



CEO Message

As we reflect on the past year's performance, despite challenging market conditions marked by unprecedented global events, I am delighted to say that we have demonstrated resilience, adaptability, and unwavering commitment to our stakeholders in delivering value.

Throughout the fiscal year, we have remained steadfast in our mission to provide comprehensive insurance solutions while navigating the evolving landscape of the MENA region. Our stable financial performance underscores our dedication to sustainable growth and value creation.

This dedication to sustainability both in terms of growth, as well as in our operations, can be seen through the first publication of our new Sustainability Report. We are proud to have been the first insurance company in Kuwait to do so, further solidifying our position as an industry pioneer of sustainability in the region. GIG is also proud of its Diversity & Inclusion approach, strongly believing that prioritising sustainability is crucial for long-term success and creating value for all stakeholders.

I am pleased to highlight another milestone this year, as Fairfax Financial Holdings limited became GIG's largest shareholder. As we embark on this new chapter, this transformational move not only accelerates our growth trajectory but also aligns with our strategic vision of expanding beyond the region. We are now part of one of the largest insurance networks in the world paving way for vast opportunities for collaboration, synergy, and expansion, positioning us as a formidable presence in the global insurance arena.

Looking ahead, we are optimistic about the opportunities that lie ahead. We will continue to leverage our strengths to better serve and deliver long-term value to our stakeholders. Together, we built the brand, and we will continue to build on our achievements to propel GIG towards unprecedented sustainable growth.

I extend my sincere gratitude to our loyal customers, esteemed partners, and dedicated shareholders for their unwavering support and trust in our journey throughout these years. Additionally, I want to express my heartfelt appreciation to our exceptional employees whose dedication, hard work, and commitment have been instrumental in our success. Your passion and drive are the backbone of GIG.

Khaled Saoud Al Hasan
Group CEO

Business Model

The Trusted Brand: Creating an Ecosystem

✔️ Listed on Bursa Kuwait

✔️ **+3950**
EMPLOYEES



GIG Business Model

GIG's business model is based around its insurance ecosystem, comprising an array of resources and processes that deliver profitable growth.

The ecosystem consists of six enabling elements — our financial strength, talented workforce, digital transformation, trusted single brand, as well as our regional and local presence to continue our expansion across MENA.

The proven model delivers value for all stakeholders.

We create value for our...

Customers

By providing a great customer experience with localised offerings, digitalised services and loyalty incentives.

Shareholders

By maintaining our underwriting excellence to provide a good ROE to shareholders.

Employees

By creating a culture of trust and loyalty, while developing talents and fostering entrepreneurial culture.

Community

By launching CSR programmes to give back to our communities and serve as good corporate citizens.

