

National General Insurance Co. (PSC)
Corporate Governance Report of 2017

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Corporate Governance Report of
The year ended in 31.12.2017

(Signed)

H.E. Hamad Mubarak Buamim
Chairman

(Signed)

Dr. Abdul Zahra Abdullah Ali Al Turki
Chief Executive Officer

/Stamp of National General Insurance Co. (PSC)/.

In order to make this report available to all shareholders of the company, regulatory and supervising bodies in the United Arab Emirates, we have published this report on the company website at:

www.ngi.ae

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Corporate governance practices

- 1) The method in which the company applies the principles provided for in the Chairman of the Board of Directors' Decision No. (7 TM)/ 2016 concerning the Institutional Discipline Standards and the governance of the public joint stock companies: -**

The board of directors of National General Insurance Co. (PSC) gives utmost priority to the practices of executing the governance controls and the Institutional Discipline Standards as a result of its compliance with the provisions of the Chairman of the Board of Directors' Decision No. (7 TM)/ 2016 concerning the Institutional Discipline Standards and the governance of the public joint stock companies.

The Board of Directors pays also more attention to transparency of the practices of corporate governance controls of the company pursuant to the provisions of the Chairman of the Board of Directors' Decision No. (7 TM)/ 2016 concerning the Institutional Discipline Standards and the governance of the public joint stock companies. The Board of Directors also adheres to the provisions of the Board of Directors of the Securities and Commodities Authority's Decision No (3) of 2000 on regulations of transparency and disclosure. Therefore, the Board of Directors has continued to adopt the same techniques of approving and publishing the final and provisional accounts in the Dubai Financial Market to enable

the shareholders and the concerned parties from reviewing the same as the final and provisional accounts of the company shall be reported to the Board's committee for auditing, discussion and reviewing, then the committee shall provide the recommendations along with the financial statements to the Board of Directors who shall review and discuss and then approve the same before disclosure and publishing in Dubai Financial Market.

The National General Insurance Co. (PSC) through members of the Board of Directors and members of executive management take responsibility for proper application of corporate governance principles to achieve the required discipline in the company according to international standards in such way achieving the interest of all concerned parties, including shareholders and clients as well.

The members of Board of Directors have discussed and passed the necessary decisions for supervision and management of the company activities. The following is a brief of activities and practices adopted by the Board of Directors at the meetings of the Board and its committees:

- Supervise activities of the company and review performance of insurance branches.
- Discuss and approve application of policies and procedures and give instructions if necessary.

- Review and approve the estimated budget and final and provisional financial statements.
- Review investments and pass the necessary investment decisions.
- Supervise the application of policies relating with human resources and verify the suitability of those policies to achieve the work strategy of the company.
- Approve auditing plans of 2007 as per provided by the internal control department of the company.
- Abide by the transparency and make the shareholders acquainted with the performance statements of the company within the time schedules approved for this purpose. The Board of Directors shall report its recommendations to the shareholders regarding the profit distribution for the financial year ended in 31.12.2017 during the annual general meeting to be held on 19.03.2018.

The company's Board of Director wants to get the confidence of the shareholders, customers, employees of the company and the associated Companies for the National General Insurance Company. Therefore, the Board of Directors believes the importance of the stating responsibilities of the company internally and externally in order to insure performance of business activities according to the provisions of the applicable laws and well performance and quality standards with taking maximizing, keeping and protecting the interests of the shareholders of the company

into consideration. The company has been keen on strict compliance with the provisions of the Chairman of the Board of Directors' Decision No. (7 TM)/ 2016 concerning the Institutional Discipline Standards and the governance of the public joint stock companies by establishing the following practices:

- The Board is keen on holding four meetings during 2017 according to the provisions of the decision.
- The Board commits that the majority of the Board's members have attended the meetings in order to assert the validity the required quorum.
- The Board is informed by the Securities and Commodities Authority's Decision issued during 2017 regarding the amendments of transparency and disclosure regulations and amendments of institutional governance system.
- The Board's committee for nominations and bonuses insured fulfillment of the requirements of the corporate governance system which requires the number of the independent members must not be less than one-third of the Board's members and the independent member may not be an employee with any parties associated with the company during the last two years.
- The Board' committee for auditing held three meeting during 2017 i.e. one meeting per four months. The committee is keen on discussing all reports submitted by the internal control department. In 2017, the committee also discussed the financial

statements of 2016 and the report of external auditors for the same year. The committee also discussed the provisional financial statements before submitting them with the recommendations to approve the same by the Board of Directors, thus, making them available to the shareholders through distributing them at Dubai Financial Market.

- The Board's committee for nominations and bonuses held there meetings during 2017 while the Board's committee for investment held eight meetings during 2017.

The members of Board of Directors has received the governance report of the company of 2017 and the members knew that the governance report of the company of 2017 is distributed on the website of the company on the internet in accordance with the requirements of Chairman of the Board of Directors' Decision No. (7 TM)/ 2016 that the annual report of governance of the company must be available to the shareholders and all concerned parties of the company.

2) Statement of the transactions done by the Board of Directors' members and their first-degree relatives in the securities of the company during 2017:-

The company adopted the approved rules and procedures for regulating the transactions of the Board of Directors' members and employees of the company and all well-informed persons in the securities issued by the company, parent company, associated companies or sister

companies in accordance with the provisions of the Chairman of the Board of Directors' Decision No. (7 TM)/ 2016 and the guidelines issued by the Securities and Commodities Authority.

The Board of Directors' members asserts their full commitment with the rules of regulating the transitions of the well-informed persons by not dealing in the securities issued by the company, parent company, associated companies or sister companies whether by himself or by other during the following periods:

- Before ten days of the announcement of any essential information expected to affect the share price.
 - Before fifteen days of the end of the financial period whether annual, semiannual or quarterly till the disclosure of the financial statements.
- a) The Board of Director's members shall report the names of persons owning 5% and more of the company shares whether by themselves or with their minor children while ensuring doing this obligation each time the shareholding reaches 1% over the rate of 5% of the company shares.
 - b) The Internal Control Management shall follow the discussions of the board director members and the informed employees.
 - c) The company shall report the share number owned by the Board of Director member to the authority during (15) fifteen day after becoming a member and at the end of each financial year and

regarding all circulation operations done by the Board of Directors' members and the executive management of the company,

- d) Each member shall report if his ownership by himself or in conjunction with his minor children reaches or exceeds 10% of the securities issued by the company.

In this regard, we would assure that there are no transactions done by the Board of Directors' members and their first-degree relatives in the shares of the company during 2017.

3) Board of Directors Formation

a) **Formation of the current Board of Directors:**

As per the corporate governance control requirements, the Board of Directors is formed in a balanced way as it consists of members with technical skills and experiences. As per the corporate governance control requirements, the Board of Directors of the National General Insurance Company consists of three independent members and four non-executive members: - members of the Board of Directors for 2017:

Name	Cat	Experience	Qualifications	Period stayed as a member in the company's Board of Directors	Memberships and titles held in any joint stock companies	Titles in any contrail, governmental or commercial bodies
H.E Hamad Mubarak Buamim - Chairman	Non-executive director	General Manager of Dubai Chamber of Commerce & Industry	Master's degree in Business Administration with honor from University of Missouri-Kansas City in 2002, bachelor of math and electric engineering from California in 1996.	Appointment date: 28.03.2011 (6 years)	Director of United Arab Emirate Central Bank Director of Dubai World. Director of Union Properties	NA
Mr. Adel Mohammed Saleh Al Zarouni - Deputy Chairman of the Board	Independent director	Managing Director for Rivoli Companies Group	Bachelor of Commerce	Appointment date: 17.04.2001 (17 years)	Deputy Chairman of Taleem Company Deputy Chairman of Golf Federation and Secretary General of Arab Golf Federation Directors of Autism Center Directors of Azur Properties	NA
Mr. Khalid Jassim Bin Kalban - Director	Independent director	Managing Director and Chief Executive Officer of Dubai Investments (P.J.S)	Bachelor of administration sciences - Metropolitan university – Denver – Colorado – United States of America	Appointment date: 17.04.2001 (17 years)	Chairman of Union Properties Director of Islamic Asia Bank at Singapore Director of Takaful for Reinsurance Chairman of Arab Insurance	NA

					Group – Bahrain (ARIG) Director of Arcapita - Bahrain	
Mr. Hesham Abdulla Al Qassim - Director	Non-executive director	Deputy chairman and managing director of Emirates NBD Bank PJSC	Master degree of international business Administration, graduate of Mohammed Bin Rashid University for development of leadership skills and holds a certificate of finance and banks	Appointment date: 26.03.2013 (4 years)	Deputy Chairman of Emirates Islamic bank Deputy Chairman and Chief Executive Officer of Wasl Asset Management Group Chairman of Emirates Institute for Banking and Financial Studies and Dubai Sports Est and Deputy Chairman of Dubai Autism Center	NA
Mr. Salah Mohamed Amin Abdulla - Director	Non-executive Director	General Manager of Bank Business Group – Emirates NBD Bank	Bachelor of International Business	Appointment date: 04.09.2014 (3 years)	Director of Emirates for Financial Services Director of Emirates NBD Bank for Properties	NA
Mr. Saod Mohd Ibrahim Obaidalla - Director	Independent director	Deputy CEO of Emirates NBD Bank	Bachelor	Appointment date: 20.03.2016 (2 years)	Director of Dubai World Trade	NA
Mr. Othman Ibrahim Bin Hindi - Director	Non-executive director	Associate officer in Corporate Accounts Department in Commercial Bank of Dubai	Diploma of Bank Business	Appointment date: 20.03.2016 (2 years)	Associate officer in Corporate Accounts Department in Commercial Bank of Dubai	

b- Statement of woman representation in Board of Directors of 2017

The Board of Director of National General Insurance Co. (PSC) hasn't contained any woman.

c- Statement of no female nominations for membership at Board of Directors

The Directors are elected for three years as of 2016 but no woman was nominated to the membership of the Board of Directors and the nomination process shall be open in 2019.

d- Statement of the following:

1- Total remuneration of directors paid for 2016: Directors have received AED 1,525,212 in 2016 as financial reward.

2- Total remuneration of directors proposed for 2017 and it will be discussed for approval at the annual general meeting:

According to the Memorandum and Articles of Associations of the company, the remuneration of the company's Board of Directors shall be a percentage of the net profit according to provisions of the article no. 38 of this regulation. The director shall be compensated from time to time against all expenses incurred in the course of performance the company business, his work in whatsoever committee or exerting any special efforts or doing any additional works to serve the company beyond his normal duties being a director while the Board of Directors shall

determine such amounts from time to time. It is resolved to apply the following decision of the Board of Directors regarding the policy of determining the due allowances to the directors against their efforts and contributions in the committees resulted from the Board of Directors during 2017, and it is suggested to pay AED 2,520,247 as a financial reward for 2017.

3- Statement of attendance allowances received by the directors for committees of the Board of the Directors for the financial year of 2017 according to the following schedule:

Sr	Name	Attendance allowances for committees of the Board of the Director		
		Audit Committee	Allowance Value	Meetings number
1	Mr. Khalid Bin Kalban	Head of Committee	58000	2
2	Mr. Hesham Abdulla Al Qassim	Vice head	62000	3
3	Mr. Saod Mohd Ibrahim Obaidalla	member	62000	3

Sr	Name	Attendance allowances for committees of the Board of the Director		
		Bonus and Remuneration Committee	Allowance Value	Meetings number
1	Mr. Mr. Adel Mohammed Saleh Al Zarouni	Head of Committee	62000	3
2	Mr. Hesham Abdulla Al Qassim	Vice head	62000	3
3	Mr. Salah Mohamed Amin Abdulla	member	62000	3

e- Number of Board of Directors' meetings held during the financial year of 2017:

The Board of Directors had held four meetings during 2017 as follows:

Sr	Times of Board of Directors' meetings in 2017	1	2	3	4	5	6	7
1	12 Feb 2017	✓	✓	✓	✓	✓	✓	✓
2	10 May 2017	✓	✓	✓	✓	✓	✓	✓
3	30 Oct 2017	✓	✓	×	✓	✓	✓	✓
4	14 Dec 2017	✓	✓	✓	×	✓	×	✓

✓	Attended the meeting
×	Apologized for attendance

Details of Directors	
1.	H.E Hamad Mubarak Buamim
2.	Mr. Adel Mohammed Saleh Al Zarouni
3.	Mr. Khalid Jassim Bin Kalba
4.	Mr. Hesham Abdulla Al Qassim
5.	Mr. Salah Mohamed Amin Abdulla
6.	Mr. Saod Mohd Ibrahim Obaidalla
7.	Mr. Othman Ibrahim Abdel Qader Bin Hindi

The Board of Directors held four meetings during 2017 and one meeting by circular on 30.7.2017 while the audit committee held three meetings, the Bonus and Remuneration committee held three meetings and the investment committee held eight meetings.

"It is resolved that the fees of the directors against their contribution in meetings of the committees formed by the Board of Directors shall be in

a membership fee of AED 50.000 annually per member while the fees of attending the committee meetings shall be AED 4.000 per member for each meeting he/she participated."

f- Duties and specializations authorized by the Board of Directors to the Executive Management

The Board of Directors has assigned the Chief Executive officer of the company to daily manage the company business according to the authorities stated in the power of attorney duly issued by the Board of Directors to the Chief Executive officer of the company. These authorized powers shall be reviewed by the internal control department of the company in order to check their efficiency, abide by their limits and ensure the suitable balance between the level of control, risk management and operation requirements in the company. The Chief Executive Officer has the right to reauthorize some or all powers granted to him by virtue of the Power of Attorney. It is worthy noted that the authorization granted to the Chief Executive Officer is unlimited in terms of period and it is supposed to amend this authorization and define a specific period to it later.

g- Statement of transactions details done with the related parties and (stakeholders)

The related parties are defined according to the definition stated in the International Accounting Standard No. 24 (SAS 24) regarding the related parties. In the light of the definition, the following includes details of all transactions done with the related parties in the financial year ended in 31.12.2017:

Details	Amount
Subscribed total premiums	AED 69.791.041
Total losses and compensations	AED 36.842.897
Directors and employees of the head management (including all benefits, and annual bonuses)	AED 12.822.247
Interests on deposits	AED 528.161

h- Organizational Chart of the company:



i- Detailed statement of senior executive employees in the company:

Title	Appointment date	Annual aggregate allowances and salaries	Aggregate bonuses of 2017 (bonuses)	Any other cash / in kind bonus for 2017 or due in the future
Chief Executive Officer	07.02.1998	1.848.000	853.118	NA
General Manager	07.10.2013	1.476.000	225.000	NA
Deputy General Manager for life insurance	11.7.2000	804.000	190.000	NA
Deputy General Manager of finance	07.08.2010	612.000	140.000	NA

4) External Auditor:

A. Overview of the auditor of the shareholder accounts in the company

KPMG is the external auditor of the company. KPMG is one of the biggest auditing companies in the world with many branches in several countries. It is also one of the Big Four in the account auditing in the world. In the United Arab Emirates, KPMG is established in 1974 and expanded to have 7 offices in the state.

b- Statement of the costs and fees relating with auditing and services provided by the external auditor:

Name of Auditing office	KPMG LLP & KPMG LOWER GULF LIMITED
Number of years spent as an external auditor for the company	15 years
Aggregate fees of auditing the financial statements for 2017 (Dirhams)	302.100
Fees and costs of other special services other than auditing the financial statements for	NA

2017 (Dirhams)	
Details and nature of other services provided	NA
Statement of other services done by other external auditor	NA

The external auditor not only attends the general meeting, verifies its procedures and reads the auditing report featuring with neutrality and independence but also It answers the inquires of the shareholders.

5) Auditing Committee:

a- Names of members of Auditing Committee and clarifying its assignments:

The Auditing Committee consists of the following:

- 1- Mr. Khalid Jassim Bin Kalba - Head of Committee (independent director)
- 2- Mr. Hesham Abdulla Al Qassim – member (non-executive director)
- 3- Mr. Saod Mohd Ibrahim Obaidalla – member (independent director)

Powers and duties of the Auditing Committee:

- Review the quarterly financial statements and the recommendation to hereof for the Board of Directors.
- Follow up the accounting matters which have essential effect on the financial performance of the company and ensure the transparency of the financial reports.
- Make sure fulfilling the disclosure requirements of financial statements and other legal requirements.
- Assess independence and efficiency of external auditors and meet with them one time at minimum per year.
- Review and assess the internal control system and verify its efficiency.

- Consider the matters raised by the financial manager, internal control manager or accounts auditor.
- Review polices and accounting and financial procedures of the company.
- Review external auditing report and its work plan as well as essential enquires raised by the external auditor and the management reply on it.
- Control the company compliance with the code of conduct.
- Submit reports to the Board of Directors on the abovementioned issues.
- Review the annual and quarterly financial statements and ensure their accuracy according to the international accounting standards.
- Ensure fulfilling the disclosure requirements.
- Assess independence and efficiency of external auditors.
- Ensure reviewing and assessing the internal control system and its efficiency.
- Assess the efficiency and suitability level of operation nature in the company and the framework of performing the company activities.
- The committee holds its meetings three times at minimum annually with the attendance of the majority of its members.

b- Number and dates of meetings and numbers of personal attendance:

The Auditing Committee held three meetings during 2017 and one meeting by circular on 30.7.2017 as per the below register of meeting attendance.

Sr	Times of Auditing Committee's meetings in 2017	Details of Auditing Committee's members		
		1	2	3

1	12 Feb 2017	✓	✓	✓
2	1 May 2017	✓	✓	✓
3	30 Oct 2017	×	✓	✓

✓	Attended the meeting
×	Apologized for attendance

6- Bonus and Remuneration Committee:

a- Names of Bonus and Remuneration Committee's members:

The Bonus and Remuneration Committee consists of the following:

- 1- Mr. Mr. Adel Mohammed Saleh Al Zarouni - Head of Committee (independent director)
- 2- Mr. Hesham Abdulla Al Qassim – member (non-executive director)
- 3- Mr. Salah Mohamed Amin Abdulla – member (independent director)

b- Powers and duties of Bonus and Remuneration Committee:

- Ensure the independence of independent members at all times. If the committee finds a member lacked the independence terms, it must refer the matter to the company's Board of Directors. The Board of Directors must notify the member with the justifications of lacking independence by a registered mail on his address available at the company.
- The member must respond to the Board of Directors within fifteen days of his notification date. And the Board of Directors passes a decision stating the member as independent or dependent in the first subsequent meeting after the member response or elapsing the period referred to in the previous paragraph without response.

- If the independence loss does not violate the minimum limit of the number of independent members in the Board of Directors, it must consider this fact in the committee formation.
- Without prejudice to the provision of the article no. 102 of the business companies act, if the Board of Directors' decision states losing the reasons or justifications of the member's independence and affects the minimum limit of percentage of independent members to be achieved inside the Board of Directors, the company's Board of Directors will appoint an independent member instead of such member provided that the new member appointment will be discussed in the first general meeting of the company in order to consider the approval of the Board of Directors' decision.
- Periodically review the decisions and instructions issued from time to time on governance controls and submit the recommendations to the Board of Directors regarding changes it deems fit.
- Supervise the process of preparing and approving the governance procedures directory in the company.
- Raise awareness level of the directors and executive management with governance rules and principles and the importance of its application.
- Make recommendation of nomination or re-nomination to the membership of the Board of Directors and its committees as well

as the senior administrative offices taking the applicable laws and decisions into consideration.

- Approve the conditions and standards of appointing executive managers, reports of performance assessment and deputation plans.
- Review the policies of bonuses and salaries of directors and employees of the company and submit recommendations hereof to the Board of Directors.
- Define the company's cadre needs on the level of executive management.
- Review the human resource policy.
- Submit performance reports to the Board of Directors on the abovementioned issues.

c- Number and dates of meetings and numbers of personal attendance:

The Bonus and Remuneration Committee held three meetings during 2017 and one meeting by circular on 30.7.2017 as per the below register of meeting attendance.

Sr	Times of Bonus and Remuneration Committee's meetings in 2017	Details of Bonus and Remuneration Committee's members		
		1	2	3
1	12 Feb 2017	✓	✓	✓
2	1 May 2017	✓	✓	✓
3	30 Oct 2017	✓	✓	✓

✓	Attended the meeting
×	Apologized for attendance

7- The Insider Committee:

a- Names of members of insider Committee and clarifying its assignments

The company has an Insider Committee and it consists of the following persons:

- 1- Chief Executive Officer
- 2- Financial manager
- 3- Compliance and Internal Auditing Manager

The company also provided the policy of the insider committee on the internal website in order to enable all employees from reviewing and abiding by the policy.

b- Summary of the committee's work report during 2017:

The committee did not note unordinary transactions by the well-informed persons during 2017.

8- Internal Control Department:

a- Responsibility declaration of the Board of Directors for the Internal Control Department of the company and reviewing its efficiency:

The National General Insurance Company's Board of Directors recognizes its responsibility for enforcing the Internal Control System of the company and its regular periodic review and efficiency checking through the Auditing Committee formed by the Board of Directors in consistence with the Chairman of the Board of Directors' Decision No. (7 TM)/ 2016 concerning the Institutional Discipline Standards and the governance of the public joint stock companies.

In this context, the National General Insurance Company is keen on keeping the accurate Internal Control System which is approved by the Board of Directors in 2010. The approved system of the Internal Control Department takes the following points into consideration:

1- The company shall enforce an accurate system for the internal control which is approved by the Board of Directors aiming at develop and assess procedures of the risk management in the company and apply the governance rules in the company.

2- The application of the Internal Control System is assigned to a specialized department of internal control after the Board of Directors had approved the rules, powers and tasks of the management with asserting the following:

- Independence of the Internal Control Department in the company.
- Integrity and neutrality of the Internal Control Department in the company.
- Professional competence and defining the fields of auditing processes.
- The internal control procedures
- Responsibilities of The Internal Control Department manager
- Possibility of outsourcing in order to assess the Risk Department procedures in the company.

3- The Internal Control Department reviews the company activities over the year as the annual review will based on the following:

- Key control elements, including the financial control, operations and risk management.
- Changes occurred since the date of previous review and the company ability of dealing with these changes in works.
- Define the range and kind of the current review process.
- Revise the efficiency of the company operations on preparing the financial reports and compliance with the disclosure and inclusion rules.

4- The Internal Control Department approved the following work mechanism in order to ensure achieving objectives and plans of internal auditing works in the company.

- Prepare the annual plan of internal control and discuss it with the Auditing Committee.
- Perform the internal control processes which cover the key insurance operations and back operations as per the approved annual plan.
- Submit the auditing reports to the department officials responsible for each auditing operation and commenting on the auditing remarks, thus, submit the final auditing reports to the Auditing Committee.
- The Auditing Committee discusses and reviews the auditing reports in association with the company management and the Internal Control Department's head. The Auditing Committee is also responsible for following up application and enforcement of

suitable procedures for the risk management and keeping compliance with the applicable conditions and laws.

- The Board of Directors is provided with the minutes of meetings of Auditing Committee and notified with the high potential risk cases if any.

1- The Internal Control is involved in assessing the compliance internal procedures and corporate governance principles and submitting reports hereof provided that the compliance procedures aim at the following:

- Check the company commitment with the applicable regulations and laws, especially the decisions relating with money laundering and decision of Insurance Authority.
- Fully insure the commitment with the compliance policy approved by the company and submit reports to the Auditing Committee regarding violations, defaults and adopted remedy procedures.

b- Name, qualification and appointment date of department manager:

Mr. Ram Krishnan presides the Internal Control Department as he is appointed on 01.07.2010. Mr. Ram Krishnan holds ACMA degree since 1990 from the Chartered Management Accountants in the United Kingdom. He also holds Bachelor of Commerce from Mumbai University, India and certificate of risk management assurance from CRMA in the United States of America. Mr. Ram Krishnan has a great experience of 30 years in financial control in the field of manufacture,

trade and services in India and Gulf region. Mr. Ram Krishnan has more fifteen years of experience in insurance, control and financial reports in the state. Mr. Sidiqi Hamza is appointed as an assistant auditor in the Internal Control Department and holds bachelor of commerce and ACCA certificate from Britain. He has experience of auditing in different financial institutions and he was appointed in this job since February 2016.

c- Name, qualification and appointment date of compliance officer:

Ms. Sarah Jafar, Emirati national, is also appointed as anti-money laundering officer since November 2016. She holds the bachelor of electronic trade administration and studies a professional insurance diploma with the Insurance Authority.

d- Method of dealing the Internal Control Department with any major issues in the company:

The Internal Control Department does its activities according to the annual auditing plan approved by the Auditing Committee. The Head of Internal Control shall submit the auditing reports to the Auditing Committee quarterly. All company departments and activities done by the management shall be subject to the auditing operations with focusing on assurance of risk management which are carried out by the Internal Control Department, thus, they shall be compared with the policies and the work practices approved by the Board of Directors.

In the light of the intensive operations of reviewing, auditing and control, the Internal Control Department confirms that there are no forgery cases, material violations or high potential risk cases during 2017.

9- Details of Violations

The National General Insurance Company through the Board of Directors and the members of executive management commits to abide by all applicable regulations and acts. In such context, there is no violation noted during the financial year ended in 31.12.2017.

10- The company contribution in the development of local community and environment during 2017

The National General Insurance Company always seeks to establish the social responsibility principles and abide by the moral principles as the company policy through its social responsibility aims at creating a sustainable value for the shareholders, the employees, the customers and the work partners of the company by maintaining the business feasibility and contribution in supporting the local communities in the United Arab Emirates and paying attention to economic, moral, social and environmental aspects in all activities carried on by the company.

In the light of the company goal on performing all institutional, environmental and social responsibilities, the company does its best to merge the social and environmental considerations in the decision

making process and operation practices in such way making easy to understand the direct and indirect effect on the company operations, thus, the decision making process may reach the highest level of competence and efficiency. The company adopts an environmental and social policy based on the following aspects:

- Governance in terms of morals and accountability.
- Employees through preparing the ideal work place.
- Environment through managing the effects of company operations on the environment.
- Customers through provided them with the services and experiences of the company.
- Society through support and investment in the local communities wherein the company carries on its business.

As the company is interested in supporting the sport morals and relations among the employees of insurance section, the employees of the company have organized a cricket and bowling competition for the employees in the insurance section.

The company has participated in charity works during 2017 as follows:

- Participated by AED 10.000 in the donation campaign organized by the American University to raise awareness of cancer.
- Participated in the human cases though Dubai Health Authority and gave donation of AED 12.4000.
- Organized a blood donation campaign for the sake of Dubai Hospital via the campaign organized by IBG.

- Organized a campaign of obesity risks awareness and fitness challenge for the company employees.
- Made a healthy survey to the employees and raised their awareness with diabetes risks, protection and treatment.

11- General Information

a- Statement of the company share price in the market (closing price, highest price, lowest price)

Month	Highest price of share	Lowest price of share	Closing price
January 2017	1.85	1.67	1.8
February 2017	1.8	1.8	1.8
March 2017	2.07	2.07	2.07
April 2017	2.28	2.28	2.28
May 2017	2.28	2.28	2.28
June 2017	---	---	2.28
July 2017	2.39	2.08	2.16
August 2017	--	--	2.16
September 2017	--	--	2.16
October 2017	--	--	2.16
November 2017	--	--	2.16
December 2017	--	--	2.16

b- Statement of the performance of the company share in comparison with the market index and section index

Trading date	NGI	DFM Index	Insurance
January 2017	1.8	3642.85	1658.23
February 2017	1.8	3630.34	1643.66
March 2017	2.07	3480.43	1540.43
April 2017	2.28	3414.93	1580.42
May 2017	2.28	3339.37	1569.59
June 2017	2.28	3392.00	1535.89
July 2017	2.16	3633.16	1623.51
August 2017	2.16	3637.55	1597.90
September 2017	2.16	3563.99	1520.60

October 2017	2.16	3635.87	1603.87
November 2017	2.16	3420.17	1571.01
December 2017	2.16	3370.07	1556.33

c- Statement of shareholding as of 31.12.2017 (individuals, companies, governments) classified as follows: (local, Arabic, foreign)

Shareholder classification	Percentage of owned shares			
	individuals	companies	governments	total
Local	21.77 %	78.00%	---	99.77%
Arabic	0.18%	--	--	0.18%
Foreign	0.04%	0.01%	--	0.05%
Total	21.99%	78.01%	--	100%

d- Statement of shareholders holding 5% or more of the company capital as of 31.12.2017 according to the following table:

Name	Number of owned shares	Percentage of owned shares in the company capital
Mohammed Omar Ali Bin Haider	12.101.432	8.07%
Mohammed Saleh Ali Naqi Al Zarouni	16.416.877	10.95%
Commercial Bank Of Dubai PJSC	26.613.032	17.75%
Emirates NBD Bank PJSC	55.063.169	36.72%
Sheikh/ Maan Khalifa Al Maktoum	7.497.705	5%
Dubai Investments PJSC	12.688.858	8.46%

e- Statement of shareholder distribution according to the ownership volume as of 31.12.2017 as per the following table:

Sr	Shareholding (share)	Shareholder number	Owned share number	Share percentage of capital
1	Less than 50.000	123	1.711.448	1.14%
2	From 50.000 to 500.000	27	4.337.310	2.89%
3	From 500.000 to 5.000.000	8	13.524.281	9.02%
4	More than 5.000.000	6	130.381.073	86.95%

f- Statement of the procedures taken regarding the investor relation controls:

Ms. Khawla Khalifa is the responsible official for investor relations in the company and her contact details are: email: mkhalwa@ngiuae.com, Tel no: 042115865

- The following is the electronic link to investor relation page on the company website:

<http://www.ngi.ae/about-national-general-insurance-company-ngi/investor-information>

g- Statement of special resolutions offered in the general meeting held during 2017:

There is no special resolution issued during the general meeting held on 19.03.2017.

h- Essential events faced by the company during 2017

There is no doubt that insurance sector is one of the key pillars of development and economy in all fields and it makes a vital role in the state economy as it provides financial protection to individuals, industrial establishments and financial institutions against various financial losses incurred in case of risks occurrence. It also performs a significant role in accumulating and investing capital in all sectors.

On 20.12.2017, the company in association with IBG organized a blood donation campaign in the company office wherein many employees of the company donated bloods as they believe in solidarity and cooperation with patient in need of blood.

The company has achieved outstanding achievements in 2017 by renewing the classification grade – A (excellent) by (AM.BEST). Through

the support provided by a well-established group of reinsurance companies, the company continues in its role as a strong and prominent partner in the labor market. Accordingly, the company managed to achieve the ninth biggest insurance company in the insurance market of the state which is considered one of the most competitive insurance markets. Furthermore, the positive view of business reflects the company capability of promoting its competitive status in the local market.

i- Statement of Emiratization percentage in the company by the end of 2017

The company has sought to follow the Emiratization policy by providing all facilities and privileges to the Emirati nationals of whatsoever ages whether male or female. Therefore, the company has managed to achieve Emiratization percentage of 10.2%.

j- Statement of inventive initiatives and projects done by the company or still under process during 2017

In terms of the company seeking to participate in the initiatives of Insurance Authority for developing the insurance sector in the state, the company has participated in the inventive initiative launched by the Insurance Authority in 2017 through the Life Invest Policy project and the winners shall be announced in the next few days.

Signature of Chairman /Signed/

Date: 21.02.2018

/Stamp of National General Insurance Co. (PSC)/