

QUESTIONS RECEIVED ON EMAIL

NO.	NAME	CONTACT	CLASSIFICATION	QUESTION	RESPONSE
1.	Damaris Waceke	damariskamau57@yahoo.com.sg	DIVIDENDS	Kindly I would like to know as I have not been receiving my dividend's for the last couple of years. Kindly advise how I may claim the same please	Dear Damaris, Thank you for the question. Kindly contact the registrar for assistance through; Custodial@co-opbank.co.ke or 0711 049781. Thank you
2.	PATRICK NGOKU	pngoku@yahoo.com	DIVIDENDS	Good afternoon. Kindly address the issue of failure to pay dividend for many years given that some of us invested in order to earn a dividend.	Dear Patrick, Thank you for your question. Please note that the directors did not declare a dividend for the year ended 31 st December 2021. The Group crafted a 5-year (2021-2025) Strategy. This strategy is underpinned by 10 pillars whose objective is to sustainably and profitably grow our business. 2021 marked the first year of this journey. In this first year the business returned to Profitability with Kshs960m in Profit before tax. Key in achieving our strategy, is the need to set the foundation which includes ensuring that all our businesses are adequately capitalized, debt are repaid as well as other initiatives being undertaken. These initiatives informed the resource allocation for the first year. We expect with the trajectory we have commenced; we should be able to give a stable return to the shareholders in the near future. Thank you.

3.	Caleb Chauro	cochauro@gmail.com	DIVIDENDS	<p>1. What are the measures that have been put in place to ensure CIC returns to profitability so as shareholders can get value for their investment?</p> <p>2. What have the group management learned from the past? Putting in mind the COVID-19 pandemic period.</p>	<p>Dear Caleb, Thank you for your questions. Please see below responses.</p> <p>1. What are the measures that have been put in place to ensure CIC returns to profitability so as shareholders can get value for their investment?</p> <p>The Group developed a 5-year (2021-2025) Strategy. This strategy is underpinned by 10 pillars whose objective is to sustainably and profitably grow our business. 2021 marked the first year of this journey. In this first year the business returned to Profitability with Kshs960m in Profit before tax. Key in achieving our strategy, is the need to set the foundation which includes ensuring that all our businesses are adequately capitalized, debt are repaid as well as other initiatives being undertaken. These initiatives informed the resource allocation for the first year. We expect with the trajectory we have commenced; we should be able to give a stable return to the shareholders in the near future.</p> <p>2. What have the group management learned from the past? Putting in mind the COVID-19 pandemic period.</p> <p>Despite the challenges experienced from the effects of the Covid- 19 pandemic, our Gross Written Premiums</p>
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					<p>registered a 16% growth to close at KShs19.6 Billion from KSh 16.9 Billion in 2020. Like most businesses, Covid-19 brought to us opportunities to relook at our business processes for optimization, improvement of Business Continuity Plans (BCP), automation and adoption of digital channels of distribution as well enhancement of our policies to accommodate more agility and flexibility within the work environment . These learnings form an integral part of our 2021-2025 strategy.</p> <p>Thank you.</p>
4.	peris miencha	pmiencia.2007@gmail.com	DIVIDENDS	<p>I would like to know why we have not received dividends for the last 3 years, and whether we will get dividends this year.</p>	<p>Dear Peris, Thank you for your question. Please note that the directors did not declare a dividend for the year ended 31st December 2021. The Group developed a 5-year (2021-2025) Strategy. This strategy is underpinned by 10 pillars whose objective is to sustainably and profitably grow our business. 2021 marked the first year of this journey. In this first year the business returned to Profitability with Kshs960m in Profit before tax. Key in achieving our strategy, is the need to set the foundation which includes ensuring that all our businesses are adequately capitalized, debt are repaid as well as other initiatives being undertaken. These initiatives informed the resource allocation for the first year.</p>

					<p>We expect with the trajectory we have commenced; we should be able to give a stable return to the shareholders in the near future.</p> <p>Thank you.</p>
5.	Sarah Ngendo	sarahngendo82@gmail.com	DIVIDENDS	<p>Hello I get concerned to know where you send my dividends coz I don't see any for so long 13yrs now. Had bought for 10 thousands.</p>	<p>Dear Sarah, Thank you for the question. Kindly contact the registrar for assistance through; Custodial@co-opbank.co.ke or 0711 049781. Thank you</p>
6.	Sofia Warui	sofiawarui82@gmail.com	SHARES	<p>Hi, I would like to know what happened to the shares I bought in the year 2015 worth a hundred thousand Kenyan shillings</p>	<p>Dear Sofia, Thank you for the question. Kindly contact the registrar for assistance through; Custodial@co-opbank.co.ke or 0711 049781. Thank you</p>
7.	charity Wanjiru	wanjiruchariti@gmail.com	SHARE PRICE	<p>How much is per share coz mine I bought in 2014 Worth 21thousands you were selling at 11shillings by then?</p>	<p>Dear Charity, Thank you for your question. The current share price as at 10th May 2022 is 2.17 Shillings.</p>

QUESTIONS RECEIVED ON THE PORTAL

NO.	NAME	CONTACT	AGENDA	QUESTION	RESPONSE
1.	ONCHIRI, CHARLES M	254726781567	<p>Financial Statements and Reports</p> <p>DIVIDENDS</p>	dividends	<p>Thank you Charles for your question. The directors do not recommend the payment of a dividend for the year ended 31st December 2021</p>

2.	KARURI, CHARLES GATHONDU	254723015427	Financial Statements and Reports DIVIDENDS	why is there no dividend payouts?	Thank you Charles for your question. The directors do not recommend the payment of a dividend for the year ended 31 st December 2021.
3.	CORNELIUS, MUHATI	254722280690	Directors Remuneration. DIVIDENDS	As Directors get paid when can we expect Dividends for the Shareholders?	Dear Cornelius, Thank you for your question. Please note that the directors did not declare a dividend for the year ended 31 st December 2021. The Group developed a 5-year (2021-2025) Strategy. We expect with the trajectory we have commenced we should be able to give a stable return to the shareholders in the near future
4.	KAMAU, JOSEPH IRUNGU	254702844448	Financial Statements and Reports DIVIDENDS	For dividend	Dear Joseph, Thank you for your question. Please note that the directors did not declare a dividend for the year ended 31 st December 2021.
5.	MERIE, ALICE WAMBUI	254723744044	Financial Statements and Reports	I never got my statements	Dear Alice, Kindly note that the audited financial statements for CIC Insurance Group are available on the Company Website via the link below: https://cicinsurancegroup.com/wp-content/uploads/2022/04/CIC-Group-Plc-Audited-Financial-Statements-2021.pdf Thank you
6.	TINEGA, MESHACK NYAMARI	254722838767	Financial Statements and Reports DIVIDENDS	Never given dividends	Dear Meshack, Thank you for the question. Kindly contact the registrar for assistance on any outstanding dividends through; Custodial@co-opbank.co.ke or 0711 049781. Thank you
7.	JEMELI, RUTH	254720812857	Financial Statements and Reports	how many shares do I have	Dear Ruth, Thank you for the question. Kindly contact the registrar for assistance through;

			SHARES		Custodial@co-opbank.co.ke or 0711 049781. Thank you
8.	MATHU,DAVID NJOROGE	254722904603	Financial Statements and Reports LUNCH & GIFTS	Please, how about the lunch and hospitality gift?	Dear David, Thank you for your question. The AGM for this period was held virtually. As part of continuous improvement we will continue to assess the need for physical / virtual/ Hybrid meetings. This will be taking into account the emerging trends and various stakeholders' needs.
9.	WAKWABUBI,PETER WAFULA	254722469049	Election of Directors.	A minimum of Kshs 2.5m for a society to participate in elections is too high. Explain.	Dear Peter, Thank you for your question. Kindly contact the Manager, CIS on simiyu@cic.co.ke or +254703 099 232. Thank you
10.	NJOGU,STEPHEN MURIITHI	254723100454	Financial Statements and Reports SYSTEMS	What is CIC Management doing on the constant complains about system challenges and down times?	Dear Stephen, Thank you for your question. To enhance operational efficiency and improve our customer experience, the Group has rolled out various digital channels such as portals and mobile Apps. Within the period ended 31 st December 2021 we also implemented systems to enhance our core operations in our General Insurance and Asset Management Businesses. We will continue to make investments in digitization and enhancing the efficiency of our systems.
11.	OUMA,AUSTINE BARAZA	254715763883	Directors Remuneration.	Why should shareholders continue to pay for this yet no dividends declared for the investors?	Dear Austine, Thank you for your question. Please note that the directors did not declare a dividend for the year ended 31 st December 2021. The Group developed a 5-year (2021-2025)

					<p>Strategy. This strategy is underpinned by 10 pillars whose objective is to sustainably and profitably grow our business. 2021 marked the first year of this journey. In this first year the business returned to Profitability with Kshs960m in Profit before tax. Key in achieving our strategy, is the need to set the foundation which includes ensuring that all our businesses are adequately capitalized, debt are repaid as well as other initiatives being undertaken. These initiatives informed the resource allocation for the first year. We expect with the trajectory we have commenced; we should be able to give a stable return to the shareholders in the near future.</p> <p>Thank you.</p>
12.	OKELLO, TITUS EVANS	254722155070	Financial Statements and Reports	Dividends of .10 died ages. You either pay meaningful dividends or you don't period	<p>Dear Titus, Thank you for your question. Please note that the directors did not declare a dividend for the year ended 31st December 2021. The Group developed a 5-year (2021-2025) Strategy. This strategy is underpinned by 10 pillars whose objective is to sustainably and profitably grow our business. 2021 marked the first year of this journey. In this first year the business returned to Profitability with Kshs960m in Profit before tax. Key in achieving our strategy, is the need to</p>

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13.	KARURI, CHARLES GATHONDU	254723015427	Directors Remuneration.	<p>Why doesn't the business make any commitments on dividend payouts? Shareholders cannot continue funding the business with no return either in capital gains or dividend is quite unsustainable</p>	<p>Dear Charles, Thank you for your question. Please note that the directors did not declare a dividend for the year ended 31st December 2021. The Group developed a 5-year (2021-2025) Strategy. This strategy is underpinned by 10 pillars whose objective is to sustainably and profitably grow our business. 2021 marked the first year of this journey. In this first year the business returned to Profitability with Kshs960m in Profit before tax. Key in achieving our strategy, is the need to set the foundation which includes ensuring that all our businesses are adequately capitalized, debt are repaid as well as other initiatives being undertaken. These initiatives informed the resource allocation for the first year. We expect with the trajectory we have</p>

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14.	MUIRU,ROBINSON CHEGE	254707376499	Any Other Business	<p>What is the future of insurance companies with current economic crash ongoing? When do you guys purpose to start paying dividends?</p>	<p>Dear Robinson, Thank you for your question. Please note that the directors did not declare a dividend for the year ended 31st December 2021. The Group developed a 5-year (2021-2025) Strategy. This strategy is underpinned by 10 pillars whose objective is to sustainably and profitably grow our business. 2021 marked the first year of this journey. In this first year the business returned to Profitability with Kshs960m in Profit before tax. Key in achieving our strategy, is the need to set the foundation which includes ensuring that all our businesses are adequately capitalized, debt are repaid as well as other initiatives being undertaken. These initiatives informed the resource allocation for the first year. We expect with the trajectory we have commenced; we should be able to give a stable return to the shareholders in the near future.</p> <p>As the economy opens up fully we are confident that the business will continue to be resilient and grow profitably, in the medium to long term</p>

					Thank you.
15.	NABRIKI,PAMELLA NASIMIYU	254722426634	Financial Statements and Reports	How much per share?	Dear Pamela, Thank you for your question. The share price as at 12 th May 2022 is 2.17 Kenya shillings
16.	KINUTHIA,PETER NJUGUNA	254722803395	Any Other Business	Mr. Chairman Can you consider holding a physical meeting instead of a virtual one from next year so that shareholders get a opportunity to interact with directors now that covid 19 is almost gone? Regards Peter Njuguna Kinuthia	Dear Peter, Thank you for your question. As part of continuous improvement we will continue to assess the need for physical / virtual/ Hybrid meetings. This will be taking into account the emerging trends and various stakeholders' needs. Thank you
17.	ABDALLA,FAUZIAH NYAMBURA	254722250785	Any Other Business	When are we resuming physical AGM FOR A FEW WEEKS meetings	Dear Fauziah, Thank you for your question. As part of continuous improvement we will continue to assess the need for physical / virtual/ Hybrid meetings. This will be taking into account the emerging trends and various stakeholders' needs. Thank you
18	ALUKHAVA,GYVINALIS MAKAMU	254729958528	Any Other Business	Now that covid-19 measures were relaxed by the CS, can the board consider resumption of physical meeting for in person interactions? Q2. How will I get the gift hamper/merchandise?	Dear Alukhava, Thank you for your question. As part of continuous improvement we will continue to assess the need for physical / virtual/ Hybrid meetings. This will be taking into account the emerging trends and various stakeholders' needs. Please note that this being a virtually held AGM, there were no gift hampers issued. Thank you
19	OWITI,WILLIS ANTONY	254722936012	Any Other Business	The link quality is poor. Keeps on timing out	Dear Anthony, Thank you for your comment. The link is stable on our

					end. Kindly re-confirm connection from your end as well. Thank you
20	MURIUKI,ANTONY MUCHIRI	254722294970	Any Other Business	Since Director are still getting paid allowances and we as shareholders have not gotten dividends for some time shouldn't the board consider giving a bonus share	Dear Anthony, Thank you for your query. We have put in place turnaround strategies to further improve performance as contained in the Group's 2021-2025 Strategic Plan which are expected to put the Group on a growth trajectory and a good return for the shareholders in the coming periods. Thank you
21	KARANJA,DAVID KARIUKI	254721312704	Financial Statements and Reports	What the payments rate of the dividend.	Dear David, Thank you for your question. Please note that the directors did not declare a dividend for the year ended 31 st December 2021.
22	MUTETI,JOSEPH NZOMO OBADIAH	254713352715	Financial Statements and Reports	dividends reports	Dear Joseph, Thank you for your question. Please note that the directors did not declare a dividend for the year ended 31 st December 2021.
23	MWAKIRIA,WINFRED KINYA	254720771136	Any Other Business	1.How can I sell my class A shares? 2.Any dividends this year?	Dear Winfred, Thank you for your questions: 1. This is done through the stock exchange by an appointed broker 2. Please note that the directors did not declare a dividend for the year ended 31 st December 2021.
24	MUYALE,AGNES NECHESA	254722340093	Any Other Business	I reallocated to western and changed the address. For several years I don't get the dividends. what is the procedure?	Dear Agnes, Thank you for the question. Kindly contact the registrar for assistance on change of details process via; Custodial@co-opbank.co.ke or 0711 049781. Thank you

25	KAYANDA,CHRISTABEL SHIGHADI	254728286459	Financial Statements and Reports	Why did the Ugandan subsidiary incur losses and what are the measures in place to revert it to profitability?	Dear Christabel, Thank you for your question. The Uganda subsidiary reported a loss before tax due to increased provisions for doubtful debts and claims. Going forward, various initiatives have been adopted to ensure that the business returns to profitability. This including enhancement of product mix and underwriting practices as well as prudent debt management.
26	KAMUNDI,THADDEUS MURUNGI	254722756949	Financial Statements and Reports	Am requesting the annual report and financial statement be emailed to members.	Dear Thaddeus, Thank you for the question. Please note that the Group audited financial are available on the company website on the link below: https://cicinsurancegroup.com/wp- content/uploads/2022/04/CIC-Group- Plc-Audited-Financial-Statements- 2021.pdf
27	MARETE,FAITH KATHURE	254722542498	Financial Statements and Reports	We seriously need a way forward in dividends issue.. communication was necessary	Dear Faith, Thank you for your question. Please note that the directors did not declare a dividend for the year ended 31 st December 2021. The Group developed a 5-year (2021-2025) Strategy. This strategy is underpinned by 10 pillars whose objective is to sustainably and profitably grow our business. 2021 marked the first year of this journey. In this first year the business returned to Profitability with Kshs960m in Profit before tax. Key in achieving our strategy, is the need to set the foundation which includes

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28	THUO,ANNAH WANGARI	254720969253	Financial Statements and Reports	dividend	<p>Dear Annah, Thank you for your question. Please note that the directors did not declare a dividend for the year ended 31st December 2021. Thank you</p>
29	KARIUKI,LYDIA WANGARI	254724844545	Any Other Business	<p>Morning. Are shareholders entitled to participate in buying the parcel of land you are disposing off.</p>	<p>Dear Lydia, Thank you for your question. Yes the shareholders can participate in purchase of the land.</p> <p>Thank you</p>
30	KIILU,JOSPHAT MUENDO	254710795659	Any Other Business	<p>CIC should really consider promotional mix such as personal selling especially in the upcountry where people have little idea about CIC group. Corporate Social Responsibility and publicity should be considered</p>	<p>Dear Josphat, Thank you for your feedback on our marketing efforts. As part of continuous improvement we will review and improve on our marketing strategies as applicable.</p> <p>Thank you</p>
31	MACHARIA,HAMPTON MWANGI	254721140440	Any Other Business	<p>What is your digitization strategy?</p>	<p>Dear Hampton, Thank you for your question. We are progressively transitioning our business model to mobile and web as well as marketing</p>

					through digital social platforms. We have enabled purchasing on our website and rolled out digital products and services which are supported by our contact center. The overall objective is to enable end-to-end digital transactions. Cloud, data and analytics are underpinning this digital transformation. Thank you
32	KAVEMBA,DICKSON KIPCHUMBA	254724116354	Financial Statements and Reports	pay us dividends	<p>Dear Dickson, Thank you for your question. Please note that the directors did not declare a dividend for the year ended 31st December 2021. The Group developed a 5-year (2021-2025) Strategy. This strategy is underpinned by 10 pillars whose objective is to sustainably and profitably grow our business. 2021 marked the first year of this journey. In this first year the business returned to Profitability with Kshs960m in Profit before tax. Key in achieving our strategy, is the need to set the foundation which includes ensuring that all our businesses are adequately capitalized, debt are repaid as well as other initiatives being undertaken. These initiatives informed the resource allocation for the first year. We expect with the trajectory we have commenced; we should be able to give a stable return to the shareholders in the near future.</p> <p>Thank you.</p>

33	JEPKEMBOI,ROSE	254726370559	Election of Directors.	kindly, I've never received my dividends for the last Five years	Dear Rose, Thank you for the question. Kindly contact the registrar for assistance on any outstanding dividends through; Custodial@co-opbank.co.ke or 0711 049781. Thank you
34	JEMELI,RUTH	254720812857	Any Other Business	Can I add another share	Dear Ruth, this can be done through the stock exchange by an appointed broker
35	GOBANGA,GEOFREY MUSOKE	254720759289	Financial Statements and Reports	What interventions can improve our share price and brand value going forward?	Dear Geoffrey, Thank you for your question. The Group developed a 5-year (2021-2025) Strategy. This strategy is underpinned by 10 pillars whose objective is to sustainably and profitably grow our business. 2021 marked the first year of this journey. In this first year the business returned to Profitability with Kshs960m in Profit before tax. Key in achieving our strategy, is the need to set the foundation which includes ensuring that all our businesses are adequately capitalized, debt are repaid as well as other initiatives being undertaken. These initiatives informed the resource allocation for the first year. We expect with the trajectory we have commenced; we should be able to give a stable return to the shareholders in the near future. Thank you.

36	MWANGI,PETER KINGORI	254722720796	Financial Statements and Reports	When do the Directors expect the company to resume paying dividends?	<p>Dear Peter, Thank you for your question. The Group developed a 5-year (2021-2025) Strategy. This strategy is underpinned by 10 pillars whose objective is to sustainably and profitably grow our business. 2021 marked the first year of this journey. In this first year the business returned to Profitability with Kshs960m in Profit before tax. Key in achieving our strategy, is the need to set the foundation which includes ensuring that all our businesses are adequately capitalized, debt are repaid as well as other initiatives being undertaken. These initiatives informed the resource allocation for the first year. We expect with the trajectory we have commenced; we should be able to give a stable return to the shareholders in the near future.</p> <p>Thank you.</p>
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