



CHAIRMAN'S STATEMENT

ECONOMIC OVERVIEW

The Zimbabwe economy is estimated to have contracted by 7% in 2019 (2018: +4% growth) due to subdued performance in the key sectors of agriculture, mining and manufacturing. Agricultural output shrank due to the drought in the 2018-2019 season and Cyclone Idai in March 2019. Despite recovery in global mineral prices, mining was negatively affected by power shortages and a drop in production volumes compared to 2018. The drought was a key factor in diminished national power output at the Kariba hydro-electric power station. The economy was also negatively affected by continuing shortages of foreign currency and fuel.

Subsequent to the floating of the Real Time Gross Settlement dollar ("RTGS\$") against international currencies in February 2019, the Zimbabwe Dollar ("ZWL or \$") was introduced as a mono-currency in June 2019. The migration from a multiple currency environment to the mono-currency environment, which commenced with the introduction of the RTGS dollar in October 2018, coincided with a spike in year-on-year inflation to 42% in December 2018. The inflation rate continued to rise and closed the year at 521% in December 2019.

The mainstream equities market on the Zimbabwe Stock Exchange ("ZSE") all share index increased by 57% (2018: 51%) for the year. The sub-inflationary performance was mainly due to diminished foreign investor interest as well as declining production volume performance by some major listed entities.

Notwithstanding the difficult operating environment, the Group invested in future growth across the business units and also expanded into new areas such as microfinance and funeral services which are closely aligned to its current operations.

MONETARY AND FISCAL DEVELOPMENTS

At the beginning of the year Zimbabwe was using a multi-currency system with RTGS bank balances and bond notes at an exchange rate of 1:1 with the United States of America Dollar ("USD"). On 22 February 2019, the Reserve Bank of Zimbabwe ("RBZ") floated the local currency at an introductory rate of USD1:RTGS\$2.5 through Statutory Instrument ("SI") 33 of 2019. On 24 June 2019 the multi-currency system was abolished in favour of the ZWL as a mono-currency, through SI 142 of 2019.

These developments had various impacts on the Group with insurance subsidiaries precluded from writing local USD denominated policies with effect from 24 June 2019.

The Group was also exposed to foreign obligations relating to periods prior to 22 February 2019 ("legacy debts") when the USD and RTGS\$ were segregated. The legacy debts amounting to USD1.9 million which arose from retrocession premiums, regional claims and information technology costs were submitted to the RBZ for approval. These liabilities have been recorded in the financial statements at the interbank rate.

HYPERINFLATIONARY REPORTING

On 11 October 2019 the Public Accountants and Auditors Board ("PAAB") issued pronouncement 01/2019 which advised that there was broad market consensus within the accounting and auditing professions that the factors and characteristics to apply International Accounting Standard ("IAS") 29 - Financial Reporting in Hyperinflationary Economies in Zimbabwe had been met effective 1 July 2019. As a result, the financial statements show both inflation adjusted and historical cost information.

FINANCIAL HIGHLIGHTS

As inflation rises, it becomes increasingly difficult to make comparisons between periods. Comments are made on both inflation adjusted and historical financial information:

Comprehensive income highlights

	Inflation adjusted		Historical	
	31 Dec 2019	31 Dec 2018	31 Dec 2019	31 Dec 2018
	ZWL000	ZWL000	ZWL000	ZWL000
Gross Premium Written (GPW)	1,295,799	1,454,442	565,162	180 628
Net Premium Earned	949,479	1,245,986	393,391	153 849
Rental income	52,485	51,160	23,288	7 685
Investment income	(392,848)	207,402	215,025	31,263
Profit/(loss) before income tax	416,408	(167,095)	933,313	24 815
Profit for the period	27,637	(213,295)	658,180	17 644

Financial position highlights

	Inflation adjusted		Historical	
	31 Dec 2019	31 Dec 2018	31 Dec 2019	31 Dec 2018
	ZWL000	ZWL000	ZWL000	ZWL000
Total assets	2,404,902	2,447,055	2,307,909	392 278
Cash (utilised in)/ generated from operations	8,887	(21,196)	192,859	28 783

Share performance

	31 Dec 2019	31 Dec 2018
Basic earnings per share (cents)	(10.72)	(31.13)
Market price per share (cents)	31	12

Sustainability performance

Environmental highlights	31 Dec 2019	31 Dec 2018
Electricity usage (MWh)	2 041	3 559
Water consumption (m3)	131 000	25 268

Social performance highlights

	31 Dec 2019	31 Dec 2018
Total number of new employees	129	85
Average training hours per employee	24	80

FINANCIAL PERFORMANCE

During the period under review, the Group achieved significant revenue growth but also faced increased operating expenses due to inflationary pressures.

Statement of comprehensive income

Gross Premium Written ("GPW") decreased by 11% from prior year and increased in historical terms by 213% due to revision of sums insured in sympathy with the movement in the USD: ZWL exchange rate and the prevailing high inflation.

Rental income for the year amounted to \$52.5 million and was ahead of prior year by 3% and by 203% in historical terms. The growth, relative to prior year, is due to quarterly rental reviews and increases in occupancy rates in retail and residential properties.

The Group had an investment loss of \$392.8 million for the period under review compared to investment income of \$207 million in 2018. The loss was driven by decline in value on ZSE listed equities as the market index grew at a slower rate than inflation.

Statement of financial position

The Group's total assets declined by 2% as at 31 December 2019 compared to 31 December 2018. The decline is mainly attributable to the loss of value on listed equities, the Zimbabwe dollar denominated bank balances and accounts receivables.

SUSTAINABILITY

Sustainability is a core value of First Mutual Group. Sustainability provides considerable integrated thinking on how to manage economic, environmental and social impact through shared values with stakeholders. The Group produced its first report containing sustainability information using the Global Reporting Initiatives ("GRI") standards in 2018, which has since been made mandatory for listed companies through the new listing requirements by the ZSE. The Group will continue to take constructive steps of aligning business values with sustainability while building shared values with stakeholders for long term business success.

FIRST MUTUAL IN THE COMMUNITY

First Mutual Holdings Limited continues to contribute to the community in which it operates in various ways including offering educational assistance to selected children in need from primary school to tertiary level through the First Mutual Foundation and First Mutual Reformed Church University Scholarship based on humanitarian need and academic merit. In addition, the Group is playing a key role in equipping university students with financial literacy education through its Future First programme. First Mutual Holdings Limited is also contributing to the health sector through its support for cancer awareness programmes, and in the year under review contributed to Cyclone Idai relief efforts financially as well as donating non-perishable goods and clothing through the Employee Corporate Social Responsibility initiative.

NEW LEGISLATIVE AND REGULATORY DEVELOPMENTS

A number of significant new pieces of legislation have been enacted recently, not least of which are the Companies and Other Business Entities Act [Chapter 24:31] and the new ZSE Listing Rules [SI 134 of 2019]. In addition, various directives have been issued by the regulators, particularly the Insurance and Pensions Commission ("IPEC"). The Group is rigorously assessing the implications of these enactments and taking steps to comply.

OUTLOOK

According to the Ministry of Finance and Economic Development, the economy is expected to recover with GDP growth of 3.0% in 2020 and 6.4% in 2021 on the back of improved performance in agriculture and mining. In spite of the challenging economic environment, the Group will continue to leverage off its strong financial position to enhance its position in the market. The stated focus by the monetary authorities on stabilising the Zimbabwe dollar and reducing inflation will enhance growth prospects for the country.

DIRECTORATE

Mr J Sekeso resigned from the Board on 7 February 2019. On behalf of the Board, I would like to thank him for his valuable contribution to the Group.

DIVIDEND

The Board resolved that a final dividend of ZWL0.35 cents per share be declared in respect of all ordinary shares of the Company, bringing the total dividend for the year ended 31 December 2019 to ZWL0.55 cents per share. The dividend will be payable on or about 12 June 2020 to all shareholders of the Company registered at close of business on 29 May 2020. The shares of the Company will be traded cum-dividend on the ZSE up to the market day of 26 May 2020 and ex-dividend as from 27 May 2020.

APPRECIATION

On behalf of the Board, I would like to extend my gratitude to all employees for a commendable performance in the current difficult economic environment. In addition, my appreciation goes to fellow board members, customers, regulators and other stakeholders for their contribution to Group efforts.

Oliver Mtasa

Oliver Mtasa
Chairman
9 April 2020

GROUP CHIEF EXECUTIVE OFFICER'S REVIEW OF OPERATIONS

Despite the turbulent economic environment, the Group remained focused on delivering its promise on the core pillars of risk management, wealth creation and wealth management during the year ended 31 December 2019. Economic developments and policy pronouncements during the year, as highlighted in the Chairman's statement, had a significant impact on the operations of the Group. Through initiatives such as product innovation, service excellence and strategic partnerships, we were able to mitigate the loss of value for our customers. The Group increased its investment in Diamond Seguros, a short-term insurer in Mozambique.

OPERATIONS REVIEW

The commentary below relates to the unconsolidated performance of each subsidiary, unless stated otherwise.

HEALTH INSURANCE

First Mutual Health Company (Private) Limited

On an inflation adjusted basis, the GPW decreased by 30% to \$361.7 million in 2019 due to sub-inflationary increases in premium rates as most clients were not in a position to absorb full increases. The claims ratio declined from 77.7% to 72.7%, reflecting lower usage by members due to higher shortfalls as reimbursement levels fell behind the frequent price increases by service providers. The business continues to improve service provider reimbursement levels. Membership increased from 135 999 in December 2018 to 144 215 in December 2019.

LIFE AND PENSIONS BUSINESS

First Mutual Life Assurance Company (Private) Limited

GPW decreased by 47% to \$188.2 million in 2019 reflecting the below inflation adjustments to basic salaries that drive the Employee Benefits (pensions and group life assurance) division. There was a market-wide trend whereby employers preferred paying allowances rather than increasing basic salaries as the economy migrated to a mono-currency environment. Revenue growth was also negatively affected by the slow pace in increasing life cover amounts in the individual life division.

INSURANCE

NicozDiamond Insurance Company Limited

GPW grew by 17% to \$448 million in 2019. The growth was attributed to USD business written in the period to June 2019, new business and the general revision of sums insured to median rates between interbank and alternative market rates. The claims ratio was 43% (2018: 51%) due to a lower claims growth rate relative to premiums.

REINSURANCE

First Mutual Reinsurance Company Limited - Zimbabwe

GPW decreased by 3% to \$156.1 million in 31 December 2019. The decrease was due to clients' limited capacity to match the growth in the USD: ZWL exchange rate in revision of sums insured and hence premiums. The claims' ratio improved to 56% in 2019 from 59% in 2018.

FMRE Property and Casualty (Proprietary) Limited Botswana

GPW grew by 186% to \$242.6 million in 2019. The growth was 53% in Botswana Pula ("BWP") terms driven by improved local and international treaty participation, USD business retroceded by the Zimbabwe business and growth of specialist lines of business under the casualty segment. The claims ratio increased to 38% in 2019 from 29% in 2018, aligning with industry trends.

PROPERTY AND WEALTH MANAGEMENT

First Mutual Properties Limited

Revenue declined by 12% to \$58.1 million in 2019. The decrease was due to lower than inflation rental review rates. However, there was an improvement in occupancy rates from 76.1% in 2018 to 85.6% at the end of 2019. Independent investment property valuations as at 31 December 2019 resulted in significant increases in the portfolio value.

First Mutual Wealth Management (Private) Limited

Investment fees decreased by 22% to \$7.8 million in inflation adjusted terms mainly due to the below inflation performance of some components of funds under management such as quoted equities. The ZSE Industrial Index rose by 57% during 2019. During the year, the business made significant strides in attracting third-party funds and this trend is expected to continue.

SUSTAINABILITY

The Group took constructive steps of implementing sustainability reporting using GRI Standards as a strategy for identifying, managing and being transparent on our impact on society, the economy and the environment.

In 2018, the Group produced the first sustainability report prepared in accordance with GRI Standards as a demonstration of our commitment to our sustainability values. The integration of sustainability in our operations is expected to continue with setting measurable targets, improving systems and developing capacity across the Group. In 2020, the Group will be rolling out sustainable renewable energy to power our offices at First Mutual Park and other offices across the country.

HUMAN CAPITAL

We believe that investment in human capital is essential to achieve our business strategy. We therefore continue to invest in talent and human capital retention and development through various programmes.

CORONAVIRUS PANDEMIC

In the short term the coronavirus ("COVID19") pandemic has diminished the growth of the global and Zimbabwean economy. This has negative impact on the growth prospects of the Group. The pandemic is still unfolding and therefore requires continuous monitoring and assessment. In that regard the Group has established a COVID19 Committee and mandated it to formulate and implement strategies to minimise the impact of the pandemic on the Group business. The initial focus of the Committee is to minimise the impact of the pandemic on the continuous service delivery to our customers as well enhancing their safety and that of our staff members in our premises as they offer service in this environment.

As the pandemic unfolds, the Committee will be putting strategies in place to respond as necessary. However, it is our view that the global and the Zimbabwe economy will eventually recover from the impact of the COVID19 pandemic. This should be followed by the recovery of businesses of the Group. Our initial assessment is that our Group has no significant COVID19-related exposures such as travel insurance and business interruption.

LOOKING AHEAD

In the short term, the economy is expected to continue to be adversely impacted by high inflation, shortages of foreign currency, foreign currency and fuel as well as the global impact of the COVID-19 pandemic. The Group is confident in the country's medium-term economic prospects and will thus continue to invest in its core businesses and complementary areas. We will retain our focus on balance sheet preservation and ensuring that our businesses achieve operating profits in a volatile environment. Efforts will also be made to enhance our regional footprint with a view to increasing our foreign currency earning potential.

The Insurance and Pensions Commission ("IPEC") issued various directives which will have a significant impact on the insurance and reinsurance businesses in 2020. The Group is seized with assessing extent of compliance and implications with corrective measures implemented.

APPRECIATION

I would like to thank all our stakeholders for the continued trust you have placed in our Group. Your support is critical, and we will continue to work to exceed your expectations.

Douglas Hoto

Douglas Hoto
Group Chief Executive Officer
9 April 2020



STATEMENT OF FINANCIAL POSITION

AS AT 31 DECEMBER 2019

Note	INFLATION ADJUSTED		HISTORICAL		INFLATION ADJUSTED		HISTORICAL	
	AUDITED GROUP	AUDITED GROUP	AUDITED GROUP	AUDITED GROUP	AUDITED COMPANY	AUDITED COMPANY	AUDITED COMPANY	AUDITED COMPANY
	31-Dec-19	31-Dec-18	31-Dec-19	31-Dec-18	31-Dec-19	31-Dec-18	31-Dec-19	31-Dec-18
	ZWL000	ZWL000	ZWL000	ZWL000	ZWL000	ZWL000	ZWL000	ZWL000
ASSETS								
Property, plant and equipment	5	51,036	29,248	18,499	10,541	750	635	131
Investment property	6	1,413,176	901,506	1,413,176	145,170	-	-	-
Right of use assets	7	18,956	-	3,068	-	3,630	-	1,030
Intangible assets		8,484	7,728	2,693	897	-	-	-
Investment in subsidiaries	8	-	-	-	-	566,412	525,218	505,609
Investment in associates		29,754	12,420	10,352	1,491	-	-	-
Financial assets:								
- equity securities at fair value								
through profit or loss	9	348,767	650,249	348,767	104,710	15,238	30,950	15,238
debt securities at amortised cost	10	9,416	311,953	9,416	29,799	-	-	-
Deferred acquisition costs		24,337	23,998	7,648	2,934	-	-	-
Income tax asset		117	4,298	117	622	-	-	-
Inventory		12,995	5,499	6,309	804	131	246	131
Insurance, tenant and other receivables	11	208,348	226,140	208,348	34,226	5,396	8,275	5,396
Cash and balances with banks	12	279,516	274,016	279,516	61,084	4,821	23,885	4,821
TOTAL ASSETS		2,404,902	2,447,055	2,307,909	392,278	596,378	589,209	532,356
EQUITY AND LIABILITIES								
Equity attributable to equity holders of the parent								
Share capital		6,194	6,188	723	721	6,194	6,188	723
Share premium		334,293	333,870	39,045	38,844	334,293	333,870	39,045
Non-distributable reserves		121,782	57,767	68,229	6,673	5,295	5,092	806
Retained earnings		(76,239)	9,601	389,819	44,191	244,385	241,447	485,572
Total equity attributable to equity holders of the parent		386,030	407,426	497,816	90,429	590,167	586,597	526,146
Non-controlling interests		482,267	380,909	350,636	42,225	-	-	86,997
Total equity		868,297	788,335	848,452	132,654	590,167	586,597	526,146
Liabilities								
Life insurance contracts with and without DPF and investment contracts with DPF liabilities	13	703,858	877,907	703,858	141,335	-	-	-
Investment contract liabilities without DPF	14	45,639	173,980	45,639	28,010	-	-	-
Shareholder risk reserves	15	26,647	72,486	26,647	11,670	-	-	-
Borrowings		-	92	-	92	-	-	-
Lease liability	7	3,304	-	3,304	-	1,062	-	1,062
Share based payment liability		5,018	-	5,018	-	1,320	-	1,320
Insurance contract liabilities - short term	16	375,689	333,410	307,555	50,573	-	-	-
Insurance liabilities - life assurance		4,079	17,013	4,079	2,269	-	-	-
Other payables	17	80,799	69,241	80,799	9,184	3,829	2,612	3,828
Deferred income tax	18	290,709	114,250	281,695	16,436	-	-	-
Current income tax liabilities		863	341	863	55	-	-	-
Total liabilities		1,536,605	1,658,720	1,459,457	259,624	6,211	2,612	6,210
TOTAL EQUITY AND LIABILITIES		2,404,902	2,447,055	2,307,909	392,278	596,378	589,209	532,356

STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 31 DECEMBER 2019

Note	INFLATION ADJUSTED		HISTORICAL	
	AUDITED 31-Dec-19	AUDITED 31-Dec-18	AUDITED 31-Dec-19	AUDITED 31-Dec-18
	ZWL000	ZWL000	ZWL000	ZWL000
INCOME				
Gross premium written	19	1,295,799	1,454,442	565,162
Reinsurance	19	(312,253)	(184,682)	(163,873)
Net premium written	19	983,546	1,269,760	401,289
Change in unearned premium reserve		(34,067)	(23,774)	(7,898)
Net premium earned		949,479	1,245,986	393,391
Rental income		52,485	51,160	23,288
Fair value adjustments - investment property	6	506,592	(289,504)	1,267,517
Investment income	20	(392,848)	207,402	215,025
Interest income		18,051	21,845	5,641
Fee income:				
- Insurance contracts		31,631	41,145	4,903
- Investment contracts		1,418	1,376	10,935
Other income		118,799	22,631	39,541
Monetary loss		(262,034)	(462,547)	-
Total income		1,023,573	839,494	1,960,241
EXPENDITURE				
Pension benefits	21	(38,616)	(63,817)	(17,584)
Insurance claims and loss adjustment expenses	21	(463,321)	(709,485)	(208,847)
Insurance claims and loss adjustment expenses recovered from reinsurers	21	48,870	49,187	15,272
Net insurance benefits and claims	21	(453,067)	(724,115)	(211,159)
Movement in insurance contract liabilities		174,049	129,397	(568,050)
Movement in shareholder risk reserve		(45,839)	(30,261)	(14,977)
Investment gain on investment contract liabilities		128,341	2,211	(28,847)
Acquisition of insurance and investment contracts expenses		(77,492)	(101,552)	(38,549)
Administration expenses		(305,533)	(277,554)	(143,308)
Impairment allowances		(22,713)	(5,601)	(19,125)
Finance cost on borrowings		(673)	(444)	(367)
Total expenditure		(602,927)	(1,007,919)	(1,024,382)
Profit/(loss) before share of profit of associate		420,646	(168,425)	935,859
Share of (loss)/profit of associate		(4,238)	1,330	(2,546)
Profit/(loss) before income tax		416,408	(167,095)	933,313
Income tax expense		(388,771)	(46,200)	(275,133)
Profit/(loss) for the year		27,637	(213,295)	658,180
Other comprehensive income/(loss)				
Other comprehensive income/(loss) to be reclassified to statement of comprehensive income in subsequent period				
Exchange gain/(loss) on translating foreign operations		61,326	(782)	61,326
Share of other comprehensive income of associate		106	944	106
Other comprehensive income/(loss) to be reclassified to statement of comprehensive income in subsequent periods		61,432	162	61,432
Total comprehensive profit/(loss) for the year		89,069	(213,133)	719,612
Profit/(loss) attributable to:				
Non-controlling interest		104,962	6,832	309,162
Equity holders of the parent		(77,325)	(220,127)	349,018
Profit/(loss) for the period		27,637	(213,295)	658,180
Comprehensive income/(loss) attributable to:				
Non-controlling interest		104,962	6,832	309,162
Equity holders of the parent		(15,893)	(219,965)	410,450
Total comprehensive income/(loss) for the year		89,069	(213,133)	719,612
Basic earnings/(loss) per share (ZWL cents)		(10.72)	(31.13)	48.36
Diluted earnings/(loss) per share (ZWL cents)		(10.70)	(31.05)	48.32
Basic headline earnings/(loss) per share (ZWL cents)		(8.31)	(30.85)	46.80
Diluted headline earnings/(loss) per share (ZWL cents)		(8.31)	(30.19)	46.76

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 31 DECEMBER 2019

INFLATION ADJUSTED	Share capital	Share premium reserves	Non-distributable reserves	Retained profits	Total equity for parent	Non-controlling interest	Total equity
As at 1 January 2018	6,188	344,207	55,721	230,223	636,339	428,649	1,064,988
Impact of adopting IFRS 9	-	-	-	(12,694)	(12,694)	-	(12,694)
Restated as at 1 January 2018	6,188	344,207	55,721	217,529	623,645	428,649	1,052,294
Profit for the year	-	-	-	(220,127)	(220,127)	6,832	(213,295)
Other comprehensive (loss)/income	-	-	(782)	944	162	-	162
Total comprehensive (loss)/income	-	-	(782)	(219,183)	(219,965)	6,832	(213,133)
Transactions with shareholders in their capacity as owners							
Issue of shares	193	24,894	-	-	25,087	-	25,087
- acquisition of 19.08% of NDIL	146	23,264	-	-	23,410	-	23,410
- share options	47	1,630	-	-	1,677	-	1,677
2017 mandatory tender offer	(193)	(35,231)	-	-	(35,424)	-	(35,424)
Share based payments	-	-	2,828	-	2,828	-	2,828
Acquisition of non-controlling interest	-	-	-	20,555	20,555	(52,170)	(31,615)
Dividend declared and paid	-	-	-	(9,300)	(9,300)	(2,402)	(11,702)
As at 31 December 2018	6,188	333,870	57,767	9,601	407,426	380,909	788,335
As at 1 January 2019	6,188	333,870	57,767	9,601	407,426	380,909	788,335
Profit for the year	-	-	-	(77,325)	(77,325)	104,962	27,637
Other comprehensive income	-	-	61,432	-	61,432	-	61,432
Total comprehensive income	-	-	61,432	(77,325)	(15,893)	104,962	89,069
Transactions with shareholders in their capacity as owners							
Issue of shares - share options	6	423	-	-	429	-	429
Share based payments	-	-	2,583	-	2,583	-	2,583
Acquisition of non-controlling interest	-	-	-	1,158	1,158	(2,390)	(1,232)
Dividend declared and paid	-	-	-	(9,674)	(9,674)	(1,214)	(10,888)
As at 31 December 2019	6,194	334,293	121,782	(76,239)	386,030	482,267	868,297

HISTORICAL	Share capital	Share premium reserves	Non-distributable reserves	Retained profits	Total equity for parent	Non-controlling interest	Total equity
As at 1 January 2018	719	39,972	6,471	26,735	73,897	49,778	123,675
Impact of adopting IFRS 9	-	-	-	(1,474)	(1,474)	-	(1,474)
Restated as at 1 January 2018	719	39,972	6,471	25,261	72,423	49,778	122,201
Profit for the year	-	-	-	16,525	16,525	1,119	17,644
Other comprehensive (loss)/income	-	-	(126)	152	26	-	26
Total comprehensive (loss)/income	-	-	(126)	16,677	16,551	1,119	17,670
Transactions with shareholders in their capacity as owners							
Issue of shares	25	2,964	-	-	2,989	-	2,989
- acquisition of 19.08% of NDIL	17	2,702	-	-	2,719	-	2,719
- share options	8	262	-	-	270	-	270
2017 mandatory tender offer	(23)	(4,092)	-	-	(4,115)	-	(4,115)
Share based payments	-	-	328	-	328	-	328
Acquisition of non-controlling interest	-	-	-	3,309	3,309	(8,399)	(5,090)
Dividend declared and paid	-	-	-	(1,056)	(1,056)	(273)	(1,329)
As at 31 December 2018	721	38,844	6,673	44,191	90,429	42,225	132,654
As at 1 January 2019	721	38,844	6,673	44,191	90,429	42,225	

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER 2019 (continued)

2 Statement of compliance

These financial results should be read in conjunction with the complete set of financial statements for the year ended 31 December 2019, which have been audited by PricewaterhouseCoopers Chartered Accountants (Zimbabwe). The Group's financial statements have been prepared in accordance with International Financial Reporting Standards ("IFRS"), as issued by the International Accounting Standards Board ("the IASB"), International Financial Reporting Committee Interpretations ("IFRIC") as issued by the International Financial Reporting Interpretations Committee ("IFRS IC") and in a manner required by the Zimbabwe Companies Act (Chapter 24:03) except for IAS 21, Effects of changes in foreign exchange rates. The financial statements are based on statutory records that are maintained under the historical cost convention except for investment properties, equity securities at fair value through profit or loss and insurance and investment contract liabilities that have been measured on a fair value basis.

The accounting policies applied in the audited abridged financial results are consistent with the accounting policies in the prior year financial statements except for the following:

2.1 Inflation adjustment

IAS 29 requires that financial statements prepared in the currency of a hyperinflationary economy be stated in terms of a measuring unit current at the balance sheet date, and that corresponding figures for previous periods be stated in the same terms to the latest balance sheet date. The restatement has been calculated by means of conversion factors derived from the month-on-month consumer price index ("CPI") prepared by the Zimbabwe Statistical Agency. The conversion factors used to restate the financial statements at 31 December 2019 are as follows:

Date	CPI	Conversion factor
30 September 2018	64.06	8.61
31 December 2018	88.81	6.21
31 December 2019	551.63	1

All items in the income statements are restated by applying the relevant monthly conversion factors.

2.2 Leases

The Group and Company adopted IFRS 16, 'Leases' using the modified retrospective approach from 1 January 2019, thus have not restated comparatives for the 2018 reporting period, as permitted under the specific transitional provisions in the standard.

Impact on the financial statements

On adoption of IFRS 16, the Group and Company recognised lease liabilities and right of use assets in relation to leases which had previously been classified as 'operating leases' under the principles of IAS 17 'Leases'. These assets and liabilities were measured at the present value of the remaining lease payments, discounted using the lessee's incremental borrowing rate as of 1 January 2019. The weighted average lessee's incremental borrowing rates applied to the lease liabilities on 1 January 2019 range from 10.75% to 12% depending on jurisdiction.

As at 1 January 2019, the Group and Company recognised the following:

	INFLATION ADJUSTED		HISTORICAL COST	
	AUDITED GROUP 1 Jan 19 ZWL000	AUDITED COMPANY 1 Jan 19 ZWL000	AUDITED GROUP 1 Jan 19 ZWL000	AUDITED COMPANY 1 Jan 19 ZWL000
Assets				
Right of use assets	22,354	2,448	3,618	394
Liabilities				
Lease liabilities	3,618	394	3,618	394

3 Audit opinion

These financial statements should be read in conjunction with the complete set of financial statements for the year ended 31 December 2019, which have been audited by PricewaterhouseCoopers Chartered Accountants (Zimbabwe).

An adverse audit opinion has been issued because of non-compliance with IAS 21, 'The Effects of Foreign Exchange Rates' and the impact on the inflation-adjusted amounts determined in terms of IAS 29, 'Financial Reporting in Hyper-inflationary Economies'. The auditor's report includes a section on key audit matters as defined by ISA 701, 'Communicating key audit matters in the independent auditor's report'. This includes both the rationale for determining the key audit matters and how they were addressed during the audit. Below are the key audit matters:

- valuation of investment property, and
- valuation of policyholder insurance contracts with and without DPF and investment contracts with DPF liabilities.

The financial statements were audited by Clive K Mukondiwa, CA(Z), a member of the Institute of Chartered Accountants of Zimbabwe ("ICAZ") Public Practice Certificate Number 253168 and a registered Public Auditor with the Public Accountants and Auditors Board, Public Auditor Certificate Number 0439.

4 Functional and Presentation Currency

a) Functional and presentation currency

Items included in the financial statements of each of the Group's entities are measured using the currency of the primary economic environment in which the entity operates ("the functional currency"). The financial statements are presented in the ZWL which is the Company and the Group's functional and presentation currency.

b) Currency developments in Zimbabwe

The Group had in previous financial periods used the United States of America Dollar ("USD") as its presentation currency and functional currency. However, on 20 February 2019, the Reserve Bank of Zimbabwe ("RBZ") Governor announced a new Monetary Policy Statement ("MPS") whose highlights were:

- denomination of Real Time Gross Settlement ("RTGS") balances, bond notes and coins collectively as RTGS dollars ("RTGS\$"). RTGS\$ become part of the multi-currency system.
- RTGS\$ to be used by all entities (including government) and individuals in Zimbabwe for purposes of pricing of goods and services, record debts, accounting and settlement of domestic transactions.
- establishment of an inter-bank foreign exchange market where the exchange rate will be determined by market forces. The interbank market opened trading at a rate of USD1 to RTGS\$ 2.5

The MPS announcement was followed by the publication of Statutory Instrument ("SI") 33 of 2019 on 22 February 2019. The SI gave effect to the Introduction of the RTGS\$ as legal tender and prescribed that "for accounting and other purposes" certain assets and liabilities and the effective date would be deemed to be RTGS\$ at a rate of 1:1 to the USD and would become opening RTGS\$ values from the effective date.

On 24 June 2019 another SI 142 was issued resulting in the abolishment of the multicurrency regime and introducing the ZWL as a mono-currency or sole tender. The ZWL was introduced at par with the RTGS\$.

5 Property, vehicles and equipment

	INFLATION ADJUSTED		HISTORICAL		INFLATION ADJUSTED		HISTORICAL	
	AUDITED GROUP 31-Dec-19 ZWL000	AUDITED GROUP 31-Dec-18 ZWL000	AUDITED GROUP 31-Dec-19 ZWL000	AUDITED GROUP 31-Dec-18 ZWL000	AUDITED COMPANY 31-Dec-19 ZWL000	AUDITED COMPANY 31-Dec-18 ZWL000	AUDITED COMPANY 31-Dec-19 ZWL000	AUDITED COMPANY 31-Dec-18 ZWL000
At 1 January	29,248	24,899	10,541	10,258	635	488	74	55
Additions	27,898	14,203	9,811	1,649	235	364	88	42
Disposals	(629)	(852)	(192)	(99)	-	-	-	-
Depreciation charge	(5,481)	(9,002)	(1,661)	(1,267)	(120)	(217)	(31)	(23)
At 31 December	51,036	29,248	18,499	10,541	750	635	131	74

6 Investment property

At 1 January	901,506	1,174,684	145,170	136,433	-	-	-	-
Additions	9,296	21,398	1,809	2,485	-	-	-	-
Disposals	(4,218)	-	(1,320)	-	-	-	-	-
Transfer to associate	-	(5,072)	-	(589)	-	-	-	-
Fair value adjustments	506,592	(289,504)	1,267,517	6,841	-	-	-	-
At 31 December	1,413,176	901,506	1,413,176	145,170	-	-	-	-

No investment property was encumbered as at 31 December 2019 (31 December 2018: ZWL23.5 million).

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER 2019 (continued)

	INFLATION ADJUSTED		HISTORICAL		INFLATION ADJUSTED		HISTORICAL	
	AUDITED GROUP 31-Dec-19 ZWL000	AUDITED GROUP 31-Dec-18 ZWL000	AUDITED GROUP 31-Dec-19 ZWL000	AUDITED GROUP 31-Dec-18 ZWL000	AUDITED COMPANY 31-Dec-19 ZWL000	AUDITED COMPANY 31-Dec-18 ZWL000	AUDITED COMPANY 31-Dec-19 ZWL000	AUDITED COMPANY 31-Dec-18 ZWL000
7 Leases								
Right of use assets								
As at 1 January	22,354	-	3,618	-	2,449	-	394	-
Modification	-	-	-	-	2,354	-	969	-
Depreciation charge for the year	(3,398)	-	(550)	-	(1,173)	-	(333)	-
As at 31 December	18,956	-	3,068	-	3,630	-	1,030	-
Lease liability								
Current	472	-	472	-	683	-	683	-
Non-current	2,832	-	2,832	-	379	-	379	-
As at 31 December	3,304	-	3,304	-	1,062	-	1,062	-
8 Investment in subsidiaries								
First Mutual Microfinance (Private) Limited	-	-	-	-	2,858	1,362	350	200
First Mutual Life Assurance Company (Private) Limited	-	-	-	-	202,340	151,327	195,507	22,227
First Mutual Funeral Services (Private) Limited	-	-	-	-	-	5,447	-	800
First Mutual Health Company (Private) Limited	-	-	-	-	72,104	140,515	47,864	20,639
First Mutual Reinsurance Company (Private) Limited	-	-	-	-	28,389	69,698	26,705	10,237
FMRE Property & Casualty (Proprietary) Limited	-	-	-	-	81,189	27,798	74,516	4,083
First Mutual Wealth Management (Private) Limited	-	-	-	-	3,036	5,633	1,975	827
NicozDiamond Insurance Limited	-	-	-	-	176,496	123,438	158,692	18,131
Total	-	-	-	-	566,412	525,218	505,609	77,144
9 Financial assets at fair value through profit or loss								
At 1 January	650,249	343,209	104,710	55,267	30,950	14,223	4,983	2,290
Purchases	271,989	199,625	84,732	32,146	5,209	10,849	5,209	1,747
Disposals	(157,591)	(7,682)	(49,093)	(1,237)	-	-	-	-
Fair value gain on unquoted investments	859	129	859	21	-	-	-	-
Fair value gain/(loss) on quoted equities	(416,739)	114,968	207,559	18,513	(20,921)	5,878	5,046	946
At 31 December	348,767	650,249	348,767	104,710	15,238	30,950	15,238	4,983
10 Debt securities at amortised cost								
At 1 January	29,799	412,362	29,799	39,391	-	-	-	-
Purchases	41,195	674,219	41,195	64,404	-	-	-	-
Maturities	(61,578)	(774,628)	(61,578)	(73,996)	-	-	-	-
At 31 December	9,416	311,953	9,416	29,799	-	-	-	-
11 Insurance, tenant and other receivables								
Insurance receivables	165,988	201,265	165,988	30,405	-	-	-	-
Tenant receivables	4,582	4,523	4,582	616	-	-	-	-
Amounts due from Group companies	-	-	-	-	3,680	6,729	3,680	1,083
Other receivables	37,778	20,352	37,778	3,205	1,716	1,546	1,716	249
Total	208,348	226,140	208,348	34,226	5,396	8,275	5,396	1,332
12 Cash and balances with banks								
Money market investments with original maturities less than 90 days	67,314	192,070	67,314	42,816	-	-	-	2,168
Cash at bank and on hand	212,202	81,946	212,202	18,268	4,821	23,885	4,821	1,677
Cash and balances with banks	279,516	274,016	279,516	61,084	4,821	23,885	4,821	3,845
13 Life insurance contracts and investment contracts with Discretionary Participating Features ("DPF") liabilities								
At 1 January	877,907	1,007,304	141,335	105,109	-	-	-	-
Net movement	(174,049)	(129,397)	562,523	36,226	-	-	-	-
At 31 December	703,858	877,907	703,858	141,335	-	-	-	-
14 Investment contract liabilities without DPF								
At 1 January	173,980	176,191	28,010	20,945	-	-	-	-
Net movement	(128,341)	(2,211)	17,629	7,065	-	-	-	-
At 31 December	45,639	173,980	45,639	28,010	-	-	-	-
15 Shareholder risk reserve								
At 1 January	72,486	102,747	11,670	11,932	-	-	-	-
Movement	(45,839)	(30,261)	14,977	(262)	-	-	-	-
At 31 December	26,647	72,486	26,647	11,670	-	-	-	-
16 Insurance contract liabilities - short term								
Outstanding claims	41,584	52,707	41,584	7,995	-	-	-	-
Reinsurance	141,189	56,405	141,189	8,556	-	-	-	-
Losses incurred but not reported	43,156	85,822	43,156	13,018	-	-	-	-
Member savings pot	7,638	36,433	7,638	5,526	-	-	-	-
Premium received in advance	10,197	16,640	10,197	2,524	-	-	-	-
Unearned premium reserve	119,310	85,243	51,176	12,930	-	-	-	-
Commissions	12,615	160	12,615	24	-	-	-	-
Total	375,689	333,410	307,555	50,573	-	-	-	-
17 Other payables								
Other payables	75,710	52,406	75,710	6,951	3,494	2,338	3,494	377
Provisions	27,618	8,287	27,618	1,099	-	-	-	-
Payroll and statutory payables	25,394	16,433	25,394	2,180	1,885	317	1,885	51
Accrued expenses	8,284	10,646	8,284	1,412	307	554	307	89
Trade payables	5,749	9,145	5,749	1,213	501	828	501	133
Trade payables	8,665	7,895	8,665	1,047	801	639	801	104
Property business related liabilities	5,089	16,835	5,089	2,233	-	-	-	-
Amounts due to group companies	-	-	-	-	334	274	334	44
Total	80,799	69,241	80,799	9,184	3,828	2,612	3,828	421
18 Deferred income tax								
At 1 January	114,250	107,213	16,436	12,366	-	-	-	-
Impact of adopting IFRS 9	-	4,439	-	512	-	-	-	-
Recognised through statement of comprehensive income	176,459	2,598	265,259	3,558	-	-	-	-
Total	290,709	114,250	281,695	16,436	-	-	-	-
19 Net premium written								
Pension and savings business	100,800	224,155	43,964	27,838	-	-	-	-
Life assurance	46,239	126,056	20,167	15,655	-	-	-	-
Health insurance								

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER 2019 (continued)

	INFLATION ADJUSTED		HISTORICAL		INFLATION ADJUSTED		HISTORICAL	
	AUDITED GROUP 31-Dec-19 ZWL000	AUDITED GROUP 31-Dec-18 ZWL000	AUDITED GROUP 31-Dec-19 ZWL000	AUDITED GROUP 31-Dec-18 ZWL000	AUDITED COMPANY 31-Dec-19 ZWL000	AUDITED COMPANY 31-Dec-18 ZWL000	AUDITED COMPANY 31-Dec-19 ZWL000	AUDITED COMPANY 31-Dec-18 ZWL000
20 Investment income								
Dividend received	12,002	92,305	3,159	12,729	-	-	-	-
Fair value gain on unquoted equities at fair value through profit or loss	859	129	859	21	-	-	-	-
Gain from disposal of quoted investments at fair value through profit or loss	40,980	-	12,806	-	-	-	-	-
Capital guarantee fees	(29,950)	-	(9,358)	-	-	-	-	-
Fair value gain on quoted equities at fair value through profit or loss	(416,739)	114,968	207,559	18,513	-	-	-	-
Total investment income before interest income	(392,848)	207,402	215,025	31,263	-	-	-	-
21 Net insurance claims and benefits								
Insurance claims and loss adjustment expenses:								
Health insurance	244,859	408,308	110,373	48,979	-	-	-	-
Life assurance	9,817	35,288	4,425	4,233	-	-	-	-
Property and casualty	208,645	265,889	94,049	31,895	-	-	-	-
Total insurance claims and loss adjustment expenses	463,321	709,485	208,847	85,107	-	-	-	-
Less: Insurance claims and benefits expenses recovered from reinsurers	(48,870)	(49,187)	(15,272)	(7,444)	-	-	-	-
Net total insurance claims expense	414,451	660,298	193,575	77,663	-	-	-	-
Pensions benefits	38,616	63,817	17,584	11,053	-	-	-	-
Net insurance claims and benefits	453,067	724,115	211,159	88,716	-	-	-	-
22 Companies Act (24.03) and IFRS mandatory disclosures								
Staff costs	136,631	139,604	64,086	19,770	-	-	-	-
Directors' fees - Holding company	1,320	990	619	140	-	-	-	-
- Group companies	3,840	3,355	1,801	475	-	-	-	-
Depreciation of property, vehicles and equipment	5,481	9,002	1,661	1,267	-	-	-	-
Audit fees	3,322	4,456	1,558	631	-	-	-	-

23 Events after the reporting date

On 31 December 2019, Wuhan Municipal Health Commission, China, reported a cluster of cases of pneumonia in Wuhan, Hubei Province to the World Health Organisation (WHO). A novel coronavirus was eventually identified; the Coronavirus disease (COVID-19). However, substantive information about COVID-19 became available from mid-January 2020 and it was eventually characterised as a pandemic by WHO on 11 March 2020. In Zimbabwe, the Ministry of Health and Child Care announced the first COVID-19 case on 20 March 2020. The Government of Zimbabwe subsequently announced a mandatory country-wide initial 21-day lock-down with effect from 30 March 2020. The lock-down period was extended by 14 days on 19 April 2020. As a result of the timing, these events are non-adjusting as they occurred after the reporting date.

Going concern

The COVID-19 pandemic has diminished the short-term growth prospects of the economy and the Group. The evolving nature of the pandemic will require continuous monitoring as assessment to establish the impact on operations. The client base of the Group includes customers that have been more severely affected by the pandemic and associated physical distancing measures such as lock-downs.

The lock-down has resulted in disruption of normal operations of the Group and its customers with impact varying from segment to segment which has resulted in the Directors re-assessing the ability of the Group to continue as a going concern. The Directors are confident that the Group will continue to operate as a going concern into the foreseeable future with major segments of insurance, life assurance, health insurance afforded essential services status, hence no significant impact from the lock-down on the operating and financial performance of the Group. The property subsidiaries' major tenants are also within the essential services category. The Group has adequate liquid resources to continue to sustain its operations.

SEGMENTAL RESULTS AND ANALYSIS

FOR THE YEAR ENDED 31 DECEMBER 2019

	INFLATION ADJUSTED					Gross Figures ZWL000	Consolidation Entries ZWL000	Total Consolidated ZWL000
	Life ZWL000	Property and Casualty ZWL000	Health ZWL000	Property ZWL000	Other ZWL000			
As at 31 December 2019								
Net premium earned	186,752	399,715	361,655	-	-	948,122	1,357	949,479
Rental income	-	3,710	-	58,109	904	62,723	(10,238)	52,485
Fair value adjustments on investment property	-	6,202	-	485,407	-	491,609	14,983	506,592
Investment income	(122,255)	(8,007)	(20,784)	234	679,276	528,464	(903,261)	(374,797)
Other income and fee income	37,117	44,373	6,710	156,724	24,130	269,054	(379,240)	(110,186)
Total income	101,614	445,993	347,581	700,474	704,310	2,299,972	(1,276,399)	1,023,573
Total expenses	(36,506)	(380,232)	(345,785)	(35,334)	(28,041)	(825,898)	222,971	(602,927)
Deferred acquisition costs	-	24,337	-	-	-	24,337	-	24,337
Total assets	1,041,667	639,722	110,316	1,479,024	558,422	3,829,151	(1,424,249)	2,404,902
Movement in insurance contract liabilities	174,049	-	-	-	-	174,049	-	174,049
Movement in investment contract liabilities	128,341	-	-	-	-	128,341	-	128,341
Total liabilities	846,658	372,722	61,069	272,270	8,188	1,560,907	(24,302)	1,536,605
Cash flows from operating activities	77,862	13,287	90,364	50,336	4,119	235,968	(227,081)	8,887
Cash flows generated from/(utilised in) investing activities	(96,038)	(67,990)	21,142	3,766	37,343	(101,777)	94,007	(7,770)
Cash generated from/(utilised in) financing activities	29,436	9,808	-	(301)	(11,977)	26,966	(38,352)	(11,386)
Profit before income tax	76,037	86,798	21,454	565,329	197,913	947,531	(531,123)	416,408
Income tax expense	(6,816)	(35,766)	-	(48,852)	(51)	(91,485)	(297,286)	(388,771)

SEGMENTAL RESULTS AND ANALYSIS

FOR THE YEAR ENDED 31 DECEMBER 2019 (continued)

	INFLATION ADJUSTED (continued)					Gross Figures ZWL000	Consolidation Entries ZWL000	Total Consolidated ZWL000
	Life ZWL000	Property and Casualty ZWL000	Health ZWL000	Property ZWL000	Other ZWL000			
As at 31 December 2018								
Net premium earned	347,854	251,721	516,212	-	867	1,116,654	129,332	1,245,986
Rental income	-	3,528	-	65,761	-	69,289	(18,129)	51,160
Fair value adjustments on investment property	-	5,796	-	(296,821)	-	(291,025)	1,521	(289,504)
Investment income	(29,667)	16,801	44,619	1,553	170,802	204,108	25,139	229,247
Other income and fee income	101,436	12,762	2,368	337,466	21,348	475,380	(874,151)	(398,771)
Total income	419,623	290,608	563,199	107,959	193,017	1,574,406	(734,912)	839,494
Total expenses	(394,985)	(145,965)	(281,369)	(22,307)	(22,717)	(867,343)	(140,576)	(1,007,919)
Deferred acquisitions costs	-	23,998	-	-	-	23,998	-	23,998
Total assets	1,304,928	492,620	241,769	927,737	551,601	3,518,655	(1,071,600)	2,447,055
Movement in insurance contract liabilities	129,397	-	-	-	-	129,397	-	129,397
Movement in investment contract liabilities	2,211	-	-	-	-	2,211	-	2,211
Total liabilities	1,196,255	277,632	82,999	114,324	5,411	1,676,621	(17,901)	1,658,720
Cash flows from operating activities	147,396	25,153	171,063	95,288	7,797	446,697	(467,893)	(21,196)
Cash flows generated from/(utilised in) investing activities	(181,805)	(128,709)	40,024	7,129	70,692	(192,669)	176,287	(16,382)
Cash generated from/(utilised in) financing activities	55,724	18,568	-	(569)	(22,672)	51,051	(63,938)	(12,887)
Profit/(loss) before income tax	(54,489)	(5,495)	(72,353)	(59,768)	(137,858)	(329,963)	162,868	(167,095)
Income tax expense	(4,561)	(1,024)	-	(32,613)	(103)	(38,301)	(7,899)	(46,200)
HISTORICAL								
As at 31 December 2019								
Net premium earned	63,550	197,707	133,619	-	-	394,876	(1,485)	393,391
Rental income	-	-	-	23,548	-	23,548	(260)	23,288
Fair value adjustments on investment property	-	123,668	-	1,246,886	-	1,370,554	(103,037)	1,267,517
Investment income	768,325	42,744	40,933	358	444,290	1,296,650	(1,081,625)	215,025
Other income and fee income	17,469	13,719	17,329	12,399	13,915	74,831	(13,811)	61,020
Total income	849,344	377,838	191,881	1,283,191	458,205	3,160,459	(1,200,218)	1,960,241
Total expenses	(678,527)	(184,240)	(143,795)	(16,095)	(16,675)	(1,039,332)	14,950	(1,024,382)
Deferred acquisition costs	-	7,648	-	-	-	7,648	-	7,648
Total assets	999,655	613,921	105,867	1,419,373	535,900	3,674,716	(1,366,807)	2,307,909
Movement in insurance contract liabilities	(568,050)	-	-	-	-	(568,050)	-	(568,050)
Movement in investment contract liabilities	(28,847)	-	-	-	-	(28,847)	-	(28,847)
Total liabilities	804,148	354,008	58,002	258,599	7,776	1,482,533	(23,076)	1,459,457
Cash flows from operating activities	23,729	4,049	27,539	15,340	1,255	71,912	117,657	189,569
Cash flows generated from/(utilised in) investing activities	(29,268)	(20,720)	6,443	1,147	11,380	(31,018)	25,626	(5,392)
Cash generated from/(utilised in) financing activities	8,971	2,989	-	(92)	(3,650)	8,218	(12,284)	(4,066)
Profit before income tax	170,424	194,543	48,085	1,267,094	443,591	2,123,737	(1,190,424)	933,313
Income tax expense	(4,823)	(25,311)	-	(34,572)	(35)	(64,741)	(210,392)	(275,133)
As at 31 December 2018								
Net premium earned	43,028	25,990	62,895	-	-	131,913	21,936	153,849
Rental income	-	-	-	8,032	-	8,032	(347)	7,685
Fair value adjustments on investment property	-	613	-	6,291	-	6,904	(63)	6,841
Investment income	30,243	302	5,613	14	19,906	56,078	(24,815)	31,263
Other income and fee income	7,118	796	210	437	4,726	13,287	(3,669)	9,618
Total income	80,389	27,701	68,718	14,774	24,632	216,214	(6,958)	209,256
Total expenses	(72,297)	(26,717)	(51,501)	(4,083)	(4,158)	(158,756)	(25,732)	(184,488)
Deferred acquisitions costs	-	2,934	-	-	-	2,934	-	2,934
Total assets	209,188	78,970	38,757	148,722	88,425	564,062	(171,784)	392,278
Movement in insurance contract liabilities	(7,065)	-	-	-	-	(7,065)	-	(7,065)
Movement in investment contract liabilities	(36,226)	-	-	-	-	(36,226)	-	(36,226)
Total liabilities	187,238	43,455	12,991	17,894	847	262,425	(2,801)	259,624
Cash flows from operating activities	32,819	3,521	6,369	2,613	(309)	45,013	(16,660)	28,353
Cash flows generated from/(utilised in) investing activities	(19,430)	(993)	(6,554)	(2,294)	1,548	(27,723)	9,860	(17,863)
Cash utilised in financing activities	-	(142)	-	(1,100)	(2,451)	(3,693)	1,618	(2,075)
Profit before income tax	8,092	816	10,745	8,876	20,473	49,002	(24,187)	24,815
Income tax (expense)/credit	(708)	(159)	-	(5,062)	(16)	(5,945)	(1,226)	(7,171)