

# Growing Together On Purpose





# IAN CHINAPOO

GROUP CHIEF EXECUTIVE OFFICER

GUARDIAN HOLDINGS LIMITED  
ANNUAL SHAREHOLDERS' MEETING 2022



“ Our commitment is to create exceptional value for our customers and shareholders. ”

## OUR STRATEGY- EVOLUTION AND REVOLUTION

1. An ambitious dream to become **globally admired**
2. A significant focus on our **product value**, on our **service delivery** and on our **cost to serve**
3. Delivering an **unparalleled experience** for our customers
4. Providing **unprecedented capability building** for all our employees and financial advisors
5. Investment in **world-class technology**
6. Practising **disruptive innovation** by co-creating and sharing ideas
7. Re-imagining all aspects of our business to further our **value creation** goals

“ Providing the best experiences to our customers and our employees, require us to embrace technology and advanced analytics. ”

## DRIVING DIGITAL TO THE CORE TO UNLOCK NEW PRODUCTIVITY

### Life, Health, and Pension (LHP):



- Introduction of a new cloud-based policy administration system in Jamaica
- Standardisation of our underwriting, claims, and customer service operations across our regional footprint.



### Property and Casualty (P&C):



- Launched a **seamless online experience**, through which customers can get quotes, manage policies, renew policies, and make payments for our businesses in Trinidad and Tobago and Jamaica
- Developed advanced analytics solutions to enable increased straight-through processing of claims

“ Committed to building a strong work culture acknowledging the connection between our business, our people and culture. ”

INSPIRED PEOPLE, LEADERSHIP AND CULTURE

			
<p><b>Ability to Execute- Business Fundamental</b></p>	<p><b>Guardian Leadership Circles</b></p>	<p><b>Better Together</b></p>	<p><b>Mentorship Circles</b></p>
<p>Geared towards upskilling business acumen and creating a common language across the organisation to drive change.</p>	<p>Transformative leadership interventions that provide our leaders with the necessary tools to bring the best out of our people.</p>	<p>To build an internal community of discussion, growth and mental support.</p>	<p>To enable employees to find peers who share common interests to develop and learn together as a Group.</p>

“ Understand what matters to our customers and provide that better than anyone else. ”

## DELIGHTED CUSTOMERS

- **Established a new customer experience function** and architected a roadmap for understanding and seizing opportunities to further delight our customers and convert them into promoters.
- Completed **6 customer experience surveys** throughout the Group, with insights that will inform our customer experience strategy .
- The **redesign of our issue resolution** customer journey for our individual life customers at Guardian Life of The Caribbean Limited and Guardian Life Limited.
- **Experienced a 20+ point improvement in our customer satisfaction** metric for LHP in Trinidad and Tobago (the net promoter score) in Trinidad and Tobago.








“ We believe that our markets represent favourable opportunities for superior growth and value creation. ”

## ACCELERATE GROWTH

- Our Asset Management division continues to focus on building its third-party business and expanding its product offerings.
- In March 2022, a key development for the Merchant Banking Unit was the addition of Guardian Group Trust Limited to the Ministry of Finance’s list of financial institutions to receive Request for Proposals for Central Government and Government Guaranteed financing arrangements.
- The Guardian Group Netherland NV license became effective 1<sup>st</sup> January 2023, to commence operations.



## GOVERNING AND SECURING DATA

<b>Strategy</b> 	<ul style="list-style-type: none"><li>○ Approved information security strategy to proactively enhance the Group's security maturity</li><li>○ People investment to ensure dedicated and competent skillset for information security</li></ul>
<b>Risk</b> 	<ul style="list-style-type: none"><li>○ Cyber risk management practice developed</li><li>○ Group-wide Cyber-insurance policies in place</li></ul>
<b>Awareness</b> 	<ul style="list-style-type: none"><li>○ Compulsory and continuous security awareness training for all employees</li><li>○ Formal assessments of employee awareness</li></ul>
<b>Access</b> 	<ul style="list-style-type: none"><li>○ Access to sensitive customer data is carefully restricted based on roles and responsibilities</li><li>○ Multi-Factor Authentication to secure access to sensitive data</li></ul>
<b>Resilience</b> 	<ul style="list-style-type: none"><li>○ Cyber resilience initiatives to strengthen ability to not only prevent but also withstand and recover from a security incident</li></ul>



“ We set our sights to new horizons to create rewarding opportunities for our employees and enhanced value for our customers and shareholders. ”

## WHAT'S ON THE HORIZON

- A growing middle- and retirement-aged population that will continue to drive demand for solutions.
- Our market position and strong pricing discipline will make us a preferred partner for reinsurers to allocate capacity.
- Mitigate our exposure to catastrophic hurricanes and earthquakes via innovative insurance structures.
- Provide returns to meet our customers' evolving needs with investments made in modernising our technological and data infrastructures.



## WHAT'S ON THE HORIZON

Taken all together, GHL has the potential to more than double our revenue size over the three horizons of growth over the next five years

### HORIZON 1

Perfect and Protect the core



- Modernising our technological infrastructure
- Implementing best-in-class processes
- Reinforcing key organisational functions
- Executing our capital strategy.

### HORIZON 2

Accelerate growth in our existing businesses



- Capturing additional market share
- Driving innovation to grow penetration of insurance in the region.

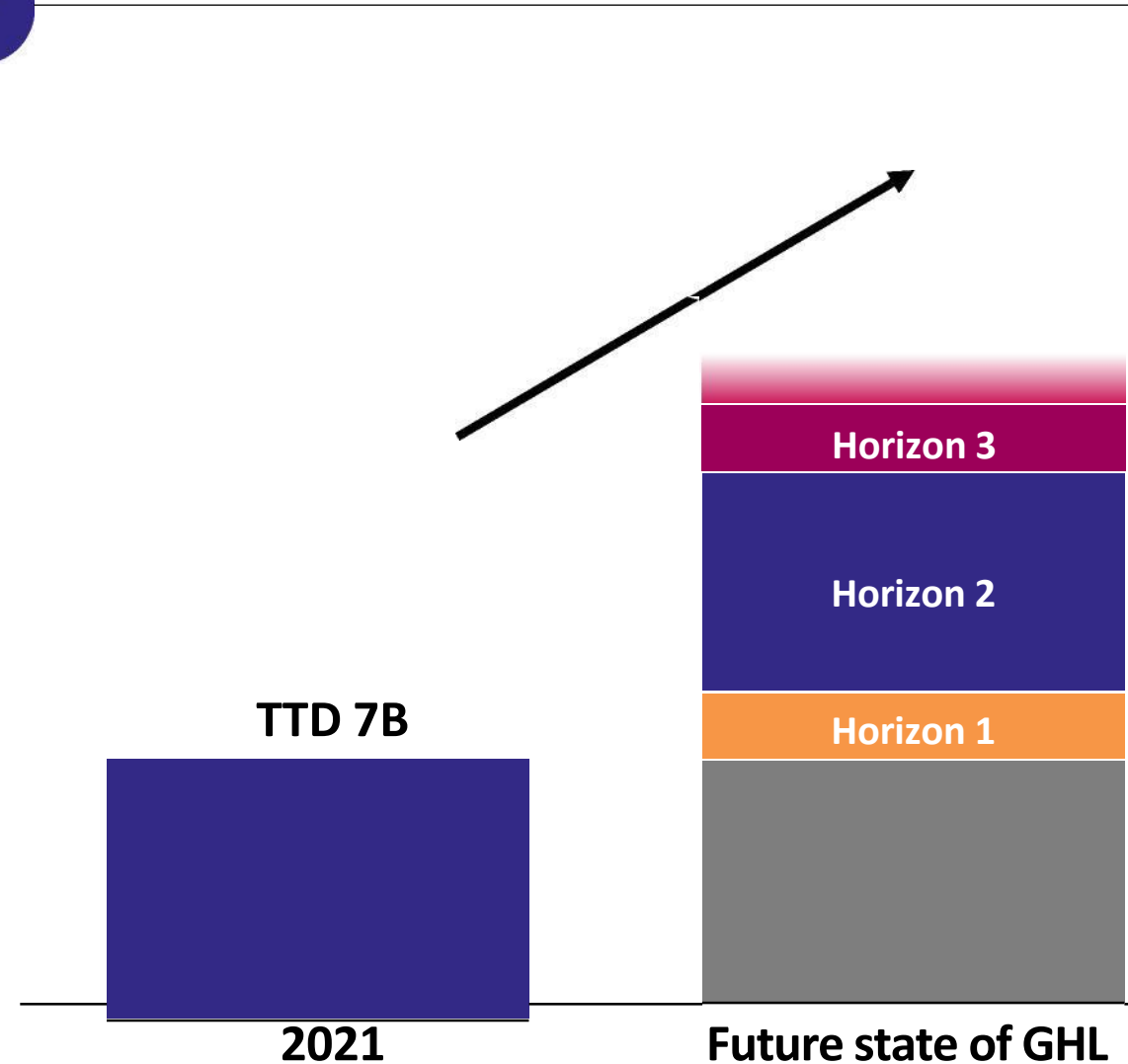
### HORIZON 3

Pursue the next "S-curve"



- Transcending existing industry and geographical boundaries into attractive adjacent spaces .

## Revenue growth opportunity, five years



**Thank you** for your continued  
support and confidence in **Guardian**  
**Group.**





# SAMANTA SAUGH

GROUP CHIEF FINANCIAL OFFICER

GUARDIAN HOLDINGS LIMITED  
ANNUAL SHAREHOLDERS' MEETING 2022



# FINANCIAL HIGHLIGHTS

○ Net year on year growth from our LHP segment was GWP +5.4% and PAT 40.2% respectively.

Gross Written Premiums (TT\$M)

**7,297** +4%

2021: 7,030

Net Investing Activities(TT\$M)

**1,335** -17%

2021: 1,611

Share Price (TT\$)

**26.99** -10%

2021: 30.00

○ P&C was relatively flat year over year with 2% growth of GWP and up +31.7% on PAT.

Net Written Premiums (TT\$M)

**4,946** +4%

2021: 4,757

After Tax Profit For The YTD (TT\$M)

**1,105** +41%

2021: 786

Gearing Ratio (%)

**59%** +15%

2021: 70%

○ Asset Management was down year over year with declines of 22.5% on net income and 53% below on PAT.

Net insurance Activities (TT\$M)

**1,537** +45%

2021: 1,061

Earning Per Share

**\$4.74** +41%

2021: \$3.37

DSCR

**3.9x** +34%

2021: 3.2x

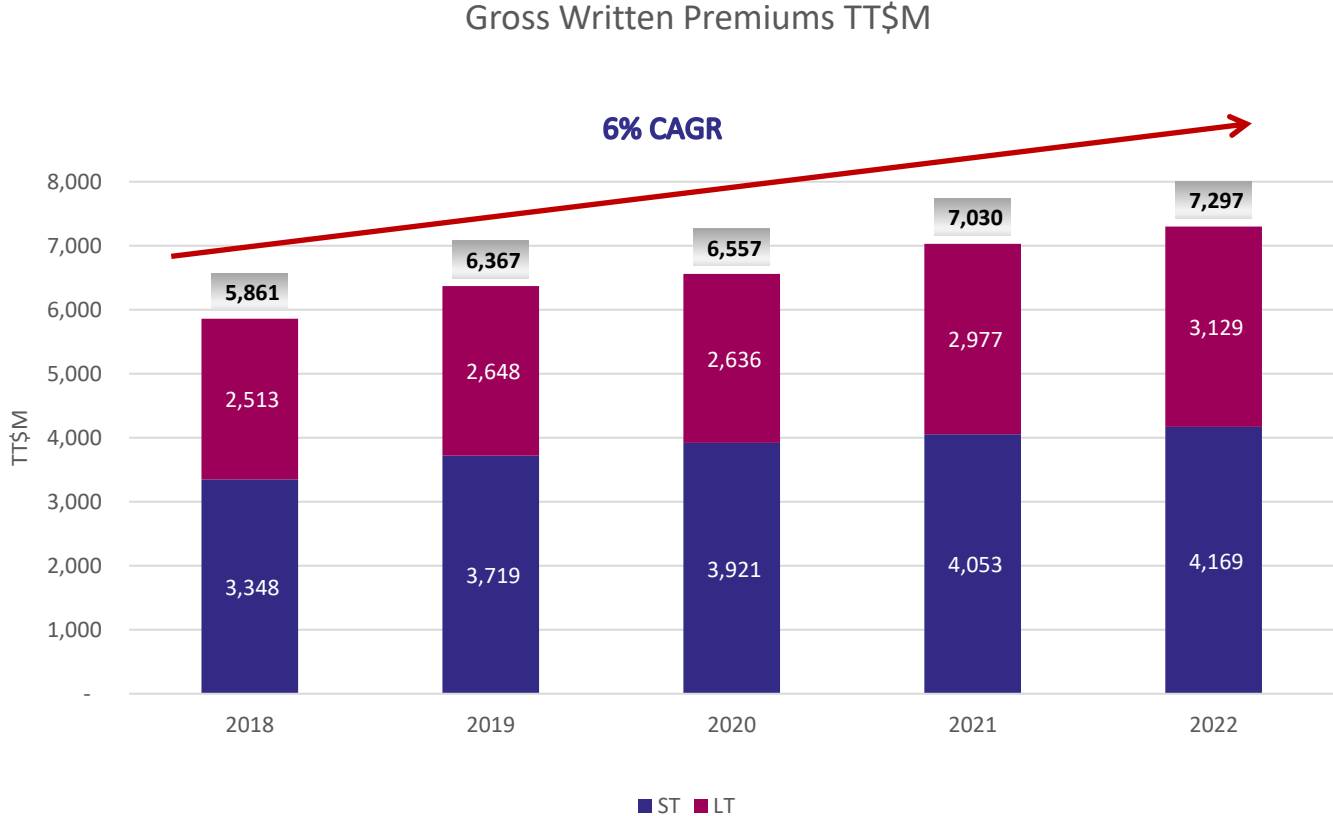
➤ *Net Income from 3<sup>rd</sup> party mutual funds included under Asset Management*



# TOTAL GROSS PREMIUMS WRITTEN

## 6% Compounded annual GPW growth

- Continued upward trend in Gross Written Premiums (GWP)
- GWP increased 4% in 2022 when compared to 2021
- Growth driven by Life, Health and Pensions operations

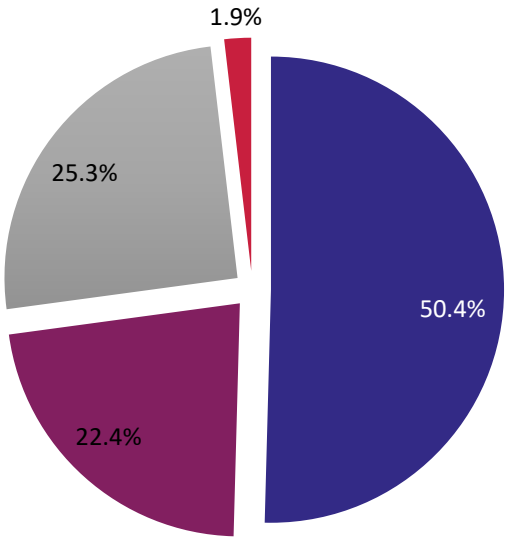




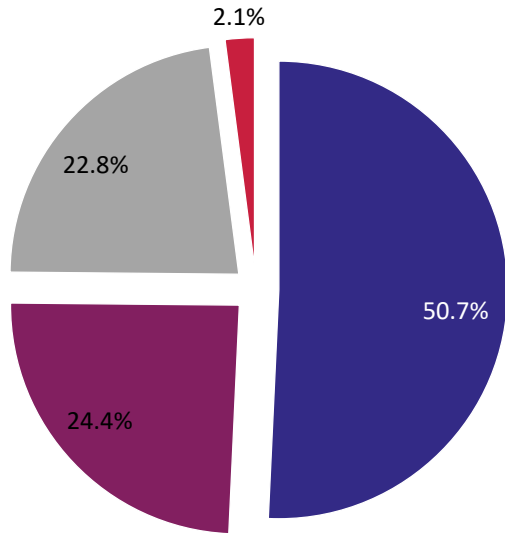
# GEOGRAPHIC DISTRIBUTION OF REVENUE

- Total Revenue increased 3% year-on-year.
- Marginal changes in revenue distribution year-on-year.
- Revenue generation is largely concentrated in Trinidad and Tobago.

FY 2022 - \$7.0 billion



FY 2021 - \$6.8 billion



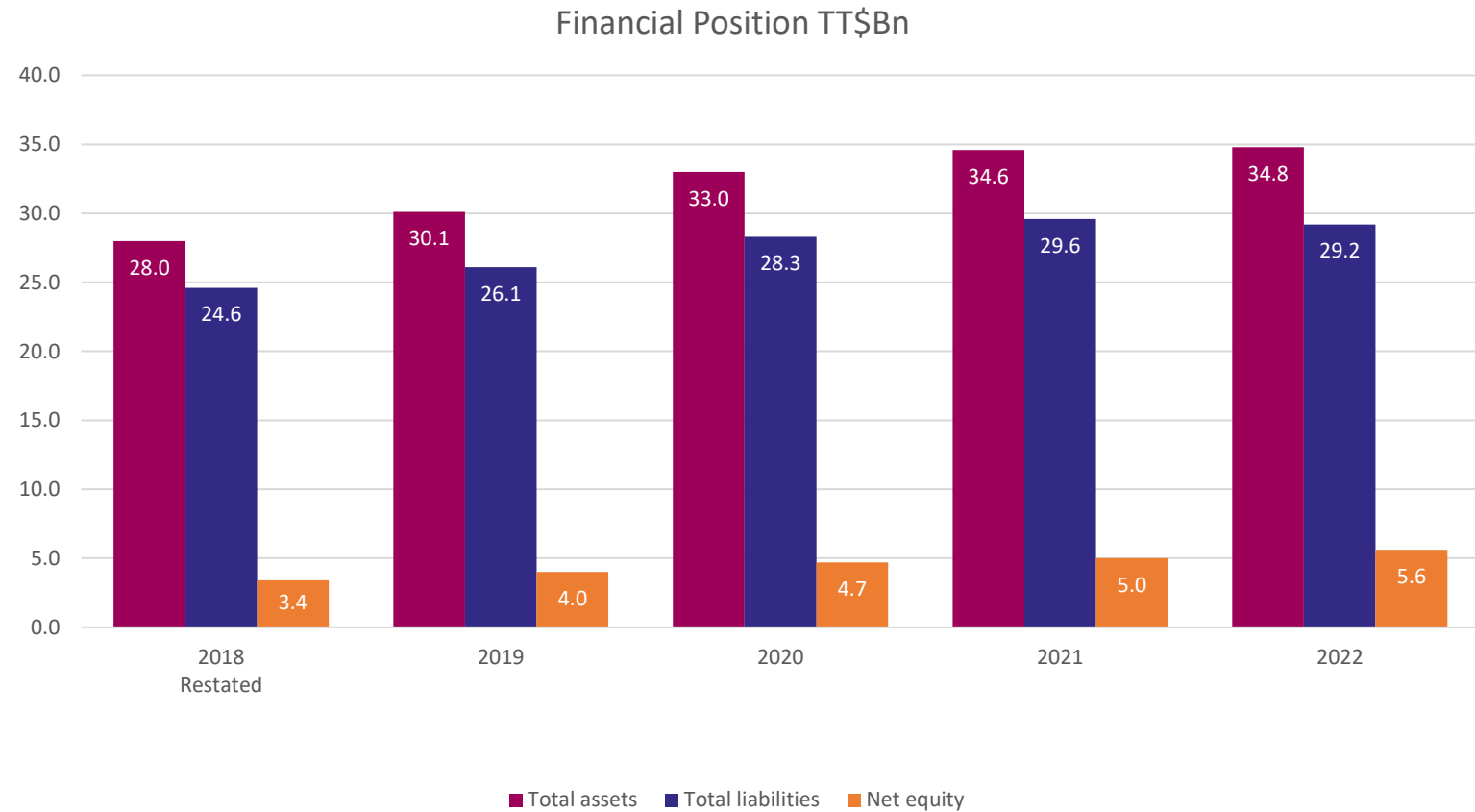
■ Trinidad & other Caribbean  
■ Jamaica  
■ Dutch Caribbean  
■ Non Caribbean

*Excludes realized and unrealized gains / losses*



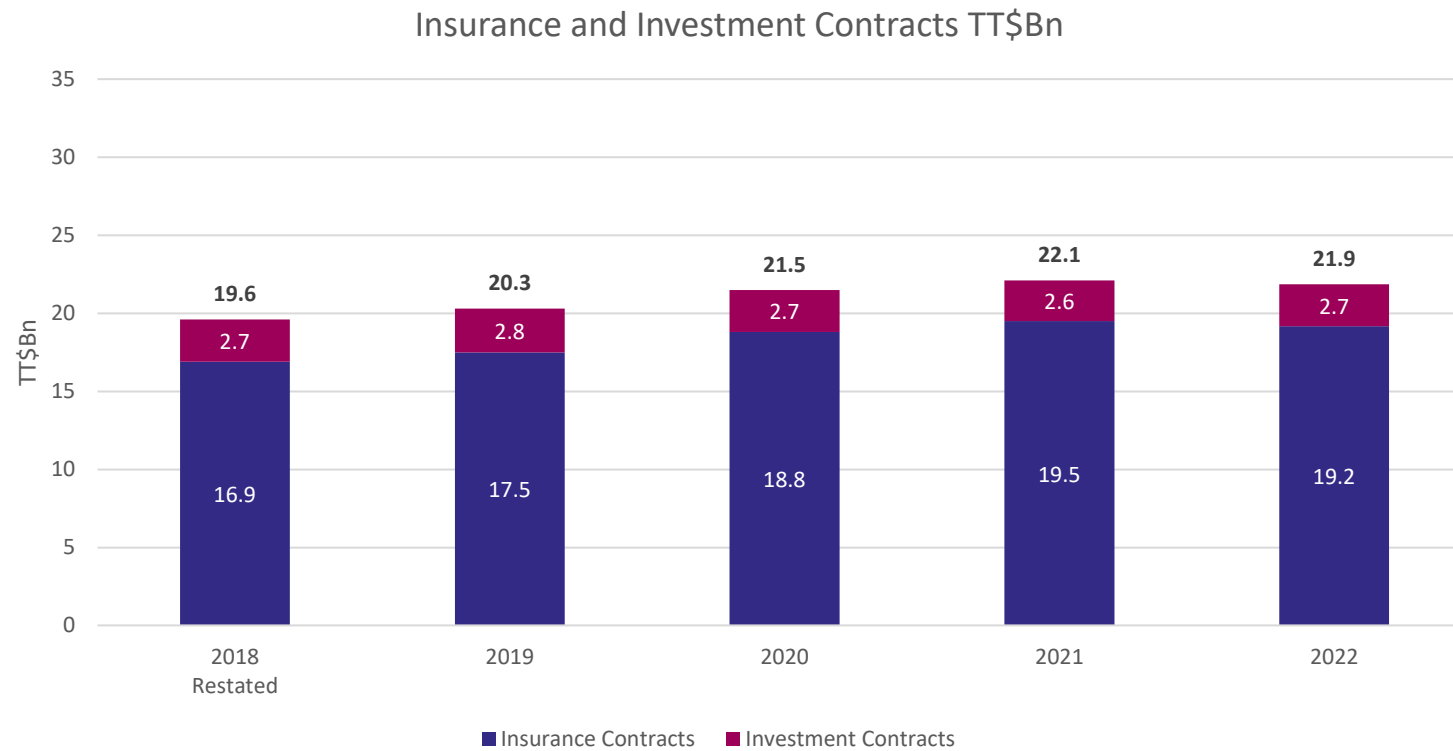
# SUMMARY CONSOLIDATED BALANCE SHEET

- 6% Compounded Asset Growth
- 13% Compounded Net Equity Growth



# INSURANCE & INVESTMENT CONTRACT LIABILITIES

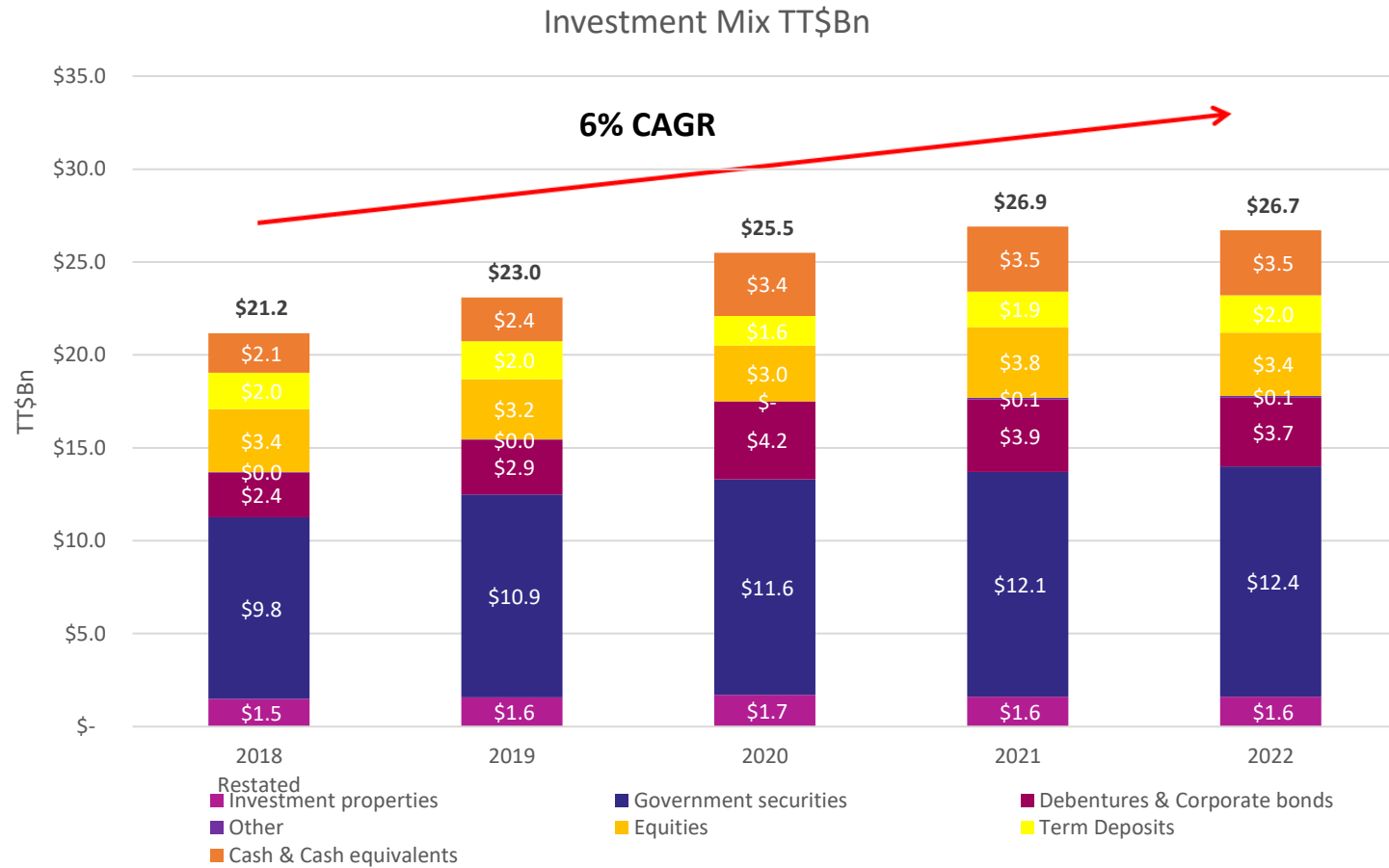
3% Compounded annual growth in policyholder liabilities





# INVESTMENTS

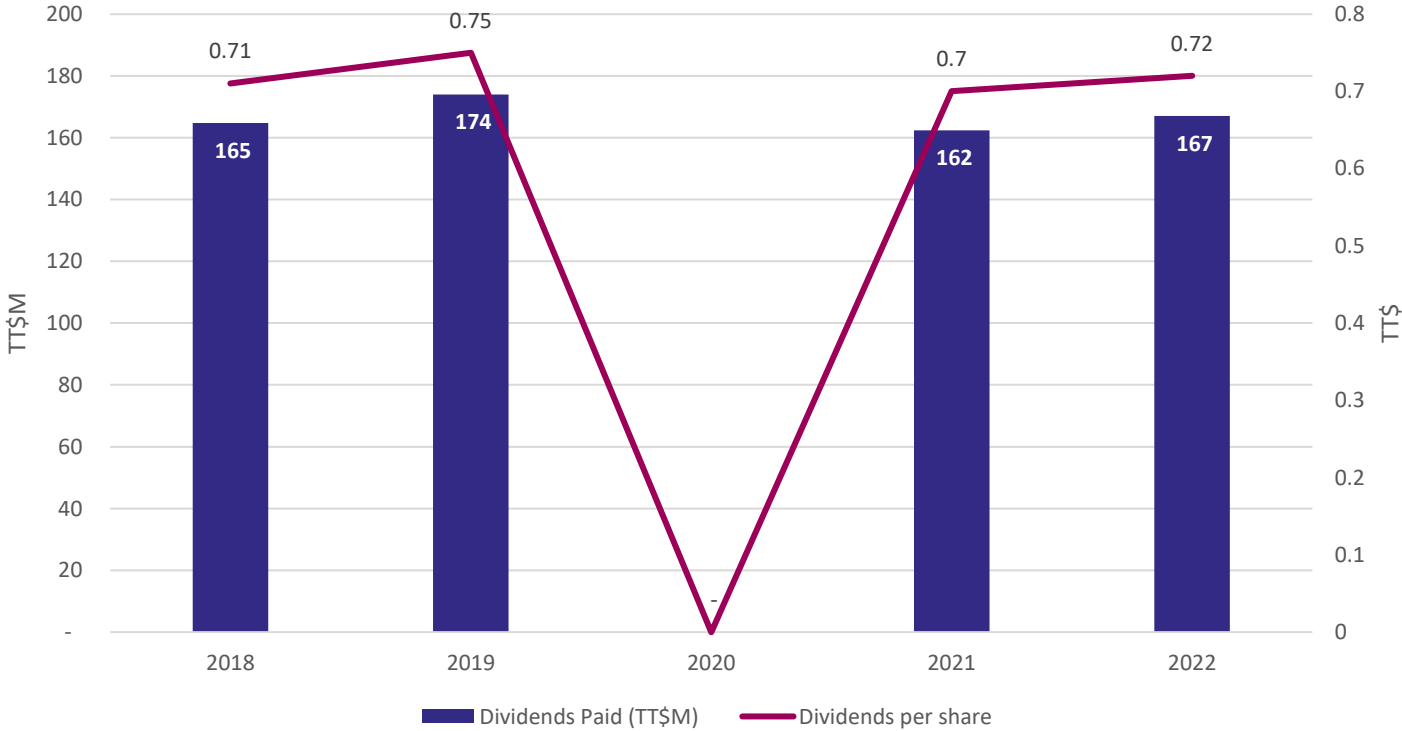
- 6% Compounded annual growth in investments
- Continued focus on shifting into more productive long-term investments



Excludes Mutual Fund Unit Holders' balances

# DIVIDENDS PAID

○ 0.35% Compounded annual growth in dividends for 2018-2022





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