



# 2024

Annual Report and Accounts

Hollard.  
vida



# Management Report

# Message from the Board of Directors

The Board of Directors is pleased to present this year's financial report, highlighting our commitment to fostering growth while ensuring sustainability and long-term commitment to Moçambique. As we navigate an evolving market, our focus remains on creating long-term value for our shareholders and stakeholders.

Despite a challenging environment, we managed to maintain a steady growth of our portfolio, reflected in the 4% increase in GWP. The 37% reduction in the net profits for the year's drop was influenced by the increase in the company loss ratios and a reduction in the investment income.

Our solvency ratio improved significantly to 356%, up from 302%, highlighting our financial stability and resilience. Although the return on equity decreased to 16%, our focus remains on long-term value creation.

In summary, Hollard Vida continues to build on its strong foundation, ensuring financial stability and growth while delivering value to our stakeholders.

## Shared value

As a group, we believe in generating shared value by aligning business success with social progress. Over the past year, our efforts have led to the development of innovative risk solutions for the broad Mozambican market. During this past year, we have been working on setting up our first open pension fund and its respective management structure, following the approval from ISSM granted in December 2023. This development underscores our commitment to creating shared value by addressing the long-term financial security needs of our customers while contributing to the economic stability of our communities.

## Our purpose

We are privileged to genuinely be a purpose driven organisation.

In all aspects of our everyday functions, we strive to enable people and businesses in Moçambique to secure a better future by optimizing opportunities for creating value and wealth.

Our vision is simply to be the favourite insurer of the Mozambican market.

How we strive to achieve our purpose and vision is underpinned by core values and strategic imperatives that define and differentiate all personnel that work as Hollardites.

# Corporate Governance Model

Hollard's corporate governance framework is fundamental in ensuring transparency, accountability, and efficiency in management. It consists of various organs and roles that collaborate to uphold regulatory standards and protect the interests of shareholders, policyholders, and other stakeholders.

Hollard's governance model comprises the General Assembly, a Board of Directors (BD), and an Executive Committee, which manages Hollard's daily operations under delegated powers from the BD. There is also a supervisory structure, which includes an External Statutory Audit and a Fiscal Council, along with a secretarial structure of the organization.

The Social Bodies play a vital role in upholding our commitment to transparency and ethics, with clear responsibilities to steer the company towards sustainable growth. Four formal committees report and assist the Board in audit, risk management and decision-making processes. These committees are:

- Audit and Risk Committee
- Underwriting and Reinsurance Risk Committee
- Remuneration Committee
- Investment Committee

## Shareholder structure, social bodies and supervisory function

	Nº Shares	Amount MZN'000	% held
Hollard Moçambique Companhia Seguros SARL	1 959 998	195,999.8	100%
Henri Mittermayer	1	0.1	0%
Óscar Faria	1	0.1	0%
Total	1 960 000	196,000.0	100%

## Shareholders general assembly

President: Hollard International (Pty) Limited  
Secretary: Anzebet Allardyce

## Board of directors

Chairman: Gideon Nkadimeng  
Executive director: Henri Mittermayer  
Executive director: Bukhosi Sibanda  
Executive director: Israel Muchena  
Executive director: Óscar Faria  
Independent non-executive director: Jerry Mobbs  
Non-executive director: Pravin Kalpage

## Board of directors

PricewaterhouseCoopers

## Fiscal Council

BDO

# Main Financial Indicators

	FY2024	FY2023	% Var 2024/2023
<b>Balance sheet</b>			
Total equity	348,683	296,002	18%
Total assets	778,906	621,176	25%
Assets representing technical provisions	223,000	177,889	25%
Technical provisions	103,721	110,223	-6%
Technical provisions, net of reinsurance	63,454	71,101	-11%
<b>Income statement</b>			
Gross written premiums	599,172	575,355	4%
Earned premiums, net of reinsurance	552,299	515,682	7%
Claims costs	306,681	215,554	42%
Claims costs, net of reinsurance	287,068	181,482	58%
Brokerage commissions	58,908	59,024	0%
Operating expenses	238,258	315,938	-25%
Underwriting results	21,494	26,963	-20%
Investment earnings	59,452	68,865	-14%
Net earnings before tax	73,479	101,809	-28%
<b>Profit after tax</b>	<b>52,680</b>	<b>83,931</b>	<b>-37%</b>
<b>Key ratios</b>			
- Solvency ratio	356%	302%	54%
- Return on Equity	16%	26%	-10%
- Retention Ratio	90%	90%	0%
- Gross Loss Ratio (%GPI)	56%	42%	14%
- Net Loss Ratio (%EP)	52%	35%	17%
- Commission Ratio (%GPI)	10%	10%	0%
- Underwriting margin	6%	5%	1%
- Combined Ratio	94%	95%	-1%
Loss Ratio (%Income)	52%	35%	17%
Aq. Ratio (%Income)	28%	39%	-12%
OPEX Ratio (%Income)	14%	20%	-6%

# FY 2024 Highlights

## 1. Corporate developments

### 1.1 Acquisition: Agreement to purchase Global Alliance Seguros, S.A.

Hollard Moçambique, in conjunction with the ABSA Group, reached an agreement to acquire 100% of Global Alliance Seguros, S.A. This is part of a regional deal whereby ABSA Group agreed to sell its insurance operations in Moçambique, Botswana, and Zambia to companies within the Hollard group.

This acquisition strengthens Hollard's footprint in the Southern African region, expanding our ability to offer comprehensive insurance solutions and improving our capacity to meet customer needs across multiple geographies.

This acquisition is pending regulatory approval and other agreed conditions.

### 1.2 Renovated headquarters

In an increasingly dynamic and competitive world, Hollard understands the vital importance of providing its employees with a working environment that goes beyond functionality, embracing excellence in design, modern furniture, and aesthetics that inspire.

On December 1st, Hollard Insurance officially inaugurated its renovated headquarters in the prestigious Hollard Building, located at the bustling Sociedade de Geografia Avenue, number 269, in the heart of Maputo city.

This renovation supports our broader commitment to innovation and operational efficiency, helping to ensure that our team operates in a conducive environment, which ultimately enhances employee well-being and ultimately customer service delivery.

### 1.3 Information security policy

In our ongoing commitment to enhancing our control environment and governance procedures, we have updated our Information Security Policy to align with industry standards.

With increasing cyber threats, ensuring confidentiality, integrity, and availability of our information assets remains a top priority. This policy update ensures our resilience in the face of growing digital risks.

### 1.4 IFRS17

As a significant subsidiary of Hollard International, Hollard Moçambique is required to consolidate its financial statements under the IFRS accounting framework. The introduction of IFRS17, which determines the accounting treatment of insurance and reinsurance contracts, posed a significant change to the insurance industry worldwide and in the way the results are generated and read.

The transition to IFRS17 enhances transparency in how we report insurance contract liabilities, making it easier for stakeholders to compare our financial performance across the global insurance landscape.

With the support of Hollard International, Hollard Moçambique took an active role in the transition process of its financial statements in accordance with the updated standards.

This project required investment in systems and people, with 93% of the staff trained in this new standard.

## 2. Service delivery

### Insurance policy management system

The insurance policy management system migration process, which was started in the previous financial year, was completed, with Hollard's entire portfolio being managed on a single platform. By migrating to a unified platform, we've streamlined policy management, reducing processing times and improving customer experience through faster claims processing and better service coordination.

## 3. Products

### Pension Fund Management Authorisation

In December 2023, the Moçambique Insurance Supervision Institute (ISSM) granted approval for Hollard Vida to manage pension funds, an innovative product aimed at companies, SMEs, partners, and the general public. The approval for the first Hollard-managed open pension fund was granted in July, after the end of our 2024 financial year.

This initiative was embraced by Hollard employees, demonstrating their commitment to the project. The pension fund offers long-term security and financial growth, underscoring Hollard's dedication to providing innovative solutions.

# Our People

Our success in the insurance sector relies on attracting and retaining highly qualified talent aligned with Hollard's values. We offer employees a supportive work environment that fosters personal and professional development, recognizing and rewarding their dedication and performance.

Our commitment to a diverse and qualified talent fosters an inclusive environment that brings together different perspectives, which, in turn, fuels innovation and better decision-making. Furthermore, high employee engagement directly correlates with improved customer satisfaction and business growth.

## 1. Diversity

51 Women and 49 Men, making a total of 100 Hollardites.

## 2. Engagement

- a. Following last year's engagement survey, we developed an action plan aimed at improving certain identified indicators. To date, we have completed 92% of the actions outlined in this plan for FY2024.
- b. For FY2025 we moved Group Engagement survey to Gallup. Gallup is globally recognized expert in employee engagement, and they've studied over 3.3 million workers across 100,000+ Teams.

## 3. Consistent remuneration practices

Our reward philosophy continues to deliver for the business, with no major retention or engagement issues to be reported on. The key points of our reward philosophy are:

- a. Ensuring equitable pay across the organization, with transparency in salary bands.
- b. Regular benchmarking against industry standards to maintain competitive compensation.
- c. Compliance with local labour laws and international best practices to mitigate legal risks.
- d. Connection with individual and company performance.

## 4. Learning & development

- a. In the past few years, we have been heavily investing in Technical and non-technical development of our teams.
- b. Through the Insurance Institute of Zimbabwe, we achieved an overall pass rate of 70% (vs. 50% in 2023) in Insurance certification, with a 73% pass rate for COP and an impressive 88% for Diploma.
- c. We launched an e-learning program called Fundamental of Insurance, geared to all Hollardites.
- d. One of our senior managers has completed a comprehensive program for Board Members.

Our sustained investment in employee development not only strengthens our internal capabilities but also prepares Hollard Moçambique for long-term growth by nurturing future leaders.

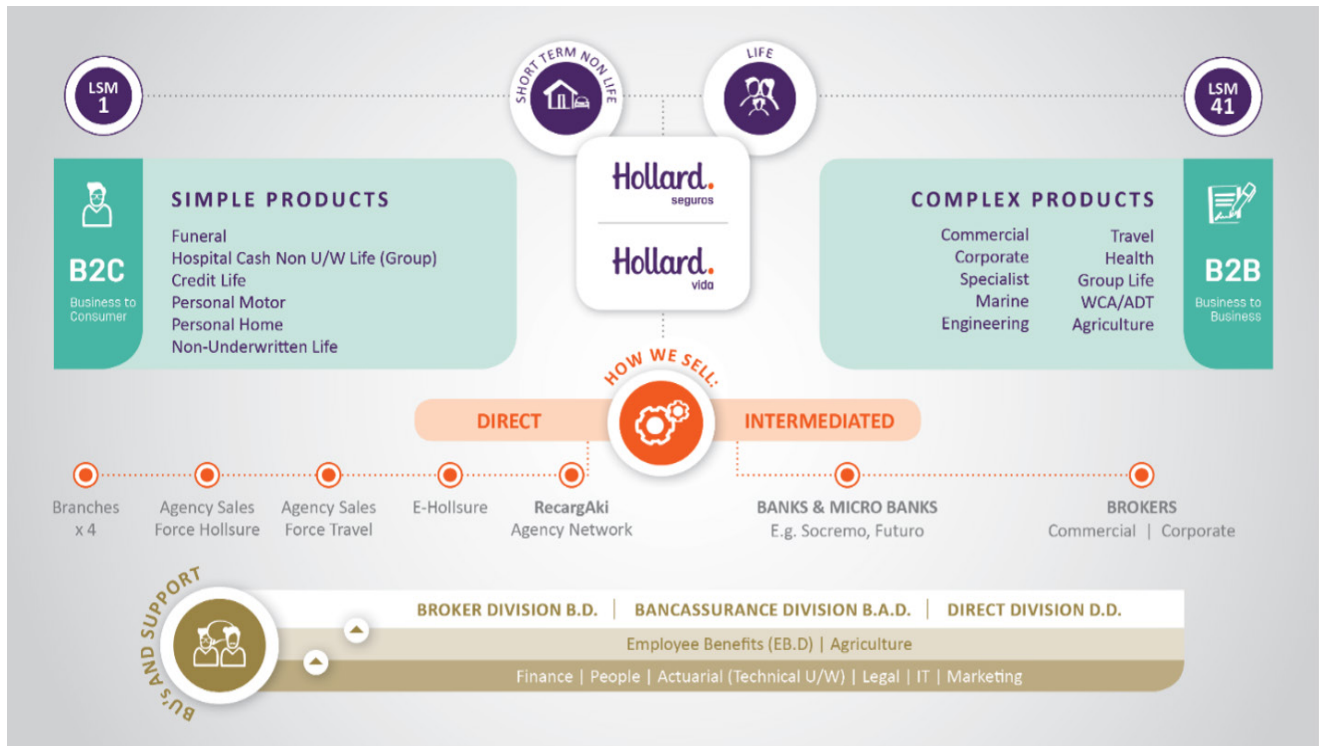
# Customer Relations

## 1. Products and services

We are proud of our extensive full-service branch network that has been established in key provincial cities over the past 10 years. With the Hollard Moçambique head office in Maputo (South), branches in Nacala (North), Tete (West) and Beira (East), we can service our customers across the entire country.

Over the years, Hollard has developed extensive expertise in commercial insurance, liability, engineering, and employee benefits, setting us apart in the Mozambican market. Our long-standing expertise in commercial insurance has earned us the trust of leading businesses in Moçambique, helping them safeguard their operations with tailored insurance solutions.

Our successful business model:



In FY 2024, we reinforced Hollard’s mission to empower individuals and businesses to secure a better future, optimizing opportunities for creating value and wealth in Moçambique, by refocusing and recognizing the varied needs of SME and their employees, Hollard introduced employee benefits products specifically designed for small and medium enterprises. These tailored solutions allow SME employees the flexibility to choose insurance packages that best suit their individual circumstances, whether it’s adjusting coverage levels, adding optional benefits, or modifying payment plans. Through this scheme, Hollard offers comprehensive coverage that includes a death benefit, a disability benefit, and a funeral benefit.

In addition to SME-focused solutions, Hollard has proactively tackled cyber insurance, addressing the risks associated with fraudulent activities. Emphasizing robust fraud detection controls, Hollard leverages technology for data analysis and collaborates with regulatory and law enforcement authorities.

## 2. Market research

### 2.1 Brand health tracker survey

Hollard Seguros, despite facing challenges in market share, possesses several significant strengths. With an impressive promoter score of 88, it stands out for high customer satisfaction and recommendation, surpassing all other insurers analysed in the brand study conducted nationally across 11 provincial capitals of Moçambique during the FY24.

In terms of Top of Mind or Brand Awareness, Hollard currently holds the 4th position in the market. This strong advocacy, however, still needs to be translated into greater brand awareness in the retail segment.

Moreover, Hollard has made notable progress in brand consideration, which rose from 7% to 11%, and has high spontaneous awareness among the most valuable consumers, such as men aged 35 to 44, full-time employees, and high-income individuals. This represents an opportunity to continue attracting and retaining these groups.

While there are some discrepancies in the perception of non-customers, who view Hollard as trustworthy and accessible, and in the effectiveness of advertising campaigns, the brand clearly has a solid base of satisfied customers that can serve as leverage for future strategic initiatives.

The study encompassed a universe of 450 participants, including 300 current insurance users and 150 non-users, utilizing CATI (Computer Assisted Telephone Interviewing) and CAPI (Computer Assisted Personal Interviewing) methodologies.

Leveraging our strong advocacy and customer satisfaction, we aim to increase brand awareness in the retail segment through focused marketing campaigns and partnerships. By targeting high-value demographics and expanding digital engagement, we seek to improve our market share and brand recognition.

### 2.2 NPS Net promoter score

Each year, we assess the experience of brokers, bank-assurance partners, and direct customers through surveys focusing on three key areas: customer recommendations, service during claims processing, and customer care for administrative services.

In the Life Insurance business, the NPS experienced a slight decrease, highlighting areas that could benefit from improvement, such as price competitiveness, service quality, and the claims process. There are also opportunities to strengthen communication and expand the product offerings.

These results suggest opportunities to implement strategies that reinforce customer satisfaction and loyalty across both divisions, with particular attention to areas for improvement within the Life Insurance division.

# Sustainable Value Promotion

We aim for a balanced and integrated value chain, founded on collaboration and the creation of value for all its participants. We strive to restore a culture and sense of belonging within each work area, with shared outcomes, fostering a virtuous cycle among employees, customers, partners, and communities.

We have positioned ourselves with a distinctive reach compared to competitors. We believe this is the path to deepening relationships with our stakeholders and generating long-term value.

## 1. Social impact

### 1.1 Hollard shared-value partnerships

- **MozYouth Foundation**

Founded by MozParks, Hollard and First National Bank (FNB), the Foundation has provided opportunities and resources supporting youth employment acceleration across Moçambique. To date, 1,000 young people have benefited from the Foundation's programs, with plans to increase that number to 5,000 over the next three years.

Through our collaboration with the MozYouth Foundation, we are not only addressing the issue of youth unemployment but also investing in the future workforce, ensuring that young people are equipped with the skills to thrive in the job market.

- **Xiquitsi Project**

Endorsed and supported by Hollard Seguros, Associação Kulungwana's initiative nurtures artistic talent among Mozambican focusing on classical music and orchestra training. Designed to provide young people with Moçambique's rich artistic potential brought eight aspiring musicians, who gained international recognition and prestigious awards for their outstanding accomplishments, into the global spotlight.

- **Colecção Crescente**

We recognize the profound impact that art has on our lives, our communities, and our culture. This year's theme of Associação Kulungwana's Colecção Crescente, "Dreams", served as a compelling backdrop for diverse artistic expressions inspired by dreams across various media, presented on MDF boards measuring 18 by 18 centimeters.

The exhibition, curated by Mieke Oldenburg, featured a curated selection of works from both established and emerging artists, showcasing a diverse range of mediums and styles. Three winners of the "Futures Melhores" Award, sponsored by Hollard Seguros, were selected from more than 100 artists from different provinces, based on interpretation of the theme and technical execution as judged by a panel of arts experts.

Both of these arts initiatives can be tied into Hollard's Social and Cultural Impact initiatives, with our view that in promoting local art and culture we help strengthen community bonds and enhance social capital.

### 1.2 Hollard Sponsorships

- **National Human Capital and Benefits Survey**

Hollard Health reaffirmed its commitment as Platinum sponsor for the fourth consecutive year. The survey covers areas such as Remuneration and Benefits, Work Environment, and Culture. The data, collected from Human Resources leaders and employees of participating organizations, provides a clear perspective on how companies operate in Moçambique and identifies opportunities for both companies and workers to thrive. In 2024, a newer pillar of the survey, Work-Life Balance, was introduced, complementing Hollard Health's dedication to worker well-being.

- **HR Forum**

Hollard, through its “Worker Benefits” division, sponsors the People Management Forum, an annual event that brings together Human Resources professionals, both local and international. This forum is an essential platform for those who believe in the positive impact they can have by contributing to the success of the organizations where they work. In this way, Hollard reaffirms its commitment to providing solutions adapted to the needs of each employee, promoting a better future for everyone.

- **Picanto Cup Race**

Hollard, with our portfolio of Auto insurance, has partnered with the Picanto Cup event as part of our strategy to support motorsport in Moçambique. This competition also includes participation from several other renowned brands, including Bancassurance partners, who join as sponsors or with their own teams and vehicles. Through this partnership, Hollard reaffirms its commitment to sports and to developing initiatives that enhance entertainment and strengthen the local economy.

- **FNB Run**

Hollard is proud to sponsor First National Bank (FNB) Run, an event that brings together over 5,000 participants, providing an excellent opportunity to promote our brand and strengthen our market presence. Through this sponsorship, we aim not only to support the community and encourage healthy habits but also to increase brand awareness and generate valuable leads.

## 2. Environmental impact

We stay current with the best market practices, investing in automated systems that help us comply with environmental laws. We continuously challenge ourselves to improve environmental performance in the areas of water, energy, resource management, and promoting a circular economy.

- **Water**

Although in our operation, the impact of water consumption is low, we work to achieve the maximum eco-efficiency of our operational structure.

With the rehabilitation of our headquarters, we made a great effort to reduce water consumed from the public network, with some initiatives such as: Replacement of traditional taps with timing taps; Double discharge toilets; Sensitization of employees to communicate all detected anomalies.

- **Energy**

Our new offices employ energy-efficient lighting and equipment to reduce consumption, which has helped achieve positive results.

- **Waste Management**

We understand that the key to minimizing the impact of waste from our operations is reducing waste generation, both in administrative processes and in our interactions with customers, as well as ensuring proper disposal, particularly of electronic equipment waste, which is a critical factor in our business.

- **Circular Economy**

Our new offices were fully decorated with art canvases, MDF boards measuring 18 by 18 centimeters and basketry lamps from local handicrafts. Annually, we order local handicraft gifts to offer to our customers and partners at festive times. We believe we thus promote an economic model focused on the coordination of production and consumption systems in closed circuits.

# Compliance & Risk Management

## 1. Compliance & AML

- a. Hollard Moz EXCO has approved a Complaints Policy and Guidelines to allow customers and third parties to submit complaints. This ensures effective complaint handling and resolution, while also providing a process to collect and analyze complaint data for ongoing operational improvement. A designated Complaints Team, made up of Compliance, Claims, Risk, and Marketing departments, has been formed. The complaints process has also been integrated into the company website.
- b. In 2022, the AML (Anti-Money Laundering) & CTF (Counter-Terrorism Financing) Policy and Procedure were approved and implemented, aligning with regulatory requirements and mitigating the risk of potential fines.
- c. A platform was integrated into Hollard's Core system for enhanced screening and monitoring capabilities, to respond to the AML/CFT regulatory requirements.
- d. A compliance awareness campaign was launched, with weekly mailers containing key compliance information and definitions shared with staff during designated months.

## 2. Risk

- a. The local Risk Officer was appointed in October 2023, bringing greater clarity to processes and improving the segregation of duties. The work started with training held and on top-down risk reporting as well in incidents being documented / registered in HINT system.
- b. This started the Control Self Assessments (CSA) with support both from the group as well as other outsourced specialized service.
- c. In 2023 we managed to draft and approve the Moz ERM Escalation and Loss Management Policy (EXCO).
- d. The Risk Officer works with Compliance and Finance in monitoring issues raised by Internal Audit, External Audit and Regulator Inspections. The Risk Officer specifically monitors the management remediation plans on all issues raised.

## 3. Fraud

Hollard has been proactive in addressing fraudulent activities, valuing the importance of implementing robust fraud detection controls, using technology for data analysis, and collaborating with regulatory and law enforcement authorities. In FY24, Hollard identified around 20 fraudulent car claims, resulting in total savings of approximately 8 million Meticais.

A Fraud Policy and Guidelines are currently being reviewed. A fraud specialist has been engaged to support investigation process and manage all court cases related to fraud.

# Highlights of the Financial Results for the 2024 Financial Year

The company has demonstrated solid financial stability, bolstered by a robust capital position and effective cost management, despite the impact of increased claims and market fluctuations.

This is evidenced by an 18% growth in our total equity and the improvement in our solvency ratio, from 302% to 356%, highlighting a well-capitalized balance sheet.

With the life portfolio mostly associated to credit linked products, the persistency of high real interest rates, continue to pose a challenge to the growth of our book, which is expressed by the 4% growth on GWP.

The sharp rise in claims costs (up 41%) and the net loss ratio (17 percentage points) represent a challenge caused by the changes in the portfolio mix, with certain risk profiles gaining more relevance in our books when compared to previous years, particularly the lending to public servants.

On the other hand, this growth in the claims costs, by contributing to a lower underwriting profit, resulted in lower profit share, which explains the variance in the operating expenses to prior year.

The investment results drop to the previous year following the reduction of the interest rates in the market and a more conservative asset allocation.

The 37% reduction in Profit after tax highlights the impact of current market conditions, but we are taking decisive steps to improve profitability through enhanced claims management, cost discipline, and leveraging new opportunities in product innovation and digital transformation.

# Dividend Proposal

The Board of Directors will propose to the company's shareholders the following allocation of the results and dividends distribution for approval (amounts presented in MZN):

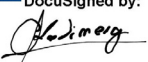
<b>HOLLARD VIDA COMPANHIA DE SEGUROS</b>	
<b>2024 Profit after tax</b>	<b>52,680,013</b>
to Legal reserve	10,536,003
to Dividends	42,144,010

It is proposed that an additional dividend from prior years' results is distributed in the amount of 67,855,990 MZN, corresponding to a total dividend proposal of 110.000.000 MZN.


After the allocation of the results and the distribution of dividends, the company's equity will be as follows:

<b>TOTAL EQUITY</b>	
Share capital	196,000,000
Legal reserve	42,243,625
Retained earnings	444,196
<b>Total equity</b>	<b>238,687,821</b>

Maputo, 30 October 2024

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**Gideon Nkadimeng**  
Chairman

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**Henri Mittermayer**  
CEO and Executive Director

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**Israel Muchena**  
Managing Director

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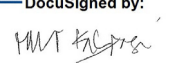
**Bukhosi Sibanda**  
Managing Director

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**Óscar Faria**  
CFO and Executive Director

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**Jerry Mobbs**  
Independent Non-Executive Director

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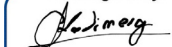
**Pravin Kalpage**  
Non-Executive Director



# Financial Statements

STATEMENT OF FINANCIAL POSITION		2024			2023
		Gross	Impairment, depreciations/ amortizations or adjustments	Net	Net
	Notes	MZN'000	MZN'000	MZN'000	MZN'000
<b>Assets</b>					
Cash and cash equivalent	4.1	261 217	-	261 217	127 204
Empréstimos e contas a receber					
Term deposits	4.2	83 140	-	83 140	90 410
Accounts receivable	4.2	-	-	-	-
Financial assets held to maturity	4.3	273 329	-	273 329	262 368
Property plant and equipment	4.4	986	930	55	261
Intangible assets	4.4	10 762	5 381	5 381	10 762
Technical reserves, ceded reinsurance					
Mathematical reserve	4.5	7 502	-	7 502	12 744
Outstanding claims reserve	4.5	32 765	-	32 765	26 378
Insurance and reinsurance receivables					
Receivables from insurance operations	4.6	66 775	10 533	56 242	35 233
Receivables from reinsurance operations	4.6	3 750	-	3 750	6 282
Receivables from others operations	4.6	950	-	950	950
Current income taxation	4.12	25 310	-	25 310	42 131
Deferred taxation	4.12	218	-	218	6 379
Accruals and deferrals	4.7	29 046	-	29 046	74
<b>Total assets</b>		<b>795 750</b>	<b>16 844</b>	<b>778 906</b>	<b>621 176</b>
<b>Liabilities and Equity</b>					
Technical reserves					
Unearned premiums reserves	4.5	22 807	-	22 807	43 279
Outstanding claims reserve	4.5	90 914	-	90 914	56 943
Mathematical reserve		-	-	-	10 000
Insurance, reinsurance and other payables					
Insurance payables	4.8	19 508	-	19 508	11 641
Reinsurance payables	4.8	42 223	-	42 223	10 253
Trade and other payables	4.9	83 550	-	83 550	24 659
Current tax liabilities	4.12	4 602	-	4 602	22 576
Deferred taxation	4.12	99	-	99	1 086
Accruals and deferrals	4.11	166 520	-	166 520	144 736
<b>Total liabilities</b>		<b>430 223</b>	<b>-</b>	<b>430 223</b>	<b>325 174</b>
Capital	4.13	196 000	-	196 000	196 000
Legal reserve		31 703	-	31 703	14 916
Retained earnings		68 300	-	68 300	1 155
Net profit for the year		52 680	-	52 680	83 931
<b>Total equity</b>		<b>348 682</b>	<b>-</b>	<b>348 683</b>	<b>296 002</b>
<b>Total liabilities and equity</b>		<b>778 905</b>	<b>-</b>	<b>778 906</b>	<b>621 176</b>

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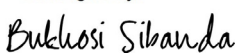


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**Gideon Nkadameng**

Chairman

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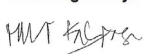


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**Bukhosi Sibanda**

Managing Director

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**Pravin Kalpage**

Non-Executive Director

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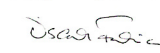


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**Henri Mittermayer**

CEO and Executive Director

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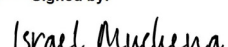


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**Óscar Faria**

CFO and Executive Director

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**Israel Muchena**

Managing Director

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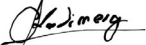
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**Jerry Mobbs**

Independent Non-Executive Director

INCOME STATEMENT		Technical account	Non-Technical account	Total	2023
	Notes	MZN'000	MZN'000	MZN'000	MZN'000
<b>Earnings</b>					
Gross premium income	4.14	599,172	-	599,172	575,355
Reinsurance premiums outwards	4.14	(61,921)	-	(61,921)	(58,803)
<b>Net written premium income</b>		<b>537,251</b>	<b>-</b>	<b>537,251</b>	<b>516,552</b>
Change in unearned premium reserve (Gross)	4.15	20,347	-	20,347	(802)
Change in unearned premium reserve (Reinsurer's share)	4.15	(5,299)	-	(5,299)	(68)
<b>Net premium income</b>		<b>552,299</b>	<b>-</b>	<b>552,299</b>	<b>515,682</b>
<b>Total operating earnings</b>		<b>552,299</b>	<b>-</b>	<b>552,299</b>	<b>515,682</b>
<b>Expenses</b>					
Gross claims and loss adjustment expense	4.15	(306,681)	-	(306,681)	(215,554)
Reinsurer's share	4.15	19,613	-	19,613	34,072
<b>Net claims</b>		<b>(287,068)</b>	<b>-</b>	<b>(287,068)</b>	<b>(181,482)</b>
Aquisition expenses	4.17	(178,401)	-	(178,401)	(217,476)
Administration expenses	4.18	(78,796)	-	(78,796)	(104,486)
Commissions of ceded reinsurance	4.17	13,461	-	13,461	14,726
<b>Activity costs</b>		<b>(243,736)</b>	<b>-</b>	<b>(243,736)</b>	<b>(307,236)</b>
<b>Total operating expenses</b>		<b>(530,805)</b>	<b>-</b>	<b>(530,805)</b>	<b>(488,718)</b>
<b>Result of operating activities</b>		<b>21,494</b>	<b>-</b>	<b>21,494</b>	<b>26,963</b>
Interests	4.19	59,452	-	59,452	68,865
Other income	4.20	-	971	971	2,020
Net impairment losses reversals	4.20	-	(6,408)	(6,408)	(966)
Other expenses		-	(1,469)	(1,469)	(562)
Exchange differences		-	(560)	(560)	5,489
<b>Net profit before taxation</b>		<b>80,946</b>	<b>(7,467)</b>	<b>73,479</b>	<b>101,809</b>
Taxation - current income tax	4.12	-	(15,625)	(15,625)	(19,475)
Taxation - deferred income tax	4.12	-	(5,174)	(5,174)	1,597
<b>Profit after taxation</b>		<b>80,946</b>	<b>(28,266)</b>	<b>52,680</b>	<b>83,931</b>

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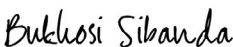


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**Gideon Nkadameng**

Chairman

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**Bukhosi Sibanda**

Managing Director

DocuSigned by:



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**Pravin Kalpage**

Non-Executive Director

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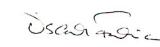


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**Henri Mittermayer**

CEO and Executive Director

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**Óscar Faria**

CFO and Executive Director

Signed by:



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**Israel Muchena**

Managing Director

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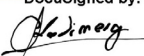


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**Jerry Mobbs**

Independent Non-Executive Director


STATEMENT OF COMPREHENSIVE INCOME		2024	2023
	Notes	MZN'000	MZN'000
<b>Net profit for the year</b>		<b>52 680</b>	<b>83 931</b>
Unrealised gains on financial assets at fair value through other comprehensive income		-	-
<b>Total comprehensive income for the year, net of income tax</b>		<b>52 680</b>	<b>83 931</b>

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**Gideon Nkadameng**  
 Chairman

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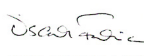
**Bukhosi Sibanda**  
 Managing Director

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**Pravin Kalpage**  
 Non-Executive Director

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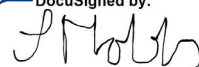
**Henri Mittermayer**  
 CEO and Executive Director

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**Óscar Faria**  
 CFO and Executive Director

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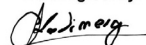
**Israel Muchena**  
 Managing Director

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**Jerry Mobbs**  
 Independent Non-Executive Director

STATEMENT OF CHANGES IN EQUITY	Share capital MZN'000	Revaluation reserve MZN'000	Deferred tax reserve MZN'000	Legal reserve MZN'000	Retained earnings MZN'000	Net Profit MZN'000	Total MZN'000
<b>Hollard Vida</b>							
<b>Balance as at 30 June 2022</b>	<b>196 000</b>	<b>-</b>	<b>-</b>	<b>5 401</b>	<b>98 091</b>	<b>47 578</b>	<b>347 070</b>
Transfer to legal reserve	-	-	-	9 515	-	( 9 515)	-
Transfer to retained earnings	-	-	-	-	38,063	( 38 063)	-
Dividends distribution	-	-	-	-	( 135 000)	-	( 135 000)
Profit after taxation	-	-	-	-	-	83 931	83 931
<b>Balance as at 30 June 2023</b>	<b>196 000</b>	<b>-</b>	<b>-</b>	<b>14 916</b>	<b>1 155</b>	<b>83 931</b>	<b>296 002</b>
Transfer to legal reserve	-	-	-	16 786	-	( 16 786)	-
Transfer to retained earnings	-	-	-	-	67 145	( 67 145)	-
Profit after taxation	-	-	-	-	-	52 680	52 680
<b>Balance as at 30 June 2024</b>	<b>196 000</b>	<b>-</b>	<b>-</b>	<b>31 702</b>	<b>68 300</b>	<b>52 680</b>	<b>348 682</b>

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**Gideon Nkadameng**

Chairman

DocuSigned by:



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**Bukhosi Sibanda**

Managing Director

DocuSigned by:



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**Pravin Kalpage**

Non-Executive Director

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**Henri Mittermayer**

CEO and Executive Director

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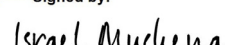


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**Óscar Faria**

CFO and Executive Director

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**Israel Muchena**

Managing Director

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**Jerry Mobbs**

Independent Non-Executive Director

STATEMENT OF CASH FLOW		2024	2023
	Notes	MZN'000	MZN'000
<b>Cash flows from operating activities</b>			
Profit after taxation		52,680	83,931
<u>Non cash items included in profit before tax:</u>			
Depreciation and amortization charges for the year		206	229
Income and expense interests		(2,562)	(8,062)
Changes in non technical provisions		-	-
Changes in technical provisions, net of reinsurance		2,354	(14,387)
Changes in bad debtors provision		6,408	966
<u>Adjustments for:</u>			
(Increase) / decrease on other debtors and creditors from insurance and other operations		55,197	4,496
(Increase) / decrease on other current assets and other current liabilities		10,508	(13,262)
Increase / (decrease) on liabilities for taxes		(7,669)	(21,685)
Cash flows from investment activities		(70,083)	(62,023)
Income tax paid		11,691	11,550
<b>Net cash outflow / inflow from operating activities</b>		<b>58,731</b>	<b>(18,247)</b>
<b>Cash flows from investing activities</b>			
Interests from loans		13,192	1,220
Interests from deposits		14,260	20,627
Interests from bonds		45,192	48,238
(Increase) / decrease on property plan and equipment and intangible assets		5,380	(10,762)
(Increase) / decrease on loans and receivables		8,220	107,587
(Increase) / decrease on financial assets held to maturity		(10,961)	10,274
<b>Net cash flow from investing activities</b>		<b>75,283</b>	<b>177,183</b>
<b>Cash flows from financing activities</b>			
Dividends distribution		-	(135,000)
<b>Caixa líquida gerada pelas actividades de financiamento</b>		<b>-</b>	<b>(135,000)</b>
Increase/(decrease) on cash and cash equivalents		<b>134,014</b>	<b>23,937</b>
Cash and cash equivalents in the beggining of the year		127,204	103,267
<b>Cash and cash equivalents in the end of the year</b>	4.1	<b>261,218</b>	<b>127,203</b>

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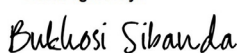


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**Gideon Nkadameng**

Chairman

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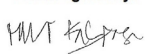


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**Bukhosi Sibanda**

Managing Director

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**Pravin Kalpage**

Non-Executive Director

Signed by:

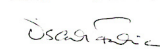


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**Henri Mittermayer**

CEO and Executive Director

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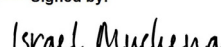


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CFO and Executive Director

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**Israel Muchena**

Managing Director

DocuSigned by:



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**Jerry Mobbs**

Independent Non-Executive Director



# Independent Auditor's Report



## *Independent auditor's report*

To the Shareholders of Hollard Moçambique Companhia de Seguros, S.A.R.L.

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### *Our opinion*

In our opinion, the financial statements present fairly, in all material respects, the financial position of Hollard Companhia de Seguros, S.A.R.L. (the Company) as at 30 June 2024, and its financial performance and its cash flows for the year then ended in accordance with the regulations issued by the Mozambique Insurance Supervision Institute for the Insurance Sector – Ministerial Diploma No. 222/2020, of 17 December.

### **What we have audited**

Hollard Companhia de Seguros, S.A.R.L. financial statements set out on pages 16 to 61, comprise:

- the balance sheet as at 30 June 2024;
- the statement of income for the year then ended;
- the statement of comprehensive income for the year then ended;
- the statement of cash flows for the year then ended;
- the statement of changes in equity for the year then ended; and
- the notes to the financial statements, which include a summary of significant accounting policies.

### **Independence**

We are independent of the Company in accordance with the International Code of Ethics for Professional Accountants (including International Independence Standards) (IESBA Code) issued by the International Ethics Standards Board for Accountants and other independence requirements applicable to performing audits of financial statements in Mozambique. We have fulfilled our other ethical responsibilities in accordance with the IESBA Code and other ethical requirements applicable to performing audits of financial statements in Mozambique.

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### *Other information*

Management is responsible for the other information. The other information comprises the information included in the document titled “2024 Relatório e Contas”. Other information does not include the financial statements and our auditor’s report thereon.

Our opinion on the financial statements does not cover the other information and we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information identified above and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise

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*PricewaterhouseCoopers - Sociedade de Auditores e Contabilistas Certificados, Lda.*  
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appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

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### *Emphasis*

As disclosed in note 4.25 of the notes to the financial statements, as of 30 June 2024, the assets held by the Company related to the representation of technical provisions, in accordance with Article 26 of Decree-Law 1/2020, of December 31st, together with Article 46 of Decree 20/2011, of August 11th, are insufficient in the amount of 36,148 thousand MZN.

---

### *Responsibilities of management and those charged with governance for the financial statements*

Management is responsible for the preparation and fair presentation of the financial statements in accordance with the regulations issued by the Mozambique Insurance Supervision Institute for the Insurance Sector – Ministerial Diploma No. 222/2020, of 17 December, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Company's financial reporting process.

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### *Auditor's responsibilities for the audit of the financial statements*

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit



procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with management regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

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PricewaterhouseCoopers - Sociedade de Auditores e Contabilistas Certificados, Lda.  
Registered Audit Firm 11/SAC/OCAM/2014, represented by:

(Original signed)

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João Veiga  
Registered Auditor 70/CA/OCAM/2014  
Maputo, 30 October 2024

**Hollard.**  
vida

HOLLARD MOÇAMBIQUE COMPANHIA DE SEGUROS S.A.R.L.  
Autorização nº 005 / ISSM / DRV / SEG / 2018 | NUIT 400094292

**+258 21 357 700 | [info@hollard.co.mz](mailto:info@hollard.co.mz)**

**[www.hollard.co.mz](http://www.hollard.co.mz)**

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**Av. Sociedade de Geografia nº 269, Edifício Hollard 1º andar, Maputo, Moçambique**

**Beira**  
Bairro do Chaimite, Rua Major Serpa Pinto, Edifício do Bulha Shopping, loja nr 12 R/C

**Tete**  
EN7, Bairro Chingodzi Porta 2 e 3, Tete

**Nacala**  
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