



**YEARS OF
GROWING TOGETHER**

A new year welcomes new beginnings, new hopes, new aspirations and new achievements. This year caps a quarter century of starting with a thought in mind, passion in our heart and the will to succeed. Combined with a common sense of purpose, we have both achieved milestones by building on each other's strengths and creating synergies to move forward. With the unwavering support of our partners, these past twenty-five years have been a great journey. In the same spirit, we keep growing together, hand in hand.

#GROWINGTOGETHER



www.efulife.com

EFU LIFE ASSURANCE LTD.

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TOGETHER WE FLY HIGH

#GROWINGTOGETHER

Just like the falcon soars high, using its vision and the sunlight to plan its destination, a keen sense of direction is essential for seeing where we are headed. We are committed to rising above the challenges and staying on the path to success with our partners.

VISION

Our Vision is to make EFU Life one of the most respected and successful financial services organisation in the world. Our strategy to achieve our vision is: build our core capabilities, serve our clients beyond their expectations, adhere to our core values and be a good corporate citizen.

MISSION

We shall together build EFU Life into a dynamic and financially sound institution by:

- Working together as a team
- Continually improving our client services
- Creating an empowered and self-fulfilling culture
- Developing innovative products
- Adopting leading technology



TOGETHER WE **ACHIEVE GOALS**

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With progress, simply knowing the destination isn't enough. Every step of the way has to be meticulously planned and our paths aligned to achieve our goals.

STRATEGIC OBJECTIVES

LEAD THE INDUSTRY

Be the leading provider of insurance and financial planning solutions by achieving growth in existing and new markets.

VALUE OF SHAREHOLDERS

Achieve sustainable level of profitability and continuously create value for shareholders.

BRAND EQUITY

Enhance our brand equity through continuous investments in communication channels and market education.

INNOVATIVE SOLUTIONS

Continually innovate and deliver a comprehensive range of insurance and savings products meeting the needs of all market segments.

DISTRIBUTION FOOTPRINT

Strengthen and expand our distribution footprint by connecting to all segments of the market where there is a need for financial planning and protection.

CUSTOMER OBSESSION

Build a customer-centric culture by not only excelling in caring for our customers and delivering on our promises, but also delighting them at every step of the way.

EMBRACE TECHNOLOGY

Adopt leading technology, deeply entwined with business functions to create optimisation across the organisation.



CORE VALUES

TOGETHER WE PAVE THE PATH

#GROWINGTOGETHER

True greatness manifests through staying steadfast in the face of adversity and paving a path around obstacles. Like stones in a stream, the contemporary business environment has its fair share of impediments. However, our core values give us the will and courage to persevere and do the right thing, recognising excellence in our partners and reaching new heights together.

VALUES

CHARACTER

Our business principles for achieving exceptional success are a belief that our corporate conduct should be based on uncompromising integrity, ethics and honesty.

PRIDE

We believe that people want to excel and that extraordinary results can be achieved, if given the right support and work climate.

SERVICE

Our clients are the reason for being in business. We shall deliver to them the highest quality of flawless service to win and keep their loyalty.

COMMITMENT

We nurture and develop our people to be good human beings, work together as a team to achieve our organisational objectives and obligations, while at the same time fulfill their aspirations.

CULTURE

Embed a high performance culture that points the organisation towards the common good and intense passion for achievement at all levels.



KEY FINANCIAL HIGHLIGHTS

TOGETHER WE **WORK HARD**

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Anything worth having is worth working hard for. Our persistent pursuit of success and prudence in business helps us perform better. It is said that passion drives prosperity and we share that with our partners, leading to closer cooperation and greater results.

Rs. 4.34 Billion
Shareholder Equity

Rs. 110.24 Billion
Strong Asset Base

Rs. 2.60 Billion
Total Claims Paid

150%

Cash Dividend

41.8%
Return on equity

Rs. 18.12
Earnings Per Share

Rs. 99.2 Billion
Funds Under Management

Rs. 1.812 Billion
Profit After Tax



TOGETHER WE PROSPER

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Success does not come to those who stand still. From the earliest examples of harnessing technology to aid progress, organisations have always excelled when they have evolved to meet the challenges of the age. We keep this proud tradition alive by moving forward together through innovation, in our journey towards a better future for us and our partners.



TOGETHER WE GO FAR

#GROWINGTOGETHER

Self-belief is as essential to success as believing in the power of acting in concert with those you trust. A single tree might not be able to provide shade but together with other trees, it can provide significant foliage over a large area. Similarly, we believe in maximising our reach by collective action and growing together with our partners.



TOGETHER WE BUILD THE FUTURE

#GROWINGTOGETHER

Trust begets trust. We carry out our affairs in the community transparently, with our efforts for everyone to see. The trust our community puts in us pushes us to keep moving forward, building a community that prospers and grows with us.



TOGETHER WE SWEETEN LIFE

#GROWINGTOGETHER

Everything is important. When it comes to our products and solutions, we pay attention to everything and everyone, who work with and for us. It is with this collective mindset we can conceive and improve our offerings, giving the best in value and service to our valuable partners and making life just that much better.



OUR TEAM

TOGETHER WE SHINE BRIGHT

#GROWINGTOGETHER

Each member comes together to contribute to the strength of the team. Much like a patch of sunflowers, we're able to shine bright and reach new heights, thanks to the commitment and ownership of the people we work with, ensuring the organisation progresses as one. It is this teamwork, dedication and trust that drives us forward.





Director's Profile



Rafique R. Bhimjee

Mr. Rafique R. Bhimjee is B.Sc (Hons) in Management Science, University of Warwick, MBA in Finance from City University, London and a "Certified Director" from Pakistan Institute of Corporate Governance. He has worked overseas in Merrill Lynch Asset Management, New York and Abu Dhabi Investment Authority.

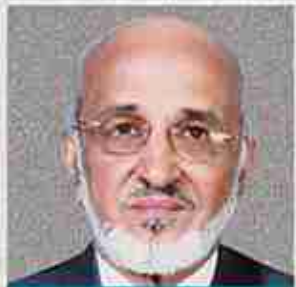
Mr. Rafique Bhimjee was the Chairman of EFU General Insurance Ltd. from February 1999 to July 2011 and became Chairman of EFU Life Assurance Ltd. in July 2011. He is also a Director of Allianz EFU Health Insurance Ltd. and EFU Services (Pvt.) Ltd.



Taher G. Sachak

Mr. Taher G. Sachak has studied in the UK and is a graduate in Business Studies from Bournemouth University, and also has a post-graduate Diploma in Management Studies from Liverpool University. Following his studies, he joined the British Civil Service and after 5 years decided to pursue a career in life assurance.

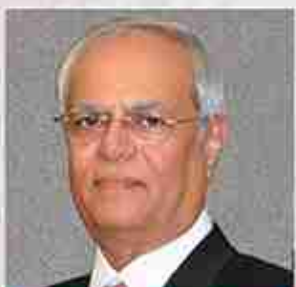
He held executive positions in major UK Life Assurance Companies, Allied Dunbar, Trident Life and finally Century Life before coming to Pakistan in 1994 to join EFU Life. He is also a Director of EFU General Insurance Ltd. and Vice Chairman of Allianz EFU Health Insurance Ltd. and Chairman of Pakistan Insurance Institute and a "Certified Director" from Pakistan Institute of Corporate Governance.



Saifuddin N. Zoomkawala

Mr. Saifuddin N. Zoomkawala has been associated with EFU Group since 1964. He served as Managing Director of EFU General Insurance Ltd. from 1990 till 2011 when he was elected Chairman of the Company.

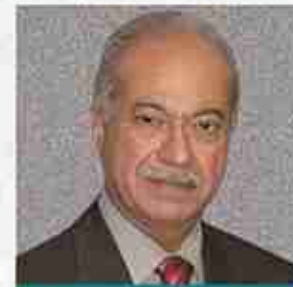
He is also the Chairman of Allianz EFU Health Insurance Ltd. He was also Chairman of EFU Life Assurance Ltd. from 1999 to 2011. He is on the Board of Governors of Shaikat Khanum Memorial Trust; SIUT; Burhani Hospital; and Fakhr-e-Imdad Foundation.



Hasanali Abdullah

Mr. Hasanali Abdullah is Chartered Accountant and Certified Director from Pakistan Institute of Corporate Governance (PICG). He has been associated with EFU General Insurance Ltd. since 1979 and is Managing Director & Chief Executive of the Company from 2011. He is Director of EFU Life Assurance Ltd., Allianz EFU Health Insurance Ltd., EFU Services (Pvt) Ltd., Tourism Promotion Services (Pakistan) Ltd. (owners of Serena Hotels), Honorary Treasurer of Aga Khan Hospital & Medical College Foundation, Member National Committee of Aga Khan University Foundation (Pakistan Branch) Geneva.

Director of Institute of Financial Markets of Pakistan. He is an ex-officio member of Executive Committee of Insurance Association of Pakistan. He has served on the Boards, Council and Committees of various Aga Khan Development Network institutions from 1976 to 2002. He has been Director of PICG in 2011, Chairman of Insurance Association of Pakistan for the year 2008, 2010 - 11 and 2016 - 17, Executive Committee Member of Federation of Pakistan Chambers of Commerce and Industry for 2011 & 2017 and Chairman of Pakistan Insurance Institute 2014 - 15.



Muneer R. Bhimjee

Mr. Muneer R. Bhimjee has been associated with EFU since July 1993. He is a Graduate (Hons) in Social Sciences from University of Westminster, London.

He is also a Director of International Foundation Garments (Pak) Pvt. Ltd. and EFU General Insurance Ltd. and now also on the board of Allianz EFU Health Insurance Ltd.



Heinz Dollberg

Mr. Heinz Dollberg, based in the Asia Pacific Division of Allianz SE in Munich since 1998, was responsible for managing operations in Asia, the Middle East and North Africa. He frequently travelled between Allianz headquarters in Munich and the subsidiaries to oversee operations. He has over three decades of experience at Allianz.

In the 1980's, Mr. Dollberg worked in Tokyo and Hong Kong and was part of the pioneering team that established the Group's widespread operations in the Asia Pacific. Mr. Dollberg holds a degree in Law and holds positions with numerous subsidiaries of Allianz. He was appointed, Honorary Professor by two well-reputed universities in China - South Western University of Chengdu, as well as the Tongji University of Shanghai.



Kamal Afsar

Mr. Afsar holds a post-graduate degree in Economics and International Studies and is a "Certified Director" from Institute of Corporate Governance. He was Chairman, State Life Insurance Corporation of Pakistan, Chairman and CEO, Pakistan Reinsurance Company Ltd., and Chairman and CEO, Pakistan Automobile Corporation Ltd.

He has also served as the Managing Director, Karachi Electric Supply Corporation Ltd. now (K-Electric Ltd.) and CEO, National Tanker Company. Mr. Afsar has held the position of Federal Commerce Secretary and as Consul General of Pakistan at Hong Kong for over 5 years. He also sits on the Boards of Karachi Stock Exchange, Central Depository Company of Pakistan and Bank Islami Pakistan Ltd.



Syed Salman Rashid

Mr. Syed Salman Rashid has done B.Sc. (Hons) from Karachi University and is a "Certified Director" from Pakistan Institute of Corporate Governance. He started his career with EFU General Insurance Ltd., and has been associated with the company for over three decades and serves as Deputy Managing Director in the company.

He has attended international seminars, meetings and conferences in several countries of the world. Parallel to his professional services, he has also served on the Board of JS Investment Bank Ltd. and is presently on the Board of Power Cement Ltd.



Ali Raza Siddiqui

Mr. Ali Raza Siddiqui holds Bachelor of Arts Degree from Cornell University, USA with Double majors in Economics and Government. He has also served on the Board of Bank Islami Pakistan Ltd., Pakistan International Container Terminal Ltd., UG Food Company Pvt. Ltd., R & R Pvt Ltd., Jahangir Siddiqui & Co. Ltd. & JS Investments Ltd.

Presently he is on the Board of EFU General Insurance Ltd., Mahvash & Jahangir Siddiqui Foundation, Pakistan International Bulk Terminal Ltd & Future Trust. Prior to joining JS Investments Ltd., he was Assistant Vice President at AIM Investments in Houston, a wholly owned subsidiary of INVESCO plc. (formerly known as AMVESCAP plc).



Leadership Team

Mustafa Hussain Ali
National Sales Director
Sales Force



Taher G. Sachak
Managing Director &
Chief Executive



S. Shahid Abbas
Chief Financial Officer &
Executive Director



Zain Ibrahim
Chief Operations Officer &
Executive Director



Rehman Fayaaz Khan
Head of Window
Takaful Operations



M. Ali Ahmed
Chief Strategy Officer &
Executive Director



Husein Sachak
Head of Bancassurance



S. Ali Raza Zaidi
Executive Director
Group Benefits





Journey Through The Year

CSR Award 2017

'CSR Award 2017' in the category of Social Impact by The Professionals Network and Ethical Business Update (EBU) in recognition of the company's efforts in areas of health and education.

Best Corporate Report (BCR) Award 2016

EFU Life Assurance's Annual Report 2016, 'Looking Over the Horizons' ranked in the Top three in the Best Corporate Report (BCR) Award 2016 in the Non-Banking Financial Institutions Category by Institute of Chartered Accountants of Pakistan (ICAP) and Institute of Cost & Management Accountants of Pakistan (ICMAP) for best presented accounts.

Consumer Choice Award 2016

Consumer Choice Award 2016' for Best Life Insurance Company in Pakistan for 9th consecutive time, for excellence in management practices and service quality.

EFU Life Becomes Member of MEFIN

EFU Life has been enrolled as a member of the Mutual Exchange Forum on Inclusive Insurance, or MEFIN Network, which is a collegial body of insurance policy makers and regulators in Asia with the aim to promote an efficient and effective collaboration with the insurance industry.

SAFA Award

'Certificate of Merit' by South Asian Federation of Accountants (SAFA) for Best Presented Accounts 2016 in the insurance sector, within South Asian countries.

EFU Life JCR - VIS Rating

JCR - VIS Rating Company Limited has reaffirmed the Insurer Financial Strength (IFS) Rating of EFU Life at 'AA+' (Double A plus).

World Finance Global Insurance Award

Winners of World Finance Award 2017 for 'Best Life Insurance Company' in Pakistan for the 3rd consecutive year.

Tez Financial Services and EFU Life join hands for Inclusive Insurance

EFU Life signed a Strategic Partnership agreement with Tez Financial Services (A Planet N Group Company). The partnership envisages making a visible social impact through financial inclusion of the masses at the lower end of the pyramid and using technology as a key enabler for micro life, savings and health related insurance solutions.

Telenor Microfinance Bank partners with EFU Life to upgrade its mass market product

Telenor Microfinance Bank has joined hands with EFU Life Assurance Ltd. to launch 'Kamyab Mustaqbil Plus', an enhanced version of the Bank's existing mass market product.



'Meri Shaan Mera Pakistan' Inauguration at Aga Khan Family Park

EFU Life inaugurated 'Meri Shaan Mera Pakistan' campaign in 2016 on Pakistan's Independence Day, and after the successful completion of two wall beautification projects in Karachi, at Ayesha Manzil and NCC Sports Complex, the Company extended this campaign to a third location, the Aga Khan Family Park.

International Women's Day

EFU Life celebrated International Women's Day. The event recognised women and appreciated their unparalleled contributions towards the success of the organisation.

World Diabetes Day 2017

EFU Life organised a diabetes awareness session and medical camps to mark World Diabetes Day. A medical camp was also arranged, during this session to test the employees for diabetes and blood pressure.

World Thalassemia Day (Making Pakistan Thalassemia free)

An awareness session on Thalassemia was conducted for the employees, followed by Thalassemia screening and a blood donation drive.

World Breast Cancer Awareness Day

EFU Life celebrated 'Pinktober' by conducting an awareness session '#TalkAboutIt' to help the women in the organisation become aware of symptoms of Breast Cancer.



Journey Through The Year

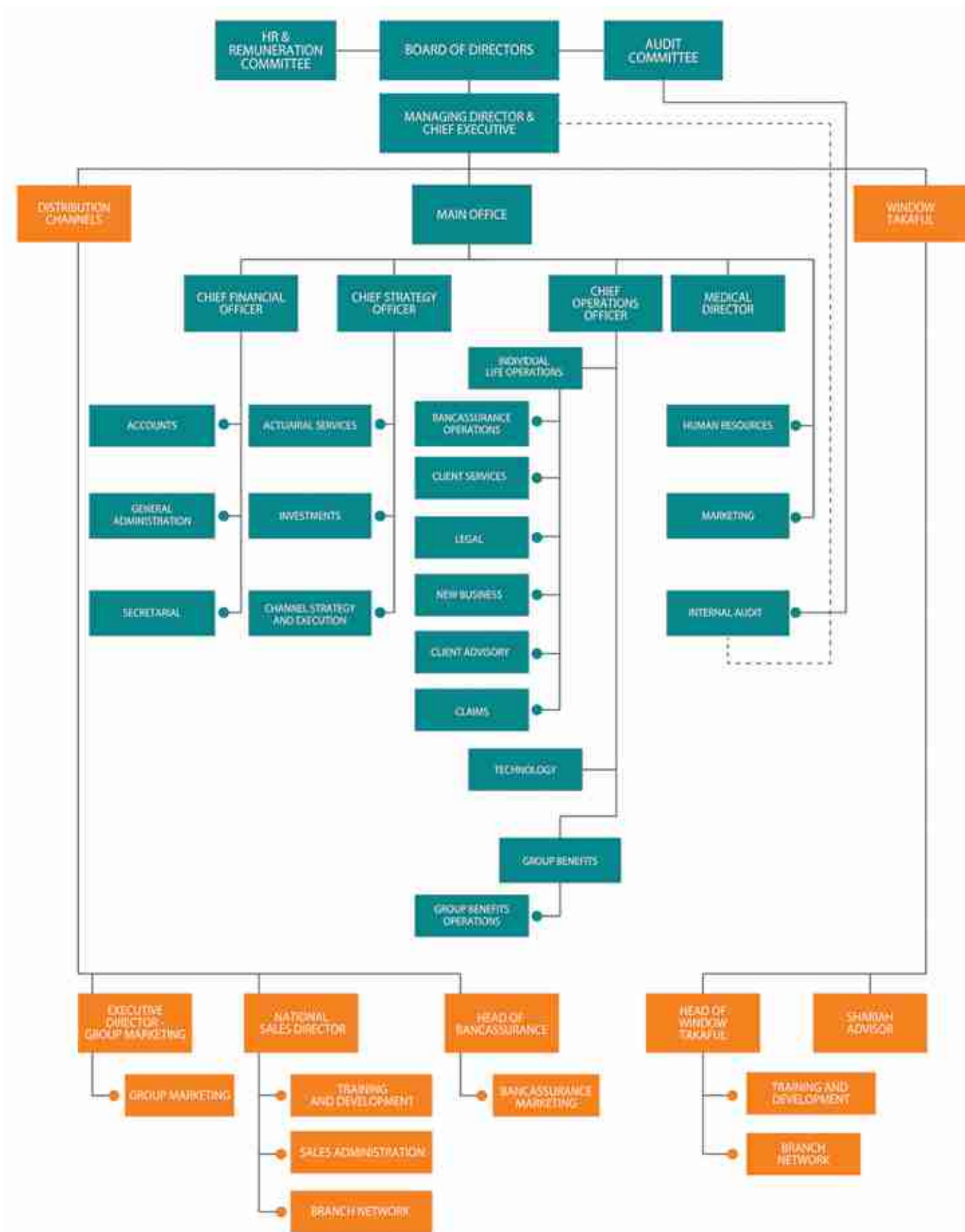
Celebrating
25 years of
EFU LIFE

25
YEARS OF
GROWING TOGETHER





Organogram



Management

Managing Director & Chief Executive

Taher G. Sachak

Executive Directors

Mohammed Ali Ahmed
S. Shahid Abbas
Zain Ibrahim

Deputy General Managers

Arshad Iqbal
Ashfaq Ahmed
Mohammad Asim Khan

Assistant General Managers

Adeel Ishaque
Ali Qureshi
Aman Hussain
Jalal Habib Curmally
Mohammad Faisal
Nilofer Sohail
Raza Hasan
S. Mohammad Owais
Syed Muhammad Raza Rizvi

Medical Director

Dr. Tajuddin A. Manji, F.R.C.P., M.R.C.P.

Chief Managers

Evelyn D. Abrogena
M. Fawad Habib
M. Hasan Shaikh
M. Rehan Siddiqui
Mohammad Abbas
Naseeruddin Ahmed
S. Muhammad Athar
S. Rizwan Ali Bukhari
Sajjad Hussain Khan

Senior Managers

Abida Hasanali
Ammar Qamar
Asim Maqbool
Burhan Zahid Chughtai
Dr. Ammara Moazzum
Dr. Asad ul Hadi Siddiqui
Farukh Hasan
Mohammad Zubair
S. Mohammad Amer
Zia ur Rehman Khan

Managers

Abbas Hussain
Adnan Ali Gul
Adnan Wali
Akbar Husain Qazilbash
Ameer Abbas Mir Muhammadi
Asif Akhtar
Dr. Hayaul Batool Abbasi
Faisal Zahir
Farah Mushtaq
Furqan Ahmed
Irfan Abbas Hameer
Irfan Junejo
Irfan Qadir Malik
Javed Ameen
Jibran Masood Khan
M. Jawaid Mughal
M. Rafi Malik
Majid Aziz
Mohammad Abbas Zaidi
Mohammad Faisal
Mushtaq Ali
Nasir Feroze Khan
Ramesh Kumar
S. Abdul Mujeeb
S. Muneer Ali
Sajid Ahmed
Sajid Mahmood Butt
Sheikh Irfan Zafar
Usman Azher
Zahid Hussain

Distribution Channels

Sales Force

Mustafa Hussain Ali
National Sales Director

Group Benefits

S. Ali Raza Zaidi
Executive Director

Bancassurance

Husein Sachak
Head of Bancassurance

Takaful Operations

Rehman Fayyaz Khan
Head of Window Takaful Operations

Shariah Advisor

Mufti Muhammad Ibrahim Essa

Shariah Compliance Officer

Adeel Ishaque



Committees

Audit Committee

Kamal Afsar
Hasanali Abdullah
Saifuddin N. Zoomkawala
Muneer R. Bhimjee
Ali Raza Siddique

Ethics, HR & Remuneration Committee

Kamal Afsar
Rafique R. Bhimjee
Saifuddin N. Zoomkawala
Taher G. Sachak

Investment Committee

Rafique R. Bhimjee
Saifuddin N. Zoomkawala
Taher G. Sachak
Hasanali Abdullah
Omer Morshed
S. Shahid Abbas
Mohammed Ali Ahmed
S. Muhammad Owais

Underwriting Committee

Taher G. Sachak
Dr. Tajuddin Manji
Zain Ibrahim
Hasan Sheikh
Dr. Asad- ul- Hadi

Claim Settlement Committee

Taher G. Sachak
Arshad Iqbal
Dr. Ammara Moazzam
Sajjad Hussain

Reinsurance Committee

Taher G. Sachak
Mohammad Ali Ahmed
Zain Ibrahim
Raza Hasan
Ali Qureshi

Risk Management & Compliance Committee

Taher G. Sachak
Mohammed Ali Ahmed
S. Shahid Abbas
Zain Ibrahim
Ali Qureshi
Abbas Hussain

IT Steering Committee

Zain Ibrahim
S. Shahid Abbas
Ashfaq Ahmed



Company Information

Chairman

Rafique R. Bhimjee

Managing Director & Chief Executive

Taher G. Sachak

Directors

Saifuddin N. Zoomkawala
Muneer R. Bhimjee
Hasanali Abdullah
Heinz Walter Dollberg
Syed Salman Rashid
Kamal Afsar
Ali Raza Siddiqui

Corporate Secretary

S. Shahid Abbas

Appointed Actuary

Omer Morshed, F.C.A., F.P.S.A., F.I.A.

Legal Advisor

Mohammad Ali Sayeed, M.A.B.L.

Auditors

KPMG Taseer Hadi & Co.
Chartered Accountants, Karachi

Rating

Rating Agency: JCR-VIS
Insurer Financial Strength Rating: AA+
Outlook: Stable

Registrar

Central Depository Company of Pakistan Ltd.
99-B, Block B, S.M.C.H.S
Main Shahra - e - Faisal
Karachi 74400 - Pakistan
(92-21) 111-111-500

Website:

www.efulife.com

Registered Office

Al-Malik Centre
70 W, F-7/G-7
Jinnah Avenue, (Blue Area)
Islamabad

Main Office

EFU Life House,
Plot No.112, 8th East Street
Phase 1, DHA, Karachi

Shariah Advisor

Mufti Muhammad Ibrahim Essa



Access to Reports and Enquiries

Annual Report

Annual report can be downloaded from the Company's website: www.efulife.com; or printed copies obtained by writing to:

The Company Secretary
EFU Life Assurance Ltd.
EFU Life House,
Plot No.112, 8th East Street
Phase 1, DHA, Karachi, Pakistan

Quarterly Reports

The company publishes interim reports at the end of first, second and third quarters of the financial year. The interim reports can be accessed at website: www.efulife.com; or printed copies can be obtained from the company secretary.

Shareholder's Enquiries

Shareholders' enquiries about their holding, dividends or share certificates can be directed to share registrar at the following address:

Central Depository Company of
Pakistan Ltd.
99-B, Block B, S.M.C.H.S
Main Shahra - e - Faisal
Karachi 74400 - Pakistan

Stock Exchange Listing

The shares of the company are listed on Pakistan Stock Exchange. The symbol code is EFUL.



Company Profile

Company Profile

EFU is the largest insurer group in the country. The group structure comprises of EFU Life Assurance Limited, EFU General Insurance Limited and Allianz EFU Health Insurance Limited.

The EFU Brand has a rich history of over 85 years, starting in 1932 in Calcutta. By 1961, EFU had become the flag bearer of Pakistan's insurance industry on the world stage, and the largest life company in Afro-Asian countries (excluding Japan). It remained so until 1972 when Life insurance business in Pakistan was nationalized. From then onwards EFU operated solely as a General Insurance Company.

In 1992, the Government of Pakistan opened up life insurance to the private sector and EFU Life Assurance Ltd was incorporated as the first private sector life insurance company. Over a span of 25 years EFU Life has established itself as a trusted brand name in providing all types of financial planning solutions. The Company markets its business through three main distribution channels - Sales Force, Bancassurance and Group Benefits. A comprehensive range of retail products are available targeting low-income persons up to high net worth individuals, details can be viewed on our website www.efulife.com. In addition, tailor made solutions are offered to the corporate sector through group life schemes.

The Company also has the distinction of being the first Window Family Takaful Operator to be licensed by the SECP and to start window takaful operations. A complete Shariah compliant suite of financial planning products is available through all distribution channels.



Performance Evaluation of the Board & CEO

Performance Evaluation of the Board

Board of Directors act as governing trustees of EFU on behalf of the regulator, shareholders and Policy holders of the Company. For this purpose the Board has placed a mechanism to reevaluate its performance annually as required by the Code of corporate Governance. The mechanism devised is based on emerging and leading trends on the functioning of Board and improving its effectiveness, The placement and Functioning of evaluation mechanism is out sourced. Also, each member of the Board carried out a self-assessment of his own effectiveness as an individual as well as effectiveness of the Board as a team for the year. Furthermore, the Company is abiding by the Code of Conduct which is formulated by the Board.

The Board set following evaluation criteria to judge its performance.

- Ensures that compliance mechanism is in place and followed diligently.
- Proper risk management tools are in placed which supports for company's performance and growth.
- Compliance with all relevant regulatory laws and regulations by management of the company.
- Review of the long term strategic business plans and goals and its achievement.
- Ensuring adequate internal control system within the company and its regular assessment through self-assessment and audit committee.
- Ensuring required quorum of Board meeting is available in order to have detailed deliberation and quality decision on matters of significance.
- Ensures the training of Board member particularly the new members are fully aware of their roles and responsibilities.

Performance Evaluation of the Chief Executive Officer

The performance of the Company is intricately linked to the CEO's performance and inevitably, the CEO's performance is measured against the Company's performance. The Chief Executive Officer (CEO) is responsible for leading the development and execution of the Company's long term strategy with a view to creating value for its shareholder. The CEO's leadership role also entails being ultimately responsible for all day-to-day management decisions and for implementing the company's long and short term plans.

The performance of CEO is assessed through performance and target given by the Board. The following constitute the benchmarks against which the evaluation takes place:

- Development of future Strategy
- Customer insight and sales leadership
- Financial analysis and management
- Effective deployment of information systems



Role of the Chairman and the CEO

The roles of the Chairman and the Chief Executive are separate and complementary, with responsibilities clearly set out.

Chairman

The Chairman is responsible for leadership of the Board. In particular, he will:

- Ensure effective operation of the Board and its committees in conformity with the highest standards of corporate governance.
- Ensure effective communication with shareholders, and other relevant stakeholders and that the views of these groups are understood by the Board.
- Set an agenda which is primarily focused on strategy, performance, value creation and accountability, and ensure that issues relevant to those areas are considered by the Board.
- Ensure that the Board determines the nature and extent of the significant risks the Company is willing to embrace in the implementation of its strategy, and that the Board reviews on an ongoing basis the effectiveness of risk management and internal control systems.
- Set the agenda, style and tone of Board discussions to promote constructive debate and effective decision making.
- Manage the Board to ensure that adequate time is allowed for discussion of all agenda items (in particular strategic issues) and to ensure that complex or contentious issues are dealt with effectively, making sure in particular that non-executive Directors have sufficient time to consider them.
- Ensure that Board members receive accurate, timely and clear information, in particular about the Company's performance.

Chief Executive

The Chief Executive is responsible for leadership of the life insurance business, managing it within the authorities delegated by the Board and the development and implementation of strategy. In particular, he will:

- Develop strategy proposals for recommendation to the Board and ensure that agreed corporate strategy actions are reflected in the business.
- Be responsible to the Board for the performance of the business consistent with agreed business plans, corporate strategies and policies and keep the Board as a whole updated on progress made against such agreed plans, corporate strategies and policies.
- Facilitate the operating businesses of the Company in developing their own strategic plans for the future ensuring that they are properly evaluated and that they are built into the overall corporate strategy.
- Plan human resourcing to ensure that the Company has the capabilities and resources required to achieve its business plans
- Develop an organizational structure and establish processes and systems to ensure the efficient organization of resources.
- Lead the Committees, including the development of performance targets and appraisals for the Executive Committees and senior management. Ensure that business is conducted in accordance with the Business Principles.
- Ensure that the flow of information to the Board is accurate, timely and clear. Ensure that reporting lines within the Company are clearly established and are effective.
- Ensure that management puts procedures in place to ensure compliance with all relevant legislation and regulation.
- Develop and maintain an effective framework of internal controls including risk management in relation to all business activities.
- Ensure that the Company has a suitable system and policy for the timely and accurate disclosure of information in accordance with regulatory requirements.
- Keep the Chairman promptly informed on all matters that may be of importance to the Board or of which the Board should be aware.

The Chairman and Chief Executive will meet regularly to review issues, opportunities and problems.



Stakeholder Engagement / Quality Assurance

Policy and Procedures for Stakeholder Engagement

Institutional Investors

The Company convenes Annual General Meeting in accordance with the Companies Act 2017. The Company's financial reports are published every quarter and are also placed on Company's website for the share holders and potential investors.

In compliance with the Code of Corporate Governance under the listing regulations of the stock exchange. The Company notifies information to the stock exchange from time to time. This helps the shareholders remain connected with the Company. The dates of the Board of Directors Meetings and financial results are notified to the stock exchange.

Customers

We believe in customer trust and satisfaction being our strength over the years. To help improve customer service and meet their needs and expectations, feedback from customers are sought.

Banks

We understand the importance of these stakeholders and ensure continuous interactions with them and manage our relationships.

Media

We engage with media through press briefing and regular press releases on key achievements, periodical results, and other strategic events.

Regulators

To maintain compliance with applicable laws and regulations, the applicable statutory returns and forms are filed with various regulatory bodies and federal and provisional taxation authorities.

Procedures Adopted for Quality Assurance of Products / Services

EFU Life believes that meeting customer expectations comes from consistently meeting standards and delivering consistent results is at the core of quality assurance procedures. It is our responsibility to ensure that every employee understands the quality definitions and how he / she is to make certain those standards are met. Measuring the quality that is delivered is critical for consistent results. Department / Branch Heads monitor work processes and maintain quality standards.

As per ISO 9001:2008 standards, EFU Life has established procedures for quality assurance of services by continually improving the effectiveness of the quality management system through the use of:

- the quality policy,
- quality objectives,
- audit results,
- analysis of data,
- corrective and preventive actions,
- regular management reviews,
- training,
- customer feedback system and
- monitoring / measurement activities.

The old expression, "There is always room for improvement," rings true when it comes to quality assurance. To keep our business on the cutting edge, we always ask the question, How can we make this better? By tweaking the process where required or by raising standards each year, we will see our overall business quality improve to levels higher than ever before.



Whistle Blowing & Investor Grievance Policy / Internal Audit Framework

Whistle Blowing Policy

In compliance with the Code of Corporate Governance the Company has adopted a Whistle Blowing Policy. The Company has established a Code of Ethics which sets out the standards of conduct in the management of its business. All the employees are expected to carry out their duties in a manner that is consistent with the Code. If employees become aware of the circumstances which are not in compliance with the Code, they communicate their concerns to the Managing Director.

Investor Grievance Policy

EFU Life Assurance Ltd. believes that relations with investors are vital for the financial life line and substantial growth of the organization. Relations with investors also reflect on the goodwill of the organization. It is therefore, imperative to place an efficient and effective mechanism in the organization for providing services to the investors and to re-dress their grievances in accordance with law.

The Company has accordingly provided on its website, the necessary information about the Company, the Directors, auditors, share registrars, the financial data for the current period and for the last six years and daily stock update showing daily rates of the Company's shares quoted at the Pakistan Stock Exchange.

The Chief Financial Officer and Corporate Secretary of the Company is the primary contact on behalf of the Company to whom the investors can contact to re-dress their grievances and resolve their issues.

The management endeavors to investigate and resolve all the complaints and queries of the investors to their utmost satisfaction. An investor who is not satisfied can also approach the Securities & Exchange Commission of Pakistan (SECP) complaint cell through interactive link provided on our website. Our investor grievance policy is broadly based on the following principles:

- Investors calling us in person, telephone, fax or email are received and their complaints are dealt in timely manner.
- Each and every investor is treated fairly at all the times.
- Prompt, efficient and fair treatment is given to all the complaints and queries of the investors.

Internal Audit Framework and Role of the Internal Auditor

Internal Audit is an independent appraisal function, which operates as a service to the company through the Audit Committee and senior management. Its role, as part of the overall governance and control environment, is to provide an independent and objective assurance and consulting service; to evaluate the adequacy and effectiveness of the risk management, internal controls, operations and governance processes throughout the company. It also provides an opinion on the company's operations for economy, efficiency and effectiveness.

To fulfill this role, the internal audit service covers all the financial and other management control systems. Internal Audit is empowered to audit all systems and activities and has unrestricted access to all records, reports, personnel, IT systems and assets for audit purposes. It consults with appropriate management to set mutually convenient dates for audits work to take place, but the timing of the audit is at the ultimate discretion of the audit department.



Decisions taken at the last AGM / EOGM

Annual General Meeting held on April 15, 2017

No significant issues were raised by the shareholders during the meeting. The following matters taken up in the meeting as per Agenda were approved unanimously and the decisions taken were implemented in due course:

1. approval of the minutes of the 24th Annual General Meeting held on April 15, 2016.
2. approval of Audited Financial Statements for the year ended December 31, 2016 together with the Directors' and Auditors' reports thereon.
3. approval of Final Cash Dividend at the rate of Rs.12/- per share i.e. 120% for the year ended December 31, 2016 as recommended by the Board of Directors and also approve the interim dividend of Rs 3/- i.e. 30% already paid to shareholders, thus making a total of Rs 15/- per share i.e. 150% for the year ended December 31, 2016
4. appoint Auditors for the year 2017 and fix their remuneration
5. resolve that transmission of financial statements , auditors report and Directors report etc. to members of the company at registered address in soft form i.e. CD/DVD/USB.

Extraordinary General Meeting held on June 20, 2017

1. Extraordinary General Meeting was held on June 20th 2017
2. The number of candidates for election were nine for nine seats, therefore, all the following persons were elected as Directors for the period of three years with effect from June 22, 2017.
 1. Mr. Saifuddin N. Zoomkawala
 2. Mr. Rafique R. Bhimjee
 3. Mr. Muneer R. Bhimjee
 4. Mr. Taher G. Sachak
 5. Mr. Hasanali Abdullah
 6. Mr. Salman Rashid
 7. Mr. Ali Raza Siddiqui
 8. Mr. Heinz Walter Dolberg
 9. Mr. Kamal Afsar



Code of Conduct

Statement of Ethics

EFU's Code of Ethics spells out the standards of behavior and principles to be followed by the employees. Our Code of Ethics requires that it is necessary to ensure that the appropriate standards of behavior are followed to the letter and spirit in accordance with the approved and agreed Code of Conduct by the employees of EFU.

EFU, being the custodian of share holders and policy holders' wealth, becomes more responsible to maintain ethical culture based on best practices world wide. We believe maintaining an ethical environment is critical for our valued share holders, policy holders', regulators and other stakeholders. Therefore, for nurturing this culture all Directors and staff are required to:

- Act with integrity, dignity and in an ethical manner when dealing with the public, clients and peers.
- Protect the confidentiality of client information at all times except where required by law to disclose it.
- Protect the confidentiality of information relating to the Company both during the course of Directorship or employment (as the case may be) and after its termination (regardless of reason).
- Obtain written permission from the Company's Compliance Officer (or the Chief Executive Officer in the event that the Compliance Officer is unavailable) to hold any position (paid or unpaid) with any outside party, firm or organization. For clarity, positions covered include but are not limited to consultant, employee, Director, representative and agent. Furthermore, all staff must disclose in writing to the Company, any such positions they currently hold at the time of signing this statement Directors are exempt from this requirement.
- Maintain accurate records of business transactions related to the Company or its clients.
- Report any business or professional activities or any beneficial interests that may result in a conflict with or be competitive with the interests of the Company.
- Report any person or activity to the Compliance Officer or CEO that, in their opinion, is in violation of this statement.
- Disclose their shareholding in the Company's Securities upon signing this agreement and any changes in shareholding within 24 hours of any such change.

Statement of Business Practices

- Uncompromising integrity. Our business is founded on trust and we manage it ethically, lawfully and fairly.
- Clients first. Nothing we do is more important than protecting and preserving our clients' interests. We hold responsibilities towards our clients in the highest regard.
- Entrepreneurship. We work hard every day to hire the best people, motivate them, reward them and encourage them to innovate. We are a meritocracy and an equal opportunity employer.
- Passion for performance. We contribute towards our Company's financial goals and concentrate on achieving superior results.
- A culture of excellence. We measure our performance on every task we undertake not just by the results but also by the quality of our work.
- A tradition of success. While we are fair and ethical at all times, we compete aggressively by providing excellent service to our clients.



Financial Calendar

Results		
First Quarter ended 31 March 2017	Announced on	27-Apr-17
Half year ended 30 June 2017	Announced on	16 Aug, 17
Third quarter ended 30 September 2017	Announced on	28 Oct, 17
Year ended 31 December 2017	Announced on	14 Feb, 18
Dividend		
1st Interim 2017	Announced On	27-Apr-17
	Amount	12.50%
	Entitlement date	12-May-17
	Paid On	19-May-17
	Statutory Limit upto which payable	10-Jun-17
2nd Interim 2017	Announced On	16-Aug-17
	Amount	12.50%
	Entitlement date	30-Aug-17
	Paid On	9-Sep-17
	Statutory Limit upto which payable	28-Sep-17
3rd Interim 2017	Announced On	28-Oct-17
	Amount	12.50%
	Entitlement date	14-Nov-17
	Paid On	20-Nov-17
	Statutory Limit upto which payable	13-Dec-17
Final Cash 2017	Announced On	14-Feb-18
	Amount	112.50%
	Entitlement date	31-Mar-18
	Statutory Limit upto which payable	27-Apr-18
1st Interim 2016	Announced On	23-Apr-16
	Amount	10%
	Entitlement date	9-May-16
	Paid On	20-May-16
	Statutory Limit upto which payable	6-Jun-16
2nd Interim 2016	Announced On	20-Aug-16
	Amount	10%
	Entitlement date	5-Sep-16
	Paid On	22-Sep-16
	Statutory Limit upto which payable	3-Oct-16
3rd Interim 2016	Announced On	22-Oct-16
	Amount	10%
	Entitlement date	7-Nov-16
	Paid On	18-Nov-16
	Statutory Limit upto which payable	5-Dec-16
Final Cash 2016	Announced On	14-Feb-17
	Amount	120%
	Entitlement date	7-Apr-17
	Paid On	17-Apr-17
	Statutory Limit upto which payable	14-May-17
Issuance of Annual Report		10-Mar-18
26th Annual General Meeting		7-Apr-18



Notice of Meeting

Notice is hereby given that the 26th Annual General Meeting of the Shareholders of EFU Life Assurance Ltd. will be held at Kamran Centre, 1st Floor, 85 East, Jinnah Avenue, Blue Area, Islamabad on Saturday April 7, 2018 at 11.30 a.m. to:

A . ORDINARY BUSINESS:

1. confirm the minutes of the 25th Annual General Meeting held on April 15, 2017.
2. confirm the minutes of Extra-ordinary General meeting held on June 20, 2017.
3. receive, consider and approve the Audited Financial Statements for the year ended December 31, 2017 together with the Chairman's review, Directors' and Auditors' reports thereon.
4. consider and if thought fit to approve the payment of Final Cash Dividend at the rate of Rs.11.25 per share i.e. 112.50% as recommended by the Board of Directors and also approve the Interim cash dividend of Rs.3.75 per share i.e. 37.50% already paid to shareholders for the year ended December 31, 2017.
5. appoint Auditors for the year 2018 and fix their remuneration. The Audit Committee and the Board of Directors have recommended the name of M/s KPMG Taseer Hadi & Co., Chartered Accountant for re-appointment as auditors.

B. SPECIAL BUSINESS:

6. To consider, and if thought fit, to pass the following resolutions with or without modification(s)

"Resolved that the transactions carried out by the Company in the normal course of business with EFU General Insurance Ltd. and Allianz EFU Health Insurance Ltd. (related parties) in 2017 be and are hereby ratified, approved and confirmed."

"Further Resolved that the Managing Director & Chief Executive be and is hereby authorized to approve all the transactions carried out in the normal course of business with EFU General Insurance Ltd. and Allianz EFU Health Insurance Ltd. till the next Annual General Meeting."
 7. Transact any other matter with the permission of the chair.
- Attached to this notice of meeting being sent to the members is a statement under Section 134(3)(b) of the Companies Act, 2017 setting forth :
- a. All material facts concerning the resolutions contained in item 6 of the notice.

By Order of the Board

Karachi February 14, 2018

Syed Shahid Abbas
Chief Financial Officer &
Corporate Secretary

NOTES

1. A member entitled to attend and vote at the General Meeting is entitled to appoint another member as a proxy to attend and vote in respect of his/her behalf. Form of proxy must be deposited at the Company's Registered Office not later than 48 hours before the time appointed for the meeting.
2. CDC Account holders are advised to follow the following guidelines of the Securities and Exchange Commission of Pakistan.

A. For attending the meeting:

- (i) In case of individuals, the account holder and/ or sub-account holder and their registration details are uploaded as per the Regulations, shall authenticate his identity by showing his original Computerized National Identity Card (CNIC) or original passport at the time of attending the meeting.
- (ii) In case of corporate entity, the Board of Directors' resolution / power of attorney with specimen signature of the nominee shall be produced (unless it has been provided earlier) at the time of the meeting.

B. For appointing proxies:

- (i) In case of individuals, the account holder and/ or sub-account holder and their registration details are uploaded as per the Regulations, shall submit the proxy form as per the above requirement.
 - (ii) The proxy form shall be witnessed by two persons whose names, addresses and CNIC numbers shall be mentioned on the form.
 - (iii) Attested copies of CNIC or the passport of the beneficial owners and the proxy shall be furnished with the proxy form.
 - (iv) The proxy shall produce his original CNIC or original passport at the time of the meeting.
 - (v) In case of corporate entity, the Board of Directors' resolution/power of attorney with specimen signature shall be submitted (unless it has been provided earlier) along with proxy form to the Company.
3. For exercising electronic voting (e-voting) right through intermediary by providing consent in writing regarding appointment of execution officer as proxy as per the Companies (E-Voting) Regulation, 2016:
 - i. If Company receives demand for poll by e-voting from members having not less than one tenth of the voting power the Company will arrange for e-voting exercise.
 - ii. The instruction to appoint execution officer and opting to e-vote through Intermediary as per the Companies (E-Voting) Regulations, 2016 shall be deposited to the Company at least ten days before holding of general meeting at Kamran Centre, 1st Floor, 85 East, Jinnah Avenue, Blue Area, Islamabad or through email "shahidabbas@efulife.com".
 - iii. Representative of CDC, CDC House, 99-B, Block - B, S.M.C.H.S., Main Shahra-e-Faisal, Karachi-74400, Pakistan will be appointed as execution officer for the meeting.
 - iv. The proxy/e-voting form shall be witnessed by two persons whose names, addresses and CNIC numbers shall be mentioned on the form.

4. The Share Transfer Books of the Company will be closed from April 01, 2018 to April 07, 2018 (both days inclusive). Transfers received in order by our Share Registrar, Central Depository Company of Pakistan Limited, CDC House, 99-B, Block 'B', S.M.C.H.S., Main Shahra-e-Faisal, Karachi-74400 before the close of business on March 31, 2018 will be considered in time to attend and vote at the meeting and for the entitlement of Dividend.

5. Members are requested to notify/submit the following, in case of book entry securities in CDC to respective CDC participants and in case of physical shares, to the Company's Share Registrar, if not earlier provided/notified:

- a. Change in their addresses;
- b. Valid and legible photocopies of Computerized National Identity Card (CNIC) for Individuals and National Tax Number (NTN) both for individual & corporate entities.

6. ELECTRONIC TRANSMISSION OF ANNUAL FINANCIAL STATEMENTS AND NOTICES

Pursuant to Notification vide SRO 787(I)/2014 dated September 08, 2014, the Securities and Exchange Commission of Pakistan (SECP) has directed all companies to facilitate their members receiving annual financial statements and notices of annual general meeting through electronic mail system (E-mail). EFU Life Assurance Ltd., is pleased to offer this facility to our valued members who desire to receive annual financial statements and notices through email in future.

In this regards, those members who wish to avail this facility are hereby requested to convey their consent via email on a standard request form which is available at the Company's website.

Please ensure that your email account has sufficient rights and space available to receive such email which may be greater than 1MB in size. Further, it is the responsibility of member(s) to timely update the share registrar of any change in his (her / its / their) registered email address at the address of Company's registrar.

7. ELECTRONIC DIVIDEND MANDATE

Under the section 242 of Companies Act, 2017 it is mandatory for all listed Company to pay cash dividend to its shareholders through electronic mode directly in to the bank account designated by the entitled shareholders.

In order to receive dividend directly into their bank account, shareholders are requested (if not already provided) to fill in Bank Mandate Form for Electronic Credit of Cash Dividend available in the Annual Report and also on the Company's website and send it duly signed along with a copy of CNIC to the Share Registrar of the Company, CDC House, 99-B, Block 'B', S.M.C.H.S, Main Shahra-e-Faisal, Karachi-74400, in case of physical shares.

In case of shares are held in CDC then electronic dividend mandate form must be directly submitted to shareholder's brokers / participant / CDC account services.

In case of non-receipt of information, the Company will be constrained to withhold payment of dividend to shareholders.

8. SUBMISSION OF VALID CNIC (MANDATORY)

As per SECP directives the dividend warrants of the shareholders whose valid CNICs, are not available with the Share Registrar could be withheld. All shareholders having physical shareholding are therefore advised to submit a photocopy of their valid CNICs immediately, if already not provided, to the Company's Share Registrar at the following address, Registrar, Central Depository Company of Pakistan Limited, CDC House, 99- B, Block 'B', S.M.C.H.S., Main Shahra_ e-Faisal, Karachi-74400 without any further delay.

9. DEDUCTION OF WITHHOLDING TAX ON THE AMOUNT OF DIVIDEND

Pursuant to SECP directives vide Circular No.19/2014 dated October 24, 2014. SECP has directed all companies to inform shareholders about changes made in the section 150 of the Income Tax Ordinance, we hereby advise shareholder as under;

- (i) The Government of Pakistan through Finance Act, 2016 and 2017 has made certain amendments in section 150 of the Income Tax Ordinance, 2001 whereby different rates are prescribed for deduction of withholding tax on the amount of dividend paid by the companies. These tax rates are as under:

- a. for filers of income tax returns: 15%
- b. for non-filers of income tax returns : 20%

To enable the Company to make tax deduction on the amount of cash dividend @15% instead of 20%, all the shareholders whose names are not entered into the Active Tax Payers List (ATL) provided on the website of FBR, despite the fact that they are filers, are advised to make sure that their names are entered into ATL before the date for payment of the cash dividend otherwise tax on their cash dividend will be deducted @ 20% instead of @ 15%.

- (ii) In the case of shares registered in the name of two or more shareholders, each joint-holder is to be treated individually as either a filer or non-filer and tax be deducted by the Company on the basis of shareholding of each joint-holder as may be notified to the Company in writing. The joint-holders are, therefore, requested to submit their shareholdings otherwise each joint-holder shall be presumed to have an equal number of shares.
- (iii) For any query/ problem /information, the investors may contact the Company and / or the Share Registrar at the following phone numbers & email address. The contact number of Company Secretary is 021-111-338-111 & email: shahidabbas@efulife.com and the contact numbers of Share Registrar, Central Depository Company of Pakistan is 021- 111-111-500 & email: info@cdcpak.com
- (iv) The corporate shareholders having CDC accounts are required to have their National Tax Number (NTN) updated with their respective participants, whereas corporate physical shareholders should send a copy of their NTN certificate to the Company or its Share Registrar, Central Depository Company of Pakistan. The shareholders while sending NTN or NTN certificates, as the case may be, must quote company name and their respective folio numbers.

10. CONSENT FOR VIDEO CONFERENCING FACILITY

Pursuant to the provision to the Companies Act, 2017 members can also avail the video conferencing facility, in this regard please fill the following and submit to registered address of the Company at-least 10 days before the holding of Annual general meeting. If the Company receives consent from members holding aggregate 10% or more share holding residing at the geographical location to participate in the meeting, the Company will arrange video conference facility in the city subject to availability of such facility in that city.

I/We _____, of _____, being a member of EFU Life Assurance Ltd. holder of _____ordinary share(s) as per registered Folio No. _____ hereby opt for video conferencing facility.

11. UNCLAIMED DIVIDEND

As per the provision of section 244 of the Companies Act 2017, any shares issued or dividend declared by the Company which have remained unclaimed / unpaid for a period of three years from the date on which it was due and payable are required to be deposited with commission for the credit of Federal Government after issuance of notices to the shareholders to file their claim. The details of the shares issued and dividend declared by the Company which have remained due for more than three years was sent to shareholders. Shareholders are requested to ensure that their claims for unclaimed dividend and shares are lodged timely. In case, no claim is lodged with the Company in the given time, the Company shall after giving notice in newspaper proceed to deposit the unclaimed / unpaid amount and shares with the Federal Government pursuant to the provision of Section 244 (2) of Companies Act 2017.

Statement under section 134(3) of the Companies Act, 2017:

This statement sets out the material facts pertaining to the Special Business to be transacted at the Annual General Meeting of the Company to be held on April 07, 2018.

1. Item No. 6 of the Notice

Transactions carried out with related parties during the year ended December 31, 2017 to be passed as a Special Resolution

The transactions carried out in normal course of business with associated companies (related parties) are approved by the Board as recommended by the Audit Committee on quarterly basis pursuant to clause 5.19.6 (b) of the Rule Book of Pakistan Stock Exchange Limited under Code of Corporate Governance. In the case of EFU General Insurance Ltd. and Allianz EFU Health Insurance Ltd., a majority of the Directors were interested and in accordance with the provisions of Section 208 of the Companies Act, 2017. Such transactions, therefore, are being placed before the shareholders for approval through special resolution proposed to be passed in the annual general meeting.

In view of the above, the normal business transactions conducted during the year 2017 with EFU General Insurance Ltd. and Allianz EFU Health Insurance Ltd. as per following details are being placed before the shareholders for their consideration and approval/ratification.



Liquidity Management Strategy

Amount in PKR 000'

EFU General Insurance Ltd.	Premium Written	31,670
EFU General Insurance Ltd.	Premium paid	32,566
EFU General Insurance Ltd.	Claims paid	12,407
EFU General Insurance Ltd.	Dividend received	146,481
EFU General Insurance Ltd.	Dividend paid	678,700
Allianz EFU Health Insurance Ltd.	Premium written	938
Allianz EFU Health Insurance Ltd.	Premium paid	15,601

The names of Directors with interest as director in related parties.

1. Mr. Rafique R. Bhimjee holds 844,996 shares of Allianz EFU Health Insurance Ltd.
2. Mr. Saifuddin N. Zoomkawala holds 316,800 shares of EFU General Insurance Ltd. and 4,000,496 shares of Allianz EFU Health Insurance Ltd.
3. Mr. Hasanali Abdullah holds 369,758 shares of EFU General Insurance Ltd. and 44,996 shares of Allianz EFU Health Insurance Ltd.
4. Mr. Muneer R. Bhimjee holds 15,965,743 shares of EFU General Insurance Ltd. and 833 shares of Allianz EFU Health Insurance Ltd
5. Mr. Taher G. Sachak holds 2,046 shares of EFU General Insurance Ltd.
6. Mr. Ali Raza Siddiqui holds 800 shares of EFU General Insurance Ltd.

Authorization to the Chief Executive for the approval of transactions carried out and to be carried out with EFU General Insurance Ltd. & Allianz EFU Health Insurance Ltd. (related party) till the next Annual General Meeting to be passed as a Special Resolution

The Company would be conducting transactions with EFU General Insurance Ltd. and Allianz EFU Health Insurance Ltd in the normal course of business. The majority of Directors are interested in these transactions due to their common Directorship and shareholding in EFU General Insurance Ltd. and Allianz EFU Health Insurance Ltd as detailed herein above. Therefore, in order to comply with the provisions of clause 5.19.6(b) of the Rule Book of Pakistan Stock Exchange Limited under Code of Corporate Governance, the shareholders may authorize the Managing Director & Chief Executive to approve transactions carried out and to be carried out in the normal course of business with EFU General Insurance Ltd. and Allianz EFU Health Insurance Ltd till the next Annual General Meeting.

The names of Directors and nature and extent of their interest in the proposed resolution is the same as mentioned above.

Liquidity risk:

- Liquidity risk for insurers:
 - Risk of an actual or perceived shortfall of liquid assets to pay claims or operating expenses.
 - Risk of low investment yield related to liquidity issues, e.g.
 - Investing too safely; maximizes liquidity but hurts performance.
 - Having to get out of a position at an inopportune time and realize a loss (significant research on “cost of distress” issues).

Impacts of liquidity issues

- Inability to pay claims on a timely basis can produce “run on bank” mentality
- Rating agencies rate willingness and ability to pay - Money invested in illiquid assets is heavily discounted in the rating process. Downgrade=death.
- Poor investment performance related to liquidity issues can contribute to further problems (particularly distressed selling)

Unique attributes of insurance industry:

Majority of cash obligations are estimates - not known in nominal or present value

- Analysis that reflects the uncertainty of obligations suggests a different position than a static analysis would
- Liquidity management becomes important

Liabilities are sensitive to inflation

- Simultaneous impacts on assets and liabilities should be understood
- Forces that could result in increase of liabilities and decrease of assets at the same time impair operating flexibility and can force a liquidity crunch

Underwriting cycle can produce fluctuating operating cash position

- Changing levels of internally generated cash may alter investment strategy and concerns about liquidity
- Less concern when internally generated cash is readily available „

Catastrophe exposure

- Must account for potential need for significant liquidity

Regulatory constraints on investing “creativity” (concern for policyholder welfare)

- Strategy must incorporate constraints by external parties
- Practically speaking, this results in a need to keep a safe liquidity posture

Asset management has established conventional wisdoms and risks of deviations

- Departures from traditional approaches often must be supported by strong evidence

Sometimes poorly institutionalized links between asset and liability side

- More dynamic links can be created

Enterprise Risk Management and Investment Philosophy

Asset Allocation Policy is the primary driver of total investment portfolio return variability and performance over time

Liquidity Metrics must be incorporated with other total return measures

Active Risk Policy drives relative portfolio performance and significantly enhances performance over time

Manager Structure integrates asset allocation policy and active risk policy to avoid uncompensated risks and capture active manager skill to enhance returns.

Active Manager Skill adds value over time.

An Enterprise Risk Management Approach is essential to enhance overall corporate financial performance



Management Objectives & Strategies

Management Objective	Strategies to meet the objectives	Relationship between EFU Result and Objectives
Sustained profitability	Venture into long term profitable business segments	Healthy Profit after tax, declared cash dividend of 150%
Financial Efficiency	Effective financial management	Healthy financial statement
Increase customer retention	Dedicated focus on customer retention, part of all KPIs for distribution channels	Achieved overall persistency of 84.3%
Acquire new customers	Robust distribution setup; multiple channels such as agency sales force, bancassurance, corporate sector, telecommunication companies, branchless banks	Growth of 23% in new business
Introduce new products	Customer segmentation and solutions according to the needs of the target population	Diverse range of products available from pure protection to savings, focusing on short and long term needs of all customer segments, from micro to High networth customers.
Social impact	Products which provide valuable life insurance coverage for financial support of the insured individuals and families	Claims (death and disability) of Rs. 2.6 billion paid during the year
Employ professions who create value for customers	Significant focus through strategic HR policies on employee recruitment and selection to fulfil the organization's human capital needs	A professional and seasoned management team
To develop leadership abilities and potential for our team	Provide opportunities for skill enhancement and leadership traits through identifying development needs and organization's future requirements; professional qualifications are encouraged and supported	High caliber individuals are employed in various technical functions supported by the organization for their continuous professional development.



Critical performance indicator

EFU Life has always been a stable player in life insurance sector. Challenging political environment in country meant heavy losses on investments made in Equity within Pakistan accompanied with high level competition and economic uncertainties. Despite these challenging conditions, performance of EFU Life remained excellent.

The CPI during 2017 were as follows:

- Growth in premium for each line of business.
- Number of lives insured
- Persistency of individual life business by distribution channel.
- Claims to premium ratio
- Acquisition cost to gross premium
- Growth in the distribution network

Management Objective	CPI	Why is it important
Revenue per policy holder	Servicing Cost	A low value of this CPI could be due to poor agency contracts, sub par customer service or lack of sound investment policy
Average cost per claim	Cost per claim	It is important to categorized by type of claims
Average time to settle claim	Total days taken to settle claim / total claims	It is important to retain current and potential customer
Return on surplus	Premium per policy	This CPI measures companies performance
Renewal / Retention	This measures the customer who continue coverage after initial term has expired	Retention is important for profitability
New Business	Issuance of new policies	It is important indicator of operational performance & can be instrumental in strategy development
Strike Rate	It measures the quality of new business brought in by agents	Underwriting acceptance rate
Average Policy Size	Value of total policies sold / number of policies sold	It helps in evaluating weather the company is achieving the product risk that matches company strategy
Underwriting Process	Time consumed per policy	Process of approval is important for customer satisfaction.



Business Continuity Plan / Disaster Recovery Plan

Business Continuity Plan (BCP)

The Business Continuity Plan (BCP) is a plan to ensure continuation of business processes in an emergency or disaster. These failures or disasters may include fire or any other incident where the company cannot continue their operations under normal conditions. Companies need to analyze all possible threats and design a plan to ensure business continuity if the threat becomes a reality.



Disaster Recovery Plan (DRP)

A disaster recovery plan (DRP) is a documented, structured approach with instructions to recover and protect a business IT infrastructure in the event of a catastrophic event. It is "a comprehensive statement of consistent actions to be taken before, during and after a disaster". An effective disaster recovery plan must be regularly reviewed and updated to make sure it reflects the current state of the business and meets the goals of the company. Not only should it be reviewed, but it must be tested to ensure it would be a success if implemented.

As EFU Life is a technology oriented company, therefore we cannot bear any downtime or data loss due to disaster. So we have designed and deployed Disaster Recovery site to protect the organization in the event of Disaster for following critical services,

- Business Application
- Database services & Client data
- Telephony services
- Emails & other communication services

Goals and Objectives of Disaster Recovery Plan are,

1. Reduce Overall Risk
2. Maintain and Test our Disaster Recovery Plan
3. Alleviate Owner and policy holders Concerns
4. Restore Day-to-Day Operations
5. Comply with Regulations
6. Rapid Response



Forward looking Statement / Statement of Business Practices

EFU Life has a positive outlook on the next 5 years of the life insurance and family takaful industry. The sector has continued to perform well vis-à-vis other sectors in the financial arena, and the Company expects this growth momentum to continue for the medium term. Distribution channels and their effective utilization will continue to be the primary driving force resulting in an increased insurance penetration and expansion of the financial protection safety net. At the same time, alternative mass market channels focusing on including a larger number of lives under the insurance net will continue to be explored by the companies. With the expansion of the distribution channels, the Company expects the industry players to focus more on improving the productivity.

With the opening up of window takaful operations during 2015, and several window takaful operators having started operations, the Company expects takaful outreach to expand and contribute positively in increasing the size of the insurance pie. Investment on Information Technology will continue, especially adopting new trends in technology, and will be one of the key aspects of the industry's strategy. The Company expects investments in enhancing the technology base for back-end operations and for front end sales and services to clients.

Statement of Business Practices

- Uncompromising integrity. Our business is founded on trust and we manage it ethically, lawfully and fairly.
- Clients first. Nothing we do is more important than protecting and preserving our clients' interests. We hold responsibilities towards our clients in the highest regard.
- Entrepreneurship. We work hard every day to hire the best people, motivate them, reward them and encourage them to innovate. We are a meritocracy and an equal opportunity employer.
- Passion for performance. We contribute towards our Company's financial goals and concentrate on achieving superior results.
- A culture of excellence. We measure our performance on every task we undertake not just by the results but also by the quality of our work.
- A tradition of success. While we are fair and ethical at all times, we compete aggressively by providing excellent service to our clients.



Human Resource Development / Avoiding Conflict of Interest

Human Resource Development:

We believe that our employees are our most important asset and that the organization's success and quality happens through people. We ensure that all our employees have the opportunity to develop to their full potential and use their skills and knowledge for the continuous improvement of the company. We create a work environment in which employees feel satisfied, empowered and recognized. We promote teamwork, trust and open communications to enhance productivity. We release the energies and talents of our people through a consistent performance management system and a commitment in our style, practices and culture.

Our organization is shaped by exceptional people who are dynamic, emotionally mature team players, and who have the will, leadership qualities, motivation and vision to succeed in a high performance culture.

In business, succession planning entails developing internal people with the potential to fill key business leadership positions in the company. We have a robust succession planning program in place for identifying future leaders. The program identifies leadership qualities and hidden talents in potential candidates and selected candidates are polished and trained to become successful future leaders.

Avoiding Actual and Perceived Conflict of Interest

The Company is committed to the transparent disclosure, management and monitoring of existing and potential conflicts of interest. The Company's Board is also cognizant of its obligations as required under the Code of Corporate Governance, 2012 (CCG) & CCG for insurer to ensure that Directors avoid conflicts of interest between their responsibilities and their other interests. All Board members have a duty to avoid actual or perceived conflicts of interest. Every director of the Company who is in any way interested in any contract or arrangement to be entered by the Company is required to disclose the nature of his concern or interest to the Board and shall not take part in the discussion or vote on the matter. Every year in conformity with the section 53 of Companies Act, 2017, CCG and Insurance Companies (Sound and Prudent Management) Regulations, 2012, the Directors of the Company are required to provide a signed Statement of Compliance. The statement requires all the Directors to disclose the names of the companies, firms and businesses where they are associated and that they comply with all legal requirements to hold the position as Directors.



Resources, Capital & Changes in Financial Positions / Donations

Our key resources

Our strongest resources consist on excellent human resources, investment in technology, client network, strong relation with partner banks and strong market reputation / presence throughout the country. These resources add great value to the entity. We continually developed our human capital through training and development.

Liquidity and financing arrangement

Our liquidity is very proactively by our finance department which is also responsible for working capital management. the insurance line of business does not require financing arrangements

Capital structure

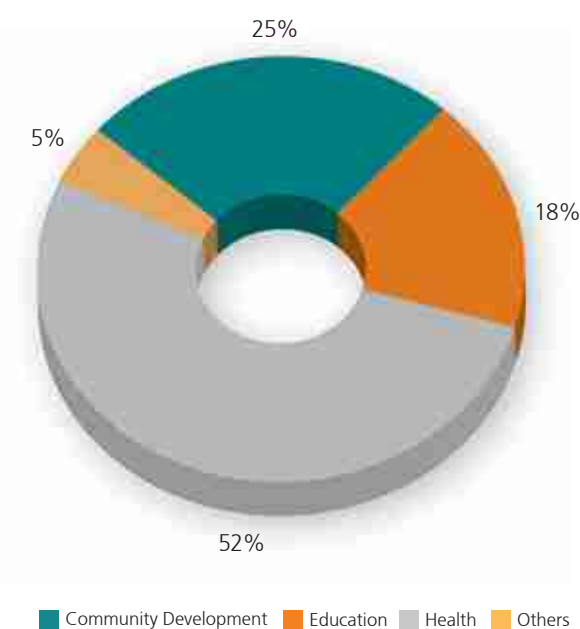
	Rupees in '000'
Capital	1,000,000
General reserve	1,900,000
Accumulated surplus	1,440,648

Above capital structure shows strong capital of the Company and do not reflect any capital inadequacies

Significant changes in financial position

- Total assets increased by almost 3.7%
- Solvency margin increased by 203 Million to 2.1 Billion from 1.9 Billion
- Company paid 150% dividend

Donations





Sustainability Report

Sustainability

Energy Conservation

Keeping in view the energy crisis in the country, the company has over time taken steps to reduce its consumption of electricity in its premises by taking the following measures:

- Gradual replacement of all lighting emitting sources with energy savers
- Replacement of all LCD based computer monitors with energy efficient LED screens
- Continue Thin Clients implementation in others department to cut down electricity costs and heat emissions.

Occupational Safety and Health

The company believes that proving a safe and pleasant working environment to its staff is one of its core responsibilities as an employer. We have taken various steps to ensure that the employees are provided a safe working environment and have the access to opportunities to develop a healthy lifestyle.

- All permanent employees are covered by a comprehensive Health insurance scheme, Group Life and pay continuation cover
- The office is secured by armed security personnel
- CCTV cameras are set up at key locations within the office premises
- Smoke alarms are installed on the premises along with fire extinguishing facilities
- The Company adheres to strict no smoking policy in its offices for both employees and visitors.

Environmental protection measures:

EFU LIFE is using state of the art Enterprise Content Management technology from IBM Filenet to digitalize paper documents and automate its business processes and operational workflows (BPM). In 2017, the technology was further implemented in Finance & Accounts, Agency Administration and Group Benefits departments.

ECM is the standard way to manage and organize not only paper document but all forms of organizational content stored in diversified formats. Organizations working in the ECM environment carry out most of their operations using digital documents, stored electronically. Managing organizational content in this way requires specific strategies, methods and tools.

The company has deployed Thin Clients, replacing Desktops machine to achieve the benefits of Data Protection & Security, centralized software management, huge cost saving in power and better control and users management.

EFU LIFE is using Human Resource Management System to manage employees and their matters related to Organization and Policies. HR Department effectively manages Hiring & Separation, Time Office and Leave Management, Training and Development and Employee Self Portal in a digital way through HRMS.

EFU LIFE always ahead of implementing new technology to facilitate its Business Process. Keeping this strategy in line EFU LIFE has deployed Mobile APP to facilitate Sales Force and clients to achieve huge cost saving and minimize Call center Query Load.

EFU Life has Access Control Management System on Building level to manage security and video logs of all areas. By having a proper control room to manage whole building sensitive areas, all challenges managed through a centralized location.

EFU Life is using Enterprise Software of Budgeting to manage Budget on Company level which can expand its monitoring at N-Level to calculate Capital, Expense, profit & Loss etc. The benefit of having Industrial practice budgeting system is to achieve financial milestones in Organization level.

Automating content through the use of Business Process Management is a key enabling factor in improving process efficiency, business agility, continuous process improvement, process quality and eventually customer satisfaction.

EFU LIFE has a keen eye for ensuring that the environment in which we are working stays green. We have minimized the usage of filing cabinets, shelves, physical space, paper documents and files which eventually cause paper-pollution and deforestation; thus creating a positive impact on greenhouse environment which exacerbates global warming. Additionally, in line with this objective, we have focused on centralized printers which are more energy efficient and environmentally compliant.

Policy for safety of records of the company:

In addition to having a data center which is equipped with the latest technologies like virtualization, robotic tapes, Flex Technology, blade servers and SAN storage devices, we have a Disaster recovery plan in place and also a paperless ECM solution to digitally store our physical records. The company has two DR sites, and data back-ups are taken on a daily basis. All of these measures help us ensure the safety of records.

The company has procedures to maintain the integrity and availability of data/records and backup & recovery of all mission-critical application and electronic data. As a first step company has also maintained Cold Disaster Recovery site for critical business data. IT functions with ensuring continuous business operation in case of system or enterprise disaster or failure is in place.

The company has installed latest state of the art Fire Suppression and Detection System to protect its data center. Additionally, we have strengthened our DR Plan with use of Data Guard and Online Transfer of Data to DR Site using Fiber Optic Technology.

Disclosure of IT Governance Policy

EFU LIFE had moved forward to develop a better and more comprehensive service management structure. All IT strategies are closely aligned with the business requirements of the company drilling down to departmental objectives. EFU Life is committed to ensuring the integrity, reliability, availability and confidentiality of its data and computer systems.

To this aim, the IT Steering Committee has empowered the Information Security to evaluate, establish, maintain and ensure compliance of control measures to protect the EFU Life's information resources from unauthorized or accidental modification, destruction or disclosure. The Information Security Head will advise the IT Steering Committee on standards, policies, and practices related to the security, risk assessment and compliance of rules and regulations used in support of Information Security Policies and Procedures.

Data Center

Data centers are central elements of today's businesses, as its host data and services required to deliver customer value. Ensuring the uptime for the data center directly contributes to customer satisfaction and business profitability by preventing loss of sensitive information, service unavailability or compliance problems.

This year EFU LIFE maintain uptime is 99.67%.

Smart Branch Infrastructure

In the good year of 2017, we have upgraded our branch network infrastructure in 40 Locations (80+ branches) to Smart Branch Infrastructure with centrally managed services to enhance user performance and to provide better services. Moreover, for critical branches, we have deployed redundant fiber connectivity to increase their uptime and manage their auto fail-over.

VOIP

We have replaced traditional PBX with digital IP Telephony. VOIP is a technology that allows telephone calls to be made over computer networks like the internet. It is scalable to a large extent and provides a lot of features. The service allows more employees to be provided with Direct Dialing and call receiving capabilities that allow the company to bridge the gap between customers and the internal departments. Therefore, this service aims at meeting the customers' satisfaction, improves business efficiency and productivity, helps increase the number of customers and thus boosts the business growth. Additionally, the cost of using a VoIP telephone is much cheaper than using a conventional phone and calling between Head office and the branches are totally free.

Access Control System

EFU LIFE implement Access Control system for restricting access to a building or designated area, like a restricted room. It may include doors into a building, access to certain areas within a building, or even access to outside gates.

Access Control System keeps track of who's coming and who's going, logging every entry and exit of each individual. With an Access Control System, a business is able to track who comes and goes and what time they arrive and leave.



Audit Committee - Terms of Reference

The Board Audit Committee comprises of five members, including the Chairman of the committee who is an independent director appointed vide circular resolution dated January 10, 2018 to comply with the requirements of Code of Corporate Governance Regulations 2017 and others are non-executive Directors. The Committee oversees the effectiveness of internal controls, internal audit function, compliance with laws and regulations and carry out other responsibilities as assigned by the Board of Directors.

The terms of reference of the Audit Committee as laid down by the Board of Directors are as follows:

1. Determine appropriate measures to safeguard the assets of the company.
2. Review of preliminary announcements of results prior to publication.
3. Review quarterly, half yearly and annual financial statements before they are approved by the Board of Directors, focusing on major judgmental areas, significant adjustments resulting from the audit, the going concern assumptions, any changes in accounting policies and practices, compliance with applicable accounting standards and compliance with statutory and regulatory requirements.
4. Review of related party transactions entered into during the year and recommending approval of the Board of Directors thereon;
5. Facilitate external audit and discuss audit observations with the external auditors arising from interim and final audits and any matter that they may wish to highlight (in the absence of management, where necessary).
6. Review management letter issued by external auditor as well as the response of management to the letter.
7. Ensure that proper coordination takes place between external and internal auditors.
8. Review the scope and extent of the internal audit department within the company and ensure that internal audit department has sufficient resources to carry out their tasks effectively and that the department is appropriately placed within the company.
9. Consideration of major findings of the internal investigations of activities characterized by fraud, corruption and abuse of power and management's response thereto.
10. Ascertain that the adequate and effective internal control system including financial and operational controls, accounting system and reporting structure are in place within the company.
11. Review the Company's statement on the internal control systems prior to endorsement by the Board of Directors.
12. Institute special projects, value for money studies or other investigations on any matter specified by the Board of Directors, in consultation with the Chief Executive and consider communicating any matter to the external auditors or to any other external body.
13. Ensure that the company complies with all the rules and regulations and statutory requirements.
14. Monitor compliance with the best practices of Code of Corporate Governance and identification of any significant violations thereof.
15. Recommend to the Board of Directors the appointment and audit fees of external auditors and consider any question pertaining to the resignation or removal of external auditors.
16. Consideration of any other issue or matter as may be assigned by the Board of Directors.

Sr. No.	Name of Directors	Number of Meetings attended	Status
1.	Mr. Kamal Afsar	4 meetings attended	Independent Director
2.	Mr. Hasanali Abdullah	4 meetings attended	Non-Executive Director
3.	Mr. Saifuddin N. Zoomkawala	4 meetings attended	Non-Executive Director
4.	Mr. Muneer R. Bhimjee	3 out of 4 meetings attended	Non-Executive Director
5.	Mr. Ali Raza Siddiqui	2 meetings attended*	Non-Executive Director

*New Audit Committee was constituted on June 22, 2017 by the Board of Directors in which Mr. Ali Raza Siddiqui was appointed as member.



Report of the Audit Committee

The Audit Committee comprises of one independent and four non-executive Directors. The Chief Executive Officer (CEO), Chief Financial Officer (CFO) and the external auditors attend Committee meetings by invitation. The Chief Internal Auditor (CIA) attends Committee meetings as Audit Committee Secretary. Four meetings of the Committee were held during the year 2017. Based on the reviews and discussions in these meetings, the Committee reports that:

1. The Committee reviewed and approved the quarterly, half yearly and annual financial statements of the Company and recommended them for approval of the Board of Directors.
2. The Company issued a Statement of Compliance with the Code of Corporate Governance which has also been reviewed by the external auditors of the Company.
3. The Chief Executive Officer and the Chief Financial Officer have endorsed the financial statements of the Company and the Directors' Report. They acknowledge their responsibility for true and fair presentation of the financial statements and compliance with regulations and applicable accounting standards.
4. The financial statements have been prepared in accordance with the approved accounting standards which comprise of such International Financial Reporting Standards (IFRS) as applicable in Pakistan.
5. Appropriate accounting policies have been consistently applied in preparation of financial statements and accounting estimates are based on reasonable and prudent judgment. The financial statements prepared by the management of the Company present fairly its state of affairs, the result of its operations, cash flows and changes in equity.
6. Proper books of accounts have been maintained by the Company.
7. The Committee reviewed and approved all related party transactions and recommended them for approval of the Board of Directors.
8. The Company's system of internal control is sound in design and is continually evaluated for effectiveness and adequacy.
9. For appraisal of internal controls and monitoring compliance, the Company has in place and appropriately staffed, Internal Audit department. The Committee reviewed the resources of the Internal Audit department to ensure that they were adequate for the planned scope of the Internal Audit function.
10. The role of Internal Audit is to review the adequacy of control activities as well as to ensure implementation of and compliance with the defined policies and procedures. The department also ensures timely follow-ups on audit findings to ensure that corrective actions are taken in a timely manner.
11. The Committee on the basis of the internal audit reports reviewed the adequacy of controls and compliance shortcomings in areas audited and discussed corrective actions in the light of management responses. This has ensured the continual evaluation of controls and improved compliance.
12. The Internal auditor has full access to the Chairman of the Board Audit Committee. Further, the internal auditor meets senior management to discuss internal audit reports and is fully independent to access the management at any time to discuss audit issues in order to make the audit process transparent and effective.
13. The external auditors M/s KPMG Taseer Hadi & Co., Chartered Accountants had direct access to the Committee and necessary coordination with internal auditors was ensured. Major findings arising from audits were also discussed.
14. The Committee reviewed the covering Letter issued by the external auditors and the management response thereto.
15. Appointment of external auditors and fixing of their audit fee was reviewed and the Committee following this review, recommended to the Board of Directors for re-appointment of M/s KPMG Taseer Hadi & Co. as external auditors and Shariah auditors for the year ending December 31, 2018.



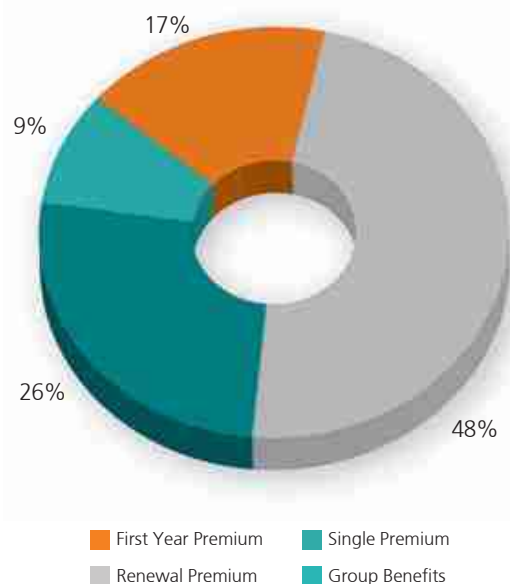
Report of the Directors to the Members

The Directors of your Company are pleased to present to you the Twenty Fifth Annual Report of the Company for the year ended 31 December 2017.

Business Performance:

Your Company's gross premium (including Takaful contributions) was Rs. 31.5 billion (2016: 24.68 billion), recording a growth of 27.6%. The gross premium composition in 2017 was as follows:

GROSS PREMIUM COMPOSITION

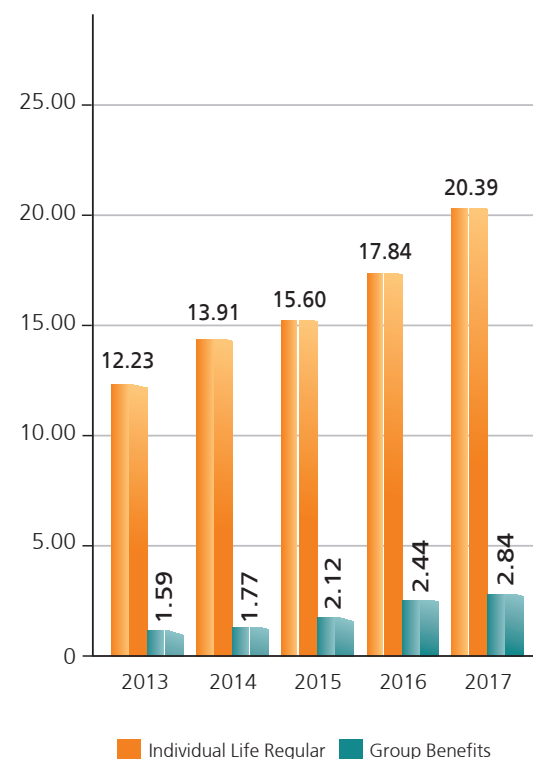


Individual Life regular premiums (including Takaful contributions) increased by 14.3% reaching a total premium of Rs.20.39 billion (2016: Rs. 17.85 billion). Renewal premium base increased to Rs. 15.05 billion (2016: Rs. 13.5 billion), recording a steady growth of 11.5%. Over the years, the Company has continued to increase its focus on superior levels of client servicing as well as client retention which has resulted in maintaining a high level of persistency during the year. The overall persistency (2nd year and onwards) of individual life business was 84.33%.

The Group Benefits line of business achieved a gross premium, including Takaful contributions, of Rs. 2.84 billion (2016: Rs 2.4 billion), registering a growth of 16.7%.

The Gross Premium growth trend over the last 5 years is as follows (including Takaful contributions):

GROSS PREMIUM GROWTH 5 YEAR SUMMARY (Individual Life Regular Premium & Group Benefits) (Rupees in Billions)



Single Premium showed an exceptional increase during the year and was Rs. 8.26 billion (2016: 4.4 billion).

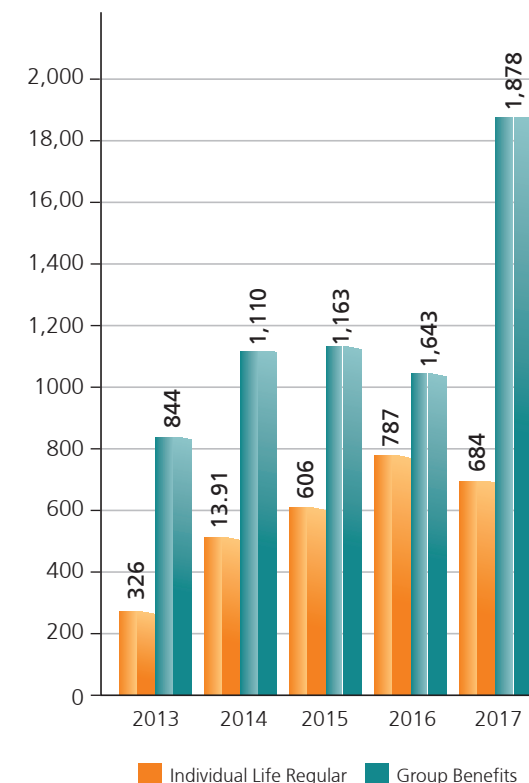
For its Window Takaful operations - Hemayah - the Company achieved an Individual Family takaful new business of Rs. 831 million (2016: 666 million). For Group Family Takaful, the Company achieved a business of Rs. 165 million. (2016: 52 million).

Claim payments:

The Company, from its inception, has believed in the philosophy of prompt claims settlement and has thus instituted a robust claims management system.

The Company paid total death and disability claims of Rs. 2.60 billion (2016: 2.32 billion) with individual and group life claims amounting to Rs.639 million and Rs. 1.96 billion, respectively in 2017.

GROSS DEATH & DISABILITY CLAIMS 5 YEAR SUMMARY (Rupees in Millions)



Investment Performance:

The net asset value of all unit linked funds under management increased from Rs. 96.5 billion to Rs. 99.2 billion in 2017, a growth of 3%. Since May 2017, when the PSX 100 index had reached an all time high due to positive sentiments linked to Pakistan's reclassification in the MSCI index, the market has been under pressure and lost 24% of its value till year end. This has affected the unit linked fund performance of the Company.

The net asset value of funds under management continues to place your company amongst the leading asset managers in Pakistan and amongst the top in the private life insurance sector of the country.

The Managed Growth Fund is the largest unit linked fund of the Company and its net asset value was Rs.91.67 billion. The fund has provided consistently good returns to our clients over the medium to long term. The annualized return (net of all charges) is 12.64% since inception of the fund. The annualized return over the last 5 years is 10.86% p.a.

The performance of the other unit linked funds, which have their specific investment strategies, are as follows:

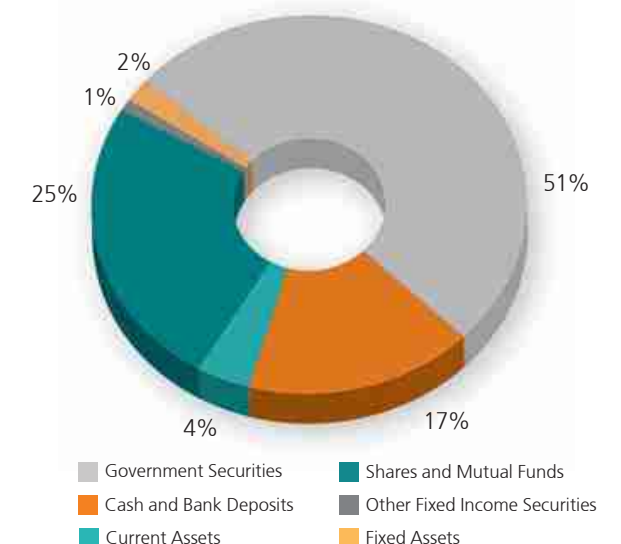
Guaranteed Growth Fund - stable investment strategy with a guarantee that bid price will not fall. This fund has provided an annualized return (net of all charges) of 5.08% p.a. over the last three years.

Aitemad Growth Fund - interest free investments, and has provided an annualized return (net of all charges) of 10.97% p.a. over the last 5 years.

Takaful Growth Fund - dedicated fund for the Company's unit linked takaful business, and has provided a return (net of all charges) of 8.56% p.a. since inception.

The Company has a strong balance sheet size with total assets of Rs. 110 Billion. The composition of assets is as follows:

ASSETS COMPOSITION



Profitability:

During the year, the Company's statutory funds generated a surplus of Rs.2.66 billion.

Out of this surplus, Rs.2.54 billion was transferred to the Profit & Loss Account after retaining the amount necessary to meet 100% Solvency Margin requirement. After including the performance of the Shareholders' fund, your Company made an after tax profit of Rs. 1.81 billion.

Earnings Per Share

The earnings per share for the year was Rs 18.1 (2016: Rs 18.7)

Appropriation and Dividend:

Your Directors have pleasure in recommending a dividend of Rs.11.25 per share i.e. 112.50% to the Shareholders of the Company whose names appear in the Share Register of the Company at the close of business on 31/03/2018. This cash dividend is in addition to interim cash dividend of Rs.3.75 per share (37.5%) declared during the year.

	Rupees '000
The amount available for appropriation is:	
Amount brought forward from previous year	1,932,639
Capital Contribution for 2016	(89,256)
Amount available for appropriation	1,843,383
Interim Dividend for 2016 @ 30% (2015 30 %)	300,000
Final Dividend for 2016 @ 120% (2015 70%)	1,200,000
Transfer to General Reserve	250,000
Un appropriated brought forward from previous year	93,383
Profit after tax for the year	1,812,381
Capital Contribution for the year	(90,116)
Amount available for appropriation	1,815,648
The Directors recommend that this amount be appropriated in the following manner:	
Interim Cash dividend 2017 @ 37.75% (2016 : 30%)	375,000
Proposed final cash dividend 2017 @ 112.50 % (2016 :120%)	1,125,000
Proposed transfer to general reserve	250,000
Carry forward to next year	65,648

Market Share

Based on the available published financial statements as of 30 September 2017 the Company has a market share of 33% in the private life insurance sector companies based on the gross premium income.

Product Range:

The Company offers conventional and takaful products which focus on the needs of savings and wealth accumulation, child education and marriage, retirement planning, as well as protection. The Company has a comprehensive product range with the depth to reach into all the main segments of our society.

In 2017, the company further consolidated its product range by augmenting the existing menu offered through the sales force as well as bancassurance partners. The Company launched a range of high allocation savings and protection plans. At the same time, the company ventured into inclusive insurance products to extend its outreach to the masses and launched innovative financial solutions with telecommunication companies, branchless banking as well as microfinance institutions.

Distribution Strengths:

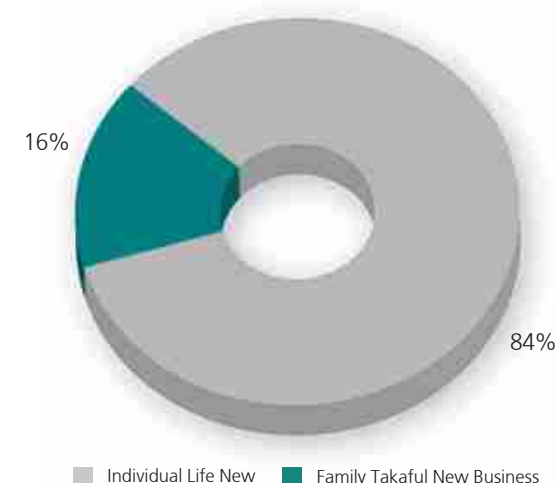
The Company has various distribution channels for its two main lines of businesses - Individual Life and Group Life. For its Individual Life business, the Company utilizes the Agency Sales Force and Bancassurance channels. For its Group Life line of business, the Company utilizes its dedicated marketing team, commercial banks, and other intermediaries such as telecommunication companies, Branchless Banks, MFIs and MFBs, as well as digital and payment platforms.

The Company has an individual life branch network of over 200 locations across the country. For Bancassurance, the Company has a partnership with 14 banks.

Family Takaful:

The Company offers its takaful range of products under a dedicated brand "Hemayah", through its individual life and takaful sales force, bank partners and group benefits setup.

During 2017, the new business contribution of Family Takaful in the Individual Life segment was as follows:



The Company expects this new line of business to grow over a period of time and contribute positively to the top line as well as bottom line.

Critical performance measures:

The Company evaluates its performance on certain key defined measures such as:

- Growth in premium for each line of business
- Number of lives insured
- Persistency of individual life business by distribution channel
- Loss ratio analysis for short term business
- Expense ratios and trends
- Mortality and morbidity experience
- Growth in profitability for each line of business

The company expects these parameters to be relevant for future as well and will continue its internal performance measurement based on this criteria.

Insurer Financial Strength Rating:

During the year, the Company's IFS rating was reaffirmed at AA+ (Outlook: Stable) by JCR VIS Credit Rating Agency. The rating takes into account the Company's strong capitalization level vis-à-vis the nature of risks underwritten and the very high capacity to meet policyholders' obligations. The rating enhancement is also a confirmation of the fact that the Company is on a strong financial footing and is

the market leader in the life insurance sector in terms of long term sustainable business strategies, innovative products, superior systems and IT infrastructure, satisfied clients and prudent investment policies resulting in good medium to long term returns to our clients.

Awards and Achievements:

Your Company's performance and market leadership was recognized by various independent entities during the year. The Company received the following prestigious awards during 2017:

- Consumer Choice Award 2016_ for Best Life Insurance Company in Pakistan for 9th consecutive time, for excellence in management practices and service quality.
- _CSR Award 2017_ in the category of Social Impact by The Professionals Network and Ethical Business Update (EBU) in recognition of the company's efforts in areas of health and education.
- EFU Life Assurance's Annual Report 2016, 'Looking Over the Horizons' ranked in the Top three in the Best Corporate Report (BCR) Award 2016 in the Non-Banking Financial Institutions Category by Institute of Chartered Accountants of Pakistan (ICAP) and Institute of Cost & Management Accountants of Pakistan (ICMAP) for best presented accounts.
- 'Certificate of Merit' by South Asian Federation of Accountants (SAFA) for Best Presented Accounts 2016 in the insurance sector, within South Asian countries.
- Winner of World Finance Award 2017 for 'Best Life Insurance Company' in Pakistan
- Revalidation of ISO-9001:2008 Certification

Technology and Operational efficiencies:

In 2017, the Company continued its focus on the technology front. Some key developments are as follows:

The Company has made a significant investment in upgrading its Data center to ensure Tier III compliance standards. The core focus of this design has been to ensure 24x7x365 operations, uninterruptible power sources (UPS), Environmental control, Physical security systems, precision cooling, Fire separation system and Network security. In

2017 the Company achieved 99% uptime for the data center.

With a focus on Network Security, the Company upgraded its various applications such as Core Firewall with enterprise level firewall, using updated antivirus, web filters to keep the infrastructure free from Ransomware or any virus, malware or malicious software.

The Company upgraded its Branch infrastructure with centrally managed services to enhance user performance and to provide better services. Moreover, critical branches were deployed with redundant fiber connectivity to increase their uptime and manage their auto fail-over. Over 80 branches are now functioning on the upgraded infrastructure and are using fiber and smart IT services in the branches.

The Company upgraded its call center platform to a software based solution giving it the flexibility of remote usage and access, as well as a host of other features aimed at serving the growing needs of the clients and distribution channels.

The Company further enhanced the features of its mobile apps. The Agent app (for the individual life sales force) was upgraded with new features such as complete sales hierarchy view, segmentation of existing clients, claims intimations, lead follow ups as well as the facility of uploading documents. These apps provide a new engagement platform with our clients and sales channels resulting in higher levels of service and customer satisfaction.

Human Resource Management:

Your Company continued to focus on the career development of its professional life insurance management team. Our staff includes experienced insurance sales personnel, accountants, IT professionals, underwriters, medical doctors, lawyers, business management graduates and actuaries, to name a few. The Company believes that investment in developing and motivating staff plays a pivotal role in their positive contribution to the current and future success of the Company.

The Company actively supports its staff to acquire relevant professional qualifications and has in place career programs linked to international professional bodies in the field of

actuarial science, finance, accounting, underwriting and claims management

The Company has in place a succession plan for key individuals of the management team. The succession plan takes into account the skill set of the individual, the existing role being fulfilled as well as expansion in the role based on the future growth prospects of the Company. The succession plan is updated periodically to keep in line with the future strategy of the Company.

During 2017 the Company also introduced Human Resource Management System (HRMS) to create efficiencies in the HR related tasks and combining various human resource and administration processes in a centralized location. The focus of the system is on recruitment, leave management, Office time management, training modules as well as an Employee Self Service Portal.

Environment

The Company has consciously invested in technology to reduce the usage of paper in its offices. The Enterprise Content Management technology from IBM FileNet has over time expanded into key functions of the Company, to digitalize paper documents and automate business processes and operational workflows (BPM). The Company has a keen eye on ensuring that the work environment stays green. Due to this system, the Company has minimized the usage of filing cabinets, shelves, physical space, paper documents and files which eventually cause paper-pollution and deforestation; thus creating a positive impact on the green house environment which exacerbates global warming.

Capital Management and Liquidity

The Company has adequate capital to support its existing operations. The Company's paid up capital of Rs. 1 billion is the highest in the private life insurance sector.

The Company's liquidity position also remained very strong with cash and cash equivalents at the end of 2017 of Rs. 18.5 billion (2016: Rs. 12.4 billion).

Related Party Transactions

At each Board meeting the Board of Directors approve the

Company's transactions made with Associated Companies and Related Parties. All such transactions are executed on arm's length basis.

Internal Audit function

The Board is responsible for effective implementation of a sound internal control system including compliance with control procedures. The Audit Committee is assisted by the Internal Auditor in reviewing the adequacy of operational controls and in monitoring and managing risks so as to provide reasonable assurance that such system continues to operate satisfactorily and effectively in the Company and to add value and improve the Company's operations by providing independent and objective assurance. The principal responsibility of the Internal Auditor is to conduct periodic audits and to ensure adequacy in operational controls, consistency in application of policies and procedures, compliance with laws and regulations.

As part of Corporate Governance, your Company has Underwriting Committee, Claims Settlement Committee and Reinsurance Committee.

Risks to business:

Business risks and mitigation factors are described in detail on page 33 of this Annual Report.

CSR Initiatives

For us CSR is more than philanthropy, it is about developing sustainable projects for community development in areas of education, health and environment. We encourage our employees to volunteer regularly, and are continuously exploring avenues for empowering individuals to become resourceful individuals of the community.

Some key initiatives during the year were as follows:

Meri Shaan Mera Pakistan

EFU Life inaugurated 'Meri Shaan Mera Pakistan' campaign in 2016 on Pakistan's Independence Day, and after the successful completion of two wall beautification projects in Karachi, at Ayesha Manzil and NCC Sports Complex, the Company extended this campaign to a third location, the Aga Khan Family Park. The project aims to reclaim the

walls of major public areas of the city through thematic wall art, aimed at eradicating wall chalking and negativity on walls. The campaign rejoiced the spirit of patriotism and depicts the rich cultural heritage of Pakistan. Celebrating the cultural diversity of its people and yet unified under the nation's flag is the underlying theme of the campaign

World Thalassaemia Day (Making Pakistan Thalassaemia free)

An awareness session on Thalassaemia was conducted for the employees, followed by Thalassaemia screening and a blood donation drive. Afzaal Memorial Trust Blood Bank is completely supported by EFU Life. This is a long term annual commitment made from 2017 onwards.

Social Media Ramadan Campaign with SIUT, LRBT, FESF, and Dar ul Sukun, whereby donations were made to the respective NGO's on every engagement on the posts of the NGO's, in terms of Likes, Shares and Comments.

Main Sponsors of LRBT Ridethon to spread awareness about LRBT's initiatives

Donation to TCF of Rs.50 on every education policy sold through all our distribution channels

Business Ethics, Consumer Protection and anti-corruption measures

The Board has adopted the statement of ethics and business practices. All employees are informed of this statement and are required to observe these rules of conduct in relation to business and regulations. Statement of Ethics and business practices are based on integrity, dignity, culture of excellence and ethical dealing with clients, peers and the public.

Relationship with other Stakeholders

Your Company strives to maintain good relationship with:

- Its employees by providing a positive work environment
- Its clients through building trust and providing quality service
- The business community through honest and fair dealing
- The Government through promoting free enterprise along with competitive market system and comply with all applicable laws; and

- Society in general through providing safe and healthy workplace and provide employees the opportunity to improve their skills

Contribution to National Exchequer

Your Company contributes substantially to the national economy in terms of taxes and duties and the contribution is increasing as the company grows. This year the Company contributed Rs.1,227 million to the national exchequer in the form of Income Tax, Federal Excise Duty, Sales Tax, stamp duty etc.

Compliance with Code of Corporate Governance

The requirements of the Code of Corporate Governance set out by the regulatory authorities have been duly complied with. A statement to this effect is annexed with the report.

The Directors of your Company were elected at the Extra Ordinary General Meeting held on June 20, 2017 for a term of three years expiring on June 21, 2020.

The number of meeting attended by each Director is given hereunder:

Sr. No	Name of Directors	Number of meetings attended
1.	Rafique R Bhimjee	3 out of 5
2.	Saifuddin N Zoomkawala	5 out of 5
3.	Taher G Sachak	5 out of 5
4.	Muneer R Bhimjee	4 out of 5
5.	Hasanali Abdullah	5 out of 5
6.	Heinz Walter Dollberg	2 out of 5
7.	S. Salman Rasheed	5 out of 5
8.	Kamal Afsar	5 out of 5
9.	Ali Raza Siddiqui	3 out of 3
10.	Mahmood Lotia	2 out of 2

Board Committee

Your company maintains the following three Board Committees.

Audit Committee:

The Board is responsible for effective implementation of a sound internal control system including compliance with control procedures. The Audit Committee is assisted by the

Internal Auditor in reviewing the adequacy of operational controls and in monitoring and managing risks so as to provide reasonable assurance that such system continues to operate satisfactorily and effectively in the Company and to add value and improve the Company's operations by providing independent and objective assurance. The principal responsibility of the Internal Auditor is to conduct periodic audit to ensure adequacy in operational controls, consistency in application of policies and procedures, compliance with the laws and regulations. The Committee comprises of the following members:

1. Kamal Afsar (Chairman)
2. Saifuddin N. Zoomkawala
3. Muneer R. Bhimjee
4. Hasanali Abdullah
5. Ali Raza Siddiqui

Investment Committee

The Company has a Board level Investment Committee that meets on by-monthly basis to review the investment portfolio. The Committee is also responsible for developing the investment policy for the various funds managed by the Company. The Committee comprises of the following members:

1. Rafique R Bhimjee (Chairman)
2. Saifuddin N Zoomkawala
3. Taher G Sachak
4. Hasanali Abdullah
5. Omer Morshed
6. S. Shahid Abbas
7. Mohammed Ali Ahmed
8. S. Mohammad Owais

Human Resource and Remuneration Committee

The Committee is responsible for recommending to the Board resource management policies of the Company as well as selection, evaluation and compensation of the key officers of the Company. The Committee comprises of the following members:

1. Kamal Afsar (Chairman)
2. Rafique R Bhimjee
3. Saifuddin N. Zoomkawala
4. Taher G. Sachak

Management Committee

As part of Corporate Governance, your Company maintains following four management committees which meet at least once every quarter:

Underwriting Committee

The underwriting Committee formulates the underwriting policy of your Company. It sets out the criteria for assessing various types of insurance risk. The Committee regularly reviews the underwriting and premium policies of the Company with due regard to relevant factors such as its business portfolio and the market development.

Claim Settlement Committee

The Committee is responsible for directing the overall claim strategy of the Company. It is kept updated on the status of all large and important claims, particularly claims falling under catastrophic events. The Committee oversees claims analysis and also ensures that adequate measures are taken to combat fraudulent claims. In addition, the Committee also decides on how to manage claims landing in courts/ Insurance Ombudsman/ Insurance tribunal and decides the way forward.

Reinsurance Committee

This Committee ensures that adequate reinsurance arrangements are made for the insurance Company's businesses. It evaluates the proposed reinsurance arrangements prior to their execution, reviews the arrangements from time to time and subject to the consent to the participating reinsurers, and makes appropriate adjustment to those arrangements in the light of the market development. It also assesses the effectiveness of the reinsurance program for the future reference.

Risk Management & Compliance Committee

The risk management and compliance committee oversees the activities of the risk management function of the company and makes appropriate recommendations to the Board to mitigate probable risks falling within the purview of the risk management function.

The committee is also responsible for monitoring the compliance function and the insurer's risk profile in respect

of compliance with the laws applicable to it as well as the internal policies and procedures.

Corporate and Financial Reporting Frame Work

- a) The financial statements prepared by the management of the Company present fairly its state of affairs, the result of its operations, cash flow and changes in equity.
- b) Proper books of accounts have been maintained by the Company.
- c) Appropriate accounting policies have been consistently applied in preparation of financial statements and accounting estimates are based on reasonable and prudent judgment.
- d) The International Accounting Standards, as applicable in Pakistan, have been followed in preparation of financial statements and any departure there from has been adequately disclosed.
- e) System of internal control is sound in design and has been effectively implemented and monitored.
- f) There are no significant doubts upon the Company's ability to continue as a going concern.
- g) There has been no material departure from the best practices of Corporate Governance, as detailed in the listing regulations.
- h) The key operating and financial data for the last six years is annexed.
- i) The value of investments of provident and pension funds based on their un-audited accounts as on December 31, 2017 were the following.

Provident Fund	Rs.412 Million
Pension Fund	Rs.288 Million

The value of investments includes accrued interest.

- j) Trading of Shares by Chief Executive, Directors, Chief Financial Officer, Company Secretary, their spouses and minor children:

DIRECTORS & THEIR SPOUSE

Purchase of Shares:	No. of Shares
Ali Raza Siddiqui	500
Rehana Salman	46,800
Sale of Shares	No. of Shares
--- Nil ---	

ASSOCIATED COMPANIES

Purchase of Shares:	No. of Shares
Energy Infrastructure Holding (Pvt) Ltd.	106,600
Sale of Shares	No. of Shares
---	Nil ---

k) The statement of pattern of shareholding in the Company as at 31 December 2017 is included with the Report.

Our Auditors Messrs. KPMG Taseer Hadi Chartered Accountants, retire and willing to continue are recommended for reappointment as Auditor of the Company for the year 2018 as suggested by the Audit Committee.

Future Outlook of the industry:

Your Company has a positive outlook on the next 5 years of the life insurance and family takaful industry. The sector has continued to perform well vis-à-vis other sectors in the financial arena, and the Company expects this growth momentum to continue for the medium term. Distribution channels and their effective utilization will continue to be the primary driving force resulting in an increased insurance penetration and expansion of the financial protection safety net. At the same time, alternative mass market channels focusing on including a larger number of lives under the insurance net will continue to be explored by the companies. With the expansion of the distribution channels, the Company expects the industry players to focus more on improving the productivity.

With the opening up of window takaful operations during 2015, and several window takaful operators having started operations, the Company expects takaful outreach to expand and contribute positively in increasing the size of

the insurance pie. Investment on IT will continue, especially adopting new trends in technology, and will be one of the key aspects of the industry's strategy. The Company expects investments in enhancing the technology base for back-end operations and for front end sales and services to clients.

Acknowledgments:

We wish to recognize and place on record our appreciation of the contribution made by our Appointed Actuary Mr. Omer Morshed for his invaluable advice on the overall strategy of the Company.

We would also like to record our appreciation and gratitude to Munich Re of Germany who are your Company's main reinsurers and who continue to provide full support to your Company.

Our gratitude is also due to EFU General Insurance Ltd. for their continuous support and guidance, which has enabled the Company to establish a strong presence in the market.

The Directors wish to record their appreciation for the tremendous contribution made by the able and eminent officers, staff and field force of the Company towards its development and growth. Their continuous commitment to high ethical standards, client service and hard work has helped your Company emerge and maintain its position as a leading player amongst the private sector life insurers.

Finally, we would like to thank our clients for the confidence expressed in us and also to the Insurance Division of the Securities and Exchange Commission of Pakistan for their guidance, co-operation and understanding extended to us throughout the year.

اظہار تشکر:

کمپنی کی جملہ حکمت عملی پر اپنے قابل قدر مشورے کیلئے اور انکے کردار کیلئے ہم اپنے مقرر کردہ انکچوری جناب عمر مرشد کے مشکور و ممنون ہیں۔

ہم میونخ رے آف جرمنی کے بھی ممنون اور شکر گزار ہیں جو آپ کی کمپنی کے اصل ری انشوررز ہیں اور جنہوں نے آپ کی کمپنی کو مکمل حمایت فراہم کرنا جاری رکھا۔

ای ایف یو جنرل انشورنس لمیٹڈ بھی شکریہ کے حقدار ہیں جنہوں نے کمپنی کو مسلسل اپنی حمایت اور رہنمائی فراہم کی جس باعث کمپنی کو مارکیٹ میں ایک مستحکم مقام حاصل کرنے کا موقع میسر آیا۔

کمپنی کے نامور اور قابل آفیسرز، عملے اور فیلڈ فورس کی طرف سے، کمپنی کی نشوونما اور فروغ کیلئے، ان کی قابل قدر اور زبردست شراکت کیلئے، کمپنی کے ڈائریکٹرز کلمہ ہائے تحسین قلمبند کرانا چاہیں گے۔ ان کی اعلیٰ اخلاقی اقدار سے مسلسل وابستگی، صارف کو دی جانے والی خدمات اور جانفشانی اور محنت سے کام کرنے کے باعث آپ کی کمپنی کو ابھر کر سامنے آنے میں مدد دی اور نجی شعبے کے بیمہ داروں کے درمیان ایک شفاف مارکیٹ لیڈر کی حیثیت سے اس کو برقرار رکھا۔

آخر میں، ہم اپنے صارفین کا شکریہ ادا کرتے ہیں جنہوں نے ہم پر اپنے بھروسے کا اظہار کیا اور سیکیورٹیز اینڈ ایکسچینج کمیشن آف پاکستان کے انشورنس ڈویژن کے بھی شکر گزار ہیں جنہوں نے پورے سال ہمیں مناسب رہنمائی اور تعاون فراہم کیا۔

ہمارے آڈیٹرز میسرز کے پی ایم جی تاثیر ہادی چارٹرڈ اکاؤنٹینٹس مدت پوری ہونے پر ریٹائر ہونے کے بعد دوبارہ اس ذمہ داری کے خواہاں ہیں اور ان کو آڈٹ کمیٹی کی تجویز پر 2017 کیلئے کمپنی کے آڈیٹر کے طور پر دوبارہ تقرری کیلئے سفارش پیش کردی گئی ہے۔

انڈسٹری کے مستقبل پر نظر:

آپ کمپنی بیمہ زندگی اور فیملی تکافل کے شعبوں میں اگلے 5 سالوں تک کے لئے اس صنعت کے مستقبل پر مثبت نظر رکھے ہوئے ہے۔ یہ سیکٹر بہت بہتر طور پر کام کرنے کا سلسلہ جاری رکھے ہوئے ہے اور مالی میدان اس کے ہم مرتبہ دیگر سیکٹروں میں بھی۔ کمپنی اس کے پروان چڑھنے کی رفتار کو درمیان مدت کے لئے جاری رہنے کی امید کرتی ہے۔ تقسیم کار چینلز اور ان کا موثر استعمال کمپنی کی بنیادی طاقت کے طور پر جاری رہے گا نتیجتاً اس سے مالی تحفظ کا حفاظتی نیٹ بڑھے گا اور نیسے کے سلسلے میں مزید بصیرت بھی پیدا ہوگی۔ اس کے ساتھ ساتھ، متبادل کثیر العوامی مارکیٹ چینلوں جن کی توجہ بیمہ زندگی کی کثیر تعداد کو بیمہ نیٹ میں لانے پر مرکوز ہوگی، کمپنیوں کی جانب سے اس کی تحقیق جاری رہے گی۔ تقسیم کار چینلز کے پہلوں سے، کمپنی امید کرتی ہے کہ اس صنعت کو چلانے والے اس کی پیداوار کو بہتر سے بہتر بنانے پر بہت زیادہ توجہ مرکوز رکھیں گے۔

2015 میں ونڈو تکافل آپریشنز کے آنے سے، اور کئی ونڈو تکافل آپریشنز کے شروع ہو جانے سے، ہم امید کرتے ہیں کہ تکافل بیمہ پائی کے حجم کو بڑھانے میں مثبت کردار ادا کرتا رہے گا۔ آئی ٹی میں سرمایہ کاری جاری رہے گی، خاص طور سے اس ٹیکنالوجی میں نئے رجحانات اپنانے کیلئے اور یہ اس صنعت کی حکمت عملی کے کلیدی عوامل میں سے ایک ہوگا۔ اندرون خانہ آپریشنز اور اور صارفین کو فرنٹ اینڈ سلیز اور خدمات کی فراہمی کیلئے، کمپنی ٹیکنالوجی کے جز کو بڑھانے کیلئے سرمایہ کاریوں کی امید رکھتی ہے۔

رفیق آر۔ بھیم جی
چیئر مین

طاہر جی۔ ساچک
چیئنگ ڈائریکٹر و چیف ایگزیکٹو

سیف الدین این۔ زومکا والا
ڈائریکٹر

حسن علی عبداللہ
ڈائریکٹر

HASANALI ABDULLAH
Director

SAIFUDDIN N. ZOOMKAWALA
Director

TAHER G. SACHAK
Managing Director &
Chief Executive

RAFIQUE R. BHIMJEE
Chairman

کراچی: ۱۴، فروری ۲۰۱۸ء

Karachi February 14, 2018

قومی خزانے میں حصہ:

آپ کی کمپنی معقول حد تک ٹیکسوں اور ڈیوٹیوں کے ذریعے قومی معیشت میں اپنا حصہ ڈالتی ہے اور جیسے جیسے کمپنی آگے بڑھتی ہے اس حصے میں بھی اضافہ ہو رہا ہے۔ اس سال کمپنی نے انکم ٹیکس، فیڈرل ایکسائز ڈیوٹی، سیلز ٹیکس، شامپ ڈیوٹی وغیرہ کے شکل میں قومی خزانے کو 1,227 ملین روپے ادا کئے۔

کارپوریٹ گورننس کے ضابطے کی پابندی:

ریگولیٹری اتھارٹیز کے وضع کردہ کارپوریٹ گورننس کے ضابطے پر مکمل طور پر عمل درآمد کیا گیا ہے۔ اس سلسلے میں ایک بیان رپورٹ کے ساتھ منسلک ہے۔

آپ کے کمپنی کے ڈائریکٹرز کا انتخاب 20 جون 2017 کو منعقد ہونے والی ایکسٹرا آرڈینری جنرل میٹنگ میں، عمل میں آیا تھا اور 3 سال کی مدت کے لئے جس کا اختتام 21 جون 2020 کو ہوگا۔

ڈائریکٹرز نے جتنی میٹنگوں میں شرکت کی، ان کی تعداد درج ذیل ہے:

نمبر شمار	ڈائریکٹر کا نام	تعداد جن میں شرکت کی
1	رفیق آر۔ بھیم جی	5 میں سے 3
2	سیف الدین این۔ زمکا والا	5 میں سے 5
3	طاہر جی۔ ساچک	5 میں سے 5
4	منیر آر۔ بھیم جی	5 میں سے 4
5	حسن علی عبداللہ	5 میں سے 5
6	ہینر والٹر ڈولبرگ	5 میں سے 2
7	سید سلمان راشد	5 میں سے 5
8	کمال افسر	5 میں سے 5
9	علی رضا صدیقی	3 میں سے 3
10	محمود لوٹیا	2 میں سے 2

بورڈ کمیٹی:

آپ کی کمپنی درج ذیل 3 بورڈ کمیٹیاں چلاتی ہے:

آڈٹ کمیٹی:

بورڈ ایک متوازن داخلی کنٹرول سسٹم، بشمول کنٹرول کے طریقہ ہائے کار پر عمل پیرا ہونے کے موثر تیکسٹ کی ذمہ دار ہے۔ آڈٹ کمیٹی کو داخلی آڈیٹر آپریشنل کنٹرول کی موزونیت پر نظر ثانی کرنے اور خدشات پر نگاہ رکھنے اور ان کا انتظام چلانے میں مدد فراہم کرتا ہے

تاکہ مناسب یقین دہانی میسر ہو جائے کہ کمپنی میں ایسا سسٹم اطمینان بخش طور پر اور موثر طور پر اور آزادانہ اور با مقصد اعتماد مہیا کر کے کمپنی کے امور کو بہتر بنانے کیلئے جاری رہتا ہے۔ داخلی آڈیٹر کی بنیادی ذمہ داری ہے میعاد آڈٹ کرنا ہے اور آپریشنل کنٹرول میں موزونیت، پالیسیوں اور طریقہ ہائے کار، قوانین اور ضوابط کی پاسداری کی یقینی دہانی کرانا ہے۔ کمیٹی مندرجہ ذیل ارکان پر مشتمل ہے:

- 1 کمال افسر (چیرمین)
- 2 سیف الدین این۔ زمکا والا
- 3 منیر آر۔ بھیم جی
- 4 حسن علی عبداللہ
- 5 علی رضا صدیقی

سرمایہ کمیٹی:

کمپنی کی ایک بورڈ کے درجے کی سرمایہ کمیٹی بھی ہے جو سرمایہ کاری پورٹ فولیو پر نظر ثانی کیلئے ہر ماہ جمع ہوتی ہے۔ یہ کمیٹی کمپنی کے زیر انتظام مختلف فنڈز کیلئے سرمایہ پالیسی مرتب کرنے کی بھی ذمہ دار ہے۔

کمیٹی مندرجہ ذیل ارکان پر مشتمل ہے:

- 1 رفیق آر۔ بھیم جی (چیرمین)
- 2 سیف الدین این۔ زمکا والا
- 3 طاہر جی۔ ساچک
- 4 حسن علی عبداللہ
- 5 عمر مرشد
- 6 سید شاہ عباس
- 7 محمد علی احمد
- 8 سید محمد اویس

ہیومن ریسورس اور ریمپوزیشن کمیٹی:

یہ کمیٹی بورڈ کو کمپنی کی ریسورس مینجمنٹ کی پالیسیوں کے ساتھ ساتھ کمپنی کے کلیدی افسران کے انتخاب، ان کی کارکردگی کا تعین اور معاوضے کی سفارشات پیش کرنے کی ذمہ دار ہے۔ اس کمیٹی میں مندرجہ ذیل ارکان شامل ہیں:

- 1 کمال افسر (چیرمین)
- 2 رفیق آر۔ بھیم جی
- 3 سیف الدین این۔ زمکا والا
- 4 طاہر جی۔ ساچک

مینجمنٹ کمیٹی:

کارپوریٹ گورننس کے متعلق ہونے کی وجہ سے، آپ کی کمپنی نے درج ذیل 4 کمیٹیاں قائم کی ہوئی ہیں جو ہر سہ ماہی پر کم از کم 1 مرتبہ ضرور ملتی ہیں:

انڈر رائٹنگ کمیٹی:

انڈر رائٹنگ کمیٹی آپ کی کمپنی کی بیمہ دار پالیسی وضع کرتی ہے۔ یہ بیمہ خطرے کی مختلف نوعیتوں کا تجزیہ کرنے کیلئے اصول وضع کرتی ہے۔ یہ کمیٹی باقاعدہ طور پر بیمہ داری اور کمپنی کی پرمیئم پالیسیوں پر، ان سے متعلق عوامل پر خاص طور سے جیسے کہ اس کا کاروباری پورٹ فولیو اور مارکیٹ کی نشوونما، نظر ثانی کرتی ہے۔

کلیمز کی تصفیہ کمیٹی:

یہ کمیٹی کسی بھی کلیم کے سلسلے اس کے لئے بنائی گئی کمپنی کی جملہ حکمت عملی کو صحیح سمت میں چلانے کی ذمہ دار ہے۔ اس کو تمام بڑے اور اہم کلیمز کے بارے میں جدید طور پر مطلع رکھا جاتا ہے خاص طور سے وہ کلیمز جو ناگہانی اور تباہ کن حالات کے تحت سامنے آئیں۔ کمیٹی کلیمز کے تجزیوں کی نگرانی کرتی ہے اور اس بات کو یقینی بناتی ہے کہ دھوکہ دہی یا غلط کلیمز کا قلع قمع کرنے کیلئے مناسب اقدامات کئے جائیں۔ اس کے علاوہ، کمیٹی یہ فیصلہ بھی کرتی ہے کہ مختلف عدالتوں/بیمہ محتسب/بیمہ ٹریبونل میں پیش کیسوں کا انتظام کیسے چلانا ہے اور ان کے سلسلے میں اگلے اقدامات کا فیصلہ کرنا بھی کرتی ہے۔

ری انشورنس کمیٹی:

یہ کمیٹی اس امر کو یقینی بناتی ہے کہ بیمہ کمپنی کے کاروباروں کیلئے مناسب ری انشورنس انتظامات موجود ہیں۔ یہ کمیٹی ان انتظامات پر عملدرآمد سے قبل تجویز کردہ ری انشورنس انتظامات کا تعین کرتی ہے، اور شریک ری انشوررز کی رضامندی کے صورت میں ان انتظامات پر وقتاً فوقتاً نظر ثانی کرتی ہے، اور مارکیٹ کی نشوونما کی روشنی میں ان انتظامات میں مناسب ردوبدل کرتی ہے۔ یہ کمیٹی مستقبل کے حوالے کیلئے ری انشورنس پروگرام کی اثر پذیری کا بھی تجزیہ کرتی ہے۔

رسک مینجمنٹ اینڈ کمپلائنس کمیٹی

یہ کمیٹی کمپنی کے رسک مینجمنٹ کے عمل کی سرگرمیوں پر نظر رکھتی ہے اور اس عمل کے دائرے میں آنے والے ممکنہ خدشات کو کم کرنے کے لئے بورڈ کو مناسب سفارشات پیش کرتی ہے۔

کمپنی نے رسک سے متعلق اس کے اطلاق کے عمل کی نگرانی کی اور اس سے متعلق مروجہ قوانین کی پاسداری کے ساتھ ساتھ داخلی پالیسیوں اور قاعدوں کی نگرانی کی بھی ذمہ دار ہے۔

کارپوریٹ اور مالیاتی رپورٹنگ کا فریم ورک:

الف) کمپنی کی انتظامیہ کے تیار کردہ مالیاتی بیانات اس کے امور کو، اس کے آپریشنز کے نتائج، نقد رقوم کے بہاؤ اور ایکویٹی میں تبدیلیاں، واضح طور پر پیش کرتے ہیں؛

ب) کمپنی نے تمام تر کھاتے صحیح طور پر مرتب کئے ہیں؛

ج) مالیاتی بیانات کی تیاری میں مناسب اکاؤنٹنگ پالیسیاں کا مسلسل اطلاق کیا گیا ہے اور اکاؤنٹنگ تخمینے مناسب اور محتاط فیصلے پر مبنی ہیں؛

د) بین الاقوامی اکاؤنٹنگ اسٹینڈرڈز، جیسے ان کا اطلاق پاکستان میں ہوتا ہے، مالیاتی بیانات کے تیاری میں ان پر عمل کیا گیا ہے اور اگر کسی باعث کہیں ان سے اختلاف ہوا ہے تو اس کو مناسب طور پر عیاں کر دیا گیا ہے؛

ہ) داخلی کنٹرول کا سسٹم اپنے ڈھانچے کے اعتبار سے کافی متوازن ہے اور موثر طور پر اطلاق شدہ اور زیر نگرانی ہے؛

و) کمپنی کو یہ کاروبار جاری رکھنے کیلئے اس کی قابلیت کے متعلق کوئی واضح شکوک و شبہات نہیں ہیں؛

ز) کارپوریٹ گورننس کے بہترین طریقہ ہائے کار سے، جن کی تفصیل ریگولیشنز میں دی گئی ہے، کہیں بھی کوئی مادی اختلاف نہیں کیا گیا ہے؛

ح) پچھلے 6 سالوں کا کلیدی آپرینٹنگ اور مالیاتی مواد منسلک ہے؛

ط) 31 دسمبر 2017 کو غیر آڈٹ شدہ کھاتوں کی بنیاد پر، پروویڈنٹ اور پینشن فنڈز کی سرمایہ کاری کی قدر درج ذیل رہی:

پروویڈنٹ فنڈ	412 ملین روپے
پینشن فنڈ	288 ملین روپے

سرمایوں کی اس قدر میں ان رقوم پر حاصل ہونے والا سود شامل ہے۔

ی) چیف ایگزیکٹو، ڈائریکٹرز، چیف فنانشل آفیسر، کمپنی بیکریٹری، ان کے زوج اور اطفال اور حقیقی حصص کنندگان کی جانب سے حصص کی تجارت:

حصص کی خرید	تعداد
علی رضا صدیقی	500
ریحانہ سلمان	46,800
حصص کی فروخت	0
حصص کی خرید	تعداد
انرجی انفراسٹرکچر ہولڈنگ (پرائیویٹ) لمیٹڈ	106,600
حصص کی فروخت	0

ک) 31 دسمبر 2017 کو کمپنی میں شیئر ہولڈنگ کا بیان رپورٹ میں شامل ہے۔

یقینی بنانا ہے۔ 2017 میں کمپنی نے ڈیٹا سینٹر کیلئے 99 فیصد تک دستیابی وقت حاصل کیا۔

نیٹ ورک سیکورٹی کو ملحوظ رکھتے ہوئے، کمپنی نے اپنی مختلف ایپلیکیشنز کو مزید درجہ دیا جیسے کہ جدید اینٹی وائرس، ویب فلٹرز کے استعمال سے انٹرپرائز لیول فائر وال کے ساتھ گور فائر وال تاکہ انفراسٹرکچر ریسس ویر یا کسی وائرس، مال ویر یا نقصان پہنچانے والے سافٹ ویئر سے محفوظ رہے۔

بہتر خدمات مہیا کرنے کے لئے اور کارکردگی بڑھانے کے لئے کمپنی نے اپنا برانچ انفراسٹرکچر مرکزی طور پر پیش کی جانے خدمات سے اور بہتر کیا ہے۔ مزید برآں، اپنی دستیابی کا وقت بڑھانے کیلئے اور اپنے خود کار فیمل اور کو منظم کرنے کیلئے، تنقیدی شاخوں کو فائبر کے اضافی رابطے سے مزین کیا گیا۔ 80 سے زیادہ شاخیں اب بہتر کئے گئے انفراسٹرکچر پر کام کر رہی ہیں اور ان شاخوں میں فائبر اور بہترین آئی ٹی خدمات کا استعمال ہو رہا ہے۔

کمپنی نے اپنے کال سینٹر کو فوری رسائی اور استعمال کی چلک دینے کے ساتھ ساتھ دیگر فیچرز کو بھی جن کا ہدف صارفین اور تقسیم کاری چینلوں کی بڑھتی ہوئی ضروریات کو پورا کرنا ہے، بہتر بنایا ہے۔

کمپنی نے اپنی موبائل ایپس میں بھی مزید اضافہ کیا۔ ایجنٹ ایپ (انفرادی بیمہ زندگی سے متعلق سیلز فورس) کو نئی خصوصیات کے ساتھ بہتر بنایا گیا جیسے کہ سیلز کی مکمل تفصیل کا جائزہ، موجودہ صارفین کا انقطاع، کلیمز کے بارے میں اطلاعات، فالو اپ کرنا اور اس کے ساتھ ساتھ دستاویزات اپ لوڈ کرنے کی سہولت۔ یہ ایپس ہمیں اپنے صارفین اور سیلز چینلوں کے ساتھ نسبت کا ایک نیا پلیٹ فارم مہیا کرتی ہیں جس کے نتیجے میں ہمیں خدمات کے اور صارف کے اطمینان کے اعلیٰ درجات حاصل ہوتے ہیں۔

ہیومن ریسورس مینجمنٹ:

آپ کی کمپنی نے اپنی بیمہ زندگی سے متعلق پیشہ ورانہ انتظامیہ ٹیم کے کیریئر کے فروغ پر اپنی توجہ مرکوز رکھی۔ ہمارے عملے میں، حوالے کیلئے چند ایک شعبے جیسے کہ تجربہ کار انشورنس سیلز کے افراد، اکاؤنٹینٹس، آئی ٹی ماہرین، بیمہ دار، ڈاکٹرز، قانون دان، بزنس مینجمنٹ گریجویٹس اور لکچر ری شامل ہیں۔ کمپنی کو یقین ہے کہ عملے کو آگے بڑھانے اور انکی حوصلہ افزائی میں سرمایہ کاری، کمپنی کی حالیہ اور مستقبل کی کامیابی کیلئے ان کی مثبت شراکت میں ایک مرکزی کردار ادا کرتی ہے۔

کمپنی اپنے عملے کی، متعلقہ پیشہ ورانہ قابلیت کے حصول کیلئے، از حد حمایت کرتی ہے اور ان کے لئے کمپنی کے پاس لکچر ریل سائنس، فنانس، اکاؤنٹنگ، بیمہ داری اور کلیمز کے

نظم کے میدان میں بین الاقوامی پیشہ ورانہ اداروں سے منسلک کیریئر پروگرام موجود ہیں۔

کمپنی کے پاس انتظامیہ ٹیم کے کلیدی افراد کیلئے جانشینی کا منصوبہ بھی ہے۔ جانشینی منصوبہ فرد کی صلاحیت، موجودہ کردار کی عملداری اور اس کے ساتھ ساتھ کمپنی کے مستقبل کے نشوونما کے امکانات پر مبنی کردار میں توسیع کو زیر غور لاتا ہے۔ جانشینی منصوبہ، کمپنی کی مستقل کی حکمت عملی کے اعتبار سے، وقتاً فوقتاً تبدیلی اور تجدید کے عمل سے گزرتا ہے۔

2017 کے دوران، کمپنی نے، ہیومن ریسورس سے متعلق امور میں کارکردگی پیدا کرنے اور ایک ہی مرکز پر مختلف ہیومن ریسورس اور ایڈمنسٹریشن کے طریقہ ہائے کاریجا کرنے کے لئے ہیومن ریسورس مینجمنٹ سسٹم بھی متعارف کرایا۔ اس سسٹم کی وجہ کارمز ملازمین کی بھرتی، تعطیلات کا انتظام، دفتری اوقات کی تنظیم، تربیتی موڈیولز کے ساتھ ساتھ ایمپلائی سیلف سروس پورٹل ہے۔

ماحول:

کمپنی نے اپنے دفاتر میں کاغذ کے استعمال کو کم سے کم کرنے کیلئے شعوری طور پر ٹیکنالوجی میں سرمایہ کاری ہے۔ آئی بی ایم فائل نیٹ کی انٹرپرائز کونٹینٹ مینجمنٹ ٹیکنالوجی کا غذی دستاویزات کو ڈیجیٹالائز کرنے کیلئے اور کاروبار کے طریقہ ہائے اور جملہ آپریشنل امور ہائے کار کو خود کار کرنے کیلئے، رفتہ رفتہ کمپنی کے کلیدی امور تک پھیل چکی ہے۔ کمپنی نے اس بات پر نگاہ رکھی ہوئی ہے کہ کام کا ماحول سرسبز رہے۔ اس سسٹم کی وجہ سے، کمپنی نے فائنگنگ کمپنٹس، شیلفس، جگہ، کاغذی دستاویزات اور فائلوں کا استعمال بہت کم کر دیا ہے جو آخر کار کاغذی آلودگی اور درختوں کا صفایا ہونے کا سبب بنتے ہیں اور چونکہ یہ گلوبل وارمنگ میں شدت پیدا کرتی ہے چنانچہ اس طرح سے کمپنی نے سرسبز ماحول کیلئے ایک مثبت تاثر پیدا کیا ہے۔

کمپیٹل مینجمنٹ اور کلوڈیٹی:

کمپنی کے پاس اپنے موجودہ امور چلانے کیلئے کافی سرمایہ موجود ہے۔ کمپنی کا پیڈ اپ سرمایہ جو ایک بلین روپے ہے، بیمہ زندگی کے نجی شعبے میں سب سے زیادہ ہے۔

کمپنی کی لکلوڈیٹی صورت حال بھی بہت مستحکم ہے جس میں نقد اور اسکے مساوی رقوم کا مجموعہ 2017 کے اختتام پر 18.5 بلین روپے تھا (2016: 12.4 بلین روپے)۔

متعلقہ پارٹیوں سے لین دین:

ہر بورڈ مینٹنگ میں بورڈ آف ڈائریکٹرز مشمول کمپنیوں اور متعلقہ پارٹیوں سے کئے گئے لین دین کی منظوری دیتے ہیں۔ ایسے تمام لین دین ایک آرمر لینتھ کی بنیاد پر عمل میں لائے جاتے ہیں۔

داخلی آڈٹ کا عمل

بورڈ ایک متوازن داخلی کنٹرول سسٹم، بشمول کنٹرول کے طریقہ ہائے کار پر عمل پیرا ہونے کے موثر تکمیل کی ذمہ دار ہے۔ آڈٹ کمیٹی کو داخلی آڈیٹر آپریشنل کنٹرول کی موزونیت پر نظر ثانی کرنے اور خدشات پر نگاہ رکھنے اور ان کا انتظام چلانے میں مدد فراہم کرتا ہے تاکہ مناسب یقین دہانی میسر ہو جائے کہ کمپنی میں ایسا سسٹم اطمینان بخش طور پر اور موثر طور پر اور آزادانہ اور با مقصد اعتماد مہیا کر کے کمپنی کے امور کو بہتر بنانے کیلئے جاری رہتا ہے۔ داخلی آڈیٹر کی بنیادی ذمہ داری میعاری آڈٹ کرنا ہے اور آپریشنل کنٹرول میں موزونیت، پالیسیوں اور طریقہ ہائے کار قوانین اور ضوابط کی پاسداری کی یقینی دہانی کرانا ہے۔

کارپوریٹ گورننس کے ایک جز کے طور پر، آپ کی کمپنی کی 3 کمیٹیاں ہیں: انڈر رائٹنگ کمیٹی، کلیمز تصفیہ کمیٹی اور ری انشورنس کمیٹی۔

کاروبار کو لاحق ممکنہ خطرات:

کاروبار کو لاحق ممکنہ خطرات یا اس میں کمی کے عوامل، اس سالانہ رپورٹ کے صفحہ نمبر 33 پر تفصیل سے بیان کئے گئے ہیں۔

کارپوریٹ کی سماجی ذمہ داری

ہمارے لئے کارپوریٹ سماجی ذمہ داری خدمت خلق سے بڑھ کر ہے۔ اس کا مقصد تعلیم، صحت اور ماحول کے شعبوں میں عوام الناس کی بہتری کیلئے قابل برداشت پروڈیکٹس قائم کرنا ہے۔ ہم اپنے ملازمین کی ان پروڈیکٹس میں باقاعدگی سے رضا کارانہ شمولیت کی حوصلہ افزائی کرتے ہیں اور مسلسل ایسے راستوں کی تلاش میں رہتے ہیں جن سے عام لوگوں کو اختیار حاصل ہو اور وہ عوام الناس کے لئے ذرائع رکھنے والے فرد بن سکیں۔ اس سلسلے میں اس سال کے دوران لئے گئے کچھ کلیدی ابتدائی کاوشیں درج ذیل ہیں:

میری شان میرا پاکستان

ای ایف یولائف نے "میری شان میرا پاکستان" مہم کا آغاز 2016 میں پاکستان کے یوم آزادی پر کیا اور کراچی، عائشہ منزل اور این سی سی اسپورٹس کمپلیکس پروال آرٹ کے ذریعے ترین و آرائش کے دو پروڈیکٹس کی کامیاب تکمیل کے بعد، کمپنی نے اس مہم کو ایک تیسری جگہ، آغا خان فیملی پارک تک بڑھا دیا۔ اس پروڈیکٹ کا مقصد بڑی عوامی جگہوں کی دیواروں کو موضوعی وال آرٹ کے ذریعے اپنا بنانا ہے اور وال چانگ اور دیواروں پر غیر مناسب اور غیر ضروری تحریروں کو ختم کرنا ہے۔ "میری شان میرا پاکستان" کے نام سے یہ مہم جب الٹنی کے جذبے کو فرحت بخشی ہے اور پاکستان کے شاندار سماجی ورثے کی تصویر کشی کرتی ہے۔ اپنے لوگوں کے سماجی فرق کو منانے کے ساتھ ہی قومی جھنڈے تلے متحرک ہنا اس مہم کی بنیادی سوچ ہے۔

عالمی یوم تھیلیسیما (پاکستان کو تھیلیسیما سے پاک کرنا)

کمپنی کے ملازمین کے لئے تھیلیسیما پر ایک آگاہی سیشن کا انعقاد کیا گیا جس کے بعد تھیلیسیما اسکریننگ اور خون کے عطیے کی مہم بھی عمل میں آئی۔ افضل میموریل ٹرسٹ بینک کو مکمل طور پر ای ایف یولائف کی حمایت حاصل ہے۔ یہ ایک طول المدت سالانہ عہد ہے جس کا آغاز 2017 میں کیا گیا۔

ایس آئی یوٹی، ایل آر بی ٹی، ایف ای ایس ایف اور دارال سکون کے ساتھ مل کر سماجی ذرائع ابلاغ کے ذریعے رمضان مہم عمل میں آئی جس کے ذریعے متعلقہ غیر سرکاری تنظیموں کو فیس بک پر پسندیدگی، اشتراک اور بیانات کی صورت میں، ان کی پوسٹس پر ہر وصولی پر عدایات پیش کئے گئے۔

ایل آر بی ٹی رائڈتھون کے مرکزی اسپانزر، ایل آر بی ٹی کے اس مد میں کئے جانے اقدامات کی تشہیر ہمارے تقسیم کار چینلز کے ذریعے بیمہ کی جانے والی ہر تعلیمی پالیسی پر ٹی سی ایف کو 50 روپے کا عطیہ

کاروباری اخلاقیات، صارفین کا تحفظ اور انسداد بد عنوانی کے لئے اقدامات:

بورڈ نے ضابطہ اخلاق کا بیان اور کاروباری طریقہ ہائے کار وضع کئے ہوئے ہیں۔ تمام ملازمین اس بیان سے آگاہ ہیں اور کاروبار اور قواعد سے متعلق ان اخلاقی قوانین پر عمل پیرا ہونے کے پابند ہیں۔ ضابطہ اخلاق کا بیان اور کاروباری طریقہ ہائے کار، صارفین، ساتھیوں اور عوام کے ساتھ، سالمیت، وقار، برتری کے کلچر اور اخلاقی طور پر معاملہ سازی پر مبنی ہیں۔

دیگر اسٹیک ہولڈرز کے ساتھ تعلقات:

آپ کی کمپنی اچھے تعلقات برقرار رکھنے کیلئے کوشاں رہتی ہے:

- ☆ اپنے ملازمین کے ساتھ ایک مثبت کام کا ماحول میسر کر کے؛
- ☆ اپنے صارفین کے ساتھ بھرپور سہ پیدا کر کے اور معیاری خدمت مہیا کر کے؛
- ☆ ایماندارانہ اور صاف ستھری معاملہ سازی کے ذریعے کاروباری کمیونٹی کے ساتھ؛
- ☆ حکومت کے ساتھ مسالحتی مارکیٹ سسٹم کے ساتھ آزاد کو فروغ دے کر اور تمام اطلاق شدہ قوانین پر عمل کر کے؛ اور
- ☆ معاشرے کے ساتھ عمومی طور پر، محفوظ اور صحتمند جانے کار مہیا کر کے اور اپنے ملازمین کو اپنی صلاحیتیں بڑھانے کا موقع فراہم کر کے۔

اس اضافی رقم سے، 2.54 بلین روپے، سو فیصد سالونہی مارجن کی ضرورت کیلئے ضروری رقم روکنے کے بعد، نفع و نقصان کھانے کو منتقل کئے گئے۔ حصص کنندگان کے فنڈ کی کارکردگی کو شامل کرنے کے بعد، آپ کی کمپنی نے بعد از ٹیکس 1.81 بلین روپے کا منافع حاصل کیا۔

فی حصص آمدن:

رواں سال کیلئے فی حصص آمدن 18.1 روپے ربی (2016: 18.7 روپے)۔

مخصص رقوم اور منافع منقسمہ:

آپ کے ڈائریکٹرز، کمپنی کے حصص کنندگان کے لئے جن کے نام 31 مارچ 2018 کو کاروبار کے اختتام پر کمپنی کے حصص رجسٹر میں موجود ہیں، 11.25 روپے (112.5 فیصد) ڈویڈنڈ فی حصص کی تجویز پیش کرنے میں مسرت محسوس کرتے ہیں۔ یہ نقد ڈویڈنڈ، سال کے دوران پیش کئے گئے 3.75 روپے کے عبوری نقد ڈویڈنڈ کے علاوہ ہے۔

سال کی ابتداء میں بیلنس:	0,000 روپے
پچھلے سال کی (اس مد میں) دستیاب رقم	1,932,639
2016 کیلئے سرمائے کا حصہ	(89,256)
مناسبت کیلئے دستیاب رقم	1,843,383
عبوری نقد منافع منقسمہ 2016	
30 فیصد (2015: 30 فیصد)	300,000
حتمی نقد منافع منقسمہ 2016	
120 فیصد (2015: 70 فیصد)	1,200,000
جزل ریزرو کو منتقلی	250,000
پچھلے سال کی غیر مقرر رقم	93,383
بعد از ٹیکس سال رواں میں منافع	1,812,381
سرمائے کا حصہ	(90,116)
مناسبت کیلئے دستیاب رقم	1,815,648
ڈائریکٹر حضرات نے تجویز دی ہے کہ اس رقم کو درج ذیل طور پر مقرر کیا جائے:	
عبوری نقد منافع منقسمہ 2017	
37.75 فیصد (2016: 30 فیصد)	375,000
مجوزہ حتمی نقد منافع منقسمہ 2017	
112.5 فیصد (2016: 120 فیصد)	1,125,000
جزل ریزرو کو منتقلی	250,000
اگلے سال کیلئے دستیاب رقم	65,648

مارکیٹ کی شراکت:

30 ستمبر 2017 کے اشاعت شدہ دستیاب مالیاتی بیانات کی بنیاد پر، نجی بیمہ زندگی کے شعبے سے منسلک کمپنیوں میں مجموعی پرمیئم کی آمدنی کے اعتبار سے مارکیٹ میں 33 فیصد حصہ ڈالا۔

پروڈکٹ رینج:

کمپنی وہ پروڈکٹس پیش کرتی ہے جو بچے کی تعلیم اور شادی کی ضروریات، ریٹائرمنٹ منصوبہ بندی، بچتیں اور دولت کے مجموعے، اسلامی پروڈکٹس اور تحفظی پروڈکٹس پر اپنی توجہ مرکوز رکھتی ہیں۔ کمپنی ایک جامع پروڈکٹ کی رینج کی حامل ہے جو ہمارے معاشرے کے تمام بنیادی درجات زندگی تک پہنچنے کی وسعت رکھتے ہیں۔

2017 میں کمپنی نے اپنی پروڈکٹ رینج کو مزید مستحکم کرتے ہوئے، سبزی فورس کے ساتھ ساتھ بینکشنز شراکت داروں کے ذریعے پروڈکٹ کی موجودہ فہرست میں اضافہ کیا۔ کمپنی نے اعلیٰ خصوصیت کی بچتوں اور تحفظاتی منصوبوں کی ایک نئی رینج کا آغاز کیا۔ اسی کے ساتھ ساتھ، کمپنی اپنی پہنچ کو کثیر آبادی تک بڑھانے کیلئے مشمولہ بیمہ مصنوعات میں قسمت آزمائی کی اور ٹیلی کمیونیکیشن کمپنیوں، برانچ لیس بینکاری کے ساتھ ساتھ مائیکرو فنانس اداروں کے ساتھ اختراعی مالیاتی حل متعارف کرائے۔

تقسیم کاری کی صلاحیتیں:

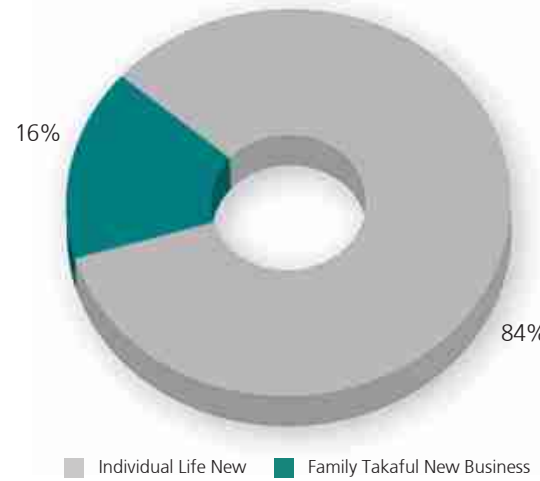
کمپنی اپنے کاروبار کی دو بنیادی اقسام کیلئے مختلف تقسیم کاری چیلنر رکھتی ہے۔ انڈویجول لائف اور گروپ لائف۔ انڈویجول لائف کے کاروبار کیلئے، کمپنی انجینیئر سبزی فورس اور بینکشنز چیلنر استعمال کرتی ہے۔ گروپ لائف کے کاروبار کیلئے، کمپنی اپنی سرگرم مارکیٹنگ ٹیم، تجارتی بینکوں اور دیگر درمیانی چیلنر جیسے کہ ٹیلی کمیونیکیشن کمپنیاں، شاخ سے مہر ایجنسی، مائیکرو فنانس اداروں اور مائیکرو فنانس بینکوں کے ساتھ ساتھ ڈیجیٹل اور ادائیگی کے پلیٹ فارمز استعمال کرتی ہے۔

پورے ملک میں انفرادی بیمہ زندگی کی شاخوں کا جال 200 مقامات تک پھیل گیا ہے۔ بینکشنز کیلئے کمپنی کی 14 بنکوں کے ساتھ شراکت ہے۔

فیملی کفائل:

کمپنی ایک مخصوص برانڈ ”حمایہ“ کے تحت، انفرادی بیمہ زندگی اور کفائل سبزی فورس، بینک شراکت داروں اور گروپ بینیفٹ سیٹ اپ کے ذریعے کفائل کی مصنوعات کی رینج پیش کرتی ہے۔

2017 کے دوران، انفرادی/فیملی کفائل کی مد میں کفائل کے نئے کاروبار کا حصہ درج ذیل تھا:



کمپنی وقت کے ساتھ ساتھ اس نئے کاروبار کے مزید بڑھنے کی اور اوپری سطح کے ساتھ ساتھ زیریں سطح پر بھی مثبت انداز میں اپنا حصہ ڈالنے کی امید رکھتی ہے۔

کارکردگی کے لئے اہم اقدامات:

کمپنی کئی کلیدی اقدامات کے ذریعے اپنی کارکردگی کا تعین کرتی ہے، جیسے کہ:

- ☆ کاروبار کی ہر مد کیلئے پرمیئم کی نشوونما
- ☆ بیمہ شدہ افراد کی تعداد
- ☆ تقسیم کاری چیلنر کے ذریعے انفرادی بیمہ زندگی کے کاروبار کا تسلسل
- ☆ قلیل مدت کاروبار کے لئے نقصان کی شرح کا تجزیہ
- ☆ اخراجات کی شرح تناسب اور رجحانات
- ☆ شرح اموات اور حالات امراض کی تجربہ
- ☆ کاروبار کی ہر مد کیلئے منافع میں نشوونما

کمپنی مستقبل کیلئے ان عوامل کو با مقصد رہنے کی توقع رکھتی ہے اور اس کے ساتھ ساتھ اپنی داخلی کارکردگی کا اقدام اسی کسوٹی کی بنیاد پر جاری رکھے گی۔

بیمہ کردہ کی مالیاتی صلاحیت کی درجہ بندی:

سال کے دوران، کمپنی کی مالیاتی صلاحیت کی درجہ بندی جے سی آروی آئی ایس کریڈٹ ریٹنگ ایجنسی کی طرف سے AA+(Outlook Stable) تک مقرر کی گئی۔ یہ درجہ بندی کمپنی کی مستحکم سرمایہ کاری کے درجہ اور اس کے مقابلے میں بیمہ کئے گئے خطرات کی نوعیت اور بیمہ کنندگان کی فرائض پورا کرنے کی بہت اعلیٰ صلاحیت کی اہمیت کو خاطر میں لاتی ہے۔ یہ درجہ بندی اس حقیقت کا اعتراف بھی ہے کہ کمپنی مستحکم مالیاتی قدموں پر

کھڑی ہے اور بیمہ زندگی کے شعبے میں، طویل المدت پائیدار کاروباری حکمت عملیاں، اختراعی پروڈکٹس، اعلیٰ سسٹمز اور آئی ٹی انفراسٹرکچر، مطمئن صارفین اور محتاط سرمایہ کاری کی پالیسیز کے لحاظ سے مارکیٹ لیڈر ہے نتیجتاً ایک مثبت آئندہ کار کے طور پر ہمارے صارفین کو طویل المدت فائدے حاصل ہیں۔

اعزازات اور کامیابیاں:

اس سال کے دوران، آپ کی کمپنی کی کارکردگی اور مارکیٹ لیڈر شپ کا کئی خود مختار اداروں کی جانب سے اعتراف کیا گیا۔ 2017 کے دوران کمپنی کو درج ذیل قابل فخر اور باوقار اعزازات سے نوازا گیا:

- ☆ انتظامی طریقہ ہائے اوریسوس کے معیار کیلئے، مسلسل 9 ویں مرتبہ، پاکستان میں، بہترین بیمہ زندگی کمپنی کیلئے ”کنز یومر چوائس ایوارڈ 2016“۔
- ☆ پروفیشنل نیٹ ورک اینڈ آتھیکل بزنس اپ ڈیٹ کی جانب سے سوشل انپیکٹ کے زمرے میں، صحت اور تعلیم کے شعبہ جات میں کمپنی کی کاوشوں کے اعتراف میں، ”سی ایس آر ایوارڈ 2017“۔
- ☆ انسٹیٹیوٹ آف چارٹرڈ اکاؤنٹنٹس آف پاکستان اور انسٹیٹیوٹ آف کاسٹ اینڈ مینجمنٹ اکاؤنٹنٹس آف پاکستان کی طرف سے غیر بینکاری مالیاتی اداروں کی کیلگری میں بہترین طور پر پیش کئے حسابات کیلئے، ای ایف یو لائف ایسٹورنس کی سالانہ رپورٹ 2016، ”گلنگ اور دی ہورائزن“ کی اوّل تین رپورٹوں میں ”بہترین کارپوریٹ رپورٹ ایوارڈ 2016“۔
- ☆ ساؤتھ ایشین فیدریشن آف اکاؤنٹنٹس سے، جنوبی ایشیائی ممالک میں، بیمہ کے شعبے میں بہترین طور پر پیش کئے گئے حسابات برائے 2016 پر ”سرٹیفکیٹ آف میرٹ“۔
- ☆ پاکستان میں بیمہ زندگی کے شعبے میں اول پوزیشن حاصل کرنے پر، ”ورلڈ فنانس ایوارڈ 2017“۔
- ☆ بین الاقوامی مالیاتی صنعت میں حصول، اختراع اور لگن کے مظاہرے پر، ایکویزیشن انٹرنیشنل کی جانب سے، پاکستان میں ”بہترین بیمہ زندگی کمپنی 2016“۔
- ☆ آئی ایس او 9001-2008 سرٹیفیکیشن کی دوبارہ توثیق۔

ٹیکنالوجی اور اس پر عمل درآمد کی مہارتیں:

کمپنی نے 2017 میں بھی ٹیکنالوجی کے محاذ پر اپنی توجہ مرکوز رکھی۔ کچھ کلیدی ترقیاں درج ذیل ہیں:

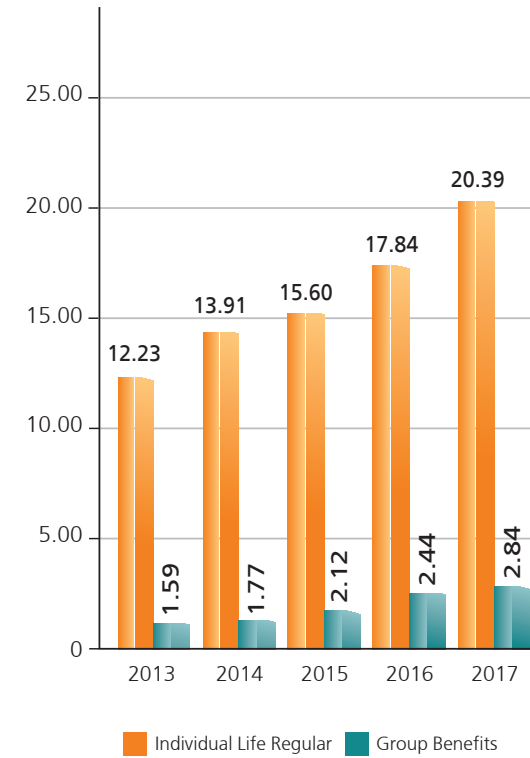
ٹیم III کے معیار کے مطابقت کو یقینی بنانے کیلئے کمپنی نے اپنے ڈیٹا سینٹر کی صلاحیت بڑھانے کے لئے نمایاں سرمایہ کاری کی ہے۔ اس ڈیزائن پر توجہ کا اصل مرکز 24x7x365 آپریشنز، بغیر کسی رخنے کے پاور کا حصول (یو پی ایس)، ماحولیات پر قابو، جسمانی تحفظ کے نظام، باقاعدہ خنکی، آگ سے تحفظ کا نظام اور نیٹ ورک کا تحفظ، کو



ڈائریکٹرز رپورٹ برائے سال ۲۰۱۷

پچھلے 5 سالوں میں مجموعی پریمیم کارخانہ (بشمول تکافل حصہ جات) درج ذیل رہا:

GROSS PREMIUM GROWTH 5 YEAR SUMMARY (Individual Life Regular Premium & Group Benefits) (Rupees in Billions)

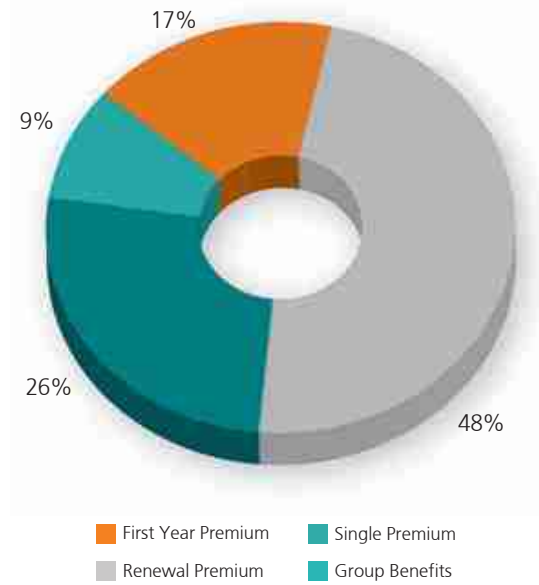


آپ کی کمپنی کے ڈائریکٹرز، آپ کو کمپنی کی پچیسویں سالانہ رپورٹ برائے سال 2017 جس کا اختتام 31 دسمبر 2017 کو ہوا، پیش کرنے میں مسرت محسوس کرتے ہیں۔

کاروبار کی کارکردگی

آپ کی کمپنی کا مجموعی پریمیم (بشمول تکافل حصہ جات)، 31.5 بلین روپے (2016: 24.68 بلین روپے) رہا، یعنی اس میں 27.6 فیصد اضافہ ہوا۔ 2017 میں مجموعی پریمیم کا مرکب درج ذیل تھا:

GROSS PREMIUM COMPOSITION



سنگل پریمیم نے اس سال نمایاں تیزی ظاہر کی جس میں 8.26 بلین روپے کا پریمیم ریکارڈ کیا گیا (2016: 4.4 بلین روپے)۔

اپنے ونڈو تکافل آپریشنز - حمایتی میں، کمپنی نے انفرادی فیملی تکافل کا 831 بلین روپے کا نیا کاروبار حاصل کیا (2016: 666 بلین روپے)۔ گروپ فیملی تکافل میں، کمپنی نے 165 بلین روپے کا کاروبار کیا (2016: 52 بلین روپے)۔

کلیم کی ادائیگیاں:

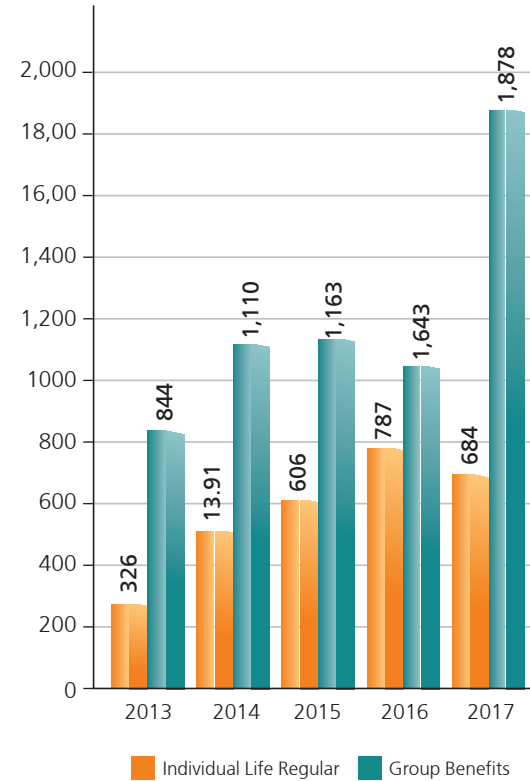
کمپنی، اپنے آغاز ہی سے، کلیمز کے فوری تصفیے کی اپنے فلسفے پر عملدرآمد پر یقین رکھے ہوئے ہے چنانچہ اس مقصد کے لئے کمپنی نے ایک مضبوط نظام قائم کیا ہوا ہے۔

انفرادی بیمہ زندگی کے باقاعدہ پریمیمز (بشمول تکافل حصہ جات) 14.3 فیصد سے بڑھ کر 20.39 بلین روپے کے مجموعی پریمیم تک پہنچ گئے (2016: 17.85 بلین روپے)۔ تجدیدی پریمیم 11.5 فیصد کے مستحکم اضافے سے 15.05 بلین روپے تک بڑھ گیا (2016: 13.5 بلین روپے)۔ صارف کو مہیا کی جانے والی اعلیٰ تر خدمات اور صارفین کو برقرار رکھنے پر کمپنی کی توجہ کے مرکز کے باعث، دوران سال استقامت کا ایک اعلیٰ درجہ قائم رکھنے کا نتیجہ ثابت ہوا۔ انفرادی بیمہ زندگی کی مجموعی استقامت (دوسرے سال اور بعد از آں) 84.33 فیصد رہی۔

کاروبار کے گروپ بینفٹس کے شعبے نے (بشمول تکافل حصہ جات)، 2.84 بلین روپے کا مجموعی پریمیم حاصل کیا (2016: 2.4 بلین روپے)، یعنی 16.7 فیصد اضافہ۔

2017 میں کمپنی نے مجموعی طور پر وفات اور معذوری کی مد میں 2.60 بلین روپے کے کلیمز ادا کئے (2016: 2.32 بلین روپے) جبکہ بنیادی اور گروپ لائف کلیمز کے بالترتیب 639 ملین اور 1.96 بلین روپے ادا کئے۔

GROSS DEATH & DISABILITY CLAIMS 5 YEAR SUMMARY (Rupees in Millions)



سرمایہ کاری کی کارکردگی:

انتظامیہ کے تحت، تمام یونٹ سے منسلک فنڈز کے اثاثہ جات کی خالص قدر، 2017 میں 96.5 بلین روپے سے بڑھ کر 99.2 بلین روپے تک پہنچ گئی، اس کے حجم میں 3 فیصد اضافہ سامنے آیا۔ مئی 2017 سے، جب پاکستان اسٹاک ایکسچینج 100 انڈیکس، ایم ایس سی آئی میں پاکستان از سر نو درجہ بندی سے منسلک مثبت جذبات کے باعث، وقت کے اعتبار سے اعلیٰ ترین سطح تک پہنچ گیا تھا، مارکیٹ دباؤ کا شکار رہی اور اس کو سال کے آخر تک، اپنی موجودہ قدر میں 24 فیصد کمی کا سامنا کرنا پڑا۔ اس سے کمپنی کے یونٹ سے منسلک فنڈز کی کارکردگی پر بھی اثر پڑا۔

انتظامیہ کے تحت فنڈز کے اس حجم نے آپ کی کمپنی کو بیمہ زندگی کے نجی شعبے میں نمایاں اثاثہ منبج ز میں سے ایک مقام دیا ہے اور اس کے ساتھ ساتھ یہ ملک کے نجی بیمہ زندگی میں اعلیٰ ترین کمپنیوں میں شمار کئے جانے کے عمل کو جاری رکھے ہوئے ہے۔

مینجڈ گروتھ فنڈ، کمپنی کے یونٹ سے منسلک سب سے بڑا فنڈ ہے اور اس کے خالص اثاثے کی قدر 91.67 بلین روپے تک پہنچ گئی۔ اس فنڈ سے ہمارے صارفین کو درمیانی مدت اور طویل المدت سرمایہ کاری سے مسلسل اچھے منافع جات میسر ہوئے۔ فنڈ کے آغاز سے سالانہ منافع (تمام اخراجات شامل کر کے) 12.64 فیصد ہے۔ پچھلے 5 سالوں میں سالانہ منافع 10.86 فیصد ہے۔

یونٹ سے منسلک دیگر فنڈز کی کارکردگی، جو اپنی مخصوص سرمایہ کاری کی حکمت عملیاں رکھتے ہیں، درج ذیل رہی:

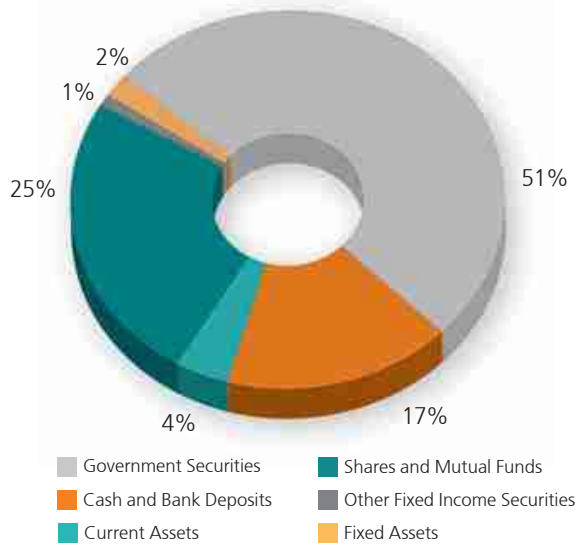
گارنٹیڈ گروتھ مستحکم سرمایہ کاری کی حکمت عملی اس ضمانت کے ساتھ کہ قیمت خرید (یڈ پرائس) گرے گی نہیں۔ اس فنڈ نے پچھلے 3 سالوں میں (تمام اخراجات شامل کر کے) 5.08 فیصد سالانہ منافع فراہم کیا ہے۔

اعتماد گروتھ سود سے پاک سرمایہ کاریاں، اس مد میں پچھلے 5 سالوں میں 10.97 فیصد (تمام اخراجات شامل کر کے) سالانہ منافع حاصل ہوا۔

تکافل گروتھ فنڈ: کمپنی کے یونٹ سے منسلک تکافل کاروبار کیلئے وقف شدہ فنڈ جس میں اس کے آغاز سے اب تک 8.56 فیصد (تمام اخراجات شامل کر کے) سالانہ منافع حاصل ہوا۔

کمپنی ایک مضبوط بیلنس شیٹ کی حامل ہے جس میں موجودہ جملہ اثاثے 110 بلین روپے۔ اثاثوں کا مرکب درج ذیل ہے:

ASSETS COMPOSITION



منافع جات:

سال کے دوران، کمپنی کے قانونی فنڈز نے 2.66 بلین روپے کا منافع حاصل کیا۔



Risk and Opportunity Report

Risk and Opportunity Report: The Company considers the following to be important risks:

Category of risk	Risk Impact	Plans and strategies for mitigating these risks
Operational Risk	Regulatory changes	The Company believes in having a transparent and open relationship with the regulator. Representatives of the Company are part of the discussion process with the regulator for potential changes to regulatory environment. The Company works closely with peers on matters of importance for the insurance industry.
	Human Resources	The Company provides a professional working environment, market competitive remuneration and career enrichment opportunities. Succession planning is in place for key employees.
	Temporary loss of business continuity	Business Continuity Plan is in place
	Loss of Data, Technology failure, Data Security	Disaster Recovery Plan is in place
Financial Risk	Adverse changes in the equity market and interest rate environment	The Investment monitoring setup governed by the Investment Committee ensures a diversified portfolio of securities with continuous monitoring of the economy, as well as equity, debt and money markets. Investment Policy takes into account limits of exposure in the equity market.
	Default in debt instruments	Prudent exposure limits are set with regular monitoring as well as investment in high credit rated securities.
Reinsurance Risk	Default of reinsurer on its obligations, or its exit from Pakistan	Use of internationally regulated reinsurers with high credit ratings, and maintaining a diversified portfolio of reinsurers.
Commercial Risk	Increased competition from existing and new players in the industry	The Company focuses on its brand equity and financial strength, as well as pricing, product features and customer services to always gain a competitive edge.
Reputational Risk	Events or acts due to which the Company's reputation comes into question	The Company maintains a strong and open relationship with all stakeholders. Internal governance and control documents are in place to aid good governance. Prompt and effective communication is carried out.

Opportunities:

Pakistan's life insurance penetration rate is 0.54%, one of the lowest in the world. Such a large uninsured population provides a significant opportunity to the Company in the following areas:

- Increasing reach to all parts of the country through expanding distribution network, and identification and utilization of emerging and unconventional channels.
- Focus on insurance awareness through continuous investments in communication channels and market education
- Focus on "Inclusive Insurance" approach by offering affordable financial planning solutions for the micro and mass segments
- Offer takaful solutions through window operations
- With increasing mobile penetration amongst the masses, utilize such platforms for customer interaction, awareness, marketing and sales.

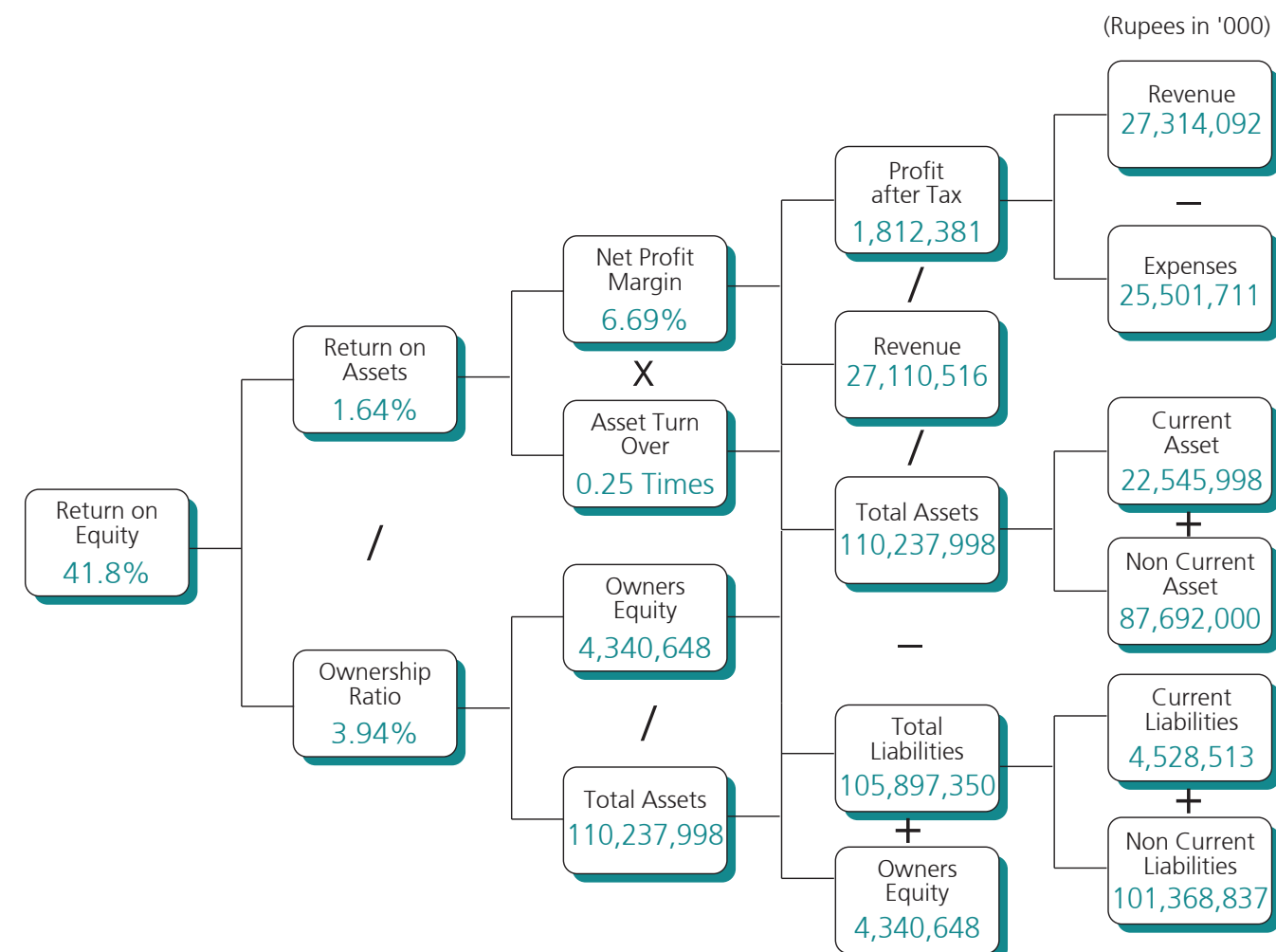
Key sources of uncertainty:

The Key sources of uncertainty in estimation of future benefit payments and premium receipts are as follows:

- Adverse Mortality and Morbidity experience
- Unexpected changes in Lapses and Surrenders
- Expense overruns
- Interest rate movements



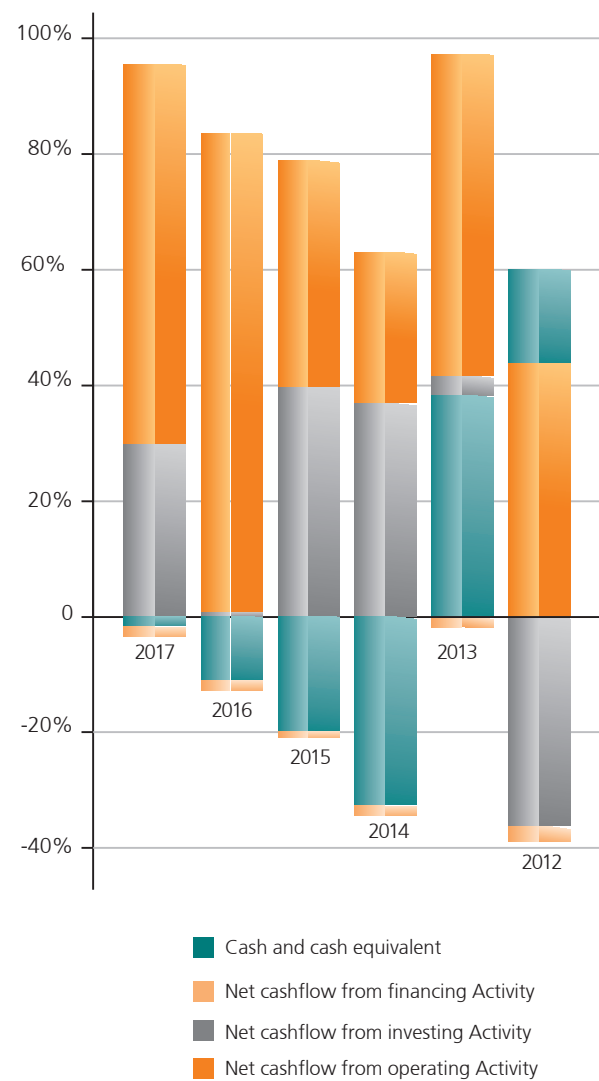
DuPont Analysis For the year 2017



Summary of Cash Flow

Summary of cashflow statement for the year ended 31 December 2017

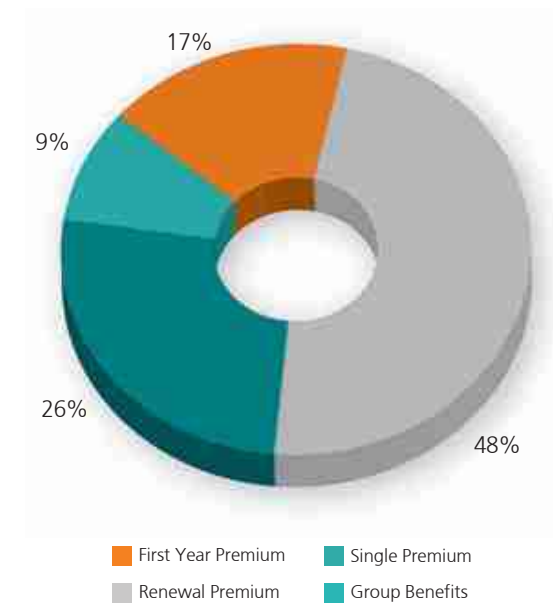
Cashflow	2017	2016	2015	2014	2013	2012
Net cashflow from operating Activity	8 564 275	212 450	15 860 606	7 939 450	5 765 564	5 045 710
Net cashflow from investing Activity	(887 951)	(1 223 448)	(8 220 388)	(7 237 128)	614 911	(3 911 095)
Net cashflow from financing Activity	(1 575 000)	(1 000 000)	(900 000)	(650 000)	(490 000)	(552 500)
Cash and cash equivalent	18 496 913	12 395 589	14 406 587	7 666 369	7 614 047	1 723 572



Segment - Wise Review

The Company's gross premium (including Takaful contributions) was Rs. 31.5 billion (2016: 24.68 billion), recording a growth of 27.6%. The gross premium composition in 2017 was as follows:

GROSS PREMIUM COMPOSITION



Individual Life regular premiums (including Takaful contributions) increased by 14.3% reaching a total premium of Rs.20.39 billion (2016: Rs. 17.85 billion).

Renewal premium base increased to Rs. 15.05 billion (2016: Rs. 13.5 billion), recording a steady growth of 11.5%. Over the years, the Company has continued to increase its focus on superior levels of client servicing as well as client retention which has resulted in maintaining a high level of persistency during the year. The overall persistency (2nd year and onwards) of individual life business was 84.33%.

The Group Benefits line of business achieved a gross premium, including Takaful contributions, of Rs. 2.84 billion (2016: Rs 2.4 billion), registering a growth of 16.7%.

Single Premium showed an exceptional increase during the year and was Rs. 8.26 billion (2016: 4.4 billion).

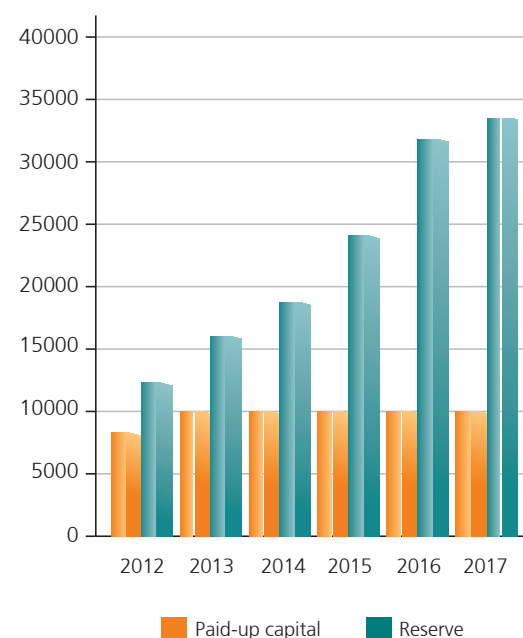
Window Takaful operations - Hemayah - the Company achieved an **Individual Family Takaful** new business of Rs. 831 million (2016: 666 million). For **Group Family Takaful**, the Company achieved a business of Rs. 165 million. (2016: 52 million).



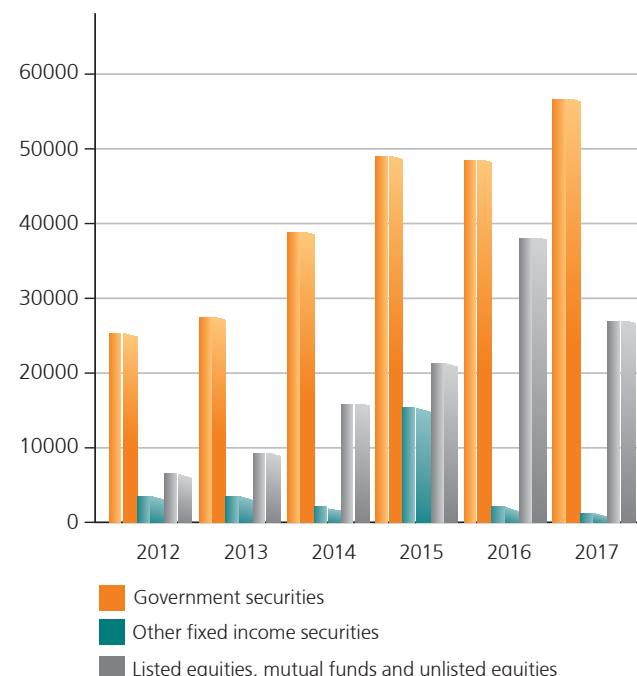
Performance at a Glance

Graphical Presentation

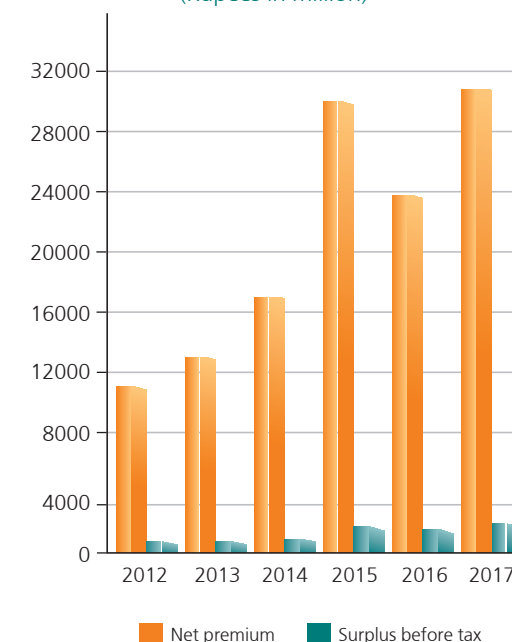
SHARE HOLDER'S EQUITY (Rupees in million)



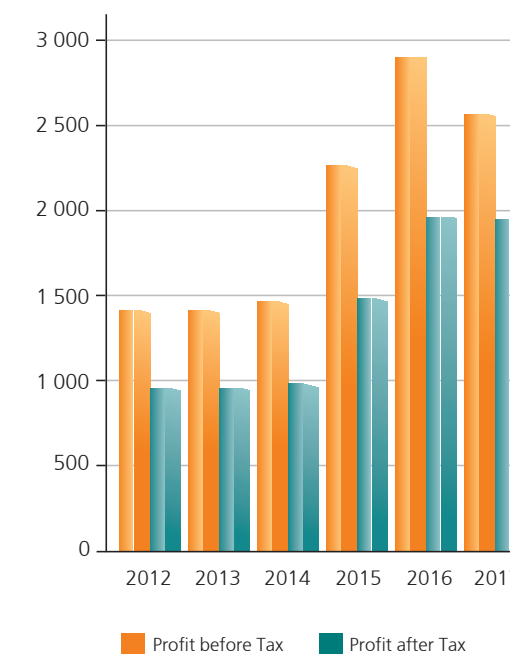
INVESTMENTS (Rupees in million)



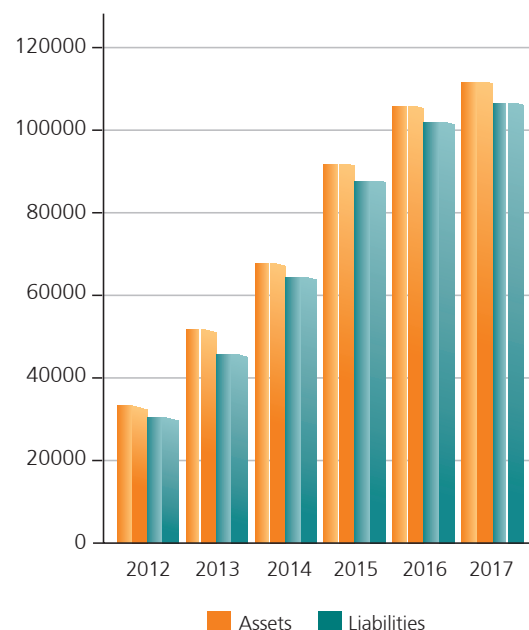
NET PREMIUM & SURPLUS BEFORE TAX (REVENUE ACCOUNT) (Rupees in million)



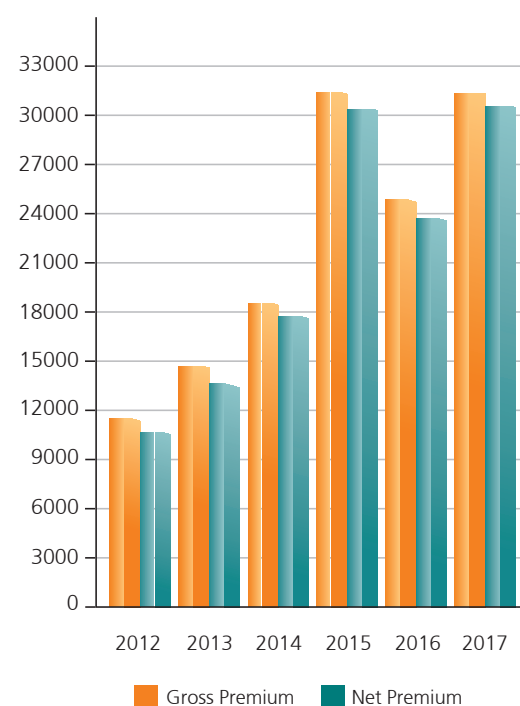
PROFITABILITY (Rupees in million)



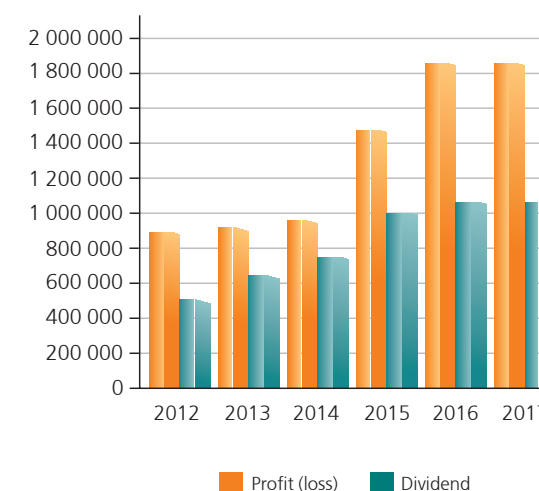
ASSETS & LIABILITIES (Rupees in million)



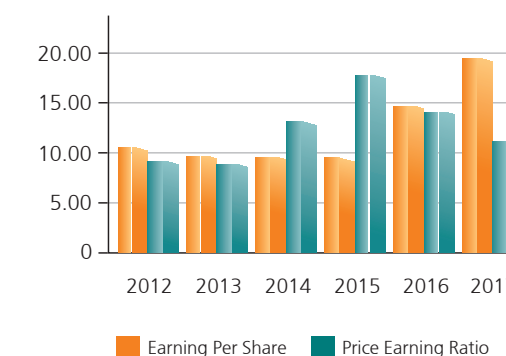
GROSS / NET PREMIUM (Rupees in million)



PROFIT (LOSS) AFTER TAX & DIVIDENDS (Rupees in million)



EARNING PER SHARE & PRICE EARNING RATIO





Key Financial Data For The Last Six Years

Share Price Sensitivity Analysis

Earnings - News on earnings, profits and future positive cashflows develop interest of investors in the shares of the company.

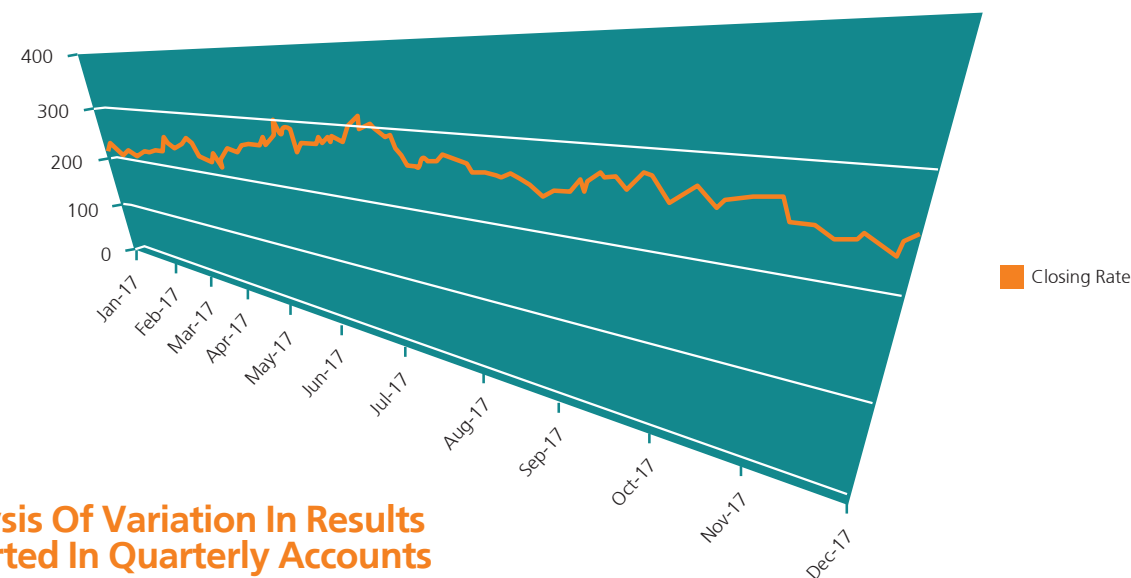
Introduction of new Products - this could lead to positive earnings growth which in return affects share prices

Government Policies - Government's policies could be perceived as positive or negative for business. The policies may lead to change in Inflation and interest rates, which may affect stock prices.

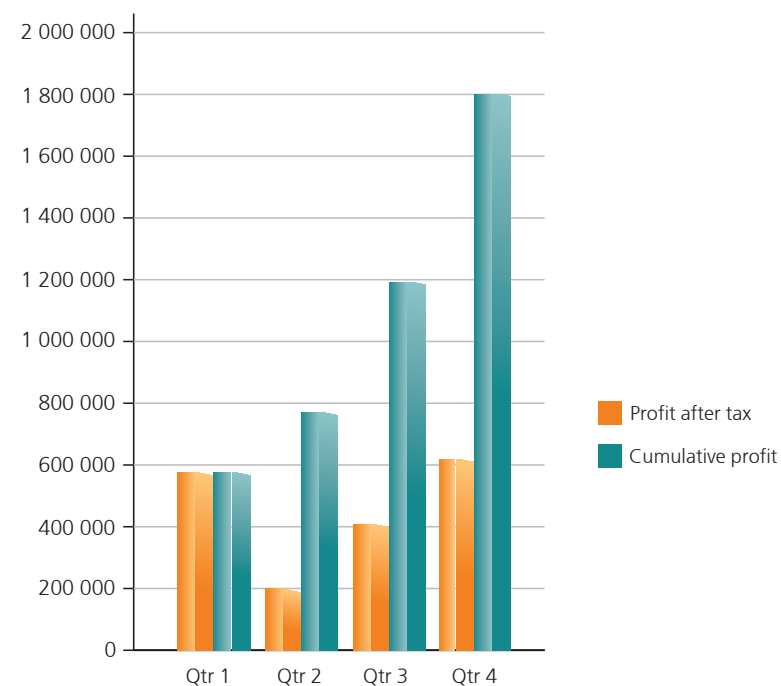
Industry specific performance - any changes in Govt policies toward Insurance industry may result in movement of stock prices

Investor sentiments / confidence - Positive economic reforms can attract investors.

Announcement of Dividends - Expected distribution from earnings could increase in share prices in expectations of realization of profits on investments.



Analysis Of Variation In Results Reported In Quarterly Accounts



(Rupees '000)

Gross Premium / Contribution

REVENUE ACCOUNT

Premium / contribution-net of reinsurance

Interest and other Income

Claims less reinsurance

Commission and Expense

Provision for (depreciation) / appreciation on investments

(Provision) / Write back for doubtful debts on available for sale fixed income securities

(Provision) / reversal for Impairment for available for sale Equity Investments

Capital contribution from Shareholders' fund

Changes in statutory Funds

Profit before tax

Provision for Taxation

Profit after tax

BALANCE SHEET

Investments

Cash & Bank balances

Other Assets

Fixed Assets

Issued Subscribed and paid-up capital

Accumulated surplus

General Reserve

Balance of Statutory Funds

Other liabilities

	2017	2016	2015	2014	2013	2012
Gross Premium / Contribution	31 499 459	24 676 452	31 033 830	18 219 910	14 058 930	11 873 842
REVENUE ACCOUNT						
Premium / contribution-net of reinsurance	30 759 730	23 861 851	30 351 972	17 595 939	13 365 479	11 301 615
Interest and other Income	9 887 820	8 128 626	8 117 383	6 796 578	4 748 784	3 949 224
	40 647 550	31 990 477	38 469 355	24 392 517	18 114 263	15 250 839
Claims less reinsurance	14 195 613	17 764 439	8 941 518	4 714 369	3 483 942	2 625 301
Commission and Expense	7 087 331	5 535 953	5 415 109	4 727 382	4 274 210	3 438 858
Provision for (depreciation) / appreciation on investments	(13 213 158)	7 763 528	748 228	3 699 382	1 028 649	1 361 453
(Provision) / Write back for doubtful debts on available for sale fixed income securities			(6 559)	65 379	(160 407)	(9 075)
(Provision) / reversal for Impairment for available for sale Equity Investments	(120 300)	200 407	(22 201)	347 560	12 681	183 134
Capital contribution from Shareholders' fund	90 116	89 256				
Changes in statutory Funds	3 440 483	13 945 180	22 606 826	17 639 714	9 838 720	9 329 724
Profit before tax	2 680 781	2 798 096	2 225 370	1 423 373	1 398 314	1 392 468
Provision for Taxation	(868 400)	(925 200)	(749 900)	(472 472)	(469 200)	(478 350)
Profit after tax	1 812 381	1 872 896	1 475 470	950 901	929 114	914 118
BALANCE SHEET						
Investments	85 388 521	88 831 183	71 941 323	55 534 580	39 585 719	34 728 349
Cash & Bank balances	18 496 913	12 395 589	14 406 587	7 666 369	7 614 047	1 723 572
Other Assets	4 143 722	2 920 367	3 249 775	2 943 929	1 094 258	835 281
Fixed Assets	2 208 842	2 154 392	1 667 694	1 083 604	810 235	607 105
	110 237 998	106 301 531	91 265 379	67 228 482	49 104 259	37 894 307
Issued Subscribed and paid-up capital	1 000 000	1 000 000	1 000 000	1 000 000	1 000 000	850 000
Accumulated surplus	1 440 648	1 543 383	1 459 743	1 083 773	1 032 872	1 011 758
General Reserve	1 900 000	1 650 000	950 000	750 500	500 500	232 500
Balance of Statutory Funds	101 233 037	97 782 063	83 836 320	61 222 367	43 582 653	33 743 933
Other liabilities	4 664 313	4 326 085	4 019 316	3 171 842	2 988 234	2 056 116
	110 237 998	106 301 531	91 265 379	67 228 482	49 104 259	37 894 307



Key Operating and Financial Data

Six years summary
Financial Ratios

Profitability Ratios

		2017	2016	2015	2014	2013	2012
Profit Before Tax / Gross Premium	%	8.5%	11%	7%	8%	10%	12%
Profit Before Tax / Net Premium	%	8.7%	12%	7%	8%	10%	12%
Profit After Tax / Gross Premium	%	5.8%	8%	5%	5%	7%	8%
Profit After Tax / Net Premium	%	5.9%	8%	5%	5%	7%	8%
Gross Yield on Earning Assets	%	6.3%	6%	7%	8%	8%	9%
Net Claims / Net Premium	%	46.1%	74%	29%	27%	26%	23%
Commission / Net premium	%	11.7%	12%	10%	14%	17%	17%
Acquisition Cost / Net premium	%	17.7%	18%	14%	21%	25%	25%
Administration Expenses / Net premium	%	5.3%	5%	3%	5%	6%	6%
Change in PHL / Net Inflow	%	11.9%	35%	57%	61%	52%	55%
Net investment income / Net Premium	%	-11.7%	66%	29%	59%	41%	46%
Return On Capital Employed	%	20.7%	23%	22%	16%	15%	24%
Return on Equity	%	41.8%	45%	43%	34%	37%	44%

Liquidity Ratio

Current Ratio		4.85	3.54	4.39	3.35	2.91	1.24
Quick Ratio		4.85	3.54	4.39	3.35	2.91	1.24
Cash to Current Liability	%	397%	287%	358%	242%	255%	84%

Investment / Market Ratio

Breakup Value Per Share	Rupees	43.41	41.93	34.10	28.34	25.33	24.64
Earnings per share (pre tax) Diluted	Rupees	26.81	27.98	22.25	14.23	13.98	13.92
Earnings per share (after tax) Diluted	Rupees	18.12	18.73	14.75	9.51	9.29	9.14
Price Earning Ratio -PAT	Times	13.99	11.50	13.49	17.86	8.80	10.20
Mkt. price per share at end of the year	Rupees	253.49	215.47	199	169.85	81.71	93.23
Mkt. price per share - Highest during the year	Rupees	329.95	247.47	260	177.99	96.45	97.00
Mkt. price per share - Lowest during the year	Rupees	209	162.3	140	80.60	68.01	62.00
Cash Dividend per Share	Rupees	15	15	10	7.50	6.5	5.5
Price to book ratio		0.23	0.20	0.22	0.25	0.17	0.21
Cash Dividend %	%	150%	150%	100%	75%	65%	55%
Dividend Yield	%	6%	7%	5%	4%	8%	6%
Dividend Payout	%	82.76%	80.09%	67.78%	78.87%	69.97%	60.18%
Dividend Cover	Times	0.83	0.80	0.68	0.79	0.70	0.60
Stock Dividend per share	Times	-	-	-	-	-	1.75
Bonus %	%	-	-	-	-	-	17.64%

Capital Structure Ratio

Return on Asset	%	2.4%	3%	2.4%	2%	3%	4%
Earning Asset to total asset	%	92%	95%	94%	93%	97%	96%
Total Liabilities / Equity	Times	24.40	24.35	25.77	22.70	18.38	17.09
Paid-up Capital / Total Asset	%	0.91%	0.94%	1.10%	1.49%	2.04%	2.24%
Equity/ Total Asset	%	3.9%	4%	4%	4%	5%	6%

Comments:

Profitability Ratios:

Net profit after tax have decreased from 1.87 billion to 1.81 billion the decrease in profitability ratios is due to uncertain economic conditions and fall in equity market the Company has managed to underwrite 31.5 billions of business (new and subsequent) in 2017.

Liquidity Ratio

EFU Life's liquidity position had always been very strong. Increase in liquidity ratios is mainly due to effective working capital management

Investment / Market Ratio

EPS has gone down by roughly 3% to Rs. 18.12 per share as a result of loss on investment P/E ratio has increased due to increase in Share price of EFU Life Dividend yield ratio has slightly reduced due to increase in the market value of the share. Company has announced 112.5% final dividend and 37.5% interim dividend (which sum up to 150% total dividend for 2017)

Capital Structure Ratio

EFU Life's paid up capital is 1 Billion which is the largest in the life insurance industry in Pakistan. Total assets of the company has increased from 106 Billion to 110 Billion making an increase of almost 3.7%.

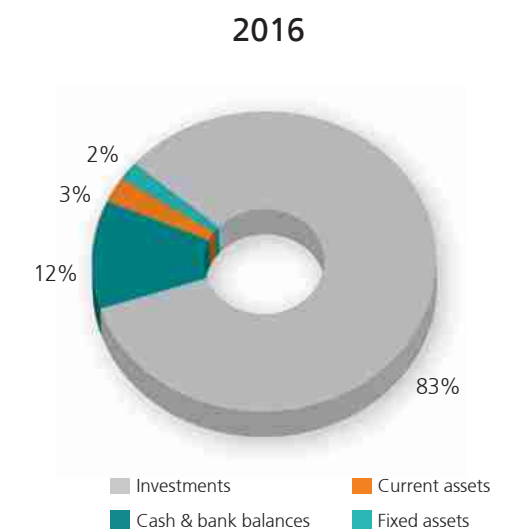
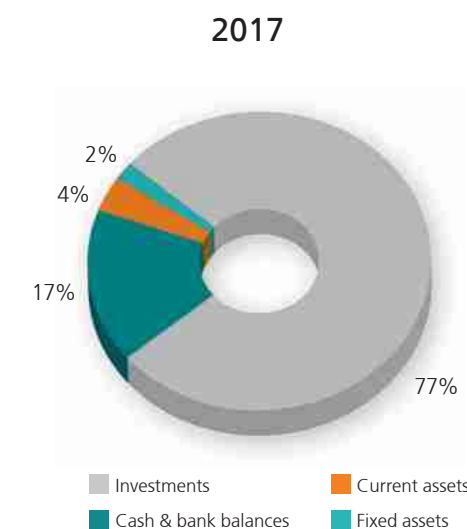
In addition to this, company has maintained solvency margin of Rs. 2.1 billions along with 3.34 billion in accumulated surplus and reserves.



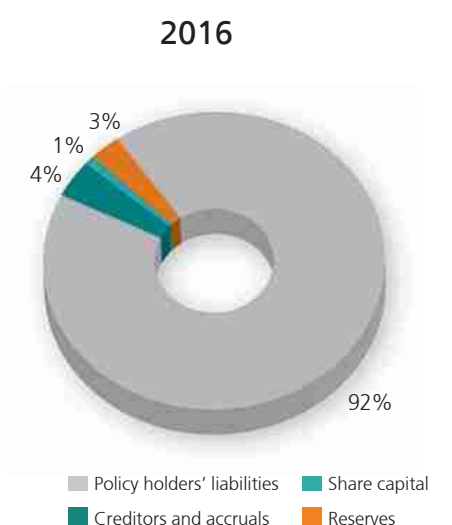
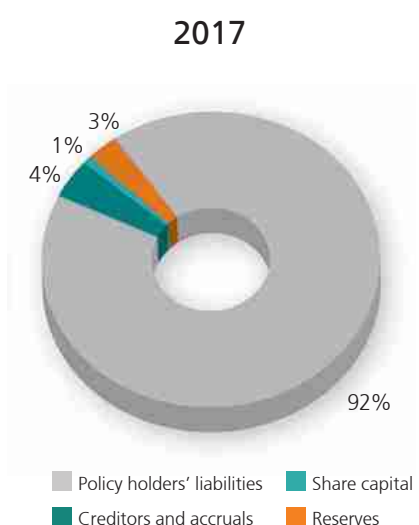
Graphical Analysis

Balance Sheet

ASSETS



SHARE CAPITAL & RESERVES AND LIABILITIES

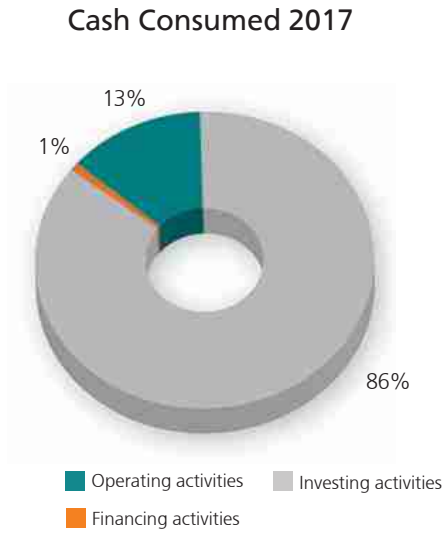
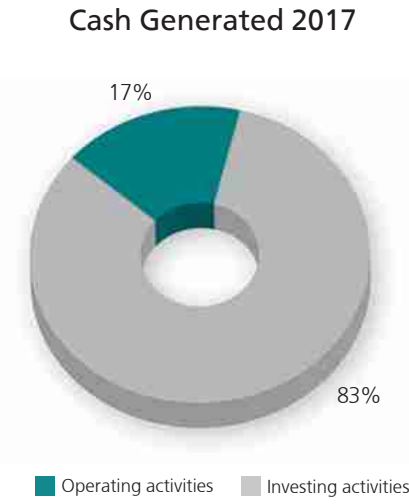
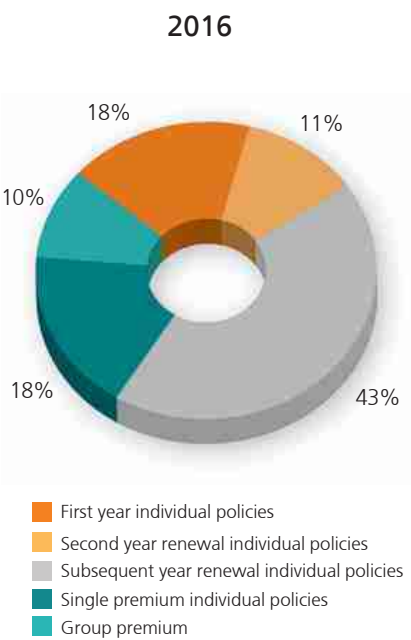
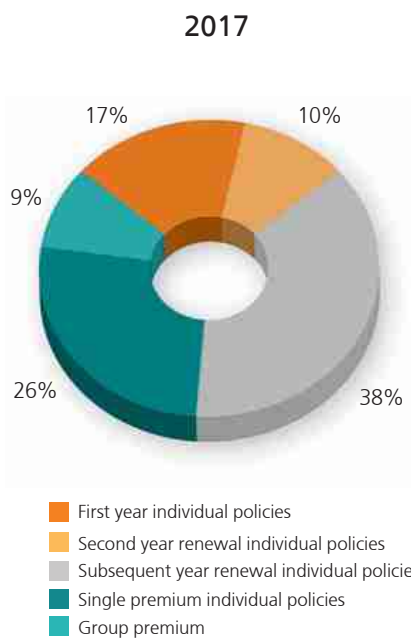


Profit & Loss / Revenue Account

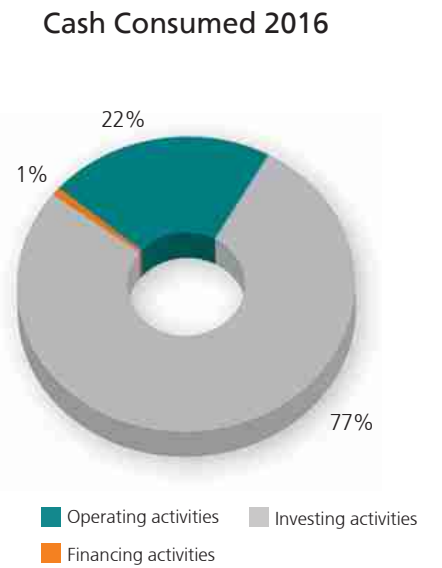
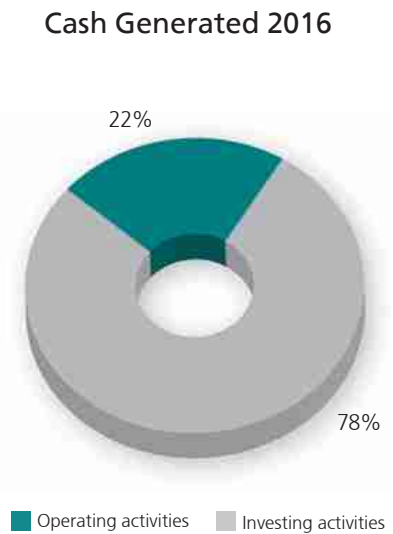
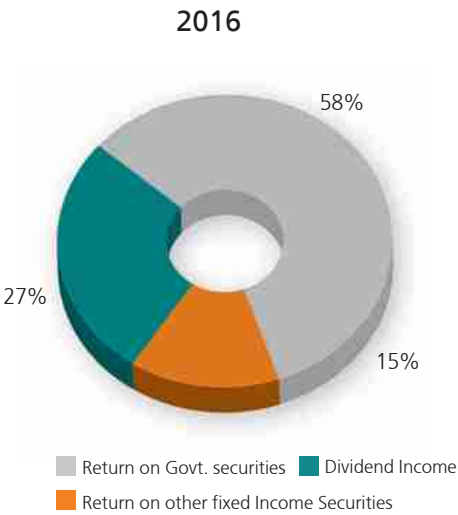
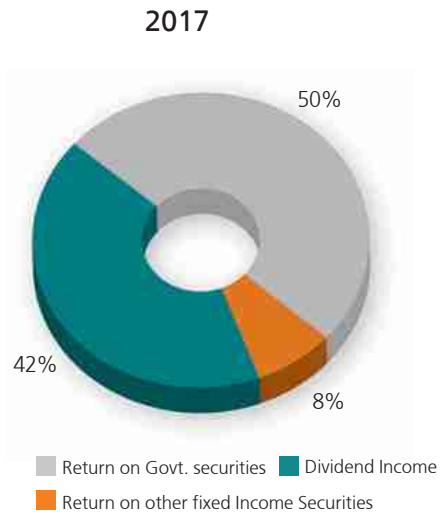
Cash Flow

GROSS PREMIUM

CASH GENERATED / UTILIZED



INVESTMENT INCOME





Vertical / Horizontal Analysis

Vertical Analysis

Balance Sheet

	2017		2016	
	Rupees in '000	%	Rupees in '000	%
Net Equity	4 340 648	3.94	4 193 383	3.94
Statutory Fund	101 368 837	91.95	97 782 063	91.99
Current Liabilities	4 528 513	4.11	4 326 085	4.07
Total Equity & Liabilities	110 237 998	100	106 301 531	100
Total non-current Assets	2 303 480	2.09	2 246 304	2.11
Investments	85 388 521	77.46	88 831 183	83.57
Current Assets	22 545 997	20.45	15 224 044	14.32
	110 237 998	100	106 301 531	100

Revenue & Profit & Loss Account

Net Income	27 314 092	100	39 952 080	100
Claims, Expenditures and Policy-holders Liabilities	(24 429 734)	(89.44)	(36 892 682)	(92.34)
Solvency Margin	(203 576)	(0.75)	(261 302)	(0.65)
Profit before Tax	2 680 782	9.81	2 798 096	7.00
Income Tax expense	(868 400)	(3.18)	(925 200)	(2.32)
Profit after Tax	1 812 382	6.64	1 872 896	4.69

Horizontal Analysis

Balance Sheet

	2017	2016	2015	2014
	Rupees in '000	Rupees in '000	Rupees in '000	Rupees in '000
Net Equity	4 340 648	4 193 383	3 409 743	2 834 273
Statutory Fund	101 368 837	97 782 063	83 836 320	61 222 367
Current Liabilities	4 528 513	4 326 085	4 019 316	3 171 842
Total Equity & Liabilities	110 237 998	106 301 531	91 265 379	67 228 482
Total non-current Assets	2 303 480	2 246 304	1 667 694	1 083 604
Investments	85 388 521	88 831 183	71 941 323	55 534 580
Current Assets	22 545 997	15 224 044	17 656 362	10 610 298
Total assets	110 237 998	106 301 531	91 265 379	67 228 482

Revenue & Profit & Loss Account

Net Income	27 314 092	39 952 080	39 188 823	28 504 838
Claims, Expenditures and Policy-holders Liabilities	(24 429 734)	(36 892 682)	(36 618 738)	(26 522 989)
Solvency Margin	(203 576)	(261 302)	(344 715)	(558 476)
Profit before Tax	2 680 782	2 798 096	2 225 370	1 423 373
Income Tax expense	(868 400)	(925 200)	(749 900)	(472 472)
Profit after Tax	1 812 382	1 872 896	1 475 470	950 901

	2015		2014		2013		2012	
	Rupees in '000	%	Rupees in '000	%	Rupees in '000	%	Rupees in '000	%
Net Equity	3 409 743	3.74	2 834 273	4.22	2 533 372	5.16	2 094 258	5.53
Statutory Fund	83 836 320	91.86	61 222 367	91.07	43 582 653	88.76	33 743 933	89.05
Current Liabilities	4 019 316	4.40	3 171 842	4.71	2 988 234	6.08	2 056 116	5.42
Total Equity & Liabilities	91 265 379	100	67 228 482	100	49 104 259	100	37 894 307	100
Total non-current Assets	1 667 694	1.83	1 083 604	1.61	810 235	1.65	607 105	1.60
Investments	71 941 323	78.83	55 534 580	82.61	39 585 719	80.62	34 728 349	91.65
Current Assets	17 656 362	19.35	10 610 298	15.78	8 708 305	17.73	2 558 853	6.75
	91 265 379	100	67 228 482	100	49 104 259	100	37 894 307	100
Net Income	39 188 823	100	28 504 838	100	18 995 186	100	16 786 351	100
Claims, Expenditures and Policy-holders Liabilities	(36 618 738)	(93.44)	(26 522 989)	(93.05)	(17 590 800)	(92.61)	(15 152 760)	(90.27)
Solvency Margin	(344 715)	(0.88)	(558 476)	(1.96)	(6 072)	(0.03)	(241 123)	(1.44)
Profit before Tax	2 225 370	5.68	1 423 373	4.99	1 398 314	7.36	1 392 468	8.29
Income Tax expense	(749 900)	(1.91)	(472 472)	(1.66)	(469 200)	(2.47)	(478 350)	(2.85)
Profit after Tax	1 475 470	3.77	950 901	3.33	929 114	4.89	914 118	5.44

% increase / (decrease) over preceding year

	2013	2012	2017	2016	2015	2014	2013	2012
	Rupees in '000	Rupees in '000						
Net Equity	2 533 372	2 094 258	3.51	22.98	20.30	11.88	20.97	20.87
Statutory Fund	43 582 653	33 743 933	3.67	16.63	36.94	40.47	29.16	38.21
Current Liabilities	2 988 234	2 056 116	4.68	7.63	26.72	6.14	45.33	9.18
Total Equity & Liabilities	49 104 259	37 894 307	3.70	16.48	35.75	36.91	29.58	35.19
Total non-current Assets	810 235	607 105	2.55	34.70	53.90	33.74	33.46	34.79
Investments	39 585 719	34 728 349	-3.88	23.48	29.54	40.29	13.99	38.18
Current Assets	8 708 305	558 853	48.09	-13.79	66.41	21.84	240.32	4.61
Total assets	49 104 259	37 894 307	3.70	16.48	35.75	36.91	29.58	35.19
Net Income	18 995 186	16 786 351	-31.63	1.95	37.48	50.06	13.16	38.73
Claims, Expenditures and Policy-holders Liabilities	(17 590 800)	(15 152 760)	-33.78	0.75	38.06	50.78	16.09	37.54
Solvency Margin	(6 072)	(241 123)	-22.09	-24.20	-38.28	9097.56	-97.48	19.50
Profit before Tax	1 398 314	1 392 468	-4.19	25.74	56.34	1.79	0.42	58.09
Income Tax expense	(469 200)	(478 350)	-6.14	23.38	58.72	0.70	-1.91	58.16
Profit after Tax	929 114	914 118	-3.23	26.94	55.17	2.34	1.64	58.05



Revenue Application



Statement of Compliance with the Shariah Principles

Revenue

Premium / Contribution
Investment
Other

Cost

Acquisition Cost
Employee Benefits
Other

Policy Holders

Claims and surrenders
Policy Holders Movements

Government

Income & other Taxes

Shareholders

Dividend

Society

Donations

Retained in Business

Reserve unappropriated profit
Capital Contribution
Depreciation / Amortization
Statutory Reserves - Solvency Margin

Revenue

(Rupees in '000)

	2017	2016
Premium / Contribution	30 759 730	23 861 851
Investment	(3 469 342)	16 064 695
Other	23 704	27 866
	<u>27 314 092</u>	<u>39 954 412</u>
Acquisition Cost	5 440 252	4 281 125
Employee Benefits	567 887	489 332
Other	865 089	638 895
	<u>6 873 228</u>	<u>5 409 352</u>
Claims and surrenders	14 195 613	17 764 439
Policy Holders Movements	3 236 906	13 683 878
	<u>17 432 519</u>	<u>31 448 317</u>
Income & other Taxes	868 400	925 200
	<u>868 400</u>	<u>925 200</u>
Dividend	1 575 000	1 000 000
	<u>1 575 000</u>	<u>1 000 000</u>
Donations	7 800	5 284
	<u>7 800</u>	<u>5 284</u>
Reserve unappropriated profit	237 381	872 896
Capital Contribution	(90 116)	(89 256)
Depreciation / Amortization	206 303	121 317
Statutory Reserves - Solvency Margin	203 577	261 302
	<u>557 145</u>	<u>1 166 259</u>
	<u>27 314 092</u>	<u>39 954 412</u>

The financial arrangements, contracts and transactions, entered into by EFU Life Assurance Limited-Window Takaful Operations ('the Company') for the period from 1 January 2017 to 31 December 2017 are in compliance with the takaful rules, 2012.

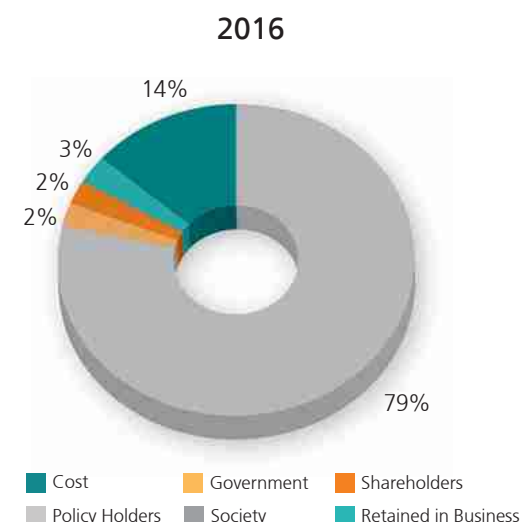
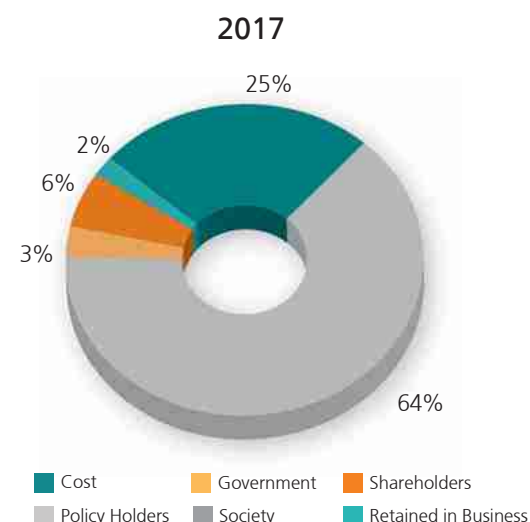
Further we confirmed that:

- The Company has developed and implemented all the policies and procedures in accordance with takaful rules, 2012 and rulings of the Shariah Advisor along with a comprehensive mechanism to ensure compliance with such ruling and takaful rules, 2012 in their overall operations with zero tolerance. Further, the governance arrangements including the reporting of events and status to those charged with relevant responsibilities, such as the audit Committee / Shariah Advisor and the Board of Directors have been implemented;
- The Company has imparted training / orientations and ensured availability of all manuals / arrangements approved by Shariah advisor / Board of Directors to maintain the adequate level of awareness, capacity and sensitization of the staff, management;
- All the products and policies have been approved by the shariah Advisor and the financial arrangements including investments made, policies, contracts and transactions, entered into by Window takaful Operations are in accordance with the policies approved by Shariah Advisor.
- The assets and liabilities of window takaful Operations (Participants takaful fund and Operator's Sub fund) are segregated from its other assets and liabilities, at all times in accordance with the provisions of the takaful rules, 2012.

This has been duly confirmed by the Shariah Advisor of the Company.

Dated: February 14, 2018

Managing Director
(Chief Executive Officer)





Shariah Advisory Report to the Board of Directors

الحمد لله رب العالمين والعاقبة للمتقين والصلاة والسلام على اشرف الانبياء
والمرسلين وعلى آله واصحابه اجمعين. امابعد

EFU Life Assurance Ltd started its Window Takaful Operations on 6th February 2015. By the grace of Allah, the year under review was the third successful year of Family Takaful in EFU Life. In this year, the Management, Distribution Channels and Board of Directors demonstrated their sincere efforts for the promotion of Takaful and underwritten good numbers in Takaful.

Progress of the Year:

During the year under review; EFU Life Window Takaful Operations (EFU Life-WTO) has achieved significant successes, details of which are as follow:

1. Under the guidance of the undersigned EFU Life-WTO developed different Takaful Products especially in the Individual and BancaTakaful segment focusing on the need of Savings, protection and investment based plans.
2. All the distribution channels of EFU Life- WTO including BancaTakaful, Individual and Group Family Takaful segments performed very well and underwritten good figures in Takaful.
3. A number of Religious Institutions (Madaris) reviewed the Takaful Products of EFU Life-WTO and with the grace of Allah they issued Shariah Compliance Certificates (Fatawa) in favor of Takaful Products developed by EFU Life- WTO that can be viewed on the website and Takaful booklet of the Company.

Shariah Certification:

As Shari'ah Advisor of EFU Life-WTO; I confirm that:

- I have carefully reviewed all the product documents of EFU Life-WTO including Takaful Policies, Brochures, Marketing materials, Agreements of BancaTakaful and Group Takaful etc. and Alhamdulillah I have found them in accordance with Shari'ah Principles. Further, I confirm that the Takaful Policies issued during the year and claims paid are in accordance with the guidelines of Shari'ah.
- Before launching any Takaful Product, EFU Life-WTO took guidance and advice of Shari'ah from the undersigned and developed the Takaful Products in accordance with the guidelines provided by me as Shari'ah Advisor.
- Segregation of Window Takaful Operations is the essential part of valid Takaful contracts. I am pleased to state that EFU Life has realized criticalities of this issue and from the day one, Alhamdulillah, all the Takaful Funds, Investments, Bank Accounts, Systems and other related issues are kept separate from its conventional insurance business, as per requirement of Shari'ah.
- Conducting Training and Development is an imperative for understanding the principles of Takaful and its practical outline. For this purpose EFU Life-WTO arranged classroom training sessions for its Distribution Channels working in their respective fields and I personally felt that participants gained significantly from these training sessions. I hope EFU Life will continue this practice in the future.
- For the unit linked Takaful products, EFU Life-WTO has established a dedicated Fund named "Takaful Aggressive Fund" to boost the investments of Unit Linked Policy Holders. I confirm that the Investment policy of said fund is in line with Shariah.

- All investments under Takaful Growth Fund and Takaful Aggressive Fund fulfill the requirements of Shari'ah. Moreover, the investments of all other Takaful Funds are separate from the conventional insurance business and they are in line with Shariah.

While concluding; I state that the Shari'ah principles have been followed in every aspect of practical implementation of EFU Life-WTO. I am grateful to the Board of Directors of EFU Life, Management, Appointed Actuary and all relevant departments who cooperated with me and provided me every possible support to ensure Shari'ah Compliance in our Takaful practices.

In the end; I pray to Allah Almighty to grant us success and help us at every step, keep us away from every hindrance and difficulty, and give financial success to EFU Life Window Takaful Operations.

والسلام عليكم ورحمة الله وبركاته

Muhammad Ibrahim Essa
Shari'ah Advisor
EFU Life Window Takaful Operations
7th February, 2018

Profile of Shariah Advisor

The Shari'ah Advisor of EFU Family Takaful is Mufti Muhammad Ibrahim Essa, a prominent scholar from Jamiah Darul Uloom Karachi specializing in Islamic Finance and Takaful. Mufti Ibrahim has completed his Darse Nizami (Masters in Quran and Sunnah) and Takhassus Fil Fiqh (Specialization in Islamic Jurisprudence) from Jamiah Darul Uloom Karachi under the close supervision of Mufti Muhammad Taqi Usmani.

Mufti Ibrahim is also a teacher and member of Darul Ifta, Darul Uloom Karachi (September 2006 to date). He is also associated as Shariah Advisor with different Islamic Financial Institutions, an Islamic Bank, Mudarabas and an auditing Firm.



Independent Reasonable Assurance Report

to the Board of Directors on the Statement of Management's Assessment of Compliance with the Shariah Principles

We were engaged by the Board of Directors of EFU Life Assurance Limited ("the Company") to report on the management's assessment of compliance of the Window Takaful Operations ("Takaful Operations") of the Company, as set out in the annexed statement prepared by the management for the year ended 31 December 2017, with the Takaful Rules, 2012, in the form of an independent reasonable assurance conclusion about whether the annexed statement presents fairly the status of compliance of the Operations with the Takaful Rules, 2012, in all material respects.

Applicable Criteria

The criteria against which the subject matter information (the Statement) is assessed comprise of the provisions of Takaful Rules 2012.

Responsibilities of the Management

The Board of Directors / management of the Company are responsible for designing, implementing and maintaining internal controls relevant to the preparation of the annexed statement that is free from material misstatement, whether due to fraud or error. It also includes ensuring the overall compliance of the Takaful Operations with the Takaful Rules, 2012.

The Board of Directors / management of the Company are also responsible for preventing and detecting fraud and for identifying and ensuring that the Takaful Operations comply with laws and regulations applicable to its activities. They are also responsible for ensuring that the management, where appropriate, those charged with governance, and personnel involved with the Takaful Operations compliance with the Takaful Rules, 2012 are properly trained, systems are properly updated and that any changes in reporting encompass all significant business units.

Our Independence and Quality Control

We have complied with the independence and other ethical requirements of the Code of Ethics for Chartered Accountants issued by the Institute of Chartered Accountants of Pakistan, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

The firm applies International Standard on Quality Control 1 "Quality Control for Firms That Perform Audits and Reviews of Historical Financial Information, and Other Assurance and Related Services Engagements" and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our Responsibilities

Our responsibility is to examine the annexed statement and to report thereon in the form of an independent reasonable assurance conclusion based on the evidence obtained. We conducted our engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000, Assurance Engagements Other Than Audits or Reviews of Historical Financial Information issued by the International Auditing and Assurance Standards Board. That standard requires that we plan and perform our procedures to obtain reasonable assurance about whether the annexed statement presents fairly the status of compliance of the Takaful Operations with the Takaful Rules, 2012, in all material respects.

The procedures selected depend on our judgment, including the assessment of the risks of material non-compliances with the Takaful Rules, 2012, whether due to fraud or error. In making those risk assessments, we have considered internal control relevant to the Takaful Operations compliance with the Takaful Rules, 2012, in order to design assurance procedures that are appropriate in the circumstances, but not for the purposes of expressing a conclusion as to the effectiveness of the Company's internal control over the Takaful Operations' compliance with the Takaful Rules, 2012. Reasonable assurance is less than absolute assurance.

A system of internal control, because of its nature, may not prevent or detect all instances of non-compliance with Takaful Rules, 2012, and consequently cannot provide absolute assurance that the objective of compliance with Takaful Rules, 2012, will be met. Also, projection of any evaluation of effectiveness to future periods is subject to the risk that the controls may become inadequate or fail.

The procedures performed included:

- Evaluate the systems, procedures and practices in place with respect to the Takaful operations against the Takaful Rules, 2012 and Shariah advisor's guidelines;
- Evaluating the governance arrangements including the reporting of events and status to those charged with relevant responsibilities, such as the Audit Committee/ Shari'ah Advisor and the Board of Directors;
- Test for a sample of transactions relating to Takaful operations to ensure that these are carried out in accordance with the laid down procedures and practices including the regulations relating to Takaful operations as laid down in Takaful Rules, 2012; and
- Review the statement of management's assessment of compliance of the Takaful transactions during the year ended 31 December 2017, with the Takaful Rules, 2012.

Conclusion

Our conclusion has been formed on the basis of, and is subject to, the matters outlined in this report. We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

In our opinion, the annexed statement, for the year ended 31 December 2017, presents fairly the status of compliance of the Takaful Operations with the Takaful Rules, 2012, in all material respects.

Date: 14 February 2018
Karachi

KPMG Taseer Hadi & Co.
Chartered Accountants



Statement of Compliance with the Code of Corporate Governance For Insurers, 2016 & Code of Corporate Governance, 2012 For the year ended 31 December 2017

This statement is being presented in compliance with the Code of Corporate Governance for Insurers, 2016 (the Code) for the purpose of establishing a framework of good governance, whereby an insurer is managed in compliance with the best practices of corporate governance and the Code of Corporate Governance 2012 (CCG 2012) as contained in Regulation No.5.19.24 of the Listing Regulations of the Pakistan Stock Exchange.

The Company, being an insurer, has applied the principles contained in the Code and CCG, 2012 in the following manner:

1. The Company encourages representation of independent and non-executive Directors and Directors representing minority interests on its Board of Directors. At present the Board includes:

Category	Name
Independent Director	Mr. Kamal Afsar
Executive Director	Mr. Taher G. Sachak
Non-Executive Directors	Mr. Rafique R. Bhimjee
Non-Executive Directors	Mr. Saifuddin N. Zoomkawala
Non-Executive Directors	Mr. Muneer R. Bhimjee
Non-Executive Directors	Mr. Hasanali Abdullah
Non-Executive Directors	Mr. Heinz Walter Dolberg
Non-Executive Directors	Mr. S. Salman Rashid
Non-Executive Directors	Mr. Ali Raza Siddiqui

The independent director meet the criteria of independence under the Code and the CCG, 2012.

2. The Directors have confirmed that none of them is serving as a director on more than seven (7) listed companies, including this company.
3. All the resident Directors of the company have confirmed that they are registered as taxpayers and none of them has defaulted in payment of any loan to a banking company, a DFI or an NBFI. None of the Directors or their spouses is engaged in business of stock brokerage.
4. There were no casual vacancy occurred on the Board during the year.
5. The Company has prepared a "Code of Conduct" and has ensured that appropriate steps have been taken to disseminate it throughout the company along with its supporting policies and procedures.
6. The Board has developed a vision / mission statement, overall corporate strategy and significant policies of the Company. A complete record of particulars of significant policies along with the dates on which they were presented on the Board for approval or amendment has been maintained.
7. All powers of the Board have been duly exercised and decisions on material transactions including appointment and determination of remuneration and terms and conditions of employment of Chief Executive Officer, other executive and non-executive Directors and the key officers, have been taken by the Board except the decision on terms of and the circumstances in which a law suit may be compromised and claim / right in favor of the company may be waived, released, extinguished or relinquished, which shall be made within timeline provided in Code.
8. The meetings of the Board were presided over by the Chairman and the Board met at least once in every quarter. Written notices of the Board meetings, along with agenda and working papers, were circulated at least seven days before the meetings. The minutes of the meetings were appropriately recorded and circulated.
9. The Board has established a system of sound internal control, which is effectively implemented at all levels within the Company. The Company has adopted and complied with all the necessary aspects of internal controls given in the Code.
10. The Board arranged an Orientation course for all its Directors in the form of booklet which was submitted to the Board of Director during the year to apprise them of their duties and responsibilities and also about changes in Code of Corporate Governance.

11. The Board has put in place a mechanism for an annual evaluation of the Board's own performance as required under the CCG, 2012.
12. There was no change of Chief Financial Officer, Company Secretary and Head of Internal Audit during the year.
13. The Directors' Report for this year has been prepared in compliance with the requirements of the Code and the CCG, 2012 and fully describes the salient matters required to be disclosed.
14. The financial statements of the Company were duly endorsed by Chief Executive Officer and Chief Financial Officer before approval of the Board.
15. The Directors, Chief Executive Officer and other executives do not hold any interest in the shares of the Company other than that disclosed in the pattern of shareholding.
16. The Company has complied with all the corporate and financial reporting requirements of the Code and CCG, 2012.
17. The Board has formed the following Management Committees under the Code:

Underwriting Committee:

Name of the Member	Category
Taher G. Sachak	Chairman (Chief Executive Officer)
Dr Tajuddin A, Manji	Member
Zain Ibrahim	Member
Hasan Sheikh	Member
Dr Asadul Hadi Siddiqui	Member

Claim Settlement Committee:

Name of the Member	Category
Taher G. Sachak	Chairman (Chief Executive Officer)
Arshad Iqbal	Member
Dr Ammara Moazzum	Member
Sajjad Hussain	Member

Reinsurance Committee:

Name of the Member	Category
Taher G. Sachak	Chairman (Chief Executive Officer)
Mohammad Ali Ahmed	Member
Zain Ibrahim	Member
Raza Hasan	Member
Ali Qureshi	Member

Risk Management & Compliance Committee:

Name of the Member	Category
Taher G. Sachak	Chairman (Chief Executive Officer)
Mohammed Ali Ahmed	Member
S. Shahid Abbas	Member
Zain Ibrahim	Member
Ali Qureshi	Member
Abbas Hussain	Member

18. The Board has formed the following Board Committees under the Code / CCG 2012:

Ethics, Human Resource & Remuneration Committee:

<u>Name of the Member</u>	<u>Category</u>
Kamal Afsar	Chairman (Independent Director)
Rafique R. Bhimjee	Chairman (Non-Executive Director)
Saifuddin N. Zoomkawala	Member (Non-Executive Director)
Taher G. Sachak	Member (Chief Executive Officer)

Investment Committee:

<u>Name of the Member</u>	<u>Category</u>
Rafique R. Bhimjee	Member (Non-Executive Director)
Saifuddin N. Zookawala	Member (Non-Executive Director)
Taher G. Sachak	Chairman (Chief Executive Officer)
Hasanali Abdullah	Member (Non-Executive Director)
Omer Morshed	Member
S. Shahid Abbas	Member (CFO & Corporate Secretary)
Mohammed Ali Ahmed	Member (Actuary)
S. Muhammad Owais	Member

19. The Board has formed an Audit Committee. It comprises of four members, of whom one is independent director and three are non-executive Directors. The chairman of the committee is a non-executive director. The composition of the Audit Committee is as follows:

Audit Committee:

<u>Name of the Member</u>	<u>Category</u>
Kamal Afsar	Chairman (Independent Director)
Hasanali Abdullah	Member (Non-Executive Director)
Saifuddin N. Zoomkawala	Member (Non-Executive Director)
Muneer R. Bhimjee	Member (Non-Executive Director)
Ali Raza Siddiqui	Member (Non-Executive Director)

20. The meetings of all the Committees except Ethics, Human Resource & Remuneration Committee were held at least once every quarter prior to approval of interim and final results of the insurer and as required by the Code / CCG, 2012. Ethics, Human Resource & Remuneration Committee was held once a year.

21. The Board has set up an effective internal audit function.

22. The Chief Executive Officer, Chief Financial Officer, Compliance Officer and the Head of Internal Audit possess such qualification and experience as is required under the Code. The Appointed Actuary of the Company also meets the conditions as laid down in the said Code. Moreover, the persons heading the underwriting, claim, reinsurance, risk management and grievance functions / departments possess qualification and experience of direct relevance to their respective functions, as required under section 12 of the Insurance Ordinance, 2000 (Ordinance No. XXXIX of 2000):

<u>Name of the Person</u>	<u>Designation</u>
Taher G. Sachak	Chief Executive Officer
S. Shahid Abbas	Chief Financial Officer
Abbas Husain	Compliance Officer
Mohammed Ali Ahmed	Actuary
S. Shahid Abbas	Company Secretary
Mohammad Abbas	Head of Internal Audit
Zain Ibrahim	Head of Underwriting
Dr Ammara Moazzum	Head of Claims
Ali Qureshi	Head of Reinsurance
Ali Qureshi	Head of Risk Management
Arshad Iqbal	Head of Grievance Dept.

23. The statutory auditors of the Company have been appointed from the panel of auditors approved by the Commission in terms of section 48 of the Insurance Ordinance, 2000 (Ordinance No. XXXIX of 2000). The statutory auditors of the Company have confirmed that they have been given a satisfactory rating under the quality control review programme of the Institute of Chartered Accountants of Pakistan, that they or any of the partners of the firm, their spouses and minor children do not hold shares of the insurer and that the firm and all its partners are in compliance with International Federation of Accountants (IFAC) guidelines on code of ethics as adopted by Institute of Chartered Accountants of Pakistan.

24. The statutory auditors or the persons associated with them have not been appointed to provide other services except in accordance with the listing regulations and the auditors have confirmed that they have observed IFAC guidelines in this regard.

25. The Appointed Actuary of the Company has confirmed that he/she or his/her spouse and minor children do not hold shares of the Company.

26. The Board ensures that the Appointed Actuary complies with the requirement set out for him/her in the Code.

27. The Board ensures that the investment policy of the Company has been drawn up in accordance with the provisions of the Code.

28. The Board ensures that the risk management system of the Company is in place as per the requirement of the Code.

29. The Company has risk management function, which carries out the tasks as covered under the Code.

30. The Board ensures that as part of the risk management system, the Company gets rated from JCR-VIS which is being used by its risk management function/department and the respective Committee as a risk monitoring tool. The rating assigned by the said rating agency on 28 November 2017 is AA+ with Stable outlook. which carries out its tasks as covered under the Code.

31. The Board has set up a grievance department/function, which fully complies with the requirements of the Code.

32. The Company has not obtained any exemption from the Securities and Exchange Commission of Pakistan in respect of the requirements of the Code.

33. All Directors are either already certified or exempt from the said requirement under Code of Corporate Governance contained in Listing Regulations.

34. The 'closed period', prior to the announcement of interim / final results, and business decisions, which may materially affect the market price of company's securities, was determined and intimated to Directors, employees and the Pakistan stock exchange as required by the CCG 2012.

35. Material/price sensitive information has been disseminated among all market participants at once through the Pakistan stock exchange as required by the CCG 2012.

36. The Company has complied with the requirements relating to maintenance of register of persons having access to inside information by designated senior management officer in a timely manner and maintained proper record including basis for inclusion or exclusion of names of persons from the said list.

37. We confirm that all other material principles contained in the Code and the CCG 2012 have been complied with.

HASANALI ABDULLAH
Director

SAIFUDDIN N. ZOOMKAWALA
Director

TAHER G. SACHAK
Managing Director &
Chief Executive

RAFIQUE R. BHIMJEE
Chairman

Karachi February 14, 2018



Review Report to the Members on Statement of Compliance with the Best Practices of the Code of Corporate Governance

We have reviewed the enclosed Statement of Compliance with the best practices contained in the Code of Corporate Governance for Insurers, 2016 and Code of Corporate Governance, 2012 as mentioned in the Regulation No. 5.19.24 of the Rule Book of Pakistan Stock Exchange ("PSX") (combined called 'the Code') as prepared by the Board of Directors ("the Board") of EFU Life Assurance Limited ("the Company") for the year ended 31 December 2017 to comply with the requirements of Listing Regulations of PSX where the Company is listed.

The responsibility for compliance with the Code is that of the Board of Directors of the Company. Our responsibility is to review, to the extent where such compliance can be objectively verified, whether the Statement of Compliance reflects the status of the Company's compliance with the provisions of the Code and report if it does not and to highlight any non-compliance with the requirements of the Code. A review is limited primarily to inquiries of the Company's personnel and review of various documents prepared by the Company to comply with the Code.

As a part of our audit of the financial statements we are required to obtain an understanding of the accounting and internal control systems sufficient to plan the audit and develop an effective audit approach. We are not required to consider whether the Board of Director's statement on internal control covers all risks and controls, or to form an opinion on the effectiveness of such internal controls, the Company's corporate governance procedures and risks.

The Code requires the Company to place before the Audit Committee, and upon recommendation of the Audit Committee, place before the Board of Directors for their review and approval its related party transactions distinguishing between transactions carried out on terms equivalent to those that prevail in arm's length transactions and transactions which are not executed at arm's length price and recording proper justification for using such alternate pricing mechanism. We are only required and have ensured compliance of this requirement to the extent of approval of related party transactions by the Board of Directors upon recommendation of the Audit Committee. We have not carried out any procedures to determine whether the related party transactions were undertaken at arm's length price or not.

Based on our review, nothing has come to our attention which causes us to believe that the Statement of Compliance does not appropriately reflect the Company's compliance, in all material respects, with the best practices contained in the Code as applicable to the Company for the year ended 31 December 2017.

KPMG Taseer Hadi & Co.
Chartered Accountants

Karachi February 14, 2018



Auditors' Report to the Members

Independent Auditors' Report to the Members

We have audited the annexed financial statements comprising of:

- i. balance sheet;
- ii. profit and loss account;
- iii. statement of changes in equity;
- iv. cash flow statement;
- v. revenue account;
- vi. statement of premiums;
- vii. statement of claims;
- viii. statement of expenses; and
- ix. statement of investment income

of EFU Life Assurance Limited ("the Company") as at 31 December 2017 together with the notes forming part thereof, for the year then ended.

It is the responsibility of the Company's Board of Directors to establish and maintain a system of internal control, and prepare and present the financial statements in conformity with the approved accounting standards as applicable in Pakistan and the requirements of the Insurance Ordinance, 2000 (XXXIX of 2000) and the Companies Ordinance, 1984 (XLVII of 1984). Our responsibility is to express an opinion on these statements based on our audit.

We conducted our audit in accordance with the auditing standards as applicable in Pakistan. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting policies used and significant estimates made by management, as well as, evaluating the overall financial statements presentation. We believe that our audit provides a reasonable basis for our opinion.

In our opinion:

- (a) proper books of account have been kept by the Company as required by the Insurance Ordinance, 2000 and Companies Ordinance, 1984;
- (b) the financial statements together with the notes thereon have been drawn up in conformity with the Insurance Ordinance, 2000 and the Companies Ordinance, 1984, and accurately reflect the books and records of the Company and are further in accordance with accounting policies consistently applied;
- (c) the financial statements together with the notes thereon present fairly, in all material respects, the state of the Company's affairs as at 31 December 2017 and of the profit, its cash flows and changes in equity for the year then ended in accordance with approved accounting standards as applicable in Pakistan and give the information required to be disclosed by the Insurance Ordinance, 2000 and the Companies Ordinance, 1984;
- (d) the apportionment of assets, liabilities, revenue and expenses between two or more funds has been performed in accordance with the advice of the appointed actuary; and
- (e) Zakat deductible at source under the Zakat and Ushr Ordinance, 1980 (XVIII of 1980), was deducted by the Company and deposited in the Central Zakat Fund established under Section 7 of that Ordinance.

KPMG Taseer Hadi & Co.
Chartered Accountants
Muhammad Taufiq
Karachi February 14, 2018



Balance Sheet

As At 31 December 2017

(Rupees '000)

Statutory Funds									
Note	Shareholders' Fund	Investment Linked Business	Conventional Business	Pension Business (Unit Linked)	Accident & Health Business	Family Takaful Investment Linked Business	Family Takaful Protection Business	Aggregate 2017	Aggregate 2016
Share capital and reserves									
Authorised share capital [150 000 000 ordinary shares (2016: 150 000 000) of Rs. 10 each]	1 500 000							1 500 000	1 500 000
Issued, subscribed and paid-up share capital	8 1 000 000							1 000 000	1 000 000
Accumulated surplus	1 440 648							1 440 648	1 543 383
General reserves	1 900 000							1 900 000	1 650 000
Net shareholders' equity	4 340 648							4 340 648	4 193 383
Balance of statutory fund [including policyholders' liabilities Rs. 99 106 million (2016: Rs. 95 869 million)]									
Statutory fund	10 –	97 549 001	1 270 484	25 923	2 092	2 297 278	70 077	101 214 855	97 774 373
Cede Money - Waqf	–	–	–	–	–	2 000	–	2 000	2 000
Shareholder's Fund unit holding in PIF	–	–	–	–	–	16 182	–	16 182	5 690
	–	97 549 001	1 270 484	25 923	2 092	2 315 460	70 077	101 233 037	97 782 063
Deferred tax liability	11 135 800	–	–	–	–	–	–	135 800	131 000
Creditors and accruals									
Outstanding claims	12 –	895 165	828 474	–	1 346	13 153	14 094	1 752 232	1 692 717
Premium / contribution received in advance	–	599 436	26 326	23	22	26 599	3 917	656 323	575 806
Amounts due to reinsurers / retakaful	–	6 388	44 465	–	–	2 930	25 082	78 865	148 023
Amounts due to agents	–	526 263	20 273	19	20	85 027	2 377	633 979	556 464
Accrued expenses	4 903	362 964	18 484	2	33	8 417	8 420	403 223	411 528
Unclaimed dividend	27 469	–	–	–	–	–	–	27 469	22 047
Other creditors and accruals	13 12 852	126 433	6 550	–	14	107 626	25 000	278 475	371 455
Inter - fund payable	–	607 786	56 962	1 840	9 055	7 289	15 015	697 947	417 045
Total liabilities	45 224	3 124 435	1 001 534	1 884	10 490	251 041	93 905	4 528 513	4 195 085
Contingencies and commitments									
	14								
Total equity and liabilities	4 521 672	100 673 436	2 272 018	27 807	12 582	2 566 501	163 982	110 237 998	106 301 531

The annexed notes 1 to 35 form an integral part of these financial statements.

HASANALI ABDULLAH
Director

SAIFUDDIN N. ZOOMKAWALA
Director

SYED SHAHID ABBAS
Chief Financial Officer

TAHER G. SACHAK
Managing Director & Chief Executive

RAFIQUE R. BHIMJEE
Chairman

(Rupees '000)

Note	Shareholders' Fund	Statutory Funds						Aggregate 2017	Aggregate 2016
		Investment Linked Business	Conventional Business	Pension Business (Unit Linked)	Accident & Health Business	Family Takaful Investment Business	Family Takaful Protection Business		
Cash and bank deposits									
15									
Policy stamps in hand	–	7 380	34	–	–	58	–	7 472	4 379
Current and other accounts	224 856	4 791 113	510 310	6 119	6 983	383 128	127 932	6 050 441	3 033 110
Deposits maturing within 12 months	–	10 950 000	–	–	–	1 475 000	14 000	12 439 000	9 358 100
	224 856	15 748 493	510 344	6 119	6 983	1 858 186	141 932	18 496 913	12 395 589
Loans									
16									
To employees - secured	84 489	–	–	–	–	–	–	84 489	80 918
To employees and agents - unsecured	10 149	–	–	–	–	–	–	10 149	10 994
	94 638	–	–	–	–	–	–	94 638	91 912
Investments									
17									
Government securities	1 438 872	53 420 669	1 415 915	15 635	5 436	140 836	17 214	56 454 577	48 870 068
Other fixed income securities	–	1 067 135	–	–	–	25 000	–	1 092 135	1 575 511
Listed equities and mutual funds	163 978	27 082 652	69 474	6 011	144	508 542	–	27 830 801	38 385 096
Unlisted equities	11 008	–	–	–	–	–	–	11 008	508
	1 613 858	81 570 456	1 485 389	21 646	5 580	674 378	17 214	85 388 521	88 831 183
Current assets - others									
Premium / contribution due but unpaid	–	–	94 299	–	–	–	4 090	98 389	92 029
Amounts due from reinsurer / retakaful	–	6 531	119 911	–	–	–	–	126 442	75 757
Prepayments	–	38 204	4 374	1	4	1 909	–	44 492	36 280
Sundry receivables	759 775	683 590	8 994	1	1	1 508	–	1 453 869	208 871
Investment income accrued	9 003	1 114 163	5 038	37	–	13 951	356	1 142 548	1 782 633
Shareholders' Fund unit holding in PIF	–	–	–	–	–	16 182	–	16 182	5 690
Taxation - provision less payments	277 704	–	–	–	–	185	186	278 075	58 550
Advances and deposits	–	147 048	43 669	3	14	202	204	191 140	151 600
Inter - fund receivable	697 947	–	–	–	–	–	–	697 947	417 045
	1 744 429	1 989 536	276 285	42	19	33 937	4 836	4 049 084	2 828 455
Fixed assets									
19									
Tangible assets									
Leased hold land	–	126 505	–	–	–	–	–	126 505	126 505
Furniture fixtures office equipment and vehicles	832 263	–	–	–	–	–	–	832 263	752 127
Building	–	1 238 446	–	–	–	–	–	1 238 446	1 254 115
Intangible (Computer software)	11 628	–	–	–	–	–	–	11 628	21 645
	843 891	1 364 951	–	–	–	–	–	2 208 842	2 154 392
Total assets	4 521 672	100 673 436	2 272 018	27 807	12 582	2 566 501	163 982	110 237 998	106 301 531

The annexed notes 1 to 35 form an integral part of these financial statements.

HASANALI ABDULLAH
Director

SAIFUDDIN N. ZOOMKAWALA
Director

SYED SHAHID ABBAS
Chief Financial Officer

TAHER G. SACHAK
Managing Director & Chief Executive

RAFIQUE R. BHIMJEE
Chairman

Karachi February 14, 2018



Profit and Loss Account

For The Year Ended 31 December 2017

(Rupees '000)

Investment income not attributable to statutory funds

Note	2017	2016
Return on government securities	89 059	105 461
Return on other fixed income securities and deposits	13 623	26 211
Dividend income	74 760	49 209
	177 442	180 881
(Loss) / Profit on sale of investments	(160 924)	33 382
Reversal of impairment in the value of available for sale investments	119 627	196 434
Net investment income	136 145	410 697
Other revenue	22	27 866
	159 849	438 563
Expenses not attributable to statutory funds	23	33 455
	136 902	472 018
Surplus transferred from statutory funds	2 543 879	2 326 078
Profit before tax	2 680 781	2 798 096
Taxation	24	(868 400)
Profit after tax	1 812 381	1 872 896
Earnings per share - basic and diluted (Rupees)	26	18.12
	18.73	

The annexed notes 1 to 35 form an integral part of these financial statements.

HASANALI ABDULLAH Director
SAIFUDDIN N. ZOOMKAWALA Director
SYED SHAHID ABBAS Chief Financial Officer
TAHER G. SACHAK Managing Director & Chief Executive
RAFIQUE R. BHIMJEE Chairman

Karachi February 14, 2018



Statement of Changes in Equity

For The Year Ended 31 December 2017

(Rupees '000)

	Share Capital	General Reserve	Capital Contribution	Accumulated Surplus	Total
Balance as at 1 January 2016	1 000 000	950 000	—	1 459 743	3 409 743
Total Comprehensive Income for the year					
Profit for the year ended 31 December 2016	—	—	—	1 872 896	1 872 896
Transaction with owners of the company					
Transfer to General Reserve	—	700 000	—	(700 000)	—
Dividend for the year ended 31 December 2015 at the rate of Rs. 7.00 per share	—	—	—	(700 000)	(700 000)
Interim dividend for the quarter ended 31 March 2016 at the rate of Rs. 1.00 per share	—	—	—	(100 000)	(100 000)
Interim dividend for the quarter ended 30 June 2016 at the rate of Rs. 1.00 per share	—	—	—	(100 000)	(100 000)
Interim dividend for the quarter ended 30 September 2016 at the rate of Rs. 1.00 per share	—	—	—	(100 000)	(100 000)
Capital contribution to Statutory Funds	—	—	(89 256)	—	(89 256)
Balance as at 31 December 2016	1 000 000	1 650 000	(89 256)	1 632 639	4 193 383
Total Comprehensive Income for the year					
Profit for the year ended 31 December 2017	—	—	—	1 812 381	1 812 381
Transaction with owners of the company					
Transfer to General Reserve	—	250 000	—	(250 000)	—
Dividend for the year ended 31 December 2016 at the rate of Rs. 12.00 per share	—	—	—	(1 200 000)	(1 200 000)
Interim dividend for the quarter ended 31 March 2017 at the rate of Rs. 1.25 per share	—	—	—	(125 000)	(125 000)
Interim dividend for the quarter ended 30 June 2017 at the rate of Rs. 1.25 per share	—	—	—	(125 000)	(125 000)
Interim dividend for the quarter ended 30 September 2017 at the rate of Rs. 1.25 per share	—	—	—	(125 000)	(125 000)
Capital contribution to Statutory Funds	—	—	(90 116)	—	(90 116)
Balance as at 31 December 2017	1 000 000	1 900 000	(179 372)	1 620 020	4 340 648

The annexed notes 1 to 35 form an integral part of these financial statements.

HASANALI ABDULLAH Director
SAIFUDDIN N. ZOOMKAWALA Director
SYED SHAHID ABBAS Chief Financial Officer
TAHER G. SACHAK Managing Director & Chief Executive
RAFIQUE R. BHIMJEE Chairman

Karachi February 14, 2018

Statement of Cash Flows

For The Year Ended 31 December 2017

(Rupees '000)

	Statutory Funds								
	Shareholders' Fund	Investment Linked Business	Conventional Business	Pension Business (Unit Linked)	Accident & Health Business	Family Takaful Investment Business	Family Takaful Protection Business	Aggregate 2017	Aggregate 2016
Operating cash flows									
a) Underwriting activities									
Premium / contribution received	-	26 589 072	2 570 538	1 107	1 115	2 247 067	164 717	31 573 616	24 660 020
Reinsurance premium / retakaful contribution paid	-	(175 010)	66 806	(252)	(203)	(19 255)	-	(127 914)	(170 822)
Claims paid	-	(614 902)	(1 914 699)	-	-	(24 225)	(50 059)	(2 603 885)	(2 323 746)
Surrenders paid	-	(11 874 713)	-	(297)	-	(368 886)	-	(12 243 896)	(15 793 508)
Commission paid	-	(3 046 076)	(262 616)	(18)	(162)	(487 950)	(29 622)	(3 826 444)	(3 110 912)
Net cash generated from / (used in) underwriting activities	-	10 878 371	460 029	540	750	1 346 751	85 036	12 771 477	3 261 031
b) Other operating activities									
Income tax paid	(1 083 125)	-	(228 603)	-	-	-	-	(1 083 125)	(811 598)
General management expenses paid	(21 831)	(2 169 462)	(228 603)	(38)	(131)	(507 854)	(77 431)	(3 005 350)	(2 205 794)
Other operating payments	-	(67 130)	661	(43)	(43)	(15 933)	-	(82 488)	102 736
Other operating receipts / payments	(303 383)	97 774	39 534	165	6 592	155 157	4 161	-	-
Loans advanced	(73 332)	-	-	-	-	-	-	(73 332)	(57 370)
Loans repayments received	70 606	-	-	-	-	-	-	70 606	65 645
Other payments on operating assets	(578 708)	(691 621)	(45 070)	2	(8)	16 940	645	(1 297 820)	(1 142 200)
Net cash (used in) / generated from other operating activities	(1 989 773)	(2 830 439)	(233 478)	86	6 410	(351 690)	(72 625)	(5 471 509)	(3 048 581)
Total cash (used in) / generated from operating activities	(1 989 773)	8 047 932	226 551	626	7 160	995 061	12 411	7 299 968	212 450
Investment activities									
Profit / return received	115 406	5 397 131	95 087	1 298	323	205 980	74 622	5 889 847	5 782 469
Dividends received	74 760	1 589 301	7 386	367	-	18 773	-	1 690 587	1 458 686
Payments for investments	(9 949 931)	(133 185 900)	(2 380 571)	(41 977)	(21 780)	(5 563 644)	(134 714)	(151 278 517)	(87 521 350)
Proceeds from disposal of investments	10 865 485	125 365 210	2 598 849	42 202	21 839	5 310 864	120 000	144 324 449	79 650 021
Fixed capital expenditure	(222 308)	(48 711)	-	-	-	-	-	(271 018)	(619 392)
Proceeds from disposal of fixed assets	21 008	-	-	-	-	-	-	21 008	26 118
Total cash (used in) / generated from investing activities	904 420	(882 968)	320 751	1 890	382	(28 027)	59 908	376 356	(1 223 448)
Financing activities									
Surplus appropriated to shareholders' fund	2 543 879	(2 361 570)	(177 448)	(256)	(610)	-	(3 995)	-	-
Dividends paid	(1 575 000)	-	-	-	-	-	-	(1 575 000)	(1 000 000)
Total cash generated from / (used in) financing activities	968 879	(2 361 570)	(177 448)	(256)	(610)	-	(3 995)	(1 575 000)	(1 000 000)
Net cash generated from / (used in) all activities	(116 474)	4 803 394	369 854	2 260	6 932	967 034	68 324	6 101 324	(2 010 998)
Cash and cash equivalents at beginning of the year	341 330	10 945 099	140 490	3 859	51	891 152	73 608	12 395 589	14 406 587
Cash and cash equivalents at end of the year	224 856	15 748 493	510 344	6 119	6 983	1 858 186	141 932	18 496 913	12 395 589
Reconciliation to profit and loss account									
Operating cash flows								7 299 968	212 450
Depreciation								(194 544)	(110 767)
Amortization								(11 759)	(10 550)
Profit on disposal of fixed assets								10 743	14 741
Other revenue								12 961	13 125
Investment revenue								6 927 388	7 046 164
Appreciation in market value of investments								(13 510 538)	7 380 998
(Provision for) / reversal of impairment in the value of available for sale equity investments								120 300	200 407
Capital contribution from shareholders fund								90 116	89 256
Profit on sale of investments								2 993 508	1 437 126
Increase in assets other than cash								1 863 440	(147 542)
Increase in liabilities								(3 789 202)	(14 252 512)
Profit after taxation								1 812 381	1 872 896

The annexed notes 1 to 35 form an integral part of these financial statements.

HASANALI ABDULLAH Director	SAIFUDDIN N. ZOOMKAWALA Director	SYED SHAHID ABBAS Chief Financial Officer	TAHER G. SACHAK Managing Director & Chief Executive	RAFIQUE R. BHIMJEE Chairman
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Karachi February 14, 2018



Revenue Account

For The Year Ended 31 December 2017

(Rupees '000)

	Note	Statutory Funds						Aggregate 2017	Aggregate 2016
		Investment Linked Business	Conventional Business	Pension Business (Unit Linked)	Accident & Health Business	Family Takaful Investment Linked Business	Family Takaful Protection Business		
Income									
Premium / contribution less reinsurance / retakaful		26 211 474	2 196 892	1 087	643	2 207 535	142 099	30 759 730	23 861 851
Net investment income / wakala income		(3 818 157)	82 724	452	90	54 434	74 970	(3 605 487)	15 653 998
Total net income		22 393 317	2 279 616	1 539	733	2 261 969	217 069	27 154 243	39 515 849
Claims net of reinsurance recoveries		12 404 728	1 357 570	285	(14)	382 006	51 039	14 195 614	17 764 439
Management expenses		5 427 853	502 265	75	315	1 022 186	111 690	7 064 384	5 569 408
Total claims and expenditure		17 832 581	1 859 835	360	301	1 404 192	162 729	21 259 998	23 333 847
Excess of income over claims and expenditure		4 560 736	419 781	1 179	432	857 777	54 340	5 894 245	16 182 002
Add : policyholders' liabilities at beginning of the year		93 863 055	664 081	24 608	1 825	1 307 669	8 011	95 869 249	82 185 371
Less : policyholders' liabilities at end of the year	9.2	96 057 408	776 738	25 517	1 784	2 212 042	32 666	99 106 155	95 869 249
		(2 194 353)	(112 657)	(909)	41	(904 373)	(24 655)	(3 236 906)	(13 683 878)
Surplus / (deficit) before tax		2 366 383	307 124	270	473	(46 596)	29 685	2 657 339	2 498 124
Movement in policyholders' liabilities		2 194 353	112 657	909	(41)	904 373	24 655	3 236 906	13 683 878
Transfer of (surplus) / deficit to shareholders' fund		(2 361 570)	(177 448)	(256)	(610)	–	(3 995)	(2 543 879)	(2 326 078)
Capital contribution		–	–	–	–	93 923	(3 807)	90 116	89 256
Balance of statutory funds at beginning of the year		95 349 835	1 028 151	25 000	2 270	1 345 578	23 539	97 774 373	83 829 193
Balance of statutory funds at end of the year		97 549 001	1 270 484	25 923	2 092	2 297 278	70 077	101 214 855	97 774 373
Represented by:									
Policyholders' liabilities	9.2	96 057 408	776 738	25 517	1 784	2 212 042	32 666	99 106 155	95 869 249
Retained earnings on other than participating business		1 491 593	493 746	406	308	85 236	37 411	2 108 700	1 905 124
Balance of statutory funds	10	97 549 001	1 270 484	25 923	2 092	2 297 278	70 077	101 214 855	97 774 373

The annexed notes 1 to 35 form an integral part of these financial statements.

HASANALI ABDULLAH Director	SAIFUDDIN N. ZOOMKAWALA Director	SYED SHAHID ABBAS Chief Financial Officer	TAHER G. SACHAK Managing Director & Chief Executive	RAFIQUE R. BHIMJEE Chairman
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Karachi February 14, 2018



Statement of Premiums

For The Year Ended 31 December 2017

(Rupees '000)

	Statutory Funds							
	Investment Linked Business	Conventional Business	Pension Business (Unit Linked)	Accident & Health Business	Family Takaful Investment Linked Business	Family Takaful Protection Business	Aggregate 2017	Aggregate 2016
Gross premium / contribution								
Regular premium / contribution individual policies*								
First year	4 507 498	1 467	–	161	830 949	–	5 340 075	4 343 025
Second year renewal	2 843 084	1 022	–	19	399 091	–	3 243 216	2 806 749
Subsequent year renewal	11 689 498	2 438	1 099	935	116 072	–	11 810 042	10 698 682
Single premium / contribution individual policies	7 370 711	–	–	–	893 062	–	8 263 773	4 391 371
Group policies with cash values	54 090	–	–	–	1 832	–	55 922	35 129
Group policies without cash values	–	2 621 226	–	–	–	165 205	2 786 431	2 401 496
Total gross premium / contribution	26 464 881	2 626 153	1 099	1 115	2 241 006	165 205	31 499 459	24 676 452
Less: Reinsurance premium / retakaful contribution ceded								
On individual life first year business	33 749	106	–	5	18 347		52 207	59 604
On individual life second year business	38 413	337	–	14	11 433	–	50 197	32 213
On individual life renewal business	181 245	773	12	453	3 691	–	186 174	178 051
On group policies	–	428 045	–	–	–	23 106	451 151	544 733
Total reinsurance premium / retakaful contribution ceded	253 407	429 261	12	472	33 471	23 106	739 729	814 601
Net premium / contribution	26 211 474	2 196 892	1 087	643	2 207 535	142 099	30 759 730	23 861 851

* Individual policies are those underwritten on an individual basis, and includes joint life policies underwritten as such.

The annexed notes 1 to 35 form an integral part of these financial statements.

HASANALI ABDULLAH
Director

SAIFUDDIN N. ZOOMKAWALA
Director

SYED SHAHID ABBAS
Chief Financial
Officer

TAHER G. SACHAK
Managing Director &
Chief Executive

RAFIQUE R. BHIMJEE
Chairman

Karachi February 14, 2018



Statement of Claims

For The Year Ended 31 December 2017

(Rupees '000)

	Statutory Funds							
	Investment Linked Business	Conventional Business	Pension Business (Unit Linked)	Accident & Health Business	Family Takaful Investment Linked Business	Family Takaful Protection Business	Aggregate 2017	Aggregate 2016
Gross claims								
Claims under individual policies								
by death	645 563	807	–	–	29 959	–	676 329	771 518
by insured event other than death	7 689	30	–	1	–	–	7 720	15 769
by maturity	869 276	–	100	–	–	–	869 376	627 227
by surrender	11 020 022	–	197	–	370 277	–	11 390 496	15 164 765
Total gross individual policy claims	12 542 550	837	297	1	400 236	–	12 943 921	16 579 279
Claims under group policies								
by death	782	1 698 517	–	–	–	58 440	1 757 739	1 573 535
by insured event other than death	–	118 172	–	–	–	2 382	120 554	69 151
by surrender	6 458	–	–	–	–	–	6 458	2 410
experience refund	–	78 624	–	–	–	–	78 624	127 486
Total gross group claims	7 240	1 895 313	–	–	–	60 822	1 963 375	1 772 582
Total gross claims	12 549 790	1 896 150	297	1	400 236	60 822	14 907 296	18 351 861
Less: Reinsurance / retakaful recoveries								
On individual life first year business	48 473	–	–	–	5 322	–	53 795	67 202
On individual life second year business	7 084	–	–	–	11 961	–	19 045	–
On individual life subsequent renewal business	33 810	844	–	–	363	–	35 017	50 121
On group claims	–	481 991	–	–	–	9 783	491 774	373 350
On experience refund of premium	55 695	55 745	12	15	584	–	112 051	96 749
Total reinsurance / retakaful recoveries	145 062	538 580	12	15	18 230	9 783	711 682	587 422
Net claims	12 404 728	1 357 570	285	(14)	382 006	51 039	14 195 614	17 764 439

The annexed notes 1 to 35 form an integral part of these financial statements.

HASANALI ABDULLAH
Director

SAIFUDDIN N. ZOOMKAWALA
Director

SYED SHAHID ABBAS
Chief Financial
Officer

TAHER G. SACHAK
Managing Director &
Chief Executive

RAFIQUE R. BHIMJEE
Chairman

Karachi February 14, 2018



Statement of Expenses

For The Year Ended 31 December 2017

(Rupees '000)

		Statutory Funds							
	Note	Investment Linked Business	Conventional Business	Pension Business (Unit Linked)	Accident & Health Business	Family Takaful Investment Linked Business	Family Takaful Protection Business	Aggregate 2017	Aggregate 2016
Acquisition costs									
Remuneration to insurance intermediaries on individual policies:									
– commission on first year premium / contribution		1 854 627	500	–	65	369 735	–	2 224 927	1 861 945
– commission on second year premium / contribution		293 012	103	–	7	36 350	–	329 472	248 624
– commission on subsequent renewal premium / contribution		305 971	61	27	50	2 788	–	308 897	242 195
– commission on single premium / contribution		260 376	–	–	–	30 448	–	290 824	140 105
– override commission		388 978	153	10	31	59 644	–	448 816	390 763
– other benefits to insurance intermediaries		764 732	311	21	31	157 153	–	922 248	656 346
		3 867 696	1 128	58	184	656 118	–	4 525 184	3 539 978
Remuneration to insurance intermediaries on group policies:									
– commission		3 971	264 911	–	–	381	31 760	301 023	259 581
– other benefits to insurance intermediaries		1 422	69 099	–	–	–	414	70 935	52 798
		5 393	334 010	–	–	381	32 174	371 958	312 379
Branch overheads	20	402 902	15 680	15	22	49 145	–	467 764	354 314
Other acquisition costs - policy stamps		62 335	211	–	1	12 799	–	75 346	74 454
Total acquisition cost		4 338 326	351 029	73	207	718 443	32 174	5 440 252	4 281 125
Administration expenses									
Salaries and other benefits		433 658	62 878	–	50	69 035	2 266	567 887	489 332
Travelling expenses		62 958	6 639	–	7	10 174	89	79 867	77 545
Actuary's fees		8 896	503	–	1	1 400	–	10 800	10 200
Medical fees		17 630	178	–	–	415	–	18 223	20 215
Legal and professional fee		18 298	27 682	–	2	10 867	1 507	58 356	47 003
Advertisements and publicity		141 900	12 467	–	–	1 006	10	155 383	190 747
Computer expenses		14 107	817	–	2	2 569	5	17 500	15 553
Printing and stationery		38 131	4 254	–	4	6 406	126	48 921	32 289
Depreciation	19.4	95 980	10 599	–	11	14 225	288	121 103	53 503
Amortization		9 686	548	–	1	1 524	–	11 759	10 550
Rental		14 301	2 013	–	2	2 246	63	18 625	33 826
Exchange (gain) / loss		(6 084)	–	–	–	–	–	(6 084)	(4 393)
Postage		37 113	2 111	–	5	6 075	3	45 307	57 699
Fees and subscription		57 995	5 756	2	3	6 297	74	70 127	57 909
Wakala/Wakalat-ul-Istasmar Income						151 633	74 760	226 393	119 590
Other management expenses	21	166 934	14 840	–	20	27 682	325	209 801	110 690
Gross management expenses		5 449 829	502 314	75	315	1 029 997	111 690	7 094 220	5 603 383
Commission from reinsurers		(12 175)	(49)	–	–	(7 752)	–	(19 976)	(23 858)
Fees charged to policy holders		(9 801)	–	–	–	(59)	–	(9 860)	(10 117)
Net management expenses		5 427 853	502 265	75	315	1 022 186	111 690	7 064 384	5 569 408

The annexed notes 1 to 35 form an integral part of these financial statements.

HASANALI ABDULLAH SAIFUDDIN N. ZOOMKAWALA SYED SHAHID ABBAS TAHER G. SACHAK RAFIQUE R. BHIMJEE
Director Director Chief Financial Officer Managing Director & Chief Executive Chairman

Karachi February 14, 2018



Statement of Investment Income

For The Year Ended 31 December 2017

(Rupees '000)

	Statutory Funds							
	Investment Linked Business	Conventional Business	Pension Business (Unit Linked)	Accident & Health Business	Family Takaful Investment Linked Business	Family Takaful Protection Business	Aggregate 2017	Aggregate 2016
Investment income								
Income from trading investments								
Gain on trading	146 221	–	–	–	–	–	146 221	18 287
Dividend Income on trading	10 420	–	–	–	–	–	10 420	29 798
	156 641	–	–	–	–	–	156 641	48 085
On government securities	3 954 710	88 248	1 040	323	8 974	49	4 053 344	4 490 254
On other fixed income securities and deposits	797 271	7 224	191	–	57 044	161	861 891	851 806
Dividend income	1 578 881	7 386	367	–	18 773	–	1 605 407	1 379 679
Amortization of (premium) / discount	(297 767)	375	14	(2)	–	–	(297 380)	(382 530)
	6 033 095	103 233	1 612	321	84 791	210	6 223 262	6 339 209
Gain / (loss) on sale of investments	3 044 106	(21 413)	133	–	(14 615)	–	3 008 211	1 385 457
(Loss) / gain on revaluation of investments								
Government securities	(622 789)	–	(71)	–	–	–	(622 860)	(282 322)
Other fixed income securities	(42 176)	–	–	–	–	–	(42 176)	5 326
Listed equities securities and mutual fund units	(12 379 525)	–	(1 222)	–	(167 375)	–	(12 548 122)	8 040 524
	(13 044 490)	–	(1 293)	–	(167 375)	–	(13 213 158)	7 763 528
Reversal of / (Provision for) impairment in value of investments								
Available-for-sale equity securities and mutual fund units	–	904	–	(231)	–	–	673	3 973
	–	904	–	(231)	–	–	673	3 973
	(3 810 648)	82 724	452	90	(97 199)	210	(3 824 371)	15 540 252
Less : Investment related expense	(7 509)	–	–	–	–	–	(7 509)	(5 844)
Add: Wakala/Wakalat-ul-istasmar Income	–	–	–	–	151 633	74 760	226 393	119 590
Net investment (loss) / income	(3 818 157)	82 724	452	90	54 434	74 970	(3 605 487)	15 653 998

The annexed notes 1 to 35 form an integral part of these financial statements.

HASANALI ABDULLAH SAIFUDDIN N. ZOOMKAWALA SYED SHAHID ABBAS TAHER G. SACHAK RAFIQUE R. BHIMJEE
Director Director Chief Financial Officer Managing Director & Chief Executive Chairman

Karachi February 14, 2018



Notes to the Financial Statements

For The Year Ended 31 December 2017

1. STATUS AND NATURE OF BUSINESS

- 1.1 EFU Life Assurance Limited (the Company) was incorporated in Pakistan on 09 August 1992 as a public limited Company under the repealed Companies Ordinance, 1984 and started its operation from 18 November 1992. The shares of the Company are quoted on Pakistan Stock Exchange. The registered office of the Company is located at Al-Malik Centre, 70W, F-7/G-7 Jinnah Avenue, Islamabad while principal place of business is located at Plot No.112, 8th East Street, Phase 1, DHA, Karachi, Pakistan.
- 1.2 The Company is engaged in life insurance business including ordinary life business, pension fund business and accident and health business and has established following statutory funds, as required by the Insurance Ordinance, 2000 and Takaful Rules, 2012:
- Investment Linked business (includes individual life business)
 - Conventional business (includes group life and individual life businesses)
 - Pension business (unit linked)*
 - Accident and health business
 - Family Takaful Investment linked business (Refer note 1.3)
 - Family Takaful protection business (Refer note 1.3)
- * The Company had discontinued pension business and accordingly no new business has been written under this fund.
- 1.3 The Company was granted authorization on 19 January 2015 under Rule 6 of the Takaful Rules, 2012 to undertake Takaful Window Operation in respect of family takaful products by Securities and Exchange Commission of Pakistan (SECP) and subsequently the Company commenced Window Takaful Operations from 6 February 2015 under the brand name "Hemayah". For the purpose of carrying on takaful business, the Company has formed a Waqf namely EFU Life - Window Family Takaful Limited Waqf (here-in-after referred to as the Participant Takaful Fund (PTF)) was formed on 6 February 2015 under a Waqf deed executed by the Company with a cede amount of Rs. 2 million. The cede money is required to be invested in Shariah compliant investments and any profit thereon can be utilized only to pay benefits to participants or defray PTF expenses. Waqf deed also governs the relationship of the Company and policyholders for the management of Takaful operations, investment of policyholders' funds and shareholders' funds as approved by the Shariah Advisor appointed by the Company.

2. BASIS OF PRESENTATION

These financial statements have been prepared in accordance with the format prescribed under Securities and Exchange Commission (Insurance) Rules, 2002 [SEC (Insurance) Rules, 2002].

3. STATEMENT OF COMPLIANCE

- 3.1 These financial statements have been prepared in accordance with approved accounting standards as applicable in Pakistan. Approved accounting standards comprise of such International Financial Reporting Standards (IFRS) issued by the International Accounting Standards Board as are notified under the Repealed Companies Ordinance, 1984, provisions of and directives issued under the Repealed Companies Ordinance, 1984, the Insurance Ordinance, 2000, SEC (Insurance) Rules, 2002 and Takaful Rules, 2012. In case requirements differ, the provisions or directives of the Repealed Companies Ordinance, 1984, Insurance Ordinance, 2000, SEC (Insurance) Rules, 2002 and Takaful Rules, 2012 shall prevail.
- 3.2 The SECP has allowed the insurance companies to defer the application of International Accounting Standard – 39 (IAS-39) "Financial Instruments: Recognition and Measurement" in respect of valuation of "available-for-sale investments" of Non-Unit linked Fund. Accordingly, the requirements of IAS-39, to the extent allowed by SECP as aforesaid, have not been considered in the preparation of these financial statements (also see note 17.6).
- 3.3 The Companies Ordinance, 1984 has been repealed after the enactment of the Companies Act, 2017. However, as allowed by the SECP vide its press release dated 20 July 2017, these annual financial statements have been prepared in accordance with the provisions of the repealed Companies Ordinance, 1984.
- 3.4 During the year, Securities and Exchange Commission of Pakistan ("SECP") issued Insurance Accounting Regulations, 2017 and Insurance Rules, 2017 which were applicable with effect from 01 April 2017. However, the Company

applied for the extension till 31 December 2017. The SECP vide his letter ID/OSM/EFU Life/2017/10488, dated 4 August 2017 allowed the Company to prepare its half yearly accounts for the period ended 30 June 2017, third quarter ended 30 September 2017 and annual audited accounts for the year ended 31 December 2017 in accordance with the requirement of previous rules and allowed the implication of Insurance Accounting Regulations, 2017 effective from the accounting year commencing from 1 January 2018. Accordingly the Company has followed the accounting format as prescribed in the previous rules.

4. BASIS OF MEASUREMENT

These financial statements have been prepared on the basis of the historical cost convention except revaluation of certain investments at fair value.

5. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

- 5.1 The accounting policies adopted in the preparation of these financial statements are consistent with those of the previous financial year except for the policies and standards disclosed in note 5.2 and 6.1 of these financial statements which have been adopted by the Company during the current year.

The significant accounting policies adopted in the preparation of these financial statements are set out below:

5.1.1 Reinsurance assets

Reinsurance contracts entered into by the Company with reinsurers for compensation of losses suffered on insurance contracts issued. Claim recoveries receivable from the reinsurers are recognized at the same time as the claim which give rise to the right of recovery and are measured at the amount expected to be recovered.

Reinsurance assets represent balances due from reinsurance companies which are stated on the basis of amounts receivable under the respective contract after considering any impairment in the value of such assets.

5.1.2 Statutory funds

The Company maintains statutory funds for all classes of life insurance business. Assets, liabilities, revenues and expenses are recorded in respective funds, if referable or, on the basis of actuarial advice if not referable. Other assets, liabilities, revenues and expenses are allocated to shareholders' fund. Policyholders' liabilities have been included in statutory funds on the basis of the actuarial valuation carried out by the appointed actuary of the Company on the balance sheet date as required by Section 50 of the Insurance Ordinance, 2000. A capital transfer provided to statutory funds by the shareholders' fund is recorded as a reduction in the shareholders' equity. Changes in the amount of capital contributed to statutory funds is recorded by the shareholders' funds directly in equity.

5.1.3 Policyholders' liabilities

Policyholders' liabilities are stated at a value determined by the appointed actuary through an actuarial valuation carried out as at each balance sheet date. In determining the value, both acquired policy values (which forms the bulk of policyholders' liabilities) as well as estimated values which will be payable against risks which the Company underwrites are taken into account. The bases used are applied consistently from year to year.

The basic liability consists of the estimated actuarial liability against each contract which is in force. To this are added:

- a) The cash value of policies which have lapsed over the last two years and where the liability would be reinstated in case of the policy being revived; and
- b) A reserve for potential losses on a policy by policy basis.

5.1.4 Provision for outstanding claims

A liability for outstanding claims is recognized in respect of all claims incurred up to the balance sheet date, except for accident and health claims which are recognized as soon as reliable estimates of the claim amount can be made. Claims where intimation of the event giving rise to the claim is received or in respect of investment linked business when the policy ceases to participate in the earnings of the statutory fund are reported as claims in the revenue account. The liability for claims incurred but not reported at the year end is determined by the Appointed Actuary and are included in the policyholders' liabilities. Experience refund of premium calculated by appointed actuary is included in outstanding claims. Experience refund of premium receivable from reinsurers is included in the reinsurance recoveries of claim.

5.1.5 Investments

All investments are initially recognized at cost, being the fair value of the consideration given and include transaction costs except for held-for-trading investments in which case transaction costs are charged to the profit and loss account. All purchase and sale of investments that require delivery within the required time frame established by regulations or market convention are accounted for at the trade date. Trade date is the date when the Company commits to purchase or sell the investments. Subsequently the investments are classified as follows:

Held-for-trading

Investments which are acquired principally for the purposes of generating profit from short term fluctuation in price are classified as held-for-trading.

Subsequent to initial recognition, these investments are remeasured at fair value. Gains or losses on investments on remeasurement of these investments are recognized in profit and loss account or the revenue account as the case may be.

Held-to-Maturity

At the time of acquisition, investments with fixed maturity, where management has both the intent and the ability to hold to maturity, are classified as held-to-maturity.

Investments classified as held-to-maturity are subsequently measured at amortized cost, taking into account any discount or premium on acquisition, using the effective interest rate method.

Available-for-Sale

Investments which do not fall in the above category are classified as available-for-sale.

Available-for-sale investments relating to the units assigned to policies of investment linked business and pension business are subsequently measured at their fair values and the difference taken to respective revenue accounts. Other available-for-sale investments of non-unitlinked fund are subsequently measured at lower of cost or market value (market value being taken as lower if fall is other than temporary).

5.1.6 Revenue recognition

- First year individual life premiums are recognized once the related policies have been issued and the premium is received. Renewal premiums are recognized upon receipt of premium provided the policy is still in force. Single premiums are recognized once the related policies are issued against the receipts of premium.
- Group life premiums are recognized when due. A provision for unearned premiums is included in the policyholders' liabilities.
- Reinsurance expense is recognized as a liability in accordance with the pattern of recognition of related premium.
- Interest income on bank deposits is recorded on a time proportion basis.
- Fixed income securities are recorded on a time proportion basis using effective interest rate method, except Treasury-Bills.
- Dividend income is recognized when right to receive such dividend is established.

5.1.7 Acquisition costs

These are costs incurred in acquiring insurance policies, maintaining such policies, and include without limitation all forms of remuneration paid to insurance agents.

Commissions and other expenses are recognized as an expense in the earlier of the financial year in which they are paid and financial year in which they become due and payable, except that commission and other expenses which are directly referable to the acquisition or renewal of specific contracts are recognized not later than the period in which the premium to which they refer is recognized as revenue.

5.1.8 Employees' retirement benefits - defined contribution plans

5.1.8.1 The Company operates a contributory provident fund for all eligible employees to which equal monthly contributions

at the rate of 8.33% of basic salary are made by both the Company and the employees. The contributions are recognized as employee benefit expense when they are due.

5.1.8.2 The Company also operate an approved funded contributory pension scheme, whereby, fixed monthly contributions at the rate of 10% of the basic salary are made by the Company and the employees also have an option to contribute in the fund at the rate of 5%. At the time of retirement, employees are paid in full for their contribution (if any) and Company's contribution accumulated in the fund is paid to employees over the period of time in accordance with the rules of the fund.

5.1.9 Taxation

Current

Provision of current tax is based on the taxable income for the year determined in accordance with the Income Tax Ordinance, 2001. The charge for current tax is calculated using prevailing tax rates or tax rates expected to apply to the profit for the year, if enacted. The charge for current tax also includes adjustments, where considered necessary, to provision for tax made in previous years arising from assessments finalized during the current year for such years.

Deferred

Deferred tax is accounted for using the balance sheet liability method in respect of all temporary differences at the balance sheet date between the tax bases and carrying amounts of assets and liabilities for financial reporting purposes. Deferred tax liabilities are generally recognized for all taxable temporary differences and deferred tax assets are recognized to the extent that it is probable that taxable profits will be available against which the deductible temporary differences, unused tax losses and tax credits can be utilized.

Deferred tax assets and liabilities are measured at the tax rates that are expected to apply to the period when the asset is realized or the liability is settled, based on the tax rates (and tax laws) that have been enacted or substantively enacted at the balance sheet date. Deferred tax is charged or credited in the profit and loss account, except in the case of items credited or charged to equity in which case it is included in equity.

5.1.10 Dividends and other appropriations

Cash dividend to shareholders is recognized as liability in the period in which it is approved. Similarly all other appropriations other than those required by law including reserve for issue of bonus shares are recognized in the period in which they are approved.

5.1.11 Segment reporting

A business segment is a group of assets and operations engaged in providing products or services that are subject to risks and returns that are different from those of other business segments. The Company accounts for segment reporting using the classes or sub classes of business (statutory funds) as specified under the Insurance Ordinance, 2000 and (Insurance) Rules, 2002.

Based on its classification of Insurance contracts issued, the Company has six business segments for reporting purposes namely investment linked business, conventional business, pension business, accident and health business, Family takaful investment linked business and Family takaful protection business.

5.1.12 Fixed Assets

Tangible assets

These are stated at cost less accumulated depreciation and accumulated impairment loss, if any.

Depreciation is calculated so as to write off the depreciable amount of the assets over their expected useful lives at the rates specified in note 19.2 to the financial statements, after taking into account residual value, if any. The useful lives, residual values and depreciation methods are reviewed and adjusted, if appropriate, at each balance sheet date.

Depreciation on additions is charged from the quarter in which an asset is available for use while no depreciation is charged for the quarter in which asset is disposed off.

Subsequent cost are included in the assets carrying amount or recognized as separate asset, as appropriate, only when it is possible that the future economic benefit associated with the item will flow to the Company and the cost of the item can be measured reliably. Revenue expenditures are charged to profit & loss account.

An item of fixed asset is derecognized upon disposal or when no future economic benefits are expected from its use or disposal. Gain and losses on disposal, if any, of assets are included in profit & loss account currently.

The carrying value of tangible fixed assets is reviewed for impairment when events or changes in circumstances indicate that this carrying value may not be recoverable. If any such indications exist and where the carrying values exceed the estimated recoverable amounts, the assets are written down to their recoverable amount.

Intangible assets

These are stated at cost less accumulated amortization and any impairment in value. Amortization on intangible fixed assets is charged to profit & loss account applying the straight line method at the rates specified in note 19.2 to the financial statements after taking into account residual value, if any.

Amortization is charged from the quarter the assets are available for use and no amortization is charged for the quarter in which the asset is disposed off. The useful life and amortization method is reviewed, and adjusted if appropriate, at each balance sheet date.

The carrying values of intangible fixed assets are reviewed for impairment when events or changes in circumstances indicate that this carrying value may not be recoverable, if any such indication exists and where the carrying values exceed the estimated recoverable amount, the assets are written down to their recoverable amount.

5.1.13 Cash and cash equivalents

For the purpose of statement of cash flows, cash and cash equivalents include the following:

- Cash at bank in current and saving accounts
- Policy stamps in hand
- Term deposits maturing within 12 months

5.1.14 Foreign currency transactions

5.1.14.1 Functional and presentation currency

These financial statements are presented in Pak Rupee, which is the Company's functional and presentation currency.

5.1.14.2 Foreign currency translations

Foreign currency transactions during the year are recorded at the exchange rates approximating those ruling on the date of the transaction. Monetary assets and liabilities in foreign currencies are translated at the rates of exchange which approximate those prevailing on the balance sheet date. Gain and losses on translation are taken into profit & loss account currently. Non monetary-items that are measured in terms of historical cost in a foreign currency are translated using the exchange rates as at the dates of the initial transactions. Non-monetary items measured at fair value in a foreign currency are translated using the exchange rates at the date when the fair value was determined.

5.1.15 Provisions

Provisions are recognized when the Company has a legal or constructive obligation as a result of a past event, and it is probable that outflow of resources embodying economic benefits will be required to settle the obligation and a reliable estimate can be made of the amount of obligation.

5.1.16 Financial Instruments

Financial assets and financial liabilities are recognized at the time when the Company becomes a party to the contractual provisions of the instrument. Financial assets are de-recognized when the contractual right to future cash flows from the asset expire or is transferred along with the risk and reward of the ownership of the asset. Financial liabilities are de-recognized when obligation specified in the contract is discharged, cancelled or expired. Any gain or loss on de-recognition of the financial asset and liabilities is recognized in the profit and loss account of the current year.

5.1.17 Off-setting

Financial assets and financial liabilities are offset and the net amount is reported in the balance sheet, if the Company has a legally enforceable right to set-off and the Company intends either to settle the assets and liabilities on a net basis or to realize the asset and settle the liability simultaneously.

5.2 Significant Accounting Policies-Window Family Takaful Operations

5.2.1 Takaful Contracts

The takaful contracts are based on the principles of Wakala Waqf Model. Takaful is a program based on Shariah compliant, approved concept founded on the principles of mutual cooperation, solidarity and brotherhood.

The obligation of Waqf for Waqf participants' liabilities is limited to the amount available in the Waqf fund. In the event where there is insufficient funds in Waqf to meet their current payments less receipts, the deficit is funded by way of an interest free loan (Qard-e-Hasna) from the Operator sub fund to participant takaful fund and group family takaful. The amount of Qard-e-Hasna is refundable to the Operator sub fund.

Technical reserves are stated at a value determined by the appointed actuary through an actuarial valuation carried out as at each balance sheet date, in accordance with section 50 of the Insurance Ordinance, 2000.

5.2.2 Group Takaful

The group family takaful contracts are issued typically on yearly renewable term basis. The Company offers group term life and group credit plans to its participants.

5.2.3 Individual Takaful Contracts Unit-Linked

The Company offers unit Linked Takaful plans which provide Shariah compliant financial protection and investment vehicle to individual participants contribution received from policyholders, after deducting specific charges and takaful donations, are invested in internal unit funds of the Company.

The basic plan contains family takaful cover over and above the unit value with additional protection.

5.2.4 Retakaful

These contracts are entered into by the Company with retakaful operator under which the retakaful operator cedes the takaful risk assumed during normal course of its business and according to which the Waqf is compensated for losses on contract issued by it are classified as retakaful contracts held.

Retakaful Contribution

Retakaful contribution is recorded at the time the retakaful is ceded. Surplus from retakaful operator is recognized in the revenue account.

Retakaful Expenses

Retakaful expenses are recognized as a liability in accordance with the pattern of recognition of related contribution.

Retakaful assets and liabilities

Retakaful assets represent balances due from retakaful operators. Recoverable amounts are estimated in a manner consistent with the associated retakaful treaties.

Retakaful liabilities represent balances due to retakaful operators. Amounts payable are calculated in a manner consistent with the associated retakaful treaties.

Retakaful assets are not offset against related retakaful liabilities. Income or expenses from retakaful contract are not offset against expenses or income from related retakaful contracts as required by Insurance Ordinance, 2000.

Retakaful assets and liabilities are derecognized when the contractual rights are extinguished or expired.

5.2.5 Business Segment - Window Family Takaful Operation

The Company has two primary business segment for reporting purposes; Family Takaful Investment Linked Business and Family Takaful Protection Business.

- a) The Family Takaful Investment Linked Business segments provides family takaful coverage to individuals under unit-linked policies issued by the PTF.
- b) The Family Takaful Protection Business segment provides family takaful coverage to member of business enterprises, corporate entities and common interest groups under group family takaful scheme operated by the Company.

5.2.6 Takaful operator's fee

The shareholders of the Company manage the family takaful operations for the participants and act as Wakeel of the Waqf fund. The Company is entitled for the wakala fee for the management of takaful operation under Waqf fund to meet its general and administrative expenses.

The window takaful operator is also entitled for Wakalt-ul-Istismar fee as it manages Participant Investment Fund.

5.2.7 Revenue recognition

Individual first year contribution are recognized once the related policies have been issued and the contribution received. Renewal contribution are recognized upon receipt of contribution provided the policy is still in force. Individual single contribution are recognized once the related policies are issued against the receipts of contribution.

Group contribution are recognized when due. A provision for unearned contribution is included in the policyholders' liabilities.

6. SIGNIFICANT ACCOUNTING JUDGMENTS AND ESTIMATES

The preparation of financial statements in conformity with approved accounting standards requires the use of certain critical accounting estimates. It also requires management to exercise its judgment in the process of applying the Company's accounting policies. Estimates and judgments are continually evaluated and are based on historic experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. Revisions to accounting estimates are recognized in the period in which the estimate is revised and any future periods affected.

In the process of applying the Company's accounting policies, management has made the following estimates and judgments which are significant to the financial statements:

	Note
Policyholders' liabilities and underlying actuarial assumptions	5.1.3, 9 & 29.3
Provision for outstanding claims	5.1.4 & 12
Classification and impairment of investments	5.1.5 & 17
Taxation and deferred taxation	5.1.9 & 11,24
Determining the residual value and useful lives of fixed assets	5.1.12 & 19

6.1 New, Amended And Revised Standards And Interpretations of IFRSs

IFRS 10 'Consolidated Financial Statements', IFRS 11 'Joint Arrangements', IFRS 12 'Disclosure of Interests in Other Entities' and IFRS 13 'Fair Value Measurements'. These standards became applicable from January 1, 2015, as per the adoption status of IFRS in Pakistan.

The application of IFRS 10, IFRS 11 and IFRS 12 did not have any impact on the financial statements of the Company.

IFRS 13 Fair Value Measurement, consolidates the guidance on how to measure fair value, which was spread across various IFRS, into one comprehensive standard. It introduces the use of an exit price, as well as extensive disclosure requirements, particularly the inclusion of non-financial instruments into the fair value hierarchy. The application of IFRS 13 did not have an impact on the financial statements of the Company, except certain additional disclosures.

7. STANDARDS, INTERPRETATIONS AND AMENDMENTS TO APPROVED ACCOUNTING STANDARDS THAT ARE NOT YET EFFECTIVE

The following standards, amendments and interpretations of approved accounting standards will be effective for accounting periods beginning on or after 01 January 2018:

- Classification and Measurement of Share-based Payment Transactions - amendments to IFRS 2 clarify the accounting for certain types of arrangements and are effective for annual periods beginning on or after 1 January

2018. The amendments cover three accounting areas (a) measurement of cash-settled share-based payments; (b) classification of share-based payments settled net of tax withholdings; and (c) accounting for a modification of a share-based payment from cash-settled to equity-settled. The new requirements could affect the classification and/or measurement of these arrangements and potentially the timing and amount of expense recognized for new and outstanding awards. The amendments are not likely to have an impact on Company's financial statements.

- Transfers of Investment Property (Amendments to IAS 40 'Investment Property' - effective for annual periods beginning on or after 1 January 2018) clarifies that an entity shall transfer a property to, or from, investment property when, and only when there is a change in use. A change in use occurs when the property meets, or ceases to meet, the definition of investment property and there is evidence of the change in use. In isolation, a change in management's intentions for the use of a property does not provide evidence of a change in use. The amendments are not likely to have an impact on Company's financial statements.
- Annual Improvements to IFRSs 2014-2016 Cycle [Amendments to IAS 28 'Investments in Associates and Joint Ventures'] (effective for annual periods beginning on or after 1 January 2018) clarifies that a venture capital organization and other similar entities may elect to measure investments in associates and joint ventures at fair value through profit or loss, for each associate or joint venture separately at the time of initial recognition of investment. Furthermore, similar election is available to non-investment entity that has an interest in an associate or joint venture that is an investment entity, when applying the equity method, to retain the fair value measurement applied by that investment entity associate or joint venture to the investment entity associate's or joint venture's interests in subsidiaries. This election is made separately for each investment entity associate or joint venture. The amendments are not likely to have an impact on Company's financial statements.
- IFRIC 22 'Foreign Currency Transactions and Advance Consideration' (effective for annual periods beginning on or after 1 January 2018) clarifies which date should be used for translation when a foreign currency transaction involves payment or receipt in advance of the item it relates to. The related item is translated using the exchange rate on the date the advance foreign currency is received or paid and the prepayment or deferred income is recognized. The date of the transaction for the purpose of determining the exchange rate to use on initial recognition of the related asset, expense or income (or part of it) would remain the date on which receipt of payment from advance consideration was recognized. If there are multiple payments or receipts in advance, the entity shall determine a date of the transaction for each payment or receipt of advance consideration. The application of interpretation is not likely to have an impact on Company's financial statements.
- IFRIC 23 'Uncertainty over Income Tax Treatments' (effective for annual periods beginning on or after 1 January 2019) clarifies the accounting for income tax when there is uncertainty over income tax treatments under IAS 12. The interpretation requires the uncertainty over tax treatment be reflected in the measurement of current and deferred tax. The application of interpretation is not likely to have an impact on Company's financial statements.
- IFRS 15 'Revenue from contracts with customers' (effective for annual periods beginning on or after 1 July 2018). IFRS 15 establishes a comprehensive framework for determining whether, how much and when revenue is recognized. It replaces existing revenue recognition guidance, including IAS 18 'Revenue', IAS 11 'Construction Contracts' and IFRIC 13 'Customer Loyalty Programmes'. The application of interpretation is not likely to have an impact on the Company's financial statements.
- IFRS 9 'Financial Instruments' and amendment - Prepayment Features with Negative Compensation (effective for annual periods beginning on or after 1 July 2018 and 1 January 2019 respectively). IFRS 9 replaces the existing guidance in IAS 39 Financial Instruments: Recognition and Measurement. IFRS 9 includes revised guidance on the classification and measurement of financial instruments, a new expected credit loss model for calculating impairment on financial assets, and new general hedge accounting requirements. It also carries forward the guidance on recognition and derecognition of financial instruments from IAS 39. IFRS 9 is effective for annual reporting years beginning on or after 1 July 2018, with early adoption permitted. The Company is assessing the potential impact on its Financial Statements resulting from the application of IFRS 9, which is generally expected to have an impact on the Financial Statements of Insurance Business.
- Amendment to IAS 28 'Investments in Associates and Joint Ventures' - Long Term Interests in Associates and Joint Ventures (effective for annual period beginning on or after 1 January 2019). The amendment will affect companies that finance such entities with preference shares or with loans for which repayment is not expected in the foreseeable future (referred to as long-term interests or 'LTI'). The amendment and accompanying example

state that LTI are in the scope of both IFRS 9 and IAS 28 and explain the annual sequence in which both standards are to be applied. The amendments are not likely to have an impact on Company's financial statements.

- Annual Improvements to IFRS Standards 2015–2017 Cycle - the improvements address amendments to following approved accounting standards:
 - IFRS 3 Business Combinations and IFRS 11 Joint Arrangement - the amendment aims to clarify the accounting treatment when a Company increases its interest in a joint operation that meets the definition of a business. A Company remeasures its previously held interest in a joint operation when it obtains control of the business. A Company does not remeasure its previously held interest in a joint operation when it obtains joint control of the business.
 - IAS 12 Income Taxes - the amendment clarifies that all income tax consequences of dividends (including payments on financial instruments classified as equity) are recognized consistently with the transaction that generates the distributable profits.
 - IAS 23 Borrowing Costs - the amendment clarifies that a Company treats as part of general borrowings any borrowing originally made to develop an asset when the asset is ready for its intended use or sale.
- The above amendments are effective from annual period beginning on or after 1 January 2019 and are not likely to have an impact on Company's financial statements.
- In addition, the Companies Act, 2017 was enacted on 30 May 2017 and SECP vide its circular 23 of 2017 has clarified that the companies whose financial year closes on or before 31 December 2017 shall prepare their financial statements in accordance with the provisions of the repealed Companies Ordinance, 1984. The effect of changes are not likely to have an impact on Company's financial statements.
- Amendment to IFRS 4 'Insurance Contracts' - Applying IFRS 9 'Financial Instruments' with IFRS 4 (effective for annual periods beginning on or after 1 July 2018). The amendment address issue arising from the different effective dates of IFRS 9 and the forthcoming new standard IFRS 17 'Insurance Contracts'. The amendments introduce two alternative options for entities issuing contracts within the scope of IFRS 4, notably a temporary exemption and an overlay approach. The temporary exemption enables eligible entities to defer the implementation date of IFRS 9. The overlay approach allows an entity applying IFRS 9 from 1 July 2018 onwards to remove from profit or loss the effects of some of the accounting mismatches that may occur from applying IFRS 9 before IFRS 17 is applied.

8. SHARE CAPITAL

(Rupees '000)

Authorised Share Capital

2017	2016		2017	2016
(Number of Shares)				
150 000 000	150 000 000	Ordinary shares of Rs 10 each	1 500 000	1 500 000

Paid up Share Capital

2017	2016		2017	2016
(Number of Shares)				
15 000 000	15 000 000	Issued, subscribed and paid-up		
		Ordinary shares of Rs 10 each issued for cash	150 000	150 000
85 000 000	85 000 000	Ordinary shares of Rs 10 each issued as fully paid bonus shares	850 000	850 000
100 000 000	100 000 000		1 000 000	1 000 000

- 8.1 As of balance sheet date 43,092,042 (2016: 43,059,240) ordinary shares of Rs. 10/- each were held by the associated companies.

9. POLICYHOLDERS' LIABILITIES

(Rupees '000)

		Statutory Funds						Aggregate 2017	Aggregate 2016
		Investment Linked Business	Conventional Business	Pension Business (Unit Linked)	Accident & Health Business	Family Takaful Investment Link Business	Family Takaful Protection Business		
9.1	Gross of reinsurance								
	Actuarial liability relating to future events	95 773 419	596 003	25 528	2 004	2 242 465	27 356	98 666 775	95 491 066
	Provision for outstanding reported claims payable over a period exceeding twelve months	468 809	181 925	–	6	4 290	–	655 030	562 058
	Provision for incurred but not reported claims	128 487	326 408	–	–	–	10 708	465 603	379 460
		96 370 715	1 104 336	25 528	2 010	2 246 755	38 064	99 787 408	96 432 584
9.2	Net of reinsurance								
	Actuarial liability relating to future events	95 650 056	479 611	25 517	1 779	2 210 349	23 731	98 391 043	95 251 783
	Provision for outstanding reported claims payable over a period exceeding twelve months	306 662	44 525	–	5	1 693	–	352 885	324 160
	Provision for incurred but not reported claims	100 690	252 602	–	–	–	8 935	362 227	293 306
		96 057 408	776 738	25 517	1 784	2 212 042	32 666	99 106 155	95 869 249

10. RECONCILIATION OF STATUTORY FUNDS

(Rupees '000)

		Statutory Funds						Aggregate 2017	Aggregate 2016
		Investment Linked Business	Conventional Business	Pension Business (Unit Linked)	Accident & Health Business	Family Takaful Investment Link Business	Family Takaful Protection Business		
Policyholders' liabilities									
	Balance at beginning of the year	93 863 055	664 081	24 608	1 825	1 307 669	8 011	95 869 249	82 185 371
	Increase / (decrease) during the year	2 194 353	112 657	909	(41)	904 373	24 655	3 236 906	13 683 878
	Balance at end of the year	96 057 408	776 738	25 517	1 784	2 212 042	32 666	99 106 155	95 869 249
Retained earnings on other than participating business									
	Balance at beginning of the year	1 486 780	364 070	392	445	37 909	15 528	1 905 124	1 643 822
	Surplus for the year	2 366 383	307 124	270	473	(46 596)	29 685	2 657 339	2 498 124
	Capital contribution	–	–	–	–	93 923	(3 807)	90 116	89 256
	Surplus appropriated to shareholders' fund	(2 361 570)	(177 448)	(256)	(610)	–	(3 995)	(2 543 879)	(2 326 078)
	Balance at end of the year (refer note no. 10.1)	1 491 593	493 746	406	308	85 236	37 411	2 108 700	1 905 124
	Balance of statutory funds	97 549 001	1 270 484	25 923	2 092	2 297 278	70 077	101 214 855	97 774 373

- 10.1 The SECP has issued amendments to the SEC (Insurance) Rules, 2002, which includes revision in the solvency margin requirements for life insurers. Keeping in view such future solvency requirements, the Company has retained an aggregate amount of Rs. 1,996 million (2016: Rs. 1,861 million) in the Statutory Funds, based on the advice of the appointed actuary.

14.2 Bank guarantees amounting to Rs.17.565 million has been given in respect of Group Life coverage. These bank guarantees will expire by 31st March 2018 and 16th January 2020.

(Rupees '000)		
Note	2017	2016
15. CASH AND BANK DEPOSITS		
Policy stamps in hand	7 472	4 379
Current and other accounts		
Cash at bank - PLS saving accounts	15.1 3 497 712	2 709 366
Cash at bank - Current accounts	2 552 729	323 744
	6 050 441	3 033 110
Deposits maturing within 12 months		
Term deposit receipts	15.2 12 439 000	9 358 100
	18 496 913	12 395 589

15.1 These carry mark-up ranging from 4.5% to 6% (2016: 4.25% to 5.28%) per annum and include balance of Rs.184.59 million (2016: Rs. 29.65 million) held with JS Bank Limited (a related party).

15.2 These have tenure of one to three months (2016: one to three month) and carry mark-up at the rate 5% to 8% (2016: 4.25% to 6.45%) per annum and includes term deposit receipts of Rs. 2.15 billion (2016: Rs. 2.15 billion) held with JS Bank Limited (a related party) which carries mark-up at the rate 6.20% (2016: 6.45%).

(Rupees '000)		
Note	2017	2016
16. LOANS		
To employees - secured	16.1 84 489	80 918
To employees and agents - unsecured	16.2 10 149	10 994
	94 638	91 912

16.1 This represent housing and vehicle loans to employees at the interest rate ranging between 8% to 12.5% (2016: 8% to 12.5%) per annum. These loans are recoverable over a period of one to ten years (2016: one to ten years) and are secured against retirement benefit payable to respective employees and security documents of property / vehicle.

16.2 This represent loans to employees and agents for domestic purposes at the interest rates ranging between 8% to 12.5% (2016: 8% to 12.5%) per annum. These loans are recoverable over a period of one to seven years (2016: one to seven years).

(Rupees '000)		
Note	2017	2016
17. INVESTMENTS		
Government securities	17.1 56 454 577	48 870 068
Other fixed income securities	17.2 1 092 135	1 575 511
Listed equity securities and mutual fund units	17.3 27 830 801	38 385 096
Unlisted equity securities	17.4 11 008	508
	85 388 521	88 831 183

17.1. Government Securities

(Rupees '000)

	Maturity Year	Coupon Rate per Annum %	Shareholders' Fund	Statutory Funds						Aggregate 2017	Aggregate 2016
				Investment Linked Business	Conventional Business	Pension Business (Unit Linked)	Accident & Health Business	Family Takaful Investment Linked Business	Family Takaful Protection Business		
Held- to- maturity (at amortised cost)											
3 Months Treasury Bills	2018	5.99%	-	-	49 862	-	-	-	-	49 862	286 557
6 Months Treasury Bills	2018	6.01%	1 127 754	-	1 266 325	1 581	5 436	-	-	2 401 096	2 498 664
GOP IJARA Sukuk Certificates	2019	5.59%	-	33 286	-	-	-	-	17 214	50 500	5 000
3 Years Pakistan Investment Bonds	2018	8.75%	-	-	-	-	-	-	-	-	304 932
5 Years Pakistan Investment Bonds	2018	8.75%	300 955	-	-	-	-	-	-	300 955	-
10 Years Pakistan Investment Bonds	2017	9.6%	-	-	-	-	-	-	-	-	89 616
10 Years Pakistan Investment Bonds	2018	12%	-	117 000	99 728	-	-	-	-	216 728	215 596
15 Years Pakistan Investment Bonds	2019	9%	10 163	-	-	-	-	-	-	10 163	10 308
20 Years Pakistan Investment Bonds	2024	10%	-	53 700	-	-	-	-	-	53 700	54 401
			1 438 872	203 986	1 415 915	1 581	5 436	-	17 214	3 083 004	3 465 074
Available for sale (at fair value)											
3 Months Treasury Bills	2018	5.99%	-	16 359 382	-	-	-	-	-	16 359 382	907 025
6 Months Treasury Bills	2018	6.01%	-	7 034 738	-	11 860	-	-	-	7 046 598	3 169 631
12 Months Treasury Bills	2016	6.05%	-	-	-	-	-	-	-	-	4 354 526
GOP IJARA Sukuk Certificates	2017	4.39%	-	-	-	-	-	-	-	-	5 000
GOP IJARA Sukuk Certificates	2018	5.89%	-	-	-	-	-	30 308	-	30 308	30 141
GOP IJARA Sukuk Certificates	2019	6.10%	-	-	-	-	-	110 528	-	110 528	60 695
GOP IJARA Sukuk Certificates	2019	5.59%	-	50 000	-	-	-	-	-	50 000	100 000
8 Years WAPDA Sukuk Certificates	2021	7.80%	-	174 315	-	-	-	-	-	174 315	215 392
3 Years Pakistan Investment Bonds	2017	11.25%	-	-	-	-	-	-	-	-	12 819 310
3 Years Pakistan Investment Bonds	2018	8.75%	-	6 526 298	-	-	-	-	-	6 526 298	6 685 636
3 Years Pakistan Investment Bonds	2019	7.00%	-	9 359 403	-	-	-	-	-	9 359 403	2 301 163
5 Years Pakistan Investment Bonds	2017	11.50%	-	-	-	-	-	-	-	-	514 600
5 Years Pakistan Investment Bonds	2018	11.50%	-	328 283	-	-	-	-	-	328 283	343 531
5 Years Pakistan Investment Bonds	2019	11.50%	-	4 871 460	-	-	-	-	-	4 871 460	5 057 044
5 Years Pakistan Investment Bonds	2020	9.25%	-	5 228 396	-	-	-	-	-	5 228 396	5 334 630
10 Years Pakistan Investment Bonds	2024	12.00%	-	119 730	-	-	-	-	-	119 730	121 440
10 Years Pakistan Investment Bonds	2017	9.60%	-	-	-	-	-	-	-	-	257 569
10 Years Pakistan Investment Bonds	2018	12.00%	-	9 342	-	-	-	-	-	9 342	9 805
10 Years Pakistan Investment Bonds	2019	12.00%	-	16 281	-	-	-	-	-	16 281	16 955
10 Years Pakistan Investment Bonds	2022	12.00%	-	2 436 630	-	-	-	-	-	2 436 630	2 513 070
15 Years Pakistan Investment Bonds	2019	9.00%	-	274 965	-	-	-	-	-	274 965	154 770
20 Years Pakistan Investment Bonds	2024	10.00%	-	427 460	-	2 194	-	-	-	429 654	433 061
			-	53 216 683	-	14 054	-	140 836	-	53 371 573	45 404 994
			1 438 872	53 420 669	1 415 915	15 635	5 436	140 836	17 214	56 454 577	48 870 068

17.1.1 Market Value of government securities carried at amortized cost amounted to Rs. 3,097.470 Million (2016: Rs 3,492..21 million)

17.1.2 Government securities includes Rs.125 million (2016: Rs. 115 million) placed with the State Bank of Pakistan, in accordance with Section 29 of the Insurance Ordinance, 2000.

17.2 Other fixed income securities

(Rupees '000)

Statutory Funds										(Rupees '000)	
	Maturity Year	Coupon Rate per Annum %	Shareholders' Fund	Investment Linked Business	Conventional Business	Pension Business (Unit Linked)	Accident & Health Business	Family Takaful Investment Linked Business	Family Takaful Protection Business	Aggregate 2017	Aggregate 2016
Held- to- maturity (at amortised cost)											
Bank Al Habib Perpetual TFC											
Azgard Nine Ltd PPTFC 1	2019	NPD	-	-	5 550	-	793	-	-	6 343	6 343
Azgard Nine Ltd TFC 5th Issue	2014	NPD	-	-	4 321	-	618	-	-	4 939	4 939
			-	-	9 871	-	1 411	-	-	11 282	11 282
Available-for-sale (at fair value)											
Term Finance Certificates											
Bank Alfalah 4Th Issue	2017	15.00%	-	-	-	-	-	-	-	-	21 086
Engro Corporation Islamic Rupiya Sukuk	2017	13.00%	-	-	-	-	-	-	-	-	314 334
K Electric AZM Sukuk 2	2017	8.75%	-	-	-	-	-	-	-	-	353 040
Engro Fertilizer Sukuk	2019	7.89%	-	186 375	-	-	-	-	-	186 375	242 059
K Electric AZM Sukuk 3	2019	8.85%	-	78 360	-	-	-	-	-	78 360	78 362
Al Baraka Bank	2021	7.41%	-	28 560	-	-	-	-	-	28 560	35 369
Bank Alfalah Ltd	2021	7.40%	-	15 559	-	-	-	-	-	15 559	15 696
Fatima Fertilizer Sukuk	2021	7.30%	-	40 307	-	-	-	-	-	40 307	49 035
International Brand	2021	6.95%	-	75 000	-	-	-	25 000	-	100 000	-
Bank Al-Habib Limited	2022	7.71%	-	100 000	-	-	-	-	-	100 000	-
Byco Oil Pakistan SUKUK	2022	6.09%	-	100 000	-	-	-	-	-	100 000	-
Hascol Petroleum Ltd. Sukuk	2022	7.66%	-	131 339	-	-	-	-	-	131 339	155 496
MCB Bank (EX-NIB Bank Limited)	2022	7.36%	-	101 635	-	-	-	-	-	101 635	101 034
Azgard Nine Ltd PPTFC 1	2014	NPD	-	63 029	-	-	-	-	-	63 029	63 029
New Allied Electronics	2014	NPD	-	9 420	-	-	-	-	-	9 420	9 420
Agritech Limited TFC 5th Issue	2016	NPD	-	36 266	-	-	-	-	-	36 266	36 266
Azgard Nine Ltd TFC 5th Issue	2017	NPD	-	58 191	-	-	-	-	-	58 191	58 191
Azgard Nine Ltd TFC 2	2019	NPD	-	15 944	-	-	-	-	-	15 944	15 944
			-	1 039 985	-	-	-	25 000	-	1 064 985	1 548 361
Less: Provision for impairment in the value of available-for-sale fixed income securities - note 17.2.1											
			-	(182 850)	(9 871)	-	(1 411)	-	-	(194 132)	(194 132)
			-	857 135	-	-	-	25 000	-	882 135	1 365 511
Certificate of Investment- First Habib Modarba											
	-	6.05%	-	210 000	-	-	-	-	-	210 000	210 000
			-	1 067 135	-	-	-	25 000	-	1 092 135	1 575 511
7.2.1 Reconciliation of Provision											
Balance at beginning of the year			-	182 850	9 871	-	1 411	-	-	194 132	194 132
(Reversal) / provision for impairment in value of investments			-	-	-	-	-	-	-	-	-
Balance at the end of year			-	182 850	9 871	-	1 411	-	-	194 132	194 132

17.3 Listed equity securities and mutual fund units

(Rupees '000)

Note	Shareholders' Fund	Statutory Funds						Aggregate 2017	Aggregate 2016
		Investment Linked Business	Conventional Business	Pension Business (Unit Linked)	Accident & Health Business	Family Takaful Investment Linked Business	Family Takaful Protection Business		
Held-for-trading (at fair value)									
Listed equities	-	84 364	-	-	-	-	-	84 364	459 246
Available-for-sale (at fair value)									
Listed equities	17.3.3	26 858 379	-	6 011	-	-	-	26 864 390	36 230 825
Open end mutual fund units	-	58 325	-	-	-	508 542	-	566 867	511 783
Available-for-sale (at lower of cost or fair value)									
Listed equities	17.3.2 & 17.3.3	347 927	76 553	107 708	-	1 035	-	533 223	1 533 541
Open end mutual fund units	-	59 527	5 031	-	-	-	-	64 558	52 602
		407 454	27 082 652	107 708	6 011	1 035	508 542	28 113 402	38 787 997
Less: Provision for impairment in the value of equity securities	17.3.1	(243 476)	-	(38 234)	-	(891)	-	(282 601)	(402 901)
		163 978	27 082 652	69 474	6 011	144	508 542	27 830 801	38 385 096

17.3.1 Reconciliation of provision

Balance at the beginning of the year	363 103	-	39 138	-	660	-	-	402 901	603 308
(Reversal) / charge for impairment on available-for-sale investments	(119 627)	-	(904)	-	231	-	-	(120 300)	(200 407)
Balance at the end of the year	243 476	-	38 234	-	891	-	-	282 601	402 901

17.3.2 Listed equities include investment in EFU General Insurance Limited (an associated Company) at carrying value of Rs. 715.71 million on behalf of Policy holders (2016: Rs. 1,486.093 million) representing 2.34% (2016: 6.81 %) of the issued capital of the EFU General Insurance Limited.

17.3.3 This includes investment in 3,178,851 (2016: 3,178,851) ordinary shares of Agritech limited which are not held in the name of the Company. These shares are held in the name of Trustees i.e. Faysal Bank and Pak Brunei Investment Company, on behalf of EFU Life Assurance Limited. The market value of these shares as at 31 December 2017 is Rs. 15.48 million (2016: Rs.40.308 million). Subsequent to the year end, we have received 2,585,658 shares of Agritech Limited from Faysal Bank.

17.4 Unlisted Equity securities	11 008	-	-	-	-	-	-	11 008	508
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17.4.1 This represents investment in ordinary shares of Security General Insurance Company Limited. The breakup value of each ordinary share of Rs.10 is Rs 144.25 based on the latest un-audited interim financial statements available for the period ended June 30, 2017. The Company's holding as at the year end is 0.67% (number of shares: 457,038) {(2016: 0.67%) (number of shares: 457,038)}.

17.4.2 This represents investment in ordinary shares of Planet- N (Private) Limited. The breakup value of each ordinary share of Rs.10 is Rs 11.97 based on the latest audited financial statements available for the period ended June 30, 2017. The Company's holding as at the year end is 0.28% (number of shares: 50,191) {(2016: 0%) (number of shares: 0)}.

17.5 Investments by classification

	(Rupees '000)	
	2017	2016
Held-to-maturity		
Government securities	3 083 004	3 465 074
Other fixed income securities	221 282	221 282
	3 304 286	3 686 356
Available-for-sale		
Government securities (at fair value)	53 371 573	45 404 994
Other fixed income securities (at fair value)	1 064 985	1 548 361
Listed equity securities and mutual fund units (at fair value)	27 431 257	36 742 608
Listed equity securities and mutual fund units (at lower of cost or fair value)	597 781	1 586 143
Unlisted equity securities (relating to shareholders' fund)	11 008	508
	82 476 604	85 282 614
Held-for-trading - listed equities	84 364	459 246
Less: Impairment in the value of available-for-sale investments		
Impairment in the value of equity securities	(282 601)	(402 901)
Impairment in the value of fixed income securities	(194 132)	(194 132)
	(476 733)	(597 033)
Total Investments - net of provision	85 388 521	88 831 183

17.6 As per the Company's accounting policy and SECP's accounting regulations for Life Insurance companies certain, available-for-sale investments of non-unit linked fund are stated at lower of cost or market value (market value being taken as lower if the reduction is other than temporary). However, International Accounting Standard (IAS) 39, "Financial Instruments: Recognition and Measurements" dealing with the recognition and measurement of financial instruments requires that these investments should be measured at fair value. Accordingly, had these investments been measured at fair value, their carrying value as on December 31, 2017 would have been higher by Rs. 194.379 Million (December 31, 2016: Higher by Rs. 854.181 million).

18. INVESTMENT INCOME ACCRUED

	(Rupees '000)								
	Statutory Funds								
	Shareholders' Fund	Investment Linked Business	Conventional Business	Pension Business (Unit Linked)	Accident & Health Business	Family Takaful Investment Linked Business	Family Takaful Protection Business	Aggregate 2017	Aggregate 2016
Government securities	7 437	799 509	4 109	12	–	5 649	–	816 716	1 390 535
Fixed income securities	–	133 833	3	10	–	6 938	356	141 140	298 886
Dividend receivable	1 566	180 821	926	15	–	1 364	–	184 692	93 212
	9 003	1 114 163	5 038	37	–	13 951	356	1 142 548	1 782 633

19. FIXED ASSETS

		(Rupees '000)	
		2017	2016
Tangible assets	19.2	2 197 214	2 132 747
Intangible assets (computer software)	19.3	11 628	21 645
		2 208 842	2 154 392
19.1 Capital work-in-progress			
Opening Balance		–	1 095 312
Additions		–	174 678
Less: Transfer in building		–	(1 269 990)
Closing Balance		–	–

19.2 Tangible assets

	Cost				Accumulated Depreciation				(Rupees '000)	
	As at 01 Jan 2017	Additions	Disposals	As at 31 Dec 2017	As at 01 Jan 2017	Charge for the year	On Disposal	As at 31 Dec 2017	Written down value	Depreciation Rate %
Lease hold land	126 505	–	–	126 505	–	–	–	–	126 505	–
Building	1 269 990	48 710	–	1 318 700	15 875	64 379	–	80 254	1 238 446	5
Office equipment	275 511	38 403	2 271	311 643	39 188	26 326	1 281	64 233	247 410	10
Computers	135 416	27 874	162	163 128	87 134	19 809	134	106 809	56 319	30
Furniture and fixture	372 951	44 628	936	416 643	149 263	24 437	553	173 147	243 496	10
Vehicles	424 010	109 661	31 714	501 957	180 176	59 593	22 850	216 919	285 038	20
2017	2 604 383	269 276	35 083	2 838 576	471 636	194 544	24 818	641 362	2 197 214	

	Cost				Accumulated Depreciation				(Rupees '000)	
	As at 01 Jan 2016	Additions	Disposals	As at 31 Dec 2016	As at 01 Jan 2016	Charge for the year	On Disposal	As at 31 Dec 2016	Written down value	Depreciation Rate %
Lease hold land	126 505	–	–	126 505	–	–	–	–	126 505	–
Building	–	1 269 990	–	1 269 990	–	15 875	–	15 875	1 254 115	5
Office equipment	68 699	206 882	70	275 511	30 037	9 199	48	39 188	236 323	10
Computers	118 776	16 640	–	135 416	70 060	17 074	–	87 134	48 282	30
Furniture and fixture	260 483	112 504	36	372 951	133 101	16 191	29	149 263	223 688	10
Vehicles	360 955	99 848	36 793	424 010	153 193	52 428	25 445	180 176	243 834	20
2016	935 418	1 705 864	36 899	2 604 383	386 391	110 767	25 522	471 636	2 132 747	

19.3 Intangible assets

	Cost				Accumulated Amortization				(Rupees '000)	
	As at 01 Jan 2017	Additions	Disposals	As at 31 Dec 2017	As at 01 Jan 2017	Charge for the year	On Disposal	As at 31 Dec 2017	Written down value	Amortization Rate %
Computer Software	76 276	1 742	–	78 018	54 631	11 759	–	66 390	11 628	33

	Cost				Accumulated Amortization				(Rupees '000)	
	As at 01 Jan 2016	Additions	Disposals	As at 31 Dec 2016	As at 01 Jan 2016	Charge for the year	On Disposal	As at 31 Dec 2016	Written down value	Amortization Rate %
Computer Software	67 436	8 840	–	76 276	44 081	10 550	–	54 631	21 645	33

19.4 Depreciation has been allocated as follows:

	(Rupees '000)								
	Statutory Funds								
	Investment Linked Business	Conventional Business	Pension Business (Unit Linked)	Accident & Health Business	Family Takaful Investment Linked Business	Family Takaful Protection Business	Aggregate 2017	Aggregate 2016	
Branch overheads	62 378	6 274	3	5	4 781	–	73 441	57 264	
Administration expenses	95 980	10 599	–	11	14 225	288	121 103	53 503	
	158 358	16 873	3	16	19 006	288	194 544	110 767	

19.5 Disposal of tangible assets

(Rupees '000)

	Original Cost	Accumulated Depreciation	Book Value	Sale Proceeds	Gain / (Loss) on Sale	Mode of Disposal	Particulars of Buyer	
Vehicle	750	673	77	650	573	Negotiation	Nabil Shahid	Employee
Vehicle	858	747	111	200	89	Negotiation	S.M. Raza Zaidi	Employee
Vehicle	398	338	60	210	150	Negotiation	Javed Hashim	Employee
Vehicle	775	670	105	450	345	Negotiation	Raheel Pirzada	Employee
Vehicle	494	419	75	230	155	Negotiation	Rehan Zafar	Employee
Vehicle	905	768	137	475	338	Negotiation	Imran Hanif	Employee
Vehicle	855	725	130	525	395	Negotiation	Imtiaz Hussain	Employee
Vehicle	588	477	111	400	289	Negotiation	Syed Abuzer Gillani	Employee
Vehicle	613	491	122	400	278	Negotiation	Faisal Maniar	Employee
Vehicle	1 764	1 348	416	850	434	Negotiation	Arif Raza	Employee
Vehicle	822	638	184	525	341	Negotiation	Asad Jafri	Employee
Vehicle	827	621	206	550	344	Negotiation	Mustafa Hussain	Employee
Vehicle	855	674	181	475	294	Negotiation	Adnan Qadeer	Employee
Vehicle	516	381	135	306	171	Negotiation	Javed Hashim	Employee
Vehicle	865	638	227	570	343	Negotiation	Arshad Iqbal	Employee
Vehicle	1 347	991	356	1 100	744	Negotiation	Fayyaz Mehmood Tahir	Employee
Vehicle	676	507	169	500	331	Negotiation	Mohammad Imran	Employee
Vehicle	890	643	247	600	353	Negotiation	Zulfiqar Ali	Employee
Vehicle	690	487	203	405	202	Negotiation	Nabil Shahid	Employee
Vehicle	533	399	134	350	216	Negotiation	Furqan Ahmad	Employee
Vehicle	690	487	203	500	297	Negotiation	Manzar Abbas	Employee
Vehicle	885	623	262	500	238	Negotiation	Muhammad Zubair	Employee
Vehicle	925	637	288	550	262	Negotiation	Shah Zaman	Employee
Vehicle	1 608	1 107	501	1 075	574	Negotiation	Tanveer Ahmed Khan	Employee
Vehicle	1 056	762	294	750	456	Negotiation	Zulfiqar Hyder Naqvi	Employee
Vehicle	1 156	834	322	800	478	Negotiation	Muhammad Abbas	Employee
Vehicle	732	516	216	540	324	Negotiation	Mehboob Ali	Employee
Vehicle	562	396	166	390	224	Negotiation	Raheel Ahmed	Employee
Vehicle	562	396	166	270	104	Negotiation	Suleman Mackey	Employee
Vehicle	727	501	226	525	299	Negotiation	Adnan Manzoor	Employee
Vehicle	562	386	176	350	174	Negotiation	Fiaz Aziz Khan	Employee
Vehicle	562	396	166	300	134	Negotiation	Abida Naseem	Employee
Vehicle	767	513	254	500	246	Negotiation	Sadiq Anis	Employee
Vehicle	2 392	1 350	1042	1 850	808	Insurance Claim	Efu General Claim	Insurance Claim
Vehicle	2 448	1 258	1190	1 668	478	Negotiation	Abbas Hussain	Employee
Office Equipment	102	51	51	6	(45)	Negotiation	Arshad	External Party
Office Equipment	114	52	62	19	(43)	Negotiation	Bilal Refrigerator	External Party
Office Equipment	141	75	66	20	(46)	Negotiation	Shakeel Ahmed	External Party
Office Equipment	299	156	143	110	(33)	Negotiation	Real Tec. Communication	External Party
Office Equipment	426	242	184	90	(94)	Negotiation	Real Tec. Communication	External Party
Furniture & Fixture	936	553	383	140	(243)	Negotiation	Royal International Services	External Party

Assets having Written down value less than Rs.50 000

Office equipment	1 190	705	485	262	(223)	Various
Furniture & Fixture	162	134	28	12	(16)	Various
Motor vehicle	58	53	5	10	5	
2017	35 083	24 818	10 265	21 008	10 743	
2016	36 899	25 522	11 377	26 118	14 741	

20. BRANCH OVERHEADS

(Rupees '000)

	Statutory Funds							
	Investment Linked Business	Conventional Business	Pension Business (Unit Linked)	Accident & Health Business	Family Takaful Investment Linked Business	Family Takaful Protection Business	Aggregate 2017	Aggregate 2016
Insurance premium	10 919	1 405	–	3	1 117	–	13 444	15 783
Printing and stationery	18 236	137	1	1	3 225	–	21 600	12 997
Advertisement and publicity	17 758	48	–	–	1 115	–	18 921	8 113
Postage	6 534	414	–	–	1 260	–	8 208	769
Marketing incentive	15 801	2 404	–	–	1 064	–	19 269	20 653
Telephone and electricity	50 304	2 092	3	4	8 339	–	60 742	51 461
Rent rates and taxes	78 715	1 564	4	5	15 574	–	95 862	72 937
Conveyance	17 744	6	1	1	1 649	–	19 401	15 344
Repair and maintenance	19 134	437	1	1	1 895	–	21 468	10 342
Entertainment	62 439	307	1	1	6 112	–	68 860	60 519
Depreciation	62 378	6 274	3	5	4 781	–	73 441	57 264
Other expenses	42 940	592	1	1	3 014	–	46 548	28 132
	402 902	15 680	15	22	49 145	–	467 764	354 314

21. OTHER MANAGEMENT EXPENSES

(Rupees '000)

	Statutory Funds							
	Investment Linked Business	Conventional Business	Pension Business (Unit Linked)	Accident & Health Business	Family Takaful Investment Linked Business	Family Takaful Protection Business	Aggregate 2017	Aggregate 2016
Insurance premium	12 300	810	–	1	1 889	7	15 007	6 208
Telephone and electricity	37 978	4 919	–	4	5 519	154	48 574	29 830
Repair and maintenance	24 800	1 488	–	3	3 899	5	30 195	5 342
Entertainment	41 145	3 899	–	5	8 027	108	53 184	24 377
Bank charges	11 063	625	–	2	2 132	5	13 827	9 572
Claim investigation fees	7 329	414	–	1	1 150	–	8 894	7 235
Other expenses	32 319	2 685	–	4	5 066	46	40 120	28 126
	166 934	14 840	–	20	27 682	325	209 801	110 690

(Rupees '000)

	Note	2017	2016
22. OTHER REVENUE			
Gain on sale of fixed assets	19.5	10 743	14 741
Interest on loan to employees		12 961	13 125
		23 704	27 866
23. EXPENSES NOT ATTRIBUTABLE TO STATUTORY FUNDS			
Printing and stationery		3 055	2 998
Advertisement and publicity		1 836	829
Travelling		272	–
Workers' welfare fund	23.3	–	(46 988)
Auditors' remuneration	23.1	6 156	3 721
Directors' fee		3 075	600
Donations	23.2	7 800	5 284
Others		753	101
		22 947	(33 455)

23.1 Auditors' remuneration

Annual audit fee
Half yearly review
Review of code of corporate governance
Other certifications
Out of pocket expenses

(Rupees '000)	
2017	2016
1 500	1 500
250	250
225	225
3 428	1 424
753	322
6 156	3 721

23.2 Donations

Donations include the following in whom the Directors are interested:

Name of Directors	Interest in donee	Name and address of donee
Saifuddin N.Zoomkawala	Board Member	Sindh Institute of Urology and Transplantation, Civil Hospital, Karachi
		1 663 700

23.3 The Honourable Supreme Court of Pakistan (SCP) passed a judgement declaring the insertion of amendments introduced in Finance Act petitioning to Worker Welfare Fund Ordinance, 1971, as unlawful and thereby striking down such amendments. Pursuant to SCP judgment, in the preceding year, the Company reversed the entire provision held for WWF amounting to Rs. 46.99 million.

24. TAXATION

Current
– for the year
– prior to year
– Deferred

(Rupees '000)	
2017	2016
Effective tax rate %	
791 662	743 161
71 938	66 839
4 800	115 200
868 400	925 200

24.1 Relationship between tax expense and accounting profit

Tax at applicable rate 30% (2016: 31%)
Tax effect of income subject to lower tax rates
Prior year adjustment
Others
Tax charge for the year

30.00	31.00
–	–
2.73	2.39
(0.29)	(0.33)
32.44	33.06

25. REMUNERATION OF CHIEF EXECUTIVE AND EXECUTIVES

	2017		2016	
	Chief Executive	Executives	Chief Executive	Executives
Managerial remuneration	24 594	646 672	22 194	517 232
Bonus	7 872	49 363	6 705	43 820
Retirement benefits	3 997	29 800	3 607	26 779
Utilities	764	1 928	404	–
Medical expenses	581	7 636	413	6 161
Leave passage	325	809	643	364
	38 133	736 208	33 966	594 356
Number of persons	1	174	1	142

The Chief Executive is provided with Company maintained cars, furnished accommodation and medical insurance cover. The Executives are provided with Company maintained cars and in certain cases, household items and furniture in accordance with their terms of employment. The chairman is provided with free use of company car, medical insurance cover and residential utilities.

25.1 The Non Executive Directors were paid Directors meeting fee of Rs. 3,075 million (2016: 0.6 million). No other remuneration was paid to Non Executive Directors.

26. BASIC AND DILUTED EARNINGS PER SHARE

Profit for the year

(Rupees in '000)	
2017	2016
1 812 381	1 872 896
(Number in '000)	
100 000	100 000
(Rupees)	
18.12	18.73

Weighted average number of ordinary shares

Earnings per share – basic and diluted

27. EMPLOYEE BENEFITS RELATED DISCLOSURE

27.1 Provident Fund

The following information is based on un-audited financial statements of the fund as at 31 December 2017:

	2017		2016	
		%		%
Size of the fund - total assets	415 217		396 632	
Cost of investments	349 548	84.18	297 951	75.12
Fair value of investments	404 850	97.50	385 694	97.24

27.1.1 The breakup of fair value of investment in Provident Fund is as follows:

	2017		2016	
		%		%
Open end mutual fund	126 677	31.29	146 932	38.10
Shares	923	0.23	1 123	0.29
Government securities	277 250	68.48	237 639	61.61

27.1.2 The above investments out of provident fund have been made in accordance with the requirement of Section 227 of the Companies Ordinance, 1984 and the rules formulated for this purpose.

27.2 Pension Fund

	2017		2016	
		%		%
Size of the fund - total assets	295 622		268 943	
Cost of investments	257 597	87.14	216 491	80.50
Fair value of investments	283 534	95.91	259 584	96.52

27.2.1 The breakup of fair value of investment in Pension Fund is as follows:

	2017		2016	
		%		%
Open end mutual fund	70 361	24.82	81 903	31.55
Shares	305	0.11	429	0.17
Government securities	211 645	74.65	176 029	67.81
Term Finance Certificates	1 223	0.43	1 223	0.47

27.3 Employees Stock Option Scheme

The Company's Employees Stock Option Scheme (ESOS) was duly approved by the Company's Shareholders in their Annual General Meeting held on April 5, 2014. Under the ESOS, the Company shall grant share options to the employees selected by the Board's Compensation Committee. The SECP has accordingly approved the ESOS vide its Letter No.SMD/CIW/ESOS/01/2014 dated: February 10,2017.The scheme is applicable from the year 2018.

28. FINANCIAL INSTRUMENTS AND RELATED DISCLOSURES

28.1 Financial risk management objectives and policies

The Company is exposed to a variety of financial risks: market risk (comprising currency risk, interest rate risk, and other price risk), liquidity risk and credit risk in relation to the financial statements on its balance sheet.

The Company's overall risk management seeks to minimize potential adverse effects on the Company's financial performance of such risk.

The Board of Directors has the overall responsibility for the establishment and oversight of the Company's risk management framework. There are Board Committees and Management Committees for developing risk management policies and its monitoring.

28.1.1 Market Risk

Market risk is the risk that the value of financial instruments will fluctuate as a result of changes in market prices, whether those changes are caused by factors specific to the individual security, or its issuer, or factors affecting all securities traded in the market. The Company is exposed to market risk with respect to its investments and with respect to products other than unit linked products (where the investment risk is passed on to policyholders). The Company limits market risk by maintaining a diversified portfolio and by continuously monitoring developments in government securities, equity and term finance certificates. The Company, along with minimizing market risk by careful diversification in assets, also periodically carries out an Asset Liability management exercise, to match its duration of assets and liabilities.

28.1.1.1 Interest Rate Risk Exposure

Interest rate risk is the risk that the fair value or future cash flows of financial instruments will fluctuate because of changes in market interest rates. The Company invests in securities and has bank balances and deposits that are subject to interest / mark-up rate risk. The Company limits interest / mark-up rate risk by monitoring changes in interest / mark-up rates in the currencies in which its cash and investments are denominated.

The information about Company's exposure to interest rate risk (other than relating to policyholders' liabilities) based on contractual repricing or maturity dates as of 31 December 2017 whichever is earlier is as follows:

(Rupees '000)

	2017											
	Exposed to yield / interest rate risk											
	Upto 1 month	Over 1 to 3 months	Over 3 to 6 months	Over 6 months to 1 year	Over 1 to 2 years	Over 2 to 3 years	Over 3 to 5 years	Over 5 to 10 years	Above 10 years		Non-interest bearing financial instruments	Total
										Sub Total		
On balance sheet financial instruments												
Assets												
Policy stamps in hand	-	-	-	-	-	-	-	-	-	-	7 472	7 472
Current and other accounts	3 497 712	-	-	-	-	-	-	-	-	3 497 712	2 552 729	6 050 441
Deposits maturing with in 12 months	7 421 000	5 018 000	-	-	-	-	-	-	-	12 439 000	-	12 439 000
Loans- secured to employees	2 832	5 441	7 105	12 347	16 553	11 315	10 466	18 430	-	84 489	-	84 489
Loans- unsecured to employees	647	1 295	1 306	2 375	3 443	618	139	326	-	10 149	-	10 149
Investments	18 608 000	12 643 209	1 275 709	635 418	15 468 022	5 916 688	2 353 966	645 700	-	57 546 712	27 841 809	85 388 521
Premium due but unpaid	-	-	-	-	-	-	-	-	-	-	98 389	98 389
Amounts due from reinsurer	-	-	-	-	-	-	-	-	-	-	126 442	126 442
Sundry Receivables	-	-	-	-	-	-	-	-	-	-	1 453 869	1 453 869
Investment income accrued	-	-	-	-	-	-	-	-	-	-	1 158 730	1 158 730
Advances and deposits	13 491	6 799	5 682	7 867	6 003	2 052	757	224	-	42 875	148 265	191 140
	29 543 682	17 674 744	1 289 802	658 007	15 494 021	5 930 673	2 365 328	664 680	-	73 620 937	33 387 705	107 008 642
Liability												
Outstanding claims	-	-	-	-	-	-	-	-	-	-	1 752 232	1 752 232
Premium received in advance	-	-	-	-	-	-	-	-	-	-	656 323	656 323
Amounts due to reinsurer	-	-	-	-	-	-	-	-	-	-	78 865	78 865
Amounts due to agent	-	-	-	-	-	-	-	-	-	-	633 979	633 979
Accrued expenses	-	-	-	-	-	-	-	-	-	-	403 223	403 223
Unclaimed Dividend	-	-	-	-	-	-	-	-	-	-	27 469	27 469
Other creditors and accruals	-	-	-	-	-	-	-	-	-	-	278 475	278 475
	-	-	-	-	-	-	-	-	-	-	3 830 566	3 830 566
Interest risk sensitivity gap	29 543 682	17 674 744	1 289 802	658 007	15 494 021	5 930 673	2 365 328	664 680	-	73 620 937	29 557 139	103 178 076
Cumulative interest risk sensitivity gap	29 543 682	47 218 426	48 508 228	49 166 235	64 660 256	70 590 929	72 956 257	73 620 937	73 620 937			

(Rupees '000)

	2016											
	Exposed to yield / interest rate risk											
	Upto 1 month	Over 1 to 3 months	Over 3 to 6 months	Over 6 months to 1 year	Over 1 to 2 years	Over 2 to 3 years	Over 3 to 5 years	Over 5 to 10 years	Above 10 years		Non-interest bearing financial instruments	Total
										Sub Total		
On balance sheet financial instruments												
Assets												
Policy stamps in hand	-	-	-	-	-	-	-	-	-	-	4 379	4 379
Current and other accounts	2 709 366	-	-	-	-	-	-	-	-	2 709 366	323 744	3 033 110
Deposits maturing with in 12 months	9 358 100	-	-	-	-	-	-	-	-	9 358 100	-	9 358 100
Loans- secured to employees	1 811	3 760	5 398	9 851	15 422	18 250	11 206	10 335	4 885	80 918	-	80 918
Loans- unsecured to employees	431	910	1 209	1 989	3 177	2 235	717	326	-	10 994	-	10 994
Investments	3 514 059	1 427 817	889 867	10 185 000	13 317 000	8 331 500	10 375 260	2 645 700	-	50 686 203	38 144 980	88 831 183
Premium due but unpaid	-	-	-	-	-	-	-	-	-	-	92 029	92 029
Amounts due from reinsurer	-	-	-	-	-	-	-	-	-	-	75 757	75 757
Sundry Receivables	-	-	-	-	-	-	-	-	-	-	208 871	208 871
Investment income accrued	-	-	-	-	-	-	-	-	-	-	1 788 323	1 788 323
Advances and deposits	2 212	4 410	4 481	7 213	6 724	2 726	466	-	-	28 232	123 368	151 600
	15 585 979	1 436 897	900 955	10 204 053	13 342 323	8 354 711	10 387 649	2 656 361	4 885	62 873 813	40 761 451	103 635 264
Liability												
Outstanding claims	-	-	-	-	-	-	-	-	-	-	1 692 717	1 692 717
Premium received in advance	-	-	-	-	-	-	-	-	-	-	575 806	575 806
Amounts due to reinsurer	-	-	-	-	-	-	-	-	-	-	148 023	148 023
Amounts due to agent	-	-	-	-	-	-	-	-	-	-	556 464	556 464
Accrued expenses	-	-	-	-	-	-	-	-	-	-	411 528	411 528
Unclaimed Dividend	-	-	-	-	-	-	-	-	-	-	22 047	22 047
Other creditors and accruals	-	-	-	-	-	-	-	-	-	-	371 455	371 455
	-	-	-	-	-	-	-	-	-	-	3 778 040	3 778 040
Interest risk sensitivity gap	15 585 979	1 436 897	900 955	10 204 053	13 342 323	8 354 711	10 387 649	2 656 361	4 885	62 873 813	36 983 411	99 857 224
Cumulative interest risk sensitivity gap	15 585 979	17 022 876	17 923 831	28 127 884	41 470 207	49 824 918	60 212 567	62 868 928	62 873 813			

The effective interest rate range (per annum) for the financial assets is as follows:

	2017	2016
Saving and other accounts	4.5% to 6%	4.25% to 5.25%
Deposits	5% to 8 %	4.25% to 6.45%
Loans	8% to 12.5%	8% to 12.5%
Investments	5.59% to 12%	5.77% to 13%
Advances and other receivables	8% to 12.5%	8% to 12.5%

28.1.1.2 Foreign currency risk

Foreign currency risk is the risk that the fair value or future cash flows of financial instruments will fluctuate because of changes in foreign exchange rates. The Company, at present is not materially exposed to currency risk as majority of the transactions are carried out in Pak Rupees.

28.1.1.3 Other Price Risk

Other price risk is the risk that the fair value of future cash flows of financial instruments will fluctuate because of changes in market prices (other than those arising from interest rate risk or currency risk), whether those changes are caused by factors specific to the individual financial instrument or its issuer, or factors affecting all similar financial instruments traded in the market.

28.1.1.4 Equity Price Risk

The Company's listed securities are susceptible to market price risk arising from uncertainties about the future value of investment securities. The Company limits market risk by maintaining a diversified portfolio. In addition, the Company actively monitors the key factors that affect stock market. In the equity portfolio, the top three sectors by exposure are Oil and Gas, Banks and Chemicals.

28.1.2 Credit Risk

Credit risk arises when one party fails to discharge its obligation and cause the other party to incur a financial loss. Concentration of credit risk arises when a number of counter parties have similar types of business activities. As a result, any change in economic, political or other conditions would affect their ability to meet their contractual obligations. The Company is exposed to credit risk on premiums receivable from group clients, commission and claims recoverable from insurers and investment in term finance certificates. The management monitors exposure to credit risk through regular review of credit exposure, assessing credit worthiness of counter parties and prudent estimates of provision for doubtful debts. The Company believes it is not exposed to any major concentration of credit risk.

The credit quality of Company's bank balances (including Term Deposit Receipts) can be assessed with reference to external credit ratings as follows:

	(Rupees '000)	
	2017	2016
Rating of Banks*		
A		677 546
A+	2 144 395	250 055
AA	2 770 348	2 423 252
AA-	4 577 239	2 480 347
AA+	3 109 793	1 676 630
AAA	5 887 666	4 883 380
	<u>18 489 441</u>	<u>12 391 210</u>

*Rating of banks performed by PACRA, JCR-VIS and Standard and Poors.

The credit quality of Company's exposure on TFCs can be assessed with reference to rating issued by rating agency as follows:

			(Rupees '000)	
Issuer of TFC	Rating	Rating Agency	2017	2016
Al Baraka Bank	A	JCR-VIS	28 560	35 369
Bank Al-Falah Ltd	AA	PACRA	15 559	36 782
Engro Chemical Pakistan Limited	AA	PACRA	—	556 393
Bank Al-Habib Limited	AA+	PACRA	100 000	—
Hascol Petroleum Ltd. Sukuk	AA	PACRA	131 339	155 496
Engro Fertilizer Sukuk	AA-	JCR-VIS	186 375	—
Fatima Fertilizer Sukuk	AA-	PACRA	40 307	49 035
K Electric	AA+	JCR-VIS	78 360	431 402
First Habib Modarba	AA+	PACRA	210 000	210 000
Byco Oil Pakistan SUKUK	AAA	PACRA	100 000	—
NIB Bank Limited	AAA	JCR-VIS	101 635	101 034
International Brands	AA	JCR-VIS	100 000	—
			<u>1 092 135</u>	<u>1 575 511</u>

Investment in Government securities are not exposed to any credit risk.

The management monitors exposure to credit risk in premium receivable from group clients through regular review of credit exposure and prudent estimates of provision for doubtful debts. As of 31 December 2017 there was no provision for doubtful premiums as all the premiums receivable were considered good.

28.1.3 Capital risk managements

The Company's objective when managing capital is to safe guard the Company's ability to continue as a going concern so that it can continue to provide returns for shareholders and benefits for other stakeholders; and to maintain a strong capital base to support the sustained development its businesses. The Company manages its capital structure by monitoring return on net assets and makes adjustments to it in the light of changes in economic conditions. In order to maintain or adjust the capital structure, the Company may adjust the amount of dividend paid to shareholders or issue new shares.

Currently the Company has a paid up capital of Rs. 1 billion against the minimum required paid-up capital of Rs. 500 million set by the SECP for the life insurance Companies for the year ended 31 December 2017.

In addition, the Company is also required to maintain minimum solvency in accordance with the rules and regulations set by the SECP, which are fully met by the Company.

28.1.4 Fair value

Investments on the balance sheet are carried at fair value except for investments in non unit-linked funds which are stated at lower of cost or market value and unquoted investments which are stated at cost. The Company is of the view that the fair value of the remaining financial assets and liabilities are not significantly different from their carrying values since assets and liabilities are essentially short term in nature.

The Company's accounting policy on fair value measurements of its investments is discussed in note 5.1.5 to these financial statements.

The Company measures fair values using the following fair value hierarchy that reflects the significance of the inputs used in making the measurements:

Level 1: Fair value measurements using quoted prices (unadjusted) in active markets for identical assets or liabilities.

Level 2: Fair value measurements using inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly (i.e. as prices) or indirectly (i.e. derived from prices).

Level 3: Fair value measurements using inputs for the asset or liability that are not based on observable market data (i.e. unobservable inputs).

The table below analyses financial instruments measured at the end of the reporting period by the level in the fair value hierarchy into which the fair value measurement is categorized:

(Rupees '000)

2017												
								Fair value				
Note	Available for Sale	HFT	HTM	Loans and Receivables	Other financial assets	Other financial liabilities	Total	Level 1	Level 2	Level 3	Total	
Financial assets measured at fair value												
- Investments												
	Government Securities (Tbills + PIBs + Sukuks)	53 371 573	-	-	-	-	53 371 573	-	53 371 573	-	53 371 573	
	Sukuk Bonds (other than government)	436 381	-	-	-	-	436 381	-	436 381	-	436 381	
	Listed equity securities	26 864 390	84 364	-	-	-	26 948 754	26 948 754	-	-	26 948 754	
	Unlisted equity securities	11 008	-	-	-	-	11 008	-	-	11 008	11 008	
	Units of mutual funds	566 867	-	-	-	-	566 867	-	566 867	-	566 867	
	Debt securities (Listed TFCs)	745 754	-	-	-	-	745 754	745 754	-	-	745 754	
Financial assets not measured at fair value												
	- Government Securities (Tbills + PIBs + Sukuks)	-	-	3 083 004	-	-	3 083 004	-	3 097 470	-	3 097 470	
	- Balances with banks *	28.1.4.1 18 489 441	-	-	-	-	18 489 441	-	-	-	-	
	- Certificate of Investment	28.1.4.1 210 000	-	-	-	-	210 000	-	-	-	-	
	- Advances	28.1.4.1 -	-	-	94 638	1 142 548	1 237 186	-	-	-	-	
	- Listed equity securities and mutual fund units (at lower of cost or market value)	315 180	-	-	-	-	315 180	406 054	-	-	406 054	
	- Other assets (excluding markup accrued)*	28.1.4.1 -	-	-	-	694 046	694 046	-	-	-	-	
		101 010 594	84 364	3 083 004	94 638	1 836 594	- 106 109 194	28 100 562	57 472 291	11 008	85 583 861	
Financial liabilities not measured at fair value												
	- Other liabilities (excluding Liabilities against assets subject to finance lease) *	28.1.4.1 -	-	-	-	-	3 174 243	3 174 243	-	-	-	
		-	-	-	-	-	3 174 243	3 174 243	-	-	-	
		101 010 594	84 364	3 083 004	94 638	1 836 594	(3 174 243)	102 934 951	28 100 562	57 472 291	11 008	85 583 861

(Rupees '000)

2016											
								Fair value			
Note	Available for Sale	HFT	HTM	Loans and Receivables	Other financial assets	Other financial liabilities	Total	Level 1	Level 2	Level 3	Total
On balance sheet financial instruments											
Financial assets measured at fair value											
- Investments											
Government Securities (Tbills + PIBs + Sukuks)	45 404 994	-	-	-	-	-	45 404 994	-	45 404 994	-	45 404 994
Sukuk Bonds (other than government)	1 192 326	-	-	-	-	-	1 192 326	-	1 192 326	-	1 192 326
Listed equity securities	36 230 825	459 246	-	-	-	-	36 690 071	36 690 071	-	-	36 690 071
Unlisted equity securities	508	-	-	-	-	-	508	-	-	508	508
Units of mutual funds	511 783	-	-	-	-	-	511 783	-	511 783	-	511 783
Debt securities (Listed TFCs)	173 185	-	-	-	-	-	173 185	173 185	-	-	173 185
Financial assets not measured at fair value											
- Government Securities (Tbills + PIBs + Sukuks)	-	-	3 465 074	-	-	-	3 465 074	-	3 492 212	-	3 492 212
- Balances with banks *	28.1.4.1 12 391 210	-	-	-	-	-	12 391 210	-	-	-	-
- Certificate of Investment	28.1.4.1 210 000	-	-	-	-	-	210 000	-	-	-	-
- Advances	28.1.4.1 -	-	-	91 912	1 782 633	-	1 874 545	-	-	-	-
- Listed equity securities and mutual fund units (at lower of cost or market value)	1 183 242	-	-	-	-	-	1 183 242	1 995 995	-	-	1 995 995
- Other assets (excluding markup accrued)*	28.1.4.1 -	-	-	-	2 162 060	-	2 162 060	-	-	-	-
	97 298 073	459 246	3 465 074	91 912	3 944 693	-	105 258 998	38 859 251	50 601 315	508	89 461 074
Financial liabilities not measured at fair value											
- Other liabilities (excluding Liabilities against assets subject to finance lease) *	28.1.4.1 -	-	-	-	-	3 202 234	3 202 234	-	-	-	-
	-	-	-	-	-	3 202 234	3 202 234	-	-	-	-
	97 298 073	459 246	3 465 074	91 912	3 944 693	(3 202 234)	102 056 764	38 859 251	50 601 315	508	89 461 074

28.1.4.1 The Company has not disclosed the fair values for these financial assets and liabilities, as these are for short term or reprice over short term. Therefore their carrying amounts are reasonable approximation of fair value.

29. INSURANCE RISK

29.1 Insurance contracts and Takaful contracts

29.1.1 Classification

The Company currently issues contracts that are classified as insurance and takaful contracts as they transfer significant insurance risk (against death, disability and sickness) from the policyholder to the Company. In the past the Company has issued contracts where the insurance risk transferred is insignificant, these therefore being classified as investment contracts. All contracts which include an investment element being unit-linked contracts linked to internal mutual funds.

The Company classifies its business into Individual Life and Group Life businesses, in both cases the form of contract consisting of main plans and supplementary riders (which are generally optional).

Individual life business mainly consists of unit linked products and conventional protection products, in both cases with optional supplementary riders which generally provide protection only. Group Life business consists primarily of protection products and a relatively small number of unit-linked policies.

29.1.2 Contract details and measurement

The insurance contracts offered by the Company are described below.

29.1.2.1 Individual Life Policies

These consist of the following types of policies:

(a) Unit Linked Products:

These are medium to long term unit-linked plans designed to address a variety of future policyholder needs, such as retirement planning, education planning for children, marriage planning for children, life protection and investments and savings for future. Premiums received from policyholders and after deduction of specified charges including risk charges, are invested in internal unit funds of the Company. The basic plan contains life cover over and above the unit value, with additional protection (for death, disability and sickness) being provided through the addition of optional riders.

Policyholder Liabilities for these plans (excluding attached riders) are measured as the sum of the fair value of units attached and the unearned part of any risk premiums charged.

(b) Conventional Protection Products:

Two types of products are offered under Individual life conventional business, these being medium to long term contracts with level premiums being paid over the policy period. The Company offers a standard term life assurance product that offers protection in event of death as well as a decreasing term life assurance policy that covers outstanding loan balances.

Policyholder liabilities for both products are determined on a net premium basis by determining the present value of benefits less the present value of future net premiums, a theoretical net premium being calculated using conservative assumptions for mortality and the discount rate.

(c) Family Takaful Investment linked Products:

These are medium to long term unit-linked plans operated through Window Takaful Operations of EFU Life Assurance.

The member liabilities are divided into two broad categories, unit reserves and non-unit reserves. The unit reserve comprises of the total units allocated to the Membership in the Participants' Investment Fund (PIF). The value of these units, at the bid price prevailing on the valuation date, forms the unit reserve. The non-unit reserve is the actuarial reserve in the Participants' Takaful Fund (PTF). The net non-unit reserve is calculated as the unearned mortality reserve which is the calculated as the unexpired portion of the net mortality charges (Net of Wakala Fee and Retakaful Contribution) deposited into the PTF. The gross non-unit reserve is calculated as the net reserve plus the unearned retakaful contribution paid.

(d) Accident and Health Products:

These consist of long term and short term Accident and Health products providing cover against accidental death, disability, sickness and critical illness, offered both as long term as well as yearly renewable plans

Policyholder Liabilities for short term contracts are evaluated using the unearned premium reserve method, taking into account the unexpired future period of risk, with a premium deficiency reserve being provided for where the Company's management perceives that the premium being charged is not adequate. For the critical illness long-term contracts, liabilities are evaluated using a net premium method i.e. expected present value of benefits payable less expected present value of net premiums receivable.

(e) Other Supplementary Benefits:

The Company also offers a variety of supplementary benefits attached with main plans including additional term life assurance, income benefits, critical illness, sickness and accidental death and disability related benefits.

The methods used to determine policyholder liabilities differ with the nature and terms of these benefits. Most supplementary benefits related to death and critical illness, are identical to some main plans offered in individual life business, the valuation methods used for these being consistent with their related main plans. Measurement of liabilities for benefits related to accident disability, accidental death and sickness are based on unearned premium method.

(f) Reserve for Outstanding Losses (Individual life)

The Company records reported losses as payable upon intimation of any claim. Unpaid claims are assessed from time to time and the liability measured in accordance with management's estimates of whether claims are payable or not.

Claims payable over a duration of more than one year are measured at the discounted value of expected payments.

The Company also provides, as part of policyholder liabilities, a reserve for incurred but not reported claims (IBNR). Due to insufficient claim history of Individual life business, however, the general lag method for IBNR is not used. The Company adopts a methodology based on best estimates of future incurred but not reported claims, as suggested by the appointed actuary of the Company.

29.1.2.2 Group Life and Group Takaful Protection Policies

(a) Nature of Contracts:

The Company's group life and group takaful business consists of one year term life contracts which provide coverage, in the event of death or disability, to:

- employees of a common employer, benefits payable under these contracts being either fixed, in case of death, or linked to the extent of loss incurred by the policyholder, in case of disability;

- customers of financial institutions, the contracts being issued to financial institutions to protect their customers' outstanding loan balances, such as on personal loan, mortgages and credit cards.

Unit Linked Group Life policies are similar in nature to Individual Life Unit linked Products.

(b) Policyholder Liabilities:

Policyholder liabilities consist of the following components:

- Net Unearned Premium Reserve

The unearned premium reserve is the portion of premium that had been booked in the current period but pertains to a period that extends beyond the valuation date. The fraction of premium that is to be consumed in the succeeding period is considered to be unearned. The unearned premium is the aggregate for both posted and fluctuations in the unearned premium.

The unearned premium reserve is computed both gross and net of reinsurance, the methodology used for both being similar.

- Unit-Link Group Life Policies

Policyholder Liabilities for these policies are measured as the sum of the fair value of units attached and the unearned part of any risk premiums charged.

- Profit Commission Reserve (accrued for policyholders)

This is the total accrued profit commission that is payable to policy holders at a future date. Profit commission for any policy normally becomes payable at the end of three policy years. However, accrued profit commission is calculated at the end of each policy year to account for the liability that has been created for that year. The sum of all such accrued profit commissions for all schemes is the Profit Commission reserve.

- Profit Commission Reserve (accrued from re-insurer)

This is the total profit commission due from re-insurer on all reinsured schemes. Profit commission rates are applied on insured groups, based on their size. The total profit commission accrued from re-insurer is the sum of profit commissions for each group.

- Premium Deficiency Reserve

The need for premium deficiency reserve arises when the Company expects to incur claims in excess of reserves set aside using conventional methods. The Company analyzed its current portfolio of group contracts and evaluated loss ratios of group business. The Company does not expect excessive claims on any schemes and hence no provision for Premium Deficiency Reserve is set aside.

- Incurred But Not Reported (IBNR) Reserve

The IBNR (incurred but not reported) reserve is an estimate of those claims that might have occurred but not yet reported. This is estimated by using the claim intimation lag from the date of death for the claims that have been reported in the last two years. The system generated IBNR triangle report is used to calculate the ratio of delay to estimate the probable claims pertaining to and not reported up to the valuation date.

29.1.3 Liability Adequacy Test

Liability adequacy test is applied to all long term contracts where necessary, especially those products where actuarial liability estimation is based on conservative assumptions. Liability adequacy test is carried out using current best estimates of assumptions and future net cash flows, including premiums receivable, benefits payable and investment income from related assets.

To determine the adequacy of liabilities, assumptions must be based on realistic best estimates. At the moment, the Company does not have sufficient mortality data for comparison with assumed life table EFU (61-66). The Company compares efu(61-66) with recent mortality studies for similar groups. The comparison suggests that current actual mortality experience is better than the experience reflected in efu(61-66). Thus the Company uses a modified version of efu(61-66) as a best estimate of mortality for liability adequacy test.

The investment return currently assumed for valuation is 3.75% p.a. This assumption reflects a long-term conservative return that the Company expects to earn on assets backing these liabilities. On a more realistic view of current financial markets, the Company estimates that a long term return on these assets of 6% is reasonable. Liabilities are re-evaluated at investment return assumption of 6% for individual and 7.75% for group for Liability Adequacy Test.

The table below compares total policyholder liabilities under existing valuation basis with policyholder liabilities calculated using best estimate assumptions:

(Rupees in '000)

Assumption	Policyholder liabilities on existing valuation basis	Policyholder liabilities using best estimate assumptions
Mortality	99 114 299	98 941 783
Investment returns	99 114 299	99 101 957

The liabilities evaluated under these assumptions suggest that recognized liabilities are adequate and no further provision is required.

29.2 Reinsurance / Retakaful contracts held:

The Company has entered into reinsurance / retakaful (hereinafter referred to as "reinsurance") arrangements, for both its individual and group businesses, in order to manage risks associated with the frequency and severity of claims. These arrangements include cover under treaties as well as on a facultative basis. The terms of reinsurance treaties vary by type of business, the objective being to maintain a reasonable risk profile suiting the risk appetite and overall exposure to adverse movements in mortality or morbidity.

Primarily, reinsurance assets are amounts due from reinsurers with respect to recoveries under claims and profit commission. Reinsurance recoveries are measured according to the terms and conditions of the reinsurance contracts.

Reinsurance liabilities consist of amounts due to reinsurers on account of reinsurance premiums due which are measured according to the terms of the arrangements.

The details related to reinsurance assets and liabilities are shown below:

(Rupees in '000)

Reinsurer rating	Amounts due from reinsurers	Amounts due to reinsurers
'A' or above	126 442	78 865

The Company assesses impairment on its reinsurance assets on a regular basis to identify any losses in recoveries. As of now, Company's all reinsurance assets are due from reinsurers with a credit rating of "A or Above". The reinsurers maintain a sound credit history and hence no impairment provision is required for now.

29.3 Accounting estimates and judgments

The Company makes several estimates of assumptions to evaluate its assets and liabilities reported in its financial statements. On the liability side, there are a number of factors that have a direct impact on policyholder liabilities. Assumptions are continually evaluated using internal analysis and monitoring processes to test validity of these assumptions.

29.3.1 Mortality, Disability and Critical Illness

Mortality and disability rates are basic assumptions used in valuation of policyholder liabilities. For mortality, life table efu(61-66) is being currently used. The life table was published more than 40 years ago and may not reflect mortality improvements. For reserving purposes, a 10% mortality loading is used over efu (61-66) rates to build in conservatism. An analysis of past mortality experience, reveals that 10% mortality loading for reserving purposes is appropriate to ensure prudence.

Sudden adverse experience in mortality might occur due to epidemics, causing deaths on a mass scale due to incurable contagious illnesses. Mortality may also deteriorate over a period of time, due to wide-scale changes in living life styles, eating and health habits.

Sensitivity test with respect to mortality is carried out and impact on policyholder liabilities is observed. When mortality rates increase by 10%, policyholder liabilities increase by 0.058%. Likewise, when mortality rates decrease by 10%, policyholder liabilities decrease by 0.058%.

In absence of credible disability and critical illness incidence rates, the Company uses reinsurance rates for actuarial liability valuation of disability and critical illness benefits.

29.3.2 Investment income

Investment income is an important assumption for valuation of long-term conventional plans. This is the rate at which future expected benefits and expected premiums are discounted. Currently, the valuation assumption used for investment income is 3.75% p.a.

Sensitivity test with respect to investment income is carried out and its impact on policyholder liabilities observed. When investment rate is increased by 10%, policyholder liabilities decrease by 0.002%. Likewise, when investment income rate is decreased by 10%, policyholder liabilities increase by 0.002%.

29.4 Frequency and Severity of claims

Frequency and severity can have a significant impact on total claims paid out by the Company. High frequency of claims could occur due to adverse experience of mortality or disability. Adverse mortality experience, in short-term, could be due to a wide-range spread of fatal contagious disease, an epidemic. Over a longer term, overall health practices, eating and living habits could potentially have an adverse effect on mortality.

About 90% of Company's business is concentrated in the provinces of Sindh and Punjab. This concentration is largely in line with the population of these provinces relative to country's total population. The Company's diversified portfolio of contracts helps limit the frequency and severity of claims. However, in event of large number of deaths or disabilities, the Company does face the risk of paying out excessive claims. To manage and mitigate this exposure, arrangements in form of reinsurance and catastrophe cover are in place.

In Group life business, frequency and severity of claims can be affected by concentration of business in a specifically risky class of industry. Claim frequency can rise substantially from businesses in industries that are more prone to accidents due to the nature of work they perform. Likewise, severity of claims can also be associated with business concentration in a specific class of industry. The Company continually monitors its concentration risk and takes measures to keep its business portfolio well diversified.

Contracts in group life, are mainly one year term life contracts, where premium rates are generally guaranteed for one year only. The Company retains the right of changing premium rates by incorporating the claim experience of a group insured, thereby allowing the Company to charge a specific group in line with its claim experience.

The Company regularly carries out an exercise to monitor time lags between intimation and settlement claim dates. The study reveals that a significant portion of claims are settled within twelve months of claim intimation.

29.5 Sources of uncertainty in estimation of future benefit payments and premium receipts

The uncertainty with respect to future premiums and benefits may arise due to unexpected changes in mortality or disability experience. Adverse mortality experience will result in excess benefit payments, and reduced future premium income.

Likewise, unexpected changes in surrenders and lapses could also have a significant impact on future realized premiums. Estimates of lapses and surrenders are based on internal experience studies carried out annually. Factors that could affect policyholder behavior include market factors such as interest rates, policyholder preferences in terms of the monetary value that a policyholder relates with the insurance policy, the frequency of premium payments and the age of the individual.

29.6 Process used to decide on assumptions

Assumptions used to determine policyholder liabilities include, mortality/disability/critical illness rates, investment returns for conventional business, investment returns for investment linked business, expenses and mortality loading.

Mortality assumptions should in principle reflect adequate conservatism in liabilities. The Company considers efu (61-66) life table to be appropriate for actuarial valuation of policyholder liabilities.

Disability and Critical illness rates used for liability valuation are the reinsurance rates provided by the reinsurer. Due to lack of sufficient claim experience for these disabilities and critical illnesses, the Company considers this as the best estimate available.

The Company uses an investment return assumption of 3.75% per annum to evaluate actuarial liabilities of its conventional plans. Liabilities of conventional products should in principle reflect a long term conservative interest rate, to reflect adequate conservatism. An investment return of 3.75% per annum is hence considered appropriate.

For Unit Linked products where the death benefit is paid in form of annuity, the Company uses a discount rate of 6% to evaluate present value of future stream of cash flows. In principle, the interest rate assumption set to discount cash flows should reflect the expected returns on assets backing these liabilities. The Company expects to earn at least a 6% return on assets backing these unit-linked liabilities.

In valuation of unearned premium reserve for unit-linked plans a loading of 10% is applied on rates from efu (61-66). In opinion of Company's management and appointed actuary this assumption is prudent.

Since from Annual 2014 onwards the Company shall maintain 100% retention on its books on account of Solvency Margin, the Company will no longer keep an extra reserve on account of mortality fluctuation. It is the opinion of Company's management and appointed actuary that this assumption is prudent.

The Company reserves for any increase in actuarial liability resulting from the possible reinstatement of lapsed policies. The current liability valuation also takes into account cash value of units pertaining to policies lapsed in last 2 years. A unit-linked policy lapses when the second annual premium of policy is not received. In principle, cash value of a lapsed policy is not surrenderable, as per provisions and conditions, unless the second premium is paid and policy is reinstated. However, the Company recognizes the possibility of these lapsed policies to be reinstated and hence carries out periodic studies to determine expected renewals. In opinion of the Company's management and appointed actuary assumptions used to set aside a liability against these lapsed policies is prudent.

For the purpose of liability adequacy tests the Company makes assumptions relating to expenses. For this purpose regular expense analyses are carried out based on actual expenses and transaction volumes

29.7 Sensitivity Analysis

The basic assumptions used in valuation of liabilities are mortality, disability, critical illness rates and investment returns assumed in discounting future cash flows. The table below presents sensitivity results with respect to above mentioned factors, with their impact observed on policyholder liabilities:

Sensitivity variable	% change in sensitivity variable	% change in policyholder liabilities
Worsening of mortality and critical illness rates	10%	0.058%
Improvement in mortality and critical illness rates	10%	-0.059%
Increase in investment returns	10%	-0.002%
Decrease in investment returns	10%	0.002%

29.8 Management of insurance, financial and other risks

29.8.1 Insurance Risk

The risk that Company faces is due to randomness in occurrence of insured events. In principle, the Company faces the risk that total claims exceed the reserves set aside at any point in time.

The occurrence of any single claim and amount paid on a single claim is a random event. However, as the number of contracts and independent lives increase, the estimated claim amounts and the number of claims get closer to the actual figures. This phenomenon is observed when pool of contracts is large enough and lives are independent. To manage this risk, Company monitors its concentration risk, on several parameters, and maintains diversity in its portfolio of insurance contracts.

In order to maintain this diversification, the Company takes a number of steps to manage the overall insurance risk of its portfolio of insurance contracts. The risk of an individual life is broadly assessed in light of its: medical condition, which include living habits, physical health and medical history; occupational condition, which assesses an individual's job profile and whether any characteristics of the job could have a significant impact on that individuals mortality; financial condition, which determines the individuals ability and affordability to purchase and maintain an insurance contract over the long-term.

The Company identifies and defines parameters in its underwriting strategy to clearly identify individuals (sub-standard lives) which could potentially increase the overall risk of insurance portfolio. Based on certain parameters, such individuals pay an extra charge called Extra Mortality Premium, in order to compensate for extra risk added to existing pool of insured individuals. These measures allow the Company to charge an individual life in line with the risk contributed to its insurance portfolio. These underwriting measures also discourage accumulation of sub-standard lives in the insured pool, thereby managing the overall insurance risk of Company in the long-term.

The Company also manages its geographical concentration of risk. Currently the Company's geographical concentration of risk for its Individual Life sales force business is as follows:

	Diversification of Risk Portfolio	
	Before Reinsurance	After Reinsurance
Azad Kashmir	2.38%	3.06%
Baluchistan	4.91%	6.06%
Gilgit Baltistan	1.03%	1.44%
Khyber Pakhtunkhwa	2.38%	2.84%
Punjab	43.28%	43.54%
Sindh	46.03%	43.05%

For Group Life business, the Company's geographical concentration of risk is as follows:

Conventional business:

	Diversification of Risk Portfolio	
	Before Reinsurance	After Reinsurance
Sindh	53.67%	55.05%
Punjab	46.33%	44.95%

Group Family Takaful business:

Sindh	73.97%	70.53%
Punjab	26.03%	29.47%

The Company also has reinsurance arrangements with its reinsurance partners, to whom the Company passes any excess insurance risk beyond its retention levels. Limits are continually monitored and kept in line with the overall risk tolerance. This allows the Company to retain the risk according to its risk capacity and minimizes excessive claim payouts. Currently, the total risk retained on individual life products is Rs. 2,000,000 per life for the death risk, Rs. 500,000 for individual takaful policies and Rs. 1,000,000 for risks associated with critical illness plans. For Group Life, the Company currently retains Rs. 2,000,000 of total life risk on each life and Rs. 1,000,000 for Family Takaful Protection Business. For critical life cover, 50% of the sum covered is retained for both, Group Life and Family Takaful Protection Business.

The Company also has arrangements for claims in event of a catastrophic scenario under an Excess of Loss Catastrophe cover which is triggered in event of excessive claims, limiting total amount of claims paid out if such an event occurs.

29.8.2 Other risks

The Company faces a number of financial risks in its assets and liabilities, apart from insurance risk. These risks can be broadly categorized as expense risk, lapse risk, market risk, credit risk and liquidity risk. This section describes these risks on the Company level and identifies and describes the processes and strategy of management to manage these risks.

29.8.3 Expense risk

The risk that the Company faces is that future expenses may be higher than those used in pricing of products causing an expense overrun. The Company mitigates this risk by incorporating a certain level of acceptable conservatism in building future policy expense factors in pricing and expects to maintain its actual expenses within these limits. Regular monitoring of expenses allows the Company to adjust its pricing in time to account for higher than expected expenses.

The Company closely monitors its expenses by regularly carrying out an expense analysis for its business. The assumptions for future policy expense levels are determined from the Company's most recent annual expense analysis, with an extra margin built-in to account for variability in future expenses. A review of product pricing is carried out each year based on the latest available expense factors. Constant monitoring of expenses enables the Company to take corrective actions in time.

Based on the results of expense analysis, the Company apportions its management expenses to different lines of business.

29.8.4 Lapse risk

The risk the Company faces is that future persistency rates may be lower than assumed in pricing, thus impacting the emergence of profit from its portfolio of individual life policies. The Company however is confident that this risk is insignificant as the Company places tremendous emphasis on quality customer services and retention of clients by making persistency standard an integral part of the sales force culture. The Company has been consistently maintaining good levels of persistency and will continue a similar trend in future.

The Company has robust systems in place to regularly monitor the lapse experience. Regular focus on persistency is embedded in the Company culture and is an integral part of the monitoring of the sales force performance and remuneration.

29.8.5 Market risk

Market risk is the risk that the value of financial instruments will fluctuate as a result of changes in market prices, whether those changes are caused by factors specific to the individual security, or its issuer, or factors affecting all securities traded in the market. The Company is exposed to market risk in relation to its investments with respect to products other than unit linked products (in unit linked products, investment risk is borne by the policyholder). The Company limits market risk by maintaining a diversified portfolio and by continuously monitoring developments in government securities, equity and term finance certificates. The Company, along with minimizing market risk by careful diversification in assets, also periodically carries out an Asset Liability management exercise, to match its duration of assets and liabilities.

29.8.6 Credit risk and concentration of credit risk

Credit risk arises when one party fails to discharge its obligation and cause the other party to incur a financial loss. Concentration of credit risk arises when a number of counter parties have similar types of business activities. As a result, any change in economic, political or other conditions would affect their ability to meet their contractual obligations. The Company is exposed to credit risk on premiums receivable from group clients, commission and claims recoverable from insurers and investment in term finance certificates. The management monitors exposure to credit risk through regular review of credit exposure, assessing credit worthiness of counter parties and prudent estimates of provision for doubtful debts. The Company believes it is not exposed to any major concentration of credit risk.

29.8.7 Liquidity risk

Liquidity risk is the risk that the Company is unable to meet its funding requirements, without incurring a material loss in disposing off its illiquid assets. To guard against this risk, the Company maintains a healthy balance of cash and cash equivalents and readily marketable securities. Liquidity is monitored regularly and assets are frequently rebalanced to maintain a certain level of liquidity at all times. Going forward, the Company also plans to set up a contingency plan, whereby alternate sources of liquidity will be identified and assets would be analyzed and ranked in their liquidity order, to determine which assets would need to be disposed off first in case of a liquidity crisis.

The expected payouts in liabilities along with maturity profile of assets and liabilities are monitored to ensure that adequate liquidity is maintained within the Company, to avoid the need of liquidating assets below their actual market value.

The following extract, classifies the assets and liabilities of the Company by type of product in each Statutory Fund as at 31st December 2017. The table below also presents details of assets under Shareholder's Fund:

2017	Investment Linked Products (All unit main linked plans)	Conventional Products (Individual, Group Life, Riders)	Shareholders' Fund	(Rupees '000)	
				Shareholders' Fund	Total
Available for sale:					
- Government Securities	53 371 573	—	—	—	53 371 573
- Other fixed income securities	1 092 135	—	—	—	1 092 135
Held to maturity:					
- Government Securities	—	1 644 132	1 438 872	—	3 083 004
- Other fixed income securities	—	—	—	—	—
Available for sale:					
- Listed equities and mutual funds	27 001 068	665 755	163 978	—	27 830 801
- Unlisted equities and mutual funds	—	—	11 008	—	11 008
Loans and receivables	—	—	94 638	—	94 638
- Insurance receivables	—	98 389	—	—	98 389
Reinsurance assets	—	126 442	—	—	126 442
Cash and cash equivalents	15 184 573	3 087 484	224 856	—	18 496 913
Other assets	1 128 150	2 316 625	2 588 320	—	6 033 095
Total assets	97 777 499	7 938 827	4 521 672	—	110 237 998

(Rupees '000)

2017	Investment Linked Products (All unit main linked plans)	Conventional Products (Individual, Group Life, Riders)	Shareholders' Fund	Total
Long-term insurance:				
Fixed term	55 834 807	314 374	–	56 149 181
Whole of life	41 354 360	–	–	41 354 360
Short-term insurance contracts	–	1 285 527	–	1 285 527
Riders	–	335 269	–	335 269
Retained earnings on other	–	2 108 701	–	2 108 701
Equity	–	–	4 340 648	4 340 648
Other liabilities	588 332	3 894 956	181 024	4 664 312
Total liabilities	97 777 499	7 938 827	4 521 672	110 237 998

30. SEGMENT REPORTING

Class of Business wise assets, liabilities and operating results have been disclosed in the Balance sheet and Profit and Loss account and Revenue account prepared in accordance with the requirements of Insurance Ordinance 2000, the SEC (Insurance) Rules, 2002 and Takaful Rules, 2012.

31. NUMBER OF EMPLOYEES

	2017	2016
Number of employees as at 31 December	1 709	1 547
Average number of employees as at 31 December	1 628	1 466

32. RELATED PARTY TRANSACTIONS

The related parties comprise of Directors, key management personnel, associated undertakings, and entities with common Directors and retirement benefit fund. The transactions with related parties, other than those disclosed elsewhere in these financial statements and remuneration of key management personnel (disclosed in note 25) are as follows:

	2017	2016
Associated companies		
Transactions		
Premium written	85 014	56 723
Premium paid	48 167	41 838
Claims paid	21 005	30 081
Claims received	2 290	4 994
Commission paid	98 638	75 954
Travelling expenses	2 604	1 077
Dividend paid	1 022 705	631 070
Dividend received	146 579	89 957
Interest on Bank Deposit	133 353	179 126
Bonus Shares Received	–	411 508
Redemption on Mutual Funds	–	204 064
Others		
Investment sold	1 264 308	–
Balances		
Bank balances	661 499	30 906
Bank Deposits	2 150 000	2 150 000
Premium payable	21	49
Premium receivable	1 146	5 219
Investment in EFU General Insurance Limited	715 719	1 486 093
Investment in related party	508 571	238 310
Claim outstandings	6 539	5 972
Key management personnel		
Transactions		
Loan to employees	550	–
Loan recovered	4 053	5 425
Balances		
Loan Receivable	26 441	29 944
Employees' funds Transactions		
Contribution to provident fund	25 529	22 468
Contribution to pension fund	21 116	18 415

(Rupees '000)

33. WINDOW TAKAFUL OPERATIONS

The Statement of financial position of Window Takaful Operations as at 31 December 2017 and its financial performance for the year ended 31 December 2017 are as follows:

33.1 Balance Sheet

(Rupees '000)

Note	Shareholders' Funds	Statutory Funds Family Takaful Investment Linked Business	Family Takaful Protection Business	Aggregate 2017	Aggregate 2016
Share capital and reserves					
Operator's Fund	50 000	–	–	50 000	50 000
Accumulated surplus	3 995	–	–	3 995	–
Net shareholders' equity	53 995	–	–	53 995	50 000
Balance of statutory fund [including policyholders' liabilities Rs. 2244.71 million (2016:Rs.1315.68 million)]					
Participant Investment Fund	34 059	2 185 823	–	2 219 882	1 317 350
Participant Takaful Fund - Waqf	–	77 928	69 545	147 473	51 767
Cede Money - Waqf	–	2 000	–	2 000	2 000
Shareholder's Fund unit holding in PIF	–	16 182	–	16 182	5 690
	34 059	2 281 933	69 545	2 385 537	1 376 807
Creditors and accruals					
Outstanding Claims	–	13 153	14 094	27 247	9 359
Contribution received in advance	–	26 599	3 917	30 516	22 565
Amounts due to retakaful	–	2 930	25 082	28 012	26 455
Amounts due to agents	–	85 027	2 377	87 404	73 870
Accrued expenses	16 837	–	–	16 837	12 418
Other creditors and accruals	117 479	177 856	219 229	514 564	275 223
Capital contribution	18 309	–	–	18 309	–
Interfund payable	147 508	–	2 195	149 703	58 671
Total liabilities	300 133	305 565	266 894	872 592	478 561
Total equity and liabilities	388 187	2 587 498	336 439	3 312 124	1 905 368
Cash and bank deposits					
Policy stamps in hand	58	–	–	58	19
Current and other accounts	200 176	182 952	127 932	511 060	456 741
Deposits maturing within 12 months	28 000	1 461 000	–	1 489 000	508 000
	228 234	1 643 952	127 932	2 000 118	964 760
Investments					
Government securities	–	140 836	17 214	158 050	145 836
Other Fixed Income	–	25 000	–	25 000	–
Listed Equities & Mutual Funds	–	508 542	–	508 542	460 252
	–	674 378	17 214	691 592	606 088
Current assets - others					
Prepayments	1 909	–	–	1 909	5 450
Contributions due but unpaid	–	–	4 091	4 091	1 712
Sundry receivables	141 220	105 633	186 964	433 817	181 228
Investment income accrued	236	13 832	238	14 306	2 288
Shareholder's Fund unit holding in PIF	16 182	–	–	16 182	5 690
Capital contribution	–	–	–	–	78 579
Income Tax Assets	–	–	–	–	–
Advances and deposits	406	–	–	406	902
Interfund Receivable	–	149 703	–	149 703	58 671
	159 953	269 168	191 293	620 414	334 520
Total assets	388 187	2 587 498	336 439	3 312 124	1 905 368

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33.2.1 Participants' Investment Fund (PIF)

Allocated contribution
Policy transfer to other statutory fund
Net investment (loss) / income
Total net income

Wakalat-ul-Istismar
Surrender

Excess of income over claims and expenditure

Add : Technical reserves at the beginning of the period
Less : Technical reserves at the end of the period

Movement in technical reserves	
Balance of PIF at the beginning of the period	
Balance of PIF at the end of the period	

Income

Contribution net of retakaful recoveries
Net investment income
Total net income

Claims net of retakaful recoveries
Selection discount
Wakala fee

Excess of income over claims and expenditure

Add : Technical reserves at the beginning of the period
Less : Technical reserves at the end of the period

Movement in technical reserves

Balance of PTF at the beginning of the period

Qard-e-Hasna

Balance of PTF at the end of the period

(Rupees '000)

Statutory Funds			
Family Takaful Investment Linked Business	Family Takaful Protection Business	Aggregate 2017	Aggregate 2016
1 491 774 7 543 (106 765) 1 392 552	— — — —	1 491 774 7 543 (106 765) 1 392 552	1 292 346 2 332 109 782 1 404 460
123 558 370 277 493 835	— — —	123 558 370 277 493 835	87 240 86 045 173 285
898 717	—	898 717	1 231 175
1 287 106 2 185 823 (898 717)	— — —	1 287 106 2 185 823 (898 717)	55 931 1 287 106 (1 231 175)
—	—	—	—
898 717 1 287 106 (a) 2 185 823	— — —	898 717 1 287 106 2 185 823	1 231 175 55 931 1 287 106
67 821 3 643 71 464	142 099 210 142 309	209 920 3 853 213 773	78 104 2 820 80 924
11 729 (7 752) 28 074 32 051	51 039 — 74 760 125 799	62 768 (7 752) 102 834 157 850	16 869 (8 785) 32 349 40 433
39 413	16 510	55 923	40 491
20 563 26 219 (5 656)	8 011 32 666 (24 655)	28 574 58 885 (30 311)	9 339 28 574 (19 235)
33 757 5 656 38 515 —	(8 145) 24 655 13 252 39 783	25 612 30 311 51 767 39 783	21 256 19 235 11 276 —
(b) 77 928	69 545	147 473	51 767

Income

Un-allocated contribution
Net investment income
Wakalat-ul-Istismar - PIF
Wakala Fee - PTF
Total net income

- Acquisition costs
- Administration expenses

(Shortfall) / Excess of income over expenditure

Add : Technical reserves at the beginning of the period
Less : Technical reserves at the end of the period

(Deficit) / surplus transferred to shareholders' fund

Movement in technical reserves
 Transfer to Shareholder's Fund
 Capital Contribution
 Qard-e-Hasna
 Retained earnings on other than participating business
 Balance of shareholders' sub fund at the end of the period
 Balance of statutory funds at the end of the period

33.3 Statement of contribution

Gross contribution

Regular contribution individual policies

First Year
Second Year
Subsequent year renewal

Single contribution individual policies

Group policies with cash values

Group policies without cash values

Total gross contribution

33.3.1 Participants' Investment Fund

Allocated regular contribution
Allocated single contribution
Total allocated contribution

33.3.2 Participants' Takaful Fund

Allocated gross contribution
Less: Retakaful contribution ceded
 On individual life first year business
 On individual life second year business
 On individual life subsequent year business
 On group policies
Total retakaful contribution ceded
Net Risk Contribution of PTF

33.3.3 Shareholders' Sub-Fund

Unallocated regular contribution

(Rupees '000)

Statutory Funds		(Rupees '000)	
Family Takaful Investment Linked Business	Family Takaful Protection Business	Aggregate 2017	Aggregate 2016
640 397	—	640 397	474 456
5 923	—	5 923	2 587
123 558	—	123 558	87 240
28 074	74 760	102 834	32 349
797 952	74 760	872 712	596 632
726 195	32 174	758 369	556 171
152 110	4 756	156 866	115 763
878 305	36 930	915 235	671 934
(80 353)	37 830	(42 523)	(75 302)
—	—	—	—
—	—	—	—
—	—	—	—
(80 353)	37 830	(42 523)	(75 302)
—	—	—	—
—	(3 995)	(3 995)	—
93 923	(3 807)	90 116	89 256
—	(39 783)	(39 783)	—
19 957	10 287	30 244	16 290
(c) 33 527	532	34 059	30 244
(a+b+c) 2 297 278	70 077	2 367 355	1 369 117

(Rupees '000)

Statutory Funds		(Rupees '000)	
Family Takaful Investment Linked Business	Family Takaful Protection Business	Aggregate 2017	Aggregate 2016
830 949	–	830 949	665 979
399 091	–	399 091	121 946
116 072	–	116 072	5 298
893 062	–	893 062	1 041 515
1 832	–	1 832	–
–	165 205	165 205	51 701
<u>2 241 006</u>	<u>165 205</u>	<u>2 406 211</u>	<u>1 886 439</u>
606 254	–	606 254	253 163
893 063	–	893 063	1 041 515
<u>1 499 317</u>	<u>–</u>	<u>1 499 317</u>	<u>1 294 678</u>
101 292	165 205	266 497	117 305
18 347	–	18 347	20 439
11 433	–	11 433	3 950
3 691	–	3 691	–
–	23 106	23 106	14 812
<u>33 471</u>	<u>23 106</u>	<u>56 577</u>	<u>39 201</u>
<u>67 821</u>	<u>142 099</u>	<u>209 920</u>	<u>78 104</u>
640 397	–	640 397	474 456

33.4 Statement of Claims

	Statutory Funds		(Rupees '000)	
	Family Takaful Investment Linked Business	Family Takaful Protection Business	Aggregate 2017	Aggregate 2016
Claims under Individual Family Takaful	400 237	–	400 237	94 985
Claims under Group Family Takaful	–	60 822	60 822	18 542
Total Gross Claims	400 237	60 822	461 059	113 527
Gross Claims allocated as follows:				
Participant's Investment Fund (PIF)				
Surrenders / Partial withdrawals under Individual Policies	370 277	–	370 277	86 045
Participant's Takaful Fund (PTF)				
Under Individual policies by death	29 959	–	29 959	8 940
Under group policies by death	–	58 440	58 440	18 140
Under group policies by event other than death	–	2 382	2 382	402
Total gross claims under PTF	29 959	60 822	90 781	27 482
Less: Re-Takaful recoveries under PTF				
On Individual policies First Year	5 322	–	5 322	5 169
On Individual policies Second Year	11 961	–	11 961	–
On Individual policies Third Year	363	–	363	–
Profit commission	584	–	584	–
On group policies	–	9 783	9 783	5 444
	18 230	9 783	28 013	10 613
Net Claims under PTF	11 729	51 039	62 768	16 869
Total Net Claims	382 006	51 039	433 045	102 914

33.5 Statement of Expenses

	Statutory Funds			
	Family Takaful Investment Linked Business	Family Takaful Protection Business	Aggregate 2017	Aggregate 2016
Acquisition costs				
Shareholders' Sub-Fund				
Remuneration to insurance intermediaries on individual policies:				
- commission on first year contribution	369 735	—	369 735	288 100
- commission on second year contribution	36 350	—	36 350	12 797
- commission on subsequent renewal contribution	2 788	—	2 788	1 187
- commission on single contribution	30 448	—	30 448	34 077
- override commission	59 644	—	59 644	40 802
- other benefits to insurance intermediaries	157 153	—	157 153	110 710
	656 118	—	656 118	487 673
Remuneration to insurance intermediaries on group policies:				
- commission	381	31 760	32 141	5 951
- other benefits to insurance intermediaries	—	414	414	1 420
	381	32 174	32 555	7 371
Branch overheads	49 145	—	49 145	38 757
Other acquisition costs				
- policy stamps	12 799	—	12 799	13 585
Total acquisition cost	718 443	32 174	750 617	547 386

Acquisition costs

Administration expenses

- Salaries and other benefits
- Travelling expenses
- Actuary's fees
- Medical fees
- Legal and professional fee
- Advertisements and publicity
- Computer expenses
- Printing and stationery
- Depreciation
- Amortization
- Rental
- Postage
- Fees and subscription
- Other management expenses
- Gross Management Expenses

Commission from reinsurers
Fees charged to policy holders
Net Management Expenses

5 Statement of Investment Income

	Statutory Funds		(Rupees '000)	
	Family Takaful Investment Linked Business	Family Takaful Protection Business	Aggregate 2017	Aggregate 2016
5.1 Participants' Investment Fund (PIF)				
Return on government securities	8 838	—	8 838	5 078
Other fixed income securities	46 018	—	46 018	17 703
Dividend income	18 589	—	18 589	8 217
Amortization of (premium) / discount	—	—	—	(311)
(Loss) / gain on sale of investment	(14 472)	—	(14 472)	5 962
Unrealized (loss) / gain on investment	(165 738)	—	(165 738)	73 133
Net investment income of PIF	(a) (106 765)	—	(106 765)	109 782

5.2 Participants' Takaful Fund (PTF)

Return on government securities	49	49	98	208
Other fixed income securities	2 090	–	2 090	–
Interest on bank deposits	1 504	161	1 665	2 612
Net investment income of PTF	(b) 3 643	210	3 853	2 820

5.3 Shareholders' Sub-Fund

Return on government securities	87	–	87	22
Other fixed income securities	455	–	455	78
Dividend income	184	–	184	37
Amortization of (premium) / discount	–	–	–	(1)
(Loss) / gain on sale of investment	(143)	–	(143)	26
Unrealized (loss) / gain on investment	(1 637)	–	(1 637)	323
Interest on bank deposits	6 977	–	6 977	2 102
Net investment income of shareholders' sub-fund	(c) 5 923	–	5 923	2 587
Net Investment loss	(a+b+c) (97 199)	210	(96 989)	115 189



Statements under Section 52(2) of Insurance Ordinance 2000

34. DATE OF AUTHORIZATION FOR ISSUE

These financial statements were authorized for issue by the Board of Directors of the Company in their meeting held on 14 February 2018.

35. GENERAL

- 35.1 Figures in these financial statements have been rounded off to the nearest thousand of rupees, unless otherwise stated.
- 35.2 Certain prior year's figures have been reclassified for the purpose of comparison. However, there are no major reclassifications to report.
- 35.3 The Board of Directors has proposed a cash dividend of Rs. 11.25 per share (2016: Rs. 12/- per share) amounting to Rs. 1,125 million (2016: Rs. 1,200 million) at its meeting held on 14 February 2018 for the approval of the members at the Annual General Meeting to be held on 7th April 2018. These financial statements do not reflect this appropriation as explained in note 5.1.10.

Statement by Appointed Actuary

I have reviewed the Balance Sheet and Revenue Account and related notes prepared by the Company for the year ending December 31, 2017. In my opinion:

- (a) the policyholder liabilities included in the balance sheet have been determined in accordance with the provisions of the Insurance Ordinance, 2000 ("the Ordinance"); and
- (b) each statutory fund set up by the Company, after accounting for the capital contribution, complies with the solvency requirements of the Ordinance.

OMER MORSHED, FCA, FPSA, FIA
Appointed Actuary

Statement by Directors

(As per the requirement of section 46(6) and section 52(2)(c) of the Insurance Ordinance, 2000).

Section 46(6)

- a. In our opinion the annual statutory account of EFU Life Assurance Ltd. set out in the forms attached to the statement have been drawn up in accordance with the Ordinance and any rules made there under.
- b. EFU Life Assurance Ltd. has at all times in the year complied with the provision of the Ordinance and the rules made there under relating to paid-up capital, solvency and reinsurance arrangements, and
- c. As at December 31, 2017 EFU Life Assurance Ltd, continues to be in compliance with the provisions of the Ordinance and rules made there under relating to paid-up capital, solvency and reinsurance arrangement.

Section 52(2)(c)

- d. In our opinion each statutory fund of EFU Life Assurance Ltd. complies with the solvency requirement of the Insurance Ordinance, 2000 and the Insurance Rules, 2002.

HASANALI ABDULLAH Director	SAIFUDDIN N. ZOOMKAWALA Director	SYED SHAHID ABBAS Chief Financial Officer	TAHER G. SACHAK Managing Director & Chief Executive	RAFIQUE R. BHIMJEE Chairman
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Karachi February 14, 2018

HASANALI ABDULLAH Director	SAIFUDDIN N. ZOOMKAWALA Director	TAHER G. SACHAK Managing Director & Chief Executive	RAFIQUE R. BHIMJEE Chairman
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Karachi February 14, 2018



Pattern of Shareholding

as at 31 December 2017

Number of Shareholders	Shareholdings		Holding Shareholders
	From	To	
170	1	100	6 199
244	101	500	68 859
124	501	1 000	101 358
347	1 001	5 000	977 900
82	5 001	10 000	623 935
24	10 001	15 000	305 116
21	15 001	20 000	363 928
14	20 001	25 000	324 641
6	25 001	30 000	170 329
4	30 001	35 000	124 640
2	35 001	40 000	72 703
5	40 001	45 000	216 021
8	45 001	50 000	391 222
2	50 001	55 000	102 552
6	55 001	60 000	342 861
2	60 001	65 000	124 900
4	65 001	70 000	271 768
1	70 001	75 000	71 801
4	75 001	80 000	311 834
1	80 001	85 000	84 952
1	90 001	95 000	92 400
4	100 001	105 000	404 200
3	105 001	110 000	324 061
1	120 001	125 000	125 000
1	125 001	130 000	128 469
2	130 001	135 000	265 700
1	150 001	155 000	150 617
1	160 001	165 000	165 000
1	165 001	170 000	167 000
1	175 001	180 000	176 063
2	245 001	250 000	499 994
1	330 001	335 000	332 000
1	345 001	350 000	349 865
1	405 001	410 000	406 123
1	495 001	500 000	500 000
1	570 001	575 000	570 155
1	590 001	595 000	593 773
1	675 001	680 000	676 470
3	830 001	835 000	2 502 000
1	905 001	910 000	906 600
1	945 001	950 000	948 229
1	950 001	955 000	952 621
1	980 001	985 000	982 000
1	1 285 001	1 290 000	1 288 835
1	1 290 001	1 295 000	1 292 518
1	3 480 001	3 485 000	3 482 596
1	3 515 001	3 520 000	3 519 981
1	10 000 001	10 005 000	10 000 463
1	20 045 001	20 050 000	20 047 708
1	43 090 001	43 095 000	43 092 040
1 110			100 000 000

Information as required under the Code of Corporate Governance

Categories of Shareholders	Shareholders	Shares held	Percentage
Associated Companies, Undertakings and Related Parties			
EFU General Insurance Ltd.		43 092 040	
Jahangir Siddiqui & Co. Ltd.		20 047 708	
Energy Infrastructure Holding (Pvt) Ltd		906 600	
JS Bank Ltd.		982 000	
Trustee EFU Life Assurance Ltd., Staff Provident Fund		760	
	6	65 029 108	65.03
Mutual Funds			
ICP A/C. MR. NOMAN FAROOQ		471	
ICP A/C. COL M.A. SHEIKH		1 331	
IDBL (ICP UNIT)		35	
	3	1 837	0.00
Directors, CEO, & their spouses and minor children			
Rafique R. Bhimjee		3 482 596	
Saifuddin N. Zoomkawala		500 000	
Taher G. Sachak		525 928	
Muneer R. Bhimjee		3 519 981	
Hasanali Abdullah		136 146	
Heinz Walter Dollberg		588	
Kamal Afsar		501	
Syed Salman Rashid		10 000 463	
Ali Raza Siddiqui		500	
Naila Bhimjee		1 288 835	
Lulua Saifuddin Zoomkawala		55 432	
Rehana Salman		46 800	
	14	19 557 770	19.56
Executives	5	145 140	0.15
Banks, Development Finance Institutions	2	698 624	0.70
Non-Banking Finance Institutions, Insurance Co.	3	42 100	0.04
Individuals / Others	1 071	10 787 081	10.79
Foreign Investors (repatriable basis)	6	3 738 340	3.74
Total	1 110	100 000 000	100.00
Shareholders holding 5 % or more voting interest			
EFU General Insurance Ltd.		43 092 040	43.09
Jahangir Siddiqui & Co. Ltd.		20 047 708	20.05
Syed Salman Rashid		10 000 463	10.00



Glossary of Important Terms

Acquisition cost	Expenses incurred by the company for acquisition of Insurance/Takaful business. These mainly include expenses relating to the distribution channels.
Administration Expenses	Expenses of the company other than the acquisition cost.
Authorized Share Capital	The maximum value of shares that a Company can issue.
Balance Sheet	An accounting term referring to a listing of a company's assets, liabilities and surplus as of a specific date.
Cash Value	The cash value of an insurance/Takaful contract, also called the cash surrender value or surrender value, is the cash amount offered to the policyholder/participant by the life insurer/Takaful operator upon cancellation/maturity of the insurance/Takaful policy.
Claims	The amount payable under a contract of insurance/Takaful arising from occurrence of an insured event.
Commission	Remuneration to an insurance/Takaful intermediary for services such as selling and servicing of insurance/Takaful products
Contribution	Monetary contribution paid as lump sum or periodically by a participant to a Takaful operator for the purpose of obtaining Takaful Benefits
Death Claim	Insurance/Takaful claims paid to beneficiaries when the insured person/participant dies during the period of insurance/Takaful.
Disability Claim	Insurance/Takaful claims paid to the insured person/participant in case of a defined disability during the periods of insurance/Takaful
Dividend Yield	A financial ratio that shows how much a company pays out in dividends each year relative to its share price. In the absence of any capital gains, the dividend yield is the return on investment for a stock.
Earnings per Share	The portion of the company's profit allocated to each outstanding share of common stock. Earnings per share serves as an indicator of a company's profitability.
Gross Contribution	Total contribution of the Operator for all takaful lines of business including Individual Family Takaful new business, Individual Family Takaful renewal contributions, Group Family Takaful business and Single Contribution.
Gross Premium	Total premium of the company for all lines of business including individual life new business, individual life renewal premium, Group business and single premium
Maturity Claim	Insurance/Takaful claim paid to the insured person/Participant in case of maturity of the insurance/Takaful policy.
Net Contribution	Gross contribution less the retakaful contribution ceded.
Net Premium	Gross premium less the reinsurance premiums ceded
Outstanding Claims	Claims incurred and reported but not paid as on the date of the financial statements
Paid-up capital	The amount paid or contributed by shareholders in exchange for shares of a company's stock.
Participants	A person who participates in a Takaful scheme and to whom Takaful Contract is issued
Participants' Investment Fund (PIF)	The unit linked investment fund in which a proportion of the gross contribution is invested.
Participants' Takaful Fund (PTF)/Waqf Fund	A fund which is a risk pool for Takaful participants. It is a sub fund of a statutory fund into which participant's risk related contributions are paid and risk related benefits are paid out.

PAT	Gross profit for the year net of the tax for the year, as mentioned in the Profit and Loss Account.
Policyholders' liabilities	It is the value of the obligation of the insurer to its policyholders. A major portion of this is policyholder reserves, which is the amount representing actual or potential liabilities kept by an insurer to cover policyholders benefits.
Premium	Financial cost of obtaining an insurance cover, paid as a lump sum or in installments during the duration of the policy
Qard - e - Hasna	In case of a deficit in Waqf Fund, Takaful Operator extends a Qard-e-Hasna (interest free loan) to PTF to cover the deficit. This Qard is repaid to the Takaful Operator from future surpluses in the PTF.
Reinsurance Premium	Reinsurance premiums are premiums paid to other insurance companies pursuant to the reinsurance agreements mainly for the purpose of diversification of risks of high value policies.
Retakaful Contribution	Retakaful contributions are contributions paid to other Takaful companies pursuant to the retakaful agreements mainly for the purpose of diversification of risks of high value memberships.
Retention	The part of insurance/Takaful risk that the reinsurer/Takaful Operator retains before passing on the excess to a reinsurer/Retakaful.
Return on Equity	Return on equity measures a company's profitability by revealing how much profit a company generates with the money shareholders have invested. ROE is expressed as a percentage and calculated as: Return on Equity = Net Income/Shareholder's Equity
Shareholders' Equity	This is the total of Paid-up capital, accumulated surplus and any general reserves.
Shareholders' Fund	A fund that is established in the records of a life insurance/Takaful Operator and which contains that part of the assets and liabilities of a life insurer/Takaful operator which is attributed to it and is not attributed to any statutory fund maintained by that life insurer/Takaful Operator
Solvency	Having sufficient assets-capital, surplus, reserves-and being able to satisfy financial requirements to be eligible to transact insurance/Takaful business and meet liabilities.
Statutory Fund	A fund that is established in the records of a life insurer/ Takaful Operator and which relates solely to the life insurance/Takaful business of that life insurer/takaful operator or a particular part of that life insurance/Takaful business
Surplus in Waqf Fund	The excess of assets over liabilities in Waqf Fund/Participants' Takaful Fund (PTF). Negative surplus would be named as 'Deficit' in Waqf Fund.
Surrender Claim	Insurance/Takaful claims paid to the insured person/participant in case an insurance/Takaful policy is terminated before end of its term
Underwriting	The process of assessing and selecting risks for insurance/Takaful and classifying them according to their degrees of insurability so that and appropriate price may be assigned. The process also includes rejection of those risks that do not qualify.
Takaful Donation/Tabarru Donation/Mortality Charge	The portion of contribution of Participant to the Waqf Fund/Participants' Takaful Fund to obtain its membership for Takaful benefits.
Takaful Operators Fund	A Fund setup by a Window Takaful Operator which shall undertake all transactions which the Operator undertakes other than those which pertains to Participants Takaful Fund/Participant Investment Fund setup for the Window Takaful Operations.
Wakalah Fee	The fee that takaful operator charges for the management of Waqf Fund or acting as a Wakeel (Manager of PTF).
Window Takaful Operator	A Registered Insurer authorized under Takaful Rules, 2012 to carry on Takaful business as Window Operations in addition to Conventional Insurance Business.



Group Benefits & Bancassurance - Offices



Individual Life - Offices

Group Benefits - Offices

Karachi

EFU Life House
Plot No. 112, 8th East Street, Phase-I, DHA, Karachi
Phone: (021) 111-338-111

Hasan Aamir, Regional Sales Director
S. Afsar Raza, Chief Marketing Manager
Naveed-ul-Haq Bhatti, Group Manager
Anila Hassan Riaz, Senior Marketing Manager
Syed Amir Iqbal, Marketing Manager
Umar Siddiqui, Marketing Executive
Adeel H. Jaffery, Director (Group Projects)

Lahore

33/2, Block B-1, Gulberg III, Lahore
Phone: (042) 38102625

S.A.R. Zaidi, Executive Director
Fazal Mehmood, Regional Sales Director
Zaheer Aslam, Regional Manager
Faisal Masud, Group Manager
Mubashar Ahmed, Chief Marketing Manager
Tasleem Iqbal, Marketing Manager
Saad Farooqi, Senior Marketing Executive

Islamabad

Office No. 6, 2nd Floor, Yaseen Plaza
74-W, Jinnah Avenue, Blue Area, Islamabad
Phone: (051) 8023200-06

Noor-ur-Rehman, Regional Manager
Rizwan Bajwa, Marketing Manager
Kamran Malik, Senior Marketing Executive
Rao Asif Khan, Marketing Executive

Faisalabad

2nd Floor, Ajmal Centre 289
Batala Colony, Faisalabad
Phone: (041) 8555987

Imran Yaqub, Marketing Manager

Multan

1st Floor, Rajput Commercial Centre
Tareen Road, Near Gull Tax Showroom, Multan
Phone: (061) 8026200, (061) 8026209

Zafar Abbas Chughtai, Assistant Marketing Manager

Bancassurance - Offices

Karachi

37-K, Block 6, PECHS, Karachi
Phone: (021) 34541740, 38652300-2305
Husein Sachak, Director - Bancassurance
Ali Asghar Khandwala, Deputy Head - Bancassurance
Rashid Shaikh, National Sales Head, National Bank of Pakistan
Farukh Hassan, Head of Marketing & Development

Lahore

Office No.202, 203Al-Hafeez Heights, 2nd Floor
65-D-1, Gulberg 2, Lahore. Phone: (042) 38102600-615
Fayyaz Mehmood Tahir,
National Sales Head United Bank Limited
Zubair Zahid, Regional Head - Bancassurance
Hafiz Muhammad Babar Rafique, Regional Head
Syed Zamin Ali, Regional Head - Bancassurance
Shafqat Ali, Regional Head - Bancassurance

Islamabad

3rd Floor, Al Malik Centre
70- W, Jinnah Avenue, Blue Area, Islamabad
Phone: (051) 8023215, 8023222, 8023234
Tahir Sultan, National Sales Head, Allied Bank Limited
Mariam Mani, National Sales Head, Askari Bank Limited
Kamran Hassan, Regional Head - Bancatakaful
Kashif Mansoor Ali Khan, Regional Head - Bancassurance

Faisalabad

25 Waheed Center, Kohinoor Town,
College Road, Opp. Hockey Stadium, Faisalabad
Phone: (041) 8503370, 71,72,73 / 8503338, 39
Ejaz Ahmad Baig, Area Sales Head

Peshawar

2nd Floor, NWR Plaza, Khyber Supermarket
Near Qayyum Stadium, Bara Road, Peshawar Cantt
Phone: (091) 5252129, 5606002
Fawad Farooqui, Regional Head - Bancassurance

Jhelum

Karim Arcade, Machine Mohalla No.3, Jhelum
Phone: (0544) 621017
Khawar Mehmood, Area Sales Head - Bancassurance

Multan

2nd Floor, Golden Heights Plaza, Opp. High Court,
Multan Cantt. Phone: (061) 4587120, 30,40,50
Muhammad Azeem, Area Sales Head - Bancassurance

Gujranwala

Office No 13/1, 2nd Floor, Bhutta Center, Gujranwala
Phone: 0322-4001126
Tayyab Virk, Area Sales Head - Bancassurance

Abbottabad Branch

Alfatah Shopping Center, Opposite Radio
Station, Jhungi, Abbottabad.
0992-341978, 0992-403697, 0992-334254
Saqib Hussain, Assistant Branch Manager

Ahmed Pur East Branch

Opposite Canal Rest House,
Katchery Road, Ahmed Pur East.
062-2273039, 062-2273049
Mazhar Mahmood Khan,
Senior Unit Manager

Ali Pur Chatha Branch

Gujranwal Road,
Opposite The Bank of Punjab,
Ali Pur Chatta Tehsil Wazirabad,
Distt. Gujranwala.
556332690
Muhammad Ishfaq, Senior Unit Manager

Arifwala Branch

EFU Life Assurance, M-Block,
Pakpattan Road, Arifwala.
045-7830480, 045-7830478 045-7830479,
045-7830481, 045-7830483, 045-7830477
Ahsaan Talib, Branch Manager

Astore Branch

Brigade Road, Main Bazaar, Astore
0355-5400855
Ijlal Hussain, Senior Unit Manager

Attock Branch

1st Floor, Sheikh Jaffar Plaza,
Siddiqui Road, Attock City.
057-2703338, 057-2602067,
057-2701957, 057-2702338
Amjid Hussain Shah, Branch Manager

Bagh AK Branch

Near Bagh International Hotel,
2nd Floor of Amaar Hospital,
Distt Bagh AK.
5823445367
S.M. Ahtsham Ul Haq Gillani,
Senior Unit Manager

Bahawal Nagar Branch

Ground Floor, Paradise Hotel,
Opp City Lab, Chishtian Road
0632-277247
Altaf Hussain, Senior Branch Manager

Bahawalpur Branch

88-A, Noor Mahal Road,
Near Iqbal Hospital, Bahawalpur.
062-2887338,39,40,41,42,43,44 and
062-2887348,49,50
Mian M. Afzal, Branch Manager

Bahawalpur Cantt Branch

88-A, Noor Mahal Road,
Near Iqbal Hospital, Bahawalpur.
062-2887338,39,40,41,42,43,44 and
062-2887348,49,50
Junaid Masud, Regional Manager

Bahawalpur City Branch

88-A, Noor Mahal Road,
Near Iqbal Hospital, Bahawalpur.
062-2887338,39,40,41,42,43,44 and
062-2887348,49,50
Naeem Akhter Chaudhry,
Senior Branch Manager

Baltistan Branch

Anchan Plaza, Main Bazar,
Sakardu.
05815-450941
Mubashir Hassan, Senior Branch Manager

Bhakkar Branch

1st Floor, Ubaid Plaza,
Near MCB Bank, Behal Road, Bhakkar.
0453-515074
Muhammad Naeem Tariq, Unit Manager

Bhimber Branch

Heaven Palace Basement Sultan Plaza,
Meerpur Chowk Bhimber AJK.
053-7575520-22
M. Rizwan Sadiq, Senior Unit Manager

Burewala Branch

Upper MCB Bank,
Main Multan Road, Burewala.
0673-771338, 0673-771491-94
Rafique Ahmad, Assistant Branch Manager

Burewala City Branch

Upper MCB Bank,
Main Multan Road, Burewala.
0673-771338, 0673-771491-94
Abu Bakar, Senior Unit Manager

Chichawatni Branch

Plot No. 1976, Street No.2, Block No.14,
Gujjar Chow, Near Captan Naeem Hospital,
Chicha Watni.
0405-487158
Muddassar Meraj, Assistant Branch Manager

Chilas Branch

Near Karakoram Cooperative Bank, Chilas.
0581-2450647
Ourangzeb, Senior Unit Manager

Chishtian Branch

13-Gajyani Road, Chishtian.
063-2500299, 2508137, 2507334, 2507332
Muhammad Amin,
Senior Unit Manager

Chowk Munda Branch

Multan Road, Upper Story
Husnain Honda Center
0344-2968580.
Syed Rizwan Ali Shah, Assistant Unit Manager

Dadu Branch

Near Excise Office,
Dadu, Sindh.
0300-2564390
Zulfiqar Ali, Assistant Unit Manager

Daharki Civic Branch

Near Main G.T. Road,
Daharki, District Ghotki.
0723-643256, 0723-643512,
0723-642424, 0723-643440
Muhammad Nadeem,
Branch Manager

Daur Branch

Near UBL Bank,
Moro Road, Daur Distt SBA, Sindh
0300-0400451
Muhammad Zubair, Unit Manager

Depalpur Branch

Supper Market,
Okara Road, Depalpur.
0333-699199
Ahmad Kamran Javed,
Senior Unit Manager

Dera Allahyar Branch

Main Quetta Road,
Dera Allahyar.
0740-510636
Jan Muhammad,
Branch Manager

Dera Ghazi Khan Branch

1st Floor, Habib Metropolitan Bank,
Jampur Road, D.G. Khan.
0642-468116, 0642-471056-7
Mukhtar Ahmed Tabbasum, Branch Manager

Dera Ismail Khan Branch

1st Floor, Najeeb Centre,
East Circular Road, Dera Ismail Khan.
0966-734001-02,03,04,05,06
Mujahid Khan, Senior Unit Manager

Digri Branch

House # 62-A, Nazeer Shah Colony,
Digri District, Mirpurkhas
0332-2661053
Tassawar Ali, Assistant Branch Manager

Dinga Branch

1st Floor, Fazil Plaza, Dalyan Chowk, Dinga, Tehsil Kahrian, Distt Gujrat. 0537-400338, 0537-402338, 0537-404338, 0537-403399, 0537-600149 Qaisar Abbas, Group Manager

Faisalabad Central Branch

2nd Floor, Ajmal Centre, 289, Batala Colony, Faisalabad. 041-8555981-2,3,4,5,6,7 Mohammad Zahid Bashir, Assistant Branch Manager

Faisalabad Chenab Branch

2nd Floor, Ajmal Centre, 289, Batala Colony, Faisalabad. 041-8555981-2,3,4,5,6,7 Tajamal Khan, Senior Branch Manager Sikander Arshad, Zonal Manager

Faisalabad City Branch

2nd Floor, Ajmal Centre, 289, Batala Colony, Faisalabad. 041-8555981-2,3,4,5,6,7 Syed Bashrat Ali, Branch Manager

Fateh Pur Branch

M.M. Road, Fateh Pur, Near NBP Old Grain Market, Tehsil Karor Lal Easn, Distt Layyah. 0606-840848 Ghulam Abu Talib, Senior Unit Manager

Ghotki Branch

1st Floor, Shadani Shopping Center, Opposite Police Station, Ghotki. 072-3680352, 072-3680351, 072-3684107, 072-3682423 Mahesh Kumar, Senior Branch Manager

Gilgit Baltistan Branch

1st Floor, Dar Plaza, Nabi Bazar, Gilgit. 05811-459874 Faiz Ahmed Khan, Group Manager

Gilgit Baltistan City Branch

1st Floor, Dar Plaza, Nabi Bazar, Gilgit. 05811-459874 Mohammad Nazir, Senior Unit Manager

Gojra Branch

Street No: 01, House No: 03, Mehdi Mohallah, Gojra. 0333-6864716 Shahid Mahmood Niaz, Assistant Unit Manager

Gujranwala Branch

Noor Plaza, 1st Floor, Khokharki Sialkot Road, Opp. Saint Peter School, Gujranwala. 055-8316104-14 Rashid Riaz, Assistant Branch Manager

Gujrat Branch

Dhakkar Plaza, Rehman Shaheed Road, Gujrat. 053-3514246, 053-3609417-18,19 Ali Rizwan, Zonal Manager Faisal Tahir, Regional Manager

Gujrat City Branch

Dhakkar Plaza, Rehman Shaheed Road, Gujrat 053-3514246, 053-3609417-18,19 Majid Navid Akhter, Branch Manager

Gwadar Branch

Ashraf Market, Airport Road, Gwadar. 0333-2027049 Akhtar Ali, Assistant Branch Manager

Hafizabad Branch

1st Floor, Upper Al Baraka Bank, Ali Pur Road, Distt Hafizabad. 054-7525639, 054-7524639, 054-7523693, 054-7540639, 054-7541639 Hafiz Muhammad Amjad, Senior Unit Manager

Hala Branch

Dargah Road, Hala, Near National Saving Centre, Hala Distt 0333-2650892 Muhammad Abid, Unit Manager

Haroonabad Branch

Milad Chowk, Baldia Road, Haroonabad. 0632253592, 0632253290-1 Muhammad Kashif, Group Manager

Hassan Abdal Branch

1st Floor, Ch. Tariq Plaza, Near MCB Bank, G.T. Road, Hassan Abdal. 057-2522238 Muhammad Khurram Awan, Assistant Unit Manager

Hub Chowki Branch

Main R.C.D. Road, Hub Chowki, Distric Lasbella, Hub Chowki. 0853302115, 085364098 Lal Bakhsh Baloch, Branch Manager

Hunza Nagar Branch

2nd Floor, Nazar Shah Plaza, Hospital Chowk, Ali Abad, Hunza. 058-13455172 Sajjad Haider, Assistant Branch Manager

Hyderabad Autobahn Branch

B-15/9, RECHS, 2nd Floor, Opposite Latifabad Unit No. 3, The Autobahn Road, Hyderabad. 022-3411190-1 and 022-3411181-2,3,4,5,6,7,8,9 Bhesham Kumar, Senior Branch Manager

Hyderabad Cantt Branch

1st Floor, Plot No.C-10, Railway Cooperative Housing Society, Near McDonald's Autobahn, Hyderabad. 022-2784642, 022-2785278, 022-27880453 Zaheeruddin Babar, Group Manager

Hyderabad City Branch

B-15/9, RECHS, 3rd Floor, Opposite Latifabad Unit No. 3, The Autobahn Road, Hyderabad. 022-3411190-1 and 022-3411181-2,3,4,5,6,7,8,9 Dileep Kumar Nenwani, Group Manager

Hyderabad Galaxy Branch

B-15/9, RECHS, 2nd floor, opposite Latifabad Unit No. 3. The Autobahn Road, Hyderabad. 022-3411190-1 and 022-3411181-2,3,4,5,6,7,8,9 Aasma, Senior Unit Manager

Hyderabad Mehran Branch

1st Floor, Plot No.C-10, Railway Cooperative Housing Society, Near McDonald's Autobahn, Hyderabad. 022-2784642, 022-2785278, 022-27880453 Syed Sajid Ali, Senior Branch Manager

Hyderabad Model Branch

B-15/9, RECHS, 2nd Floor, Opposite Latifabad Unit No. 3, The Autobahn Road, Hyderabad. 022-3411190-1 and 022-3411181-2,3,4,5,6,7,8,9 Durdana Khan, Branch Manager

Hyderabad New City Branch

Office No.8,9, 2nd Floor, Shelter Shopping Mall, Saddar Cantt, Hyderabad. 022-2720550-1,2,3 Syed Sabir, Assistant Branch Manager

Hyderabad Prime Branch

1st Floor, Plot No.C-10, Railway Cooperative Housing Society, Near McDonald's Autobahn, Hyderabad. 022-2784642, 022-2785278, 022-27880453 Mohammad Farhan Ali, Assistant Branch Manager

Hyderabad Royal Branch

B-15/9, RECHS, 2nd floor, Opposite Latifabad Unit No. 3. The Autobahn Road, Hyderabad. 022-3411190-1 and 022-3411181-2,3,4,5,6,7,8,9 Ghulam Mustafa Chandio, Assistant Branch Manager

Islamabad Branch

Al-Malik Centre, 2nd Floor, 70-W, Jinnah Avenue (Blue Area), Islamabad. 051-2803367, 051-2348048, 051-2803112, 051-2803043, 051-2348049, 051-2348172, 051-2348045, 051-2803175, 051-2803284, 051-2803283 Younis Butt, Assistant Sales Director Muhammad Atif Khan, Zonal Manage

Islamabad Training Branch

Dhodi Plaza, 2nd Floor, East Side Office, Jinnah Avenue (Blue Area), Islamabad. 051-2803367, 051-2348048, 051-2803112, 051-2803043, 051-2348049, 051-2348172, 051-2348045, 051-2803175, 051-2803284, 051-2803283 Muhammad Kashif Khan, Senior Branch Manager

Jacobabad Branch

1st Floor, National Autos, Main Quaid-e-Azam Road, Jacobabad. 072-2650156, 072-2651876, 072-2654931 Faqir Muhammad Shaikh, Senior Branch Manager

Jhang Branch

Upper Story Al-Hamd Zarai Corporation, Near Burji Chowk, Toba Road, Jhang Saddar. 0477-626070 Mazhar Saeed, Senior Unit Manager

Jhelum Branch

Karim Arcade, M.M. No.03, Jada Road, Jhelum. 0544627337, 0544627118, 0544720394, 0544628606, 0544628751 Nadeem Shakeel, Assistant Branch Manager

Kandhkot Branch

Shah Mohammad Malik Plaza, Office No.3, Opposite Honda Showroom, Mandi Road, Kandhkot. 0722-570685, 0332-5081358 Adnan M. Samejo, Assistant Branch Manager

Karachi Cantt Branch

Nafees Arcade, 3rd Floor, Off. No.301, Opp. Askari Park University Road, Karachi. 021-38652520-43 Reeta, Branch Manager

Karachi Capital Branch

Al-Samad Tower, 604-605, Plot # SB-33, Block 13-B, Opposite Bait ul Mukarram Masjid Gulshan-e-Iqbal, Main University Road, Karachi. 021-38652710-31 Ghulam Sarwar, Branch Manager

Karachi Central Branch

37-K, Block-6, PECHS, Karachi. 021-38652300, 021-38652441-46 Syed Arif Raza, Zonal Manager Shahjahan, Assistant Sales Director

Karachi City Branch

37-K, Block-6, PECHS, Karachi. 021-38652300, 021-38652371-75-77-78 Malik Zafarullah Khan, Senior Branch Manager

Karachi Classic Branch

37-K, Block-6, PECHS, Karachi. 021-38652300-84-85-86-87-88-90-92 Ahmed Anwer Vellani, Assistant Branch Manager

Karachi Crescent Branch

37-K, Block-6, PECHS, Karachi. 021-38652300-84-85-86-87-88-90-92 Faisal Maniar, Branch Manager

Karachi Faisal Branch

37-K, Block-6, PECHS, Karachi. 021-38652401, 021-38652406 Shah Zaman Shaikh, Branch Manager

Karachi Falcon Branch

37-K, Block-6, PECHS, Karachi. 021-38652409-12-18-54-55-57 Adil Khan Khilji, Branch Manager

Karachi Galaxy Branch

Room No. 620, 6th Floor, EFU House, M.A.Jinnah Road, Karachi. 021-38652740-49 Jagdeesh Kumar Pahooja, Group Manager

Karachi Garden Branch

F-2, 1st Floor, 67/A, APWA Complex, Garden Road, Karachi. 021-38652760-89 Shehzad Pyarali,,Senior Branch Manager

Karachi Gulshan Branch

Nafees Arcade, 3rd Floor, Off. No.301, Opp. Askari Park University Road, Karachi. 021-34854675, 021-34854672, 021-34854674 Abdul Wahab Shaikh, Assistant Branch Manager

Karachi Gulshan-e-Hadeed Branch

1st Floor, C-15, Phase-I, Gulshan-e-Hadeed, Bin Qasim, Karachi. 021-34721574-76 and 021-34715070-71,72 Ghulam Shabbir Mirani, Senior Branch Manager

Karachi Indus Branch

Al-Samad Tower, 604-605, Plot # SB-33, Block 13-B, Opposite Bait ul Mukarram Masjid Gulshan-e-Iqbal, Main University Road, Karachi. 021-38652710-31 S.Shahid Hussain Zaidi, Group Manager

Karachi Karsaz Branch

Nafees Arcade, 3rd Floor, Off. No.301, Opp. Askari Park University Road, Karachi. 021-34854675, 021-34854672, 021-34854674 Zahoor Ahmed Khuhiro, Group Manager

Karachi Mehran Branch

37-K, Block-6, PECHS, Karachi. 021-38652408-13-14-15-16 S. Samar Raza Zaidi, Senior Branch Manager

Karachi Merewether Branch

37-K, Block-6, PECHS, Karachi. 021-38652360-61-2420-24 Rehan Anwar, Zonal Manager

Karachi Metropolitan Branch

37-K, Block-6, PECHS, Karachi. 021-38652430-35 Abdul Ghafoor Mashori, Assistant Branch Manager

Karachi Model Branch

Nafees Arcade, 3rd Floor, Off. No.301, Opp. Askari Park University Road, Karachi. 021-34854675, 021-34854672, 021-34854674 Bheroo Mal, Branch Manager

Karachi New City Branch

37-K, Block-6, PECHS, Karachi. 021-38652401, 021-38652406 Rabnawaz Ghumro, Senior Branch Manager Shamsuddin Shaikh, Regional Manager

Karachi Paradise Branch

F-2, 1st Floor, 67/A, APWA Complex,
Garden Road, Karachi.
021-38652760-89
Khawar Ahmed, Assistant Branch Manager

Karachi Pioneer Branch

37-K, Block-6, PECHS, Karachi.
021-38652409-12-18-54-55-57
Nasir Rashid Bhatti, Group Manager

Karachi Platinum Branch

37-K, Block-6, PECHS, Karachi.
021-38652300, 021-38652371-75-77-78
Irfan Iqbal, Branch Manager

Karachi Royal Branch

37-K, Block-6, PECHS, Karachi.
021-38652488-94
Shahzad Hanif, Assistant Branch Manager

Karachi Shaheen Branch

Nafees Arcade, 3rd Floor, Off. No.301,
Opp. Askari Park University Road, Karachi.
021-38652500, 021-38652509
Muzaffar Ahmed Bughio,
Senior Branch Manager

Karachi Star Branch

Plot # 23/F, 2nd Floor,
Commercial Area, Muhammad Ali
Cooperative Housing Society, Karachi.
021-38652478, 021-38652486
Khuram Sultan Ali,
Assistant Branch Manager

Karachi West Branch

Plot # 23/F, 2nd Floor, Commercial Area,
Muhammad Ali Cooperative Housing Society,
Karachi. 021-38652478-2486
Nadeem Alam Ansari, Senior Branch Manager

Khairpur Branch

Kutchery Road, Khairpur.
0243-554016, 0243-714336, 0243-714337,
0243-714330
Jamaluddin, Branch Manager

Khanpur City Branch

House # 697, Model Town B,
Near DSP Office, Khanpur.
0685955808,0685576809,0685577809
Waqar Habib, Assistant Branch Manager

Khaplu Branch

Near MCB Bank, Main Bazar, Skardu,
Baltistan.
05815-450941
Muhammad Ayaz Ali,
Assistant Branch Manager

Kharian Branch

Block-6/B, Al Muqet Center,
G.T. Road, Kharian.
0537400149
Qamar Mahmood, Assistant Branch Manager

Kharian City Branch

Block-6/B, Al Muqet Center,
G.T. Road, Kharian.
0537400149
Raja Irfan Qadeer, Assistant Branch Manager

Khushab Branch

Upper Story Nadra Office,
Near Katha Chowk,
Sargodha Road, Khushab.
0332-4989789
Muhammad Rafique, Assistant Unit Manager

Kot Addu Branch

Upper Story of Qomy Bachat Bank,
Railway, Kot Addu.
0662239122
Fazal Abbas, Senior Unit Manager

Kot Ghulam Muhammad Branch

Opposite Town Commette,
New Car Stand Kot Ghulam Muhammad.
0233863157-8,9
Veermoon Mal, Assistant Branch Manager

Kotla A.A. Khan Branch

Near Fruit Mandi Bhimber Road,
Kotla A.A. Khan.
0537575520-21,22
Muhammad Saeed, Branch Manager

Kotli Branch

2nd Floor, Rathore Plaza,
Rawalpindi Road, Oppsite Gulistan Hotel,
Kotli, Azad Kashmir.
0582-6445621
Sardar Zakaullah Khan, Group Manager

Kotli City Branch

First Floor, MCB,
Altaf Fazal Plaza, Kotli AK.
058-26448606
Gul Nazar - Assistant Branch Manager

Lahore Cantt Branch

Office No: U GR-01, Mezzanine Floor,
Rehman Business Centre, 32-B-III, Lahore.
042-35245722, 042-35772605
Shoukat Ali, Branch Manager

Lahore Capital Branch

18-C, 3rd Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
042-35712632
Iftikhar Hassan, Group Manager

Lahore Central Branch

18-C, 3rd Floor, Commercial Zone, Liberty
Market, Gulberg-III, Lahore.
042-35712632
Imran Saleem, Senior Branch Manager

Lahore City Branch

18-C, 3rd Floor, Commercial Zone, Liberty
Market, Gulberg-III, Lahore.
042-35712632
Shahid Iqbal Bhatti, Zonal Manager

Lahore Civic Branch

Office No: U GR-01, Mezzanine Floor,
Rehman Business Centre, 32-B-III, Lahore.
042-35245722, 042-35772605
Mahmood Ahmed, Senior Branch Manager

Lahore Crescent Branch

18-C, 1st Floor, Commercial Zone, Liberty
Market, Gulberg-III, Lahore.
042-35789551
Malik Azhar, Senior Branch Manager

Lahore Defence Branch

2nd Floor, Garden Heights,
Abick Block, New Garden Town, Lahore.
042-38003150-74
Mian Kashif Naseer, Senior Branch Manager

Lahore Fort Branch

Office No: U GR-01, Mezzanine Floor,
Rehman Business Centre, 32-B-III, Lahore.
042-35245722, 042-35772605
Moazzam Bashir Kamal, Branch Manager

Lahore Garden Branch

2nd Floor, Garden Heights,
Abick Block, New Garden Town, Lahore.
042-35941850-1,2,3,4
Kh. Sohaib Mumtaz, Senior Unit Manager

Lahore Gulberg Branch

18-C, 1st Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
042-35789551
Syed Mehdi Raza Zaidi, Branch Manager

Lahore Metropolitan Branch

18-C, 1st Floor, Commercial Zone, Liberty
Market, Gulberg-III, Lahore.
042-35789551
Zahid Ali Raza, Group Manager

Lahore Pioneer Branch

18-C, 3rd Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
042-35712632
Syed Abuzer Gilani, Senior Branch Manager

Lahore Ravi Branch

Office No: U GR-01, Mezzanine Floor,
Rehman Business Centre, 32-B-III, Lahore.
042-35245722, 042-35772605
Tanveer Ahmed Khan, Regional Manager

Lahore Shadman Branch

18-C, 1st Floor, Commercial Zone,
Liberty Market, Gulberg-III, Lahore.
042-35789551
Akbar Ali, Assistant Branch Manager

Lahore Shaheen Branch

2nd Floor, Garden Heights,
Abick Block, New Garden Town, Lahore.
042-35941850-1,2,3,4
Shahid Lazir, Assistant Branch Manager

Lahore Star Branch

18-C, 1st Floor, Commercial Zone, Liberty
Market, Gulberg-III, Lahore.
042-35789551
Kashif Hussain Malik, Branch Manager

Lalamusa Branch

Shayan Center, 1st Floor,
G.T. Road, Lalamusa.
053-7517272, 053-7515656,
053-7517441, 053-7517445
Adnan Ghazanfar, Senior Branch Manager

Lalamusa City Branch

Shayan Center, 1st Floor,
G.T. Road, Lalamusa.
053-7517272, 053-7515656, 053-7517441,
053-37517445
Shahid Naveed, Branch Manager

Larkana Branch

1st Floor, Bukhari Shopping Centre,
Station Road, Larkana.
074-8004102-18, 074-4057435
Shahzado Mal, Group Manager

Layyah Branch

Opposite Bayco Petrol Pump,
Chobara Road, Layyah.
0606-410524-25, 0606-411802-3,4
Shafquat Ali Rao, Group Manager

Liaquatpur Branch

1st Floor, Karim Center, Kachi Mandi
Liaquatpur.
0300-6248566
Muhammad Aslam, Unit Manager

Lodhran Branch

Al Noor Plaza, Uper Story National Bank of
Pakistan, Supper Chowk, Lodhran.
0622887338,39,40,41,42,43,44 and
0622887348,49,50
Mohammad Abbas, Unit Manager

Mandi Bahauddin Branch

2nd Floor, Ayub Plaza,
Upper National Bank of Pakistan, Katchary
Road, Mandi Bahauddin.
0546-520955-6, 0546-520855,
0546-520755-6
Abid Mehmood, Assistant Branch Manager

Mangowal Gharbi Branch

EFU Life, Tulla Plaza, Near Police Chowki,
Mangowal Gharbi District, Tahsil Gujrat
0345-6938861
Shahzada Waqas Ahmed,
Senior Unit Manager

Mansehra Branch

Rakaposhi Plaza, Near Khayber Bank,
Abbottabad Road, Mansehra.
0997300491, 0997300492
Muhammad Haneef, Assistant Unit Manager

Mehar City Branch

Shaikh Muhalla,
Near Dr.Gulzar Shaikh, Mehar.
025-4730445
Ramesh Lal, Senior Unit Manager

Mirpur AK Branch

2nd Floor, Nishat Center,
Opposite DHQ Hospital, Mirpur AK.
058-27446477-88
Tariq Mehmood, Zonal Manager

Mirpur Khas City Branch

Opp: Gama Stadium,
Main Hyderabad Road, Mirpukhas-69000.
0233-863157-8,9, 0233-80470
Sharwan Kumar, Assistant Branch Manager

Mirpur Khas Tharparker Branch

Opp: Gama Stadium,
Main Hyderabad Road, Mirpukhas-69000.
0233-863157-8,9, 0233-80470
Muhammad Fawad Faisal,
Senior Branch Manager

Mithi Branch

Kashmir Chowk, Near Qasim Shah Dargah,
Siran Colony, Mithi
0331-3846698
Hersingh, Unit Manager

Moro Branch

Dadu Road, Moro Distt,
Naushero Feroze.
0242-411596,0242410062-3
Ghulam Murtaza, Assistant Branch Manager

Multan Cantt Branch

1st Floor, Rajput Commercial Centre,
Tareen Road, Multan.
061-8026200-1
Mohammad Abid Raza Shah,
Senior Branch Manager

Multan City Branch

1st Floor, Rajput Commercial Centre,
Tareen Road, Multan.
061-8026200-1
Syed Wazir Ali Zaidi,
Senior Branch Manager
Muhammad Kashif Riffat,
Group Manager

Multan Pioneer Branch

1st Floor, Rajput Commercial Centre,
Tareen Road, Multan.
061-8026200-1
Kashif Aslam, Assistant Branch Manager

Muridke Branch

Bangla Stop, Near J.S. Bank,
Main G.T. Road, Muridke.
042-37166065
Bilal Iqbal, Unit Manager

Muzaffarabad Branch

1st Floor, Allied Bank,
Main Branch, Bank Road, Muzaffarabad.
05822-442080-81
Maqbool Ahmed Kiani, Branch Manager

Muzaffargarh Branch

Jandeel Plaza, First Floor, Ghang Road,
Muzzafargarh.
066-2422944
Shahzad Ahmad, Branch Manager

Naudero Branch

Station Road, Upon Dr. Muhammad Khan
Clinic, Naudero, Dist. Larkana
0333-3208981.
Shahzado Kosar Ali, Senior Unit Manager

Naushero Feroze Branch

DCO Office, Main Road, Naushero Feroze.
0242-448661
Sarfraz Ahmed Qureshi,
Senior Branch Manager

Nawabshah Branch

Plot No. B-599, 1st Floor,
Opposite Al Karim Hotel,
Katchery Road, Nawabshah.
024-4372807-08, 024-4365033
Abdullah M. Ghumro,Group Manager

Okara Branch

1st Floor, Bank Islami,
M.A. Jinnah Road, Okara.
0315-7839595
Arslan Haider, Assistant Unit Manager

Pano Aqil Branch

1st Floor, Opn Khushali Bank, Baiji Road,
Pano Aqil, Taluka Pano Aqil, Dist. Sukkar.
071-5690291
Shafi M. Ghoto - Senior Unit Manager

Peshawar Branch

Suite No. 15,16,17, Azam Tower, 2nd Floor,
Jamrood Road, University Town, Peshawar.
091-5852922-23, 091-5845609,
091-5843404, 091-5701609
Syed Jameel Abbas,
Assistant Branch Manager

Quetta Branch

1st Floor, Near Bank AL-Fallah,
M.A. Jinnah Road, Quetta.
081-2865509-10,11,12,13 and
081-2822184
Imran Ahmed, Senior Branch Manager

Quetta Zarghoon Branch

1st Floor, Near Bank AL-Fallah,
M.A. Jinnah Road, Quetta.
081-2865509-10,11,12,13 and
081-2822184
Amir Muhammad Jan,
Assistant Branch Manager

Quetta Chilton Branch

1st Floor, Shaheen Views, Model Town,
Hali Road, Quetta.
081-2841696, 081-2827787, 081-2836537,
081-2841618, 081-2834825, 081-2834831
Suneel Kumar Matree,
Assistant Branch Manager

Quetta Model Branch

1st Floor, Shaheen Views,
Model Town, Hali Road, Quetta.
081-2841696, 081-2827787, 081-2836537,
081-2841618, 081-2834825, 081-2834831
Muhammad Javed, Group Manager

Quetta Prime Branch

1st Floor, Shaheen Views,
Model Town, Hali Road, Quetta.
081-2841696, 081-2827787, 081-2836537,
081-2841618, 081-2834825, 081-2834831
Mohammad Hanif Raza,
Assistant Branch Manager

Rahim Yar Khan Branch

Upper Story, J.S. Bank, Near Niaz Clinic,
City Chowk, Rahim Yar Khan.
068-5876735, 068-5871380, 068-5881380,
068-5880034, 068-5886819
Abdul Jabbar, Zonal Manager

Rajanpur Branch

Ramzan Karim Complex,
D.G. Khan Road, Rajanpur.
068-5876735, 068-5871380, 068-5881380,
068-5880034, 068-5886819
Waheed Javed, Senior Unit Manager

Ranipur Branch

National Highway Ranipur, Opp.
Masha Allah Petrol Pump, Tehsil Sobhodero,
Dist Khairpur.
0243-630290, 730146
Safdar Hussain Qureshi, Senior Unit Manager

RatoDero Branch

Near T.C.S office GulHaseeb Showroom
Ratodero
0333-3208981
Shahzado Kosar Ali, Senior Unit Manager

Rawalpindi Branch

20-B, 2nd Floor, North Star Plaza,
Rehmanabad, Muree Road, Rawalpindi.
051-8023061-80
Shahid Mehmood Awan,
Senior Branch Manager

Rawalpindi Cantt Branch

128-B, 2nd Floor, Din Plaza,
Near Chandni Chowk,
Main Murree Road, Rawalpindi.
051-8023021-53
Numan Sabir, Senior Branch Manager

Rawalpindi Chandni Chowk Branch

128-B, 2nd Floor, Din Plaza,
Near Chandni Chowk,
Main Murree Road, Rawalpindi.
051-8023021-53
Saad Aslam Cheema,
Senior Unit Manager

Rawalpindi Potohar Branch

128-B, 2nd Floor, Din Plaza,
Near Chandni Chowk,
Main Murree Road, Rawalpindi
051-8023021-53
Javed Iqbal Chaudhry,
Senior Branch Manager

Rawalpindi Rawal Branch

128-B, 2nd Floor, Din Plaza,
Near Chandni Chowk,
Main Murree Road, Rawalpindi.
051-8023021-53
Ayesha Afzal, Group Manager
Muhammad Afzal, Regional Manager

Rawalpindi Saddar Branch

128-B, 2nd Floor, Din Plaza,
Near Chandni Chowk,
Main Murree Road, Rawalpindi.
051-8023021-53
M.Ashfaq Khan,
Assistant Branch Manager

Rawalpindi Westridge Branch

128-B, 2nd Floor, Din Plaza,
Near Chandni Chowk,
Main Murree Road, Rawalpindi.
051-8023021-53
Malik Amjid Mehboob
Branch Manager

Rohri Branch

Opp Bab-e-Karbala Gate,
G.T. Road, Rohri.
071-5650664
Ghulam Mustafa Mughal,
Senior Unit Manager

Sadiqabad Branch

Al-Falah Town, Main Street,
Near Majeeda Chowk, Sadiqabad.
068-5702929, 068-5801919
Khalid Javid - Senior Unit Manager

Sahiwal City Branch

1st Floor, Central Plaza,
High Street, Sahiwal City.
040-4223201-5
Muhammad Rashid Latif, Zonal Manager
Prince Khurram Inayat Ali, Group Manager

Sahiwal Civic Branch

1st Floor, Central Plaza,
High Street, Sahiwal City.
040-4223201-5
Ghulam Jelani, Branch Manager

Sanghar Branch

House # 962/42, Shahlatif Colony,
Hyderabad Road, Sanghar.
0333-2915046
Imtiaz Muhammad,
Assistant Branch Manager

Sargodha Branch

1st Floor, 66-Civil Lines,
Court Road, Khan Arcade, Sargodha.
048-3725516-17,18
Akhtar Husnain Akhtar,
Senior Branch Manager

Shahdad Kot Branch

Civil Hospital Chowk Tunia,
Mohallah Shahdad Kot.
0334-2009716
Fahad Hussain, Unit Manager

Sheikhupura Branch

Office No.4, 2nd Floor, Usman Center,
Railway Road, Sheikhupura.
0423-5789631-2,3, 0423-5716075
Ishfaq Hussain Mughal, Branch Manager

Shikarpur Branch

Near Tanveer Mahar Autos,
Main Station Road, Shikarpur.
Zuhaib Ahmed, Senior Unit Manager

Sialkot Branch

2nd Floor, Shareef Plaza,
Near Sialkot Chamber of Commerce Building,
Paris Road, Sialkot.
052-9269855, 052-4264017
Zahid Khan,Branch Manager

Sibi Branch

Opp. Qayyum Iron Store,
Jinnah Road Sibi.
0333-7726511
Ghulam Mustafa,
Assistant Unit Manager

Sukkur Branch

C-433, Ground Floor, Near Qasim Park,
Opposite Queen's Road, Sukkur.
071-5622348, 071-5623168, 071-5627997,
071-5627069, 071-5627067, 071-5622347,
071-5622304
Sher Zaman Khan, Group Manager
Zaheer Uddin Ghumro, Regional Manager

Sukkur Civic Branch

C-433, Ground Floor, Near Qasim Park,
Opposite Queen's Road, Sukkur.
071-5622348, 071-5623168, 071-5627997,
071-5627069, 071-5627067, 071-5622347,
071-5622304
Tariq H. Khosa, Assistant Branch Manager

Sukkur City Branch

C-433, Ground Floor, Near Qasim Park,
Opposite Queen's Road, Sukkur.
071-5622348, 071-5623168, 071-5627997,
071-5627069, 071-5627067, 071-5622347,
071-5622304
Muhammad Arif Junejo,
Senior Branch Manager

Thatta Branch

Shah Kamal Mohallah, Ward No.4, Near Al
Hamd Book Center, Opposite Star Press,
Thatta.
0298-550131
Abid Hussain, Branch Manager

Thull City Branch

Near Unilever Office, Riaz Chowk,
Kandhkot Road, Thull City.
072-2611134, 072-2611089
Sher Zaman Khan, Group Manager

Toba Tek Singh Branch

Upper Storey J.S. Bank, Farooq Road,
Toba Tek Singh.
046-2511017-8,9 and 046-2514615
Muhammad Salman Zaheer, Branch Manager

Turbat City Branch

1st Floor, Allah Wala Market,
Main Road, Turbat.
085-2411718, 085-82411008-9,10
IkhlAQ Ahmed, Senior Branch Manager

Ubauro Branch

Near Shah Medical Center,
G.T. Road, Ubauro.
072-3688764-5,6,
Adil Mahmood Samejo, Group Manager

Vehari Branch

House # 2/H, Block-H,
Near Govt Girls High School.
067-3363512
Imran Mehfooz, Senior Branch Manager

Wah Cantt Branch

Office # B-8, 2nd Floor, Din Plaza,
Main G.T. Road, Taxila.
051-4536154
Munawar Khan, Branch Manager

Yazman Branch

EFU Life Assurance,
Bahawalpur Road, Mandi Yazman.
062-2702122-23,24
Muhammad Boota, Senior Unit Manager



EFU Life Window Takaful - Offices

Takaful Bahawal Nagar Branch

Masjid Plaza,
Opposite City Girls High School,
Jail Road, Bahawal Nagar.
063-2272124,27,28,29,30 & 31
Naveed Riaz,
Takaful Branch Manager

Takaful Bahawalpur Branch

14-C/4, Model Town-A,
Shabir Shaheed Road,
Near State Bank, Bahawalpur.
0622-886847
Mohammad Rashid,
Takaful Branch Manager

Takaful Chichawatni Branch

Plot No. 2036/1,
1st Floor, Sadiq Akbar Chowk,
Upper Agha Khan Lab, Chichawatni.
0405483322-0405483422
Mohammad Afzal,
Takaful Assistant Manager

Takaful Dera Ismail Khan Branch

Huzaifa Trade Center,
1st Floor, East Circular Road,
Near Topan Wala Gate, Dera Ismail Khan.
0966-710581-4
Mureed Abbas,
Takaful Branch Manager

Takaful Faisalabad Branch

Amir Plaza, 2nd Floor,
Kohe Noor City College Road, Faisalabad.
041-8718465-466
Ghulam Haider Mohsin,
Takaful Regional Manager

Takaful Haripur Branch

1st Floor, Al-Hamra Complex,
Near Askari Bank, Main G.T. Road, Haripur.
0995-627396-94
Muhammad Attique,
Takaful Branch Manager

Takaful Hyderabad Star Branch

Plot No. B3-19/1, Block B-3,
Autobahn Road, Latifabad, Hyderabad.
022-3411176-79
Umer Keerio,
Takaful Branch Manager

Takaful Jhang Branch

Upper Floor, MCB Ghalla Mandi Branch,
Toba Road, Jhang Sadar.
047-8718465-466
Nayyar Azam,
Takaful Assistant Manager

Takaful Karachi Hatf Branch

A-34, 1st Floor, Hafeez Centre, KCHSU,
Shahrah-e-Faisal, Karachi.
021-34313001-04
Kinan Amin,
Takaful Assistant Manager

Takaful Karachi Meezan Branch

A-34, 1st Floor, Hafeez Centre, KCHSU,
Shahrah-e-Faisal, Karachi.
021-34313001-04
Ayoub Khan,
Takaful Zonal Manager

Takaful Karachi Nursery Branch

A-34, 1st Floor, Hafeez Centre, KCHSU, Shahra - e -Faisal, Karachi.
021-34313001-04
Arshad Bin Ahmed,
Takaful Branch Manager

Takaful Karachi Royal Branch

A-34, 1st Floor, Hafeez Centre, KCHSU, Shahra-e-Faisal, Karachi.
021-34313001-04
Sohail Noor,
Takaful Branch Manager

Takaful Lahore City Branch

Al-Qadir Heights, 1-Babar Block,
Suit # 1,2, Mezzanine Floor,
New Garden Town, Lahore.
042-35832651-7
Kh Mujeeb Ur Rehman,
Takaful Senior Regional Manager

Takaful Lahore Fort Branch

Al-Qadir Heights, 1-Babar Block,
Suit # 1,2, Mezzanine Floor,
New Garden Town, Lahore.
042-35832651-7
Muhammad Imran,
Takaful Branch Manager

Takaful Mian Channu Branch

First Floor, Allied Bank, Near T Chowk,
G.T. Road, Mian Channu.
065-2660891-5
Muhammad Afzal,
Takaful Assistant Manager

Takaful Mirpur AK Branch

Plot No # 73, K.K. Plaza,C-3, Near UBL Bank,
Fazal Chowk, Mirpur, Azad Kashmir,
05827-450116-20
Syed Iltija Husain Shah,
Takaful Branch Manager

Takaful Multan Civic Branch

2nd Floor, Golden Hieghts,
Opp High Court, Multan.
061-4587120
Qazi Mehboob Rizwan,
Takaful Regional Manager

Takaful Peshawar Branch

Jasmin Arcade, 3rd Floor,
Saddar, Peshawar.
0300-8112202
Syed Mehboob Hussain,
Takaful Zonal Manager

Takaful Rahim Yar Khan Branch

Al-Hamra House, 1st Floor, 20-A,
Model Town, Rahim Yar Khan.
068-5887126
Manzoor Ali,
Takaful Assistant Manager

Takaful Rawalpindi Branch

Feroze Sons Plaza, 3rd Floor,
32, Hospital Road, Rawalpindi.
051-8023001-10
Muhammad Farooq,
Takaful Branch Manager

Takaful Sahiwal Branch

Plot No # 15, Block-E, Street No.30,
Housing Scheme-II, District Sahiwal.
040-427022-4, 040-4508497
Muhammad Jaffar,
Takaful Assistant Manager

Takaful Sargodha Shaheen Branch

1st Floor, Obaid Plaza, 37-C,
Satellite Town Chowk, Sargodha.
048-3252684-86
Mazhar Iqbal,
Takaful Assistant Manager

Takaful Sukkur Branch

F/33- 4/7, Upper Dow Lab,
2nd Floor, Barrage Road, Sukkur.
071-5613410
Ali Hassan Channa,
Takaful Branch Manager

Takaful Thatta Branch

Bukera Building, 1st Floor,
Bata Shop, Opp. HBL Bank,
Main National Highway Karachi Road, Thatta.
0336-7711344
Abdul Sattar Khushik,
Takaful Team Manager

Takaful Toba Tek Singh Branch

Upper Floor, UBL Bank, Shorkot Road,
Toba Tek Singh. 0462-514080-85
Shahid Rafiq,
Takaful Branch Manager

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Commission of Pakistan

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EFU LIFE ASSURANCE LTD

Form of Proxy

I/We _____
of _____
being a member of EFU LIFE ASSURANCE LTD. hereby appoint
Mr. _____
of _____
or failing him _____
of _____

as my/our proxy in my/our absence to attend and vote for me/us and on my/our behalf at the 26th Annual General Meeting of the Company to be held on Saturday, April 7, 2018 at 11.30 am and at any adjournment thereof.

Signed this _____ day of _____ 2018

WITNESS:

1. Signature: _____
Name: _____
Address: _____
CNIC or
Passport No: _____

2. Signature: _____
Name: _____
Address: _____
CNIC or
Passport No: _____

Revenue
Stamp

Signature of Member(s)

Shareholder's Folio No. _____
and/or CDC
Participant ID. No. _____
and Sub Account No. _____

Important:

This form of Proxy, duly completed, must be deposited at the Company's Registered Office at Al-Malik Centre, 70 W, F-7/G-7 Jinnah Avenue (Blue Area), Islamabad not later than 48 hours before the time appointed for the meeting.

CDC Shareholders and their Proxies are each requested to attach attested photocopy of their Computerised National Identity Card (CNIC) or Passport with this proxy form before submission to the Company.

CDC Shareholders or their Proxies are requested to bring with them their Original Computerised National Identity Card or Passport along with the Participant's ID number and their account number at the time of attending the Annual General Meeting in order to facilitate their identification.

AFFIX
POSTAGE

EFU LIFE ASSURANCE LTD.
The Company Secretary
Al-Malik Centre,
70 W, F-7/G-7
Jinnah Avenue (Blue Area)
Islamabad.

Fold Here.

Fold Here

Fold Here.

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EFU LIFE ASSURANCE LTD

پراکسی فارم

میں/ہم _____

برائے _____

EFU لائف اشورنس لمیٹڈ کا/کی امبر کی حیثیت سے بذریعہ

کے/کی _____

یا _____ جناب/محترمہ

کے/کی _____ ان کی جگہ

کو، _____ جناب/محترم

کمپنی کے 26 ویں سالانہ اجلاس عام میں اپنی جگہ شرکت کرنے اور ووٹ دینے کے لیے اپنا/ہمارا پراکسی تقرر کرتا/کرتی ہوں/کرتے ہیں۔ یہ اجلاس بروز ہفتہ 07 اپریل 2018 کو صبح 11:30 بجے یا التواء کی صورت میں کسی بھی دیگر وقت مقررہ پر منعقد ہوگا۔

دستخط کردہ بروز _____ تاریخ _____ 2018

گواہان:



1. دستخط: _____

نام: _____

پتہ: _____

یا CNIC

پاسپورٹ نمبر: _____

ممبر (ممبران) کے دستخط

2. دستخط: _____

نام: _____

پتہ: _____

یا CNIC

پاسپورٹ نمبر: _____

اہم نوٹ:

- باضابطہ مکمل شدہ یہ پراکسی فارم کمپنی کے رجسٹرڈ آفس بمقام الملک سینٹر، 70W, F-7/G-7، جناح ایونیو (بلیو ایریا) اسلام آباد میں اجلاس کے وقت سے 48 گھنٹے قبل پہنچ جانا چاہیے۔
- CDC شیئر ہولڈرز اور ان کے پراکسیز سے درخواست ہے کہ وہ کمپنی کو یہ پراکسی فارم جمع کروانے سے قبل اس کے ساتھ اپنے کمپیوٹرائزڈ قومی شناختی کارڈ (CNIC) یا پاسپورٹ کی تصدیق شدہ نقل منسلک کریں۔
- CDC شیئر ہولڈرز یا ان کے پراکسیز سے درخواست ہے کہ وہ اپنی شناخت میں سہولت کے لیے سالانہ اجلاس عام میں شرکت کے وقت شرکت کنندہ کے ID نمبر اور اپنے اکاؤنٹ نمبر کے ساتھ اپنے اصل کمپیوٹرائزڈ قومی شناختی کارڈ یا پاسپورٹ بھی ہمراہ لائیں۔

AFFIX
POSTAGE

EFU LIFE ASSURANCE LTD.
The Company Secretary
Al-Malik Centre,
70 W, F-7/G-7
Jinnah Avenue (Blue Area)
Islamabad.

Fold Here.

Fold Here

Fold Here.

Fold Here





EFU LIFE ASSURANCE LTD.

Form of E-Voting

I/We _____
of _____ being a member of EFU LIFE ASSURANCE LTD. hereby opt for
e-voting through intermediary as proxy and will exercise e-voting as per the Companies
(e-voting) Regulations, 2016 and hereby demand for poll for resolutions at the Annual General Meeting
of the Company to be held on Saturday April 7, 2018 at 11:30 a.m. and at any adjournment thereof.

My secured email address is _____, please send login details,
password and electronic signature through email.

Signed this _____ day of _____ 2018.

WITNESSES:

1. Signature: _____
Name: _____
Address: _____
CNIC Or
Passport No: _____



Signature of Member(s)

2. Signature: _____
Name: _____
Address: _____
CNIC Or
Passport No: _____

Shareholder's Folio No. _____
and / or CDC
Participant I.D.No. _____
and Sub Account No. _____

Note:

This form of Proxy, duly completed, must be deposited at Al-Malik Centre, 70 W, F-7/G-7, Jinnah Avenue
(Blue Area), Islamabad or through email: shahidabbas@efulife.com.



ای ایف یو لائف ایسٹورنس لمیٹڈ

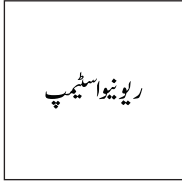
ای۔ ووٹنگ فارم

میں/ہم _____ ساکن _____
بحیثیت ای ایف یو لائف ایسٹورنس لمیٹڈ کی/کے میمبر بذریعہ ہذا ای۔ ووٹنگ کیلئے بذریعہ ثالثی بطور پراکسی کی اجازت دیتا ہوں/دیتے ہیں اور یہ کمپنیز (ای۔ ووٹنگ) ریگولیشنز 2016 کے مطابق ای۔ ووٹنگ کا حق استعمال کریں گے اور بذریعہ ہذا کمپنی کے سالانہ اجلاس عام منعقدہ بروز ہفتہ 7 اپریل 2018 بوقت صبح 11:30 بجے یا کسی زیر التواء تاریخ پر میں قرارداد کیلئے پول کا مطالبہ کرتا ہوں/کرتے ہیں۔

میرا محفوظ ای میل ایڈریس _____ ہے۔ برائے مہربانی لاگ ان تفصیلات، پاس ورڈ اور الیکٹرونک دستخط بذریعہ ای میل ارسال کریں۔

دستخط بروز _____ بتاریخ _____ 2018

گواہان:



ممبر (ممبران) کے دستخط

۱۔ دستخط: _____
نام: _____
پتہ: _____

سی این آئی سی یا پاسپورٹ نمبر _____

شیر ہولڈر کا فوئیو نمبر اور/یا سی ڈی سی _____
پارٹیشنٹ کا آئی ڈی نمبر _____
اور ذیلی اکاؤنٹ نمبر _____

۲۔ دستخط: _____
نام: _____
پتہ: _____

سی این آئی سی یا پاسپورٹ نمبر _____

نوٹ:

پراکسی کا یہ فارم باقاعدہ مکمل کر کے الملک سینٹر، 70W, F-7/G-7، جناح ایونیو (بلیو ایریا) اسلام آباد یا بذریعہ ای میل: shahidabbas@efulife.com ارسال کریں۔



EFU LIFE ASSURANCE LTD.

Bank Mandate Form

Folio / CDS Account No. _____

Date _____

Name of Shareholder _____

S/o, D/o, W/o _____

Address _____

Bank Mandate Form For Electronic Credit of Cash Dividend

Dear Shareholder,

This is to inform you that in accordance with the Section 242 of the Companies Act, 2017, any dividend payable in cash shall only be paid through electronic mode directly into the bank account designated by the entitled shareholder. Please note that giving bank mandate for dividend payments is **mandatory** and in order to comply with this regulatory requirement and to avail the facility of direct credit of dividend amount in your bank account, you are requested to please provide the following information:

(i) Shareholder's detail	
Name of the Shareholder	
Folio No. / CDC Account No.	
CNIC No.	
Passport No. (in case of foreign shareholder)	
Cell Number of Shareholder	
Landline Number of Shareholder, if any	
E-mail address	

(ii) Shareholder's bank detail	
Title of the Bank Account	
IBAN "24 Digits"	
Bank's Name	
Branch Name and Code No.	
Branch Address	

It is stated that the above mentioned information is correct and in case of any change therein, I/we will immediately intimate Participant / Share Registrar accordingly.

Signature of the Shareholder

You are requested to kindly send this letter immediately duly filled in and signed by you along with legible photocopy of your valid CNIC at our address, **Share Registrar Services, Central Depository Company of Pakistan Limited, CDC House, 99-B, Block B, S.M.C.H.S, Main Shahra-e-Faisal, Karachi-74400, Pakistan.**

