President & CEO’s Report

Presentation at the SGJ Annual General Meeting

Chris Zacca | May 26, 2023
Presentation Summary

► Financial Review: Full Year 2022
► Business Unit Performance 2022
► Stock Market Performance
► Our Corporate Social Responsibility
► Outlook
IMPACT

INNOVATION

TRANSFORMATION
A Growing Family – Welcoming Alliance Financial Services

Alignment and Growth

• In April 2022, Sagicor Group Jamaica (SGJ) acquired 100% of outstanding shares of Alliance Financial Services Limited (AFSL), a cambio and remittance services provider in Jamaica.

• The acquisition of AFSL aligned with SGJ’s overall strategy for growth, allows more leverage in the foreign exchange market, expands product offerings to clients, and leads the way for new business segments and products.

Market Expansion

• AFSL has achieved a few milestones post-acquisition - including almost 50% agent network expansion through a partnership with Unicomer Jamaica.
Sagicor Group Jamaica Limited

Organization Structure
AS AT DECEMBER 31, 2022

- Sagicor Financial Corporation Limited
  - Sagicor Financial Company Ltd.
  - Sagicor Life Inc. 100%
  - PanJam Investment Limited 30.21%
  - Sagicor Group Jamaica Limited 16.66%
  - LOJ Holdings Limited 32.45%

- Sagicor International Administrators Limited 100%
- Sagicor Re Insurance Limited 100%
- Sagicor Cayman Limited 100%
- Employee Benefits Administrators Limited 100%
- Sagicor Investments Jamaica Limited 100%
- Sagicor Bank Jamaica Limited 100%
- Sagicor Life Jamaica Limited 100%
- Sagicor Property Services Limited 100%
- Sagicor Pooled Investment Funds Limited 100%
- Sagicor Insurance Brokers Limited 100%
- Alliance Financial Services Limited 100%

- Sagicor Life of the Cayman Islands Ltd 100%
- Sagicor Investments (Cayman) Limited 100%
- Sagicor Insurance Managers Limited 100%
- Phoenix Equity Holdings Limited 100%
- Advantage General Insurance Co. Limited 60%
- Bailey Williams Limited 70%
- TC (2017) Limited (Travelassh) 51%

Funds Under Administration:
- Pooled Pension Funds
- Self Direct Pension Funds
- GEASO
- GPASO
- Segregated Insurance Funds
- Sigma Global Funds Limited
- Sagicor Select Funds Limited

Joint Venture - Sagicor Costa Rica SGR S.A. (50%)

Notes:
1. Percentages in the boxes reflect ownership interest of the significant shareholders.
$16.38 billion

SGJ Net Profit Attributable to Shareholders

Financial Review: Full Year 2022

Sagicor Group Jamaica
SGJ achieved net profit attributable to stockholders of $16.38 billion, a 6% reduction over the prior year but a creditable performance in a challenging year characterized by volatility in local and international financial markets.
SGJ Revenue - 2018-2022 (J$ Billions)
## Revenue by Business Segment

<table>
<thead>
<tr>
<th>Business Segment</th>
<th>2022 J$M</th>
<th>%</th>
<th>2021 J$M</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual Lines</td>
<td>33,064</td>
<td>34%</td>
<td>37,379</td>
<td>36%</td>
</tr>
<tr>
<td>Employee Benefits</td>
<td>29,293</td>
<td>30%</td>
<td>29,710</td>
<td>30%</td>
</tr>
<tr>
<td>Commercial Banking</td>
<td>17,183</td>
<td>18%</td>
<td>15,560</td>
<td>15%</td>
</tr>
<tr>
<td>Investment Banking</td>
<td>4,674</td>
<td>5%</td>
<td>7,336</td>
<td>7%</td>
</tr>
<tr>
<td>Other</td>
<td>12,913</td>
<td>13%</td>
<td>12,577</td>
<td>12%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>97,126</strong></td>
<td><strong>100%</strong></td>
<td><strong>102,561</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
SGJ Net Stockholders’ Equity – 2018-2022

<table>
<thead>
<tr>
<th>Year</th>
<th>J$ billions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>74.3</td>
</tr>
<tr>
<td>2019</td>
<td>91.3</td>
</tr>
<tr>
<td>2020</td>
<td>106.2</td>
</tr>
<tr>
<td>2021</td>
<td>114.8</td>
</tr>
<tr>
<td>2022</td>
<td>113.9</td>
</tr>
</tbody>
</table>
SGJ Group Efficiency Ratio (%)
Overview of 2022 Financial Metrics

<table>
<thead>
<tr>
<th></th>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Profit</td>
<td>J$16.38B</td>
<td>J$17.40B</td>
</tr>
<tr>
<td>Revenue</td>
<td>J$97.10B</td>
<td>J$102.56B</td>
</tr>
<tr>
<td>Efficiency</td>
<td>34%</td>
<td>32%</td>
</tr>
<tr>
<td>Group Total Assets</td>
<td>J$519M</td>
<td>J$528M</td>
</tr>
<tr>
<td>Earnings Per Stock Unit</td>
<td>J$4.19</td>
<td>J$4.46</td>
</tr>
<tr>
<td>Return On Equity</td>
<td>14%</td>
<td>16%</td>
</tr>
<tr>
<td>Stockholders’ Equity</td>
<td>J$113.87B</td>
<td>J$114.82B</td>
</tr>
<tr>
<td>Dividend Per Share</td>
<td>J$1.60</td>
<td>J$1.11</td>
</tr>
</tbody>
</table>
Industry Ratings
Sagicor Life Jamaica

A.M. Best

A-
(Excellent)
FINANCIAL STRENGTH RATING

CariCRIS

Stable
OUTLOOK

Sagicor Life Jamaica

a-
(Stable)
ISSUER CREDIT RATING

jmAA
(Stable)
JAMAICA NATIONAL SCALE - CariCRIS

• Strong earnings in core business lines
• Favourable market position
Industry Ratings
Sagicor Group Jamaica

CariCRIS Credit Rating

CariA- (Stable)
FOREIGN CURRENCY

Stable OUTLOOK
Retained Highest Credit Worthiness Rating For a Jamaican Company

Sagicor Group Jamaica

CariA (Stable)
LOCAL CURRENCY

jmAAA (Stable)
jmAA + (Stable)
NATIONAL SCALE LOCAL CURRENCY NATIONAL SCALE FOREIGN CURRENCY

• Leading Market Positions
• Strong Brand Equity
• Revenue Stability
• Healthy Financial Performance
• Strong Risk Management
Creating INNOVATIVE solutions to better serve our clients
Sagicor Group Jamaica is a multi-line Financial Services Group.
The Group’s profits are generated primarily from four large segments.

Other Segment represents -5% of the overall group performance.
Individual Insurance

• Achieved **J$8.74 billion** in net profit in 2022.

• The results were driven by exceptional new business sales and improved conservation of the in-force block of policies. In 2022, the Division’s block of in-force policies grew by 3%.

• Net premium income for Individual Insurance lines was **J$33.44 billion** which is 8% higher than in 2021 - aided by growth in new annualized premium income.

• Market share of 64%

• Launched a pap smear testing facility for an enhanced client experience for female clients.
Employee Benefits

• Achieved J$4.1 billion in net profit in 2022, an 11% increase against 2021.

• Group Health and Group Life premiums were 13% and 18% above 2021 respectively.

• New Business from annuities, group life and health portfolios totaled $6.9 billion which is 30% higher than in 2021.

• The Segment expanded the scope of our digital solutions through Sagicor Connect (customer service platform), automation of benefit payments and introduction of Sagicor PLUS - a facial recognition technology for pensioners (a first in the region).
Sagicor Bank

- Achieved J$3.29 billion in net profit in 2022, an improvement ahead of 2021.
- Total assets of $192.88 billion were 10% above the December 2021 amount of $175.02 billion.
- Loans portfolio grew by 17%.
- Deposits portfolio grew by 9.2% when compared to 2021.
- The provision for expected credit losses decreased year over year by $567 million mainly from a decline in the non-performing loan portfolio combined with improved recoveries.
Sagicor Investments

- Achieved J$1.2 billion in net profit in 2022. This performance was impacted by the prevailing macroeconomic conditions that negatively impacted the industry.

- In 2022, the opening of operations through Sagicor Investments Cayman Limited and the onboarding of the first clients was completed.

- SIJ successfully raised US$221M for NFE South Jamaica Limited, one of the largest Private Placements issued.

- Our Asset Management segment through our SIGMA funds continues to be the leader in both performance and funds under management (40% market share).
Alliance Financial Services Limited

SGJ owns 100% stake in AFSL

- SGJ acquired AFSL as of March 1, 2022, and restarted its operations on April 4, 2022.
- Diversification of SGJ product offerings into money services
- Total revenue amounted to J$697 million for the nine months of operations in 2022.
- By December 2022, the agent network had been re-built and grown to 92 agents and 35 new cambio relationships were onboarded
- In 2023, AFSL will embark on an aggressive growth strategy to:
  - Increase Cambio and Remittance locations island-wide
  - Re-enter the bill payment market
Other Interests

SGJ owns **60%** stake in Advantage General Insurance Company through its subsidiary SIJ

- Achieved **J$303 million** in net profit in 2022
- Total revenue of **J$4.32 billion** which is a **0.13%** increase against 2021
- Growth in non-motor portfolio

SGJ owns **50%** stake in Sagicor Costa Rica

- Achieved **US$5.7 million** in net profit in 2022
- Total revenue of **US$20.4 million** which was impacted by a decrease in insurance premiums due to the cessation of a COVID-related insurance product offering
Off-Balance Sheet Assets Under Management

- The financial market challenges impacted the performance of the Sigma Global Funds over the 12-month period.

- Despite the challenges, Sigma Real Growth and Sigma Global Venture provided returns of 13.8% and 10.6% respectively.

- The top performing pooled fund was the Pooled CPI Fund which is geared at hedging against inflation and generated returns of 9.9%.
Other Key Indicators

• MCCSR in 2022 was 209% for Sagicor Life Jamaica (above 150% regulated minimum)

• Capital Adequacy Ratio in 2022 was 14.9% for Sagicor Investments Jamaica and 13% for Sagicor Bank Jamaica (above 10% regulated minimum for both)

• Achieved 99% Brand Recognition in 2022, becoming more recognized and accessible island-wide.

### CAPITAL RATIOS

<table>
<thead>
<tr>
<th>Regulated Entities</th>
<th>Key Regulatory Ratios</th>
<th>Minimum Statutory Requirements</th>
<th>Dec 31 2022</th>
<th>Dec 31 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sagicor Life Jamaica Limited</td>
<td>Minimum continuing capital and surplus requirements ratio (MCCSR)</td>
<td>150.0%</td>
<td>208.6%</td>
<td>163.8%</td>
</tr>
<tr>
<td>Sagicor Bank Jamaica Limited</td>
<td>Regulatory capital to risk weighted assets ratio</td>
<td>10.0%</td>
<td>13.0%</td>
<td>14.1%</td>
</tr>
<tr>
<td>Sagicor Investments Jamaica Limited</td>
<td>Regulatory capital to risk weighted assets ratio</td>
<td>10.0%</td>
<td>14.9%</td>
<td>17.7%</td>
</tr>
<tr>
<td>Sagicor Life of the Cayman Islands Limited</td>
<td>Minimum capital requirement (MCR)</td>
<td>125.0%</td>
<td>303.5%</td>
<td>287.1%</td>
</tr>
<tr>
<td>Advantage General Insurance Company Limited</td>
<td>Minimum capital test ratio (MCT)</td>
<td>250.0%</td>
<td>344.7%</td>
<td>328.9%</td>
</tr>
</tbody>
</table>
Leveraging our STRENGTHS and CAPITALIZING on key opportunities
SGJ improved its position to **THE LARGEST FINANCIAL CONGLOMERATE ON THE JAMAICA STOCK EXCHANGE IN 2022** (measured in terms of market capitalization)
Net Profit of Select Listed Companies

<table>
<thead>
<tr>
<th>Company</th>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>SGJ</td>
<td>16.4</td>
<td>17.40</td>
</tr>
<tr>
<td>NCB</td>
<td>27.3</td>
<td>14.23</td>
</tr>
<tr>
<td>BNS</td>
<td>11.7</td>
<td>8.41</td>
</tr>
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</table>
Building a TRANSFORMATIVE culture in which team members thrive
Client Satisfaction

47.6% Net Promoter Score (NPS) among the best scores globally

- 90% Overall Quality Score
- 98.6% Complaint Resolution Rate
- 7.6 Customer Effort Score (CES)
Group HR will work relentlessly in 2023 to serve, prioritize and optimize the company’s people; driving and embedding a culture that attracts, engages and retains the best talent and preparing our existing workforce for the roles and mindset of the future.
Team Welfare

The work environment continues to evolve and is doing so at a rapid pace. It is important that Sagicor remains proactive in engaging its workforce.

Team engagement continues to be an integral part of our DNA.
Team Wellness

In 2022, we:

- Launched Sage Hub – a best-in-class co-working space for team members with collaboration rooms, working nooks, office rentals and learning and development spaces;
- Facilitated and encouraged Resilient Leadership through the upskilling of people leaders;
- Competitively positioned Sagicor to attract & retain talent; and
- Improved internal service delivery.
Other Highlights of 2022

- PriceSmart Partnership launched in April 2022
- CareShield product launched (SBJ & SLJ partnership offering credit card clients insurance coverage)
- Over J$52 million raised for Sigma Run beneficiaries
CARING, INSPIRING & SERVING AT THE HEART OF SAGICOR’S CORPORATE SOCIAL RESPONSIBILITY
SGJ, primarily through its charitable arm – Sagicor Foundation continued to reaffirm its commitment to improving the lives of the people in the communities in which it operates.
We are committed to supporting our Communities

**$33+M** to Scholarship Programme

**$25+M** to Basic School Renovation

**$2.5+M** UTECH Teach Di Youths Summer Camp

**$2.5+M** Desktop Computers for Liberty Academy

**$3.5+M** Support Camp Activities

**$650,000** approx. donation for laptops and tablets on behalf of Sigma Run 2022 patron Olympic hurdler Megan Tapper.

**$6M** Jamaica Premier League Football Tournament

**$4M** Ballaz Football Academy

**$1M** Sunshine Girls National Team

**$7M** Joy Town Community Development Foundation Intervention Programme for at-risk youth

**$250K** to The Jamaica Cancer Society
In 2022, the Foundation invested **over $33 million** in its Scholarship Programme. Scholarships are provided to students at the tertiary and secondary levels.

114 new scholarships were awarded to support the academic journeys of 90 tertiary students and 24 secondary students.

**ADOPT-A-SCHOOL PROGRAMME**

In 2022, major renovation works were completed at the **Bermaddy Basic School** in Linstead, St Catherine, and **John Anglin Basic School** in Warsop, Trelawny. The renovation work was at an investment of over **$25 million**.
Sagicor Foundation also sponsored the Joy Town Community Development Foundation’s Youth with GRIT Behavior Modification School Programme which engages high school students in Trench Town by providing them with academic support, conflict resolution strategies, and life skills.

The students have made remarkable improvements from exhibiting uncouth behaviors or performing poorly academically to being lauded as top performers and copping numerous school awards and leadership roles.
Environmental, Social and Governance (ESG)

- SGJ embraces environmentally sustainable business practices.
- We commenced this process in 2021 with the introduction of an Environmental and Social Management Policy implemented by SBJ, which was developed and guided by the International Finance Cooperation (IFC).
- Our aim is to ensure that our clients and prospective clients are compliant with environmental laws and that environmental and social risks are considered when assessing risks.
- We continue to build out our ESG program.
...And into 2023

FUTURE READY NOW!

Sagicor Group Jamaica
Our Strategy

In 2023, Sagicor Group Jamaica will be guided by six (6) strategic pillars which facilitate alignment across the Group and will propel growth and increase stockholders’ value.

1. Digitally transform the business
2. Generate and grow revenue in new ways
3. Build client intimacy and loyalty through effective relationships
4. Embed a culture that retains, engages and attracts the best talent
5. Expand our geographical footprint
6. Digitally improve our operating efficiencies
Introduction of the IFRS 17 Standard

- IFRS 17 is a new standard being applied globally and replaces IFRS 4.
- It came into effect on Jan. 1, 2023.
- It establishes new principles for the recognition, measurement, presentation and disclosures of insurance and reinsurance contracts.
- IFRS 17 does not affect the underlying fundamentals of our business, strategy, or operations.
- It improves transparency for the sources of profit and provides a greater degree of stability and predictability to underlying Long Term insurance contract earnings.
- The Group’s asset management, commercial banking, investment banking, and cambio & remittance businesses are unaffected by IFRS 17.
Introduction of the IFRS 17 Standard (cont’d)

• Long-Term Insurance and Short-Term Insurance segments replace the Individual Life and Employee Benefits Division segments, which will no longer be used.

• Long-Term Insurance segment includes Annuities, Traditional Life and Universal Life products.

• Short-Term Insurance segment contains our Group Life, Group Health and Property & Casualty offerings.

• Assets and liabilities will be measured at current value. As such, fair value gains or losses on assets backing insurance liabilities are now recognized in the P&L rather than through OCI on the Balance Sheet.

• Contractual Service Margin (CSM) has been introduced. This liability represents the expected net present value of cash flows of insurance contracts that are deferred at inception and amortized to future income. The CSM qualifies as regulatory capital.
Our Outlook

Sagicor Group Jamaica maintains an unwaveringly positive outlook as we navigate the ever-changing landscape with resilience and adaptability.

Consistent performance and innovation are at the core of our operations. We continuously seek new opportunities, embrace emerging technologies, and explore untapped markets to stay ahead of the curve.

We shall continue to strategically position ourselves to optimize, grow and deliver exceptional value to our clients and stakeholders.
THANK YOU