes that relate to future service (i.e. changes in the FCF that do not adjust the CSM for the group of underlying insurance contracts); and
f. changes relating to past service (i.e. adjustments to incurred claims).

Reinsurance expenses are recognised similarly to insurance revenue. The amount of reinsurance expenses recognised in the reporting period depicts the transfer of received services at an amount that reflects the portion of ceding premiums the Group expects to pay in exchange for those services. For contracts not measured under the PAA, reinsurance expenses comprise the following amounts relating to changes in the remaining coverage:

a. insurance claims and other expenses recovery in the period measured at the amounts expected to be incurred at the beginning of the period, excluding repayments of investment components;
b. changes in the risk adjustment for non-financial risk, excluding:
   - changes included in finance income (expenses) from reinsurance contracts held; and
   - changes that relate to future coverage (which adjust the CSM);
c. amounts of the CSM recognised in profit or loss for the services received in the period; and
d. ceded premium experience adjustments relating to past and current 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.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.18 (h) 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:
a. the effect of the time value of money and changes in the time value of money; and
b. 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:
a. interest accreted on the FCF and the CSM;
b. the effect of changes in interest rates and other financial assumptions; and
c. foreign exchange differences arising from contracts denominated in a foreign currency.

For contracts measured under the VFA, the main amounts within insurance finance income or expenses are:
a. changes in the fair value of underlying items;
b. interest accreted on the FCF relating to cash flows that do not vary with returns on underlying items; and
c. the effect of changes in interest rates and other financial assumptions on the FCF relating to cash flows that do not vary with returns on underlying items.

For contracts measured under the PAA, the main amounts within insurance finance income or expenses are:
a. interest accreted on the LIC; and
b. 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 the contracts measured under the GMM and the PAA, the Group includes all insurance finance income or expenses for the period in profit or loss (i.e. the profit or loss option (the PL option) is applied). For the contracts measured using the VFA, the OCI option is applied. As the Group holds the underlying items for these contracts, the use of the OCI option results in the elimination of accounting mismatches with income or expenses included in profit or loss on the underlying assets held. The amount that exactly matches income or expenses recognised in profit or loss on underlying assets is included in finance income or expenses from insurance contracts issued. The remaining amount of finance income or expenses from insurance contracts issued for the period is recognised in OCI.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2.18(i) Judgments

Areas of potential judgment	**Applicable to the Group**
Definition and classification - Whether contracts are in the scope of IFRS 17 and, for contracts determined to be in scope of IFRS 17, what measurement model is applicable:	
Whether a contract issued accepts significant insurance risk and, similarly, whether a reinsurance contract held transfers significant insurance risk	Applicable to the Group in determining the classification of contracts issued in Participating product lines as insurance or investment contracts. Refer to note 2.18.(a).
Whether a contract issued that does not transfer significant insurance risk meets the definition of an investment contract with DPF.	The Group issues investment contracts with DPF. In assessing whether these are in the scope of IFRS 17, the Group assessed if the discretionary amount is a significant amount of the total benefits. Refer to note 2.18.(a).
Whether contracts that were determined to be in the scope of IFRS 17 meet the definition of an insurance contract with direct participation features, particularly: a. whether the pool of underlying items is clearly identified; b. whether amounts that an entity expects to pay to the policyholders constitute a substantial share of the fair value returns on the underlying items; and c. whether the Group expects the proportion of any change in the amounts to be paid to the policyholders that vary with the change in fair value of the underlying items to be substantial.	An assessment is performed for universal life contracts and direct participating contracts issued by the Group to determine whether the proportion to be paid to the policyholders is substantial. For investment contracts with DPF, the Group applied judgment and concluded that these contracts do not meet the definition of an insurance contract with direct participation features. Refer to note 2.18.(a).
For insurance contracts with a coverage period of more than one year and for which the entity applies the PAA, the eligibility assessment as required by IFRS 17(53)(a),(54),(69) (a),(70) and may involve significant judgment.	All contracts measured by the Group under the PAA have a coverage period of one year or less. Thus, no assessment for the PAA is separately required and no judgment was involved.
Unit of account - Judgments involved in combination of insurance contracts and separation of distinct components	
Combination of insurance contracts - whether the contracts with the same or related counterparty achieve or are designed to achieve an overall commercial effect and require combination.	No respective judgment is applicable to the Group.
Separation - whether components in IFRS 17(11)-(12) are distinct (i.e. meet the separation criteria).	No respective judgment is applicable to the Group.
Separation of contracts with multiple insurance coverage - whether there are facts and circumstances where the legal form of an insurance contract does not reflect the substance and separation is required.	No respective judgment is applicable to the Group.
Unit of account - Insurance contracts aggregation	

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

Judgments involved in the identification of portfolios of contracts as required by IFRS 17(14) (i.e. having similar risks and being managed together).	Not an area of significant judgment for the Group. The Group is a multi-line insurer where each product line is managed independently. Life Risk, Savings and Property and Casualty product lines each have one portfolio consisting of a single product issued within a line. Within the Participating product lines, the portfolio of direct participating contracts is clearly different from the portfolio of investment contracts with DPF because of different risks.
Aggregation of insurance contracts issued on initial recognition into groups of onerous contracts, groups of contracts with no significant possibility of becoming onerous and groups of other contracts. Similar grouping assessment for reinsurance contracts held. Areas of potential judgments include: a. IFRS 17(17) - the determination of contract sets within portfolios and whether the Group has reasonable and supportable information to conclude that all contracts within a set would fall into the same group as required by IFRS 17(16); and b. IFRS 17(18)-(19) - judgments may be applied on initial recognition to distinguish between non-onerous contracts (those having no significant possibility of becoming onerous and other contracts). For contracts not measured under the PAA, the assessment of the likelihood of adverse changes in assumptions that may result in contracts becoming onerous is an area of potential judgment. For contracts measured under the PAA, the assessment of the likelihood of adverse changes in applicable facts and circumstances is an area of potential judgment.	Refer to note 2.18.(b) for a description of judgments applied by the Group.
For insurance contracts issued measured under the PAA, management judgment might be required to assess whether facts and circumstances indicate that a group of contracts has become onerous. Further, judgment is required to assess whether facts and circumstances indicate any changes in the onerous group's profitability and whether any loss component remeasurement is required.	This area of judgment is potentially applicable to the Group. In 2022 and 2023, the Group did not identify any facts or circumstances that might have indicated that a group of contracts measured under the PAA had become onerous. All contracts measured by the Group in 2022 and 2023 under the PAA were determined to be non-onerous on initial recognition.
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, disregarding the aggregation requirements set in IFRS 17(14)- (19), is an area of judgment.	The regulatory environment in which the Group operates does not impose any price or other constraints. Thus, no judgment has been applied by the Group.
derecognition - Accounting for contract modification and derecognition	

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

When contracts are modified, judgment might be applied to establish if the modification meets the criteria for derecognition. In particular, after the modification, judgment is applied to determine whether: a. significant insurance risk still exists; b. there are elements that are to be distinct from the contract; c. contract boundaries have changed; d. the contract would have to be included in a different group subject to aggregation requirements; and e. the contract no longer meets the requirements of the measurement model.	No respective judgment is applicable to the Group in 2022 and 2023.
Measurement - Fulfilment cash flows	
The concept of a contract boundary is used to determine which future cash flows should be considered in the measurement of a contract in the scope of IFRS 17. Judgments might be involved to determine when the Group is capable of repricing the entire contract to reflect the reassessed risks, when policyholders are obliged to pay premiums and when premiums reflect risks beyond the coverage period. Where such features as options and guarantees are included in the insurance contracts, judgment may be required to assess the entity's practical ability to reprice the entire contract to determine if related cash flows are within the contract boundary.	No respective judgment is applicable to the Group. Where annuity options are provided in the insurance contracts, they are non-guaranteed and are not within the contract boundary. Refer note 2.18.(d)(i).
An entity may use judgment to determine which cash flows within the boundary of insurance contracts are those that relate directly to the fulfilment of the contracts.	The Group performs regular expense studies and uses judgment to determine the extent to which fixed and variable overheads are directly attributable to fulfilling insurance contracts.
For contracts measured under the VFA, determination of the variable fee may be an area of significant judgment.	No respective judgment is applicable to the Group.
Financial performance	
The determination of what constitutes an investment component might be an area of judgment significantly affecting amounts of recognised insurance revenue and insurance service expenses as investment components should be excluded from those.	No respective judgment is applicable to the Group.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (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 services provided or received in the period.

Areas of potential judgment are:
a. the determination of the coverage units provided or received in the current period and expected to be provided in future periods, particularly when multiple services are provided under the same insurance contract;
b. factoring in the time value of money when determining the equal allocation of the CSM to the coverage units provided or received; and
c. the determination of the expected coverage period over which the CSM is allocated into profit or loss for the services provided or received.

The Group applied significant judgments in the following aspects of the determination of the CSM amounts that were recognised in profit or loss in 2022 and 2023:
a. for direct participating contracts, coverage units are based on the fixed death benefits amounts (during the insurance coverage period) plus policyholders' account values; the coverage period corresponds to the period in which insurance or investment management services are expected to be provided;
b. for investment contracts with DPF, coverage units are based on policyholders' account values; the coverage period corresponds to the period in which investment management services are expected to be provided; and
c. for automobile insurance contracts acquired in the run-off period, coverage units are based on the expected amount of claims covered in the period and the expected amount of claims remaining to be covered in future periods; the coverage period for the CSM allocation is based on the expected timeframe over which the ultimate cost of the claims is expected to be determined. In performing the above determination, management applied judgment that might significantly impact the CSM carrying values and amounts of the CSM allocation recognised in profit or loss for the period.

For contracts measured under the GMM in which the Group has discretion over the cash flows to be paid to the policyholders, judgment might be involved in the determination of what the Group considers its commitment on initial recognition of such contracts. Further, judgment might be required to distinguish subsequent changes in the FCF resulting from changes in the Group's commitment and those resulting from changes in assumptions that relate to the financial risk on that commitment.

In applying its judgment, the Group specifies what it regards as its commitment for the investment contracts with DPF. The Group does not use judgment to further distinguish changes in the FCF as discussed on the left.

For contracts measured under the GMM, the OCI option to disaggregate finance income or expenses between profit or loss and OCI requires assessment of whether amounts payable to the policyholders are significantly affected by assumptions that relate to financial risk, which is a potential area of judgment. Further, if amounts payable are considered to be substantially affected by changes in such assumptions, further guidance is provided on how disaggregation should be performed, which might also involve management judgment.

No respective judgment is applicable to the Group as it does not apply the OCI option under IFRS 17(88)(b) for contracts measured under the GMM.

For contracts measured under the VFA, the OCI option to disaggregate finance income or expenses between profit or loss and OCI requires an entity to assess investment returns on underlying items included in profit or loss for the period and to recognise matching amounts of insurance finance income or expenses in profit or loss. The assessment of investment returns is an area of potential judgment.

The Group applies the OCI option for contracts measured under the VFA under IFRS 17(89)(b). No significant judgment is involved in investment returns assessment.

For contracts measured under the VFA to which an entity applies the risk mitigation solution, an entity might apply judgments to assess whether an economic offset exists between the insurance contracts and the derivative and whether credit risk does not dominate this economic offset.

No respective judgment is applicable to the Group as it does not apply the risk mitigation solution provided by IFRS 17(B115).

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.19 Provisions

Provisions are recognised when the Group has a present legal or constructive obligation as a result of past events, it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation and a reliable estimate of the amount of the obligation can be made. When the Group expects some or all of a provision to be reimbursed, for example, under an insurance contract, the reimbursement is recognised as a separate asset, but only when the reimbursement is virtually certain. The expense relating to a provision is presented in profit or loss net of any reimbursement. Restructuring provisions are recognised only when the recognition criteria for provisions are fulfilled. The Group has a constructive obligation when a detailed formal plan identifies the business or part of the business concerned, the location and number of employees affected, a detailed estimate of the associated costs, an appropriate timeline, and furthermore, the employees affected have been notified of the plan's main features. If the effect of the time value of money is material, provisions are discounted using a pre-tax rate that reflects, current market assessments of the time value of money, and the risks specific to the liability. The increase in the provision due to the passage of time is recognised as a finance cost.

The Group and Company recognise obligations for retrenchments as a liability and expense when there is a demonstrable commitment to either terminate the employment of an employee or group of employees before normal retirement date as a result of an offer made in order to encourage voluntary redundancy.

2.20 Revenue recognition

The Group recognises revenue when the following conditions have been met;

- when contracts have been approved by all parties to the contract;
- each party's rights in relation to the goods or services to be transferred can be identified;
- the payment terms for the goods or services to be transferred can be identified;
- the contract has commercial substance; and
- and it is probable that the consideration to which the Group is entitled to in exchange for the goods or services will be collected

The Group derives revenue from the transfer of goods and provision of services over time and at a point in time in the following major product lines:

2.20.1 Fund management and investment contracts fee income

Fees charged for investment management services are recognised as revenue as the services are provided. Initial fees which exceed the level of recurring fees and relate to the future provision of services are deferred and amortised over the anticipated period in which the services will be provided.

2.20.2 Rental income

The Group is the lessor on operating lease transactions. Rental income arising from operating leases on investment property is accounted for on a straight-line basis over the lease terms and is included in revenue in the statement of profit or loss due to its operating nature.

Services and management charges are recognised in the accounting period in which they are incurred.

Tenant lease incentives are recognised as a reduction of rental revenue on a straight-line basis over the term of the lease. The lease term is the non-cancellable period of the lease together with any further term for which the tenant has the option to continue the lease, where, at the inception of the lease, the Directors are reasonably certain that the tenant will exercise that option.

Amounts received from tenants to terminate leases or to compensate for dilapidations are recognised in the statement of profit or loss when the right to receive them arises.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.20.3 Property services income

Property services income comprises income received from property-related services to other parties. The income is recognised when the related services have been provided. Property services income will be generated, and revenue recognised as indicated, from the following services:
- Project management - over time ;
- Property management - over time;
- Property purchases - at a point in time;
- Property sales - at a point in time; and
- Property valuations - at a point in time.

2.20.4 Sale of inventory property and stands

The Group develops and sells residential properties. Revenue is recognised when control over the property has been transferred to the customer. The properties have generally no alternative use for the Group due to contractual restrictions. However, an enforceable right to payment does not arise until legal title has passed to the customer. Therefore, revenue is recognised at a point in time when the legal title has passed to the customer. The revenue is measured at the transaction price agreed under the contract. The consideration is due upon signing the sale contract. Deferred payment terms may be agreed in some cases for periods up to 36 months. In such cases, the transaction price is adjusted for the effects of a significant financing component. The Group has contracts with customers where the period between signing of the sale contract and payment by the customer exceeds one year. As a consequence, the Group adjusts the transaction prices for the time value of money at the effective interest rate.

2.21 Deferred income

Where conditions precedent to the sale of completed stands have not been met, any related revenue is recognised as deferred income. Amounts recognised in deferred income will only be recognised as revenue after all conditions precedent have been met and significant risks and rewards have been transferred to the buyer, and the buyer has accepted the property.

2.22 Other income

2.22.1 Dividend income

Dividend income is recognised when the Group and Company's rights to receive the payment is established, when the investee`s Board of Directors has declared the dividend.

2.22.2 Interest income

Interest earned on cash invested with financial institutions is recognised on an accrual basis using the effective interest method, which is the rate that exactly discounts the estimated future cash payments or receipts through the expected life of the financial instruments or a shorter period, where appropriate, to the net carrying amount of the financial asset or liability. Interest income is included in the statement of comprehensive income.

2.22.3 Fee income

Insurance contract policyholders are charged for policy administration services, surrenders and other contract fees. These fees and charges are recognised as income over the period in which the related services are performed. Actuarial and consultancy fee income is recognised on an accrual basis, based on the values of the services provided and disclosed under other income.

2.22.4 Commission income

Commission income received or receivable under reinsurance contracts for non life insurance contracts is recognised as revenue proportionally over the period of the insurance contract.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.22.5 Realised gains and losses

Realised gains and losses recorded in the statement of comprehensive income on investments include gains and losses on financial assets at FVPL and investment properties. Gains and losses on financial assets are from financial assets at FVPL. Gains from financial assets at FVOCI are recognised through other comprehensive income and are not recycled to profit or loss on disposal. Gains and losses on the sale of investments are calculated as the difference between net sales proceeds and the original or amortised cost and are recorded on occurrence of the sale transaction.

2.23 Employee benefits

Post-employment benefits

The Group operates one defined contribution pension plan, which requires contributions to be made to the fund which is separately administered. The pension plan is funded by payments from employees and the Group. The Group's contribution to the defined contribution pension plan is charged to the statement of profit or loss in the period to which the contributions relate. The Group has no legal or constructive obligation to pay further contributions if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods. Retirement benefits are also provided for the Company's employees through the National Social Security Authority ("NSSA") Scheme. The cost of retirement benefits applicable to the scheme is determined by the systematic recognition of legislated contributions.

Termination benefits

The Group recognises termination benefits when there is a demonstrable commitment to either terminate employment of an employee or group of employees before normal retirement date or provide termination benefits as a result of an offer made in order to encourage voluntary redundancy. The Group recognises termination benefits at the earlier of the following dates: (a) when the group can no longer withdraw the offer of those benefits; and (b) when the entity recognises costs for a restructuring that is within the scope of IAS 37, 'Provisions, contingent liabilities and contingent assets', and involves the payment of terminations benefits. In the case of an offer made to encourage voluntary redundancy, the termination benefits are measured based on the number of employees expected to accept the offer. Benefits falling due more than 12 months after the end of the reporting period are discounted to present value.

Short term employee benefits

Short term employee benefits consist of salaries, accumulated leave payments, bonuses and any non-monetary benefits such as medical aid contributions. Short term employee benefit obligations are measured on an undiscounted basis and 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.

Profit sharing and bonus plans

The Group recognises a liability and an expense for bonuses and profit-sharing based on a formula that takes into consideration the profit attributable to the Group's shareholders after certain adjustments. The Group recognises a provision where contractually obliged or where there is a past practice that has created a constructive obligation.

2.24 Borrowings

Borrowings are initially recognised at fair value, net of transaction costs incurred. Borrowings are subsequently measured at amortised cost. Any difference between the proceeds (net of transaction costs) and the redemption amount is recognised in profit or loss over the period of the borrowings using the effective interest rate method. Fees paid on the establishment of loan facilities are recognised as transaction costs of the loan to the extent that it is probable that some or all of the facility will be drawn down. In this case, the fee is deferred until the draw down occurs. To the extent there is no evidence that it is probable that some or all of the facility will be drawn down, the fee is capitalised as a prepayment for liquidity services and amortised over the period of the facility to which it relates.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.24 Borrowings (continued)

Borrowings are derecognised from the statement of financial position when the obligation specified in the contract is discharged or cancelled or has expired. The difference between the carrying amount of a financial liability that has been extinguished or transferred to another party and the consideration paid, including any non-cash assets transferred or liabilities assumed, is recognised in profit or loss as other income or finance costs. Where the terms of a financial liability are renegotiated and the Company or a subsidiary issues equity instruments to a creditor to extinguish all or part of the liability (debt for equity swap), a gain or loss is recognised in profit or loss, which is measured as the difference between the carrying amount of the financial liability and the fair value of the equity instruments issued.

Borrowings are classified as current liabilities unless the Group has an unconditional right to defer settlement of the liability for at least 12 months after the reporting period.

2.24 Borrowing costs

General and specific borrowing costs that are directly attributable to the acquisition, construction or production of a qualifying asset are capitalised during the period of time that is required to complete and prepare the asset for its intended use or sale. Qualifying assets are assets that necessarily take a substantial period of time to get ready for their intended use or sale. Investment income earned on the temporary investment of specific borrowings, pending their expenditure on qualifying assets, is deducted from the borrowing costs eligible for capitalisation. Other borrowing costs are expensed in the period in which they are incurred.

2.25 Current income and deferred taxes

The income tax expense or credit for the year is the tax payable on the current period's taxable income, based on the applicable income tax rate for each jurisdiction, adjusted by changes in deferred tax assets and liabilities attributable to temporary differences and unused tax losses.
Current income and deferred tax is recognised in profit or loss, except to the extent that it relates to items recognised in other comprehensive income or directly in equity. In this case, the tax is also recognised in other comprehensive income or directly in equity respectively.

2.25.1 Current income tax

Current income tax assets and liabilities for the current and prior years are measured at the amount expected to be recovered from, or paid to the tax authorities. The tax rates and laws used to compute the amounts are those that are enacted or substantively enacted by the reporting date.

The current income tax charge is calculated on the basis of the tax laws enacted or substantively enacted at the end of the reporting period in the countries where the Group and its subsidiaries and associates operate and generate taxable income. Management periodically evaluates positions taken in tax returns with respect to situations in which applicable tax regulation is subject to interpretation. It establishes provision, where appropriate on the basis of amounts expected to be paid to the tax authorities. Taxable income for the life reassurance subsidiary is calculated in accordance with the insurance formula as laid down in the Eighth Schedule to the Zimbabwe Income Tax Act (Chapter 23:06).

2.25.2 Deferred tax

Deferred tax is provided in full using the liability method on temporary differences at the reporting date between the tax bases of assets and liabilities and their carrying amounts in the financial statements. Deferred tax liabilities are recognised for all taxable temporary differences, except;

- when the deferred tax liability arises from the initial recognition of goodwill or an asset or liability in a transaction that is not a business combination and, at the time of the transaction, affects neither the accounting profit nor taxable profit or loss; and
- in respect of taxable temporary differences associated with investments in subsidiaries, associates and joint arrangements, except for deferred tax liability where the timing of the reversal of the temporary difference is controlled by the Group and it is probable that the temporary difference will not reverse in the foreseeable future. Generally the Group is unable to control the reversal of the temporary difference for associates. Only where there is an agreement in place that gives the Group the ability to control the reversal of the temporary difference not recognised.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.25.2 Deferred tax (continued)

Deferred tax assets are recognised for all deductible temporary differences, carry forward of unused tax credits and unused tax losses, to the extent that it is probable that future taxable profit will be available against which the deductible temporary differences, and carry forward of unused tax credits and unused tax losses can be utilised except, when the deferred tax asset relating to deductible temporary differences arises from the initial recognition of an asset or liability in a transaction that is not a business combination and, at the time of the transaction, affects neither the accounting profit nor the taxable profit or loss; and in respect of deductible temporary differences associated with investments in subsidiaries, associates and interests in joint ventures, deferred tax assets are recognised only to the extent that it is probable that the temporary differences will reverse in the foreseeable future and taxable profit will be available against which the temporary differences can be utilised.

The carrying amount of deferred tax assets is reviewed at each reporting date and reduced to the extent that it is no longer probable that sufficient taxable profit will be available to allow all or part of the deferred tax asset to be utilised. Unrecognised deferred tax assets are re-assessed at each reporting date and are recognised to the extent that it has become probable that future taxable profit will allow the deferred tax asset to be recovered.

Deferred tax assets and liabilities are measured at the tax rates that are expected to apply to the year when the asset is realised or the liability is settled, based on tax rates (and tax laws) that have been enacted or substantively enacted at the reporting date. Deferred tax relating to items recognised in other comprehensive income or equity is also recognised in other comprehensive income or equity and not in statement of comprehensive income.

Deferred tax assets and deferred tax liabilities are offset, if a legally enforceable right exists to set off current tax assets against current income tax liabilities and the deferred taxes relate to the same taxable entity and the same taxation authority.

2.25.3 Value added tax ("VAT")

Expenses and assets are recognised net of the amount of VAT, except, when the value added tax incurred on a purchase of assets or services is not recoverable from the tax authority, in which case, the value added tax is recognised as part of the cost of acquisition of the asset or as part of the expense item, as applicable.

2.26 Leases

From 1 January 2019, the Group adopted IFRS 16, 'Leases' (as issued by the IASB in January 2016).

The Group as a lessee

The Group makes the use of leasing arrangements principally for office space, and IT equipment and motor vehicles (although the Group currently has no motor vehicles). The rental contracts for offices are typically negotiated for terms of between 3 and 20 years and some of these have extension terms. Lease terms for office fixtures and equipment and motor vehicles have lease terms of between 6 months and 6 years without any extension terms. The Group does not enter into sale and leaseback arrangements. All the leases are negotiated on an individual basis and contain a wide variety of different terms and conditions such as purchase options and escalation clauses.

IFRS 16 introduced new or amended requirements with respect to lease accounting. It introduced significant changes to lessee accounting by removing the distinction between operating and finance leases and requiring the recognition of a right-of-use asset and a lease liability at the lease commencement for all leases, except for short-term leases and leases of low value assets. In contrast to lessee accounting, the requirements for lessor accounting have remained largely unchanged.

The Group and Company assess whether a contract is or contains a lease, at inception of contract. The Group and Company recognise a right-of-use asset and a corresponding lease liability with respect to all lease agreements in which it is the lessee. The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted by using the rate implicit in the lease. If this this rate cannot be readily determined, the Group and Company use its incremental borrowing rate.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

2.26 The Group as a lessee (continued)

The lease liability is presented as a separate line in the statement of financial position. The liability is subsequently measured by increasing the carrying amount to reflect interest on the lease liability using the effective interest method and reducing the carrying amount to reflect the lease payments made. The Group and Company remeasure the lease liability and makes a corresponding adjustment to the related right-of-use asset whenever the lease term has changed or the lease contract has been modified.

Right-of-use assets are depreciated over the shorter period of lease term and useful life of the underlying asset. The depreciation starts at the commencement date of the lease. The right-of-use assets are presented as a separate line in the statement of financial position. The Group and Company apply IAS 36 Impairment of assets to determine whether a right-of-use asset is impaired and accounts for any identified impairment losses. The deferred tax implications of IFRS 16 are that lease payments are tax-deductible on a cash basis. However, the tax bases of the right-of-use asset and lease liability are zero. The result is a taxable temporary difference in relation to the right-of-use asset and a deductible temporary difference in relation to the lease liability.

The Group as a lessor

As a lessor the Group classifies its leases as either operating or finance leases. The Group assessed whether it transfers substantially all the risks and rewards of ownership. Those assets that do not transfer substantially all the risks and rewards are classified as operating leases. Rental income is accounted for on a straight-line basis over the lease term and is included in revenue due to its operating nature

2.27 Dividends

Provision is made for the amount of any dividend declared, being appropriately authorised and no longer at the discretion of the Company, on or before the end of the reporting period but not distributed at the end of the reporting period.

3 GROUP FINANCIAL RISK MANAGEMENT

Risk Governance Framework

The Group has an Audit and Risk Committee that is part of the Board. Below the Audit and Risk Committee is a Financial Risk Management Committee that comprises senior management of the Group from the departments of Finance, Investments, Audit and Operations. The Financial Risk Management Committee reports to the Audit and Risk Committee on a quarterly basis on the risks identified, how they are being managed and the quantification and sensitivities around the risks. Both committees have clear terms of reference that feed into the overall group risk management strategy policy framework. The terms of reference are set, approved and regularly reviewed by the Board. The primary objective of the Group's risk management framework is to protect the shareholders from events that hinder the sustainable achievement of financial performance objectives, including failing to exploit opportunities.

3.1 Financial risk factors

The Group is exposed to financial risk through its financial assets and liabilities, insurance and reinsurance assets and liabilities. The significant components of financial risk are investment risk, market risk, foreign currency risk, interest rate risk and equity price risk, credit risk and liquidity risk.

3.2 Market risk

Market risk is the risk that the fair value or future cashflows of a financial instrument will fluctuate because of changes in the market prices. The Group's market risk arise from open positions in (a) foreign currencies and (b) interest bearing assets and liabilities, to the extent that these are exposed to general and specific market movements. Market risk comprises three types of risks: foreign exchange risk, interest rate risk and equity price risk.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.2 Market risk (continued)

3.2.1 Foreign exchange risk

Foreign exchange risk is the risk arising from fluctuations in foreign exchange rates and their effect on future commercial transactions or recognised assets and liabilities. The Group is exposed to foreign exchange risk arising from the holding of monetary assets and liabilities denominated in currencies other than functional currencies of the individual entities.

The Group's primary method of managing foreign exchange risk is to match principal cash outflows to the currency in which the principal cash inflows are denominated. Generally, Group companies are required to maintain bank accounts in United states dollars to reduce losses from fluctuations in foreign exchange rates. There are no hedging instruments. The table below shows the balances of monetary assets and liabilities denominated in foreign currency :

	INFLATION ADJUSTED			
As at 31 December 2023	**Botswana Pula ZWL**	**Malawian Kwacha ZWL**	**Mozambican Metical ZWL**	**Zambian Kwacha ZWL**
Assets				
Trade and other receivables	222 788 727	4 301 570 139	3 009 271 721	1 046 830 057
Financial assets at amortised cost	-	13 323 010	184 132 090	694 871 266
Cash and cash equivalents	317 854 701	2 597 157 975	233 888 628	538 786 523
	540 643 428	6 912 051 124	3 427 292 439	2 280 487 846
Liabilities				
Borrowings	-	-	227 749 446	48 142 552
Trade and other payables	138 566 123	4 256 842 936	1 168 590 584	863 856 044
	138 566 123	4 256 842 936	1 396 340 030	911 998 596
Net foreign currency exposure	**402 077 305**	**2 655 208 188**	**2 030 952 409**	**1 368 489 250**

	INFLATION ADJUSTED			
As at 31 December 2022	**Botswana Pula ZWL**	**Malawian Kwacha ZWL**	**Mozambican Metical ZWL**	**Zambian Kwacha ZWL**
Assets				
Trade and other receivables	717 185 088	2 694 082 872	1 140 078 468	576 607 534
Financial assets at amortised cost	-	9 347 203	239 035 204	484 998 388
Cash and cash equivalents	1 390 523 009	2 108 475 040	83 983 426	167 887 414
	2 107 708 097	4 811 905 115	1 463 097 098	1 229 493 336
Liabilities				
Borrowings	-	-	223 904 781	59 422 398
Trade and other payables	554 475 379	2 865 659 448	787 605 623	362 049 177
	554 475 379	2 865 659 448	1 011 510 404	421 471 575
Net foreign currency exposure	**1 553 232 718**	**1 946 245 667**	**451 586 694**	**808 021 761**

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.2 Market risk (continued)

3.2.1 Foreign exchange risk

	HISTORICAL COST			
As at 31 December 2023	**Botswana Pula ZWL**	**Malawian Kwacha ZWL**	**Mozambican Metical ZWL**	**Zambian Kwacha ZWL**
Assets				
Trade and other receivables	222 788 727	4 301 570 139	3 009 271 721	1 046 830 057
Financial assets at amortised cost	-	13 323 010	184 132 090	694 871 266
Cash and cash equivalents	317 854 701	2 597 157 975	233 888 628	538 786 523
	540 643 428	6 912 051 124	3 427 292 439	2 280 487 846
Liabilities				
Borrowings	-	-	227 749 446	48 142 552
Trade and other payables	138 566 123	4 256 842 936	1 168 590 584	863 856 044
	138 566 123	4 256 842 936	1 396 340 030	911 998 596
Net foreign currency exposure	**402 077 305**	**2 655 208 188**	**2 030 952 409**	**1 368 489 250**
As at 31 December 2022				
Assets				
Trade and other receivables	149 246 457	560 639 548	237 250 711	119 992 221
Financial assets at amortised cost	-	1 945 156	49 743 306	100 928 327
Cash and cash equivalents	289 368 304	438 774 362	17 476 979	34 937 427
	438 614 761	1 001 359 066	304 470 996	255 857 975
Liabilities				
Borrowings	-	-	46 594 660	12 365 821
Trade and other payables	115 386 512	596 344 691	163 900 994	75 342 555
	115 386 512	596 344 691	210 495 654	87 708 376
Net foreign currency exposure	**323 228 249**	**405 014 375**	**93 975 342**	**168 149 599**

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.2 Market risk (continued)

3.2.1 Foreign exchange risk (continued)

Foreign exchange risk sensitivity analysis

The following analysis is performed for reasonably possible movements in the foreign exchange rates to ZWL (assumption:+/- 10%) with all other variables held constant, showing the impact on profit/(loss) before income tax and equity due to changes in the fair value of currency sensitive monetary assets and liabilities including insurance contract claim liabilities. There are no changes from prior year on this assumption.
The sensitivity of 10% represents the directors' assessment of a possible change:

		Botswana Pula ZWL	Malawian Kwacha ZWL	Mozambican Metical ZWL	Zambian Kwacha ZWL
Effect on profit before income tax	**Change**				
31 December 2023	10%	40 207 731	265 520 819	203 095 241	136 848 925
31 December 2023	-10%	(40 207 731)	(265 520 819)	(203 095 241)	(136 848 925)
31 December 2022	10%	155 323 272	194 624 567	45 158 669	80 802 176
31 December 2022	-10%	(155 323 272)	(194 624 567)	(45 158 669)	(80 802 176)

		Botswana Pula ZWL	Malawian Kwacha ZWL	Mozambican Metical ZWL	Zambian Kwacha ZWL
Effect on equity	**Change**				
31 December 2023	10%	30 268 380	199 884 072	152 890 097	103 019 871
31 December 2023	-10%	30 268 380	199 884 072	152 890 097	103 019 871
31 December 2022	10%	115 327 529	144 508 741	33 530 312	59 995 616
31 December 2022	-10%	(115 327 529)	(144 508 741)	(33 530 312)	(59 995 616)

As shown in the table above, the Group is exposed to changes in ZWL exchange rates against other functional currencies used by the group companies in their respective jurisdictions. The functional currencies in which monetary assets and liabilities are denominated are shown in the sensitivity table above.

Exchange rates

The exchange rates used by the Group to convert foreign denominated amounts to the functional and presentation currency are depicted below:

	31 December 2023		30 June 2023	31 December 2022	
	Average	As at	Average	Average	As at
Botswana Pula	0.075	0.075	0.075	0.081	0.078
Malawi Kwacha	0.544	0.277	0.850	3.434	1.496
Mozambican Metical	0.033	0.010	0.053	0.248	0.094
South African Rand	0.009	0.003	0.015	0.061	0.025
Zambian Kwacha	0.021	0.004	0.038	0.067	0.026

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.2 Market risk (continued)

3.2.1 Foreign exchange risk (continued)

Amounts recognised in profit or loss and other comprehensive income

During the year, the following foreign-exchange related amounts were recognised in profit or loss and other comprehensive income:

	2023 ZWL	2022 ZWL
Amounts recognised in profit or loss		
Net foreign exchange gain included in other income	2537 485 637	1473 860 021
Net gains (losses) recognised in other comprehensive income		
Translation of foreign operations	3 922 682 340	(199 330 977)

3.2.2 Equity price risk

Equity price risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices, other than those arising from interest rate and currency risk, whether those changes are caused by factors specific to the individual financial instruments to its issuer or factors affecting all financial instruments traded in the market.

The Group is exposed to equity securities price risk Equity price risk is the potential loss arising from changes in the market price of equity instruments as a result of fluctuations in the market price. A substantial part of the equity portfolio comprises listed counters. Unquoted counters are subjected to periodic financial analysis and review. The Group's equity price risk policy is to manage such risks by setting and monitoring objectives on investments, diversification of portfolios and setting limits on investment in each sector. At the reporting date, the total exposure to listed equity securities at fair value through profit or loss was ZWL91 970 682 070 (2022: ZWL29 518 429 168).

The following table demonstrates the sensitivity to a reasonably possible change in the market price of shares with all other variables held constant.

	INFLATION ADJUSTED			
	Change in market price %	Effect on profit before income tax ZWL	Effect on profit after income tax ZWL	Effect on equity ZWL
As at December 2023				
Increase in market price	10%	9 197 068 207	6 923 552 946	6 923 552 946
Decrease in market price	-10%	(9 197 068 207)	(6 923 552 946)	(6 923 552 946)
As at December 2022				
Increase in market price	10%	2 951 842 917	2 206 502 580	2 206 502 580
Decrease in market price	-10%	(2 951 842 917)	(2 206 502 580)	(2 206 502 580)

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.2 Market risk (continued)

3.2.3 Interest rate risk

	HISTORICAL COST			
	Change in market price %	Effect on profit before income tax ZWL	Effect on profit after income tax ZWL	Effect on equity ZWL
As at December 2023				
Increase in market price	10%	9 197 068 207	6 923 552 946	6 923 552 946
Decrease in market price	-10%	(9 197 068 207)	(6 923 552 946)	(6 923 552 946)
As at December 2022				
Increase in market price	10%	614 279 500	462 429 607	462 429 607
Decrease in market price	-10%	(614 279 500)	(462 429 607)	(462 429 607)

Cash flow interest rate risk is the risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in the market interest rates. Fair value interest rate risk is the risk that the fair value of a financial instrument will fluctuate because of changes in market interest rates. The Group's exposure to the risk of changes in market interest rates relates primarily to the Group's long- term debt obligations.

The Group manages its cash flow interest rate risk by re-negotiating fixed interest rates whenever there are changes in the market. The Group analyses its interest rate exposure on a dynamic basis. Various scenarios are simulated taking into consideration refinancing, renewal of existing positions and alternative financing. Based on these scenarios, the Group calculates the impact on profit or loss of a defined interest rate shift. For each simulation, the same interest rate shift is used for all currencies. The scenarios are run for all interest-bearing positions.

Currently, the Group does not undertake any hedging of its short-term loans due to the nature and terms of the loan facilities. On long-term loans, the Group assesses risks and considers hedging where necessary. As at 31 December 2023, there were no hedges in place (2022: ZWL nil).

Sensitivity

Profit or loss is sensitive to higher/lower interest income from cash and cash equivalents as a result of changes in interest rates. The key assumption to this sensitivity is that the interest rates will increase or decrease by 25%, holding all other variables constant.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.2 Market risk (continued)

3.2.3 Interest rate risk

	INFLATION ADJUSTED			
	Change in assumption %	Change in reported value ZWL	Profit after income tax ZWL	Change in equity ZWL
December 2023				
Increase in interest rate	25%	10 308 208 213	7 760 019 143	7 760 019 143
Decrease in interest rate	-25%	(10 308 208 213)	(7 760 019 143)	(7 760 019 143)
December 2022				
Increase in interest rate	25%	1 204 855 916	900 629 797	900 629 797
Decrease in interest rate	-25%	(1 204 855 916)	(900 629 797)	(900 629 797)

	HISTORICAL COST			
December 2023				
Increase in interest rate	25%	10 308 208 213	7 760 019 143	7 760 019 143
Decrease in interest rate	-25%	(10 308 208 213)	(7 760 019 143)	(7 760 019 143)
December 2022				
Increase in interest rate	25%	218 540 047	164 516 947	164 516 947
Decrease in interest rate	-25%	(218 540 047)	(164 516 947)	(164 516 947)

3.3 Credit risk

Credit risk is the risk that one party to a financial instrument will cause a financial loss to the other party by failing to discharge an obligation. Credit risk arises from cash and cash equivalents, trade and other receivables and financial assets at amortised cost.

Risk management

The key areas where the Group is exposed to credit risk are:-
- amounts due from debt securities;
- reinsurers' share of insurance liabilities;
- amounts due from cedants;
- amounts due from agents, brokers and intermediaries;
- amounts due from tenants; and
- amounts due from cash and balances with banks.

The Group manages and analyses credit risk for each of their new clients before standard payment, terms and conditions are offered. Exposure limits are set for each counterparty or group of counterparties. It is the Group's policy that all customers who wish to trade on credit terms are subject to credit verification procedures. In addition, receivable balances are monitored on an on-going basis. With respect to credit risk arising from other financial assets of the Group, which comprise cash and balances with banks, and financial assets at amortised cost, the Group's exposure to credit risk arises from default of the counterparty, with a maximum exposure equal to the carrying amount of these instruments.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.3 Credit risk (continued)

Credit risk analysis

The maximum exposure to credit risk by class of financial asset is set out below:

	INFLATION ADJUSTED				
Group	**30 days ZWL**	**60 days ZWL**	**90 days ZWL**	**120 days ZWL**	**Total ZWL**
As at 31 December 2023					
Trade and other receivables:					
- rental receivables	2 746 343 641	1 229 621 677	609 277 033	2 424 826 852	7 010 069 203
- debtors for inventory sales	555 354 947	-	-	-	555 354 947
Financial assets at amortised cost	41 232 832 853	-	-	-	41 232 832 853
Cash and cash equivalents	70 717 345 454	-	-	-	70 717 345 454
Total	**115 251 876 895**	**1 229 621 677**	**609 277 033**	**2 424 826 852**	**119 515 602 455**
As at 31 December 2022					
Trade and other receivables:					
- rental receivables	900 168 739	403 032 955	199 702 663	794 785 222	2 297 689 579
- debtors for inventory sales	1 040 599 281	-	-	-	1 040 599 281
Financial assets at amortised cost	4 819 423 665	-	-	-	4 819 423 665
Cash and cash equivalents	52 505 837 065	-	-	-	52 505 837 065
Total	**59 266 028 750**	**403 032 955**	**199 702 663**	**794 785 222**	**60 663 549 590**

	HISTORICAL COST				
Group	**30 days ZWL**	**60 days ZWL**	**90 days ZWL**	**120 days ZWL**	**Total ZWL**
As at 31 December 2023					
Trade and other receivables:					
- rental receivables	2 746 343 641	1 229 621 677	609 277 033	2 424 826 852	7 010 069 203
- debtors for inventory sales	555 354 947	-	-	-	555 354 947
Financial assets at amortised cost	41 232 832 853	-	-	-	41 232 832 853
Cash and cash equivalents	70 717 345 454	-	-	-	70 717 345 454
Total	**115 251 876 895**	**1 229 621 677**	**609 277 033**	**2 424 826 852**	**119 515 602 455**

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.3 Credit risk (continued)

As at 31 December 2022

	HISTORICAL COST				
Trade and other receivables:	**30 days ZWL**	**60 days ZWL**	**90 days ZWL**	**120 days ZWL**	**Total ZWL**
- rental receivables	187 325 416	83 871 293	41 558 191	165 395 071	478 149 971
- debtors for inventory sales	216 549 059	-	-	-	216 549 059
Financial assets at amortised cost	1 002 923 679	-	-	-	1 002 923 679
Cash and cash equivalents	10 926 482 280	-	-	-	10 926 482 280
Total	**12 333 280 434**	**83 871 293**	**41 558 191**	**165 395 071**	**12 624 104 989**

	INFLATION ADJUSTED				
Company	**30 days ZWL**	**60 days ZWL**	**90 days ZWL**	**120 days ZWL**	**Total ZWL**
As at 31 December 2023					
Other receivables	2 604 466 383	-	-	-	2 604 466 383
Financial assets at amortised cost	-	-	-	578 291 482	578 291 482
Cash and cash equivalents	1 316 662 980	-	-	-	1 316 662 980
Total	**3 921 129 363**	**-**	**-**	**578 291 482**	**4 499 420 845**
As at 31 December 2022					
Other receivables	1 128 816 790	-	-	-	1 128 816 790
Financial assets at amortised cost	-	-	-	225 199	225 199
Cash and cash equivalents	182 607 789	-	-	-	182 607 789
Total	**1 311 424 578**	**-**	**-**	**225 199**	**1 311 649 777**

	HISTORICAL COST				
Company	**30 days ZWL**	**60 days ZWL**	**90 days ZWL**	**120 days ZWL**	**Total ZWL**
As at 31 December 2023					
Other receivables	2 604 466 383	-	-	-	2 604 466 383
Financial assets at amortised cost	-	-	-	578 291 482	578 291 482
Cash and cash equivalents	1 316 662 980	-	-	-	1 316 662 980
Total	**3 921 129 363**	**-**	**-**	**578 291 482**	**4 499 420 845**
As at 31 December 2022					
Other receivables	234 907 152	-	-	-	234 907 152
Financial assets at amortised cost	-	-	-	46 864	46 864
Cash and cash equivalents	38 000 742	-	-	-	38 000 742
Total	**272 907 894**	**-**	**-**	**46 864**	**272 954 758**

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.3 Credit risk (continued)

The following policies and procedures are in place to mitigate the Group's exposure to credit risk:

Cash and cash equivalents

The Group has a credit policy that establishes counterparty trading limits for each banking institution that the Group trades with. These counter party limits are reviewed at least quarterly and submitted to the Group Finance and Investments Committee for approval. In this process the financial results of the banking institutions which are published semi annually, are reviewed together with other qualitative factors that may be noted. The limits determined are proposed to the Group Finance and Investments Committee for approval. The Group only trades with and receives service from banking institutions that meet regulatory requirements.

Key considerations in the review of limits and security requirements include:

- compliance with minimum capital requirements set by the central banks in the various jurisdiction in which the Group operates,
- conformance with the minimum rating as set out in the periodic capital adequacy, asset quality, management, earnings liquidity and sensitivity ratings,
- total shareholders' equity,
- total assets,
- ratios such as loan to deposit ratios and non-performing loans ("NPLs"),
- overall profitability and cash generation,
- historical performance and outlook, and
- ability of the bank to provide collateral security.

The Group further considers the following information in determining the trading limits:

- other qualitative factors covered under the rating system;
- qualitative factors include additional opinion formed through market intelligence on the financial institution, shareholder profile, management and segment of market being served.

Approved collateral security instruments are as follows:

- treasury bills; or
- bankers acceptances.

The financial institutions holding the cash and cash equivalents of the Group have the following external credit ratings as published by the Global Credit Rating Company:

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.3 Credit risk (continued)

	INFLATION ADJUSTED		HISTORICAL COST	
Group	**2023 ZWL**	**2022 ZWL**	**2023 ZWL**	**2022 ZWL**
Credit rating:				
AA+	2 172 161 201	1 612 774 651	2 172 161 201	335 618 945
AA-	169 579 246	125 908 293	169 579 246	26 201 558
AA	269 800 983	200 320 394	269 800 983	41 686 741
A+	553 426 326	410 905 023	553 426 326	85 509 473
A	830 070 771	616 306 514	830 070 771	128 253 592
BBB+	3 787 670 768	2 812 249 568	3 787 670 768	585 230 077
BBB-	73 222 637	54 365 953	73 222 637	11 313 573
BBB	4 945 167	3 671 662	4 945 167	764 074
BB+	-	-	-	-
BB	8 289 816	6 154 978	8 289 816	1 280 853
BB-	669 448 725	497 048 715	669 448 725	103 436 004
B+	4 269 032 516	3 169 648 469	4 269 032 516	659 604 908
Cash	2 085 673 466	1 548 559 699	2 085 673 466	322 255 792
Unrated	55 824 023 832	41 447 923 146	55 824 023 832	8 625 326 690
	70 717 345 454	52 505 837 065	70 717 345 454	10 926 482 280
Company				
Credit rating:				
A	1 270 370 491	82 429 440	1 270 370 491	17 153 594
BBB-	11 863 287	82 797 373	11 863 287	17 230 161
Cash	34 003 013	5 483 744	34 003 013	1 141 169
Unrated	426 189	11 897 232	426 189	2 475 819
	1 316 662 980	182 607 789	1 316 662 980	38 000 743

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.3 Credit risk (continued)

Definition of ratings	Description
AA+ AA-	Has very strong financial security characteristics.
A+ A-	Has strong financial security characteristics, but is somewhat more likely to be affected by adverse business conditions than banks with higher ratings.
BBB+ BBB-	Has good financial security characteristics, but is much more likely to be affected by adverse business conditions than banks with higher ratings.
BB+ BB-	Has good financial security characteristics, but is much more likely to be affected by adverse business conditions than banks with higher ratings.
B+	Possessing substantial risk that obligations will not be paid when due.

Insurance receivables

The following policies and procedures are in place to mitigate credit risk:
- exposure limits are set for each counterparty or group's of counterparties;
- the creditworthiness of cedants is considered on an annual basis by reviewing their financial strength prior to finalisation of any contract;
- the exposure to individual counterparties is also managed by other mechanisms, such as the right to offset where counterparties are both debtors and creditors of the Group; and
- management information reported to the board of directors includes details of allowance for credit losses on amounts due from cedants and subsequent write-offs.

Credit limits are monitored based on the financial position and history of the insured or cedant's ability to pay. In the view of management, the credit quality of insurance receivables is considered sound. Management does not expect material losses from non-performance by counter parties. The credit risk in respect of customer balances incurred on non-payment of premium will only persist during the period specified in the policy document.

Tenant receivables

Tenants are assessed according to a set criteria prior to entering into lease arrangements. Credit risk is managed by requiring tenants to pay rentals in advance in addition to an upfront good tenancy deposit. The credit quality of the tenant is assessed based on an extensive credit rating criteria at the time of entering into a lease agreement. At inception of the lease tenants are classified into good, acceptable and watch list categories. Outstanding tenants' receivables are regularly monitored and all tenants that accrue arrears are classified in the watch list category as rental obligations are payable in advance. An impairment analysis is performed at each reporting date on an individual basis for major tenants. The maximum exposure to credit risk at the reporting date is the carrying value of each class of financial asset.

Impairment of financial assets

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

- trade receivables for insurance premiums, sales of inventory and from rentals;
- other receivables; and
- debt investments carried at amortised cost,

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

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.3 Credit risk (continued)

Trade receivables for insurance premiums and sales of inventory

The Group applies the IFRS 9 simplified approach to measure expected credit losses which uses a lifetime expected loss allowance for trade receivables.

To measure the expected credit losses, trade receivable and contract assets have been grouped based on shared credit risk characteristics.

The expected loss rates are based on the payment profiles of income over a period of 5 years and the corresponding historical credit losses experienced within this period. The historical loss rates are adjusted to reflect current and forward-looking information on macro-economic factors affecting the ability of the customers to settle the receivables. The Group identifies the inflation rate, interest rates, expected changes in legislation in countries in which it operates and expected changes in the Group policy and accordingly adjusts the historical loss rates based on expected changes in these factors.

On that basis, the loss allowance as at 31 December 2023 and 31 December 2022 was determined as follows for trade receivables.

Group

	INFLATION ADJUSTED					
Receivables for insurance premiums: As at 31 December 2023	**Current ZWL**	**31 - 60 days ZWL**	**61 - 120 days ZWL**	**121 - 180 days ZWL**	**More than 180 days ZWL**	**Total ZWL**
Default rate (%)	5%	7%	12%	11%	27%	
Gross carrying amount (ZWL)	16 570 743 725	12 118 203 540	5 276 694 723	3 302 129 304	37 966 326 562	75 234 097 851
Credit loss allowance (ZWL)	828 537 186	848 274 248	633 203 367	363 234 223	7 098 120 992	9 771 370 016

Group

	INFLATION ADJUSTED					
Receivables for insurance premiums: (continued) As at 31 December 2022	**Current ZWL**	**31 - 60 days ZWL**	**61 - 120 days ZWL**	**121 - 180 days ZWL**	**More than 180 days ZWL**	**Total ZWL**
Default rate (%)	5%	7%	12%	11%	24%	
Gross carrying amount (ZWL)	11 045 908 737	8 077 885 494	3 517 397 246	2 201 169 696	25 308 011 834	50 150 373 007
Credit loss allowance (ZWL)	544 467 631	569 853 740	437 825 711	234 355 268	6 979 529 567	8 766 031 917

	HISTORICAL COST					
As at 31 December 2023	**Current ZWL**	**31 - 60 days ZWL**	**61 - 120 days ZWL**	**121 - 180 days ZWL**	**More than 180 days ZWL**	**Total ZWL**
Default rate (%)	5%	7%	12%	11%	27%	
Gross carrying amount (ZWL)	16 570 743 725	12 118 203 540	5 276 694 723	3 302 129 304	37 966 326 562	75 234 097 853
Credit loss allowance (ZWL)	828 537 186	848 274 248	633 203 367	363 234 223	7 098 120 992	9 771 370 016

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.3 Credit risk (continued)

HISTORICAL COST

As at 31 December 2023	Current ZWL	31 - 60 days ZWL	61 - 120 days ZWL	121 - 180 days ZWL	More than 180 days ZWL	Total ZWL
Default rate (%)	5%	7%	12%	11%	24%	
Gross carrying amount (ZWL)	2 298 657 308	1 681 010 677	731 971 545	458 064 151	5 266 605 741	10 436 309 421
Credit loss allowance (ZWL)	113 303 896	118 586 754	91 111 677	48 769 410	1 397 977 974	1 769 749 711

INFLATION ADJUSTED

Receivables from rentals: As at 31 December 2023	Current ZWL	31 - 60 days ZWL	61 - 120 days ZWL	121 - 180 days ZWL	More than 180 days ZWL	Total ZWL
Default rate (%)	7%	14%	14%	35%	13%	
Gross carrying amount (ZWL)	2 746 343 641	1 229 621 677	609 277 033	213 024 602	2 211 802 249	7 010 069 203
Credit loss allowance (ZWL)	183 565 893	167 973 889	82 669 261	73 776 736	187 534 292	695 520 072
As at 31 December 2022						
Default rate (%)	7%	14%	14%	35%	42%	
Gross carrying amount (ZWL)	900 168 739	403 032 955	199 702 663	69 823 050	724 962 168	2 297 689 579
Credit loss allowance (ZWL)	60 167 372	55 056 782	27 096 494	24 181 792	304 803 297	471 305 737

HISTORICAL COST

As at 31 December 2023	Current ZWL	31 - 60 days ZWL	61 - 120 days ZWL	121 - 180 days ZWL	More than 180 days ZWL	Total ZWL
Default rate (%)	7%	14%	14%	35%	13%	
Gross carrying amount (ZWL)	2 746 343 641	1 229 621 677	609 277 033	213 024 602	2 211 802 249	7 010 069 203
Credit loss allowance (ZWL)	183 565 893	167 973 889	82 669 261	73 776 736	187 534 292	695 520 072
As at 31 December 2022						
	Current	**31 - 60 days**	**61 - 120 days**	**121 - 180 days**	**180 days**	**Total**
	ZWL	**ZWL**	**ZWL**	**ZWL**	**ZWL**	**ZWL**
Default rate (%)	7%	14%	14%	35%	50%	
Gross carrying amount (ZWL)	187 325 416	83 871 293	41 558 191	14 530 200	150 864 870	478 149 971
Credit loss allowance (ZWL)	12 520 850	11 457 335	5 638 790	5 032 239	19 815 253	54 464 467

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.3 Credit risk (continued)

Trade receivables for sales of inventory

No impairment allowance has been recognised on property sales receivables because the debtors pay a significant deposit upfront, therefore monthly repayments are affordable and title does not pass until the full amount has been settled. There has been no history of default. Trade receivables and contract assets are written off where there is no reasonable expectation of recovery. Indicators that there is no reasonable expectation of recovery include, amongst others, the failure of a debtor to engage in a repayment plan with the Group, and a failure to make contractual payments for a period of greater than 90 days.

Impairment losses on trade receivables and contract assets are presented as net impairment losses within operating profit. Subsequent recoveries of amounts previously written off are credited against the same line item. All of the Group's trade receivables and contract assets at amortised cost have not shown signs of deterioration of credit quality, and the loss allowance recognised during the period was therefore limited to 12 months expected losses. The credit risk of the investments is considered to have increased significantly if there have been missed contractual payments for a period of greater than 30 days.

Other receivables

Other receivables comprise receivables from disposal of investments in equity instruments, staff loans and sundry receivables. No impairment allowance has been recognised on equity instruments and sundry receivables as the identified credit loss allowance was immaterial.

The Group uses the simplified approach to determine expected credit loss allowance for staff loans that are short term and the general approach for staff loans exceeding twelve months. For further details on allowance for credit loss on other receivables refer to **note 17.**

Debt investments at amortised cost

All of the Group's debt investments at amortised cost are considered to have low credit risk, and the loss allowance was therefore limited to 12 months' expected losses.

These are investments in prescribed assets with a long tenure, issued by both government and private entities. The assets pay fixed interest coupons at half yearly or quarterly intervals. The principal amount is settled on maturity of the investment. There has been no indication of a lack of capacity by the counterparties to settle the coupons and principal amounts as they fall due, particularly because of their prescribed asset status. As such, probability of default is estimated to approximate zero. No impairment allowance has been recognised on these instruments. The financial assets as at 31 December 2023 were held as follows:

	INFLATION ADJUSTED		HISTORICAL COST	
Group	**2023 ZWL**	**2022 ZWL**	**2023 ZWL**	**2022 ZWL**
Issued by the Government:				
-Bonds and treasury bills	12 962 193 743	2 101 768 842	12 962 193 743	437 378 800
-Debentures	383 417 440	225 199	383 417 440	46 864
Issued by other financial institutions:				
Deposits with financial institutions	26 950 515 660	2 476 395 159	26 950 515 660	515 338 662
Mortgage loan	936 706 010	241 034 465	936 706 010	50 159 353
	41 232 832 853	4 819 423 665	41 232 832 853	1 002 923 679
Company				
Issued by other financial institutions, rated:				
Unrated	46 864	225 199	46 864	46 864

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.3 Credit risk (continued)

3.4 Liquidity risk

Liquidity risk is the risk that the Group may fail to meet its payment obligations when they fall due, the consequences of which may be interest charges by the creditors.

It is the Group's policy to ensure that cash resources are available at all times to meet commitments as they arise. Cash outflows arise from the payment of intimated claims falling due, purchase of investments and other operating commitments. Such outflows are adequately matched by inflows from premium income, maturing investments and investment income. Management monitors daily the Group's cumulative liquidity gap and cash and cash equivalents on the basis of actual and expected cash flows. Where gaps appear, action is taken in advance to close or minimise the gaps. The table below summarises the maturity profile of the Group's financial assets and financial liabilities based on contractual and undiscounted payments on a worst case scenario.

The assets and liabilities disclosed are on a contractual undiscounted basis. Balances due within twelve months equal their carrying balances as the impact of discounting is not significant.

Liquidity gap analysis

Group	INFLATION ADJUSTED			
As at 31 December 2023 **Assets**	**On demand to 3 months ZWL**	**3 months to 1 year ZWL**	**Greater than 1 year ZWL**	**Total contractual cash flows ZWL**
Financial assets:				
- at fair value through profit or loss	-	91 970 682 070	-	91 970 682 070
- at amortised cost	-	41 232 832 853	-	41 232 832 853
- at fair value through other comprehensive income	-	-	46 767 828 169	46 767 828 169
Trade and other receivables (excluding prepayments and statutory receivables)	55 464 685 580	- 76 486 102 817	-	131 950 788 397
Cash and cash equivalents	70 717 345 454	-	-	70 717 345 454
Total assets	126 182 031 034	209 689 617 740	46 767 828 169	382 639 476 943
Liabilities				
Lease liabilities	107 219 143	923 283 165	2 053 854 907	3 084 357 216
Borrowings	3 137 304 756	3 014 273 197	-	6 151 577 953
Trade and other payables (excluding statutory liabilities)	130 386 966 694	-	-	130 386 966 694
Total liabilities	133 631 490 593	3 937 556 362	2 053 854 907	139 622 901 863
Liquidity gap	(7 449 459 559)	205 752 061 378	44 713 973 262	243 016 575 080
Cumulative liquidity gap	(7 449 459 559)	198 302 601 819	243 016 575 081	-

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.4 Liquidity risk (continued)

	INFLATION ADJUSTED			
As at 31 December 2022 **Assets**	**On demand to 3 months ZWL**	**3 months to 1 year ZWL**	**Greater than 1 year ZWL**	**Total contractual cash flows ZWL**
Financial assets:				
- at fair value through profit or loss	-	29 518 429 168	-	29 518 429 168
- at amortised cost	-	4 819 423 665	-	4 819 423 665
Trade and other receivables	2 515 219 363	3 475 697 896	-	82 460 678 519
Cash and cash equivalents	52 505 837 065	-	-	52 505 837 065
Total assets	55 021 056 428	37 813 550 729	-	169 304 368 418
Liabilities				
Lease liabilities	17 151 808	147 697 278	328 554 435	493 403 521
Borrowings	593 055 835	569 798 746	1 131 411 562	2 294 266 144
Trade and other payables	74 204 917 569	-	-	74 204 917 569
Total liabilities	75 036 797 412	1 149 740 095	2 295 255 004	78 481 792 511
Liquidity gap	(20 015 740 984)	36 663 810 634	(2 295 255 004)	90 822 575 906
Cumulative liquidity gap	(20 015 740 984)	16 648 069 649	14 352 814 646	-

Company

	INFLATION ADJUSTED			
As at 31 December 2023	**On demand to 3 months ZWL**	**3 months to 1 year ZWL**	**Greater than 1 year ZWL**	**Total contractual cash flows ZWL**
Assets				
Financial assets:				
- at fair value through profit or loss	-	6 326 715 512	-	6 326 715 512
- at amortised cost	-	578 291 482	-	578 291 482
- at fair value through other comprehensive income	-	-	4 959 535 575	4 959 535 575
Trade and other receivables	2 604 466 383	-	-	2 604 466 383
Cash and cash equivalents	1 316 662 980	-	-	1 316 662 980
Total assets	3 921 129 363	6 905 006 994	4 959 535 575	15 785 671 932
Liabilities				
Lease liabilities	128 048 650	256 097 300	-	384 145 950
Trade and other payables	12 571 168 453	-	-	12 571 168 453
Total liabilities	12 699 217 103	256 097 300	-	12 955 314 403
Liquidity gap	(8 778 087 740)	6 648 909 694	4 959 535 575	2 830 357 529
Cumulative liquidity gap	(8 778 087 740)	(2 129 178 046)	2 830 357 529	-

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.4 Liquidity risk (continued)

As at 31 December 2022

Company

	INFLATION ADJUSTED			
As at 31 December 2023	**On demand to 3 months ZWL**	**3 months to 1 year ZWL**	**Greater than 1 year ZWL**	**Total contractual cash flows ZWL**
Assets				
Financial assets:				
- at fair value through profit or loss	-	329 836 322	-	329 836 322
- at amortised cost	-	225 199	-	225 199
- at fair value through other comprehensive income	-	-	2 579 599 226	2 579 599 226
Trade and other receivables	1 128 816 790	-	-	1 128 816 790
Cash and cash equivalents	182 607 789	-	-	182 607 789
Total assets	1 311 424 579	330 061 521	2 579 599 226	4 221 085 326
Liabilities				
Lease liabilities	55 325 692	110 651 383	-	165 977 074
Trade and other payables	6 231 922 603	-	-	6 231 922 603
Total liabilities	6 287 248 295	110 651 383	-	6 397 899 677
Liquidity gap	(4 975 823 716)	219 410 138	2 579 599 226	(2 176 814 351)
Cumulative liquidity gap	(4 975 823 716)	(4 756 413 577)	(2 176 814 351)	-

Liquidity gap analysis (continued)

Group

	HISTORICAL COST			
As at 31 December 2023	**On demand to 3 months ZWL**	**3 months to 1 year ZWL**	**Greater than 1 year ZWL**	**Total contractual cash flows ZWL**
Assets				
Financial assets:				
- at fair value through profit or loss	-	91 970 682 070	-	91 970 682 070
- at amortised cost	-	41 232 832 853	-	41 232 832 853
- at fair value through other comprehensive income	-	-	46 767 828 169	46 767 828 169
Trade and other receivables	55 464 685 580	76 486 102 817	-	131 950 788 397
Cash and cash equivalents	70 717 345 454	-	-	70 717 345 454
Total assets	126 182 031 034	209 689 617 740	46 767 828 169	382 639 476 943
Liabilities				
Lease liabilities	92 530 716	925 307 165	2 036 002 962	3 084 357 216
Borrowings	3 137 304 756	3 014 273 197	-	6 151 577 953
Trade and other payables	127 615 115 056	-	-	127 615 115 056
Total liabilities	130 844 950 528	3 939 580 362	2 036 002 962	136 851 050 225

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.4 Liquidity risk (continued)

Company	INFLATION ADJUSTED			
As at 31 December 2023	**On demand to 3 months ZWL**	**3 months to 1 year ZWL**	**Greater than 1 year ZWL**	**Total contractual cash flows ZWL**
Liquidity gap	(4 662 919 495)	205 750 037 378	44 731 825 207	245 788 426 718
Cumulative liquidity gap	(4 662 919 495)	201 087 117 884	245 818 943 091	-
As at 31 December 2022				
Assets				
Financial assets:				
- at fair value through profit or loss	-	6 142 794 996	-	6 142 794 996
- at amortised cost	-	1 002 923 679	-	1 002 923 679
- at fair value through other comprehensive income	-	-	4 093 119 281	4 093 119 281
Trade and other receivables	7 218 883 094	9 954 879 015	-	17 173 762 109
Cash and cash equivalents	10 926 482 280	-	-	10 926 482 280
Total assets	18 145 365 374	17 100 597 690	4 093 119 281	39 339 082 345
Liabilities				
Lease liabilities	981 596	9 815 963	21 922 318	102 677 437
Borrowings	123 415 118	118 575 310	235 447 125	477 437 553
Trade and other payables (excluding statutory liabilities)	15 442 068 198	-	-	15 442 068 198
Total liabilities	15 612 594 971	218 341 409	431 193 365	16 332 087 305
Liquidity gap	2 532 770 403	16 882 256 281	3 661 925 916	23 006 995 040
Cumulative liquidity gap	2 532 770 403	19 415 026 684	23 076 952 600	-

	HISTORICAL COST			
Company As at 31 December 2023	**On demand to 3 months ZWL**	**3 months to 1 year ZWL**	**Greater than 1 year ZWL**	**Total contractual cash flows ZWL**
Assets				
Financial assets:				
- at fair value through profit or loss	-	6 326 715 512	-	6 326 715 512
- at amortised cost	-	578 291 482	-	578 291 482
- at fair value through other comprehensive income	-	-	4 959 535 575	4 959 535 575
Other receivables	2 604 466 383	-	-	2 604 466 383
Cash and cash equivalents	1 316 662 980	-	-	1 316 662 980
Total assets	3 921 129 363	6 905 006 994	4 959 535 575	15 785 671 932

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.4 Liquidity risk (continued)

	HISTORICAL COST			
	On demand to 3 months ZWL	**3 months to 1 year ZWL**	**Greater than 1 year ZWL**	**Total contractual cash flows ZWL**
Liabilities				
Lease liability	128 048 650	256 097 300	-	384 145 950
Trade and other payables	12 571 168 853	-	-	12 571 168 853
Total liabilities	12 699 217 503	256 097 300	-	12 955 314 803
Liquidity gap	(8 778 088 141)	6 648 909 694	4 959 535 575	2 830 357 128
Cumulative liquidity gap	(8 778 088 141)	(2 129 178 447)	2 830 357 128	-

Liquidity gap analysis (continued)

	HISTORICAL COST			
Company As at 31 December 2022	**On demand to 3 months ZWL**	**3 months to 1 year ZWL**	**Greater than 1 year ZWL**	**Total contractual cash flows ZWL**
Assets				
Financial assets:				
- at fair value through profit or loss	-	68 639 049	-	68 639 049
- at amortised cost	-	46 864	-	46 864
- at fair value through other comprehensive income	-	-	536 815 463	536 815 463
Other receivables (excluding prepayments and statutory receivables)	234 907 152	-	-	234 907 152
Cash and cash equivalents	38 000 742	-	-	38 000 742
Total assets	272 907 894	68 685 913	536 815 463	878 409 270
Liabilities				
Lease liability	11 513 295	23 026 589	-	34 539 884
Trade and other payables (excluding statutory liabilities)	1 296 865 182	-	-	1 296 865 182
Total liabilities	1 308 378 477	23 026 589	-	1 331 405 066
Liquidity gap	(1 035 470 583)	45 659 324	536 815 463	(452 995 796)
Cumulative liquidity gap	(1 035 470 583)	(989 811 259)	(452 995 796)	-

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.4 Liquidity risk (continued)

3.5 Investment risk

The Group's investment risk management system operates through a hierarchy of investment limit approvals. Investments in excess of the specified limits require the approval of the Group Finance and Investment Committee. In addition, the Group Finance and Investment Committee makes all decisions regarding property investments and unquoted company share transactions.

3.6 Fair value

The Group measures financial assets such as quoted and unquoted investments and non-financial assets such as investment property at fair value at reporting date.

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. The fair value measurement is based on the presumption that the transaction to sell the asset or transfer the liability takes place either:
• in the principal market for the asset or liability; or
• in the absence of a principal market, in the most advantageous market for the asset or liability.

The principal or the most advantageous market must be accessible to the Group. The fair value of an asset or a liability is measured using the assumptions that market participants would use when pricing the asset or liability, assuming that market participants act in their economic best interest. For assets and liabilities that are recognised in the financial statements on a recurring basis, the Group determines whether transfers have occurred between levels in the hierarchy by re-assessing the categorisation (based on the lowest level input that is significant to the fair value measurement as a whole) at the end of each reporting period.

A fair value measurement of a non-financial asset takes into account a market participant's ability to generate economic benefits by using the asset in its highest and best use or by selling it to another market participant that would use the asset in its highest and best use.

The Group uses valuation techniques that are appropriate in the circumstances and for which sufficient data is available to measure fair value, maximising the use of relevant observable inputs and minimising the use of unobservable inputs.

Determination of fair value and fair value hierarchy

Observable inputs reflect market data obtained from independent sources and unobservable inputs reflect the Group's market assumptions. These two types of inputs have created the following fair value hierarchy :

- **Level 1**: quoted (unadjusted) prices in active markets for identical assets and liabilities. The level includes listed equity securities traded on active markets;

- **Level 2**: other techniques for which all inputs which have a significant effect on the recorded fair value are observable, directly (that is, as prices) or indirectly (that is derived from prices), or

- Level 3: techniques which use inputs which have a significant effect on the recorded fair value that are not based on observable market data.

The following table shows an analysis of financial instruments recorded at fair value and their fair value hierarchy:

	Level 1 ZWL	Level 2 ZWL	Level 3 ZWL	Total ZWL
As at 31 December 2023				
Financial assets at fair value through profit or loss	91 970 682 070	-	-	91 970 682 070
Financial assets at fair value through other comprehensive income	-	-	46 767 828 169	46 767 828 169
Total	91 970 682 070	-	46 767 828 169	138 738 510 239

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.6 Fair value (continued)

As at 31 December 2022

Financial assets at fair value through profit or loss	29 518 429 168	-		29 518 429 168
Financial assets at fair value through other comprehensive income	-	-	19 668 970 173	19 668 970 173
Total	29 518 429 168	-	19 668 970 173	49 187 399 341

Valuation technique for financial assets measured at fair value

Listed equity investments valuation

Level 1 is made up of the Group's investments in equity securities listed on the Zimbabwe Stock Exchange and other regional bourses.

Unlisted equity investments valuation

Valuation technique

Level 3 comprises the Group's investments in unlisted equities. The Group used the relative valuation technique to value unlisted equities. Under this model, various value indicators of publicly traded stocks are used as comparatives for companies in the same industry. The relative valuation approach considers discounted cash flow valuation too intricate to establish, arguing that medium and long-range earnings projections are too intricate to make accurately and that the discount rates used are subjective. Instead, various valuation parameters of publicly traded stocks such as price to book ratios ("PBV"), relative market capitalisation can be used as comparatives for companies in the same industry.The PBV so obtained is then applied to the book value of equity to arrive at an implied value.

Valuation process

The Group engaged an independent consultant to assist management to determine the fair values of the unlisted equities at each reporting date. Management provides the independent consultant with prior periods' audited financials statements, approved future projected cash flows and other non financial strategic information and they perform the following:
- determine return on equity using the earnings and equity;
- normalise return on equity for forecast periods;
- calculate the predicted price/book value based on a regression model, by considering other publicly tradable reinsurance businesses within the region's PBV ratios; and
- apply the regressed price to book ratio to the firm's equity to determine the price.

As part of the engagement, the independent consultant provides the determined valuations for discussions.

Comparison of carrying amounts and fair values for assets and liabilities not held at fair value

The fair value is an estimate of the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. The following table summarises the fair value of assets and liabilities not measured at fair value on the entity's statement of financial position.

Group **Financial assets**	**2023** **Carrying value** **ZWL**	**2023** **Fair value** **ZWL**	**2022** **Carrying value** **ZWL**	**2022** **Fair value** **ZWL**
Financial assets at amortised cost	41 232 832 853	41 232 832 853	4 819 423 665	4 819 423 665
Trade and other receivables	131 953 421 257	131 953 421 257	82 460 678 519	82 460 678 519
Cash and cash equivalents	70 717 345 454	70 717 345 454	10 926 482 280	10 926 482 280
	243 903 599 564	243 903 599 564	98 206 584 464	98 206 584 464

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

3 GROUP FINANCIAL RISK MANAGEMENT (continued)

3.6 Fair value (continued)

Company **Financial assets**	**2023** **Carrying value** **ZWL**	**2023** **Fair value** **ZWL**	**2022** **Carrying value** **ZWL**	**2022** **Fair value** **ZWL**
Financial assets at amortised cost	578 291 482	578 291 482	225 199	225 199
Other receivables	2 604 466 383	2 604 466 383	1 128 816 790	1 128 816 790
Cash and cash equivalents	1 316 662 980	1 316 662 980	182 607 789	182 607 789
	4 499 420 845	4 499 420 845	1 311 649 778	1 311 649 778

The carrying amount of trade and other receivables and financial assets at amortised cost closely approximates its fair value as the instruments are short term in nature.

Group **Financial liabilities**	**2023** **Carrying value** **ZWL**	**2023** **Fair value** **ZWL**	**2022** **Carrying value** **ZWL**	**2022** **Fair value** **ZWL**
Borrowings	6 151 577 953	6 151 577 953	2 294 266 144	2 294 266 144
Lease liabilities	3 084 357 213	3 084 357 213	493 403 521	493 403 521
Trade and other payables	130 386 966 694	130 386 966 694	74 204 917 569	74 204 917 569
	139 622 901 860	139 622 901 860	76 992 587 234	76 992 587 234

Company	**2023** **Carrying value** **ZWL**	**2023** **Fair value** **ZWL**	**2022** **Carrying value** **ZWL**	**2022** **Fair value** **ZWL**
Financial liabilities				
Lease liabilities	384 145 950	384 145 950	165 977 074	165 977 074
Trade and other payables	12 571 168 453	12 571 168 453	6 231 922 603	6 231 922 603
	12 955 314 403	12 955 314 403	6 397 899 677	6 397 899 677

The carrying amounts of financial liabilities carried at amortised cost closely approximates their fair values.

The impact of discounting is not significant due to the market terms (rates and tenor) available.

4 CAPITAL MANAGEMENT POLICIES

The Group's objective when managing capital is to safeguard the entity's ability to continue as a going concern, so that it can continue to provide returns for shareholders and benefits to other stakeholders.

The Group's capital comprises ordinary share capital, share premium, reserves and retained earnings. It is the Group's objective to retain a capital position that supports the development of the business. The Group manages its capital structure and makes adjustments to it, in light of changes in the economic conditions. Where necessary, capital is redeployed to subsidiaries from the holding company. The subsidiaries with minimum capital requirements imposed by their regulators were capitalised as follows:

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

4 CAPITAL MANAGEMENT POLICIES (continued)

	INFLATION ADJUSTED			
	2023		2022	
	Shareholders' equity	Minimum regulatory capital	Shareholders' equity	Minimum regulatory capital
Emeritus Reinsurance Zimbabwe (Private) Limited	12 289 024 889	112 500 000	5 459 898 272	540 604 608
Emeritus Reinsurance Zambia Limited	1 030 397 609	130 505 710	319 123 848	627 128 782
Emeritus Reinsurance Company Limited Malawi	2 213 114 219	200 037 340	1 308 119 672	961 254 293
Emeritus Resegguros SA Mozambique	3 285 257 011	164 378 919	793 369 777	789 902 231
Emeritus Reinsurance Company Limited Botswana	220 266 607	117 785 630	793 369 777	566 004 039
Credit Insurance Zimbabwe Limited	1 124 088 756	37 500 000	589 929 303	180 201 536
Fidelity Life Assurance of Zimbabwe Limited	7 547 517 974	75 000 000	157 050 590	75 000 000
	HISTORICAL COST			
Emeritus Reinsurance Zimbabwe (Private) Limited	6 775 965 225	112 500 000	104 103 984	112 500 000
Emeritus Reinsurance Zambia Limited **	153 760 179	130 505 710	14 339 103	23 821 961
Emeritus Reinsurance Company Limited Malawi	370 181 010	200 037 340	55 456 210	34 149 521
Emeritus Resegguros SA Mozambique	295 436 739	164 378 919	27 499 453	26 431 066
Emeritus Reinsurance Company Limited Botswana	246 227 541	117 785 630	20 942 856	15 733 273
Credit Insurance Zimbabwe Limited	179 754 779	37 500 000	31 656 867	37 500 000
Fidelity Life Assurance of Zimbabwe Limited	2 512 164 256	75 000 000	139 620 883	75 000 000

The minimum capital requirements based on historical cost figures have increased significantly.

5 INSURANCE RISK MANAGEMENT

5.1 Definition of insurance risk

Insurance risk is the risk that actual future underwriting policyholder behaviour and expense experience will differ from that assumed in measuring policyholder liabilities and assets and pricing products. Insurance risk arises due to uncertainty regarding the timing and amount of future cash flows from insurance contracts. This could be due to variations in mortality, morbidity, policyholder behaviour or expense experience in the case of life products, claims incidence, claim severity or expense experience in the case of short-term insurance products. These could have adverse impacts on the Group's earnings and capital if different from those assumed.

The insurance risks that the Group is exposed to that have the greatest impact on the financial position and comprehensive income are covered in more detail in section 5.8.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

5 INSURANCE RISK MANAGEMENT (continued)

5.2 General Management of Insurance risk

The management and staff in all subsidiaries accepting insurance risk are responsible for the day-to-day identification, monitoring and treatment of the insurance risk. It is also management's responsibility to report any material insurance risks, risk events and issues identified to senior management through certain pre-defined escalation procedures. In addition to the management of risk by the subsidiary companies, the Group has the following insurance risk management controls:

The Group Internal Audit and Risk Department

This provides independent oversight on compliance with the Group's risk management policies and procedures and the effectiveness of the Group's insurance risk management processes.

The Risk Committee,

The Risk Committee is responsible for managing all aspects of insurance risk in the Group.

This Committee reports directly or indirectly to board committees (Audit, Risk and Compliance Committee)

The functions of the committee include:

- recommending insurance risk related policies to the Audit, Risk and Compliance Committee for approval and ensure compliance therewith;
- ensuring that insurance risk is appropriately controlled by monitoring insurance risk triggers against agreed limits and/or procedures.
- gaining assurance that material insurance risks are being monitored and that the level of risk taken is in line with the risk appetite statement at all times;
- considering any new insurance risks introduced through new product development or strategic development and how these risks should be managed;
- monitoring, ratifying and/or escalating to Audit, Risk and Compliance Committee and Reinsurance Board all material insurance risk-related breaches. Excesses highlighting the corrective action undertaken to resolve the issue;
- monitoring insurance risk capital requirements as they apply to the management of the Group and its subsidiaries' statements of financial position; and
- approving the reinsurance, underwriting and claim management strategies and oversee the implementation of those strategies.

Statutory Actuary

The statutory actuaries provide oversight on the long-term insurance risks undertaken by the Group in that they are required to:

- report at least annually on the financial soundness of the reassurance division within the Group;
- oversee the setting of assumptions used to provide best estimate liabilities plus compulsory and discretionary margins (as described in the accounting policies) in accordance with the assumption setting policy; and
- report on the actuarial soundness of premium rates in use for new business and on the profitability of the business taking into consideration the reasonable benefit expectations of policyholders and the associated insurance and market risks.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

5 INSURANCE RISK MANAGEMENT (continued)

5.2 General Management of Insurance risk (continued)

Capital Adequacy Requirements

A minimum level of solvency is required to be held within each insurance subsidiary to meet the regulatory capital requirements (CAR). For the long term insurance subsidiaries the CAR is calculated to determine whether the excess of assets over liabilities is sufficient to provide for the possibility of actual future experience departing from assumptions made in calculating the policy holder liabilities and against fluctuations in the value of assets. The CAR is actuarially determined taking into account forward looking information.

Pricing

Pricing risk is managed by carefully establishing criteria by which each potential customer is allocated to the appropriate risk category, applying the underwriting rules, and by establishishing prices appropriate to each category. Underwriting performance is measured by monitoring the claims loss ratio which is the ratio of claims to premiums.

Reserving

For claims that have been reported by the financial position date, expert assessors estimate the expected cost of final settlement. For expected claims that have not been reported by the financial position date an incurred but not reported ("IBNR") provision is calculated using appropriate techniques .Consideration is also given to any stipulated minimum IBNR prescribed by regulations. These provisions for claims are not discounted for the time value of money due to the expected short duration of settlement. Using the experience of a range of specialist claims assessors, provisions are reviewed regularly to ensure they are sufficient.

Catastrophic

Catastrophic risk has the potential to cause significant loss or impact on current year earnings and capital through a single event or a number of correlated events. Reinsurance and the diversification of types of short-term insurance offered are used to reduce risks from single catasrophic events or accumulations of risk. Various reinsurance arrangements are in place, with retention levels and catastrophe cover levels varying by line of business.

5.3 Risk identification, assessment, measurement and management

Risk management takes place prior to the acceptance of risks through the product development , underwriting, pricing and claims assessment process and at the point of sale. Risks continue to be managed through the measurement, monitoring and treatment of risks once the risks are contracted.

5.3.1 Risk management through product development, pricing and at the point of sale

The product development and pricing process defines the terms and conditions on which the Group is willing to accept risks. Once a policy has been sold, the Group takes on risk for the duration of the contract and the Group cannot unilaterally change the terms and conditions of the policy except where the policy allows for rate reviews. It is for these reasons that risks need to be carefully assessed and appropriately mitigated before a product is launched and before new policies are accepted onto the Group's statement of financial position. In order to manage these risks, new products need to comply with the Group's minimum risk acceptance criteria.

The product development and approval process ensures that:

- risks inherent in new products are identified and quantified;
- sensitivity tests are performed to enhance understanding of the risks and appropriateness of mitigating actions;
- pricing is adequate for the risk undertaken;
- product design takes account of various factors including size and timing of fees and charges, appropriate levels of minimum premiums, commission structures and policy terms and conditions;
- the Group makes use of reinsurance or retrocession to reduce its exposures to some insurance risks;
- customer needs and expectations will be met by the product; and
- post implementation reviews are performed to ensure that intended outcomes are realised and to determine if any further action is required.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

5 INSURANCE RISK MANAGEMENT (continued)

5.3.2 Risk management post-implementation of products and of in-force policies

The ongoing management of insurance risk, once the risk has been contracted, includes the management of costs, premium adjustments where permitted and appropriate, management strategies and training of cedants to encourage customers to retain their policies, and careful follow up on disability claims , default claim and early death claims.

Further, experience investigations are conducted at least annually on all significant insurance risks to ascertain the extent of deviations from assumptions and their financial impacts. If the investigations indicate that these deviations are likely to persist in future, the assumptions will be adjusted accordingly for the subsequent measurement of policyholder liabilities and assets. Furthermore, any deviations that are likely to persist are also used to inform the product development and pricing of new existing products. Insurance risks are assessed and reviewed against the Group's risk appetite and risk target. Mitigating action are developed for any risks that fall outside of management's assessment of risk appetite in order to reduce the level of risk to within the approved tolerance limits.

Embedded value sensitivities for insurance risks are also prepared for internal use and reporting to analysts.

5.4 Reporting

Each relevant customer facing unit prepares monthly and quarterly reports that include information on insurance risk. The reports are presented to the relevant customer facing unit executive committees and relevant risk committees for review and discussion. Major insurance risks are incorporated into a report of the internal audit on the Group's overall risk which is submitted to the Group audit committee. Where it is deemed necessary, material insurance risk exposures are escalated to the board.

In respect of insurance risks, the reports contain the results of experience investigations conducted along with other indicators of actual experience. These reports also raise any issues identified and track the effectiveness of any mitigation plans put in place.

5.5 Policyholder behaviour risk

This is the risk of adverse financial impact caused by actual policyholders' behaviour deviating from expected policyholders' behaviour, mainly due to:

- regulatory and legislative changes (including taxation);
- changes in economic conditions;
- sales practices;
- competitor behaviour;
- policy conditions and practices; and
- policyholders' perceptions.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

5 INSURANCE RISK MANAGEMENT (continued)

5.5 Policyholder behaviour risk (continued)

The primary policyholder behaviour risk is persistency risk. This generally arises when policyholders discontinue or reduce contributions, or terminate their policies at a rate that is not in line with expectations. This behaviour results in a loss of future premiums that are designed to recoup expenses and commission incurred early in the life of the contract and to provide a profit margin or return on capital. A decrease in persistency generally gives rise to a loss, as the loss of these future charges generally exceeds the charges that the Group applies to the policyholder benefits in these events. However with certain products the general principle does not always apply.

In the measurement of policyholder liabilities and assets, margins as described in the accounting policies are added to the best estimate withdrawal rates. In addition, an allowance is made for the withdrawal risk in the Technical Capital Adequacy Requirement ("TCAR") and Ordinary Capital Adequacy Requirement ("OCAR") calculations, with the TCAR providing a capital requirement underpin of meeting the surrender benefits on all policies where this is onerous.

In the calculation of economic capital requirements, allowance is made for the following risks in respect of policyholder behaviour:
• The risk that the actual level of withdrawals is different from expected; and
• The risk of withdrawal catastrophe to capture a run-on-a-bank type of scenario.

5.6 Underwriting risks

The primary purpose of underwriting is to ensure that an appropriate premium is charged for each risk and that cover is not offered to uninsurable risks. Underwriting risks are the risks that future demographic or claims incidence experience will exceed the allowance for expected demographic or claims incidence experience, as determined through provisions, pricing, risk measures and value measures. Underwriting risks include, amongst others, mortality and morbidity risks, longevity risks and non-life (short-term insurance) risks.

The main risks that the Group is exposed to are as follows:

• mortality risk – risk of loss arising due to policyholder death experience being different than expected
• longevity risk – risk of loss arising due to the annuitant living longer than expected
• investment return risk – risk of loss arising from actual returns being different than expected
• expense risk – risk of loss arising from expense experience being different than expected
• policyholder decision risk – risk of loss arising due to policyholder experiences (lapses and surrenders) being different than expected. These risks do not vary significantly in relation to the location of the risk insured by the Group, type of risk insured or by industry.

5.6.1 Mortality and morbidity risk

Mortality risk is the risk of adverse financial impact due to actual mortality (death) claims being higher than anticipated.

Morbidity risk is the risk of adverse financial impact due to policyholder health related (disablement and dread disease) claims being higher than expected. The Group has the following processes and procedures in place to manage mortality and morbidity risk.

(a) Underwriting strategy

The underwriting strategy seeks diversity to ensure a balanced portfolio and is based on a large portfolio of similar risks over a number of years and as such, it is believed that this reduces the variability of the outcome. The Group manages its assurance risk through underwriting limits, approval procedures for transactions that involve new products or that exceed set limits, pricing guidelines, centralized management of reassurance and monitoring of emerging issues. The Group uses several methods to assess and monitor assurance risk exposures both for individual types of risks insured and overall risks. These methods include internal risk measurement models, sensitivity and scenario analyses.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

5 INSURANCE RISK MANAGEMENT (continued)

5.6.1 Mortality and morbidity risk

Underwriting guidelines concerning authority limits and procedures to be followed are in place.

All individual business applications for risk cover are underwritten except for some policies with smaller sums assured where specific allowance for no underwriting has been made in the product design and pricing. For other smaller sums assured, the underwriting process is largely automated. For individual and institutional business, larger sums assured in excess of specified limits are reviewed by experienced underwriters and evaluated against established processes. For institutional risk business, these specified limits are scheme specific based on the size of the scheme , membership, average age, gender distribution, industry and distribution of sums assured. Since applications on institutional business below the specified limits are not medically underwritten, very few lives are medically tested . However, the annually reviewable terms on institutional business enable premiums to keep pace with emerging claims experience.

Specific testing for HIV and other medicals is carried out based on the assessment of the risk.

Part of the underwriting process involves assessing the current health conditions and family medical history of applicants. Terms and conditions are varied accordingly.

Non-standard risk, such as hazardous pursuits and medical conditions, are assessed at underwriting stage.

Financial underwriting is used where necessary to determine insurable interest.

The non-life insurance risks are sensitive to certain assumptions. The table below shows the qualitative sensitivity of certain triggers related to insurance business:

Risk triggers	General effect on insurance market	Effect on the Group
1. Many cedants and competition in the domiciled market	Undercutting premium rates Underwriting bad business	Lower premiums, increase in claims ration, lower profits Increase in claims, increase in bad debts, lower profits
2. Weakening local currency	Underinsurance of cedants	Increase in claim ratios on partial claims, lower profit
3. Lack of foreign currency and strict exchange controls in local markets.	Inability to discharge external claims and retrocessions Substandard construction and risk management practices	Lower premiums and risk spread, increase in claims ration, lower profits Increased fire and engineering risk, increase in claims, lower profits
4. Weak risk practices of cedants and underlying clients	Having insurance as the only effective risk management item	Increase in claims, lower profit

(a) Underwriting strategy

The underwriting strategy seeks diversity to ensure a balanced portfolio and is based on a large portfolio of similar risks over a number of years and as such, it is believed that this reduces the variability of the outcome. The Group manages its assurance risk through underwriting limits, approval procedures for transactions that involve new products or that exceed set limits, pricing guidelines, centralized management of reassurance and monitoring of emerging issues. The Group uses several methods to assess and monitor assurance risk exposures both for individual types of risks insured and overall risks. These methods include internal risk measurement models, sensitivity and scenario analyses.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

5 INSURANCE RISK MANAGEMENT (continued)

5.6.1 Mortality and morbidity risk (continued)

Premium rates are differentiated by factors which historical experience has shown are significant determinants of mortality and morbidity claims experience. Prior to taking on individual risk policies, appropriate underwriting processes are conducted, such as medical tests, which influence pricing on the policy prior to acceptance. The actual claims experience is monitored on a monthly basis so that deteriorating experience can be timeously identified. Product pricing and the measurement of the liabilities are changed if the deteriorating experience is expected to continue and cannot be mitigated. Detailed mortality and morbidity investigations are conducted on a bi-annual basis for key products. Allowance for HIV related deaths is made in product pricing and in the measurement of policyholder liabilities and assets.

Key assumptions

Material judgment is required in determining the liabilities and in the choice of assumptions. Assumptions in use are based on past experience, current internal data, external market indices and benchmarks which reflect current observable market prices and other published information. Assumptions and prudent estimates are determined at the date of valuation and no credit is taken for possible beneficial effects of voluntary withdrawals. Assumptions are further evaluated on a continuous basis in order to ensure realistic and reasonable valuations. published information. Assumptions and prudent estimates are determined at the date of valuation and no credit is taken for possible beneficial effects of voluntary withdrawals. Assumptions are further evaluated on a continuous basis in order to ensure realistic and reasonable valuations.reasonable valuations.

The key assumptions to which the estimation is particularly sensitive are as follows:

Mortality rates

Assumptions are based on standard tables, according to the type of contract written. An investigation into the actual mortality experience of the Company is used to compare the experience to the standard table. Adjustment to the standard table may be made where justified by the experience. An appropriate, but not excessive, prudent allowance is made for expected future improvements. Assumptions are differentiated by sex, underwriting class and contract type. An increase in rates will lead to a larger number of claims (and claims could occur sooner than anticipated) which will increase the expenditure and reduce profits for the shareholders.

Longevity

Assumptions are based on standard industry and national tables, adjusted when appropriate to reflect the Company's own risk experience. An appropriate, but not excessive, prudent allowance is made for expected future improvements. Assumptions are differentiated by sex, underwriting class and contract type.

An increase in longevity rates will lead to an increase in the number on annuity payments to be made, which will increase the expenditure and reduce profits for the shareholders.

Investment return and inflation

Economic assumptions are based on the existing investment portfolio, and take account of the expected future medium to long-term economic environment. These estimates are based on current market returns as well as expectations about future economic and financial developments.

An increase in investment return would lead to an increase in profits for the shareholders.

Expenses

Operating expenses assumptions reflect the projected costs of maintaining and servicing in-force policies and associated overhead expenses. The current level of expenses is taken as an appropriate expense base, adjusted for expected expense inflation if appropriate.

An increase in the level of expenses would result in an increase in expenditure, thereby reducing profits for the shareholders.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

5 INSURANCE RISK MANAGEMENT (continued)

5.6.1 Mortality and morbidity risk (continued)

Lapse and surrender rates

Lapse relates rates to the termination of policies on premiums not paid up. Surrenders relate to the voluntary termination of policies by policyholders. Policy termination assumptions are determined using statistical measures based on the Company's experience and vary by product type, policy duration and sales trends. For lapses, the Company's actual lapse experience is investigated. The lapse assumption is set based on this assumption but at a level that is expected to be consistent from year to year.by policyholders. Policy termination assumptions are determined using statistical measures based on the Company's experience and vary by product type, policy duration and sales trends. For lapses, the Company's actual lapse experience is investigated. The lapse assumption is set based on this assumption but at a level that is expected to be consistent from year to year.

An increase in lapse rates early in the life of the policy would tend to reduce profits for shareholders, but later increases are broadly neutral in effect.

Discount rate

Life insurance liabilities are determined as the sum of the discounted value of the expected benefits and future administration expenses directly linked to the contract, less the discounted value of the theoretical premiums that would be required to meet these future cash outflows. Discount rates are based on current industry risk rates, adjusted for the Group's own risk exposure.

(c) Terms and conditions

The terms and conditions contain exclusions for non-standard and unpredictable risks that may result in severe financial loss (e.g. on life policies, a suicide exclusion applies to the sum assured for death within two years from the date of issue).

Terms are built into the policy contracts that permit risk premiums to be reviewed on expiry of a guarantee period. In particular:
· for institutional risk business, the risk premiums are reviewable annually; and
· for non-Zimbabwean business, similar terms exist.

(d) Claims management

For mortality, claims are validated against policy terms and conditions. Early claims within a period of 1 year for non-accidental claims are assessed for non-disclosure of material facts and investigations carried out to deter fraud. For morbidity, experienced claims assessors determine the merits of the claim in relation to the policy terms and conditions.

(e) Reinsurance

Reinsurance is used by the Group to reduce exposure to a particular line of business, a particular individual, a single event, and to benefit from the management support services and technical expertise offered to reinsurers.

The Group has a centralised reinsurance function that works closely with subsidiaries to optimise and monitor reinsurance at Group level to ensure consistent governance and execution of the Group's reinsurance strategy.

Regular reviews, which consider risk appetite, are conducted on reinsurance arrangements for new business. The levels of reinsurance purchased for new business written in 2020 were broadly similar to those in the previous years. Given that a large proportion of the Group's business is long term individual risk business, where the proportion of the risk that is reinsured is fixed for life at the inception of the policy, the Group's overall reinsurance result is heavily influenced by historic reinsurance arrangements. In some instances where underlying policyholder benefits are annually renewable, for example institutional business, reinsurance is annually renewable.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

5 INSURANCE RISK MANAGEMENT (CONTINUED)

5.6 Underwriting risks (continued)

5.6.1 Mortality and morbidity risk (continued)

(e) Reinsurance (continued)

Existing reinsurance arrangements include proportional reinsurance (quota share and surplus type arrangements) on both a treaty and facultative basis and catastrophe reinsurance which is renewed annually. Catastrophe reinsurance is consolidated across subsidiaries and is in place to reduce the risk of many claims arising from the same event. Various events are excluded from the catastrophe reinsurance (e.g. epidemics and radioactive contamination).

5.7 Non-life reinsurance risk

The principal risk the Group faces under insurance contracts is that the actual claims and payments or the timing thereof, differ from expectations. This is influenced by the frequency of claims, severity of claims and actual payments made. Therefore, the objective of the Group is to ensure that sufficient reserves are available to cover these liabilities. The risk exposure is mitigated by diversification across a large portfolio of insurance contracts. The variability of risks is also improved by careful selection and implementation of underwriting guidelines, as well as the use of reinsurance arrangements. The Group purchases reinsurance as part of its risks transfer programme. Reinsurance ceded is placed on both a proportional and non–proportional basis. Amounts recoverable from reinsurers are estimated in a manner consistent with the outstanding claims provision and are in accordance with the reinsurance contracts. The Group's placement of reinsurance is diversified such that it is neither dependent on a single reinsurer nor are the operations of the Group substantially dependent upon any single reinsurance contract.

The variability of risks is improved by careful selection and implementation of underwriting strategies, which are designed to ensure that risks are diversified in terms of type of risk and level of insured benefits. This is largely achieved through diversification across industry sectors and geography. Risk management is very vital starting from pre-risk acceptance where some large risks or business perceived risky is surveyed and improvement recommendations passed before cover commences. Selected running risks are also surveyed for risk improvement and mitigating chances and severity of losses. Risk management is thus filtered into the whole underwriting process to manage the portfolio. Furthermore, firm claim management policies to assess all new and on-going claims, regular detailed review of claims handling procedures and frequent investigation of possible fraudulent claims are all policies and procedures put in place to reduce the risk exposure of the Group. The Group further enforces a policy of actively managing and promptly pursuing claims, in order to reduce its exposure to unpredictable future developments that can negatively impact the business. The Group has also limited its exposure by imposing maximum claim amounts on certain contracts as well as the use of reinsurance arrangements in order to limit exposure to catastrophic events. The purpose of these underwriting and reinsurance strategies is to limit exposure to catastrophes based on the Group's risk appetite as decided by management.

Underwriting strategy

Concentration of insurance risk and policies mitigating the concentrations within the insurance process, concentrations of risk may arise where a particular event or series of events could impact heavily upon the Group's resources. The Group monitors the concentration risk by class of business and geographical spread.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

5 INSURANCE RISK MANAGEMENT (CONTINUED)

5.7 Non-life reinsurance risk

Underwriting strategy (continued)

Types of contracts

Fire:	provide indemnity for loss or damage to property caused by perils such as fire, lightning, explosion, earthquakes, floods and malicious damage.
Accident:	provide indemnity for third party bodily injury, property damage, professional indemnity, group personal accident and legal expenses.
Motor:	provide indemnity for loss or damage to the insured motor vehicle.
Engineering:	provide indemnity for losses sustained through use of machinery and equipment or erection of buildings or structures.
Marine:	provide indemnity for cargo, hull and third party bodily injury or property damage classes of business.
Agriculture:	provide indemnity for loss of income or crop damage due to damage due hail, floods, pests and fire.
Aviation:	provide indemnity for cargo, hull and third party bodily injury or property damage classes of business.

The concentration of insurance risk before and after reinsurance by territory arising from non-life insurance contracts accepted is summarised below:

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

5 INSURANCE RISK MANAGEMENT (CONTINUED)

5.7 Non-life reinsurance risk

Underwriting strategy (continued)

31 December 2023

		Fire ZWL	Engineering ZWL	Motor ZWL	Type of contract Accident ZWL	Marine ZWL	Agriculture ZWL	Aviation ZWL	Total ZWL
Zimbabwe	Gross	3 557 586 163	452 200 259	1 196 897 583	2 400 964 584	67 445 857	699 948 488	42 561 464	8 417 604 398
	Net	2 314 684 295	414 240 332	1 172 424 166	2 199 716 262	57 625 642	704 258 389	30 184 877	6 893 133 963
	Earned	1 687 248 191	249 115 853	757 331 646	1 564 563 772	52 058 826	658 712 868	19 563 615	4 988 594 771
Zambia	Gross	579 854 125	100 532 849	160 937 923	186 652 804	20 197 240	102 939 184	6 634 198	1 157 748 323
	Net	252 308 234	80 554 021	153 225 757	135 046 157	16 897 240	21 961 795	5 747 923	665 741 127
	Earned	272 089 688	55 961 691	153 042 671	135 596 884	16 465 030	20 665 994	6 038 412	659 860 370
Malawi	Gross	1 089 325 423	285 095 105	148 472 580	848 449 104	60 824 963	76 990 634	8 050 547	2 517 208 356
	Net	543 752 477	130 514 957	146 992 857	236 499 764	33 819 490	46 291 183	2 968 569	1 140 839 297
	Earned	459 729 996	122 170 746	184 668 531	248 577 451	35 278 127	79 177 784	8 050 547	1 137 653 182
Mozambique	Gross	923 728 756	414 676 179	96 785 444	227 844 143	122 718 992	7 414 406	14 172 243	1 807 340 163
	Net	582 655 285	275 065 972	84 689 489	141 878 505	74 046 329	5 079 536	1 273 234	1 164 688 350
	Earned	569 889 668	236 352 280	98 395 369	190 127 583	73 280 865	5 193 461	2 594 539	1 175 833 765
Botswana	Gross	543 178 044	67 041 772	27 389 830	52 396 978	360 572	-	-	690 367 196
	Net	343 213 376	31 680 190	17 628 878	22 908 987	112 201	-	-	415 543 632
	Earned	316 037 956	29 506 157	16 541 861	18 198 581	(974 816)	-	-	379 309 739
Total	Gross	6 693 672 511	1 319 546 164	1 630 483 360	3 716 307 613	271 547 624	887 292 712	71 418 452	14 590 268 436
	Net	4 036 613 667	932 055 472	1 574 961 147	2 736 049 675	182 500 902	777 590 903	40 174 603	10 279 946 369
	Earned	3 304 995 499	693 106 727	1 209 980 078	2 157 064 271	176 108 032	763 750 107	36 247 113	8 341 251 827

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

5 INSURANCE RISK MANAGEMENT (CONTINUED)

5.7 Non-life reinsurance risk (continued)

31 December 2022

		Fire ZWL	Engineering ZWL	Motor ZWL	Type of contract Accident ZWL	Marine ZWL	Agriculture ZWL	Aviation ZWL	Total ZWL
Zimbabwe	Gross	2 022 988 135	355 990 324	653 402 838	1 257 826 920	65 964 348	890 876 967	21 373 446	5 268 422 978
	Net	1 361 355 360	308 735 407	629 074 381	1 155 943 329	45 605 719	898 227 694	16 235 518	4 415 177 408
	Earned	950 622 818	360 710 220	580 201 936	1 078 405 364	47 151 879	752 536 273	9 557 353	3 779 185 843
Zambia	Gross	428 110 792	116 054 820	198 521 147	165 927 949	15 804 405	33 499 403	5 131 689	963 050 205
	Net	235 806 949	87 856 496	184 932 446	117 898 913	14 218 599	15 666 547	4 633 219	661 013 169
	Earned	212 495 182	110 383 655	169 379 598	124 809 418	12 868 782	17 556 687	4 034 618	651 527 940
Malawi	Gross	1 081 866 469	190 314 698	308 372 452	736 682 044	52 689 482	106 076 660	24 880 143	2 500 881 948
	Net	494 982 473	110 437 928	307 612 199	367 799 524	35 540 550	70 169 761	5 069 432	1 391 611 867
	Earned	544 656 405	93 853 844	329 608 562	337 292 386	25 747 708	58 403 377	4 404 821	1 393 967 103
Mozambique	Gross	1 019 334 220	504 843 779	118 057 379	360 535 548	114 124 773	51 148	19 938 747	2 136 885 594
	Net	539 410 849	144 334 140	94 774 058	261 510 180	51 780 502	51 141	7 904 124	1 099 764 994
	Earned	522 939 770	134 940 784	95 978 586	236 599 789	47 897 487	33 613	5 961 849	1 044 351 878
Botswana	Gross	1 196 098 264	137 870 939	59 018 170	102 983 505	9 869 470	-	-	1 505 840 348
	Net	702 123 303	36 116 970	25 164 485	35 260 433	(772 449)	-	-	797 892 742
	Earned	690 160 329	36 227 932	25 219 988	35 500 863	(716 963)	-	-	786 392 149
Total	Gross	5 748 397 880	1 305 074 560	1 337 371 986	2 623 955 966	258 452 478	1 030 504 178	71 324 025	12 375 081 073
	Net	3 333 678 934	687 480 941	1 241 557 569	1 938 412 379	146 372 921	984 115 143	33 842 293	8 365 460 180
	Earned	2 920 874 504	736 116 435	1 200 388 670	1 812 607 820	132 948 893	828 529 950	23 958 641	7 655 424 913

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

5 INSURANCE RISK MANAGEMENT (CONTINUED)

5.7 Non-life reinsurance risk (continued)

Key assumptions

The principal assumption underlying the liability estimates is that the Group's future claims development will follow a similar pattern to past claims development experience. This includes assumptions in respect of average claim costs, claim handling costs, claim inflation factors and claim numbers for each accident year. Additional qualitative judgments are used to assess the extent to which past trends may not apply in the future, for example: once–off occurrence; changes in market factors such as public attitude to claiming: economic conditions: as well as internal factors such as portfolio mix, policy conditions and claims handling procedures. Judgment is further used to assess the extent to which external factors such as judicial decisions and government legislation affect the estimates.

5.8 Exposure relating to catastrophe events

The Group sets out the total aggregate exposure that it is prepared to accept in Zimbabwe and the region to a range of events such as natural catastrophes. The aggregate position is reviewed annually. The Group's policies for mitigating catastrophe risk exposure include the use of excess of loss treaty. In the event of major catastrophe the net retained loss is US$100 000 (2023: US$100 000); which is made up of a gross loss of US$14 900 000 (2023: US$14 900 000). This is based on the Group's risk appetite as determined by the level of capital. The Group has a retrocession programme in place with various reisurers to cushion it in the event of a catastrophe.

5.8.1 Life insurance contract liability sensitivity analysis

The following analysis is performed for reasonably possible movements in key assumptions with all other assumptions held constant, showing the impact on gross and net liabilities, profit before income tax and equity. The correlation of assumptions will have a significant effect in determining the ultimate claims liabilities, but to demonstrate the impact due to changes in assumptions, assumptions had to be changed on an individual basis.

It should be noted that movements in these assumptions are non-linear. Sensitivity information will also vary according to the current economic assumptions, mainly due to the impact of changes to both the intrinsic cost and time value of options and guarantees. When options and guarantees exist, they are the main reason for the asymmetry of sensitivities. The method used for deriving sensitivity information and significant assumptions made did not change from the previous period.

Below is the impact on profit and net assets and liabilities of changes in the life insurance contract liability as a result of changes in key inputs used to calculate the liability.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

	INFLATION ADJUSTED			
Base	**Change in assumptions (+, increase) (-, decrease)**	**Impact on liabilities**	**Impact on profit before tax**	**Impact on profit after tax**
2023				
Mortality	+10%	582 122 050	(582 122 050)	(582 122 050)
Mortality	-10%	(601 191 470)	601 191 470	601 191 470
Lapse	-10%	(1 077 016 259)	1 077 016 259	1 077 016 259
Expense	+10%	1 193 687 697	(1 193 687 697)	(1 193 687 697)
Discount rate	+1%	(1 247 916 603)	1 247 916 603	1 247 916 603
Investment return	+5%	63 277 376	63 277 376	63 277 376
2022				
Mortality	+10%	(976 565 940)	976 565 940	(9 680 674)
Mortality	-10%	(862 859 429)	862 859 429	(8 553 504)
Lapse	-10%	1 533 096 930	(1 533 096 930)	15 197 552
Expense	+10%	2 706 042 331	(2 706 042 331)	26 824 931
Discount rate	+1%	6 944 756 973	(6 944 756 973)	68 843 206
Investment return	+1%	(24 101 429 991)	24 101 429 991	(238 916 885)

	HISTORICAL COST			
Base	**Change in assumptions (+ increase) (- decrease)**	**Impact on liabilities**	**Impact on profit before tax**	**Impact on profit after tax**
2023				
Mortality	+10%	582 122 050	(582 122 050)	(582 122 050)
Mortality	-10%	(601 191 470)	601 191 470	601 191 470
Lapse	-10%	(1 077 016 259)	1 077 016 259	1 077 016 259
Expense	+10%	1 193 687 697	(1 193 687 697)	(1 193 687 697)
Discount rate	+1%	(1 247 916 603)	1 247 916 603	1 247 916 603
Investment return	+5%	63 277 376	63 277 376	63 277 376
2022				
Mortality	+10%	(203 223 699)	203 223 699	1 036 552
Mortality	-10%	(179 561 336)	179 561 336	915 861
Lapse	-10%	319 037 985	(319 037 985)	(1 627 268)
Expense	+10%	563 128 316	(563 128 316)	(2 872 261)
Discount rate	+1%	1 445 206 252	(1 445 206 252)	(7 371 339)
Investment return	+1%	(5 015 515 654)	5 015 515 654	25 581 863

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

5 INSURANCE RISK MANAGEMENT (CONTINUED)

5.9 Claims development

The Group is liable for all insured events that occur during the term of the contract, even if the loss is discovered after the end of the contract term, subject to predetermined time scales depending on the nature of the insurance contract. The Group is therefore exposed to the risk that claims reserves will not be adequate to fund the historical claims ("run off risk"). To manage run off risk the Group takes all reasonable steps to ensure that it has appropriate information regarding its claims exposures and adopts sound reserving practices. The reserves created over time proved to be sufficient to fund the actual claims paid. Further, the Group does not participate in any policies with unlimited liability. The Group is liable for all insured events in terms of the contract. All underlying policies have reporting conditions that restrict the timeline within which a claim should reasonably be made. Delays however sometimes occur between the time insurers process claims and recover from reinsurers. Reserves are maintained for this contingency and this forms part of the annual actuarial reviews to assess the adequacy of claim reserves.

The majority of the Group's insurance contracts are classified as short term, meaning that any claim is settled within a year after the loss date.

Sensitivity analysis for life and health policyholder contract liabilities has not been disclosed as the unit is significantly small, the trends reflect unreliable wide fluctuations and there is no sufficient historical information.

The analysis is part of the periodic independent actuarial assessments. Therefore no additional work was done because of this and the insignificant contribution of individual life business to overall gross premium written.

6 SIGNIFICANT ACCOUNTING JUDGEMENTS AND ESTIMATES

The preparation of financial statements requires the use of accounting estimates and judgments which, by definition will seldom equal the actual results. Management also needs to exercise judgment in applying the Group's accounting policies. The uncertainty about the judgments and estimates could result in outcomes that could require a material adjustment to the carrying amount of the asset or liability affected in future periods.

6.1 Judgments other than estimates

In the process of applying the Group's accounting policies, management has made the following judgments, which have the most significant effect on the amounts recognised in the financial statements.

6.1.1 Inflation indices and adjustments

On 11 October 2019, the Public Accountants and Auditors Board ("PAAB") issued pronouncement 01/2019, which advised that Zimbabwe has met conditions for application of IAS 29 for financial periods ending on or after 1 July 2019.

IAS 29 requires that the financial statements of the Group whose functional currency is the currency of a hyper-inflationary economy be stated in terms of the measuring unit current at the reporting date and that the corresponding figures for the comparative periods be stated in the same terms. The financial statements and the corresponding figures for the previous years have been restated to take account of the changes in the general purchasing power of the Zimbabwe dollar. The restatement is based on conversion factors were based on the estimated Consumer Price Index (CPI) for financial reporting purposes from February 2023 was calculated by adjusting the last published CPI based on the monthly movement of the Total Consumption Poverty Line (TCPL)

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

6 SIGNIFICANT ACCOUNTING JUDGEMENTS AND ESTIMATES (CONTINUED)

6.1.2 Taxes

The Group is subject to taxes in Botswana, Malawi, Mozambique, Zambia and Zimbabwe. Significant judgment is required in determining the liabilities for taxes. There are many transactions and calculations for which the ultimate tax determination and timing of payment is uncertain. In particular, when calculating deferred tax, the effective tax rate applicable on the temporary differences on investment property depends on the method by which the carrying amount of investment property will be realised. Management has rebutted the presumption that the investment property measured at fair value will be recovered through sale. Management has rebutted the presumption as the objective of its business model is to consume substantially all of the economic benefits embodied in the investment property over time rather than through sale. As a result the Group continues to apply the income tax rate of 24.72% (2022: 25.75%) for the purpose of recognising deferred tax for its investment property with the exception of land. The Group will recover the carrying amount of land recognised as investment property through sale and in that respect, the capital gains tax rate is used to determine deferred tax.

The Group recognises liabilities for anticipated tax issues based on estimates of whether additional taxes will be due. Where the final tax outcome of these matters is different from the amounts that were initially recorded, such differences will impact the income tax and deferred tax assets and liabilities in the period in which such determination is made.

6.1.3 Going concern

The Directors have assessed the ability of the Group and Company to continue operating as going concerns and believe that the preparation of these financial statements on a going concern basis is appropriate.

6.2 Estimates

The key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year, are described below. The Group based their assumptions and estimates on parameters available when the financial statements were prepared. Existing circumstances and assumptions about future developments, however, may change due to market changes or circumstances arising beyond the control of the Group. Such changes are reflected in the assumptions when they occur.

6.2.1 Fair value of investment property

The Group carries its investment property at fair value, with changes in fair value being recognised in the profit or loss The approach mostly used on commercial and industrial properties is the comparative approach. This method seeks to ascribe the subject property a value similar to that achieved for comparable properties. Another method is the yield method which converts anticipated future cash flow benefits in the form of rental income into present value. This approach requires careful estimation of future benefits and the application of investor yield or return requirements.

The determined fair value of the investment properties is most sensitive to the estimated yield as well as the long-term void rate.

Valuation approach

The valuations have been undertaken in an environment of poor liquidity conditions and limited transaction evidence. Limited transaction evidence affects all properties whose fair values are arrived at based on comparable transactions obtained from the market. With regards to commercial and industrial properties, yields obtained from US$ transaction evidence were utilised.

In undertaking the valuations for commercial, industrial and retail properties, reliance has been placed on rental market evidence, void rates and arrears currently applying to the individual properties in the portfolio. The achieved rentals for the property portfolio are generally in line, and in some instances, higher than the rental rates being achieved in the market.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

6 SIGNIFICANT ACCOUNTING JUDGEMENTS AND ESTIMATES (CONTINUED)

6.2.1 Fair value of investment property

Valuation approach (continued)

With regards to the residential properties, various properties were identified that were sold or which are on sale and situated in comparable low density residential suburbs. In analysing the comparable properties, the Main Space Equivalent ("MSE") principle was applied. The total MSE of the comparable was then used to determine the value per square meter of MSE. The objective is to arrive at a common basis of comparison. After adjustments for quality, location and size, the rates per MSE reflected by the comparable were then applied to the subject residential properties.

The yields have been obtained from the limited concluded transactions and have also been assessed taking into account asking prices and offers that may have been received for properties currently on the market, formally or otherwise, although the transactions may not have been concluded. Refer to note 10 for the carrying amount of investment property and the estimates and assumptions used to value investment property.

6.2 Estimates

6.2.3 Useful lives and residual values of property and equipment

The Group assesses the useful lives and residual values of property and equipment each year taking into consideration past experience, technology changes and the local operating environment. No changes to the useful lives and residual values have been considered necessary during the year. Refer to note 8 for the carrying amount of property, vehicles and computer equipment and accounting policy note 2.5 for the useful lives of property, vehicles and equipment.

6.2.4 Allowances for credit losses on financial assets measured at amortised cost

The Group assesses its financial assets at amortised cost for impairment on a monthly basis and recognises credit loss allowances using the expected credit loss model. Key assumptions applied in this calculation are the estimated debt recovery rates within the Group's debtors' book, as well as an estimation or view on current and future market conditions that could affect the debt recovery rates. Refer to note 16 for further details on the allowance and the carrying amount of trade and other receivables.

7 SEGMENT INFORMATION

Description of segments and principal activities

The Group's Executive Committee, consisting of the Group Chief Executive Officer, Group Chief Finance Officer, Group Chief Operating Officer and Managing Directors of subsidiaries, examines the Group's performance both from a product and geographical perspective and has identified reportable segments of its business as detailed below.

Management evaluates segment performance based on operating profit/(loss) consistent with the consolidated financial statements.

Reinsurance

The segment offers short-term reinsurance products and services to general insurance companies locally, regionally and internationally. These products offer protection of policyholders' assets and indemnification of other parties that have suffered damage as a result of the policyholders' accidents. Revenue in this segment is derived primarily from insurance premiums, investment income and fair value gains and losses on financial assets.

Life reassurance

The life reassurance segment offers its services to life assurance companies and medical aid societies locally and regionally. The products are savings, protection products and other long-term contracts (both with and without insurance risk and with and without discretionary participating features). It comprises a wide range of whole life, term assurance, unitised pensions, guaranteed pensions, pure endowment pensions and mortgage endowment products. Revenue from this segment is derived primarily from reassurance premium, fees and commission income, investment income and fair value gains and losses on investments.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

7 SEGMENT INFORMATION (CONTINUED)

General insurance

The segment offers short-term insurance products and services directly to policyholders locally. These products offer protection of policyholder's assets and indemnification of other parties that have suffered damage as a result of the policyholder's accident e.g. motor accident, domestic credit insurance, export credit. Revenue in this segment is derived primarily from insurance premiums, investment income and fair value gains and losses on financial assets.

Life and pensions

The segment offers life assurance, funeral assurance, asset management, actuarial consultancy and micro-financing services. The products offered are life assurance and pensions and also is involved in consumer loans, business loans and loans to farmers.

Property

This segment is engaged in leasing, developing, managing, selling and buying properties. It also offers consultancy services related to property development. It derives its revenue primarily from rentals, sales of properties, investment income and estate agency.

Insurance broking

This segment offers brokerage and professional risk consultancy services, specialising in Insurance Broking, Risk Management, Employee Benefits and Health Insurance consulting services.

Other and eliminations

This segment comprises the holding company and consolidation eliminations.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

7 SEGMENT INFORMATION

7.1 Information about products and services

	INFLATION ADJUSTED							
For the year ended 31 December 2023	**Non-life reinsurance ZWL**	**Life reassurance ZWL**	**Life and pensions ZWL**	**General insurance ZWL**	**Property ZWL**	**Insurance Broking ZWL**	**Other and eliminations ZWL**	**Total ZWL**
Insurance contract revenue	110 392 109 920	16 963 076 421	116 576 468 962	11 051 140 102	-	-	-	254 982 795 405
Insurance service expenses	(117 411 351 762)	(13 945 023 207)	(34 143 338 424)	(9 285 458 131)	-	-	-	(174 785 171 524)
Net expenses from reinsurance contracts held	(1 412 782 084)	456 808 742	(1 104 120 944)	(665 034 480)	-	-	-	(2 725 128 766)
Insurance service result	(8 432 023 926)	3 474 861 956	81 329 009 594	1 100 647 491	-	-	-	77 472 495 115
Interest revenue from financial instruments not measured at fair value through profit or loss	1 003 506 079	(20 886 281)	(12 542 889 742)	61 344 557	-	-	15 648 214 362	4 149 288 975
Net income from other financial instruments at fair value through profit or loss	676 441 965	2 533 787 035	24 084 809 034	675 066 196	-	-	(8 603 605 597)	19 366 498 633
Net gains from fair value adjustments to investment properties	11 046 784 740	11 009 780 325	62 152 257 293	-	-	-	(15 648 214 363)	68 560 607 995
Net change in investment contract liabilities	-	-	(133 258 321 722)	-	-	-	51 959 551 461	(81 298 770 261)
Other investment revenue	6 197 395 203	1 948 263 484	76 790 579 006	1 158 504 669	-	-	-	86 094 742 363
Net gain/(loss) from foreign exchange (realised & unrealised)	29 717 068 719	2 511 953 294	1 652 092 657	344 992 969	-	-	(16 378 086 826)	17 848 020 813
Net Investment Income	48 641 196 706	17 982 897 857	18 878 526 526	2 239 908 391	-	-	26 977 859 037	114 720 388 517
Insurance finance expenses for insurance contracts issued	-	-	(20 976 426 906)	(1 193 502)	-	-	-	(20 977 620 408)
Reinsurance finance income for reinsurance contracts held	-	-	-	-	-	-	-	-
Net insurance finance expenses	**-**	**-**	**(20 976 426 906)**	**(1 193 502)**	**-**	**-**	**-**	**(20 977 620 408)**
Net insurance and investment result	40 209 172 780	21 457 759 813	79 231 109 214	3 339 362 380	-	-	26 977 859 037	171 215 263 224
Rental income from investment property	-	-	-	122 992 847	13 114 154 692	-	-	13 237 147 539
Revenue from sale of inventory property	-	-	-	-	377 114 337	-	-	377 114 337
Fee and commission income	-	-	-	-	-	9 606 423 948	(111 524 915)	9 494 899 033

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

7 SEGMENT INFORMATION

7.1 Information about products and services (continued

	INFLATION ADJUSTED							
	Non-life reinsurance ZWL	Life reassurance ZWL	Life and pensions ZWL	General insurance ZWL	Property ZWL	Insurance Broking ZWL	Other and eliminations ZWL	Total ZWL
Investment income	-	-	3 043 207 172	5 128 587	148 162 258	52 213 232	261 102 224	3 509 813 473
Net income from other financial instruments at fair value through profit or loss	-	-	(368 606 341)	-	197 407 192	14 825 739	448 304 031	291 930 621
Net gains from fair value adjustments to investment properties	-	-	2 651 004 929	-	135 203 956 477	-	-	137 854 961 406
Interest income from micro - lending	-	-	5 407 928 288	-	-	-	-	5 407 928 288
Other income	-	-	-	-	6 923 930 212	2 828 595 203	6 489 994 381	16 242 519 796
Operating and administrative expenses	(13 366 478 972)	(2 436 363 229)	(29 484 402 722)	(4 903 046 109)	(7 416 165 846)	(8 558 433 810)	(1 979 471 787)	(68 144 362 475)
Finance costs	(158 427 733)	-	(1 407 220 592)	-	-	-	(316 844 263)	(1 882 492 588)
Income tax expense	228 233 551	68 218	(7 323 293 829)	-	(7 558 224 029)	(978 084 782)	404 377 384	(15 226 923 487)
Profit/(loss) for the period	15 604 383 989	13 410 419 317	101 141 351 186	(3 225 807 786)	125 127 871 965	4 044 638 941	48 844 492 772	304 947 350 384
Segment assets	429 824 041 336	39 347 105 778	483 774 718 315	18 586 160 748	273 299 168 382	16 002 297 130	(80 665 102 565)	1 180 168 389 124
Segment liabilities	267 388 383 404	12 825 230 272	229 363 382 574	10 596 142 520	19 650 285 603	11 608 658 861	5 729 481 453	557 161 564 687
Insurance contract revenue	58 428 765 958	7 948 444 672	34 127 052 963	5 824 828 506	-	-	-	106 329 092 099
Insurance service expenses	(88 079 724 445)	(4 133 984 183)	(12 090 119 086)	(3 434 104 452)	-	-	-	(107 737 932 166)
Net expenses from reinsurance contracts held	21 469 195 528	113 418 224	464 982 737	(2 206 767 194)	-	-	-	19 840 829 295
Insurance service result	(8 181 762 959)	3 927 878 713	22 501 916 614	183 956 860	-	-	-	18 431 989 228
Interest revenue from financial instruments not measured at fair value through profit or loss	673 415 843	28 509 877	183 181 280	35 438 295	-	-	-	920 545 295
Net income from other financial instruments at fair value through profit or loss	840 450 660	2 942 584 720	(5 518 291 162)	388 241 239	-	-	-	(1 347 014 543)
Net gains from fair value adjustments to investment properties	3 352 383 295	3 330 563 498	15 396 682 085	-	-	-	-	22 079 628 878
Net change in investment contract liabilities	-	-	(4 868 058 299)	-	-	-	-	(4 868 058 299)
Other Investment Revenue	1 099 674 832	922 402 101	31 800 879 586	505 274 259	-	-	-	34 328 230 778
Net gain/(loss) from foreign exchange (realised & unrealised)	9 218 623 172	1 209 626 797	-	590 192 669	-	-	-	11 018 442 638
Net Investment Income	15 184 547 802	8 433 686 993	36 994 393 490	1 519 146 462	-	-	-	62 131 774 747

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

7 SEGMENT INFORMATION

7.1 Information about products and services (continued

	INFLATION ADJUSTED							
	Non-life reinsurance ZWL	Life reassurance ZWL	Life and pensions ZWL	General insurance ZWL	Property ZWL	Insurance Broking ZWL	Other and eliminations ZWL	Total ZWL
Insurance finance expenses for insurance contracts issued	-	-	(3 833 264 586)	(604 856)	-	-	-	(3 833 869 442)
Reinsurance finance income for reinsurance contracts held	-	-	-	-	-	-	-	-
Net insurance finance expenses	-	-	(3 833 264 586)	(604 856)	-	-	-	(3 833 869 442)
Net insurance and investment result	7 002 784 843	12 361 565 706	55 663 045 518	1 702 498 466	-	-	-	76 729 894 533
Rental income from investment property	-	-	-	32 396 603	5 535 595 450	-	-	5 567 992 053
Revenue from sale of inventory property	-	-	-	-	1 256 808 747	-	-	1 256 808 747
Fees and commission income	-	-	-	-	-	2 802 426 381	2 776 178 734	5 578 605 115
Investment income	-	-	52 050 851 278	1 266 716	30 310 388	-	169 021 419	52 251 449 801
Net income from other financial instruments at fair value through profit or loss	-	-	-	-	(8 355 026)	11 366 672	119 728 698	122 740 344
Net gains from fair value adjustments to investment properties	-	-	-	-	27 056 625 040	-	-	27 056 625 040
Interest income from micro - lending	-	-	2 545 425 490	-	-	-	-	2 545 425 490
Other income	-	-	-	-	3 134 847 478	451 647 043	7 698 112 907	11 284 607 428
Operating and administrative expenses	(6 613 609 240)	(1 274 478 582)	(11 879 188 779)	(2 656 851 981)	171 812 445	(2 171 846 363)	(2 164 074 992)	(26 588 237 492)
Finance costs	(126 608 390)	-	(919 885 588)	-	-	-	(110 576 971)	(1 157 070 949)
Income tax expense	5 510 075 614	30 770	(3 012 092 754)	-	(835 343 820)	(144 266 455)	(6 717 917)	1 511 685 438
Profit/(loss) for the period	(12 612 693 073)	4 299 565 944	84 659 235 731	(1 302 364 203)	27 472 021 159	46 801 932	(30 132 103 299)	72 430 464 191
Segment assets	162 697 296 126	19 025 925 667	271 060 065 314	9 777 088 814	138 809 444 017	5 469 145 527	43 659 496 403	650 498 461 867
Segment liabilities	86 411 306 524	3 826 906 945	234 791 416 472	4 375 421 612	10 288 421 311	4 448 218 886	57 687 749 458	401 829 441 208

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

7 SEGMENT INFORMATION

7.1 Information about products and services (continued

	HISTORICAL COST							
For the year ended 31 December 2023	**Non-life reinsurance ZWL**	**Life reassurance ZWL**	**Life and pensions ZWL**	**General insurance ZWL**	**Property ZWL**	**Insurance Broking ZWL**	**Other and eliminations ZWL**	**Total ZWL**
Insurance contract revenue	83 005 050 910	10 903 925 387	48 484 115 679	5 128 246 779	-	-	-	147 521 338 755
Insurance service expenses	(85 268 046 926)	(9 151 174 268)	(24 081 034 989)	(7 030 451 111)	-	-	-	(125 530 707 294)
Net expenses from reinsurance contracts held	(2 115 733 334)	(1 021 094 907)	(571 694 379)	911 047 898	-	-	-	(2 797 474 722)
								-
Insurance service result	(4 378 729 350)	731 656 212	23 831 386 311	(991 156 434)	-	-	-	19 193 156 739
Interest revenue from financial instruments not measured at fair value through profit or loss	1 008 978 002	(8 301 950)	3 075 257 982	39 010 843	-	-	-	4 114 944 877
Net income from other financial instruments at fair value through profit or loss	3 451 553 455	4 552 765 270	20 158 432 294	332 386 849	-	-	(8 603 605 597)	19 891 532 271
Net gains from fair value adjustments to investment properties	20 555 014 184	20 863 296 126	72 667 916 500	-	-	-	-	114 086 226 810
Net change in investment contract liabilities	-	-	(29 339 218 800)	-	-	-	-	(29 339 218 800)
Other Investment Revenue (rent div)	4 841 016 604	1 689 953 094	2 675 702 809	1 068 945 702	-	-	(1)	10 275 618 208
Net gain/(loss) from foreign exchange (realised & unrealised)	24 520 732 403	2 511 953 294	1 713 530 551	108 704 062	-	-	(16 378 086 825)	12 476 833 485
Net Investment Income	54 377 294 648	29 609 665 834	70 951 621 336	1 549 047 456	-	-	(24 981 692 423)	131 505 936 851
Insurance finance expenses for insurance contracts issued	-	-	(8 120 944 832)	(1 193 503)	-	-	-	(8 122 138 335)
Reinsurance finance income for reinsurance contracts held	-	-	-	-	-	-	-	-
Net insurance finance expenses	-	-	(8 120 944 832)	(1 193 503)	-	-	-	(8 122 138 335)
Net insurance and investment result	49 998 565 298	30 341 322 046	86 662 062 815	556 697 519	-	-	(24 981 692 423)	142 576 955 255
Rental income from investment property	-	-	-	71 498 273	7 977 333 525	-	-	8 048 831 798
Revenue from sale of inventory property	-	-	-	-	96 158 320	-	-	96 158 320
Fee and commission income	-	-	-	-	-	4 227 293 680	36 237 000	4 263 530 680

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

7 SEGMENT INFORMATION

7.1 Information about products and services (continued

	HISTORICAL COST							
	Non-life reinsurance ZWL	Life reassurance ZWL	Life and pensions ZWL	General insurance ZWL	Property ZWL	Insurance Broking ZWL	Other and eliminations ZWL	Total ZWL
Investment income	-	-	1 917 478 417	4 262 645	17 010 557	36 946 079	223 642 052	2 199 339 750
Net income from other financial instruments at fair value through profit or loss	-	-	730 308 463	-	378 501 475	14 825 739	742 712 118	1 866 347 795
Net gains from fair value adjustments to investment properties	-	-	184 895 610 000	-	227 570 668 614	-	-	412 466 278 614
Interest income from micro - lending	-	-	3 469 511 590	-	-	-	-	3 469 511 590
Other income	-	30	-	-	9 674 944 566	2 361 014 747	6 193 072 797	18 229 032 140
Operating and administrative expenses	(9 812 663 196)	(1 548 153 530)	(22 297 039 574)	(2 993 085 257)	(4 412 937 993)	(3 776 100 254)	(1 243 569 852)	(46 083 549 656)
Finance costs	(158 427 733)	-	(1 082 599 785)	-	90 352 541	-	(201 098 013)	(1 351 772 990)
Income tax expense	8 394 875 432	43 794	(10 898 807 657)	427 592 748	(12 354 320 381)	(142 256 579)	43 725 836	(14 529 146 807)
Profit/(loss) for the period	48 433 018 006	28 804 267 957	243 369 678 313	(1 933 034 072)	226 370 087 447	2 303 801 237	(19 259 517 499)	528 088 301 389
Segment assets	409 422 077 020	37 146 745 881	479 522 239 195	18 573 299 999	272 244 477 486	13 152 118 179	(78 460 150 815)	1 151 600 806 945
Segment liabilities	226 442 597 384	5 336 602 408	226 191 280 760	10 787 116 922	19 358 834 632	10 767 196 443	(25 681 608 727)	473 202 019 822

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

7 SEGMENT INFORMATION

7.1 Information about products and services (continued

	HISTORICAL COST							
For the year ended 31 December 2022	**Non-life reinsurance ZWL**	**Life reassurance ZWL**	**Life and pensions ZWL**	**General insurance ZWL**	**Property ZWL**	**Insurance Broking ZWL**	**Other and eliminations ZWL**	**Total ZWL**
Insurance contract revenue	10 367 066 649	1 165 875 290	4 567 050 088	726 399 590	-	-	-	16 826 391 617
Insurance service expenses	(15 442 888 300)	(1 517 231 109)	(3 063 115 770)	(833 729 242)	-	-	-	(20 856 964 421)
Net expenses from reinsurance contracts held	4 031 298 896	19 832 740	(100 521 236)	(768 578)	-	-	-	3 949 841 822
								-
Insurance service result	(1 044 522 755)	(331 523 079)	1 403 413 082	(108 098 230)	-	-	-	(80 730 982)
Interest revenue from financial instruments not measured at fair value through profit or loss	132 522 418	3 786 490	66 276 692	6 991 652	-	-	-	209 577 252
Net income from other financial instruments at fair value through profit or loss	584 934 530	207 939 006	816 719 361	33 213 923	-	-	-	1 642 806 820
Net gains from fair value adjustments to investment properties	1 995 161 443	2 037 739 999	8 438 984 029	-	-	-	-	12 471 885 471
Net change in investment contract liabilities	-	-	(3 852 114 553)	-	-	-	-	(3 852 114 553)
Other Investment Revenue (rent div)	177 579 094	107 001 668	15 337 941 178	70 823 121	-	-	-	15 693 345 061
Net gain/(loss) from foreign exchange (realised & unrealised)	1 745 358 976	251 723 742	-	152 006 291	-	-	-	2 149 089 009
Net Investment Income	4 635 556 461	2 608 190 905	20 807 806 707	263 034 987	-	-	-	28 314 589 060
Insurance finance expenses for insurance contracts issued	-	-	(625 076 452)	(402 695)	-	-	-	(625 479 147)
Reinsurance finance income for reinsurance contracts held	-	-	-	-	-	-	-	-
Net insurance finance expenses	-	-	(625 076 452)	(402 695)	-	-	-	(625 479 147)
Net insurance and investment result	3 591 033 706	2 276 667 826	21 586 143 337	154 534 062	-	-	-	27 608 378 931
Rental income from investment property	-	-	-	4 724 710	858 575 746	-	-	863 300 456
Revenue from sale of inventory property	-	-	-	-	161 723 698	-	-	161 723 698
Fee and commission income	-	-	-	-	-	386 097 806	371 168 660	757 266 466

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

7 SEGMENT INFORMATION

7.1 Information about products and services (continued

	HISTORICAL COST							
	Non-life reinsurance ZWL	Life reassurance ZWL	Life and pensions ZWL	General insurance ZWL	Property ZWL	Insurance Broking ZWL	Other and eliminations ZWL	Total ZWL
Investment income	-	-	1 120 465 975	177 642	1 192 873	-	31 544 502	1 153 380 992
Net income from other financial instruments at fair value through profit or loss	-	-	103 323 670	-	27 348 792	11 366 672	59 009 958	201 049 092
Net gains from fair value adjustments to investment properties	-	-	19 444 249 017	-	20 363 272 197	-	-	39 807 521 214
Interest income from micro - lending	-	-	346 712 607	-	-	-	-	346 712 607
Other income	-	-	-	-	588 645 060	174 519 011	(358 915 333)	404 248 738
Operating and administrative expenses	(1 090 488 321)	(226 289 806)	(3 317 390 811)	(328 701 256)	(379 690 626)	(338 575 252)	(260 382 168)	(5 941 518 240)
Finance costs	(26 347 248)	-	(155 872 503)	-	1 920 563	-	(18 009 441)	(198 308 629)
Income tax expense	814 740 926	10 665	(1 162 769 554)	33 870 105	(1 134 796 570)	(22 562 399)	6 250 320	(1 465 256 507)
Profit/(loss) for the period	2 829 714 578	2 038 623 708	37 938 612 978	(180 810 151)	20 321 097 551	160 770 102	(2 192 371 827)	60 915 636 939
Segment assets	409 422 077 020	37 146 745 881	479 522 239 195	18 573 299 999	272 244 477 486	13 152 118 179	(1 097 590 456 193)	132 470 501 567
Segment liabilities	226 442 597 384	5 336 602 408	226 191 280 760	10 787 116 922	19 358 834 632	10 767 196 443	(432 948 425 380)	65 935 203 169

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

7 SEGMENT RESULTS (continued)

7.2 Geographical information

Information below shows operating results in the countries in which the Group operates.

	INFLATION ADJUSTED						
31 December 2023	**Zimbabwe ZWL**	**Malawi ZWL**	**Zambia ZWL**	**Mozambique ZWL**	**Botswana ZWL**	**Eliminations ZWL**	**Total ZWL**
Insurance contract revenue	219 127 969 433	17 157 250 961	4 473 028 549	13 291 068 330	933 478 132	-	254 982 795 405
Insurance service expenses	(144 855 817 686)	(13 532 461 787)	(2 624 155 102)	(13 121 602 235)	(651 134 714)	-	(174 785 171 524)
Net expenses from reinsurance contracts held	600 822 488	(870 847 187)	(1 564 221 535)	(687 504 104)	(203 378 428)	-	(2 725 128 766)
Insurance service result	74 872 974 235	2 753 941 987	284 651 912	(518 038 009)	78 964 990	-	77 472 495 115
Interest revenue from financial instruments not measured at fair value through profit or loss	3 158 094 241	682 053 725	-	288 178 331	20 962 678		4 149 288 975
Net income from other financial instruments at fair value through profit or loss	27 743 771 959	207 462 418	-	18 869 854	-	(8 603 605 598)	19 366 498 633
Net gains from fair value adjustments to investment properties	68 137 797 686	422 810 309	-	-	-		68 560 607 995
Net change in investment contract liabilities	(81 298 770 261)	-	-	-	-		(81 298 770 261)
Other investment revenue	85 746 810 518	112 555 994	179 261 344	54 001 534	2 112 972		86 094 742 362
Net gain/(loss) from foreign exchange (realised & unrealised)	30 955 927 794	2 613 694 693	656 485 152	-	-	(16 378 086 826)	17 848 020 813
Net Investment Income	134 443 631 937	4 038 577 139	835 746 496	361 049 719	23 075 650	(24 981 692 424)	114 720 388 517

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

7 SEGMENT RESULTS (continued)

7.2 Geographical information

	INFLATION ADJUSTED						
31 December 2023	**Zimbabwe ZWL**	**Malawi ZWL**	**Zambia ZWL**	**Mozambique ZWL**	**Botswana ZWL**	**Eliminations ZWL**	**Total ZWL**
Insurance finance expenses for insurance contracts issued	(20 977 620 408)	-	-	-	-	-	(20 977 620 408)
Reinsurance finance income for reinsurance contracts held	-	-	-	-	-	-	-
Net insurance finance expenses	(20 977 620 408)	-	-	-	-	-	(20 977 620 408)
Net insurance and investment result	165 425 562 990	4 038 577 139	835 746 496	361 049 719	23 075 650	(24 981 692 424)	171 215 263 224
Rental income from investment property	13 237 147 539	-	-	-	-	-	13 237 147 539
Revenue from sale of inventory property	377 114 337	-	-	-	-	-	377 114 337
Fee and commission income	9 606 423 948	-	-	-	-	(111 524 915)	9 494 899 033
Investment income	3 248 711 250	-	-	-	-	261 102 223	3 509 813 473
Net income from other financial instruments at fair value through profit or loss	(156 373 410)	-	-	-	-	448 304 031	291 930 621
Net gains from fair value adjust-ments to investment properties	137 854 961 406	-	-	-	-		137 854 961 406
Interest income from micro - lend-ing	5 407 928 288	-	-	-	-	-	5 407 928 288
Other income	9 752 525 415	-	-	-	-	6 489 994 381	16 242 519 796
Operating and administrative expenses	(62 024 361 291)	(2 910 577 727)	(177 324 434)	(1 021 795 153)	(30 832 084)	(1 979 471 786)	(68 144 362 475)
Segment assets	1 036 719 247 840	110 370 155 173	26 546 277 912	86 029 275 500	1 168 535 264	(80 665 102 565)	1 180 168 389 124
Segment liabilities	380 085 551 855	94 040 954 335	16 999 513 264	59 424 823 416	881 240 363	5 729 481 454	557 161 564 687

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

7 SEGMENT RESULTS (continued)

7.2 Geographical information

	INFLATION ADJUSTED						
31 December 2022	**Zimbabwe ZWL**	**Malawi ZWL**	**Zambia ZWL**	**Mozambique ZWL**	**Botswana ZWL**	**Eliminations ZWL**	**Total ZWL**
Insurance contract revenue	79 155 549 295	11 468 503 712	4 951 397 907	7 726 456 865	3 027 184 320	-	106 329 092 099
Insurance service expenses	(70 004 328 640)	(24 994 835 140)	(3 068 176 146)	(6 659 507 272)	(3 011 084 968)	-	(107 737 932 166)
Net expenses from reinsurance contracts held	5 984 041 668	15 388 866 719	(1 082 336 016)	(328 986 090)	(120 756 986)	-	19 840 829 295
Insurance service result	15 135 262 323	1 862 535 291	800 885 745	737 963 503	(104 657 634)	-	18 431 989 228
Interest revenue from financial instruments not measured at fair value through profit or loss	354 312 406	464 726 077	-	54 995 979	46 510 833	-	920 545 295
Net income from other financial instruments at fair value through profit or loss	(1 454 009 117)	91 493 003	-	15 501 571	-	-	(1 347 014 543)
Net gains from fair value adjustments to investment properties	21 941 099 599	138 529 279	-	-	-	-	22 079 628 878
Net gain/(loss) from derecognition of financial assets measured at amortised cost	-	-	-	-	-	-	-
Net gain/(loss) from derecognition of financial assets measured at fair value through other comprehensive income	-	-	-	-	-	-	-
Impairment loss on financial assets	-	-	-	-	-	-	-
Net change in investment contract liabilities	(4 868 058 299)	-	-	-	-	-	(4 868 058 299)
Other Investment Revenue	34 216 328 128	53 430 052	131 103 557	(72 630 959)	-	-	34 328 230 778
Net gain/(loss) from foreign exchange (realised & unrealised)	10 363 139 661	534 610 334	120 692 643	-	-	-	11 018 442 638
Net Investment Income	60 552 812 378	1 282 788 745	251 796 200	(2 133 409)	46 510 833	-	62 131 774 747
Insurance finance expenses for insurance contracts issued	(3 833 869 442)	-	-	-	-	-	(3 833 869 442)
Reinsurance finance income for reinsurance contracts held	-	-	-	-	-	-	-
Net insurance finance expenses	(3 833 869 442)	-	-	-	-	-	(3 833 869 442)

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

7 SEGMENT RESULTS (continued)

7.2 Geographical information

	INFLATION ADJUSTED						
31 December 2022	**Zimbabwe ZWL**	**Malawi ZWL**	**Zambia ZWL**	**Mozambique ZWL**	**Botswana ZWL**	**Eliminations ZWL**	**Total ZWL**
Net insurance and investment result	71 854 205 259	3 145 324 036	1 052 681 945	735 830 094	(58 146 801)	-	76 729 894 533
Rental income from investment property	5 567 992 053	-	-	-	-	-	5 567 992 053
Revenue from sale of inventory property	1 256 808 747	-	-	-	-	-	1 256 808 747
Fee and commission income	2 802 426 381	-	-	-	-	2 776 178 734	5 578 605 115
Investment income	52 082 428 382	-	-	-	-	169 021 419	52 251 449 801
Net income from other financial instruments at fair value through profit or loss	3 011 646	-	-	-	-	119 728 698	122 740 344
Net gains from fair value adjust-ments to investment properties	27 056 625 040	-	-	-	-	-	27 056 625 040
Interest income from micro - lend-ing	2 545 425 490	-	-	-	-	-	2 545 425 490
Other income	3 586 494 521	-	-	-	-	7 698 112 907	11 284 607 428
Operating and administrative expenses	(21 639 631 499)	(1 721 193 286)	(298 151 098)	(638 866 638)	(126 319 980)	(2 164 074 991)	(26 588 237 492)
Segment assets	520 056 985 317	40 424 584 535	13 642 081 521	29 936 716 659	2 778 597 426	43 659 496 408	650 498 461 867
Segment liabilities	289 791 355 635	29 789 746 391	8 690 635 392	14 149 820 401	1 720 133 930	57 687 749 458	401 829 441 208

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

7 SEGMENT RESULTS (continued)

7.2 Geographical information

	INFLATION ADJUSTED						
31 December 2023	**Zimbabwe ZWL**	**Malawi ZWL**	**Zambia ZWL**	**Mozambique ZWL**	**Botswana ZWL**	**Eliminations ZWL**	**Total ZWL**
Insurance contract revenue	111 666 512 784	17 157 250 961	4 473 028 549	13 291 068 330	933 478 131	-	147 521 338 755
Insurance service expenses	(95 601 353 456)	(13 532 461 787)	(2 624 155 102)	(13 121 602 235)	(651 134 714)	-	(125 530 707 294)
Net expenses from reinsurance contracts held	528 476 532	(870 847 187)	(1 564 221 535)	(687 504 104)	(203 378 428)	-	(2 797 474 722)
Insurance service result	16 593 635 860	2 753 941 987	284 651 912	(518 038 009)	78 964 989	-	19 193 156 739
Interest revenue from financial instruments not measured at fair value through profit or loss	3 123 750 143	682 053 725	-	288 178 331	20 962 678	-	4 114 944 877
Net income from other financial instruments at fair value through profit or loss	28 268 805 596	207 462 418	-	18 869 854	-	(8 603 605 597)	19 891 532 271
Net gains from fair value adjustments to investment properties	113 663 416 500	422 810 310	-	-	-	-	114 086 226 810
Net change in investment contract liabilities	(29 339 218 800)	-	-	-	-	-	(29 339 218 800)
Other Investment Revenue	9 927 686 365	112 555 994	179 261 344	54 001 534	2 112 971	-	10 275 618 208
Net gain/(loss) from foreign exchange (realised & unrealised)	25 584 740 466	2 613 694 693	656 485 152	-	-	(16 378 086 826)	12 476 833 485
Net Investment Income	151 229 180 270	4 038 577 140	835 746 496	361 049 719	23 075 649	(24 981 692 423)	131 505 936 851
Insurance finance expenses for insurance contracts issued	(8 122 138 335)	-	-	-	-	-	(8 122 138 335)
Reinsurance finance income for reinsurance contracts held	-	-	-	-	-	-	-
Net insurance finance expenses	(8 122 138 335)	-	-	-	-	-	(8 122 138 335)

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

7 SEGMENT RESULTS (continued)

7.2 Geographical information

	INFLATION ADJUSTED						
	Zimbabwe ZWL	**Malawi ZWL**	**Zambia ZWL**	**Mozambique ZWL**	**Botswana ZWL**	**Eliminations ZWL**	**Total ZWL**
Net insurance and investment result	143 107 041 935	4 038 577 140	835 746 496	361 049 719	23 075 649	(5 788 535 684)	142 576 955 255
Rental income from investment property	8 048 831 798	-	-	-	-	-	8 048 831 798
Revenue from sale of inventory property	96 158 320	-	-	-	-	-	96 158 320
Fee and commission income	4 227 293 680	-	-	-	-	36 237 000	4 263 530 680
Investment income	1 975 697 699	-	-	-	-	223 642 051	2 199 339 750
Net income from other financial instruments at fair value through profit or loss	1 123 635 676	-	-	-	-	742 712 119	1 866 347 795
Net gains from fair value adjust-ments to investment properties	412 466 278 614	-	-	-	-	-	412 466 278 614
Interest income from micro - lend-ing	3 469 511 590	-	-	-	-	-	3 469 511 590
Other income	12 035 959 342	-	-	-	-	6 193 072 798	18 229 032 140
Operating and administrative expenses	(40 699 450 406)	(2 910 577 727)	(177 324 434)	(1 021 795 153)	(30 832 084)	(1 243 569 852)	(46 083 549 656)
Segment assets	1 005 946 713 912	110 370 155 173	26 546 277 912	86 029 275 500	1 168 535 265	(78 460 150 817)	1 151 600 806 945
Segment liabilities	327 537 097 173	94 040 954 335	16 999 513 264	59 424 823 416	881 240 363	(25 681 608 729)	473 202 019 822

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

7 SEGMENT RESULTS (continued)

7.2 Geographical information

	HISTORICAL COST						
31 December 2022	**Zimbabwe ZWL**	**Malawi ZWL**	**Zambia ZWL**	**Mozambique ZWL**	**Botswana ZWL**	**Eliminations ZWL**	**Total ZWL**
Insurance contract revenue	11 171 568 258	2 386 599 464	1 030 387 563	1 607 878 262	629 958 070	-	16 826 391 617
Insurance service expenses	(13 004 588 888)	(5 201 433 565)	(638 488 484)	(1 385 845 694)	(626 607 790)	-	(20 856 964 421)
Net expenses from reinsurance contracts held	1 066 239 676	3 202 428 318	(225 234 487)	(68 462 116)	(25 129 569)	-	3 949 841 822
Insurance service result	(766 780 954)	387 594 217	166 664 592	153 570 452	(21 779 289)	-	(80 730 982)
Interest revenue from financial instruments not measured at fair value through profit or loss	91 743 998	96 709 652	-	11 444 682	9 678 920	-	209 577 252
Net income from other financial instruments at fair value through profit or loss	1 620 541 213	19 039 725	-	3 225 882	-	-	1 642 806 820
Net gains from fair value adjustments to investment properties	12 443 057 482	28 827 989	-	-	-	-	12 471 885 471
Net change in investment contract liabilities	(3 852 114 553)	-	-	-	-	-	(3 852 114 553)
Other Investment Revenue	15 670 058 082	11 118 812	27 282 694	(15 114 527)	-	-	15 693 345 061
Net gain/(loss) from foreign exchange (realised & unrealised)	2 012 720 239	111 252 590	25 116 180	-	-	-	2 149 089 009
Net Investment Income	27 986 006 461	266 948 768	52 398 874	(443 963)	9 678 920	-	28 314 589 060
Insurance finance expenses for insurance contracts issued	(625 479 147)	-	-	-	-	-	(625 479 147)
Reinsurance finance income for reinsurance contracts held	-	-	-	-	-	-	-
Net insurance finance expenses	(625 479 147)	-	-	-	-	-	(625 479 147)

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

7 SEGMENT RESULTS (continued)

7.2 Geographical information

	HISTORICAL COST						
	Zimbabwe ZWL	**Malawi ZWL**	**Zambia ZWL**	**Mozambique ZWL**	**Botswana ZWL**	**Eliminations ZWL**	**Total ZWL**
Net insurance and investment result	26 593 746 360	654 542 985	219 063 466	153 126 489	(12 100 369)	-	27 608 378 931
Rental income from investment property	863 300 456	-	-	-	-	-	863 300 456
Revenue from sale of inventory property	161 723 698	-	-	-	-	-	161 723 698
Fee and commission income	386 097 806	-	-	-	-	371 168 660	757 266 466
Investment income	1 121 836 490	-	-	-	-	31 544 502	1 153 380 992
Net income from other financial instruments at fair value through profit or loss	142 039 134	-	-	-	-	59 009 958	201 049 092
Net gains from fair value adjust-ments to investment properties	39 807 521 214	-	-	-	-		39 807 521 214
Interest income from micro - lend-ing	346 712 607	-	-	-	-	-	346 712 607
Other income	763 164 071	-	-	-	-	(358 915 333)	404 248 738
Operating and administrative expenses	(5 176 913 222)	(324 670 303)	(58 027 639)	(95 237 678)	(26 287 230)	(260 382 168)	(5 941 518 240)
Segment assets	105 890 191 573	8 412 369 582	2 838 921 734	6 229 840 764	8 046 086 321	1 053 091 593	132 470 501 567
Segment liabilities	60 535 081 158	6 199 256 202	1 808 524 136	2 944 582 365	357 960 447	(5 910 201 139)	65 935 203 169

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

8 PROPERTY AND EQUIPMENT

	INFLATION ADJUSTED				
GROUP	**Freehold land and buildings ZWL**	**Motor vehicles ZWL**	**Equipment and computers ZWL**	**Furniture and fittings ZWL**	**Total ZWL**
Year ended 31 December 2022					
Cost or valuation					
As at 1 January 2022	17 863 262 089	5 744 299 572	3 437 656 120	1 562 059 884	28 607 277 661
Additions	106 350 631	430 412 272	430 540 936	104 501 408	1 071 805 247
Revaluation surplus	10 211 676 548	29 072 106	109 691 198	182 024 854	10 532 464 706
Disposals	(287 637 091)	(165 148 941)	(69 880 733)	(16 728 349)	(539 395 114)
Foreign exchange movements	3 794 737 076	(1 188 390 018)	(566 959 515)	(598 991 304)	1 440 396 243
As at 31 December 2022	**31 688 389 253**	**4 850 244 991**	**3 341 048 006**	**1 232 866 493**	**41 112 548 743**
Accumulated depreciation and impairment					
As at 1 January 2022	-	(3 407 016 867)	(2 495 960 860)	(745 638 787)	(6 648 616 514)
Depreciation	(201 025 616)	(397 683 637)	(298 640 226)	(310 239 438)	(1 207 588 917)
Disposals	20 876 872	165 148 941	60 551 488	16 729 757	263 307 058
Foreign exchange movements	(315 863 185)	911 017 400	491 238 592	413 525 978	1 499 918 785
As at 31 December 2022	**(461 747 707)**	**(2 722 536 748)**	**(2 230 366 134)**	**(618 348 999)**	**(6 032 999 588)**
Net book amount	**31 226 641 546**	**2 127 708 243**	**1 110 681 872**	**614 517 494**	**35 079 549 155**
Carrying amount					
As at 31 December 2022					
Cost	31 688 389 253	4 850 244 991	3 341 048 006	1 232 866 493	41 112 548 743
Accumulated depreciation	(461 747 707)	(2 722 536 748)	(2 230 366 134)	(618 348 999)	(6 032 999 588)
	31 226 641 546	**2 127 708 243**	**1 110 681 872**	**614 517 494**	**35 079 549 155**
Year ended 31 December 2023					
Cost or valuation					
As at 1 January 2023	31 688 389 253	4 850 244 991	3 341 048 006	1 232 866 493	41 112 548 743
Additions	46 872 851	5 628 157 444	1 691 161 653	487 564 973	7 853 756 921
Revaluation surplus	11 385 065 903	53 100 669	174 234 602	215 721 789	11 828 122 963
Disposals	(1 074 698 795)	(808 824 043)	(164 659 040)	(12 421 900)	(2 060 603 778)
Accumulated depreciation on disposals	34 264 222	5 997 415	12 444 872	7 273 491	59 980 000
Foreign exchange movements	13 868 679 65	2 776 841 016	153 083 926	(102 805 196)	16 695 799 403
As at 31 December 2023	**55 914 308 868**	**12 499 520 077**	**5 194 869 147**	**1 820 926 159**	**75 429 624 252**

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

8 PROPERTY AND EQUIPMENT (CONTINUED)

	INFLATION ADJUSTED				
Accumulated depreciation and impairment	**Freehold land and buildings ZWL**	**Motor vehicles ZWL**	**Equipment and computers ZWL**	**Furniture and fittings ZWL**	**Total ZWL**
As at 1 January 2023	(461 747 707)	(2 722 536 748)	(2 230 366 134)	(618 348 999)	(6 032 999 588)
Depreciation	(187 868 946)	(926 706 988)	(451 101 286)	(97 177 492)	(1 662 854 712)
Disposals	82 184 536	702 382 785	138 920 371	11 810 653	935 298 345
Reclassification	309 540 670	-	-	-	309 540 670
Foreign exchange movements	(184 998 776)	(1 525 393 075)	(252 784 594)	(24 485 200)	(1 987 661 644)
As at 31 December 2023	**(442 890 223)**	**(4 472 254 026)**	**(2 795 331 643)**	**(728 201 038)**	**(8 438 676 929)**
Net book amount	**55 471 418 645**	**8 027 266 052**	**2 399 537 504**	**1 092 725 122**	**66 990 947 323**
Carrying amount					
As at 31 December 2023					
Cost	55 914 308 868	12 499 520 077	5 194 869 147	1 820 926 159	75 429 624 252
Accumulated depreciation	(442 890 223)	(4 472 254 026)	(2 795 331 643)	(728 201 038)	(8 438 676 929)
	55 471 418 645	**8 027 266 052**	**2 399 537 504**	**1 092 725 122**	**66 990 947 323**

	HISTORICAL COST				
Year ended 31 December 2022	**Freehold land and buildings ZWL**	**Motor vehicles ZWL**	**Equipment and computers ZWL**	**Furniture and fittings ZWL**	**Total ZWL**
Cost or valuation					
As at 1 January 2022	1 081 380 077	132 940 220	62 042 337	19 442 769	1 295 805 402
Additions	22 131 602	86 925 301	108 270 747	21 371 959	238 699 609
Revaluation surplus	4 156 236 520	6 049 915	22 758 951	37 868 333	4 222 913 719
Disposals	(326 584)	(34 367 550)	(14 157 991)	(3 465 814)	(52 317 939)
Foreign exchange movements	1 029 697 543	514 849 165	143 183 660	44 715 765	1 732 446 133
As at 31 December 2022	**6 289 119 158**	**706 397 051**	**322 097 704**	**119 933 012**	**7 437 546 924**

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

8 PROPERTY AND EQUIPMENT (CONTINUED)

	HISTORICAL COST				
Year ended 31 December 2022	**Freehold land and buildings ZWL**	**Motor vehicles ZWL**	**Equipment and computers ZWL**	**Furniture and fittings ZWL**	**Total ZWL**
Accumulated depreciation and impairment					
As at 1 January 2022	-	(35 436 991)	(21 193 140)	(4 972 374)	(61 602 505)
Depreciation	(26 633 235)	(55 390 602)	(30 140 032)	(5 848 912)	(118 012 781)
Disposals	4 344 484	34 367 550	12 505 963	3 476 003	54 694 000
Accumulated depreciation on disposals	48 622 933	1 248 064	2 606 573	1 513 616	53 991 186
Foreign exchange movements	(32 775 068)	(252 936 462)	(114 409 012)	(31 246 420)	(431 366 962)
As at 31 December 2022	**(6 440 886)**	**(308 148 441)**	**(150 629 648)**	**(37 078 087)**	**(502 297 062)**
Net book amount	**6 282 678 272**	**398 248 610**	**171 468 056**	**82 854 925**	**6 935 249 862**
Carrying amount					
As at 31 December 2022					
Cost	6 289 119 158	706 397 051	322 097 704	119 933 012	7 437 546 924
Accumulated depreciation	(6 440 886)	(308 148 441)	(150 629 648)	(37 078 087)	(502 297 062)
	6 282 678 272	**398 248 610**	**171 468 056**	**82 854 925**	**6 935 249 862**
Year ended 31 December 2023					
Cost or valuation					
As at 1 January 2023	6 289 119 158	706 397 051	322 097 704	119 933 012	7 437 546 925
Additions	35 322 243	2 261 896 164	1 256 843 864	357 988 748	3 912 051 019
Revaluation surplus	11 385 065 903	53 100 669	174 234 602	215 721 789	11 828 122 963
Disposals	(1 074 698 795)	(786 397 948)	(140 127 795)	(4 419 638)	(2 005 644 176)
Foreign exchange movements	37 808 131 702	4 936 823 400	1 252 060 892	369 684 023	44 366 700 017
As at 31 December 2023	**54 442 940 211**	**7 171 819 336**	**2 865 109 267**	**1 058 907 934**	**65 538 776 748**
Accumulated depreciation and impairment					
As at 1 January 2023	(6 440 886)	(308 148 441)	(150 629 648)	(37 078 087)	(502 297 062)
Depreciation	(144 132 233)	(430 707 188)	(212 565 010)	(45 547 921)	(832 952 352)
Disposals	82 184 536	692 706 245	138 955 454	14 690 339	928 536 574
Foreign exchange movements	67 664 750	(2 384 591 196)	(865 939 404)	(198 880 942)	(3 381 746 792)

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

8 PROPERTY AND EQUIPMENT (CONTINUED)

	HISTORICAL COST				
	Freehold land and buildings ZWL	**Motor vehicles ZWL**	**Equipment and computers ZWL**	**Furniture and fittings ZWL**	**Total ZWL**
As at 31 December 2023	**(723 833)**	**(2 430 740 580)**	**(1 090 178 608)**	**(266 816 611)**	**(3 788 459 632)**
Net book amount	**54 442 216 378**	**4 741 078 756**	**1 774 930 659**	**792 091 323**	**61 750 317 116**
Carrying amount					
As at 31 December 2023					
Cost	54 442 940 211	7 171 819 336	2 865 109 267	1 058 907 934	65 538 776 748
Accumulated depreciation	(723 833)	(2 430 740 580)	(1 090 178 608)	(266 816 611)	(3 788 459 632)
	54 442 216 378	**4 741 078 756**	**1 774 930 659**	**792 091 323**	**61 750 317 116**

Land and buildings are carried at fair value determined on an open market value basis by independent professional valuers. The latest fair was estimated as at 31 December 2023. There were no buildings pledged as collateral as at 31 December 2023.

	INFLATION ADJUSTED				
COMPANY	**Freehold land and buildings ZWL**	**Motor vehicles ZWL**	**Equipment and computers ZWL**	**Furniture and fittings ZWL**	**Total ZWL**
At 31 December 2022					
Cost or fair value	245 282 998	36 768 115	68 858 083	5 257 839	356 167 036
Accumulated depreciation	(245 282 998)	(1 901 799)	(4 886 278)	(133 674)	(252 204 749)
Net book amount	-	34 866 316	63 971 805	5 124 165	103 962 287
Year ended 31 December 2023					
Opening net book amount	-	34 866 316	63 971 805	5 124 165	103 962 287
Additions	-	-	79 940 429	10 828 463	90 768 892
Depreciation charge	-	(7 903 031)	(24 723 861)	(1 379 504)	(34 006 396)
Closing net book amount	-	26 963 285	119 188 373	14 573 124	160 724 783
At 31 December 2023					
Cost or fair value	245 282 998	36 768 115	148 798 512	16 086 302	446 935 928
Accumulated depreciation	(245 282 998)	(9 804 830)	(29 610 139)	(1 513 178)	(286 211 145)
Net book amount	-	26 963 285	119 188 373	14 573 124	160 724 783

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

8 PROPERTY AND EQUIPMENT (CONTINUED)

	HISTORICAL COST				
	Freehold land and buildings ZWL	Motor vehicles ZWL	Equipment and computers ZWL	Furniture and fittings ZWL	Total ZWL
At 31 December 2022					
Cost or fair value	278 493	6 875 479	13 002 886	1 236 690	21 393 548
Accumulated depreciation	(278 493)	(355 628)	(787 884)	(278 493)	(1 700 498)
Net book amount	-	6 519 851	12 215 002	958 197	19 693 050
Year ended 31 December 2023					
Opening net book amount	-	6 519 851	12 215 002	958 197	19 693 050
Additions	-	-	39 216 972	7 030 711	46 247 683
Depreciation charge		(1 422 513)	(5 798 700)	(392 932)	(7 614 145)
Closing net book amount	-	5 097 338	45 633 274	7 595 976	58 326 588
At 31 December 2023					
Cost or fair value	278 493	6 875 479	52 219 858	8 267 401	67 641 231
Accumulated depreciation	(278 493)	(1 778 141)	(6 586 584)	(671 425)	(9 314 643)
Net book amount	-	5 097 338	45 633 274	7 595 976	58 326 588

All property and equipment are classified as non-current assets.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

8 PROPERTY AND EQUIPMENT (continued)

Fair value hierarchy

The following table shows an analysis of the fair values of land and buildings recognised in the statement of financial position bylevel of the fair value hierarchy:

	Level 1 ZWL	Level 2 ZWL	Level 3 ZWL	Total ZWL	Total gain in the period in other comprehensive income ZWL
31 December 2023					
Freehold land and buildings	-	-	55 914 308 868	55 914 308 868	11 385 065 903
31 December 2022					
Freehold land and buildings	-	-	31 688 389 253	31 688 389 253	10 211 676 548

Carrying amounts that would have been recognised if land and buildings were stated at cost are as follows:

	INFLATION ADJUSTED		HISTORICAL	
Group	**2023 ZWL**	**2022 ZWL**	**2023 ZWL**	**2022 ZWL**
Cost	4 201 283	20 188 737	2 681 045	2 681 045
Accumulated depreciation	(623 746)	(2 997 333)	(398 043)	(398 043)
Carrying amount	3 577 537	17 191 404	2 283 002	2 283 002

Valuation techniques used to derive level 3 fair values

The table below presents the following for land and buildings:
- The fair value measurements at the end of the reporting period;
- The level of the fair value hierarchy (in this case level 3) within which the fair value measurements are categorised in their entirety;
- A description of the valuation techniques applied;
- The inputs used in the fair value measurement, including the ranges of rent charged to different units within the same building; and
- Level 3 fair value measurements, quantitative information about the significant observable inputs used in the fair value measurement.

Class of property	Fair value ZWL	Valuation technique	Key unobservable inputs	Range (weighted average)
31 December 2023 CBD offices and land - owner occupied	55 914 308 868	Market comparable	Rate per square metre (ZWL)	108- 149
31 December 2022 CBD offices and land - owner occupied	31 688 389 253	Market comparable	Rate per square metre (ZWL)	31-75

The market value was determined by reference to observable prices in an open market. Under the market comparable method, a property's fair value is estimated based on comparable transactions. The unit of comparison applied by the Group is the price per square metre (sqm).

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

9 LEASES

	INFLATION ADJUSTED		HISTORICAL COST	
Group This note provides information for leases where the Group is a lessee.	**Group 2023 ZWL**	**Group 2022 ZWL**	**Group 2023 ZWL**	**Group 2022 ZWL**

(i) Amounts recognised in the statement of financial position

The statement of financial position shows the following amounts relating to leases.

Right-of-use assets				
Buildings - office space	3 356 414 915	815 865 972	2 536 851 924	141 614 825
Lease liabilities				
Non-current	-	-	-	-
Current	3 084 357 213	493 403 521	3 084 357 216	102 677 437
	3 084 357 213	493 403 521	3 084 357 216	102 677 437

Additions to the right-of-use assets during the 2023 financial year were ZWL105 959 779

(ii) Amounts recognised in the statement of profit or loss

The statement of profit or loss shows the following amounts relating to leases.

Depreciation charge of right-of-use assets				
Buildings - office space	(199 795 452)	(226 365 061)	(133 156 412)	(42 272 033)
Interest expense (included in finance cost)	(333 652 512)	(153 968 594)	(217 753 051)	(27 039 252)

Lease commitments - Group as lessee

Future minimum rentals payable under the non-cancellable operating lease as at 31 December 2023 are as follows:

Maturity analysis - contractual undiscounted cash flows				
Less than one year	48 112 694	33 886 286	48 112 694	21 081 797
One to five years	-	43 448 702	-	27 030 897

The Group has tested its right of use assets for impairment and has concluded that there is no indication that the right of use assets are impaired.

No amounts were included in administrative expenses for low value or short term leases and variable lease payments are not included in lease liabilities.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

9 LEASES

(ii) Amounts recognised in the statement of profit or loss (continued)

Company

This note provides information for leases where company is lessee.	INFLATION ADJUSTED		HISTORICAL	
	Company 2023 ZWL	**Company 2022 ZWL**	**Company 2023 ZWL**	**Company 2022 ZWL**
(i) Amounts recognised in the statement of financial position				
The statement of financial position shows the following amounts relating to leases.				
Right-of-use assets				
Buildings - office space	944 623 938	281 612 891	429 173 012	30 436 580

(i) Amounts recognised in the statement of financial position (continued)

	Company 2023 ZWL	**Company 2022 ZWL**	**Company 2023 ZWL**	**Company 2022 ZWL**
Lease liabilities				
Non-current	-	-	-	-
Current	384 145 950	165 977 052	384 145 950	34 539 885
	384 145 950	165 977 052	384 145 950	34 539 885
(ii) Amounts recognised in the statement of profit or loss				
The statement of profit or loss shows the following amounts relating to leases.				
Depreciation charge of right-of-use assets				
Buildings - office space	(161 186 697)	(66 566 356)	(94 547 657)	(9 017 869)
Interest expense (Included in finance cost)	(316 844 262)	(1522 555 272)	(200 944 801)	(18 009 440)
Lease commitments - Group as lessee				
Future minimum rentals payable under the non-cancellable operating lease as at 31 December 2023 are as follows:				
Maturity analysis - contractual undiscounted cash flows				
Less than one year	55 760 040	40 165 841	55 760 040	2 244 200
One to five years	-	-	-	-

The Company has tested its right of use assets for impairment and has concluded that there is no indication that the right of use assets are impaired.

No amounts were included in administrative expenses for low value or short term leases and variable lease payments are not included in lease liabilities.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

The total cash outflow for leases in 2023 was ZWL 533 447 964 (2022: ZWL 79 147 561 being principal payments of ZWL 199 795 452 (2022: ZWL 47 106 645) and interest payments of ZWL 333 652 512 (2022: ZWL 32 040 916).

9 LEASES (CONTINUED)

(ii) Amounts recognised in the statement of profit or loss (continued)

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

The Group leases office space. Rental contracts are typically made for varying fixed periods ranging 5 to 10 years. 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. 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 payment 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. IFRS16(18) IFRS16(26)

Lease payments to be made under reasonably certain extension options are also included in the measurement of the liability. 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.

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. IFRS16(38)

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.

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.

The Group carries right of use assets at cost. Refer to note 2.28.

The Group had no low value or short term leases as at reporting date.

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. While the group revalues its land and buildings that are presented within property plant and equipment it has chosen not to do so for the right-of-use buildings held by the group.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

	INFLATION ADJUSTED		HISTORICAL COST	
10 INVESTMENT PROPERTIES	**Group 2023 ZWL**	**Group 2022 ZWL**	**Group 2023 ZWL**	**Group 2022 ZWL**
As at 1 January	327 948 585 800	219 638 634 181	68 246 210 550	13 296 162 925
Improvements acquisition development and capitalised borrowing costs	1 535 618 911	2 800 739 827	1 173 980 670	11 542 083
Improvements to existing properties	500 171 039	2 800 739 827	338 756 165	11 389 749
Acquisition and development	1035 447 872	-	835 224 505	152 334
Disposals	(44 641 823 081)	-	(18 079 097 147)	-
Fair value gains recognised in profit or loss	206 415 569 401	49 136 253 918	526 552 505 424	52 279 406 685
Exchange rate movement on foreign operations	97 786 482 569	56 372 957 874	11 150 834 103	2 659 098 857
As at 31 December	589 044 433 600	327 948 585 800	589 044 433 600	68 246 210 550

A further analysis of fair value gains recognised in profit and loss is as indicated below:

	INFLATION ADJUSTED		HISTORICAL COST	
	Group 2023 ZWL	**Group 2022 ZWL**	**Group 2023 ZWL**	**Group 2022 ZWL**
Insurance business units	68 560 607 995	22 079 628 878	114 086 226 810	12 471 885 471
Non insurance business units	137 854 961 406	27 056 625 040	412 466 278 614	39 807 521 214
	206 415 569 401	49 136 253 918	526 552 505 424	52 279 406 685

	INFLATION ADJUSTED		HISTORICAL COST	
	Company 2023 ZWL	**Company 2022 ZWL**	**Company 2023 ZWL**	**Company 2022 ZWL**
As at 1 January	87 393 092	-	18 186 532	-
Acquisition and development	-	87 393 092	-	18 186 532
Transfer to financial assets	(87 393 092)	-	(18 186 532)	-
As at 31 December	-	87 393 092	-	18 186 532

Investment properties principally freehold office buildings are held for long term rental yields and are not occupied by the Group. They are carried at fair value.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

10 INVESTMENT PROPERTIES (CONTINUED)

10.1 Leasing arrangements

The investment properties are leased to tenants under operating leases with rentals payable monthly. Lease payments are based on agreed rentals from periodic rent reviews that are carried out. Where considered necessary to reduce credit risk the Company may obtain bank guarantees and sureties 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.

Minimum lease payments receivable on leases of investment properties are as follows:

	INFLATION ADJUSTED		HISTORICAL COST	
	2023 ZWL	2022 ZWL	2023 ZWL	2022 ZWL
Within 3 months	14 059 234	67 559 883	14 059 234	14 059 234
3 to 6 months	34 698 827	166 740 853	34 698 827	34 698 827
6 to 12 months	147 725 260	709 875 165	147 725 260	147 725 260
1 to 5 years	1 933 090 495	9 289 223 369	1 933 090 495	1 933 090 495
	2 129 573 816	10 233 399 270	2 129 573 816	2 129 573 816

10.2 Valuation of investment properties

Investment properties are stated at fair value which is determined based on valuations performed by accredited independent property valuers as at 31 December 2023. In Zimbabwe properties were valued by Homelux Real Estate an industry specialist in valuing these types of investment properties. In Malawi and Mozambique the valuations were performed by SMN Property Professionals and Zambujo and Associados Consultores respectively. The fair values of the property have been determined using the income approach for developed commercial and industrial properties and the market approach for residential properties and undeveloped land. Valuation models in accordance with those recommended by the International Valuation Standards Committee have been applied.

Significant judgments and assumptions were applied for the Group's Investment property portfolio. Land banks and residential properties were valued in Zimbabwe dollar using the comparison method and/or market evidence.

The table below shows the geographical distribution of investment properties held by the Group:

Country in which property is situated	Class of property	Valuation technique	Valuation technique	Carrying amount ZWL	
				2023	2022
Zimbabwe	CBD offices, retail, residential and land	Income capitalisation and market comparable	Income capitalisation and market comparable	584 922 213 387	67 637 982 766
Malawi	Residential property	Market comparable	Market comparable	4 122 220 213	608 227 784
				589 044 433 600	68 246 210 550

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

10 INVESTMENT PROPERTIES (CONTINUED)

10.2 Valuation of investment properties (continued)

Valuation process

The market value was determined by reference to observable prices in an open market. Where there were no comparable prices, the market value was determined by capitalising achieved rentals using appropriate yield levels. The fair value of investment property is categorised as level 3 because of the significant unobservable inputs which were used.

i) Income approach

Under the income capitalisation method, a property's fair value is estimated based on the annualised net operating income generated by the property, which is divided by the capitalisation rate (discounted by the investor's rate of return). Under the income capitalisation method, over (above market rent) and under-rent situations are separately capitalised (discounted).

ii) Market approach

Under the market comparable method, a property's fair value is estimated based on comparable transactions. The unit of comparison applied by the Group is the price per square metre (sqm).

iii) Rent per square metre

The rent at which space could be let in the market conditions prevailing at the date of valuation. The unit of comparison is the rental rate

per square metre.

iv) Vacancy rate

The Group determines the vacancy rate which can be based on the percentage of estimated vacant space divided by the total lettable area.

v) Prime yield

The prime yield is defined as the internal rate of return of the cash flows from the property, assuming a rise to Estimated Rental Value ("ERV") at the next review, but with no further rental growth.

The rental rate yield represents the net income expected in year zero divided by the current property values (historical or trailing income yield). The risk arises when void levels in the portfolio increase. This increase will consequently result in a reduction in net incomes. Where net incomes remain constant, a reduction in the yield rates will result in increased property values.

10.3 Fair value hierarchy

Changes recorded in the statement of profit or loss for recurring fair value measurements categorised within level 3 of the fair value hierarchy amount to ZWL19 658 429 254 (2022:ZWL(1 224 274 199)) and are presented in the statement of profit or loss line item "fair value adjustments on investment property" refer to note 18.2.

All gains and losses recorded in statement of profit or loss for recurring fair value measurements categorised within level 3 of the fair value hierarchy are attributable to changes in unrealised gains or losses relating to investment properties held at the end of the reporting period.

Valuation techniques used to derive level 3 fair values

The table below presents the following for each class of the investment properties:

- The fair value measurements at the end of the reporting period;
- A description of the valuation techniques applied;
- The inputs used in the fair value measurement, including the ranges of rent charged to different units within the same building; and
- Level 3 fair value measurements, quantitative information about the significant observable inputs used in the fair value measurement.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

10 INVESTMENT PROPERTIES (CONTINUED)

10.2 Fair value hierarchy (continued)

Valuation techniques used to derive level 3 fair values (continued)

Class of property	Fair value 31 December 2023 ZWL	Valuation technique	Key unobservable inputs	Range (weighted average)
CBD retail	79 140 300 000	Income capitalisation	Rental per square metre (ZWL)	217 028.00
			Capitalisation rate	7.60%
			Vacancy rate	2.00%
CBD offices	163 527 289 116	Income	Rental per square metre (ZWL)	98 191.00
		capitalisation	Capitalisation rate	9.50%
			Vacancy rate	22.00%
Industrial	6 103 100 000	Income	Rental per square metre (ZWL)	41 596.00
		capitalisation	Capitalisation rate	11.50%
			Vacancy rate	24.00%
Land - Residential	284 545 751 283	Market	Rate per square metre (ZWL)	342 939
		comparable		
Land - Commercial	31 081 287 597	Market	Rate per square metre (ZWL)	35000-105000
		comparable		
Student accommo-dation	7 978 100 000	Income	Rental per room (ZWL)	51 9930.00 - 34 293.90
		capitalisation	Capitalisation rate	10.50%
			Vacancy rate	seasonal
Residential	16 668 605 604	Market	Comparable transacted	
		comparable	properties prices (ZWL)	90000-130000
Total	589 044 433 600			

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

10 INVESTMENT PROPERTIES (CONTINUED)

10.2 Fair value hierarchy (continued)

Valuation techniques used to derive level 3 fair values (continued)

Class of property	Fair value 31 December 2022	Valuation technique	Key unobservable inputs	Range (weighted average)
CBD retail	65 331 178 523	Income capitalisation	Rental per square metre (ZWL) Capitalisation rate Vacancy rate	1 290 4.50% 5.00%
CBD offices	104 758 088 947	Income capitalisation	Rental per square metre (ZWL) Capitalisation rate Vacancy rate	760.00 2%-5.5% 20.00%
Industrial	3 246 510 873	Income capitalisation	Rental per square metre (ZWL) Capitalisation rate Vacancy rate	300.00 9.00% 30.00%
Land - Residential	117 303 429 074	Market comparable	Rate per square metre (ZWL)	4 900.00
Land - Commercial	12 529 742 868	Market comparable	Rate per square metre (ZWL)	5000-10000
Student accommo-dation	4 275 341 511	Income capitalisation	Rental per room (ZWL) Capitalisation rate Vacancy rate	7500-11000 9.00% n/a
Residential	20 504 294 004	Market comparable	Comparable transacted properties prices (ZWL)	5000-8000
Total	327 948 585 800			

Lettable space per square metre

	December 2023	December 2022	December 2023	December 2022
Sector				
CBD retail	19 500	19 500	31.80%	31.80%
CBD offices	41 529	41 529	52.99%	52.99%
Industrial	6 881	6 881	11.22%	11.22%
Student accommodation	2 499	2 499	3.99%	3.99%
Total	70 409	70 409	100.00%	100.00%

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

10 INVESTMENT PROPERTY (CONTINUED)

10.3 Fair value hierarchy (continued)

Lettable space per square metre (continued)

The valuation technique and key unobservable inputs used in determining the fair value measurement of investment property as well as the inter-relationship between key unobservable inputs and fair value, is detailed in the table below:

Property class	Valuation technique	Key unobservable inputs	Range	Relationship between key unobservable inputs and fair value
CBD offices	Income capitalisation Comparison approach	Market rental rates per square metre	ZWL 95 000- 150 000	The estimated fair value would increase (decrease) if market rental rates were higher/(lower), capitalisation rates were lower/(higher), occupancy rates were higher/(lower), voids periods were shorter/(longer)
		Capitalisation rate	8% - 13%	
		Occupancy rate	70% to 90%	
		Void period	Average 1 year	
Retail	Income capitalisation and Comparison approach	Market rental rates per square metre	ZWL 150 000 - 300 000	The estimated fair value would increase/(decrease) if market rental rates were higher/(lower), capitalisation rates were lower/(higher), occupancy rates were higher/(lower), voids periods were shorter/(longer)
		Capitalisation rate	7% - 15%	
		Occupancy rate	95% - 100%	
		Void period	Average 6 months	
Industrial	Income capitalisation and Comparison approach	Market rental rates per square metre	ZWL 40 000 to 80 000	The estimated fair value would increase/(decrease) if market rental rates higher/(lower), capitalisation rates were lower/(higher),occupancy rates were higher/(lower), voids periods were shorter/(longer)
		Capitalisation rate	11% - 13%	
		Occupancy rate	75% to 95%	
		Void period	Average 6 months	
Residential	Comparison approach	Comparable transacted sales evidence	ZWL500,000 - ZWL750,000	The estimated fair value would increase/(decrease) if achieved transacted sale evidence were higher/(lower)
Land - commercial	Comparison approach	Comparable	US$ 90.00 to US$ 120.00	The estimated fair value would increase/(decrease) if achieved transacted sale evidence were higher/(lower)
Land - residential	Comparison approach	Comparable	US$ 15.00 - US$ 40.00	The estimated fair value would increase/(decrease) achieved transacted sale evidence were higher/(lower)

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

10 INVESTMENT PROPERTY (CONTINUED)

10.3 Fair value hierarchy (continued)

Sensitivity analysis to significant changes in unobservable inputs within level 3 of the hierarchy.
Significant increases/(decreases) in the comparable transacted properties and rental per square metre in isolation would result in a significant higher/(lower) fair value measurement. Significant increases/(decreases) in the long-term vacancy rate and prime yield in isolation would result in a significant lower/(higher) fair value measurement.

The annual rental income used in the valuation of the portfolio was ZWL12 908 874 755 and the overall capitalisation rate was 7.6%. Increasing the capitalisation rate by 10% would decrease the fair value to ZWL220 156 492 415. Reducing the capitalisation rate by 10% would increase the fair value to ZWL268 542 623 704.

Market prime yields

Sector	Prime yield
Retail	7% - 8%
Office	8% - 10%
Industrial	10% - 12%

The impact of the factors listed below on fair value was as follows:

Void periods	2 - 5 years
Total occupancy rate	77%
Total vacancy rate	33%

11 INTANGIBLE ASSETS

	INFLATION ADJUSTED		HISTORICAL COST	
	Group 2023 ZWL	Group 2022 ZWL	Group 2023 ZWL	Group 2022 ZWL
Software (note 11.1)	2 101 856 505	1 773 131 816	1367 919 762	260 822 123
Goodwill (note 11.2)	241 074 841	241 074 841	19 309 723	19 309 723
	2342 931 346	2 014 206 657	1387 229 485	280 131 846
11.1 Software				
Cost				
As at 1 January	2 676 099 806	2 497 663 616	345 292 601	87 816 811
Additions	323 056 016	122 025 666	177 141 162	186 498 996
Foreign exchange movements	(456 136 125)	56 410 524	1 246 258 420	70 976 794
As at 31 December	2543 019 697	2 676 099 806	1 768 692 183	345 292 601

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

11 INTANGIBLE ASSETS (continued)

11.1 Software (continued)

	INFLATION ADJUSTED		HISTORICAL COST	
	Group 2023 ZWL	**Group 2022 ZWL**	**Group 2023 ZWL**	**Group 2022 ZWL**
Amortisation				
As at 1 January	(902 967 990)	(913 781 293)	(84 470 478)	(12 490 725)
Charge for the year	(79 021 376)	(201 621 910)	(28 694 158)	(30 780 727)
Foreign exchange movements	540 826 174	212 435 213	(287 607 785)	(41 199 026)
Balance as at 31 December	(441 163 192)	(902 967 990)	(400 772 421)	(84 470 478)
Carrying amount as at 31 December	2 101 856 505	1 773 131 816	1 367 919 762	260 822 123

All intangible assets are classified as non-current assets.

The intangible assets relate to computer software purchased from various vendors.

No impairment loss was recognised in respect of these assets (2022:ZWLnil)

11.2 Goodwill

As at 1 January	241 074 841	241 074 841	19 309 723	19 309 723
Additions	-	-	-	-
Amortisation	-	-	-	-
As at 31 December	241 074 841	241 074 841	19 309 723	19 309 723

Goodwill is classified as a non-current asset.

An anlysis of goodwill by principal cash generating unit ("CGU") is as shown below:-

Credit Insurance Company of Zimbabwe Limited	241 074 841	241 074 841	19 309 723	19 309 723
WFDR Risk Services	-	-	-	-
	241 074 841	241 074 841	19 309 723	19 309 723

The goodwill arose from the acquisition of control in Credit Insurance Zimbabwe Limited in 2017. The Group tests whether goodwill has suffered any impairment on an annual basis. No impairment charge was required for the year (2022: nil). The recoverable amount of a cash generating unit ("CGU") is determined based on value in use calculations.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

12 INVESTMENT IN SUBSIDIARIES

	INFLATION ADJUSTED		HISTORICAL COST	
	Company 2023 ZWL	Company 2022 ZWL	Company 2023 ZWL	Company 2022 ZWL
As at 1 January 2023	71 213 128 187	71 213 128 187	1 363 494 358	1 363 494 358
Additions	8 666 175 444	-	5 989 580 940	-
As at 31 December 2023	79 879 303 631	71 213 128 187	7 353 075 298	1 363 494 358

During the year ended 31 December 2023, Zimre Holdings Ltd made an additional capital injection of ZWL 8 666 175 444 (2022: Nil) into its wholly-owned subsidiary, Emeritus Reinsurance Zimbabwe to support its growth and operational needs.

The additional capital injection resulted in the following impact on the financial statements:

Statement of Financial Position: Increase in investment in subsidiary by ZWL 8 666 175 444.
Statement of Cash Flows: Outflow of Cash for investment in subsidiary of ZWL 8 666 175 444.

Investments are all classified as non-current assets.

The reporting date of all subsidiaries is 31 December.

Financial information of subsidiaries that have material non-controlling interests is provided below.

12.1 Summary of non-controlling interest portion

Name of company	Country of incorporation	Nature of business	2023	2022	2023	2022
Zimre Property Investments Limited	Zimbabwe	Property	0%	0%	0%	0%
Emeritus Reseguros, S.A.	Mozambique	Reinsurance	30%	30%	30%	30%
Credit Insurance Zimbabwe Limited	Zimbabwe	General Insurance	9%	9%	9%	9%
Fidelity Life Assurance of Zimbabwe	Zimbabwe	Assurance	33%	33%	33%	33%
WFDR Risk Services	Zimbabwe	Insurance broking	40%	0%	40%	0%

	INFLATION ADJUSTED		HISTORICAL COST	
	2023 ZWL	2022 ZWL	2023 ZWL	2022 ZWL
Accumulated non-controlling interest balances				
Emeritus Reseguros, S.A.	7 981 393 045	4 417 321 590	7 981 393 045	985 577 520
Credit Insurance Zimbabwe Limited	747 066 705	505 055 883	728 008 117	101 677 345
Fidelity Life Assurance Zimbabwe	84 082 946 462	11 986 788 441	83 725 881 762	2 438 749 881
WFDR Risk Services	1 757 455 308	408 370 656	953 968 694	72 698 309
	94 568 861 520	17 317 536 570	93 389 251 618	3 598 703 055
Profit/ (loss) allocated to material non-controlling interests				
Emeritus Reseguros, S.A.	(436 238 639)	27 884 304	(436 238 639)	5 802 734
Credit Insurance Zimbabwe Limited	(301 613 028)	(76 683 197)	(180 738 686)	230 343
Fidelity Life Assurance Zimbabwe	33 427 216 567	332 745 851	80 433 678 682	285 498 889
WFDR Risk Services	1 617 855 576	232 077 738	921 520 495	64 308 040
	34 307 220 476	516 024 696	80 738 221 852	355 840 006

Set out below is summarised financial information for each subsidiary that has non-controlling interests that are material to the Group. The amounts disclosed for each subsidiary are before inter-company eliminations.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

12 INVESTMENT IN SUBSIDIARIES

12.2 Summarised statements of profit or loss

12.2.1 Summarised statement of profit or loss for 2023

	INFLATION ADJUSTED					HISTORICAL COST				
	Fidelity Life Assurance Zimbabwe ZWL	Emeritus Resegguros, S.A. ZWL	Credit Insurance Zimbabwe Limited ZWL	WFDR Risk Services ZWL	Total ZWL	Fidelity Life Assurance Zimbabwe ZWL	Emeritus Resegguros, S.A. ZWL	Credit Insurance Zimbabwe Limited ZWL	WFDR Risk Services ZWL	Total ZWL
Insurance revenue	116 576 468 962	13 291 068 330	11 051 140 102	-	140 918 677 394	48 484 115 679	13 291 068 330	5 128 246 779	-	66 903 430 788
Insurance service expenses	(34 143 338 424)	(13 121 602 235)	(9 285 458 131)	-	(56 550 398 790)	(24 081 034 989)	(13 121 602 235)	(7 030 451 111)	-	(44 233 088 335)
Insurance service result from insurance contracts issued	82 433 130 538	169 466 095	1 765 681 971	-	84 368 278 604	24 403 080 690	169 466 095	(1 902 204 332)	-	22 670 342 453
Net expenses from reinsurance contracts held	(1 104 120 944)	(687 504 104)	(665 034 480)	-	(2 456 659 528)	(571 694 379)	(687 504 104)	911 047 898	-	(348 150 585)
Insurance service result	81 329 009 594	(518 038 009)	1 100 647 491	-	81 911 619 076	23 831 386 311	(518 038 009)	(991 156 434)	-	22 322 191 868
Net Investment Income	70 838 077 987	361 049 719	2 239 908 391	-	73 439 036 097	70 951 621 335	361 049 719	1 549 047 456	-	72 861 718 510
Net insurance finance expenses	(20 976 426 906)	-	(1 193 503)	-	(20 977 620 409)	(8 120 944 832)	-	(1 193 503)	-	(8 122 138 335)
Other income	10 733 534 049	-	128 121 434	12 502 058 122	23 363 713 605	191 012 908 470	-	75 760 918	6 640 080 245	197 728 749 633
Total expenses	(33 459 549 709)	(1 163 414 636)	(6 693 291 599)	(7 479 334 399)	(48 795 590 343)	(23 406 485 315)	(1 163 414 636)	(2 993 085 257)	(4 194 022 428)	(31 757 007 636)
Profit/(loss) before income tax	108 464 645 015	(1 320 402 926)	(3 225 807 786)	5 022 723 723	108 941 158 026	254 268 485 969	(1 320 402 926)	(2 360 626 820)	2 446 057 817	253 033 514 040
Income tax (expense)/credit	(7 323 293 829)	(133 725 871)	-	(978 084 782)	(8 435 104 482)	(10 898 807 657)	(133 725 871)	427 592 748	(142 256 579)	(10 747 197 359)
Profit/(Loss) for the year	101 141 351 186	(1 454 128 797)	(3 225 807 786)	4 044 638 941	100 506 053 544	243 369 678 312	(1 454 128 797)	(1 933 034 072)	2 303 801 238	242 286 316 681

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

12 INVESTMENT IN SUBSIDIARIES

12.2 Summarised statements of profit or loss (continued)

12.2.2 Summarised statement of profit or loss for 2022

	INFLATION ADJUSTED					HISTORICAL COST				
	Fidelity Life Assurance Zimbabwe ZWL	Emeritus Resegguros, S.A. ZWL	Credit Insurance Zimbabwe Limited ZWL	WFDR Risk Services ZWL	Total ZWL	Fidelity Life Assurance Zimbabwe ZWL	Emeritus Resegguros, S.A. ZWL	Credit Insurance Zimbabwe Limited ZWL	WFDR Risk Services ZWL	Total ZWL
Insurance revenue	34 127 052 963	7 726 456 865	5 824 828 505	-	47 678 338 333	4 567 050 088	1 607 878 262	726 399 590	-	6 901 327 940
Insurance service expenses	(12 090 119 086)	(6 659 507 272)	(3 434 104 452)	-	(22 183 730 810)	(3 063 115 770)	(1 385 845 694)	(833 729 242)	-	(5 282 690 706)
Insurance service result from insurance contracts issued	22 036 933 877	1 066 949 593	2 390 724 053	-	25 494 607 523	1 503 934 318	222 032 568	(107 329 652)	-	1 618 637 234
Net expenses from reinsurance contracts held	464 982 737	(328 986 090)	(2 206 767 193)	-	(2 070 770 546)	(100 521 236)	(68 462 116)	(768 579)	-	(169 751 931)
Insurance service result	22 501 916 614	737 963 503	183 956 860	-	23 423 836 977	1 403 413 082	153 570 452	(108 098 231)	-	1 448 885 303
Net Investment Income	36 994 393 489	(2 133 409)	1 519 146 463	-	38 511 406 543	20 807 806 708	(443 963)	263 034 987	-	21 070 397 732
Net insurance finance expenses	(3 833 264 586)	-	(604 856)	-	(3 833 869 442)	(625 076 452)	-	(402 695)	-	(625 479 147)
Other income	54 596 276 767	-	33 663 319	3 265 440 096	57 895 380 182	21 014 751 269	-	4 902 352	571 983 489	21 591 637 110
Total expenses	(22 587 993 802)	(741 692 628)	(3 038 525 990)	(3 074 371 709)	(29 442 584 129)	(3 499 512 074)	(154 346 484)	(374 116 670)	(388 650 988)	(4 416 626 216)
Profit/(loss) before income tax	87 671 328 482	(5 862 534)	(1 302 364 204)	191 068 387	86 554 170 131	39 101 382 533	(1 219 995)	(214 680 257)	183 332 501	39 068 814 782
Income tax (expense)/credit	(3 012 092 754)	(9 574 119)	-	(144 266 455)	(3 165 933 328)	(1 162 769 554)	(1 992 377)	33 870 105	(22 562 399)	(1 153 454 225)
Profit/(Loss) for the year	84 659 235 728	(15 436 653)	(1 302 364 204)	46 801 932	83 388 236 803	37 938 612 979	(3 212 372)	(180 810 152)	160 770 102	37 915 360 557
Assets										
Property and equipment	38 039 526 906	7 598 032 249	12 786 700 467	3 537 420 279	61 961 679 901	36 437 590 924	7 598 032 249	12 786 700 467	696 516 936	57 518 840 576
Right of use of assets	866 635 315	-	-	-	866 635 315	562 523 249	-	-	-	562 523 249
Investment properties	296 952 282 425	-	-	-	296 952 282 425	296 952 282 425	-	-	-	296 952 282 425
Intangible assets	1 866 206 514	-	13 332 666	13 523 495	1 893 062 675	1 154 406 120	-	471 914	4 247 888	1 159 125 922
Other non-current assets	1 387 015 531	-	424 986 117	-	1 812 001 648	1 387 015 531	-	424 986 117	-	1 812 001 648
Financial assets:					-					-
- at amortised cost	23 002 612 402	9 687 256 247	696 651 561	-	33 386 520 210	23 002 612 402	9 687 256 247	696 651 561	-	33 386 520 210
- at fair value through profit										-
or loss	67 383 303 831	820 415 885	212 244 260	25 059 482	68 441 023 458	67 383 303 831	820 415 885	212 244 260	25 059 482	68 441 023 458
- at fair value through other										-
comprehensive income	107 371 060	11 655 147 177	-	-	11 762 518 237	107 371 060	11 655 147 177	-	-	11 762 518 237
Insurance contract assets	5 803 273 861	-	-	-	5 803 273 861	5 803 273 861	-	-	-	5 803 273 861
Reinsurance contract assets	-	19 250 337 248	2 052 266 761	-	21 302 604 009	-	19 250 337 248	2 052 266 761	-	21 302 604 009
Trade and other receivables	29 601 051 417	30 497 928 321	1 214 374 765	9 813 011 083	71 126 365 586	29 601 051 417	30 497 928 321	1 214 374 765	9 813 011 083	71 126 365 586
Inventories	1 663 760 577	-	-	-	1 663 760 577	29 129 900	-	-	-	29 129 900
Current tax receivable	-	4 223 829 187	-	-	4 223 829 187	-	4 223 829 187	-	-	4 223 829 187

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

12 INVESTMENT IN SUBSIDIARIES

12.2 Summarised statements of profit or loss (continued)

12.2.2 Summarised statement of profit or loss for 2022

	INFLATION ADJUSTED					HISTORICAL COST				
	Fidelity Life Assurance Zimbabwe ZWL	Emeritus Resegguros, S.A. ZWL	Credit Insurance Zimbabwe Limited ZWL	WFDR Risk Services ZWL	Total ZWL	Fidelity Life Assurance Zimbabwe ZWL	Emeritus Resegguros, S.A. ZWL	Credit Insurance Zimbabwe Limited ZWL	WFDR Risk Services ZWL	Total ZWL
Cash and cash equivalents	17 101 678 476	2 296 329 187	1 185 604 152	2 613 282 790	23 196 894 605	17 101 678 476	2 296 329 187	1 185 604 152	2 613 282 790	23 196 894 605
Total assets	**483 774 718 531**	**86 029 275 501**	**18 586 160 749**	**16 002 297 129**	**604 392 451 694**	**479 522 239 196**	**86 029 275 501**	**18 573 299 997**	**13 152 118 179**	**597 276 932 873**
Total equity	**254 411 335 742**	**26 604 643 483**	**7 990 018 236**	**4 393 638 269**	**293 399 635 730**	**253 330 958 435**	**26 604 643 483**	**7 786 183 076**	**2 384 921 736**	**290 106 706 730**
Liabilities										
Deferred tax liabilities	12 745 685 334	756 154 503	2 523 758 931	884 232 156	16 909 830 924	12 345 435 160	756 154 503	2 714 733 329	42 769 738	15 859 092 730
Lease liabilities	875 311 354	-	-	-	875 311 354	875 311 354	-	-	-	875 311 354
Trade and other payables	27 140 490 836	18 248 654 595	3 481 203 601	10 724 426 704	59 594 775 736	24 368 639 198	18 248 654 595	3 481 203 601	10 724 426 705	56 822 924 099
Borrowings	4 592 510 981	1 390 685 167	-	-	5 983 196 148	4 592 510 981	1 390 685 167	-	-	5 983 196 148
Investment contract liabilities	19 500 810 198	-	-	-	19 500 810 198	19 500 810 198	-	-	-	19 500 810 198
Insurance contract liabilities	163 659 007 584	39 029 137 753	4 591 179 981	-	207 279 325 318	163 659 007 584	39 029 137 753	4 591 179 991	-	207 279 325 328
Reinsurance contract liabilities	-	-	-	-	-	-	-	-	-	-
Current income tax payable	849 566 286	-	-	-	849 566 286	849 566 286	-	-	-	849 566 286
Total liabilities	**229 363 382 573**	**59 424 632 018**	**10 596 142 513**	**11 608 658 860**	**310 992 815 964**	**226 191 280 761**	**59 424 632 018**	**10 787 116 921**	**10 767 196 443**	**307 170 226 143**
Total equity and liabilities	**483 774 718 314**	**86 029 275 501**	**18 586 160 747**	**-**	**-**	**479 522 239 196**	**86 029 275 501**	**18 573 299 997**	**13 152 118 179**	**597 276 932 873**
31 December 2022										
Assets										
Property and equipment	19 791 238 397	4 117 209 295	6 835 707 754	23 988 117	30 768 143 563	3 897 472 351	856 792 633	1 422 513 074	17 824 751	6 194 602 809
Right of use of assets	436 867 614	-	-	-	436 867 614	90 912 297	-	-	-	90 912 297
Investment properties	173 458 227 447	-	-	-	173 458 227 447	36 096 715 231	-	-	-	36 096 715 231
Intangible assets	1 638 044 745	-	-	-	-	236 804 436	-	737 621	202 992	237 745 049
Other non-current assets	230 370 554	-	19 254 611	-	249 625 165	47 940 190	-	4 006 891	-	51 947 081
Deferred tax assets	-	-	-	-	-	-	-	-	-	-
Financial assets:										-
- at amortised cost	22 427 114 814	884 823 610	413 820 722	284 394 549	24 010 153 695	4 667 090 105	184 132 090	86 116 231	21 396 842	4 958 735 268
- at fair value through profit or loss	26 844 390 175	976 340 631	279 188 912	49 177 228	28 149 096 946	5 586 326 587	203 176 812	58 099 306	10 233 743	5 857 836 448
- at fair value through other comprehensive income	-	5 371 505 189	-	-	5 371 505 189	-	1 117 812 029	-	-	1 117 812 029
Insurance contract assets	7 500 478 817	-	-	-	7 500 478 817	1 560 852 154	-	-	-	1 560 852 154
Reinsurance contract assets	-	7 381 932 245	1 161 748 899	-	8 543 681 144	-	1 536 182 573	241 760 335	-	1 777 942 908
Trade and other receivables	10 058 670 451	14 460 676 970	1 387 778 612	4 186 071 344	30 093 197 377	2 093 212 689	3 009 271 721	288 211 717	881 588 094	6 272 284 221

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

12 INVESTMENT IN SUBSIDIARIES

12.2 Summarised statements of profit or loss (continued)

12.2.2 Summarised statement of profit or loss for 2022

	INFLATION ADJUSTED					HISTORICAL COST				
	Fidelity Life Assurance Zimbabwe ZWL	Emeritus Resegguros, S.A. ZWL	Credit Insurance Zimbabwe Limited ZWL	WFDR Risk Services ZWL	Total ZWL	Fidelity Life Assurance Zimbabwe ZWL	Emeritus Resegguros, S.A. ZWL	Credit Insurance Zimbabwe Limited ZWL	WFDR Risk Services ZWL	Total ZWL
Inventories	1 609 749 572	-	-	-	1 609 749 572	4 881 663	-	-	-	4 881 663
Current tax receivable	-	2 207 092 357	-	-	2 207 092 357	-	459 296 659	-	-	459 296 659
Cash and cash equivalents	7 064 912 754	1 123 922 403	96 838 455	810 617 511	9 096 291 123	1 470 210 710	233 888 628	20 152 115	168 688 874	1 892 940 327
Total assets	**271 060 065 340**	**36 523 502 700**	**-**	**-**	**-**	**55 752 418 413**	**7 600 553 145**	**2 121 597 290**	**1 099 935 296**	**66 574 504 144**
Total equity	**38 940 442 982**	**15 938 277 741**	**-**	**-**	**-**	**24 205 208 997**	**3 316 760 936**	**1 079 524 975**	**181 745 773**	**28 806 726 027**
Deferred tax liabilities	7 585 789 241	181 531 723	1 472 200 264	61 136 274	9 300 657 502	1 665 264 441	37 776 812	315 322 099	13 927 898	2 032 291 250
Lease liabilities	116 863 517	-	-	-	116 863 517	24 319 337	-	-	-	24 319 337
Trade and other payables	21 734 853 316	5 673 844 303	1 536 997 128	4 345 338 818	33 291 033 565	3 949 646 198	1 180 728 900	319 849 617	904 261 625	6 354 486 340
Borrowings	968 501 832	1 094 421 331	-	-	2 062 923 163	201 545 556	227 749 446	-	-	429 295 002
Investment contract liabilities	26 861 144 769	-	-	-	26 861 144 769	5 589 813 223	-	-	-	5 589 813 223
Insurance contract liabil-ities	174 739 613 807	13 635 427 602	1 955 309 670	-	190 330 351 079	20 093 135 315	2 837 537 051	406 900 599	-	23 337 572 965
Reinsurance contract liabilities	-	-	-	-	-	-	-	-	-	-
Current income tax payable	112 855 876	-	-	-	112 855 876	23 485 346	-	-	-	23 485 346
Total liabilities	**232 119 622 358**	**20 585 224 959**	**4 964 507 062**	**4 406 475 092**	**262 075 829 471**	**31 547 209 416**	**4 283 792 209**	**1 042 072 315**	**918 189 523**	**37 767 778 117**
Total equity and liabilities	**271 060 065 340**	**36 523 502 700**	**-**	**-**	**-**	**55 752 418 413**	**7 600 553 145**	**2 121 597 290**	**1 099 935 296**	**66 574 504 144**
12.4 Summarised statements of cash flows										
12.4.1 For the year ended 31 December 2022										
Cash flows from operating activities	(44 921 067)	24 323 614	(54 219 734)	67 481 338	(7 335 849)	(124 515 186)	24 323 614	(35 716 653)	158 186 278	22 278 053
Cash flows from investing activities	33 948 260	47 195 487	46 251 452	(62 367 305)	65 027 894	19 035 806	47 195 487	53 462 468	(24 167 290)	95 526 471
Cash flows from financing activities	(191 428 499)	(24 697 975)	-	-	(216 126 473)	(155 872 503)	(24 697 975)	-	-	(180 570 478)
Net increase/(decrease) in cash and cash equivalents	(202 401 306)	46 821 126	(7 968 282)	5 114 033	(158 434 429)	(261 351 883)	46 821 126	17 745 815	134 018 988	(62 765 953)
12.4.2 For the year ended 31 December 2021										
Cash flows from operating activities	(2 082 369 829)	(148 586 581)	(48 099 398)	(118 401 515)	(2 397 457 324)	(131 217 494)	(30 920 917)	11 160 342	32 930 245	(118 047 824)
Cash flows from investing activities	(216 046 111)	171 505 152	(115 522 616)	1 047 581	(159 015 993)	(284 355 222)	35 690 279	(19 561 231)	331 245	(267 894 929)
Cash flows from financing activities	359 078 528	(74 213 276)	-	(112 445 758)	172 419 494	(14 193 565)	(15 443 808)	-	(19 500 000)	(49 137 372)
Net increase/(decrease) in cash and cash equivalents	(1 939 337 412)	(51 294 705)	(163 622 013)	(229 799 693)	(2 384 053 823)	(429 766 280)	(10 674 445)	(8 400 889)	13 761 490	(435 080 125)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Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

13 INVESTMENTS IN ASSOCIATES

The carrying amount of the investment in associates changed as follows:-

	INFLATION ADJUSTED		HISTORICAL COST	
	Group 2023 ZWL	Group 2022 ZWL	Group 2023 ZWL	Group 2022 ZWL
As at 1 January	15 034 224 816	23 154 693 563	2 273 541 148	1 156 317 343
Share of (loss)/profit for the year	(72 547 014)	583 948 732	(72 547 014)	(2 023 038 325)
Share of other comprehensive income of associates	517 381 095	1 965 078 791	517 381 095	2 866 677 488
Other equity changes	(11 406 177 986)	(10 669 496 270)	(111 555 594)	273 584 642
As at 31 December	4 072 880 911	15 034 224 816	2 606 819 635	2 273 541 148

	Company 2023 ZWL	Company 2022 ZWL	Company 2023 ZWL	Company 2022 ZWL
Investments in associates at cost:				
CFI Holdings Limited	519 324 198	519 324 198	589 638	589 638
United General Insurance Limited	81 029 078	81 029 078	92 398	92 398
Special Automobile Underwriters Association of Zimbabwe ("SAUZ")	27 814 986	27 814 986	31 182	31 182
Zambezi Properties (Pvt) Ltd	-	2 766 375 650	-	575 683 700
	628 168 262	3 394 543 912	713 218	576 396 918

Investments in associates are all classified as non-current assets.

The share of loss in CFI Holdings Limited for the current year exceeded the carrying amount of the investment. The total share of loss for the year amounted to ZWL38 092 842 134 and was limited to the investment carrying amount of ZWL13 182 973 333. The excess loss will be written off against future profits from the investment.

During the year Zambezi Properties Pvt Ltd was transferred to Eagle REIT Portfolio and the Group was allocated units in the REIT equivalent to the shareholding in the Company. The investment is now accounted for under financial assets at fair value through profit or loss.

13.1 Details of the Group's associates are as follows:

Set out below are the associates of the Group as at 31 December. The entities listed below have share capital consisting solely of ordinary shares which are held directly by the Group. The country of incorporation or registration is also their principal place of business and the proportion of owership interest is the same as the proportion of voting rights held.

Name of entity	Published activity	Country of incorporation principal place of business	Proportion of ownership interest held as at 31 December 2023	Proportion of ownership interest held as at 31 December 2022
CFI Holdings Limited	Agro-retail	Zimbabwe	41.08%	41.08%
United General Insurance Limited	General insurance	Malawi	20.00%	20.00%
Special Automobile Underwriters Association of Zimbabwe ("SAUZ")	General insurance	Zimbabwe	20.00%	20.00%

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

14 TAXES

	INFLATION ADJUSTED		HISTORICAL COST	
	Group 2023 ZWL	Group 2022 ZWL	Group 2023 ZWL	Group 2022 ZWL
14.1 Deferred tax				
The analysis of deferred tax assets and deferred tax liabilities is as follows:				
Deferred tax asset:				
Deferred tax assets to be recovered after more than 12 months	-	-	-	-
Deferred tax assets to be recovered within more than 12 months	7 921 565 276	7 369 544 174	3 450 873 283	1 125 983 431
	7 921 565 276	7 369 544 174	3 450 873 283	1 125 983 431
Deferred tax liabilities:				
Deferred tax liabilities to be settled after more than 12 months	(32 753 279 561)	(17 067 626 997)	4 508 319 070	(4 190 804 532)
Deferred tax liabilities to be recovered within more than 12 months	-	-	4 508 319 070	-
	(32 753 279 561)	(17 067 626 997)	-	(4 190 804 532)
Deferred tax (liabilities)/ assets	(24 831 714 285)	(9 698 082 823)	7 959 192 353	(3 064 821 101)
The movement on the deferred tax account is as shown below:				
As at 1 January	(9 698 082 823)	(9 885 497 380)	(3 064 821 101)	(669 624 867)
(Charged)/credited in profit or loss	(9 388 400 297)	5 571 781 196	(8 690 623 617	(32 122 989)
Credited/(charged) in other comprehensive income	(1 707 490 448)	(856 628 823)	(2 990 137 032)	(325 352 527)
Foreign exchange move- ments	(4 037 740 717)	(4 527 737 816)	22 704 774 103	(2 037 720 718)
As at 31 December	(24 831 714 285)	(9 698 082 823)	7 959 192 353	(3 064 821 101)
14.1.2 Sources of deferred tax				
Property plant and equipment	(17 245 998 730)	(10 171 982 816)	(16 175 865 564)	(2 203 780 061)
Investment properties	(13 374 121 775)	(6 913 453 183)	(13 082 670 806)	(1 414 187 639)
Financial assets at fair value through other comprehensive income	(313 546 036)	(225 943 961)	(115 164 613)	(25 546 395)
Trade and other receiv- ables	(6 021 502 407)	(3 089 127 829)	(6 021 502 407)	(642 848 536)

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

14 TAXES

14.1.2 Sources of deferred tax

	INFLATION ADJUSTED		HISTORICAL COST	
	Group 2023 ZWL	**Group 2022 ZWL**	**Group 2023 ZWL**	**Group 2022 ZWL**
Short term investments in equity	(313 546 036)	(38 343 230)	(115 164 613)	(7 979 239)
Provisions	6 702 411 948	4 594 211 356	4 824 527 907	799 666 929
Assessed tax losses	(286 913 656)	3 057 429 011	32 623 530 042	(212 994 696)
Deferred tax (liabilities)/ assets	(24 831 714 285)	(9 698 082 823)	7 959 192 353	(3 064 821 101)
14.2 Income tax expense				
Current income tax	(5 838 523 190)	(4 060 095 758)	(5 838 523 190)	(1 433 133 518)
Deferred tax	(9 388 400 297)	5 571 781 196	(8 690 623 617)	(32 122 989)
Income tax (expense)/ credit	(15 226 923 487)	1 511 685 438	(14 529 146 807)	(1 465 256 507)
14.2.1 Tax rate reconciliation				
Profit/(loss) before income tax	320 174 273 871	70 918 778 753	542 617 448 196	62 380 893 446
Statutory income tax rate Tax at Zimre Holdings Limited of 24.72% (2022: 24.72%)	79 147 080 501	17 531 122 108	134 135 033 194	15 420 556 860
Tax effect on amounts which are not deductible/(taxable) in calculating taxable income:				
Effects of lower tax rate on fair vale adjustment				
(Profit)/losses taxed at different rate	(51 025 928 756)	(4 511 523 204)	(130 163 779 341)	(1 817 602 304)
Effect of gains on fair value of financial assets through profit or loss taxed at different rate	(4 859 563 712)	(625 379 837)	(5 378 547 952)	(130 141 753)
Share of profits from associates	428 953 472	173 682 159	506 663 644	(22 870 216)
Effect of life reassurance entity taxed differently	(3 315 038 792)	(480 180 579)	(7 120 404 213)	(214 985 389)
Income exempt from tax - dividends	(19 566 421)	(46 834 303)	(15 825 669)	(8 358 461)
Income exempt from tax - interest	(19 856 637 866)	(20 763 167 901)	(1 215 096 876)	(4 074 536 539)
Non-taxable income	-	(148 313 460)	-	(25 292 168)

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

14 TAXES

14.2.1 Tax rate reconciliation

	INFLATION ADJUSTED		HISTORICAL COST	
	Group 2023 ZWL	**Group 2022 ZWL**	**Group 2023 ZWL**	**Group 2022 ZWL**
Movements in insurance provisions				
Monetary adjustment	906 505 152	1 027 599 621	-	-
Effect of different tax rate on foreign operations	(16 632 727 066)	9 354 680 834	(5 277 189 594)	(10 592 026 537)
	(15 226 923 487)	1 511 685 438	(14 529 146 807)	(1 465 256 507)

	INFLATION ADJUSTED		HISTORICAL COST	
	Company 2023 ZWL	**Company 2022 ZWL**	**Company 2023 ZWL**	**Company 2022 ZWL**
14.3 Deferred tax				
The analysis of deferred tax assets and deferred tax liabilities is as follows:				
Deferred tax assets:				
Deferred tax assets to be utilised within 12 months	-	-	-	-
Deferred tax assets to be utilised within more than 12 months	-	-	2 308 183	2 809 547
	-	-	2 308 183	2 809 547
Deferred tax liabilities:				
Deferred tax liabilities to be settled within 12 months	-	-	-	-
Deferred tax liabilities to be settled within more than 12 months	(615 241 221)	(87 637 451)	-	-
	(615 241 221)	(87 637 451)	-	-
Deferred tax assets/(liabilities)	**(615 241 221)**	**(87 637 451)**	**2 308 183**	**2 809 547**
Deferred tax				
Reflected in the statement of financial				
position as follows:				
Deferred tax asset	-	-	2 308 183	2 809 547
Deferred tax liabilities	(615 241 221)	(87 637 451)	-	-

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

14 TAXES

14.3 Deferred tax (continued)

	INFLATION ADJUSTED		HISTORICAL COST	
	Company 2023 ZWL	**Company 2022 ZWL**	**Company 2023 ZWL**	**Company 2022 ZWL**
Deferred tax liabilities net	(615 241 221)	(87 637 451)	2 308 183	2 809 547
The movement on the deferred tax account is as shown below:				
As at 1 January	(87 637 451)	(39 526 512)	2 809 547	1 070 347
Charged/(credited) in profit or loss	(404 377 383)	(59 749 618)	43 725 836	6 250 320
Charged/(credited) in other comprehensive income	23 799 363	11 638 679	(44 227 201)	(4 511 120)
As at 31 December	**(615 241 221)**	**(87 637 451)**	**2 308 183**	**2 809 547**
14.3.1 Sources of deferred tax				
Property plant and equipment	(9 932 792)	(6 424 870)	(3 278 147)	(1 019 324)
Investment property	-	(540 089)	-	(112 393)
Right of use of assets	(233 511 037)	(69 614 708)	(106 091 569)	(7 523 923)
Financial assets at fair value through other comprehensive income	(247 976 779)	(128 979 961)	(49 595 356)	(5 368 155)
Investments in listed equities	(291 342 249)	(3 298 363)	(6 248 382)	(686 390)
Lease liabilities	94 960 879	78 061 201	94 960 878	8 538 259
Provisions	72 560 757	43 159 339	72 560 758	8 981 473
Assessed tax losses	-	-	-	-
Deferred tax assets/(liabilities)	(615 241 221)	(87 637 451)	2 308 183	2 809 547
14.4 Income tax				
Current	-	-	-	-
Deferred	(404 377 383)	(59 749 618)	43 725 836	6 250 320
Income tax (expense)/ credit	(404 377 383)	(59 749 618)	43 725 836	6 250 320
14.4.1 Tax rate reconciliation				
Profit/(loss) before income tax	10 928 051 645	11 962 145 993	6 120 250 778	571 434 280

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

14 TAXES

14.3 Deferred tax (continued)

	INFLATION ADJUSTED		HISTORICAL COST	
	Company 2023 ZWL	Company 2022 ZWL	Company 2023 ZWL	Company 2022 ZWL
Tax at Zimre Holdings Limited statutory income tax rate of 24.72% (2022: 24.72%)	2 701 414 367	2 957 042 489	1 512 925 992	141 258 554
Tax effect of amounts which are not deductible/(taxable) in calculating taxable income:				
Effect of gains on fair value of financial assets through profit or loss taxed at different rate	(72 924 457)	(28 819 848)	(145 702 136)	(13 810 177)
Unrealised exchange losses/(gains)	(1 454 447 408)	(616 475 167)	(1 439 250 675)	63 440
l Effect of losses on fair value of financial assets through profit or oss	-	-	-	-
Non-taxable income	(2 494 119 549)	1 277 772 157	(1 680 591 231)	(212 896 209)
Non-deductible expenses	(50 480 748)	28 877 511	69 646 389	4 747 088
Unused tax losses not recognised	1 726 697 496	417 527 555	1 726 697 496	86 887 624
Monetary adjustment	(760 517 084)	(4 095 674 315)	-	-
Income tax (expense)/ credit for the year	(404 377 383)	(59 749 618)	43 725 836	6 250 320

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

15 OTHER NON CURRENTS ASSETS

	INFLATION ADJUSTED		HISTORICAL COST	
	Group 2023 ZWL	Group 2022 ZWL	Group 2023 ZWL	Group 2022 ZWL
As at 1 January	535 154 862	-	111 365 906	-
Purchases	1 434 475 964	547 555 369	1 228 614 502	109 187 958
Disposals	(102 152 895)	(83 601 525)	(9 652 996)	(17 397 505)
Fair value gains through profit or loss	1 908 788 614	71 201 018	2 179 004 950	19 575 453
Effect of IAS 29	(266 934 183)	-	-	-
As at 31 December	3 509 332 362	535 154 862	3 509 332 362	111 365 906

16 INVENTORIES

	INFLATION ADJUSTED		HISTORICAL COST	
	Group 2023 ZWL	Group 2022 ZWL	Group 2023 ZWL	Group 2022 ZWL
Property and stands developed for sale	617 697 579	584 005 545	2 225 544	2 250 222
Consumables	1 769 798 274	1 745 856 467	94 591 135	16 856 569
	2 387 495 853	2 329 862 012	96 816 679	19 106 791

All inventory items are classified as current assets.

There was no write off of inventories during the year ended 31 December 2023 (2022 : ZWLnil).

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

17 TRADE AND OTHER RECEIVABLES

	INFLATION ADJUSTED		HISTORICAL COST	
	Group 2023 ZWL	Group 2022 ZWL	Group 2023 ZWL	Group 2022 ZWL
Reinsurance and insurance receivables	75 234 097 854	50 150 373 007	75 234 097 854	10 436 309 421
Rental receivables	7 010 069 203	2 297 689 579	7 010 069 203	478 149 971
Inventory sales receivables	555 354 946	1 040 599 282	555 354 947	216 549 059
Less: allowance for credit losses	(9 771 370 016)	(8 766 031 917)	(9 771 370 016)	(1 769 749 711)
Non reinsurance trade receivables - net	73 028 151 987	44 722 629 951	73 028 151 988	9 361 258 740
Total trade receivables-net	73 028 151 987	44 722 629 951	73 028 151 988	9 306 794 273
Other receivables and prepayments*	59 630 753 344	37 999 770 719	59 628 120 483	7 921 432 303
Less: allowance for credit losses	(705 484 074)	(261 722 150)	(705 484 074)	(54 464 467)
Total trade and other receivables	**131 953 421 257**	**82 460 678 519**	**131 950 788 397**	**17 173 762 109**
The reconciliation of the allowance for credit losses for trade and other receivables is as follows:				
As at 1 January	9 027 754 067	4 738 758 192	1 824 214 178	286 868 024
Charge for the year	828 973 976	206 306 081	855 819 932	612 125 323
Amounts written off	-	(443 215 740)	7 796 819 980	925 220 831
Effects of IAS 29	620 126 047	4 525 905 534	-	-
As at 31 December	10 476 854 090	9 027 754 067	10 476 854 090	1 824 214 178
Analysed as follows:				
Reinsurance and insurance receivables	9 771 370 016	8 766 031 917	9 771 370 016	1 769 749 711
Other receivables	705 484 074	261 722 150	705 484 074	54 464 467
Total	10 476 854 090	9 027 754 067	10 476 854 090	1 824 214 178
			-	

	Company 2023 ZWL	Company 2022 ZWL	Company 2023 ZWL	Company 2022 ZWL
Other receivables and prepayments*	2 604 466 383	1 128 816 790	2 604 466 383	234 907 152

All receivables are classified as current assets.

*Other receivables and prepayments comprise receivables from disposal of investment in equity instruments staff loans, prepaid licence fees and sundry receivables.

Due to the short-term nature of the trade and other receivables their carrying amount is considered to be the same as their fair value.

Based on credit history of these other receivables, it is expected that these amounts will be received when due.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

18 FINANCIAL ASSETS

18.1 At amortised cost

Financial assets at amortised cost include the following debt investments:

	INFLATION ADJUSTED					
	2023			2022		
Group	**Current ZWL**	**Non-current ZWL**	**Total ZWL**	**Current ZWL**	**Non-current ZWL**	**Total ZWL**
Debentures	383 417 440	-	383 417 440	225 199	-	225 199
Mortgage loan	-	936 706 010	936 706 010	-	241 034 465	241 034 465
Bonds and treasury bills	9 341 933 783	3 620 259 960	12 962 193 743	1 392 329 484	709 439 358	2 101 768 842
Deposits with financial institutions	26 950 515 660	-	26 950 515 660	2 476 395 159	-	2 476 395 159
	36 675 866 883	4 556 965 970	41 232 832 853	3 868 949 842	950 473 823	4 819 423 665
Company						
Debentures	578 291 482	-	578 291 482	225 199	-	225 199
	578 291 482	-	578 291 482	225 199	-	225 199

	HISTORICAL COST					
	2023			2022		
	Current ZWL	**Non-current ZWL**	**Total ZWL**	**Current ZWL**	**Non-current ZWL**	**Total ZWL**
Debentures	383 417 440	-	383 417 440	46 864	-	46 864
Mortgage loan	-	936 706 010	936 706 010	-	50 159 353	50 159 353
Government bonds	9 341 933 783	3 620 259 960	12 962 193 743	289 744 232	147 634 568	437 378 800
Deposits with financial institutions	26 950 515 660	-	26 950 515 660	515 338 662	-	515 338 662
	36 675 866 883	4 556 965 970	41 232 832 853	805 129 758	197 793 921	1 002 923 679
Company						
Debentures	578 291 482	-	578 291 482	46 864	-	46 864
	578 291 482	-	578 291 482	46 864	-	46 864

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

18 FINANCIAL ASSETS

18.1 At amortised cost

	INFLATION ADJUSTED		HISTORICAL COST	
18.1.1 Analysis of movements	**Group 2023 ZWL**	**Group 2022 ZWL**	**Group 2023 ZWL**	**Group 2022 ZWL**
As at 1 January	4 819 423 665	14 440 207 328	1 002 923 679	874 160 186
Purchases	366 521 272	296 346 348	341 521 272	60 584 016
Disposals	(25 000 000)	(124 550 492)	(25 000 000)	(57 848 439)
Foreign exchange movement	39 913 387 902	605 611 308	39 913 387 902	126 027 916
Effects of IAS 29	(3 841 499 986)	(10 398 190 827)	-	-
As at 31 December	41 232 832 853	4 819 423 665	41 232 832 853	1 002 923 679

	Group 2023 ZWL	**Group 2022 ZWL**	**Group 2023 ZWL**	**Group 2022 ZWL**
As at 1 January	225 199	774 146	46 864	46 864
Foreign exchange movement	578 066 283	-	578 244 618	
Effects of IAS 29	-	(548 947)	-	-
As at 31 December	578 291 482	225 199	578 291 482	46 864

The debentures mature in 2023 and accrue interest at a rate of 5% per annum.

Bonds and treasury bills mature between 1-2 years and accrue interest of between 5%-15% per annum depending on jurisdiction.

Mortgage loans mature in 2025 and accrue interest of 10% per annum.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

18 FINANCIAL ASSETS (continued)

18.2 At fair value through profit or loss

	INFLATION ADJUSTED		HISTORICAL COST	
	Group 2023 ZWL	**Group 2022 ZWL**	**Group 2023 ZWL**	**Group 2022 ZWL**
As at 1 January	29 518 429 168	21 800 366 834	6 142 794 995	1 319 718 775
Purchases	21 862 804 540	176 128 702	17 891 334 597	51 544 498
Disposals	(24 538 220)	(326 006 352)	(5 742 217)	(38 945 981)
Fair value gain/(loss)	19 658 429 254	(1 224 274 199)	21 757 880 066	1 843 855 912
Effects of IAS 29	(25 228 857 301)	(8 746 118 105)	-	-
Foreign exchange movement	46 184 414 629	17 838 332 288	46 184 414 629	2 966 621 792.
As at 31 December	91 970 682 070	29 518 429 168	91 970 682 070	6 142 794 996

A further analysis of fair value gains recognised in profit and loss is as indicated below

Insurance business units	19 366 498 633	(1 347 014 543)	19 891 532 271	1 642 806 820
Non insurance business units	291 930 621	122 740 344	1 866 347 795	201 049 092
	19 658 429 254	(1 224 274 199)	21 757 880 066	1 843 855 912

	Company 2023 ZWL	**Company 2022 ZWL**	**Company 2023 ZWL**	**Company 2022 ZWL**
As at 1 January	329 836 322	213 251 170	68 639 049	12 909 488
Reclassification	5 701 877 341	-	5 701 877 341	-
Disposals	(33 210 815)	(657 615)	(33 210 815)	(136 850)
Fair value gain/(loss)	295 001 850	116 585 150	589 409 937	55 866 411
Effects of IAS 29	33 210 81	657 617	-	-
As at 31 December	6 326 715 512	329 836 322	6 326 715 512	68 639 049

During the year the assets held in an associate Zambezi Properties Pvt (Ltd) were transferred to the Eagle REIT portfolio. The fair value of the assets transferred were reclassified from investment in associate to financial assets at fair value through profit or loss.

All financial assets at fair value through profit or loss are classified as current assets.

At fair value through profit or loss financial assets are equity securities listed either on the Zimbabwe Stock Exchange or on Stock Exchange for regional countries.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

18 FINANCIAL ASSETS (continued)

18.3 At fair value through other comprehensive income

	INFLATION ADJUSTED		HISTORICAL COST	
	Group 2023 ZWL	**Group 2022 ZWL**	**Group 2023 ZWL**	**Group 2022 ZWL**
As at 1 January	19 668 970 173	10 825 643 833	4 093 119 281	655 347 019
Additions	692 461 036	420 837 026	692 461 036	89 918 939
Fair value gains	4 001 517 195	1 163 867 681	6 044 300 957	451 111 974
Effects of IAS 29	(13 533 067 130)	(6 661 304 781)	-	-
Foreign exchange movement	35 937 946 895	13 919 926 414	35 937 946 895	2 896 741 349
As at 31 December	46 767 828 169	19 668 970 173	46 767 828 169	4 093 119 281
Unlisted securities				
Cell Insurance Company (Private) Limited	4 163 223 689	2 022 556 931	4 163 223 689	420 894 775
Guardian Reinsurance Brokers Limited	796 311 886	557 042 295	796 311 886	115 920 688
PTA Reinsurance Company	29 770 607 895	11 338 793 142	29 770 607 895	2 359 606 650
Lidwala Insurance Company	8 845 556 555	3 861 490 611	8 845 556 555	803 577 489
Diamond Seguros	3 084 757 084	1 889 087 194	3 084 757 084	393 119 679
Health Partner Pharmacy (Private) Ltd	107 371 060	-	107 371 060	-
	46 767 828 169	19 668 970 173	46 767 828 169	4 093 119 281

	INFLATION ADJUSTED		HISTORICAL COST	
	Company 2023 ZWL	**Company 2022 ZWL**	**Company 2023 ZWL**	**Company 2022 ZWL**
As at 1 January	2 579 599 225	1 415 731 545	536 815 463	85 703 489
Fair value gain	2 379 936 350	1 163 867 681	4 422 720 112	451 111 974
As at 31 December	4 959 535 575	2 579 599 226	4 959 535 575	536 815 463

Equity investments at FVOCI comprise the following individual investments:

Unlisted securities				
Cell Insurance Company (Private) Limited	4 163 223 689	2 022 556 931	4 163 223 689	420 894 775
Guardian Reinsurance Brokers Limited	796 311 886	557 042 295	796 311 886	115 920 688
	4 959 535 575	2 579 599 226	4 959 535 575	536 815 463

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

18 FINANCIAL ASSETS (continued)

18.3 At fair value through other comprehensive income (continued)

All financial assets at fair value through other comprehensive income (FVOCI) are classified as non-current assets.

FVOCI comprises equity securities which the Group has irrevocably elected at initial recognition to recognise in this category. These are strategic investments and the Group considers this classification to be more relevant.

19 CASH AND CASH EQUIVALENTS

	INFLATION ADJUSTED		HISTORICAL COST	
	Group 2023 ZWL	**Group 2022 ZWL**	**Group 2023 ZWL**	**Group 2022 ZWL**
Cash on hand	487 975 193	115 063 198	487 975 193	23 944 690
Cash at bank	58 589 226 110	21 502 534 136	58 589 226 110	4 474 684 556
Term deposits maturing under 3 months	11 640 144 151	30 888 239 731	11 640 144 151	6 427 853 034
	70 717 345 454	**52 505 837 065**	**70 717 345 454**	**10 926 482 280**

The above figures reconcile to the amount of cash shown in the statement of cash flows at the end of the financial year as follows:

Balances as above	70 717 345 454	52 505 837 065	70 717 345 454	10 926 482 280
Bank overdrafts	-	-	-	-
Balances per statement of cash flows	**70 717 345 454**	**52 505 837 065**	**70 717 345 454**	**10 926 482 280**

	Company 2023 ZWL	**Company 2022 ZWL**	**Company 2023 ZWL**	**Company 2022 ZWL**
Term deposits maturing under 3 months	1 316 662 980	182 607 789	1 316 662 980	38 000 742
	1 316 662 980	**182 607 789**	**1 316 662 980**	**38 000 742**

Term deposits are presented as cash equivalents if they have a maturity of 3 months or less from the date of placement with a financial institution and are repayable within 24 hours notice. Term deposits accrue interest at a rate of between 5% to 10% p.a.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

20 SHARE CAPITAL

20.1 Authorised share capital

Authorised share capital as at 31 December 2023 was 2 000 000 000 (2022 : 2 000 000 000) ordinary shares with a nominal value of ZWL0.01 each, ZWL20 000 000 (2022 : ZWL20 000 000).

20.2 Issued share capital and treasury shares

	INFLATION ADJUSTED				HISTORICAL COST		
	Number of shares	Share capital ZWL	Share premium ZWL	Treasury Shares ZWL	Share capital ZWL	Share premium ZWL	Treasury Shares ZWL
As at 1 January 2022	1 818 218 786	13 578 436 338	30 676 629 461	(49 941 556)	18 175 447	787 722 112	(1 412 619)
Share issue	-	-	-	-	-	-	-
Share buy-back	-	-	-	-	-	-	-
As at 31 December 2022	1 818 218 786	13 578 436 338	30 676 629 461	(49 941 556)	18 175 447	787 722 112	(1 412 619)
As at 1 January 2023	1 818 218 786	13 578 436 338	30 676 629 461	(49 941 556)	18 175 447	787 722 112	(1 412 619)
Share buy-back	-	-	-	-	-	-	-
As at 31 December 2023	1 818 218 786	13 578 436 338	30 676 629 461	(49 941 556)	18 175 447	787 722 112	(1 412 619)

During the year ended 31 December 2023, the Company purchased nil (2022: nil) ordinary shares.

20.3 Unissued shares

181 781 214 unissued shares (2022: 181 781 214) and 1 464 900 treasury shares (2022: 1 464 900) are under the control of the directors. subject to the limitations imposed by the Articles and Memorandum of Association of the Company, the Zimbabwe Companies and Other Business Entities Act [Chapter 24:31] and the Zimbabwe Stock Exchange Listing Requirements.

20.4 Reserves

Revaluation reserve - relates to revaluation of property and equipment

Financial assets at FVOCI reserve - relates to the fair valuation of financial assets classified as financial assets at FVOCI.

Foreign currency translation reserve - relates to translation of financial statements of foreign operations whose functional and reporting currency is not Zimbabwe dollar.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

21 INSURANCE CONTRACT ASSETS

An analysis of the amounts presented on the consolidated statement of financial position for insurance contracts, investment contracts with direct participating features (DPF) and investment contracts without direct participating features (DPF) is included in the table below along with the presentation of current and non-current portions of the balances:

INFLATION ADJUSTED	Direct participating contracts ZWL	Investment contracts with DPF ZWL	Investment contracts without DPF ZWL	Property and Casualty ZWL	Total ZWL	Current portion ZWL	Non current portion ZWL	Total ZWL
Balance as at 31 December 2023								
Insurance contract assets	5 803 273 861	-	-	-	5 803 273 861	5 803 273 861	-	5 803 273 861
Reinsurance contract assets	-	-	-	107 873 174 687	107 873 174 687	107 873 174 687	-	107 873 174 687
Balance as at 31 December 2022								
Insurance contract assets	7 500 478 817	-	-	-	7 500 478 817	7 500 478 817	-	7 500 478 817
Reinsurance contract assets	-	-	-	60 675 164 672	60 675 164 672	60 675 164 672	-	60 675 164 672
HISTORICAL COST								
Balance as at 31 December 2023								
Insurance contract assets	5 803 273 861	-	-	-	5 803 273 861	5 803 273 861	-	5 803 273 861
Reinsurance contract assets	-	-	-	90 043 233 800	90 043 233 800	90 043 233 800	-	90 043 233 800
Balance as at 31 December 2022								
Insurance contract assets	1 560 852 154	-	-	-	1 560 852 154	1 560 852 154	-	1 560 852 154
Reinsurance contract assets	-	-	-	11 977 726 965	11 977 726 965	11 977 726 965	-	11 977 726 965

Notes To The Consolidated Financial Statements
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22 INSURANCE CONTRACT LIABILITIES

	Direct participating contracts ZWL	Investment contracts with DPF ZWL	Investment contracts without DPF ZWL	Property and Casualty ZWL	Total ZWL	Current portion ZWL	Non current portion ZWL	Total ZWL
INFLATION ADJUSTED								
Balance as at 31 December 2023								
Insurance contract liabilities	90 557 214 044	73 101 793 541		197 038 527 524	360 697 535 109	197 038 527 525	163 659 007 584	360 697 535 109
Investment contract liabilities	-	-	19 500 810 198	-	19 500 810 198	-	19 500 810 198	19 500 810 198
Balance as at 31 December 2022								
Insurance contract liabilities	144 460 311 827	30 279 301 980		102 550 545 309	277 290 159 116	102 550 545 309	174 739 613 807	277 290 159 116
Investment contract liabilities	-	-	26 861 144 769	-	26 861 144 769	-	26 861 144 769	26 861 144 769
HISTORICAL COST								
Balance as at 31 December 2023								
Insurance contract liabilities	90 557 214 044	73 101 793 541		148 604 113 855	312 263 121 440	148 604 113 856	163 659 007 584	312 263 121 440
Investment contract liabilities	-	-	19 500 810 198	-	19 500 810 198	-	19 500 810 198	19 500 810 198
Balance as at 31 December 2022								
Insurance contract liabilities	13 752 773 820	6 340 361 494		19 286 375 904	39 379 511 218	19 286 375 903	20 093 135 315	39 379 511 218
Investment contract liabilities	-	-	5 589 813 223	-	5 589 813 223	-	5 589 813 223	5 589 813 223

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

22.1 Investment contract liabilities without DPF

Reconciliation of investment contract liabilities

The table below shows a reconciliation of the opening and closing balance for the investment contract liabilities

	2023 ZWL	2022 ZWL	2023 ZWL	2022 ZWL
Opening balance 1 January 2023	**26 861 144 769**	**15 711 995 367**	**5 589 813 223**	**951 149 833**
Contributions received	504 180 052	23 265 942 571	192 204 763	1 858 386 774
Benefits paid	(83 429 355 599)	(7 667 710 761)	(13 434 378 614)	(4 217 570)
Investment return from underlying assets	81 298 770 261	4 868 058 299	29 339 218 800	3 852 114 553
Asset management fees charged	(5 733 929 285)	(9 317 140 707)	(2 186 047 974)	(1 067 620 367)
Closing balance	**19 500 810 198**	**26 861 144 769**	**19 500 810 198**	**5 589 813 223**

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

22.2 Analysis of Insurance contract liability by liability for remaining coverage and liability for incurred claims

	INFLATION ADJUSTED					
	2023			2022		
	Liability for remaining coverage	Liability for incurred claims	Total	Liability for remaining coverage	Liability for incurred claims	Total
Direct participating contracts	90 190 716 914	366 497 130	90 557 214 044	144 371 119 029	89 192 798	144 460 311 827
Investment contracts with direct participating features	71 920 599 725	1 181 193 816	73 101 793 541	30 187 603 936	91 698 044	30 279 301 980
Property and casualty	69 932 370 201	127 106 157 323	197 038 527 524	26 975 748 467	75 574 796 842	102 550 545 309
	232 043 686 840	128 653 848 269	360 697 535 109	201 534 471 432	75 755 687 684	277 290 159 116

	HISTORICAL COST					
	2023			2022		
	Liability for remaining coverage	Liability for incurred claims	Total	Liability for remaining coverage	Liability for incurred claims	Total
Direct participating contracts	90 190 716 914	366 497 130	90 557 214 044	13 663 581 022	89 192 798	13 752 773 820
Investment contracts with direct participating features	71 920 599 725	1 181 193 816	73 101 793 541	6 248 663 450	91 698 044	6 340 361 494
Property and casualty	51 140 715 117	97 463 398 738	148 604 113 855	5 048 283 623	14 238 092 281	19 286 375 904
	213 252 031 756	99 011 089 684	312 263 121 440	24 960 528 095	14 418 983 123	39 379 511 218

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

22 INSURANCE CONTRACT LIABILITIES (continued)

22.3 Direct participating contracts issued

Reconciliation of the liability for the remaining coverage and liability for incurred claims

	INFLATION ADJUSTED							
	2023				2022			
	Liability for remaining coverage ZWL	Loss component ZWL	Liability for incurred claims ZWL	Total ZWL	Liability for remaining coverage ZWL	Loss component ZWL	Liability for incurred claims ZWL	Total ZWL
Opening insurance contract liabilities	144 371 119 029	-	89 192 798	144 460 311 827	23 291 506 033	-	14 297 309 547	37 588 815 580
Net balance as at 1 January	**144 371 119 029**	**-**	**89 192 798**	**144 460 311 827**	**23 291 506 033**	**-**	**14 297 309 547**	**37 588 815 580**
Insurance contract revenue	(14 558 088 951)	-	-	**(14 558 088 951)**	(6 292 005 223)	-	-	**(6 292 005 223)**
Insurance service expenses								
Incurred claims and other directly attributable expenses	-	-	2 725 130 408	2 725 130 408	-	-	1 239 840 674	1 239 840 674
Changes that relate to past service	-	-	208 187 961	208 187 961	-	-	768 546 495	768 546 495
Losses on onerous contracts and reversal of those losses	-	-	-	-	-	-	-	-
Insurance acquisition cashflows amortisation	562 873 913	-	-	562 873 913	280 324 447	-	-	280 324 447
Insurance service expenses	**562 873 913**	**-**	**2 933 318 370**	**3 496 192 283**	**280 324 447**	**-**	**2 008 387 170**	**2 288 711 617**
Total net expenses from reinsurance contracts held	-			-	-			
Insurance service result	**(13 995 215 038)**	**-**	**2 933 318 370**	**(11 061 896 668)**	**(6 011 680 775)**	**-**	**2 008 387 170**	**(4 003 293 605)**
Finance expenses from insurance contracts issued recognised in profit or loss	6 208 289 933	-	-	6 208 289 933	1 149 979 376	-	-	1 149 979 376
Finance expenses from insurance contracts issued recognised in OCI	-	-	-	-	-	-	-	-
Finance expenses from insurance contracts issued	**6 208 289 933**	**-**	**-**	**6 208 289 933**	**1 149 979 376**	**-**	**-**	**1 149 979 376**
Total amounts recognised in comprehensive income	**(7 786 925 105)**	**-**	**2 933 318 370**	**(4 853 606 735)**	**(4 861 701 399)**	**-**	**2 008 387 170**	**(2 853 314 230)**
Investment components	-	-	-	-	-	-	-	-
Other changes	(43 471 502 068)	-	5 242 439 168	(38 229 062 900)	169 546 929 766	-	(6 300 496 709)	163 246 433 057
Cashflows								-
Premiums received	47 004 157 140	-	-	47 004 157 140	6 320 516 710	-	-	6 320 516 710
Claims and other directly attributable expenses paid	(49 926 132 082)	-	(7 898 453 206)	(57 824 585 288)	(49 926 132 081)	-	(9 916 007 210)	(59 842 139 291)
Insurance acquisition cash flows	-	-	-	-	-	-	-	-
Total cash flows	**(2 921 974 942)**	**-**	**(7 898 453 206)**	**(10 820 428 148)**	**(43 605 615 371)**	**-**	**(9 916 007 210)**	**(53 521 622 581)**
Balance as at 31 December 2023	**90 190 716 914**	**-**	**366 497 130**	**90 557 214 044**	**144 371 119 029**	**-**	**89 192 798**	**144 460 311 827**

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

22 INSURANCE CONTRACT LIABILITIES (continued)

22.3 Direct participating contracts issued

	HISTORICAL COST							
	2023				2022			
	Liability for remaining coverage ZWL	Loss component ZWL	Liability for incurred claims ZWL	Total ZWL	Liability for remaining coverage ZWL	Loss component ZWL	Liability for incurred claims ZWL	Total ZWL
Opening insurance contract liabilities	13 663 581 022	-	89 192 798	13 752 773 820	3 630 713 121	-	1 297 309 547	4 928 022 668
Net balance as at 1 January	**13 663 581 022**	**-**	**89 192 798**	**13 752 773 820**	**3 630 713 121**	**-**	**1 297 309 547**	**4 928 022 668**
Insurance contract revenue	(7 542 331 877)	-	-	**(7 542 331 877)**	(1 054 237 089)	-	-	**(1 054 237 089)**
Insurance service expenses								
Incurred claims and other directly attributable expenses	-	-	4 480 965 065	4 480 965 065	-	-	705 725 822	705 725 822
Changes that relate to past service	-	-	208 187 961	208 187 961	-	-	24 417 215	24 417 215
Losses on onerous contracts and reversal of those losses	-	-	-	-	-	-	-	-
Insurance acquisition cashflows amortisation	256 698 118	-	-	256 698 118	182 210 891	-	-	182 210 891
Insurance service expenses	**256 698 118**	**-**	**4 689 153 026**	**4 945 851 144**	**182 210 891**	**-**	**730 143 037**	**912 353 928**
Total net expenses from reinsurance contracts held	-			-	-			
Insurance service result	**(7 285 633 759)**	**-**	**4 689 153 026**	**(2 596 480 733)**	**(872 026 198)**	**-**	**730 143 037**	**(141 883 161)**
Finance expenses from insurance contracts issued recognised in profit or loss	2 436 283 450	-	-	2 436 283 450	187 522 936	-	-	187 522 936
Finance expenses from insurance contracts issued recognised in OCI	-	-	-	-	-	-	-	-
Finance expenses from insurance contracts issued	**2 436 283 450**	**-**	**-**	**2 436 283 450**	**187 522 936**	**-**	**-**	**187 522 936**
Total amounts recognised in comprehensive income	**(4 849 350 310)**	**-**	**4 689 153 026**	**(160 197 284)**	**(684 503 263)**	**-**	**730 143 037**	**45 639 774**
Investment components	-	-	-	-	-	-	-	-
Other changes	93 293 730 829	-	256 698 118	93 550 428 947	12 231 259 589	-	53 076 716	12 284 336 305
Cashflows								
Premiums received	34 857 969 846	-	-	34 857 969 846	1 513 888 426	-	-	1 513 888 426
Claims and other directly attributable expenses paid	(46 775 214 474)	-	(4 668 546 812)	(51 443 761 286)	(3 027 776 852)	-	(1 991 336 502)	(5 019 113 354)
Insurance acquisition cash flows	-	-	-	-	-	-	-	-
Total cash flows	**(11 917 244 628)**	**-**	**(4 668 546 812)**	**(16 585 791 440)**	**(1 513 888 426)**	**-**	**(1 991 336 502)**	**(3 505 224 928)**
Balance as at 31 December 2023	**90 190 716 914**	**-**	**366 497 130**	**90 557 214 044**	**13 663 581 022**	**-**	**89 192 798**	**13 752 773 820**

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For The Year Ended 31 December 2023 (continued)

22 INSURANCE CONTRACT LIABILITIES (continued)

22.4 Investment contract liabilities with DPF

Reconciliation of the liability for remaining coverage and the liability for incurred claims

	INFLATION ADJUSTED							
	2023				2022			
	Liability for remaining coverage ZWL	Loss component ZWL	Liability for incurred claims ZWL	Total ZWL	Liability for remaining coverage ZWL	Loss component ZWL	Liability for incurred claims ZWL	Total ZWL
Opening investment contract liabilities with DPF	30 187 603 936	-	91 698 044	30 279 301 980	43 678 532 675	-	17 798 409 147	61 476 941 822
Net balance as at 1 January	**30 187 603 936**	**-**	**91 698 044**	**30 279 301 980**	**43 678 532 675**	**-**	**17 798 409 147**	**61 476 941 822**
Insurance contract revenue	(102 018 380 011)	-	-	**(102 018 380 011)**	(27 835 047 741)	-	-	**(27 835 047 741)**
Insurance service expenses								
Incurred claims and other directly attributable expenses	-	-	20 571 892 926	20 571 892 926	-	-	4 004 976 202	4 004 976 202
Changes that relate to past service	-	-	120 157 579	120 157 579	-	-	1 279 467 522	1 279 467 522
Losses on onerous contracts and reversal of those losses	-	-	-	-	-	-	-	-
Insurance acquisition cashflows amortisation	9 810 521 527	-	-	9 810 521 527	6 499 911 042	-	-	6 499 911 042
Insurance service expenses	**9 810 521 527**	**-**	**20 692 050 505**	**30 502 572 032**	**6 499 911 042**	**-**	**5 284 443 725**	**11 784 354 767**
Total net expenses from reinsurance contracts held	-	-	-	-	-	-	-	-
Insurance service result	**(92 207 858 484)**	**-**	**20 692 050 505**	**(71 515 807 979)**	**(21 335 136 699)**	**-**	**5 284 443 725**	**(16 050 692 974)**
Finance expenses from insurance contracts issued recognised in profit or loss	14 768 136 972	-	-	14 768 136 972	2 683 285 210	-	-	2 683 285 210
Finance expenses from insurance contracts issued recognised in OCI	-	-	-	-	-	-	-	-
Finance expenses from insurance contracts issued	**14 768 136 972**	**-**	**-**	**14 768 136 972**	**2 683 285 210**	**-**	**-**	**2 683 285 210**
Total amounts recognised in comprehensive income	**(77 439 721 512)**	**-**	**20 692 050 505**	**(56 747 671 007)**	**(18 651 851 489)**	**-**	**5 284 443 725**	**(13 367 407 764)**
Investment components	-	-	-	-	-	-	-	-
Other changes	87 051 497 410	-	(16 462 554 605)	70 588 942 805	(64 329 293 795)	-	(1 238 818 019)	(65 568 111 814)
Cashflows								
Premiums received	77 873 144 034	-		77 873 144 034	97 386 451 053	-	3 720 037 829	101 106 488 882
Claims and other directly attributable expenses paid	(45 751 924 144)	-	(3 140 000 128)	(48 891 924 272)	(27 896 234 509)	-	(25 472 374 638)	(53 368 609 147)
Insurance acquisition cash flows	-	-	-	-	-	-	-	-
Total cash flows	**32 121 219 890**	**-**	**(3 140 000 128)**	**28 981 219 762**	**69 490 216 544**	**-**	**(21 752 336 809)**	**47 737 879 735**
Balance as at 31 December 2023	**71 920 599 725**	**-**	**1 181 193 816**	**73 101 793 541**	**30 187 603 936**	**-**	**91 698 044**	**30 279 301 980**

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

22 INSURANCE CONTRACT LIABILITIES (continued)

22.4 Investment contract liabilities with DPF (continued)

	HISTORICAL							
	2023				2022			
	Liability for remaining coverage ZWL	Loss component ZWL	Liability for incurred claims ZWL	Total ZWL	Liability for remaining coverage ZWL	Loss component ZWL	Liability for incurred claims ZWL	Total ZWL
Opening investment contract liabilities	6 248 663 450	-	91 698 044	6 340 361 494	2 291 506 264	-	297 309 547	2 588 815 811
Net balance as at 1 January	**6 248 663 450**	**-**	**91 698 044**	**6 340 361 494**	**2 291 506 264**	**-**	**297 309 547**	**2 588 815 811**
Insurance contract revenue	(40 941 783 802)	-	-	**(40 941 783 802)**	(3 512 812 999)	-	-	**(3 512 812 999)**
Insurance service expenses								
Incurred claims and other directly attributable expenses	-	-	14 786 727 834	14 786 727 834	-	-	1 494 443 185	1 494 443 185
Changes that relate to past service	-	-	608 205 393	608 205 393	-	-	40 649 503	40 649 503
Losses on onerous contracts and reversal of those losses	-	-	-	-	-	-	-	-
Insurance acquisition cashflows amortisation	3 740 250 618	-	-	3 740 250 618	744 803 328	-	-	744 803 328
Insurance service expenses	**3 740 250 618**	**-**	**15 394 933 227**	**19 135 183 845**	**744 803 328**	**-**	**1 535 092 689**	**2 279 896 017**
Total net expenses from reinsurance contracts held	-			-	-			
Insurance service result	**(37 201 533 184)**	**-**	**15 394 933 227**	**(21 806 599 957)**	**(2 768 009 672)**	**-**	**1 535 092 689**	**(1 232 916 983)**
Finance expenses from insurance contracts issued recognised in profit or loss	5 684 661 382	-	-	5 684 661 382	437 553 517	-	-	437 553 517
Finance expenses from insurance contracts issued recognised in OCI	-	-	-	-	-	-	-	-
Finance expenses from insurance contracts issued	**5 684 661 382**	**-**	**-**	**5 684 661 382**	**437 553 517**	**-**	**-**	**437 553 517**
Total amounts recognised in comprehensive income	**(31 516 871 801)**	**-**	**15 394 933 227**	**(16 121 938 574)**	**(2 330 456 155)**	**-**	**1 535 092 689**	**(795 363 466)**
Investment components	-	-	-	-	-	-	-	-
Other changes	73 097 893 159	-	(9 636 890 644)	63 461 002 515	(45 830 049 067)	-	14 573 548 416	(31 256 500 651)
Cashflows								
Premiums received	58 404 858 025	-	-	58 404 858 025	73 039 838 290	-	2 790 028 371	75 829 866 661
Claims and other directly attributable expenses paid	(34 313 943 108)	-	(4 668 546 812)	(38 982 489 920)	(20 922 175 882)	-	(19 104 280 979)	(40 026 456 860)
Insurance acquisition cash flows	-	-	-		-	-	-	-
Total cash flows	**24 090 914 918**	**-**	**(4 668 546 812)**	**19 422 368 106**	**52 117 662 408**	**-**	**(16 314 252 608)**	**35 803 409 801**
Balance as at 31 December 2023	**71 920 599 725**	**-**	**1 181 193 816**	**73 101 793 541**	**6 248 663 450**	**-**	**91 698 044**	**6 340 361 494**

22 INSURANCE CONTRACT LIABILITIES (continued)

22.5 Analysis of Insurance contract liability by liability for remaining coverage and liability for incurred claims

Property and Casualty	INFLATION ADJUSTED 2023							
	Liability for remaining coverage				Liability for incurred claims for contracts under PAA			
Property and Casualty- Insurance contracts issued	Excluding loss component ZWL	Loss component ZWL	LIC for contract not under the PAA ZWL	Sub total ZWL	Present value of future cashflows ZWL	Risk adjustment for non financial risk ZWL	Sub total ZWL	Insurance contract liability total ZWL
Reconciliation of the liability for remaining coverage and the liability for incurred claims								
Opening insurance contract liabilities	25 239 329 760	1 736 418 707	-	26 975 748 467	69 546 751 762	4 494 663 020	74 041 414 782	101 017 163 249
Balance as at 1 January	**25 239 329 760**	**1 736 418 707**	**-**	**26 975 748 467**	**69 546 751 762**	**4 494 663 020**	**74 041 414 782**	**101 017 163 249**
Insurance contract revenue	**(138 406 326 448)**	**-**	**-**	**(138 406 326 448)**	**-**	**-**	**-**	**(138 406 326 448)**
Insurance service expenses								-
Incurred claims and other directly attributable expenses	281 796 642	-	-	281 796 642	71 728 375 718	-	71 728 375 718	72 010 172 360
Changes that relate to past service- adjustment to the LIC	-	-	-	-	1 124 917 083	-	1 124 917 083	1 124 917 083
Change in risk adjustment	-	-			-	4 865 221 776	4 865 221 776	4 865 221 776
Losses on onerous contracts and reversal of those losses	-	-	-	-	-	-	-	-
Change in Loss Component - New loss arising in period	-	2 082 643 982			-	-	-	-
Change in Loss Component - Reversal	-	(372 415 898)			-	-	-	-
Insurance acquisition cash flows amortisation	31 298 864 955	-	-	31 298 864 955	-	-	-	31 298 864 955
Insurance service expenses	**31 580 661 597**	**1 710 228 084**	**-**	**31 580 661 597**	**72 853 292 801**	**4 865 221 776**	**77 718 514 577**	**109 299 176 174**
Insurance service result	**(106 825 664 851)**	**1 710 228 084**	**-**	**(105 115 436 766)**	**72 853 292 801**	**4 865 221 776**	**77 718 514 577**	**(27 396 922 190)**
Finance expenses from insurance contracts issued	-	-	-	-	-	-	-	-
Total amounts recognised in comprehensive contract issued	**(106 825 664 851)**	**1 710 228 084**	**-**	**(105 115 436 766)**	**72 853 292 801**	**4 865 221 776**	**77 718 514 577**	**(27 396 922 190)**
Investment components	-	-	-	-	-	-	-	-
Other charges	18 004 680 379	1 413 655 198	-	19 418 335 576	13 637 690 167	847 356 353	14 485 046 519	33 903 382 095
Cashflows								-
Premiums received	167 646 026 406	-	-	167 646 026 406	-	-	-	167 646 026 406
Claims and other directly attributable expenses paid	-	-	-	-	(38 817 060 200)	-	(38 817 060 200)	(38 817 060 200)
Insurance acquisition cash flows	(38 992 303 481)	-	-	(38 992 303 481)	(321 755 019)	-	(321 758 355)	(39 314 061 836)
Total cash flows	**128 653 722 924**	**-**	**-**	**128 653 722 924**	**(39 138 815 219)**	**-**	**(39 138 818 555)**	**89 514 904 369**
Balance as at 31 December	**65 072 068 212**	**4 860 301 989**	**-**	**69 932 370 201**	**116 898 919 510**	**10 207 241 149**	**127 106 157 323**	**197 038 527 524**

22 INSURANCE CONTRACT LIABILITIES (continued)

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

22.5 Analysis of Insurance contract liability by liability for remaining coverage and liability for incurred claims

	INFLATION ADJUSTED							
	2022							
	Liability for remaining coverage				Liability for incurred claims for contracts under PAA			
Property and Casualty- Insurance contracts issued	**Excluding loss component ZWL**	**Loss component ZWL**	**LIC for contract not under the PAA ZWL**	**Sub total ZWL**	**Present value of future cashflows ZWL**	**Risk adjustment for non financial risk ZWL**	**Sub total ZWL**	**Insurance contract liability total ZWL**
Reconciliation of the liability for remaining coverage and the liability for incurred claims								
Opening insurance contract liabilities	4 700 392 047	-	-	4 700 392 047	7 929 950 899	571 815 827	8 501 766 726	13 202 158 773
Balance as at 1 January	**4 700 392 047**	**-**	**-**	**4 700 392 047**	**7 929 950 899**	**571 815 827**	**8 501 766 726**	**13 202 158 773**
Insurance contract revenue	**(72 202 040 007)**	**-**	**-**	**(72 202 040 007)**	**-**	**-**	**-**	**(72 202 040 007)**
Insurance service expenses								
Incurred claims and other directly attributable expenses	937 027 357	-	-	937 027 357	64 950 960 396	4 017 525 764	68 968 486 160	69 905 513 517
Changes that relate to past service- adjustment to the LIC	-	-	-	-	(615 761 537)	-	(615 761 537)	(615 761 537)
Change in Risk Adjustment	-	-		-	-	3 035 968 096	3 035 968 096	3 035 968 096
Losses on onerous contracts and reversal of those losses	-	-	-	-	-	-	-	-
Change in Loss Component - New loss arising in period	-	1 628 229 718		1 628 229 718	-	-	-	1 628 229 718
Change in Loss Component - Reversal	-	-		-	-	-	-	-
Insurance acquisition cash flows amortisation	18 576 862 861	-	-	18 576 862 861	-	-	-	18 576 862 861
Insurance service expenses	**19 513 890 218**	**1 628 229 718**	**-**	**21 142 119 936**	**64 335 198 859**	**7 053 493 860**	**71 388 692 719**	**92 530 812 655**
Insurance service result	**(52 688 149 789)**	**1 628 229 718**	**-**	**(51 059 920 071)**	**64 335 198 859**	**7 053 493 860**	**71 388 692 719**	**20 328 772 648**
Finance expenses from insurance contracts issued	-	-	-		-	-	-	-
Total amounts recognised in comprehensive contract issued	**(52 688 149 789)**	**1 628 229 718**	**-**	**(51 059 920 071)**	**64 335 198 859**	**7 053 493 860**	**71 388 692 719**	**20 328 772 648**
Investment components	-	-	-	-	-	-	-	-
Other charges	3 244 197 277	108 188 989	-	3 352 386 266	29 124 997 702	972 111 874	30 097 109 576	33 449 495 842
Cashflows								
Premiums received	92 559 453 175	-	-	92 559 453 175	-	-		92 559 453 175
Claims and other directly attributable expenses paid	(1 014 576 980)	-	-	(1 014 576 980)	(28 954 036 629)	(4 102 758 541)	(33 056 795 170)	(34 071 372 151)
Insurance acquisition cash flows	(21 561 985 970)	-	-	(21 561 985 970)	(1 355 977 009)	-	(1 355 977 009)	(22 917 962 978)
Total cash flows	**69 982 890 225**	**-**	**-**	**69 982 890 225**	**(30 310 013 638)**	**(4 102 758 541)**	**(34 412 772 179)**	**35 570 118 046**
Balance as at 31 December	**25 239 329 760**	**1 736 418 707**	**-**	**26 975 748 467**	**71 080 133 822**	**4 494 663 020**	**75 574 796 842**	**102 550 545 309**

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

22 INSURANCE CONTRACT LIABILITIES (continued)

22.5 Analysis of Insurance contract liability by liability for remaining coverage and liability for incurred claims

	HISTORICAL COST							
Property and Casualty	2023							
	Liability for remaining coverage				Liability for incurred claims for contracts under PAA			
Property and Casualty- Insurance contracts issued	Excluding loss component ZWL	Loss component ZWL	LIC for contract not under the PAA ZWL	Sub total ZWL	Present value of future cashflows ZWL	Risk adjustment for non financial risk ZWL	Sub total ZWL	Insurance contract liability total ZWL
Reconciliation of the liability for remaining coverage and the liability for incurred claims								
Opening insurance contract liabilities	4 776 521 033	271 762 590	-	5 048 283 623	13 107 681 650	811 313 309	13 918 994 959	18 967 278 582
Net balance as at 1 January	**4 776 521 033**	**271 762 590**	**-**	**5 048 283 623**	**13 107 681 650**	**811 313 309**	**13 918 994 959**	**18 967 278 582**
				-				
Insurance contract revenue	**(99 037 223 080)**	**-**	**-**	**(99 037 223 080)**	**-**	**-**	**-**	**(99 037 223 080)**
Insurance service expenses								
Incurred claims and other directly attributable expenses	281 796 642	-	-	281 796 642	50 087 882 602	-	50 087 882 602	50 369 679 244
Changes that relate to past service- adjustment to the LIC	-	-	-	-	3 587 404 574	-	3 587 404 574	3 587 404 574
Change in Risk Adjustment	-	-		-	-	2 548 501 883	2 548 501 883	2 548 501 883
Losses on onerous contracts and reversal of those losses	-	-	-	-	-	-	-	-
Change in Loss Component - New loss arising in period	-	1 317 423 000		1 317 423 000	-	-	-	1 317 423 000
Change in Loss Component - Reversal	-	(235 580 000)		(235 580 000)	-	-	-	(235 580 000)
Insurance acquisition cash flows amortisation	21 477 378 185	-	-	21 477 378 185	-	-	-	21 477 378 185
Insurance service expenses	**21 759 174 827**	**1 081 843 000**	**-**	**22 841 017 827**	**53 675 287 176**	**2 548 501 883**	**56 223 789 059**	**79 064 806 886**
Insurance service result	**(77 278 048 253)**	**1 081 843 000**	**-**	**(76 196 205 254)**	**53 675 287 176**	**2 548 501 883**	**56 223 789 059**	**(19 972 416 194)**
Finance expenses from insurance contracts issued	-	-	-	-	-	-	-	-
Total amounts recognised in comprehensive contract issued	**(77 278 048 253)**	**1 081 843 000**	**-**	**(76 196 205 254)**	**53 675 287 176**	**2 548 501 883**	**56 223 789 059**	**(19 972 416 194)**
Investment components	-	-	-	-	-	-	-	-
Other charges	26 720 355 183	1 551 343 496	-	28 271 698 679	54 215 678 587	1 740 753 382	55 956 431 969	84 228 130 648
Cashflows				-				
Premiums received	120 784 224 510	-	-	120 784 224 510	-	-	-	120 784 224 510
Claims and other directly attributable expenses paid	-	-	-	-	(28 314 059 305)	-	(28 314 059 305)	(28 314 059 305)
Insurance acquisition cash flows	(26 767 286 441)	-	-	(26 767 286 441)	(321 755 019)	-	(321 757 945)	(27 089 044 386)
Total cash flows	**94 016 938 069**	**-**	**-**	**94 016 938 069**	**(28 635 814 324)**	**-**	**(28 635 817 250)**	**65 381 120 819**
Balance as at 31 December	**48 235 766 031**	**2 904 949 086**	**-**	**51 140 715 117**	**92 362 833 090**	**5 100 568 574**	**97 463 398 738**	**148 604 113 855**

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

22 INSURANCE CONTRACT LIABILITIES (continued)

22.5 Analysis of Insurance contract liability by liability for remaining coverage and liability for incurred claims

	HISTORICAL COST							
	2022							
Property and Casualty	**Liability for remaining coverage**				**Liability for incurred claims for contracts under PAA**			
Property and Casualty- Insurance contracts issued	**Excluding loss component ZWL**	**Loss component ZWL**	**LIC for contract not under the PAA ZWL**	**Sub total ZWL**	**Present value of future cashflows ZWL**	**Risk adjustment for non financial risk ZWL**	**Sub total ZWL**	**Insurance contract liability total ZWL**
Reconciliation of the liability for remaining coverage and the liability for incurred claims								
Opening insurance contract liabilities	769 403 681	-	-	769 403 681	1 065 149 842	106 511 200	1 171 661 042	1 941 064 723
Balance as at 1 January	**769 403 681**	**-**	**-**	**769 403 681**	**1 065 149 842**	**106 511 200**	**1 171 661 042**	**1 941 064 723**
Insurance contract revenue	**(12 259 341 710)**	**-**	**-**	**(12 259 341 710)**	**-**	**-**	**-**	**(12 259 341 710)**
Insurance service expenses								-
Incurred claims and other directly attributable expenses	194 995 707	-	-	194 995 707	11 589 213 547	836 048 457	12 425 262 004	12 620 257 711
Changes that relate to past service- adjustment to the LIC	-	-	-	-	29 473 847	181 570 200	211 044 047	211 044 047
Change in Risk Adjustment	-	-	-	-	-	338 672 072	338 672 072	338 672 072
Losses on onerous contracts and reversal of those losses	-	-	-	-	-	-	-	-
Change in Loss Component - New loss arising in period	-	249 248 425	-	249 248 425	-	-	-	249 248 425
Change in Loss Component - Reversal	-	-	-	-	-	-	-	-
Insurance acquisition cash flows amortisation	3 188 896 278	-	-	3 188 896 278	-	-	-	3 188 896 278
Insurance service expenses	**3 383 891 985**	**249 248 425**	**-**	**3 633 140 410**	**11 618 687 394**	**1 356 290 730**	**12 974 978 123**	**16 608 118 533**
Insurance service result	**(8 875 449 726)**	**249 248 425**	**-**	**(8 626 201 300)**	**11 618 687 394**	**1 356 290 730**	**12 974 978 123**	**4 348 776 823**
Finance expenses from insurance contracts issued	-	-	-	-	-	-	-	-
Total amounts recognised in comprehensive contract issued	**(8 875 449 726)**	**249 248 425**	**-**	**(8 626 201 300)**	**11 618 687 394**	**1 356 290 730**	**12 974 978 123**	**4 348 776 823**
Investment components	-	-	-	-	-	-	-	-
Other charges	675 118 540	22 514 165	-	697 632 705	6 060 921 777	202 296 806	6 263 218 584	6 960 851 289
Cashflows								-
Premiums received	16 110 671 659	-	-	16 110 671 659	-	-	-	16 110 671 659
Claims and other directly attributable expenses paid	(211 133 809)	-	-	(211 133 809)	(5 354 898 093)	(534 688 105)	(5 889 586 198)	(6 100 720 007)
Insurance acquisition cash flows	(3 692 089 313)	-	-	(3 692 089 313)	(282 179 270)	-	(282 179 270)	(3 974 268 583)
Total cash flows	**12 207 448 537**	**-**	**-**	**12 207 448 537**	**(5 637 077 363)**	**(534 688 105)**	**(6 171 765 468)**	**6 035 683 069**
Balance as at 31 December	**4 776 521 033**	**271 762 590**	**-**	**5 048 283 623**	**13 107 681 650**	**1 130 410 631**	**14 238 092 281**	**19 286 375 904**

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

23 BORROWINGS

	INFLATION ADJUSTED		HISTORICAL COST	
	Group 2023	Group 2022	Group 2023	Group 2022
As at 1 January	2 294 266 144	2 076 990 498	477 437 553	125 733 818
Drawn downs during the year	14 499 207 323	405 963 835	5 527 791 020	339 362 046
Interest for the year	1 411 887 108	1 034 209 474	832 990 452	179 663 343
Capital repayments	(3 119 149 105)	(1 036 652 229)	(1 274 119 935)	(127 325 472)
Interest repayment	(1 411 887 156)	(1 034 209 474)	(832 990 499)	(96 207 538)
Effects of IAS 29	(8 943 215 723)	577 847 441	-	-
Foreign exchange movement	1 420 469 362	270 116 599	1 420 469 362	56 211 356
Balance as at 31 December	6 151 577 953	2 294 266 144	6 151 577 953	477 437 553
Non-current	-	1 131 411 562	-	235 447 125
Current	6 151 577 953	1 162 854 582	6 151 577 953	241 990 428
	6 151 577 953	2 294 266 144	6 151 577 953	477 437 553
Maturity analysis:				
1 month to 6 months	3 137 304 756	593 055 835	3 137 304 756	123 415 118
6 month to 1 year	3 014 273 197	569 798 747	3 014 273 197	118 575 310
1 year to 5 years	-	1 131 411 562	-	235 447 125
	6 151 577 953	2294 266 144	6 151 577 953	477 437 553

Bank borrowings comprise loans from institutions listed below :-

ZB Bank Limited

The overdraft facility with ZB was obtained as a line of credit for the micro-finance business to increase the unit's lending capacity. The facility is denominated in USD and ZWL. The USD facility accrues interest at 15% per annum on a one year tenure expiring on 31 March 2024 and the ZWL facility accrues interest at 195% (2022:205%) per annum expiring on 31 March 2024. The facility is secured through a guarantee by Fidelity Life Assurance of Zimbabwe Limited.

African Banking Corporation (Mozambique) SA

Emeritus Re Mozambique acquired a loan facility to purchase office building. The loan accrues interest at 20.75% per annum and and is repayable over 7 years. Currently the outstanding amount is ZWL1 390 665 950 (2022:ZWL 1 638 362 081). There were no changes to the terms and conditions of these borrowings during the reporting period. The facility is secured through a collateral of the office building purchased.

This section sets out an analysis of net debt and the movements in net debt for each of the years presented.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

23 BORROWINGS (CONTINUED)

Net debt reconciliation	INFLATION ADJUSTED Group 2023	INFLATION ADJUSTED Group 2022	HISTORICAL COST Group 2023	HISTORICAL COST Group 2022
Cash and cash equivalents	(70 717 345 454)	(52 505 837 065)	(70 717 345 454)	(10 926 482 280)
Short-term portion of long term loans	6 151 577 953	1 162 854 582	6 151 577 953	241 990 428
Long term portion	-	1 131 411 562	-	235 447 125
Net cash and cash equivalents	(64 565 767 501)	(50 211 570 921)	(64 565 767 501)	(10 449 044 727)

INFLATION ADJUSTED	Cash and cash equivalents ZWL	Borrowings due within one year ZWL	Borrowings due after one year ZWL	Total ZWL
Year ended 31 December 2022				
Net debt as at 1 January 2022	(180 542 429)	9 200 392	4 104 266	(167 237 770)
Cashflows	126 075 078 994	(1 036 652 229)	405 963 835	125 444 390 600
Foreign exchange movement	(158 318 457)	-	(590 215)	(158 908 672)
Reclassification to current liabilities	-	10 883 201	(10 883 201)	-
Effects of IAS 29	(178 242 055 173)	2 179 423 218	732 816 877	(175 329 815 079)
Net debt as at 31 December 2022	(52 505 837 065)	1 162 854 582	1 131 411 562	(50 211 570 921)
Year ended 31 December 2023				
Net debt as at 1 January 2023	(52 505 837 065)	1 162 854 582	1 131 411 562	(50 211 570 921)
Cashflows	126 144 551 894	(3 119 149 105)	14 499 207 323	137 524 610 112
Foreign exchange movement	(1 139 474 993)	-	(7 522 746 409)	(8 662 221 402)
Reclassification to current to liabilities	-	8 107 872 476	(8 107 872 476)	-
Effects of IAS 29	(143 216 585 290)	-	-	(143 216 585 290)
Net debt as at 31 December 2023	(70 717 345 454)	6 151 577 953	-	(64 565 767 501)

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

23 BORROWINGS (continued)

HISTORICAL COST	Cash and cash equivalents ZWL	Borrowings due within one year ZWL	Borrowings due after one year ZWL	Total ZWL
Year ended 31 December 2022				
Net debt as at 1 January 2022	1 448 401 080	13 370 542	114 969 612	1 576 741 234
Cashflows	9 781 063 927	(127 325 472)	339 362 046	9 993 100 501
Foreign exchange movement	(485 863 624)	-	(634 933 384)	(1 120 797 008)
Reclassification to current liabilities	-			-
Net debt as at 31 December 2022	10 743 601 383	(113 954 930)	(180 601 726)	10 449 044 727
Year ended 31 December 2022				
Net debt as at 1 January 2023	10 743 601 383	(113 954 930)	235 447 125	10 865 093 578
Cashflows	60 930 338 167	(1 274 119 935)	5 527 791 020	65 184 009 252
Foreign exchange movement	(1 139 474 993)	-	(9 927 811 485)	(13 160 203 908)
Net debt as at 31 December 2023	70 534 464 557	(1 388 074 865)	-	64 565 767 501

24 OTHER PROVISIONS

	INFLATION ADJUSTED			HISTORICAL COST		
Group	**Leave pay ZWL**	**Termination benefits ZWL**	**Total ZWL**	**Leave pay ZWL**	**Termination benefits ZWL**	**Total ZWL**
As at 1 January 2022	737 977 476	315 247 969	1 053 225 445	46 329 938	17 428 687	63 758 625
Movement	1 022 475 990	463 693 828	1 486 169 818	164 943 873	74 802 202	239 746 075
Effects of IAS 29	(745 203 726)	(335 737 859)	(1 080 941 585)	-	-	-
As at 31 December 2022	1 015 249 740	443 203 938	1 458 453 678	211 273 811	92 230 889	303 504 700
As at 1 January 2023	1 015 249 740	443 203 938	1 458 453 678	211 273 811	92 230 889	303 504 700
Movement	1 279 146 818	184 141 726	1 463 288 544	991 586 681	142 745 523	1 134 332 204
Effects of IAS 29	(1 091 536 066)	(392 369 252)	(1 483 905 318)	-	-	-
As at 31 December 2023	1 202 860 492	234 976 412	1 437 836 904	1 202 860 492	234 976 412	1 437 836 904
Analysed as follows						
Non-current	-	234 976 412	234 976 412	-	234 976 412	234 976 412
Current	1 202 860 492	-	1 202 860 492	1 202 860 492	-	1 202 860 492
	1 202 860 492	234 976 412	1 437 836 904	1 202 860 492	234 976 412	1 437 836 904

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

24 OTHER PROVISIONS (CONTINUED)

Company

	INFLATION ADJUSTED	HISTORICAL COST
	Leave pay ZWL	**Leave pay ZWL**
As at 1 January 2022	141 141 293	8 544 205
Movement	209 253 123	27 788 615
Effects of IAS 29	(175 801 615)	-
As at 31 December 2022	174 592 801	36 332 820
As at 1 January 2023	174 592 801	36 332 820
Movement	403 037 068	257 197 751
Effects of IAS 29	(284 099 298)	-
As at 31 December 2023	293 530 571	293 530 571
Analysed as follows		
Current	293 530 571	293 530 571

- Leave pay provision relates to amounts for contractual days employees are entitled to be absent from work on paid leave that were not utilised as at year-end.
- Termination benefits provision relates to contractual amounts payable to management on termination of employment.

25 TRADE AND OTHER PAYABLES

	INFLATION ADJUSTED		HISTORICAL COST	
	Group 2023 ZWL	**Group 2022 ZWL**	**Group 2023 ZWL**	**Group 2022 ZWL**
Due to retrocessionaires	69 226 971 299	47 170 127 705	69 226 971 299	10 511 146 312
Other payables*	56 638 061 907	23 939 135 647	53 866 210 269	4 286 715 205
Accruals**	4 521 933 488	3 095 654 217	4 521 933 488	644 206 681
Total trade and other payables	130 386 966 694	74 204 917 569	127 615 115 056	15 442 068 198
	Company 2023 ZWL	**Company 2022 ZWL**	**Company 2023 ZWL**	**Company 2022 ZWL**
Other payables*	10 364 772 076	5 593 348 234	10 364 772 076	1 163 977 641
Accruals**	2 206 396 364	638 574 374	2 206 396 778	132 887 541
Total trade and other payables	12 571 168 440	6 231 922 608	12 571 168 854	1 296 865 182

All trade and other payables are classified as current liabilities

* Other payables are constituted of non-insurance payables from the holding company, Fidelity non-insurance entities and property business.

**Included in the accruals are actuarial fees and any other accrued expenses not included in other payables.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

26 Insurance contract revenue and expenses

An analysis of insurance revenue insurance service expensive and net expenses from insurance contracts held by product line for 2023 and 2022 is included in the following tables

December 2023	**INFLATION ADJUSTED**				**HISTORICAL**			
	Direct participating contracts ZWL	**Investment contracts with DPF ZWL**	**Property and casualty ZWL**	**Total ZWL**	**Direct participating contracts ZWL**	**Investment contracts with DPF ZWL**	**Property and casualty ZWL**	**Total ZWL**
Insurance contract revenue								
Amounts relating to the changes in the Liability for remaining coverage (LRC)								
Expected incurred claims and other expenses after loss component allocation	12 996 100 858	36 048 755 742	-	49 044 856 600	6 548 412 738	14 333 518 690	-	20 881 931 428
Change in the risk adjustment for non- financial risk for the risk expired after loss component allocation	463 968 584	311 599 026	-	775 567 610	224 765 698	174 813 858	-	399 579 556
CSM recognised in profit or loss for the services provided	498 474 511	47 427 658 381	-	47 926 132 892	498 474 511	18 098 668 668	-	18 597 143 179
Insurance acquisition cash flow recovery	599 544 998	1 043 017 179	-	1 642 562 177	270 678 929	399 351 096	-	670 030 025
Insurance revenue from contracts not measured under the PAA	14 558 088 951	84 831 030 328	-	99 389 119 279	7 542 331 876	33 006 352 312	-	40 548 684 188
Insurance revenue from contracts measured under the PAA	-	12 708 921 985	138 406 326 443	151 115 248 428	-	5 918 380 047	99 037 223 079	104 955 603 126
Insurance revenue from contracts measured under VFA	-	4 478 427 698	-	4 478 427 698	-	2 017 051 441	-	2 017 051 441
Total insurance revenue	**14 558 088 951**	**102 018 380 011**	**138 406 326 443**	**254 982 795 405**	**7 542 331 876**	**40 941 783 800**	**99 037 223 079**	**147 521 338 755**
Insurance service expenses								
Claims and other directly attributable expenses	(2 725 130 408)	(20 571 892 926)	(97 279 434 781)	(120 576 458 115)	(4 480 965 065)	(14 786 727 834)	(70 853 865 734)	(90 121 558 633)
Changes that relate to past service -adjustments to the LIC	-	-	(1 078 270 076)	(1 078 270 076)	-	-	(1 078 270 076)	(1 078 270 076)
Change in Risk Adjustment	-	-	(4 774 812 093)	(4 774 812 093)	-	-	(2 458 092 200)	(2 458 092 200)
Changes Related to Past Services - IBNR	(208 187 962)	(71 319 798)	-	(279 507 760)	(208 187 962)	(71 319 798)	-	(279 507 760)
Changes Related to Past Services - Gross Oustanding Claims	(144 574 110)	(48 837 781)	-	(193 411 891)	(144 574 110)	(48 837 781)	-	(193 411 891)
Losses on onerous contracts and reversal of those lossess	-	-	-	-	-	-	-	-
Change in Loss Component - New loss arising in period	-	-	(2 208 493 112)	(2 208 493 112)	-	-	(1 580 108 028)	(1 580 108 028)
Change in Loss Component - Reversal	-	-	93 384 824	93 384 824	-	-	93 384 824	93 384 824
Insurance acquisition cashflows amortisation	(562 873 913)	(9 810 521 527)	(35 394 207 861)	(45 767 603 301)	(256 698 117)	(4 083 724 322)	(25 572 721 091)	(29 913 143 532)
Total insurance service expenses	**(3 640 766 393)**	**(30 502 572 032)**	**(140 641 833 099)**	**(174 785 171 524)**	**(5 090 425 254)**	**(18 990 609 735)**	**(101 449 672 305)**	**(125 530 707 294)**
Net income (expenses) from reinsurance contracts held								
Reinsurance expenses-contracts measured under the PAA	-	(1 599 484 554)	(32 495 856 055)	(34 095 340 609)	-	(903 280 948)	(25 230 250 694)	(26 133 531 642)
Other incurred directly attributable expenses	-	-	-	-	-	-	-	-
Effect of changes in the risk of reinsurers non-performance	-	-	-	-	-	-	-	-
Claims recovered	-	495 363 611	30 874 848 232	31 370 211 843	-	331 586 570	23 004 470 350	23 336 056 920
Change in Loss Component - New loss arising in period	-	-	1 041 321 991	1 041 321 991	-	-	658 711 499	658 711 499
Change in Loss Component - Reversal	-	-	(1 292 196 610)	(1 292 196 610)	-	-	(670 886 085)	(670 886 085)
Change in Risk Adjustment	-	-	250 874 619	250 874 619	-	-	12 174 5867	12 174 587
Total net expenses from reinsurance contracts held	**-**	**(1 104 120 943)**	**(1 621 007 823)**	**(2 725 128 766)**	**-**	**(571 694 378)**	**(2 225 780 344)**	**(2 797 474 722)**
Total insurance service result	**10 917 322 558**	**70 411 687 036**	**(3 856 514 479)**	**77 472 495 115**	**2 451 906 622**	**21 379 479 687**	**(4 638 229 570)**	**19 193 156 739**

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

26 Insurance contract revenue and expenses (continued)

December 2022	INFLATION ADJUSTED				HISTORICAL COST			
	Direct participating contracts ZWL	Investment contracts with DPF ZWL	Property and casualty ZWL	Total ZWL	Direct participating contracts ZWL	Investment contracts with DPF ZWL	Property and casualty ZWL	Total ZWL
Insurance contract revenue								
Amounts relating to the changes in the Liability for remaining coverage (LRC)								
Expected incurred claims and other expenses after loss component allocation	5 622 143 569	9 951 100 681	-	15 573 244 250	841 878 854	2 041 741 009	-	2 883 619 863
Change in the risk adjustment for non- financial risk for the risk expired after loss component allocation	221 926 913	92 956 145	-	314 883 058	29 784 348	25 531 871	-	55 316 219
CSM recognised in profit or loss for the services provided	139 799 102	9 636 823 995	-	9 776 623 097	139 799 102	1 107 760 347	-	1 247 559 449
Insurance acquisition cash flow recovery	308 135 636	558 477 218	-	866 612 854	42 774 787	64 270 604	-	107 045 391
Insurance revenue from contracts not measured under the PAA	6 292 005 220	20 239 358 039	-	26 531 363 259	1 054 237 091	3 239 303 831		4 293 540 922
Insurance revenue from contracts measured under the PAA	-	4 673 041 793	72 202 039 135	76 875 080 928	-	213 071 750	12 259 341 529	12 472 413 279
Insurance revenue from contracts measured under VFA	-	2 922 647 912	-	2 922 647 912	-	60 437 416	-	60 437 416
Total insurance revenue	**6 292 005 220**	**27 835 047 744**	**72 202 039 135**	**106 329 092 099**	**1 054 237 091**	**3 512 812 997**	**12 259 341 529**	**16 826 391 617**

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

26 Insurance contract revenue and expenses (continued)

	INFLATION ADJUSTED				HISTORICAL COST			
Insurance service expenses	**Direct participating contracts ZWL**	**Investment contracts with DPF ZWL**	**Property and casualty ZWL**	**Total ZWL**	**Direct participating contracts ZWL**	**Investment contracts with DPF ZWL**	**Property and casualty ZWL**	**Total ZWL**
Incurred claims and other directly attributable expenses	(1 239 840 674)	(4 004 976 202)	(71 480 760 955)	(76 725 577 832)	(705 725 821)	(1 494 443 185)	(13 485 148 312)	(15 685 317 318)
Changes that relate to past service -adjustments to the LIC	-	-	505 059 852	505 059 852	-	-	(52 510 905)	(52 510 905)
Change in Risk Adjustment	-	-	(2 962 102 872)	(2 962 102 872)	-	-	(504 870 923)	(504 870 923)
Changes Related to Past Services - IBNR	(5 376 960)	(28 651 408)	-	(34 028 368)	(5 376 960)	(28 651 408)	-	(34 028 368)
Changes Related to Past Services - Gross Oustanding Claims	(19 040 255)	(11 998 096)	-	(31 038 351)	(19 040 254)	(11 998 096)	-	(31 038 350)
Losses on onerous contracts and reversal of those lossess	-	-	-	-	-	-	-	-
Change in Loss Component - New loss arising in period	-	-	(1 628 229 609)	(1 628 229 609)	-	-	(249 248 425)	(249 248 425)
Change in Loss Component - Reversal	-	-	-	-	-	-	-	-
Insurance acquisition cashflows amortisation	(280 324 447)	(6 499 911 042)	(20 081 779 497)	(26 862 014 986)	(53 076 716)	(744 803 329)	(3 502 070 087)	(4 299 950 132)
Total insurance service expenses	**(1 544 582 337)**	**(10 545 536 748)**	**(95 647 813 081)**	**(107 737 932 166)**	**(783 219 751)**	**(2 279 896 018)**	**(17 793 848 652)**	**(20 856 964 421)**
Net income (expenses) from reinsurance contracts held	-	-		-	-	-		-
Reinsurance expenses-contracts measured under the PAA	-	(1 157 614 214)	(14 060 142 038)	(15 217 756 252)	-	(158 298 570)	(2 718 505 210)	(2 876 803 780)
Other incurred directly attributable expenses	-	-	-	-	-	-	-	-
Effect of changes in the risk of reinsurers non-performance	-	-	-	-	-	-	-	-
Claims recovered	-	513 311 442	34 545 274 105	35 058 585 547	-	57 777 334	6 768 868 268	6 826 645 602
Change in Loss Component - New loss arising in period	-	-	781 273 855	781 273 855	-	-	117 790 000	117 790 000
Change in Loss Component - Reversal	-	-	(1 769 121 826)	(1 769 121 826)	-	-	(273 867 607)	(273 867 607)
Change in Risk Adjustment	-	-	987 847 971	987 847 971	-	-	156 077 607	156 077 607
Total net expenses from reinsurance contracts held	**-**	**(644 302 772)**	**20 485 132 067**	**19 840 829 295**	**-**	**(100 521 236)**	**4 050 363 058**	**3 949 841 822**
Total insurance service result	**4 747 422 883**	**16 645 208 224**	**(2 960 641 879)**	**18 431 989 228**	**271 017 340**	**1 132 395 743**	**(1 484 144 065)**	**(80 730 982)**

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

27 OTHER INVESTMENT REVENUE

	INFLATION ADJUSTED		HISTORICAL COST	
	Group 2023 ZWL	Group 2022 ZWL	Group 2023 ZWL	Group 2022 ZWL
Rental income	3 011 753 905	1 529 055 673	2 388 134 535	213 366 133
Dividend income	10 738 483	19 418 708	10 191 391	2 135 703
Interest income	76 884 805 190	31 911 988 302	2 769 928 993	15 361 048 838
Management fees	185 207 426	67 992 321	37 445 511	7 171 745
Profit/(loss) on disposal of PPE	124 196 102	89 662 284	124 035 076	12 907 431
Gains and losses on disposal of financial assets through P&L (listed equities)	228 718	2 122 411	228 718	441 675
Gains on disposal of investment property	-	38 457 520	-	8 003 023
Realised exchange differences	55 471 106	3 067 198	55 471 106	638 285
Receipts from debtor recoveries	23 694 045	343 582 334	23 694 045	45 543 899
Unrealised exchange gains/ (losses)	17 384 470	(60 167 909)	17 384 470	(12 520 962)
Fair value gains on other non - current assets	1 908 788 614	71 201 018	2 179 004 950	19 575 453
Other income	3 872 474 303	350 308 616	2 670 099 413	43 036 862
	86 094 742 362	34 328 230 778	10 275 618 208	15 693 345 061

*Other investment revenue is generated by insurance entities.

28 FEES AND COMMISSION INCOME

	INFLATION ADJUSTED		HISTORICAL COST	
	Group 2023 ZWL	Group 2022 ZWL	Group 2023 ZWL	Group 2022 ZWL
Insurance and brokerage fees	9 306 423 948	2 802 426 381	4 189 848 169	359 647 710
Other fees	188 475 085	2 776 178 734	73 682 511	397 618 756
	9 494 899 033	5 578 605 115	4 263 530 680	757 266 466

29 INVESTMENT INCOME

	INFLATION ADJUSTED		HISTORICAL COST	
	Group 2023 ZWL	Group 2022 ZWL	Group 2023 ZWL	Group 2022 ZWL
Dividend income	68 413 705	170 040 445	53 828 307	31 676 842
Interest income	3 441 399 768	52 081 409 356	2 145 511 443	1 121 704 150
	3 509 813 473	52 251 449 801	2 199 339 750	1 153 380 992

*Investment income is generated by non-insurance entities.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

29 INVESTMENT INCOME (CONTINUED)

	Company 2023 ZWL	Company 2022 ZWL	Company 2023 ZWL	Company 2022 ZWL
Dividend income	1 126 056 566	401 010 608	862 464 832	62 276 622
Interest income	195 385 740	167 482	181 682 267	34 451
	1 321 442 306	401 178 090	1 044 147 099	62 311 073

	INFLATION ADJUSTED		HISTORICAL COST	
30 OTHER GAINS AND (LOSSES)	**Group 2023 ZWL**	**Group 2022 ZWL**	**Group 2023 ZWL**	**Group 2022 ZWL**
Loss from disposal of investment property	(1 805 976 209)	-	(1 826 482 909)	-
Realised exchange differences *	9 686 481 298	8 358 415 153	11 915 139 899	370 811 201
Unrealised exchange gains/(losses)	8 143 102 273	2 926 192 275	7 921 462 716	33 437 537
Fair value on remeasurement of associate	218 912 434	-	218 912 434	-
	16 242 519 796	11 284 607 428	18 229 032 140	404 248 738

* The greater value of the realised gains arose from sales of stands.

	Company 2023 ZWL	Company 2022 ZWL	Company 2023 ZWL	Company 2022 ZWL
Gains from disposal of financial assets at fair value through profit or loss				
Management fees	7 294 482 651	2 493 831 580	4 672 077 623	451 345 712
Realised exchange differences losses	606 307 455	1 782 515 156	370 861 330	370 811 201
Unrealised exchange gains/(losses)	5 822 211 467	2 493 831 580	5 822 211 467	(256 636)
Fair value (losses)/gains on financial assets through profit or loss	295 001 850	116 585 150	589 409 937	55 866 411
Other (losses)/ gains	3 046 989 125	2 844 171 055	1 964 420 793	378 340 405
	17 064 992 548	9 730 934 521	13 418 981 150	1 256 107 091

31 OPERATING AND ADMINISTRATION EXPENSES

	Group 2023 ZWL	Group 2022 ZWL	Group 2023 ZWL	Group 2022 ZWL
Independent auditors' remuneration	(1 655 172 149)	(1 496 714 958)	(894 083 574)	(224 885 270)
Directors' fees (non-executive)	(3 626 628 708)	(1 317 657 872)	(2 331 758 339)	(362 799 815)
Employee benefit expenses (note 31.1)	(37 590 867 371)	(11 010 137 979)	(26 107 456 098)	(2 896 146 307)
Depreciation of property and equipment (note 8)	(1 662 854 712)	(1 207 588 917)	(832 952 352)	(118 012 781)
Depreciation of right-of-use-assets (note 9)	(199 795 452)	(226 365 061)	(133 156 412)	(42 272 033)

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

31 OPERATING AND ADMINISTRATION EXPENSES (CONTINUED)

	Group 2023 ZWL	Group 2022 ZWL	Group 2023 ZWL	Group 2022 ZWL
Write-off of receivables	-	(375 903 646)	-	(78 225 675)
Amortisation of intangible assets (note 11)	(79 021 376)	(201 621 910)	(28 694 158)	(30 780 727)
Consultation fees	(4 606 938 603)	(2 070 075 529)	(3 341 557 322)	(374 934 534)
Legal fees	(217 004 307)	(71 569 773)	(150 234 909)	(15 096 358)
Rent premises costs and utilities	(3 158 706 897)	(2 320 850 149)	(1 411 421 054)	(261 076 863)
Travel and representation	(1 951 806 339)	(1 054 410 801)	(1 295 429 864)	(179 632 919)
Marketing advertising and promotion	(3 789 381 782)	(1 892 120 559)	(2 751 178 347)	(323 843 440)
Communication computer maintenance and licence fees	(2 922 614 407)	(1 401 108 859)	(2 140 306 491)	(260 069 287)
Subscriptions & levies	(2 014 746 698)	(850 537 955)	(1 009 348 858)	(102 077 277)
Other operating expenses	(4 668 823 674)	(1 091 573 524)	(3 655 971 878)	(671 664 954)
	(68 144 362 475)	(26 588 237 492)	(46 083 549 656)	(5 941 518 240)

	Company 2023 ZWL	Company 2022 ZWL	Company 2023 ZWL	Company 2022 ZWL
Independent auditors' remuneration	(604 072 507)	(124 688 896)	(335 227 633)	(14 247 579)
Directors' fees (non-executive)	(623 681 338)	(182 017 770)	(411 366 181)	(28 004 581)
Employee benefit expenses (note 31.1)	(8 543 371 742)	(2 630 732 627)	(5 701 903 435)	(407 512 248)
Depreciation of property and equipment (note 8)	(34 006 396)	(6 921 752)	(7 614 145)	(1 168 509)
Depreciation of right-of-use-assets (note 9)	(161 186 697)	(66 566 356)	(94 547 657)	(9 017 869)
Consultation fees	(1 202 065 099)	(436 506 919)	(735 381 163)	(65 729 639)
Legal fees	(23 335 714)	(1 729 272)	(16 562 802)	(175 344)
Rent premises costs and utilities	(17 624 052)	(261 035 096)	(2 165 084)	(34 433 184)
Travel and representation	(307 645 183)	(289 888 543)	(172 690 764)	(43 096 384)
Marketing advertising and promotion	(488 924 241)	(209 992 276)	(276 909 849)	(47 034 644)
Other operating expenses	(1 009 321 056)	(525 894 206)	(387 410 745)	(78 554 463)
	(13 015 234 025)	(4 735 973 713)	(8 141 779 458)	(728 974 444)

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

31 OPERATING AND ADMINISTRATION EXPENSES (CONTINUED)

	Group 2023 ZWL	Group 2022 ZWL	Group 2023 ZWL	Group 2022 ZWL
31.1 Employee benefit expenses				
Directors' remuneration (executive directors)	(1 582 341 179)	(1 449 391 000)	(1 582 341 179)	(301 618 753)
Wages and salaries (excluding executive directors)	(31 136 310 535)	(7 391 307 390)	(20 148 329 697)	(2 127 032 035)
Other staff costs	(3 600 804 192)	(1 570 400 425)	(3 330 928 148)	(357 019 881)
Pension costs (note 31.2)	(1 115 309 279)	(519 922 863)	(905 926 911)	(94 403 213)
Social security costs (note 31.2.1)	(156 102 186)	(79 116 301)	(139 930 163)	(16 072 425)
	(37 590 867 371)	(11 010 137 979)	(26 107 456 098)	(2 896 146 307)

	INFLATION ADJUSTED		HISTORICAL COST	
31.1 Employee benefit expenses	Company 2023 ZWL	Company 2022 ZWL	Company 2023 ZWL	Company 2022 ZWL
Wages and salaries (excluding executive directors)	(6 671 721 583)	(2 036 516 546)	(4 586 007 804)	(309 919 762)
Other staff costs	(1 587 183 985)	(573 286 274)	(951 236 400)	(94 107 093)
Social security costs (note 34.2.1)	(284 466 174)	(20 929 807)	(164 659 231)	(3 485 393)
	(8 543 371 742)	(2 630 732 627)	(5 701 903 435)	(407 512 248)

31.2 Staff pension and life assurance scheme

31.2 Staff pension and life assurance scheme	Group 2023 ZWL	Group 2022 ZWL	Group 2023 ZWL	Group 2022 ZWL

Employees are members of the Life Assurance Scheme managed by Fidelity Life Assurance Company Limited. The Group's contributions (employer contributions) to the scheme are charged directly to the statement of profit or loss during the year in which they are incurred.

The Staff Pension Fund a defined contribution plan was paid-up in 2016. However Credit Insurance Zimbabwe Limited and subsidiaries domiciled outside Zimbabwe have separate schemes to which they contribute. These schemes are all defined contribution plans and contributions are directly expensed through the statement of profit or loss during the year in which they are incurred.

Pension fund contributions	(1 115 309 279)	(519 922 863)	(905 926 911)	(94 403 213)

31.2.1 National Social Security Authority Scheme

The entities domiciled in Zimbabwe and their employees contribute to the National Social Security Authority Pension Scheme. This is a social security scheme which was promulgated under the National Social Security Act (Chapter 17:04). The Group's obligations under the scheme are limited to specific contributions legislated from time to time. Similarly regional subsidiaries and their staff also contribute to national social security schemes in their respective countries where such schemes are legislated. Company contributions are charged to the statement of profit or loss in the year in which they are incurred.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

31 OPERATING AND ADMINISTRATION EXPENSES (CONTINUED)

31.2.1 National Social Security Authority Scheme (continued)

National Social Security Authority Scheme contributions	(156 102 186)	(79 116 301)	(139 930 163)	(16 072 425)

	Company 2023 ZWL	Company 2022 ZWL	Company 2023 ZWL	Company 2022 ZWL
National Social Security Authority Scheme contributions	(284 466 174)	(20 929 807)	(164 659 231)	(3 485 393)
Pension fund contributions	(268 653 920)	(105 515 856)	(161 053 984)	(15 276 915)

32 EARNINGS PER SHARE

Basic and diluted earnings per share

	Group 2023 ZWL	Group 2022 ZWL	Group 2023 ZWL	Group 2022 ZWL

32.1 Basic earnings per share

Reconciliation of total earnings to headline earnings attributable to shareholders

The following reflects the income and ordinary share data used in the computations of basic and diluted earnings/(loss) per share:

	Group 2023 ZWL	Group 2022 ZWL	Group 2023 ZWL	Group 2022 ZWL
Earnings attributable to ordinary equity holders of the parent for basic earnings per share	253 461 089 380	71 062 996 827	447 343 670 766	48 333 336 644
Add/deduct non recurring items				
Profit on disposal of investment property	(1 805 976 209)	-	1 826 482 909	-
Taxation on headline earnings adjustabe items	446 437 319	-	(451 506 575)	-
Headline earnings attributable to ordinary equity holders of the parent	**252 101 550 490**	**71 062 996 827**	**448 718 647 100**	**48 333 336 644**
Weighted average number of ordinary shares in issue	1 818 218 786	1 818 218 786	1 818 218 786	1 818 218 786
Basic earnings\(loss) per share (ZWL cents)	13 940.08	3 908.39	24 603.40	2 658.28
Headline earnings per share (ZWL cents)	13 865.30	3 908.39	24 679.02	2 658.28

Basic earnings per share

Basic earnings per share is basic earnings attributable to ordinary equity holders divided by the weighted average number of ordinary shares in issue during the year.

Headline earnings per share

Headline earnings per share is a disclosure requirement in terms of Statutory Instrument 134 of 2019 of the Zimbabwe Stock Exchange (''ZSE'') listing requirements for companies listed on the ZSE. Headline earnings per share is calculated by dividing the headline earnings by the weighted average number of shares in issue during the year. Disclosure of headline earnings is not a requirement of International Financial Reporting Standards (IFRS).

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

32 EARNINGS PER SHARE (CONTINUED)

32.2 Diluted earnings per share

The Company has no arrangements or contracts that could result in dilution therefore the diluted earnings per share are the same as the basic earnings per share.

33 RELATED PARTY DISCLOSURES

33.1 Principal subsidiaries

The holding company's direct subsidiaries are Emeritus Reinsurance (Private) Limited,Zimre Property Investments Limited, Credit Insurance Zimbabwe Limited, Fidelity Life Assurance and WFDR which are owned 100% (2022: 100%), 100% (2022:100%), 90.65% (2022: 90.65%),66.95% (2022: 66.95%) and 60% (2022: 60%) respectively of the issued share capital. 'Emeritus Reinsurance (Private) 'Limited is domiciled in Zimbabwe. In turn Emeritus Reinsurance Zimbabwe (Private) Limited has interests in the subsidiaries listed below:

Subsidiaries of Emeritus Reinsurance Zimbabwe (Private) Limited	Country of incorporation	Activity	% Shareholding 2023	% Shareholding 2022
Emeritus Reinsurance Zambia Limited (through Emeritus International)	Zambia	Reinsurance	100%	100%
Emeritus Reinsurance Company Limited (through Emeritus International)	Malawi	Reinsurance	100%	100%
Emeritus Resegguros, SA (owned through Emeritus International)	Mozambique	Reinsurance	70%	70%
Emeritus Reinsurance Company (Proprietary) Limited (through Emeritus International)	Botswana	Reinsurance	100%	91.5%
Emeritus Reinsurance Company of South Africa Limited (through Emeritus International)	South Africa	Reinsurance	100%	100%
Emeritus International Reinsurance Company Limited	Botswana	Reinsurance	100%	100%

33.2 Entity with significant influence over the Group

Day River Corporation Limited owns 33.81% of the issued share capital of Zimre Holdings Limited (2022: 33.81%), and the Government of Zimbabwe owning 18.24% (2022: 18.24%)

33.3 Associates

The Group's information on associates is disclosed in note 12.

33.4 Transactions and balances with related parties

The total amount of transactions and balances that have been entered into with related parties are analysed as follows.

Related party transactions

	2023		2022	
Description	Transaction amount for the year ZWL	Balance ZWL	Transaction amount for the year ZWL	Balance ZWL
Rentals	197 023	-	197 023	-

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

33 RELATED PARTY DISCLOSURES (CONTINUED)

33.4 Transactions and balances with related parties (continued)

	INFLATION ADJUSTED		HISTORICAL COST	
	2023 ZWL	2022 ZWL	2023 ZWL	2022 ZWL
33.4.2 Compensation of key management personnel of the Group				
Short-term employee benefits	(2 960 773 091)	(1 804 774 092)	(1 582 341 179)	(301 618 753)
Total compensation paid to key management personnel	(2 960 773 091)	(1 804 774 092)	(1 582 341 179)	(301 618 753)

33.4.3 Other interests of directors in the holding company

	Number of shares	
	2023	2022
B.N. Kumalo*	-	1 042 538
R.C. Von Seidel (indirectly)*	-	166 033 426
H.B.W. Rudland (indirectly)*	-	614 769 314
S Kudenga	100 000	100 000

	INFLATION ADJUSTED		HISTORICAL COST	
34 DIVIDENDS	Group 2023 ZWL	Group 2022 ZWL	Group 2023 ZWL	Group 2022 ZWL
As at 1 January	-	-	-	-
Dividends declared	2 795 755 434	1 552 461 101	1 683 735 037	257 952 383
Dividends paid	(2 795 755 434)	1 552 461 101	(1 683 735 037)	(257 952 383)
	-	-	-	-

	Company 2023 ZWL	Company 2022 ZWL	Company 2023 ZWL	Company 2022 ZWL
As at 1 January	-	-	-	-
Dividends declared	2 795 755 434	1 552 461 101	1 683 735 037	257 952 383
Dividends paid	(2 795 755 434)	1 552 461 101	(1 683 735 037)	(257 952 383)
	-	-	-	-

During the year ended 31 December 2023, the Board of directors declared a dividend of ZWL 1 062 234 946 in respect of the 2022 financial year which was subsequently paid in March 2023.. In addition an interim dividend for the year 2023 of ZWL 1 733 520 487 was declared and subsequently paid in November 2023.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

35 CONTINGENCIES

35.1 Contingent liabilities

35.1.1 Malawi Revenue Authority (MRA) tax audit

The tax authorities conducted an audit exercise for the four year period ended 31 December 2020 whose scope was on Pay-As-You-Earn (PAYE), Fringe Benefit Tax (FBT), Withholding Tax (WHT MKW1.48 billion), Non resident Tax (NRT), Corporate tax and Value Added Tax (VAT). The assessment exercise resulted in additional taxes and penalties amounting to K2.416 billion of which MKW1.48 billion (2021: MKW1.48 billion) is being contested as captured below:

	Additional taxes	Penalties	Total
Taxes being disputed	MWK	MWK	MWK
Withholding taxed (WHT)	737 149	510 270	**1 247 419**
Non-resident Taxes (NRT)	135 029	100 317	**235 346**
Total	**872 178**	**610 587**	**1 482 765**

Reinsurance is a highly specialised business field by its nature and it was the first time that the tax authorities had undertaken such a tax audit on a reinsurance company. The assessment of Value Added tax, Withholding tax and Non-resident on reinsurance commissions had been done without proper understanding of the nature, operations of the reinsurance industry and the industry's definition of commission. This resulted in different interpretation and application of the tax law and inappropriate definition of reinsurance terminology such as commissions. A tax consultant has been engaged to review and respond to the tax audit findings and apply for the discharge and waiver of tax penalties. The tax appeal was submitted and the tax authorities have acknowledged receipt of the appeal.

The Commissioner General's stay order on the enforcement of the taxes subsists until the matter is reviewed. The amounts under appeal have not been accrued for in the financial statements.

35.2 Litigations

35.2.1 In 2015, Fidelity Life Assurance of Zimbabwe, (FLA) entered into a sale of shares agreement with CFI Holdings Limited (CFI) acquiring 80.77% shares in Langford Estates Private Limited, a company whose sole asset is land measuring 834 hectares. The purchase entailed the assumption of CFI Holdings' USD16million debt owed to a consortium of banks by FLA. Subsequently a Debt Assumption and Compromise Agreement was signed between Fidelity Life, Langford Estates (1962) (Private) Limited, CFI Holdings, Crest Poultry (Private) Limited t/a Agrifoods, and FBC Bank Limited, Agricultural Bank of Zimbabwe Limited, Infrastructure Development Bank of Zimbabwe Limited, Standard Chartered Bank Zimbabwe Limited and CBZ Bank Limited. Fidelity assumed the CFI debt and ownership of 80.77% of Langford Estates and duly paid off the debt.

In March 2018, FLA received a letter from CFI contesting the Sale of Shares Agreement and Debt Assumption and Compromise Agreement. The parties failed to reach an amicable resolution and CFI instituted legal proceedings against FLA in the High Court and Arbitration for cancellation of the debt assumption agreement and setting aside of the agreement of sale of shares respectively. Both matters are pending resolution before the two forums.The directors have engaged external legal counsel to defend the interests of Fidelity Life.

On 17 January 2022 the company received a writ of summons from Madison General Insurance Zambia claiming USD67 250.86 and USD268 127.15 against Emeritus Re- Zimbabwe and South Africa (together Emeritus Re) respectively for breach of insurance contract. The total amount is USD375 378.01. The matter is pending in the High Court of Zambia.

36 EVENTS AFTER THE REPORTING DATE

36.1 Approval of the consolidated financial Statements

The consolidated financial statements were approved by the Board of Directors for issue on 25 April 2024. The directors have power to amend and/or reissue the financial statements should circumstances requiring that arise.

Notes To The Consolidated Financial Statements
For The Year Ended 31 December 2023 (continued)

36 EVENTS AFTER THE REPORTING DATE (CONTINUED)

36.3 Declaration of dividend

The Board of Directors declared a final dividend payable of USD 350 000 or USD0.01924 cents per share for the year ended 31 December 2023. This brings the total dividend for the year to USD600 000 or USD 0.0330 cents per share.

36.4 New Structured Currency Introduced

The Reserve Bank of Zimbabwe(RBZ)introduced a structured currency ,with effect from 5 April 2024 named the Zimbabwe Gold (ZWG) replacing the Zimbabwe Dollar (ZWL). Zimbabwe Gold (ZWG) currency is backed by a composite basket of foreign currency and precious metals held as reserves by RBZ. All Zimbabwe dollar balances shall be converted to the new currency at the rate of ZWG1:ZWL2,498.7242 obtained from a combination of the prevailing interbank exchange rate of US$1:ZWL33,903.9916 and gold price of US$2,293.50 as at 5 April 2024. This implies that an exchange rate of ZWG13,56 per US$1. The event does not warrant an adjustment on the current set of financial statements in accordance with IAS 10 events after the reporting date.

Annexures

Top 20 Shareholders

ZIMRE HOLDINGS LIMITED TOP 20 SHAREHOLDERS AS AT 31 DECEMBER 2023			
HOLDER NAME		**NUMBER OF SHARES**	**PERCENTAGE OF TOTAL OF ISSUED SHARES**
957658	DAY RIVER CORPORATION (PRIVATE) LIMITED	614 769 314	33.81
6178	GOVERNMENT OF ZIMBABWE	497 762 270	27.38
957835	NSSA-NATIONAL PENSION SCHEME	277 119 216	15.24
3948	WORKERS COMPENSATION INSURANCE FUND	107 530 595	5.91
646233	NICKDALE ENTERPRISES (PVT) LTD	68 123 292	3.75
957685	STANBIC NOMINEES 150045520001	25 778 936	1.42
957856	STANBIC NOMINEES 110008040010	22 251 110	1.22
957723	LHG MALTA HOLDINGS LIMITED	19 511 908	1.07
959514	MEGA MARKET (PVT) LTD	17 168 001	0.94
623031	ZESA PENSION FUND	10 495 087	0.58
961068	MORGAN AND CO MULTI-SECTOR	10 000 000	0.55
957351	SCB NOMINEES 033667800001	5 291 335	0.29
956762	STANBIC NOMINEES (PVT)LTD-AC 140043470003	4 498 475	0.25
402111	MARIOT COMPUTING AND MANAGEMENT SERVICES (PVT) LTD	4 125 311	0.23
956281	TRIANGLE MONEY PLAN PENSION FUND-IMARA A/C 110008090006	3 955 894	0.22
946790	SIR ALBERT & COMPANY (PVT) LTD	3 943 990	0.22
959773	HIPPO VALLEY ESTATES PF-IMARA	3 883 988	0.21
957423	OLD MUTUAL LIFE ASSURANCE OF ZIMBABWE LIMITED	3 440 710	0.19
748568	MEALCRAFT INVESTMENTS (PVT)LTD	3 055 030	0.17
959512	CORPSERVE NOMINEES (PVT) LTD	2 806 082	0.15
TOTAL HOLDING OF TOP SHAREHOLDERS		**1 705 510 544**	**93.80**
REMAINING HOLDING		**112 708 242**	**6.20**
TOTAL ISSUED SHARES		**1 818 218 786**	**100**

SHAREHOLDER ANALYSIS

Between December 31, 2022, and December 31, 2023, there were some notable changes among the top 20 shareholders of Zimre Holdings Limited. DAY RIVER CORPORATION (PRIVATE) LIMITED maintained its position as the largest shareholder with 614,769,314 shares, representing 33.81% of the total issued shares in both years. The GOVERNMENT OF ZIMBABWE increased its stake from 331,728,844 shares (18.24%) in 2022 to 497,762,270 shares (27.38%) in 2023, solidifying its second position. NSSA-NATIONAL PENSION SCHEME retained its third position with 277,119,216 shares (15.24%) in both years.

LALIBELA LIMITED-NNR exited the top 20 shareholders list in 2023, as its 157,498,202 shares (8.66%) in 2022 were not listed. However, the WORKERS COMPENSATION INSURANCE FUND maintained its fourth position with 107,530,595 shares (5.91%) in both years. NICKDALE ENTERPRISES (PVT) LTD also retained its fifth position with 68,123,292 shares (3.75%) in both years.

There was a decrease in the holdings of MORGAN AND CO MULTI-SECTOR, which went from 28,974,908 shares (1.59%) in 2022 to 10,000,000 shares (0.55%) in 2023, resulting in a lower ranking. STANBIC NOMINEES 150045520001 and STANBIC NOMINEES 110008040010 maintained their positions in the seventh and eighth places, respectively, with slight decreases in their share holdings.

MEGA MARKET (PVT) LTD held steady in the tenth position with 17,167,001 shares (0.94%) in 2022 and 17,168,001 shares (0.94%) in 2023.

Overall, the total holdings of the top shareholders increased slightly from 1,702,665,255 shares (93.64%) in 2022 to 1,705,510,544 shares (93.80%) in 2023. The remaining holdings decreased from 115,553,531 shares (6.36%) in 2022 to 112,708,242 shares (6.20%) in 2023. The total issued shares remained unchanged at 1,818,218,786 throughout this period.

Annexures (continued)

ZIMRE HOLDINGS LIMITED TOP 20 SHAREHOLDERS AS AT 31 DECEMBER 2022			
HOLDER NAME		**NUMBERS OF SHARES**	**PERCENTAGE OF TOTAL OF ISSUED SHARES**
957658	DAY RIVER CORPORATION (PRIVATE) LIMITED	614 769 314	33.81
6178	GOVERNMENT OF ZIMBABWE	331 728 844	18.24
957835	NSSA-NATIONAL PENSION SCHEME	277 119 216	15.24
956903	LALIBELA LIMITED-NNR	157 498 202	8.66
3948	WORKERS COMPENSATION INSURANCE FUND	107 530 595	5.91
646233	NICKDALE ENTERPRISES (PVT) LTD	68 123 292	3.75
961068	MORGAN AND CO MULTI-SECTOR	28 974 908	1.59
957685	STANBIC NOMINEES 150045520001	26 030 436	1.43
957856	STANBIC NOMINEES 110008040010	22 533 120	1.24
959514	MEGA MARKET (PVT) LTD	17 167 001	0.94
623031	ZESA PENSION FUND	10 495 087	0.58
956902	VON SEIDEL-NNR RICHARD JOHN	8 535 224	0.47
957351	SCB NOMINEES 033667800001	5 256 618	0.29
956762	STANBIC NOMINEES (PVT)LTD-AC 140043470003	4 498 475	0.25
402111	MARIOT COMPUTING AND MANAGEMENT SERVICES (PVT) LTD	4 125 311	0.23
956281	TRIANGLE MONEY PLAN PENSION FUND-IMARA A/C 110008090006	3 955 894	0.22
946790	SIR ALBERT & COMPANY (PVT) LTD	3 943 990	0.22
959773	HIPPO VALLEY ESTATES PF-IMARA	3 883 988	0.21
957423	OLD MUTUAL LIFE ASSURANCE OF ZIMBABWE LIMITED	3 440 710	0.19
748568	MEALCRAFT INVESTMENTS (PVT)LTD	3 055 030	0.17
TOTAL HOLDING OF TOP SHAREHOLDERS		**1 702 665 255**	**93.64**
REMAINING HOLDING		**115 553 531**	**6.36**
TOTAL ISSUED SHARES		**1 818 218 786**	**100**

ZIMRE HOLDINGS LIMITED
Security Growth and Profitability

Notice Of Annual General Meeting

Notice is hereby given that the 26th Annual General Meeting (AGM) of members will be held at 206 Samora Machel Avenue, Harare or via the following link:
https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZjhmYjNjYTYtZTdiMy00Y2I0LTkyZWYtMWI1MzI2ZGY3MDRj%40thread.v2/0?context=%7b%22Tid%22%3a%22050c1ec0-6f87-4689-97a2-4729bf6b7ca5%22%2c%22Oid%22%3a%227144d259-a862-4e18-9257-d214c4a4dbc8%22%7d
on **Tuesday, 30 July 2024 at 11.00 hours,** to consider the following business:

ORDINARY BUSINESS

1. **Financial Statements**
To receive, consider and adopt the Financial Statements for the year ended 31 December 2023 together with the Reports of the Directors and Auditor thereon.

2. **Corporate Governance Statement**
To receive, consider and approve the Corporate Governance Statement for the period 1 January 2023 to 31 December 2023.

3. **Dividend**
To confirm payment of the final dividend for the year ended 31 December 2023 of USD350 000 translating to USD0.000192 per share.
(Reckoning the interim dividend paid out on or about the 2nd of November 2023, the Company's total dividend payout for financial year ended 31 December 2023 is USD600 000.)

4. **Directorate**
a. To re-elect Mr. Edwin Zvandasara who retires by rotation in terms of Article 75 of the Company's Articles of Association, and being eligible, offers himself for re-election.
(Mr. Zvandasara is the Accountant General in the Ministry of Finance, Economic Development and Investment Promotion. He holds a Bachelor of Accountancy degree and is a Public Sector Professional Accountant with over 38 years in public sector accounting and financial management. He has served on the ZHL Board since his first appointment in 2012 and assumed various committee portfolios on the Board including on the Finance and Investments Committee where he is the current Committee Chair.)
b. To re-elect Mr. Mark Haken who retires by rotation in terms of Article 75 of the Company's Articles of Association, and being eligible, offers himself for re-election.
(Mr. Haken is a seasoned professional insurance practitioner with over 50 years' experience. His expertise in insurance and related disciplines was acquired in a variety of roles across geographies and industries. He is currently the Chairman of the board of the Legal Practitioners Indemnity Insurance Fund (LPIIF) in South Africa – an insurance company which provides professional Indemnity insurance to legal practitioners. He also provides insurance consulting services. He has served on the ZHL Board since his first appointment in 2018 and sits on the Audit and Risk Management Committee where his expertise and contribution is most invaluable to the Board's oversight role across ZHL's business lines.)
c. To re-elect Mr. Desmond Matete who retires in terms of Article 75 of the Company's Articles of Association, and being eligible, offers himself for re-election.
(Mr. Matete is the Managing Director of New Frontier Capital, a local financial advisory and consulting services firm which he co-founded in 2013. He is an accomplished commercial lawyer and banker with over 29 years' experience in financial advisory services, investment banking and is a development finance specialist. He is the principal and senior partner of a Harare-based commercial law practice, Messrs. D. Matete & Co. Commercial Law Chambers. He holds an LLB (Hons) law degree from the University of Zimbabwe and a Master of Commerce degree in Development Finance with the University of Cape Town Graduate School of Business. He was first appointed to the ZHL Board in 2021 and sits on the Finance and Investments Committee as well as the Human Resources Committee.)

5. **Directors Remuneration**
To approve the remuneration of the Directors amounting to ZWL623 681 338 for the year ended 31 December 2023.
*(**NOTE:** In terms of Practice Note 4 issued by the Zimbabwe Stock Exchange (ZSE) on 17th of January 2020, the ZHL Directors Remuneration Report shall be available for inspection at the Company's registered office until the Annual General Meeting).*

6. **External Auditor's Fees**
To approve the remuneration of the External Auditor, Grant Thornton Zimbabwe amounting to ZWL604 072 507 for the year ended 31 December 2023.

7. **External Auditor's Appointment**
To re-appoint Grant Thornton Zimbabwe as the External Auditor for the Company for the ensuing year until the conclusion of the next Annual General Meeting.
*(**NOTE:** In terms of section 69 of the ZSE Listing Requirements, Issuers are required to change their audit partners every five (5) years and their audit firm every ten (10) years. Grant Thornton Zimbabwe has served as the Company's External Auditor since 2021.)*

SPECIAL BUSINESS

8. **General Authority to buy back shares**
As a Special Resolution
Subject to the requirements of the Companies and Other Business Entities Act [Chapter 24:31] and the Zimbabwe Stock Exchange Listing Requirements Statutory Instrument (SI) 134 of 2019, the Directors be and are hereby authorised to renew the authority granted on 28 July 2023, to buy back the Company's issued ordinary shares subject to the following terms and conditions:
(i) That the purchase price shall not be lower than the nominal value of the Company's shares and not greater than 5% or lower than 5% of the weighted average trading price of the ordinary shares five (5) business days immediately preceding the date of the repurchase of such shares.
(ii) The maximum number of shares that may be acquired shall not exceed 10% of the Company's issued ordinary share capital.
(iii) That this authority shall expire on the date of the next Annual General Meeting of the Company and shall not extend beyond fifteen (15) months from the date of the resolution.
(iv) That the shares repurchased may be held for treasury purposes or cancelled as may be decided by the Board of Directors from time to time.

9. **Authority to place the authorised unissued shares under the control of the Directors**
As an Ordinary Resolution
To authorise the placement of the Company's authorised unissued ordinary shares, under the control of Directors, until the next Annual General Meeting, and if to be issued, the same shall be issued subject to the requirements of the Company's Memorandum and Articles of Association and the Zimbabwe Stock Exchange Listing Requirements.
(This proposal enables the Directors to undertake key transactions which transactions will be in accordance with section 309 (2) of the ZSE Listing Requirements, which requires that the Directors consult the ZSE prior to issuing the shares under their control and complying with any instruction given by the ZSE regarding such issue.)

10. **Any other business**
To transact all such other business as may be transacted at an Annual General Meeting.

EXPLANATORY NOTE:-
TO THE GENERAL AUTHORITY TO BUY BACK SHARES
The Directors, in considering the effect of the purchase above, have reviewed the Company's budget and cash flow forecast for the period of twelve (12) months after date of notice convening the Annual General Meeting. On the basis of this review, the Directors are satisfied that:
- The Company is in a strong financial position and will, in the ordinary course of business, be able to pay its debts for the period of twelve (12) months after the Annual General Meeting;
- The assets of the Company will be in excess of its liabilities for a period of twelve (12) months after the Annual General Meeting;
- The ordinary capital and reserves of the Company will be adequate for a period of twelve (12) months after the Annual General Meeting; and
- The working capital will be adequate for a period of twelve (12) months after the Annual General Meeting.

By order of the Board

Ruvimbo Chidora
Group Company Secretary
9 July 2024

2nd Floor, Block D, Smatsatsa Office Park, Borrowdale Harare Tel: +263 (242) 870 762-8 | Email: zhl@zimre.co.zw | Website: www. zhl.co.zw
Directors: D Matete (Chairman), M J Haken, J Maguranyanga, I Mvere, R Morgan, N M Vingirai, E Zvandasara, S Kudenga* (*Group Chief Executive Officer)

PROXY FORM

I/We...(*insert name in block letters*)

Of..(*insert address*)

Being a member/members of the above Zimre Holdings Limited ("ZHL" or the "Company"), hereby appoint Mr/Mrs/Ms...

(insert name in block letters) Of...(*insert address*)

Or failing him/her.. *(insert name in block letters)* Of..(*insert address*)

Or failing him/her..*(insert name in block letters)* Of.. *(insert address)*

Or failing him/her, the **CHIARPERSON** of the meeting as my/ our proxy to to attend, speak and vote for me/us on my/our behalf at the general meeting of the Company as specified above and any adjournments thereof and in accordance with the following instructions:

	ORDINARY BUSINESS	Number of Votes		
		FOR	**AGAINST**	**ABSTAIN**
1	To receive, consider and adopt the Financial Statements for the year ended 31 December 2023 together with the Report of the Directors and Auditors thereon.			
2	To receive, consider and approve the Corporate Governance Statement for the period 1 January 2023 to 31 December 2023.			
3	To confirm payment of the final dividend for the year ended 31 December 2023 of USD350 000 translating to USD0.000192 per share.			
4(a)	To re-elect Mr. Edwin Zvandasara who retires by rotation in terms of Article 75 of the Company's Articles of Association, and being eligible, offers himself for re-election.			
4(b)	To re-elect Mr. Mark Haken as director of the Company in terms of Article 75 of the Company's Articles of Association, and being eligible, offers himself for re-election.			
4(c)	To re-elect Mr. Desmond Matete as director of the Company in terms of Article 75 of the Company's Articles of Association, and being eligible, offers himself for re-election.			
5.	To approve the remuneration of the Directors amounting to ZWL623 681338 for the year ended 31 December 2023.			
6.	To approve the remuneration of the External Auditor, Grant Thornton Zimbabwe amounting to ZWL604 072 507 for the year ended 31 December 2023.			
7.	To re-appoint Grant Thornton Zimbabwe as the External Auditor for the Company for the ensuing year until the conclusion of the next Annual General Meeting.			
	SPECIAL BUSINESS			
8.	Subject to the requirements of the Companies and Other Business Entities Act [Chapter 24:31] and the Zimbabwe Stock Exchange Listing Requirements Statutory Instrument (SI) 134 of 2019, the Directors be and are hereby authorised to renew the authority granted on 28 July 2023, to buyback the Company's issued ordinary shares which authority shall expire on the date of the next Annual General Meeting of the Company and shall not extend beyond fifteen(15) months from the date of the resolution.			
9.	To authorise the placement of the Company's authorised unissued ordinary shares, under the control of Directors, until the next Annual General Meeting, and if to be issued, same shall be issued subject to the requirements of the Company's Memorandum and Articles of Association and the Zimbabwe Stock Exchange Listing Requirements.			

SIGNED this..Day of..2024

Signature of Member/Director...

Name of Member ……………………………………………………………………………

NOTES

(i) *Members are encouraged to lodge their questions with the Company Secretary or Transfer Secretaries by Friday, 26 July 2024 at 11.00hours.*

(ii) *In terms of the Companies and Other Business Entities Act [Chapter 24:31], a member entitled to attend and vote at a meeting is entitled to appoint a proxy to attend, vote, poll and speak in his stead. A proxy needs not be a member of the Company.*

(iii) *Proxy forms must be deposited at the registered office of the Company or at the office of the Transfer Secretaries (ZB Transfer Secretaries (Private) Limited, 21 Natal Road, Avondale, Harare, Zimbabwe) not less than forty-eight (48) hours before the time appointed for the holding of the meeting.*

GRI INDEX

Statement of use	Zimre Holdings Limited has reported the information cited in this GRI content index for the period 01 January 2023 and 31 December 2023 with reference to the GRI Standards.
GRI used	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION	OMISSION		
			Part Omitted	**Reason**	**Explanation**
GRI 2: General Disclos-+ures 2021	2-1 Organisational details	Front Cover			
	2-2 Entities included in the organisation's sustainability reporting	8,176			
	2-3 Reporting period, frequency and contact point	5			
	2-4 Restatements of information	5			
	2-5 External assurance	5			
	2-6 Activities, value chain and other business relationships	8-9			
	2-7 Employees	11,29-31			
	2-8 Workers who are not employees	29			
	2-9 Governance structure and composition	18			
	2-10 Nomination and selection of the highest governance body	18			
	2-11 Chair of the highest governance body	16			
	2-12 Role of the highest governance body in overseeing the management of impacts	18			
	2-13 Delegation of responsibility for managing impacts	18			
	2-14 Role of the highest governance body in sustainability reporting	5,18			
	2-15 Conflicts of interest	18			
	2-16 Communication of critical concerns	18			
	2-17 Collective knowledge of the highest governance body	16			
	2-18 Evaluation of the performance of the highest governance body	18			
	2-19 Remuneration policies	18			
	2-20 Process to determine remuneration	18			
	2-21 Annual total compensation ratio	-	To be included in the next report		
	2-22 Statement on sustainable development strategy	24			
	2-23 Policy commitments	-			
	2-24 Embedding policy commitments	18			
	2-25 Processes to remediate negative impacts	22-23,36			

	2-26 Mechanisms for seeking advice and raising concerns	24-25	
	2-27 Compliance with laws and regulations	20	
	2-28 Membership associations	9	
	2-29 Approach to stakeholder engagement	24	
	2-30 Collective bargaining agreements	30	
GRI 3: Material Topics 2021	3-1 Process to determine material topics	26	
	3-2 List of material topics	26	
	3-3 Management of material topics	26-27	See management approach for each topic
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	38,44-215	
	201-2 Financial implications and other risks and opportunities due to climate change	36	
	201-3 Defined benefit plan obligations and other retirement plans	30	
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	37	
	203-2 Significant indirect economic impacts	38	
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	-	
GRI 207: Tax 2019	207-1 Approach to tax	39	
	207-2 Tax governance, control, and risk management	39	
	207-3 Stakeholder engagement and management of concerns related to tax	39	
	207-4 Country-by-country reporting	39	
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	32	
	302-2 Energy consumption outside of the organisation	33	
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	33	
	303-2 Management of water discharge-related impacts	33	
	303-5 Water consumption	33	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	36	
	305-2 Energy indirect (Scope 2) GHG emissions	36	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	34	
	306-2 Management of significant waste-related impacts	34	
	306-3 Waste generated	34	
	306-4 Waste diverted from disposal	34	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	29	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	29	
	401-3 Parental leave	-	To be included in the next report
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	-	One month
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	31	

	403-2 Hazard identification, risk assessment, and incident investigation	31	
	403-3 Occupational health services	31	
	403-6 Promotion of worker health	31	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	31	
	403-8 Workers covered by an occupational health and safety management system	31	
	403-9 Work-related injuries	-	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	30	
	404-2 Programs for upgrading employee skills and transition assistance programs	-	To be included in the next report
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	18	
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	-	Not applicable
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	-	

NOTES

NOTES

ZIMRE HOLDINGS LIMITED

Security Growth and Profitability

2nd Floor, Block D
Smatsatsa Office Park
Borrowdale, Harare.
Tel: +263 (242) 870 762-8
Email: zhl@zimre.co.zw

www.zhl.co.zw