

هاتف: +97.2 2978550
فاكس: +97.2 2425734
info@trustpalestine.com

ص.ب: ١٨٦٠
رام الله، فلسطين

شركة ترست العالمية
للتأمين م.ع.م.



Date: Mar, 25th 2021

Ref:

**Messrs. / Palestine Exchange,
Attention: Mr. Ahmad Owaida,
Greetings,**

**Subject: Summary of the Annual Report of Trust International
Insurance Co. Group – 2020**

In reference to the above subject, attached for your kind attention the summary of the Annual Report of Trust International Insurance Co. Group for the year 2020, knowing that the General Assembly will be held on the eighth of April, 2021.

Best Regards,,

CEO/ Board Member

Anwar Shanti

بسم الله الرحمن الرحيم

In the Name of Allah

Trust International Insurance Company Group (Ltd.) – Palestine

(Trust Palestine)

Group Overview:

Trust International Insurance Company (Trust Palestine) is a public shareholding company established by a group of Palestinian and Arab businessmen with distinguished and longstanding experience in the field of insurance throughout the Arab and international markets.

Trust Palestine, which expanded its activity coverage to all over Palestine, began its first steps in 1994 in Gaza, it is distinguished as an associate company of Trust International Insurance Group, one of the most important and largest insurance and reinsurance groups in the Middle East and the world.

Trust Palestine continues to provide the insurance protection for the citizens' properties, supply the country with qualified and talented cadres and experts, and contribute in an outstanding effective manner in building the economy and fulfilling the promise to contribute to the capacity building and development wherever it exists by harnessing all available capabilities.

Who Are We?

In comparison with other companies in the insurance sector in Palestine, Trust International Insurance Company (Trust Palestine) is considered to be very unique in its nature since its board members possess extensive worldwide and international experience in the insurance industry.

The Company is featured as a member of Trust International Insurance Group for Insurance, the largest insurance and reinsurance group in the Middle East and

the World, and the most successful and distinctive in the world of insurance services. The group has made a quantum leap in insurance services at the local and global level, which made it earn everyone's confidence due to its distinctive coverage capacities as an important guarantee against the insured risks supported by a high solvency margin and extensive financial assets/capabilities to guarantee immediate prompt payment of any claim.

Our company enjoys great financial capacity to cover all types and volumes risks accompanied by a distinguished group of qualified cadres with distinct reputation and long-standing technical expertise and a group of affiliated and persistent employees ready devoting to serve their customers.

Values

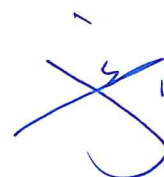
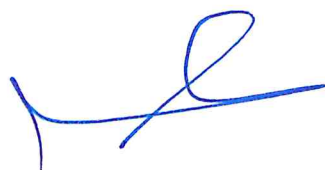
Our value system is our moral reference that describes what we truly believe in and what guides our behavior and business activities. This reference helps us in the decision-making process, in choosing the type of business activities we engage in, determining the markets in which we trade, and the type of people we prepare ourselves to work with, get along, interact. We are guided by the Group values in our business doing process which are:

1. Openness: We act according to the highest standards of honesty and dignity, encouraging everyone to express their opinions and ideas in a positive and balanced way to the common good and the best interests of everybody. Each work unit and mission of the group will be motivated to create a mechanism that will encourage the entire staff to come up with developmental suggestions for our services and methods of work.
2. Justice: We treat everyone with justice and equality without any discrimination on the basis of gender, nationality, race, religion or color. We treat everyone with the respect and dignity they deserve.
3. Compliance: We respect the regulations of the laws in the countries in which we operate and adhere to their spirit and details, and we commit ourselves not to encourage or remain silent about any illegal activities that may be committed



in the name of our staff and business partners, and we respect all copyrights and intellectual property of others, and protect ours through the legal means available to us.

4. Team spirit: We take everyone's hand to work to the common good and the best interests of the entire Group. We express, successively to everyone our fullest willingness and desire in holding high the torch, and reward the hard working people and recognize their ideas and plans and policies. We also encourage employees to share their knowledge with those less experienced, acknowledge the spirit of teamwork, and place it above individual achievements.
5. Change: As we are eager to grow and expand our business interests, and always strive for the change inevitably, we continue to assure our employees that the change should not be a threat rather an opportunity to develop our standards at the individual and collective levels.
6. Responsibility: We maintain the equitable balance between encouraging our employees to take on their responsibilities to risks and not allowing others, always, to act without motivation and ability to get the jobs assigned to them done. Those who cannot rise to the standards required for professional performance are encouraged to continue their career development in another place with dignity and justice.
7. Our Team: We choose very carefully whom we like to work for our group, or with it, on the basis of their ability to share their values and competencies to work with us.



Goals

Achieving the Company's goal of increasing its market share depends on providing quality services and distinctive products that encourage the public to favor the company through:

1. Achieving the proposed budget for the years 2021-2023.
2. Enhancing the progress of the Company's performance by activating the production process and developing new insurance products.
3. Developing the administrative, informative and logistical work environment to ensure standardization of mechanisms and methodologies to increase quality and reduce costs.
4. Building and activating the company's capability to withstand expected risks, full commitment to the insured, and ease of paying compensation on time.
5. Applying the principles of governance, transparency and accountability in all stages of work and at all administrative levels, in order to ensure achieving the proposed results.
6. Continuing to develop professional human resources capable of working efficiently and effectively.
7. Updating and develop work systems, standardize procedures and increase efficiency through thoughtful investment in information technology.
8. Contributing to building the financial inclusion system by trying to reach all groups of the Palestinian community to provide insurance services فاشف meet all its needs.

Affiliated and sister companies

1. Trust Real Estate Company.
2. Trust Company for Travel and Tourism.
3. Al-Takaful Insurance Company.
4. Smart Health for Insurance Services Company.

3  

Company's Group Capital as of 31st Dec. 2020

The Company's authorized and fully paid up capital is \$ 15,000,000 divided into 15,000,000 shares with a par value of \$ 1 per share.

- The share's closing price as of 31st Dec. 2020 was \$ 3.31 per share.
- The group's book value as of 31st Dec. 2020 was \$ 60,915 million.
- The group's market value as of 31st Dec. 2020 to \$ 49,650 million.
- The book value of the share as of 31st Dec. 2020 \$ 4.061 per share.

Summary of the group's activity:

The Company's Group Total written premiums of the group for the year ended December 31, 2020 was \$96,632 including issuance fees and excluding the share of the Palestinian Road Accident Victims Compensation Fund (PRAVCF) and the Palestinian Capital Market Authority compared to \$101,934 million last year, with a decrease of 5%.

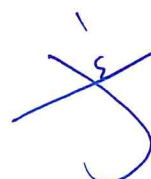
The allocation/ distribution of written premiums is as follows:

Amounts are expressed in thousands of USD:

Type of Insurance	31 st Dec. 2020		31 st Dec. 2019	
	Total premiums	Ratio	Total premiums	Ratio
Motor Insurance	66,052	%68	69,637	%68
Workmen Compensation Insurance	8,553	%9	9,512	%9
TPL Insurance	1,364	%2	1,500	%2
Medical Insurance	5,950	%6	6,940	%7
Engineering Insurance	1,404	%1	1,476	%1
Fire Insurance	8,289	%9	7,124	%7
Marine Insurance	535	%1	533	%1
Life Insurance	3,335	%3	4,057	%4
General Accidents Insurance	1,150	%1	1,155	%1
Total	96,632	%100	101,934	%100



4



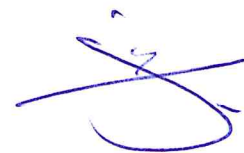
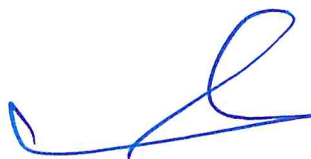
Shareholders Information:

- The number of the shareholders as on 31st Dec. 2020 reached 118, and the trading on the Company's shares on Palestine Stock Exchange was as follows:
- Number of traded shares: 143,464.
- The value of traded shares was 447,431 USD.
- The number of approved contracts is 12 contracts.
- The highest trading share price was \$ 3.50 per share.
- The lowest trading share price is \$ 3.07 per share.
- Opening share price at the beginning of 2020 was \$ 3.56 per share.
- Closing share price as of 31st Dec. 2020 was \$ 3.31 per share.

Decisions of the Ordinary General Assembly:

On 13th April, 2020, the Ordinary General Assembly decided to:

1. Approve the Group's financial statements as of 31st Dec. 2019.
2. Approve the final financial statements of the company as on 31st Dec. 2019 and all allocated reserves.
3. Discharge the chairman and members of the board of directors of liability for the fiscal year ended 31st Dec. 2019.
4. Appointment Messrs. Talal Abu-Ghazaleh & Co. to audit the company's accounts for the year 2020.
5. Approve the distribution of cash dividends to shareholders at a rate of 5% of the nominal and paid-up capital, with a value of \$ 750,000, provided that the distribution begins within two months from the date of the general assembly meeting date.



Legal Procedures:

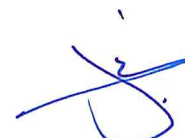
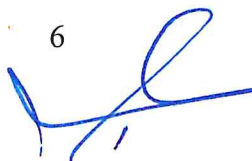
The court cases filed against the Group came as part of its normal business activity, normally for claims. Group management, legal advisor and specialized experts believe that the amounts expected to be paid on these cases and the consequences that result thereunder do not have a material impact on the financial position of the Group and the results of its operations.

Financial Indicators:

- The Group's share of the net claims incurred during the period from 1st Jan. 2020 to 31st Dec. 2020 amounted to 54,637 million dollars compared to 55,280 million dollars for the same period in 2019, a decrease of 646 thousand dollars and a decrease of (1%).
- Net profit before tax was \$ 6,209 million, compared to \$ 6,179 million for the same period in 2019, an increase of \$ 30,000, and an increase of 0.5%.
- Total assets amounted to 205 million dollars, compared to 186 million dollars at the end of last year, with an increase of 19 million dollars, (10% increase).
- Total equity amounted to \$ 61 million, compared to \$ 56 million at the end of 2019, with an increase of \$ 5 million, (increase of 9%).

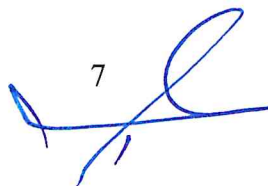
Below are the details of equity:

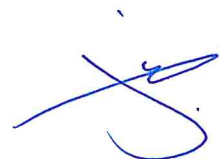
	<u>USD</u>
Total shareholders' equity as of 31 st Dec. 2019 before minority shareholders	49,025,277
Profit for the year ended December 31, 2020 After tax and minority shareholders	3,316,682
Increase in fair value reserve of available-for- sale securities	1,203,086
<u>Cash dividends distribution during 2020 from the parent company</u>	<u>(750,000)</u>
<u>Equity of the shareholders of the parent company as of 31st Dec. 2020</u>	<u>52,795,045</u>
Non-controlling equity (minority shareholders)	8,120,359
<hr/>	<hr/>
<u>Total Equity</u>	<u>60,915,404</u>



The role of the Board of Directors and its mechanism of action

The Board of Directors of the International Trust Insurance Group (Trust Palestine) is composed of eight members, and its tasks are to follow up the progress of business, the strategy and future plans of the Group, approve budgets, financial and investment policies, and approve financial statements. These tasks are carried out through the various committees of the Board. The Group adheres to the principles of governance by the majority-decision making, and the minimum membership for the Board of Directors is 100,000 shares.

7 

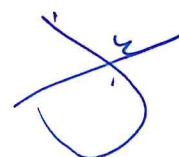
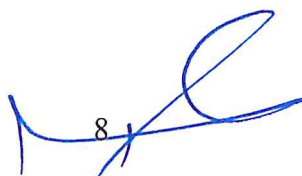


Board Members

In the ordinary general assembly meeting held on 10th April, 2019, a new board of directors was elected for the next four years (2019 to 2022) as follows:

1-	Chairman of the Board	Mr. Kamel Ghazi Abu Nahel
2-	Deputy Chairman of the Board	Sheikh Nasser Bin Ali Bin Saud Al Thani
3-	Member/ CEO	Mr. Anwar Mohammed Al-Shanti Representative of Trust International Insurance Company (Cyprus)
4-	Member	Mr. Jamal Kamel Abdul Rahman Abu Nahel
5-	Member	Mr. Mohiuddin Mohammad Hassan Al-Jamal
6-	Member	Mr. Majid Mohammad Abdul Hamid Aqel Representative of Trust International Insurance Company (Cyprus)
7-	Member	Mr. Khaled Kamel Abdul Rahman Abu Nahel Representative of Trust International Insurance Company (Cyprus)
8-	Member	Mr. Haitham Ali Abdul Rahman Masoud Representative of Trust International Insurance Company (Cyprus)

8



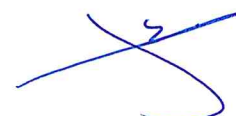
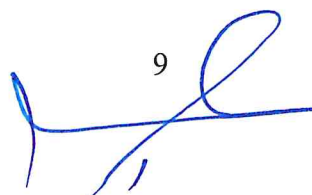
1. Executive Management:

CEO	Mr. Anwar Mohammad Al-Shanti
Deputy General Manager for Financial and Administrative Affairs	Mr. Azzam Abdelelah Khuffash
Assistant General Manager for Development and Strategic Planning	Mr. Attia Mousa

2. Key employees and department managers:

CEO	Mr. Anwar Al-Shanti
Deputy General Manager for Financial and Administrative Affairs	Mr. Azzam Khuffash
Assistant General Manager for Development and Strategic Planning	Mr. Attia Mousa
Audit Department Manager	Mr. Hayel Hassounah
Risk Management Department Manager	Mr. Imad Shobaki
Collections and Receivables Department Manager	Mr. Riyadh Abu Rahma
General Insurance Underwriting Department Manager	Mrs. Rania Al-Ashqar
Motor Department Manager	Mr. Shadi Abbadi
Medical Insurance Department Manager	Mr. Jafar Al-Khawaja
Material Motor claims Department Manager	Mr. Waleed Salman
General Insurance Claims Department Manager	Mr. Tayseer Rawajbah
Marketing and Production Manager	Mr. Abdullah Sadeq
Life Insurance Department Manager	Mr. Nidal Khaleel
Legal Department and Bodily Injury Claims Manager	Mrs. Razan Yameen
Investment Manager	Mr. Mustafa Salama

9



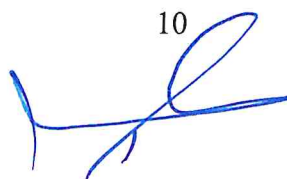
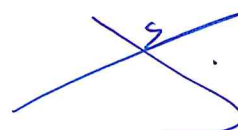
Financial Manager	Mr. Barakat Mayadmah
Head of Accounting Department	Mrs. Razan Suboh
Agents and Offices Affairs Manager	Mr. Abdullah Hassan Dawoud
Administrative Affairs Department Manager	Mrs. Linda Al-Shanti
Human Resources Department Manager	Mrs. Rawan Al-Moa'kat
Re-Insurance Department Manager	Mr. Azzam Ayyash
Public Relations and Public Service Manager	Mrs. Rawya Badwan
Systems and Programs Manager	Mr. Muthaffar Mansour
Manager of Control and Monitoring at Claims department	Mr. Alaa Jabou'
Central Investigation Department Manager	Mr. Sulaiman Reihan

3. Advisors:

Advisor to the General Director for Marketing Affairs	Mr. Somida Abbas
Legal Advisor	Mr. Nidal Taha
Legal Advisor	Mr. Sharhabeel Al-Zaem
Medical Advisor	Dr. Ashraf Salamah

Branches:

Hebron Branch Manager	Mr. Bader Fatafta
Nablus Branch Manager	Mr. Ziad Lubaddah
Gaza Branch Acting Manager	Mr. Hafez Al-Jamal
Tulkarem Branch Manager	Mr. Younes Abu Marshoud
Jenin Branch Manager	Mr. Mohammad Abdelrazeq
Bethlehem Branch Manager	Mr. Khaled Ayesh
Qalqilya Branch Manager	Mr. Riyadh Abu Hamda

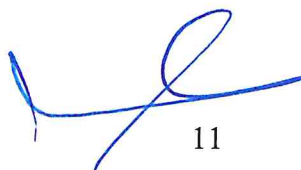
4. Offices:

Jericho Office	Mr. Abdelraouf Al-Far
Al-Salam Office / Hebron	Mr. Omar Sharawnah
Ras Al-Jorah Office / Hebron	Mr. Mustafa Jarayesh
Rafidia Office / Nablus	Mr. Arafat Abu Shalhoub
Al-Funduq Office	Mr. Khaled Al-Shanti
Khan Younes Office / Gaza	Mr. Nidal Sa'afeen
Bidya Office	Mr. Omar Taha
Salfeet Office	Mr. Abdelrahman Yasine
Beit Jala Office	Mr. Suhail Al-Sha'er
Tubas Office	Mr. Yousef Daraghmah
Al-Bireh Office	Mr. Abdelaziz Sowan
Al-Masyoun Office	Vacant
Azoun Office / Qalqilya	Vacant
Ash-Shuyukh Office / Hebron	Mr. Mohammad Allahaleeh

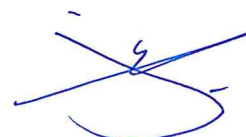
5. External Auditors: Messrs. Talal Abu-Ghazaleh & Co.

6. Branches and offices of TRUST International Insurance Group:

Branches	
1- Headquarter - Ramallah Al-Bireh - Al-Quds Street - Trust Building Ramallah - PO Box 1860 Phone 02/2978550 - 02/2425735 Fax: 02/2425734	5- Hebron Branch Hebron - Al Noor Building - Ain Sarah Street P.O. Box 128 Phone: 02/2224236, 02/2221608 Fax: 02/22225708



11



<p align="center">2- Nablus Branch</p> <p align="center">Nablus - Amman Street - Trust Building P.O. Box 1560 Phone 09/2331321 Fax: 09/2383766</p>	<p align="center">6- Bethlehem Branch</p> <p align="center">Bethlehem - Jerusalem Hebron Street - next to the Bank of Jordan Phone: 02/2760415 - 02/2742476 Fax: 02/2742477</p>
<p align="center">3- Gaza Branch</p> <p align="center">Jamal Abdel Nasser Street, opposite UNRWA, P.O. Box 1038, Tel: 08/2823446, Fax: 08/2823447</p>	<p align="center">7- Jenin Branch</p> <p align="center">Jenin - Court Street opposite the Magistrate Court Phone: 2503557/04 -04/ 2503550 Fax: 04/2436378</p>
<p align="center">4- Qalqilya Branch</p> <p align="center">Qalqilya - Abu Amsha Street - Azzam Jamous Mall Phone: 09/2942610 Fax: 09/2948791</p>	<p align="center">8- Tulkarem Branch</p> <p align="center">Tulkarm - Nablus Street – opposite UNRWA School Phone: 09/2674171 - 09/2677266 Fax:09/2674172</p>




Offices	
1- Beit Jala Office Beit Jala - Main Street - Next to Al-Quds Bank Telfax: 02/2760416	8- Khan Younes Office Khan Younes - Abu Hamid Square / Al-Agha Building - Gaza Phone: 08/2062240 Fax: 08/2064430
2- Rafidia Office - Nablus Rafidia Main Street - Zaitouna Building, next to Bank of Palestine Telefax: 09/2386052	9- Tubas Office Tubas - Main Street - opposite the Interior Directorate Phone: 09/2571110 Fax: 09/2569376
3- Al-Funduq Office Al-Funduq - Nablus Street - Qalqilya Telefax: 09/2998756	10- Ras Al-Jorah Office Hebron - Ras Al-Jorah - Burj Al Arab Building – 3 rd floor 02/2243191
4- Jericho Office Jericho - Al Muntazahat Street - Al Hussein Building Phone: 02/2322387 Fax: 02/2327172	11- Al-Bireh Office Al-Bireh - Nablus Street - Asfour Tower - Second Floor Phone: 02/2414494
5- Bidya Office Bidya - Prince Taha Building above the Arab Bank Phone: 02/291610, Fax: 02/291611	12- Al-Masyoun Office Al Masyoun - Near Bravo Supermarket - Mashaal Building Phone: 02/9886512 Fax: 02/2988657
6- Al-Salam Office - Hebron Hebron - Al Salam Street - near the Arab Bank Phone: 02/2294741 Fax: 02/2294740	13- Azoun Office Azzun - Downtown - opposite the municipality building – 2 nd floor Phone: 09/2909452 Fax: 09/2909453

<p>7- Salfeet Office Salfeet – Mol Old Street - next to the Paltel Office Phone: 09/2517373 Fax: 09/2517337</p>	<p>14 – Ash-Shuyukh Office Al-Shuyukh - Al-Mahajar Road - next to the Palestinian Islamic Bank Hajj Kamel Al-Halaiqa Building Phone: 02/2560901 Fax:02/2560897</p>
--	--

Subsidiaries:

<p>1- Trust Real Estate Company Al-Bireh - Al-Quds Street - Trust Building Ramallah - PO Box 1860 Phone: 02/2425735 - 02/2978550 Fax: 02/2425734</p>	<p>3- Trust Company for Travel and Tourism Al-Bireh - Nablus Street - opposite Al- Wataniya Mobile Phone: 02/2414895 Fax: 02/2414897</p>
<p>2- Takaful Insurance Company Headquarter Ramallah - Ain Munjid - Abraj House Building Ramallah P.O. Box: 1444 Phone: 02/2947070 Fax: 02/2977060</p>	<p>4- Smart Health Insurance Services Company Al-Bireh - Al-Quds Street - Trust Building - 6th floor Phone: 1800 858585 Fax: 02/2978573</p>

**Deputy General Manager for
Financial and Administrative Affairs**

Azzam Khuffash

CEO / Board Member

Anwar Shanti