



# THE 34<sup>TH</sup> GENERAL ARAB INSURANCE FEDERATION (GAIF) CONFERENCE

MUSCAT, SULTANATE OF OMAN | 18-21 FEBRUARY 2024



CONFERENCE BOOK

PUBLICATION POWERED BY





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of Excellence**







His Majesty Sultan Haitham bin Tarik



The Late Sultan Qaboos bin Said



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Al Sayyid Dr. Kamil Fahad  
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Secretary General in the General Secretariat  
for the Council of Ministers

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# MESSAGE FROM SECRETARY GENERAL OF GAIF



Welcome to the 34th GAIF Conference.

This year 2024, we are celebrating the 60th anniversary of the General Arab Insurance Federation.

During the last six decades, many events ensued, and evolutions occurred in the insurance industry. However, progressively the need for insurance is evolving, especially with natural catastrophes increasing in severity and frequency. Insurance is much needed to protect against cyber-attacks. For all citizens, financial inclusion is required more than before.

Our Federation, as the sole representative of the Arab Insurance Industry, has been always involved in these changes.

Part of our objectives is to keep our members updated about the major changes happening in the insurance industry globally. The topics of our 34th conference will be reflecting the recent evolutions in the insurance industry, thus the theme: "Sustainability and inclusivity in the Arab insurance industry: how Arab Insurance leverage the AI revolution."

The choice of the theme is not a coincidence; we expect our Arab members to be part of the digital revolution and be able to grow their businesses. At the same time, as we are facing emerging risks, there is a huge demand from our communities for financial inclusion and sustainability.

In the past 60 years, our Federation succeeded in federating all insurance companies around common interests.

- ◆ The orange card is fully digital today.
- ◆ Enhancing the cooperation between Arab companies through the launching of reinsurers and polls.
- ◆ The exchange of information between markets and companies.

Today GAIF publications are a major source of information and generalization of best practices.

Although some of the objectives seem not fully achieved, the integration of our Arab markets is an ongoing process, facing geopolitical challenges and fierce competition from foreign players.

Nevertheless, our industry has in general achieved a lot; and what we have seen in the past two decades is encouraging us to call for more cooperation and innovative approaches.

Our conference is also an opportunity for all companies, brokers, reinsurers, and TPAs to meet and explore business opportunities with the number of attendees, we are sure that you will be able to arrange fruitful meetings.

Once again, WELCOME!

**Chakib Abouzaid**  
Secretary General  
GAIF





# MESSAGE FROM THE CHAIRMAN OF OMAN INSURANCE ASSOCIATION



It gives me great pleasure to welcome you to the 34th Conference of the General Arab Insurance Federation in the beautiful capital of the Sultanate of Oman, Muscat. We are honoured that the esteemed Executive Committee of GAIF chose Oman as the host country especially when the conference coincides with the 60th anniversary celebration of the federation.

We had the honour of hosting the conference 22 years ago in 2002. This time, as we host the largest-ever gathering of insurers and reinsurers, we hope to go above and beyond to provide the members and attendees of the conference with an enlightening as well as a wonderful experience here in Oman.

Just like all of you, I look forward to engaging with eminent individuals on the various topics that have been included in the agenda over the four days. The topics are extremely relevant for the times we live in as well as the future. This includes the latest trends within our industry, emerging risks, technological advancements and the relevance of AI, sustainability, innovative solutions, and evolving legislation to address the ever-changing needs of our clients and markets. We also look forward to interacting with peers from across the Arab world and beyond and forging new partnerships that will steer our industry forward. We will discuss, share, and find solutions to the challenges that face our industry across the world.

Through this Conference, I am certain that we as a community will pledge to maintain the highest standards of excellence in insurance services based on sustainable growth and development.

I hope you will have a fruitful and insightful time at the conference as well as at your home for the next four days - Oman.

Thank you.

**Nassir Bin Salim Al Busaidi**  
Chairman  
Oman Insurance Association



## MESSAGE FROM THE EXECUTIVE PRESIDENT OF CAPITAL MARKET AUTHORITY

This event is considered an opportunity to meet insurance service providers in the Arab markets, in addition to participation from various countries of the world, to exchange experiences and opinions about the future of this vital sector, especially since the insurance sector is one of the most important components of the economy, and there is no doubt that the events and changes that the world is witnessing require such gatherings to discuss the necessary solutions to ensure the sustainability of the sector and the provision of its services with high quality, especially since this sector relies on a lot in managing various risks. We hope that this event will witness success and widespread interest in its outcomes, which will enhance the development of the sector.

The message that should be emphasized is the title of this conference: "How Arab insurers leverage the artificial intelligence revolution in order to achieve a more sustainable and inclusive Arab insurance industry?" The reality is that there is a major transformation in the insurance industry like the transformation that the financial services markets in all their sectors are witnessing in light of the revolution. Financial technology and digital systems that are engulfing the world and the competitive solutions they offer contribute to confronting many of the challenges and distortions that prevail in the insurance markets, in addition to their impact on improving and accelerating the level of services. What cannot be doubted is that the insurance markets will be open to competition towards providing technical initiatives that focus on systems and services that keep pace with technical revolutions, especially the artificial intelligence revolution, therefore, today we are obligated to say that if it is not renewed, it will dissipate, and if it does not advance, it will become obsolete, and others will follow. We see through this large gathering the importance of exploiting this conference to present ideas and opinions and exchange experiences in a way that contributes in strengthening the bonds of cooperation between insurance service providers, to come up with a common understanding of the mechanisms for renewing and developing the Arab insurance sector in a way that serves the economies of these countries.

The role of the Capital Market Authority can be summarized in four main pillars to regulate the insurance market in the Sultanate of Oman, which are legislation, development, supervision, and awareness. Our role in legislation is represented by enacting legislation and laws regulating the components of the insurance sector and related parties, constantly reviewing them, and developing policies that contribute to achieving insurance comprehensiveness, in order to achieve an insurance umbrella that suits different categories of society leading to achieve a balance between the level of risk, the insurance cost, and the compensation payable for reparation of risk, in order to ensure stability for the sector's performance.

We seek to translate our role in developing the sector by motivating companies towards their commitment to the best levels of rational management and working to improve services through the development of digital insurance systems and motivating and supporting companies to qualify human resources with technical and professional skills and knowledge related to insurance sciences and financial technologies and specialized programs in developing leadership skills. As for the supervisory role, it is a basic element that we are concerned with by following up on the financial performance of companies and directing them towards the sound administrative and financial path that guarantees their sustainability, the ability to confront risks, overcome challenges, manage crises, in addition to ensure the companies' readiness to fulfill their obligations with insurance policyholders, so that their portfolios are able to compensate for the effects of the risks covered through insurance.

There is a fourth role that we address by developing awareness programs and initiatives for the public by emphasizing rights and duties, as well as the importance of insurance in providing a safe investment environment for the economic activities of institutions and ensuring financial stability for the individual and society. Awareness is a continuous process in which we use various channels such as media institutions and entities concerned with insurance products to reach the public.

We expect that the Omani insurance market will witness further development and the sector indicators will continue to achieve further growth in light of the great interest that the government of the Sultanate of Oman gives to this sector, considering that it is one of the six strategic pillars of the National Program for Financial Sustainability and Development of the Omani Financial Sector, where the focus will be on supporting the sector to play a greater role in providing an insurance umbrella for various commercial activities and practices or the needs of individuals to secure their property. It is important to emphasize that the sector has been witnessing growth during the last five years. The average growth in market size has reached approximately 4%, and we expect the sector to continue achieving growth by the end of this year to reach 593.3 million Omani rials.

The insurance market has begun to provide its services according to three types of insurance products, which are general insurance, life insurance, and health insurance. During the year 2024, we expect greater growth in the volume of insurance premiums, by an amount exceeding 5%, with an increase in demand for other insurance products. In addition, the insurance market is witnessing accelerating transformations towards increasing the number of initiatives and projects related to the digital transformation of the insurance sector, the most prominent of which is the Dhamani Electronic Platform, which focuses on regulating the health insurance market in the Sultanate of Oman by linking the parties to the health insurance relationship in a way that ensures achieving quality and safety in dealing with this type of insurance products that deal with the private health sector. We also point out here that the Omani market will witness an expansion in the scope of spreading the umbrella of comprehensive insurance through an increase in the number of new insurance products.

**HE Abdullah Al Salmi**  
Executive President  
Capital Market Authority



## MESSAGE FROM MEMBER OF THE BOARD OF DIRECTORS OF THE OMAN CHAMBER OF COMMERCE AND INDUSTRY & CHAIRMAN OF THE FINANCE AND INSURANCE COMMITTEE

The 34th Conference of the General Arab Insurance Federation is aimed to support the ties and connections between insurance markets and bodies, as well as strengthen the bonds of cooperation among them, leading to the development of the Arab insurance industry.

The insurance market in the Sultanate of Oman is highly promising, as the sector is emerging as one of the fastest-growing segments in the country, contributing almost 1.23% to the country's GDP, and posting a 13% surge in insurance premiums in 2022 alone.

Furthermore, the combined market Capital of insurance companies soared to about 297.90 million Omani Rials from 274.66 million Rials in 2021, signaling an exciting 8.46% leap from the previous year.

The Oman Chamber of Commerce and Industry (OCCI) proudly sponsors this monumental gathering, underscoring the Sultanate's firm commitment to the insurance sector's strength, recognising it as a cornerstone in sustainability and growth of the private sector business which aims to shield businesses from numerous risks, along with the sector's contribution to financing operations. This particular interest is also aligned with the strategic directions of OCCI, prepared and equipped in accordance with Oman Vision 2040 to enhance the business environment and expand the base of the national economy to exceptional heights.

The Finance and Insurance Committee of the Chamber similarly works on crafting and refining laws, decisions, and regulations, while watchfully monitoring challenges and championing innovative solutions.

The Arab insurance landscape has witnessed a surge in recent years keeping pace with expansions in the Arab region's economies, which rally the need for insurance services.

Arab insurance market exceeded \$40.9 billion in 2021, registering a 1.8% growth from the previous year, according to estimates of the Arab Monetary Fund.

The ratio of insurance premiums to GDP in the Arab countries does not exceed 1.9%. In comparison, the market share of the insurance sector in the Arab countries represents 0.75% of the global insurance market, which reflects the importance of persistent and continued efforts to develop this sector.

Building upon the 33rd edition which passed several important recommendations and guidance to promote this sector, as well as boost the cooperation of its institutions, and tackle emerging challenges, including cyber risks, and negative effects of natural and health disasters, with a resolute focus on embracing digital transformation and fostering robust collaboration henceforth

As we assemble for this gathering, let us take the opportunity to deepen our cooperation, fortify our foundations, and pave the way for a future where the insurance sector stands as a pillar of development and progress!

### **Mustafa bin Ahmed Salman**

Member of the Board of Directors of the Oman Chamber of Commerce and Industry

Chairman of the Finance and Insurance Committee

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# Oman - Where Tradition Meets Modernity

Welcome to the Sultanate of Oman, a captivating jewel nestled on the southeastern fringe of the Arabian Peninsula. With a storied history spanning over 100,000 years, Oman stands as one of the oldest Arab countries, its origins intricately woven into the maritime trade routes that once bridged the East and West. As one of the oldest, continuously, inhabited regions on Earth, Oman has borne witness to the ascent and descent of empires, the prosperity of ancient cities, and the resilience of its people amidst the ceaseless passage of time.

Oman's illustrious history, steeped in maritime trade, has left an indelible mark on its identity. From historic forts to ornate mosques, the country showcases a rich tapestry where ancient narratives seamlessly intertwine with the innovations of the future. The Sultanate's commitment to safeguarding its cultural legacy while embracing progress is palpable in its cities, notably in Muscat, the capital, where traditional architecture seamlessly merges with contemporary design.

The diverse landscapes of Oman capture the imagination at every turn. From the golden undulations of the Wahiba Sands to the rugged pinnacles of the Hajar Mountains, the country's natural beauty is a testament to its geographical diversity. Pristine beaches, crystal-clear wadis, and verdant oases weave a tapestry of contrasts that unfolds at every juncture.

Beyond the physical allure, the true heartbeat of Oman lies in the warmth of its people. Omani hospitality, deeply rooted in the age-old tradition of welcoming guests, transforms every encounter into a memorable experience. The tapestry of Omani culture is woven with a rich array of customs, festivals, and rituals, offering a profound glimpse into the heart and soul of the nation.

As Oman gazes toward the future, its commitment to sustainable development and technological advancement shapes a modern nation while safeguarding its unique identity. Visionary initiatives, exemplified by the Oman Vision 2040, chart a course towards a diversified economy, a vibrant society, and a sustainable environment.

Under the leadership of His Majesty Sultan Haitham bin Tarik Al Said, who assumed leadership in January 2020, Oman has entered a renewed renaissance characterized by boundless ambitions, a steadfast policy, and an unwavering commitment to tirelessly pursue initiatives that contribute to the cause of peace. The late ruler of Oman, His Majesty Sultan Qaboos bin Said Al Said, initiated transformative reforms over five decades ago, laying the foundation for Oman's modernised global standing.



Oman remains committed to its long-term Vision 2040 and ambitious sustainability objectives for 2050, demonstrating its determination through concrete actions. Over the past fifty years and beyond, the country has consistently shown its dedication to advancing in various business sectors and improving social well-being. This year, Oman took significant steps towards a more progressive and open path with the introduction of new labour and social protection laws, initiatives promoting green hydrogen, and the liberalisation of investment opportunities, among other measures.

Nestled at the crossroads of the Gulf and the Arabian Sea, Oman holds a strategically vital position for trade and logistics. Despite not bordering the Gulf directly, Oman boasts substantial oil and natural gas reserves akin to its Gulf Cooperation Council (GCC) counterparts. HM Sultan Haitham bin Tarik Al Said has reinvigorated the nation's diversification endeavours, aiming to reduce dependence on the energy sector.

Guided by Oman Vision 2040, the country's blueprint for long-term economic development, the vision encompasses goals such as establishing a diversified economy, fostering sustainable urban centres, and promoting privatisation and Omanisation. The sultanate's 10th five-year plan (FYP), spanning from 2021 to 2025, marks the inaugural FYP under Vision 2040. This strategic plan perpetuates Oman's commitment to advancing social development, ensuring fiscal sustainability, diversifying the economy, and optimizing the utilization of its abundant natural resources.

The Sultanate of Oman invites you to explore its rich history, breathtaking landscapes, and ambitious plans for the future. Join us on a journey where ancient tales unfold against the backdrop of diverse landscapes, and the spirit of innovation harmonises with timeless traditions. The ensuing pages will serve as a gateway to a nation that beckons you to discover its wonders and unveil the secrets that render Oman a true jewel of the Arabian Peninsula.

Sources: [www.experienceoman.om](http://www.experienceoman.om) | [www.visitoman.om](http://www.visitoman.om)  
Image credit: Riyadh Al Balushi





# GENERAL ARAB INSURANCE FEDERATION

## Organiser - 34<sup>th</sup> General Arab Insurance Federation Conference

The General Arab Insurance Federation is the sole representative of the insurance sector in the Arab world.

The Federation is an Arab entity that aims to be the main supporting institution for the Arab insurance industry; in order to develop and achieve the objectives with specified tools mentioned in the articles of association and to serve the members interests.

The Federation was established in Cairo in September 1964, in response to a collective desire that emerged among Arab countries to establish connections between Arab insurance markets. It operates under the Agreement signed with the Arab Republic of Egypt and has its permanent headquarter in Cairo.

The Federation has a legal personality, administrative and financial independence, which enables it to carry out all its tasks and achieves its objectives. The Federation is also member of the Economic Unity Council of the Arab League.

The main objective of the Federation is to strengthen the relationships between insurance markets and institutions, and develop the cooperation between them, and coordinate their various activities in order to serve the members interests, develop the Arab insurance industry, and highlight its Arab identity.

### Objectives of the Federation:

- ◆ Promoting insurance awareness by publishing updates on the Arab and global insurance, as well as the latest research, studies, and insurance articles in the Federation's weekly electronic newsletter and "Arab Insurance" magazine.
- ◆ Publishing an Arab insurance and reinsurance companies and brokers directory (physical and digital) that includes financial statements of companies and statistical data for all Arab countries; and listing it on the Federation's website.
- ◆ Organizing conferences and seminars that are important for sharing market experiences, building up capacity; and attempting to find solutions to the challenges faced by the industry.
- ◆ Monitoring all legislative developments related to the insurance sector in the Arab region and circulating them to all Arab insurance and reinsurance companies' members.
- ◆ Highlighting new insurance trends and new products.
- ◆ Studying and discussing various insurance issues at the local level in the Arab countries through committees and technical Leagues (Motor insurance and

Arab Unified Bureau, Health insurance, non-marine insurance, Marine & Aviation insurance, life & Takaful insurance, Arab Actuaries League, Laws Insurance Leagues).

- ◆ Collaborating in insurance and reinsurance field to serve the member's interests and the national economies.

### GAIF Organization:

General Conference / Gaif Council / Executive Committee / General Secretariat / Committees & Leagues

The Federation has 329 insurance and reinsurance companies' members, representing all Arab countries. In addition, it includes Arab insurance institutions, associations, and unions, as well as Arab insurance regulators, as follows:

Country	No.	Country	No.
Jordan	21	Oman	13
UAE	32	Palestine	11
Bahrain	10	Qatar	9
Tunisia	19	Kuwait	16
Algeria	18	Lebanon	42
KSA	18	Libya	33
Sudan	14	Egypt	26
Syria	17	Morocco	8
Somalia	1	Mauritania	1
Iraq	8	Yemen	12

The Arab Insurance Broker's League, which consists of 49 members representing companies and individual brokers from Arab countries.

The Federation took the initiative to establish an Arab Actuaries League in 2023. considering the growing role of Actuaries, especially in the insurance industry.

The Arab Actuaries League consists of 39 members.

### GAIF Achievements:

- ◆ The Unified Insurance Orange Card Agreement for Cross-Border Motor Insurance across Arab countries, become digital in 2023. To be followed, by a second phase (Claims). The objective is to have the system fully operational by 2025.
- ◆ Organizing seminars, conferences, and insurance events to foster connections and relationships among Arab insurance and reinsurance companies.
- ◆ Launching the Arab Nat-Cat initiative in 2022.
- ◆ Signing cooperation protocols with insurance associations, institutions, and institutes to enhance the scientific and technical capabilities of professionals in Arab markets.
- ◆ The Arab Insurance Library, which includes reports on Arab markets, important global and Arab insurance articles.



الجمعية العمانية للتأمين  
Oman Insurance Association

# OMAN INSURANCE ASSOCIATION (OIA)

Organiser - 34<sup>th</sup> General Arab Insurance Federation Conference

The Oman Insurance Association (OIA) stands as a keystone of the insurance sector in the Sultanate of Oman, established on December 18, 2010, under the auspices of the Ministry of Social Development. As a non-profit trade body, OIA brings together a diverse array of stakeholders, including Insurance Companies, Brokers, Loss Adjusters, and other licensed entities regulated by the Capital Market Authority, with a shared goal:

At the heart of OIA's mission is a commitment to fostering collaboration and innovation within the industry. Serving as the representative body for the insurance sector in Oman, OIA takes pride in cultivating an environment where knowledge exchange flourishes, industry developments are embraced, and best practices are championed. OIA warrants that the insurance landscape in Oman continues to evolve and thrive.

The objectives of the Association are multi-faceted, reflecting its dedication to promoting the interests of its members and the wider community. OIA acts as a liaison between its members and regulatory authorities such as the Capital Market Authority, advocating for their interests and ensuring their voices are heard.

Additionally, OIA plays a crucial role in promoting public awareness of the insurance industry in Oman, advocating for sound, ethical, and professional standards, and facilitating the exchange of information and statistics among stakeholders.

At OIA, we recognize the importance of nurturing local talent and empowering Omani staff to excel in their careers. As part of our mission, we are committed to promoting Omani staff in the insurance industry by creating training and certification opportunities. By collaborating with the Ministry of Labour and the Capital Market Authority, we aim to develop comprehensive programs that equip Omani professionals with the skills and knowledge needed to thrive in the industry. Together, with OIA leading the way, the future of the insurance sector in Oman is bright and promising.

**For more information about OIA and its initiatives, please visit our LinkedIn page: [www.linkedin.com/company/oaoman](http://www.linkedin.com/company/oaoman)**





omanre.com



## Unlocking regional potential

We bring our regional expertise to the table, catering to a wide range of industries across various geographies with solutions that adapt to local market dynamics. Drawing on over 15 years of professional experience, our in-depth knowledge and strong relationships enable us to deliver customized solutions that address the unique challenges and opportunities within each region including Asia, Middle East, Africa, CEE & CIS countries.





# CAPITAL MARKET AUTHORITY (CMA)

Organiser - 34<sup>th</sup> General Arab Insurance Federation Conference

The Capital Market Authority (CMA) plays a crucial role in the Sultanate of Oman by regulating and supervising the capital market and insurance sectors. Guided by its strategic objectives, CMA aims to foster growth in these sectors and instill confidence in domestic and foreign investors. Its goal is to ensure continuous development of institutions operating in the capital market, diversify their product offerings, and engage a wide range of participants to contribute significantly to the Omani economy.

Established by Royal Decree No. 80/98 on 9th November 1998, CMA operates as a government entity with juristic personality. It carries out a range of important functions and duties, including:

- ❖ Supervising the Muscat Stock Exchange.
- ❖ Overseeing the Muscat Clearance and Depository Company (MCD).
- ❖ Managing the Oman Centre for Governance and Sustainability (OCGS).
- ❖ Developing the capital market and insurance sectors through comprehensive studies and crafting laws and regulations that align with international best practices.
- ❖ Enforcing the laws under its jurisdiction to maintain a fair and transparent marketplace.
- ❖ Licensing, supervising, and regulating various entities, including public joint stock companies, securities operators, insurance companies, brokers, and credit rating companies.
- ❖ Ensuring the institutions in Capital Market and Insurance provide high-quality services.

CMA is committed to creating a robust and resilient financial landscape in Oman. By conducting thorough studies and adopting best practices, it continuously evolves its regulatory framework to meet the changing dynamics of the global financial industry.

For more information about CMA and its initiatives, please visit [www.cma.gov.om](http://www.cma.gov.om)



# 34<sup>th</sup> Conference of the General Arab Insurance Federation

The 34th Conference of the General Arab Insurance Federation, being held from 18th to 21st February 2024, at the iconic Oman Convention and Exhibition Centre (OCEC), Muscat, will deliberate on all the topics of relevance to the insurance industry as well as the customers. The largest-ever regional gathering of the insurance community promises to be exciting and insightful, which also marks the commemorative 60th anniversary of the General Arab Insurance Federation (GAIF).

Over the last six decades, the biennial GAIF Conference has been a crucial event for the insurance industry in the region. It serves as a valuable opportunity for networking, sharing knowledge, and discussing potential growth and partnerships. The upcoming GAIF Conference will focus on the theme of “Sustainability and inclusivity in the Arab insurance industry: How Arab insurers leverage the artificial intelligence revolution.”

The insurance industry is rapidly changing as a result of the constantly evolving demands of customers, technological advancements, and the need to comply with regulations. The rise of digital devices, increased connectivity, and more advanced methods of fraud have also presented both challenges and opportunities. Furthermore, Insurtech companies are shaking up the industry by revolutionising their offerings and distribution through digital operations. As the sharing economy continues to grow and new channels of distribution emerge, there will be a push for product innovations and digital initiatives to retain current customers and attract new ones.

The highlights of this spectacular event include:

- ◆ Over 2,000 distinguished insurance leaders, professionals, and stakeholders in attendance; primarily CXOs.
- ◆ Representation from all CMA-licensed insurance players in Oman.
- ◆ Presence of leading insurers from GCC and broader MENA region.
- ◆ All leading regional reinsurers in attendance.
- ◆ Presence of leading loss adjusters operating in the region.
- ◆ Representation from prominent legal firms.
- ◆ A meticulously designed conference venue boasting state-of-the-art meeting and networking facilities.



The conference will consist of presentations, talks, and interactive sessions covering various subjects about the insurance sector. These topics will encompass risk control, advancements in technology, digital evolution, handling natural calamities, customer satisfaction as well as getting insurance people ready for the technological advancements in the region.

# The 34<sup>th</sup> General Arab Insurance Federation (GAIF) Conference



18<sup>th</sup> to 21<sup>st</sup> February, 2024



Oman Convention and  
Exhibition Centre, Muscat,  
Sultanate of Oman

**Day 1**

**Sunday,  
18<sup>th</sup> February 2024**

- **10:00 AM to 6:00 PM**  
GAIF Meetings  
(Location: GAIF Meeting Room)
- **12:00 PM to 7:00 PM**  
Registration  
(Location: Registration Desk)
- **7:00 PM**  
Welcome Reception  
Hosted by OIA

**Day 2**

**Monday,  
19<sup>th</sup> February 2024**

- **8:00 AM to 9:30 AM**  
Registration (continued)  
and Welcome Coffee
- **9:30 AM to 10:30 AM**  
Opening Ceremony  
(Location: Madinat Al Irfan Theatre - MIT)  
  
Speech by GAIF Secretary General  
  
Speech by OIA Chairman  
  
Speech by CMA Executive President  
  
Speech by GAIF President  
  
Speech by OCCI Chairman  
  
Speech by the GAIF34 Patron  
  
Signing of GAIF-AIO Convention
- **10:30 AM to 11:30 AM**  
GAIF General Assembly  
(Location: Madinat Al Irfan Theatre - MIT)  
  
Handover Ceremony  
  
Announcement of the new Council  
  
Presentation of the current Council's decisions  
and recommendations  
  
Appointment of Specific Committees  
  
GAIF Secretary General Report
- **11:30 AM to 12:00 PM**  
Coffee Break
- **12:00 PM to 12:45 PM**  
Session 1  
(Location: Auditorium - First Floor)  
Insurtech Innovations - Showcasing emerging  
technologies and start-ups that are leveraging AI  
to disrupt and re-shape the Arab insurance  
landscape, with emphasis on sustainability and  
inclusivity
- **12:45 PM to 1:30 PM**  
Debate (Session 1)
- **1:30 PM to 3:00 PM**  
Lunch sponsored by Aon
- **3:00 PM to 5:00 PM**  
Networking  
(Location: Exhibition Hall, Booths, Meeting  
Rooms, Meeting Hubs, Workshops & GAIF  
Sub-Committees Meetings)
- **8:00 PM**  
NASCO Re Gala Dinner in collaboration with OIA  
at Muscat Hills Golf Club



**Day 3****Tuesday,  
20<sup>th</sup> February 2024**

- **8:30 AM to 9:00 AM**  
Welcome Coffee & Networking
- **9:00 AM to 9:45 AM**  
Session 2  
(Location: Auditorium - First Floor)  
Sustainable Insurance Practices - Strategies and initiatives adopted by Arab insurers to promote sustainability in the industry.
- **9:45 AM to 10:30 AM**  
Debate (Session 2)
- **10:30 AM to 11:00 AM**  
Session 3  
(Location: Auditorium - First Floor)  
Resilience in Action: National and Regional Solutions for NAT CAT Insurance
- **11:00 AM to 11:30 AM**  
Debate (Session 3)
- **11:30 AM to 12:00 PM**  
Coffee Break
- **12:00 PM to 12:45 PM**  
Session 4  
(Location: Auditorium - First Floor)  
Regulatory Frameworks for AI Adoption - Regulatory environment and policy considerations that facilitate responsible AI adoption while ensuring inclusivity and sustainability in the Arab insurance sector.
- **12:45 PM to 1:30 PM**  
Debate (Session 4)
- **1:30 PM to 3:00 PM**  
Lunch sponsored by Oman United Insurance Company
- **3:00 PM to 5:00 PM**  
Networking  
(Location: Exhibition Hall, Booths, Meeting Rooms, Meeting Hubs, Workshops & GAIF Sub-Committees Meetings)
- **5:00 PM to 6:00 PM**  
MENA Insurtech Competition 2024 - Oman  
(Location: Auditorium - First Floor)
- **8:00 PM**  
Dinner hosted by OIA at W Hotel

**Day 4****Wednesday,  
21<sup>st</sup> February 2024**

- **8:30 AM to 9:30 AM**  
Welcome Coffee & Networking
- **9:30 AM to 10:15 AM**  
Session 5  
(Location: Auditorium - First Floor)  
Regional Insurance People - Getting insurance people ready for the technological advancements in the region  
(Education & Training Session)
- **10:15 AM to 11:00 AM**  
Debate (Session 5)
- **11:00 AM to 11:30 AM**  
Coffee Break
- **11:30 AM to 12:30 PM**  
Meeting of the new GAIF Council  
(Location: GAIF Meeting Room; with press presence)
- **12:30 PM to 1:00 PM**  
Resolutions and recommendations of the GAIF General Assembly and announcement of the venue and dates for the 35th GAIF Conference
- **1:00 PM to 2:30 PM**  
Lunch hosted by OIA
- **2:30 PM to 5:00 PM**  
Networking  
(Location: Exhibition Hall, Booths, Meeting Rooms, Meeting Hubs, Workshops & GAIF Sub-Committees Meetings)
- **8:00 PM**  
Dinner hosted by OIA  
at InterContinental Muscat

# The 34<sup>th</sup> General Arab Insurance Federation (GAIF) Conference

 18<sup>th</sup> to 21<sup>st</sup> February, 2024  Oman Convention and Exhibition Centre, Muscat, Sultanate of Oman

## Speakers and Panelists



**Hitesh Kotak**  
CEO – Middle East,  
Africa & India  
Munich Re



**Lars Gehrmann**  
Chief Digital Officer  
& Head of QIC Digital  
Venture Partners  
Qatar Insurance Group



**Fady Younes**  
Managing Director,  
Cybersecurity - EMEA  
Cisco Systems



**Roland Zaatar**  
Chief Executive Officer  
Arabia Falcon Insurance  
Company, Oman

## Moderator

### Session 1: Insurtech Innovations

Showcasing emerging technologies and start-ups that are leveraging AI to disrupt and reshape the Arab insurance landscape with an emphasis on sustainability and inclusivity.

**Date:**  
Mon, 19<sup>th</sup> Feb 2024

**Timing:**  
12:00 PM to 1:30 PM

**Venue:**  
The Auditorium, First Floor, OCEC

## Speakers and Panelists



**Katja Rieger**  
Chief Executive Officer  
Ripple Effect  
Switzerland



**Isa Ali**  
Chief Strategy &  
Technology Officer  
Saudi Re



**Hanaa Al Hinai**  
Chief Executive Officer  
Liva Insurance  
Oman



**Hasan Al Lawati**  
Chief Executive Officer  
Oman Qatar Insurance  
Company

## Moderator

### Session 2: Sustainable Insurance Practices

Strategies and initiatives adopted by Arab insurers to promote sustainability in the industry.

**Date:**  
Tue, 20<sup>th</sup> Feb 2024

**Timing:**  
9:00 AM to 10:30 AM

**Venue:**  
The Auditorium, First Floor, OCEC





## Speakers and Panelists



**Beat Strebel**  
Managing Director  
Head of Reinsurance  
– Middle East & Africa  
Swiss Re



**Salaheddine Aji**  
General Manager  
Moroccan Insurance  
Federation



**Mathias Jungen**  
Global Head of Technical  
Underwriting & Analytics  
SCOR

## Moderator



**Sunil Kohli**  
Chief Executive Officer  
Dhofar Insurance  
Company

## Session 3:

### Resilience in Action

National and Regional Solutions for NAT CAT Insurance.

#### Date:

Tue, 20<sup>th</sup> Feb 2024

#### Timing:

10:30 AM to 11:30 AM

#### Venue:

The Auditorium, First Floor, OCEC

## Speakers and Panelists



**H.E. Abdullah Al Salmi**  
Executive President  
Capital Market Authority  
Oman



**H.E. Eng. Najji Al Tamimi**  
Chief Executive Officer  
Insurance Authority  
Saudi Arabia



**H.E. Dr. Mohamed Farid Saleh**  
Executive Chairman  
Financial Regulatory  
Authority, Egypt



**Ahmed Al Maamari**  
Executive Vice President  
Capital Market Authority,  
Oman



**Moosa Al Farei**  
Editor-in-Chief  
Atheer Oman

## Moderator

## Session 4:

### Regulatory Frameworks for AI Adoption

Discussing the regulatory environment and policy considerations that facilitate responsible AI adoption while ensuring inclusivity and sustainability in the Arab insurance sector.

#### Date:

Tue, 20<sup>th</sup> Feb 2024

#### Timing:

12:00 PM to 1:30 PM

#### Venue:

The Auditorium, First Floor, OCEC

## Speakers and Panelists



**Gaenor Jones**  
Regional Director –  
Middle East  
The Chartered Insurance  
Institute, UK



**Stephen Anderson**  
Head of International  
Business  
The Institutes, USA



**Dr. Ghalib Al Hosni**  
Chief People Officer  
Omantel  
Chairman  
Omani Society for Human  
Resource Management

## Moderator



**Awatif Al Zadjali**  
Risk Transfer Manager  
Bank Muscat

## Session 5:

### Regional Insurance People

Getting insurance people ready for the technological advancements in the region (Education & Training Session).

#### Date:

Wed, 21<sup>st</sup> Feb 2024

#### Timing:

9:30 AM to 11:00 AM

#### Venue:

The Auditorium, First Floor, OCEC

## Esteemed Exhibitors

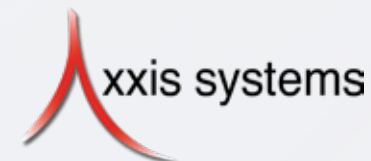


ISA *ASSIST*

nextcare



# Esteemed Exhibitors



# GAIF Conference 2024

## Committees & Sub-Committees

### STEERING COMMITTEE

**Chakib Abouzaid**  
General Arab Insurance Federation

**Nassir Bin Salim Al Busaidi**  
Oman Insurance Association

**Ahmed Al Maamari**  
Capital Market Authority

### ORGANIZING & PLANNING COMMITTEE

**Romel Tabaja**  
Oman Reinsurance Company

**Omar Al Shaikh**  
Dhofar Insurance Company

**Hasan Al Lawati**  
Oman Qatar Insurance Company

**Roland Zaatar**  
Arabia Falcon Insurance Company

**Majed Al Abri**  
Capital Market Authority

**Ahmed Al Souti**  
Capital Market Authority

**Mehdi Al Harthy**  
GIG Gulf

### CORE WORKING COMMITTEE

**Romel Tabaja**  
Oman Reinsurance Company

**Aiman Al Habib**  
Oman Insurance Association

**Jad Rajeh**  
Oman Reinsurance Company

**Mahesh Prabhu**  
Oman Reinsurance Company

**Ghada Ragab**  
General Arab Insurance Federation

**Marianne Nabil**  
General Arab Insurance Federation

### FINANCE SUB-COMMITTEE

**Aiman Al Habib**  
Oman Insurance Association

**Aditya Ravikrishnan**  
Dhofar Insurance Company

**S. Kamath**  
Arabia Falcon Insurance Company

### MEDIA & COMMUNICATIONS SUB-COMMITTEE

**Aiman Al Habib**  
Oman Insurance Association

**Majed Al Abri**  
Capital Market Authority

**Qasim Al Farsi**  
Dhofar Insurance Company

**Mahesh Prabhu**  
Oman Reinsurance Company

**Jad Rajeh**  
Oman Reinsurance Company

### HOSPITALITY & LOGISTICS SUB-COMMITTEE

**Mutassem Hani**  
Arab Loss Adjusters International LLC

**Kamla Al Nadabi**  
Dhofar Insurance Company

**Jad Rajeh**  
Oman Reinsurance Company

# Oman Convention & Exhibition Centre

## The Venue of 34th General Arab Insurance Federation Conference

### World Class Events Destination

The OCEC is located in its own fully integrated precinct just four kilometers from Muscat International Airport. It offers a multitude of spaces for a multitude of events. These include a total of fifty-five modern meeting places, auditoriums and exhibition halls, VIP lounges, Grand and Junior ballrooms, two international hotels, and a business park. As a state-of-the-art venue, the OCEC includes one of the largest theatres in the GCC, and one of the region's largest column-free exhibition spaces – among many other highlights. The layout includes expansive concourse areas to host large delegations, with large-scale floor-to-ceiling windows overlooking landscaped gardens and water features. There is also a multi-story car park with a capacity for 4,000 vehicles. As a part of OCEC, The Precinct provides the infrastructure necessary to host successful international, regional, and local events and is there for the enjoyment of delegates, visitors, and the local community. It includes the 5 Star JW Marriott Muscat Hotel linked to the Convention Centre itself,

as well as the 4 Star Crowne Plaza OCEC Hotel. A business park, surrounded by a nature reserve, which is a haven for Oman's exotic birdlife, together with parklands and a wadi river valley, also form part of The Precinct.

### Premier Venue: Premier Events

The OCEC has redefined the way trade, tourism and entertainment events are hosted in Oman. Be it a conference, a trade show, a business meeting, or a special, once-off event, OCEC's expert events team can step in and make event planning hassle-free by doing the heavy lifting for organizers. OCEC delivers a comprehensive portfolio of event hosting facilities and infrastructure – including some of the world's most advanced Audio-Visual equipment; brought to life by the venue's professional and highly talented team. Event organizers and all interested parties planning to host an event at Oman's premier events destination can contact the OCEC team via the venue's website [www.ocec.om](http://www.ocec.om)



# NASCO RE

## Welcome to Nasco Re, a proud member of Nasco Insurance Group

Immerse yourself in a legacy that transcends time - Since our inception in 1976, Nasco group has not merely existed; We have woven a narrative of personalized service, diligently crafting insurance solutions that resonate with both individuals and corporations. Our approach exceeds the conventional, embodying a spirit that goes beyond global reach to focus on the essence of enduring relationships.

### Our Values:

**WE EARN LOYALTY, WE DON'T EXPECT IT.** Proactively seeking solutions and responding to our clients' needs is not just a service—it's a commitment born out of a genuine concern for their best interests. For us, it's an integral part of our unwavering, long-term commitment to those who trust us with their aspirations and challenges.

**WE THINK ABOUT WHAT MATTERS.** Navigating a world brimming with cautions, terms, conditions, and fine print, we are on a mission to uncover the optimal solution for each client, endeavoring to fulfill their every need. In a landscape cluttered with complexities, our commitment is to simplify and tailor, ensuring that our clients experience clarity and personalized solutions that transcend the norm.

**WE ARE AS GOOD AS OUR WORD.** At the core of our ethos lies an unwavering commitment to the highest standards of professional ethics. We steer clear of over-promising, resist the allure of overselling, and never falter in our commitment to delivering exactly what we pledge. In a world where trust is paramount, we stand by our word, embodying the principle that our actions speak as loudly as our promises.

### Why Choose Nasco Re?

As we embark on each client's unique story, Nasco Re invites you to discover the quality of over 40 years of experience - a journey that has shaped us, defined us, and continues to inspire our pursuit of excellence in the ever-evolving landscape of insurance.

A global driving force strategically expanding its influence across vibrant markets in France, the United Arab Emirates, Saudi Arabia, Lebanon, Qatar, Egypt, Oman, Türkiye, Nigeria, Iraq, South Korea, Kenya, and beyond. Nasco Insurance Group isn't just present; it's making waves, showcasing a dynamic and ambitious spirit that sets it apart on the international stage.

The Nasco Re success story is more than just geographic reach; it's about our exceptional team. Imagine a group of highly experienced, technically qualified professionals dedicated to delivering excellence in every facet of insurance services. This dynamic team, driven by a culture of solidarity and teamwork, ensures Nasco Re remains your trusted partner.

### We will offer you

- ◆ **Expertise:** Backed by more than 40 years of industry experience, our seasoned professionals bring unparalleled expertise to every project.
- ◆ **Innovation:** We thrive on pushing boundaries, embracing the latest technologies and methodologies to deliver cutting-edge solutions.
- ◆ **Client-Centric Approach:** Your success is our success. We prioritize your needs, ensuring a personalized and tailored experience.

At Nasco Re, fostering talent and promoting collaboration isn't just a goal - it's a way of life. Join us on a journey where personalized service, global expertise, and a commitment to client needs converge to create a world-class insurance experience.





# THE STRENGTH TO ADAPT

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NASCO

NASCO INSURANCE GROUP

France - Lebanon - UAE - KSA - Qatar - Egypt - Oman - Türkiye - Nigeria - Iraq - S. Korea - Kenya



Oman Reinsurance Company SAOG (Oman Re) is the first and only reinsurance company to be established in the Sultanate of Oman with the purpose of writing Facultative and Treaty business from local and international markets. Oman Re's current territorial scope includes the Middle East, Afro-Asian countries, CEE and CIS markets writing marine and non-marine lines of business. Commencing operations in July 2009 with a paid-up capital of OMR 5 million (USD 13 million), capital was gradually increased to OMR 30 million (USD 78 million) and currently stands at OMR 32.6 million (USD 84.8 million).

Since 2017, Oman Re has undertaken an ambitious program of transformation, expansion, and growth, reinvigorating its commitment to delivering value to clients, employees, and the communities in which it operates. In August 2021, Oman Re extended its reach with the inauguration of its branch at the Qatar Financial Centre (QFC). The company's IPO later that year represents a pivotal milestone in its journey of accomplishment.

In October 2023, Fitch Ratings upgraded Oman Re's Insurer Financial Strength (IFS) Rating to an investment-grade 'BBB-' with a Stable Outlook, mirroring the upgrade of Oman's Sovereign credit rating. This upward revision is indicative of several key strengths within Oman Re, including enhanced asset risk management, positive underwriting performance, robust profitability, solid capitalization, and prudent reserving practices. The upgraded rating not only underscores the financial robustness of the company but also signifies the ongoing enhancements in its operational performance, solvency, and risk management strategies.

## VISION

Reinsurance Protection Beyond Expectations

## MISSION

We are committed to providing innovative and responsive solutions that meet our stakeholders' needs of today and goals of tomorrow.

## VALUES

- ◆ **Integrity:** Trust & Loyalty
- ◆ **Dynamic Culture:** Team Spirit & Coherence
- ◆ **Transparency:** Openness & Sincerity

Over the last 15 years, Oman Re has continually comprehended the unique risks and challenges faced by businesses in its operational markets. The Company has been resolute in providing customized solutions that empower clients to succeed. With a team of talented professionals, a commitment to innovation and growth, and a track record of dependability and consistency, Oman Re proudly stands as a reliable partner to its stakeholders. The Company's strategic positioning allows it to navigate the complex dynamics of the industry, ensuring that it remains at the forefront of developments and adapts to emerging challenges.

In prioritizing human capital development and corporate social responsibility (CSR) endeavours, Oman Re has staunchly dedicated efforts towards nurturing professional growth. This commitment is evident through substantial investments in professional qualifications, training courses, workshops, and webinars, fostering a culture of enhanced professionalism not only within Oman Re but also resonating across the broader insurance community in Oman in line with Oman's Vision 2040.

Furthermore, Oman Re has proudly assumed the designation of Strategic Partner for the 34th General Arab Insurance Federation (GAIF) Conference apart from playing a pivotal role in the organization of this prominent regional Conference, whereby the Company takes the distinct privilege to graciously welcome over 2,000 insurance leaders and professionals from the MENA region and beyond. This strategic partnership not only affirms Oman Re's stature as a key player in the industry but also presents a unique opportunity to contribute to and engage with the global discourse on insurance and risk management.

Oman Re is poised to evolve, innovate, and embrace challenges toward consolidating the Company's standing as a reliable and dynamic force in the world of reinsurance. For detailed information, including Oman Re's leadership and management, products and services, as well as financials, please refer to the Company's website:

**[www.omanre.com](http://www.omanre.com)**







Reinsurance Protection Beyond Expectations

omanre.com

## Shielding insurers from the unexpected

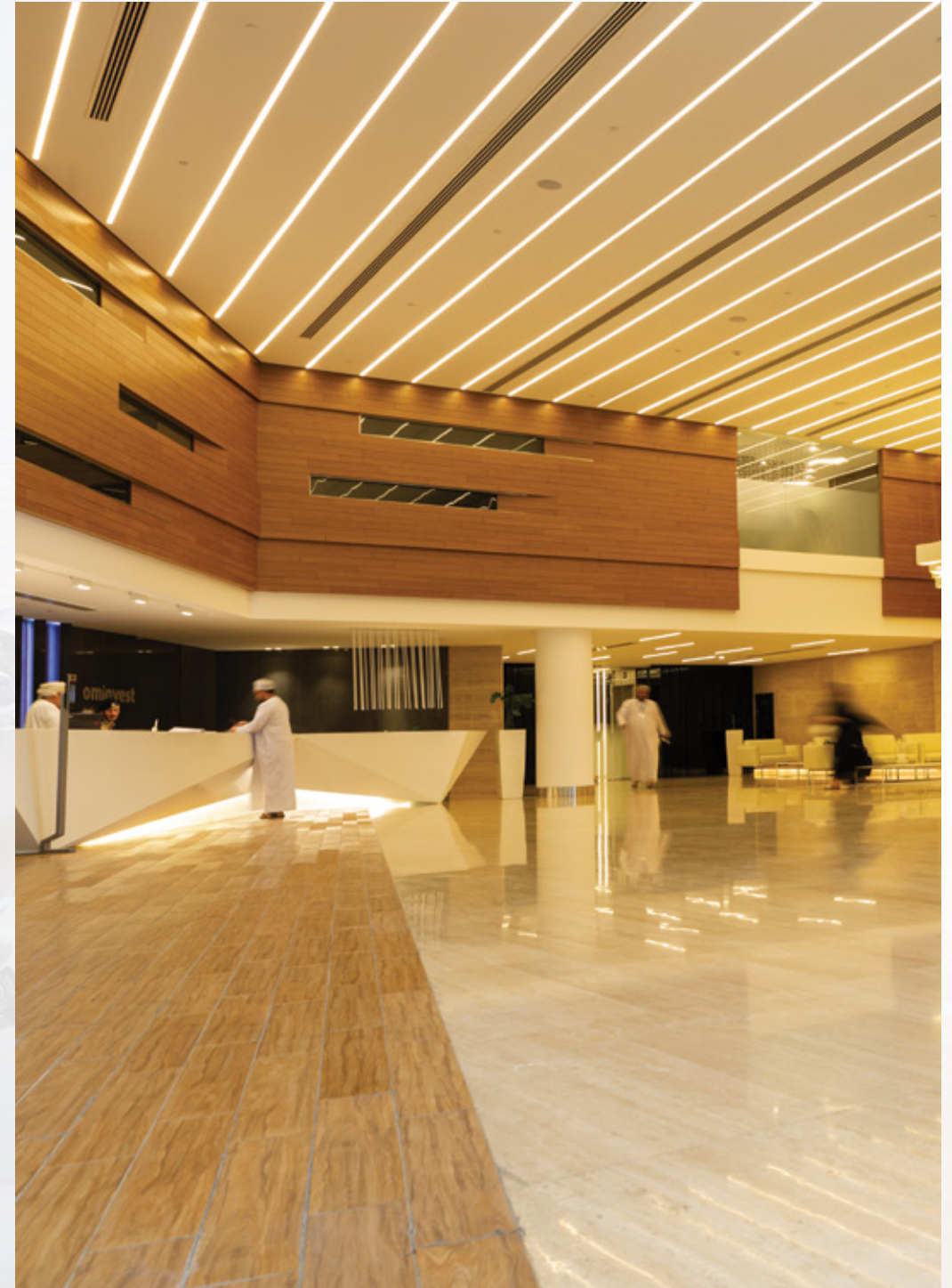
We believe in the power of protection when faced with the unforeseen and provide comprehensive coverage that shields you from unanticipated losses. With 15 years of industry expertise and presence across geographies including Asia, Middle East, Africa, CEE & CIS countries, you can rely upon us to navigate through uncertainties together, ensuring that your business is secure.



# ominvest

## أومنفست

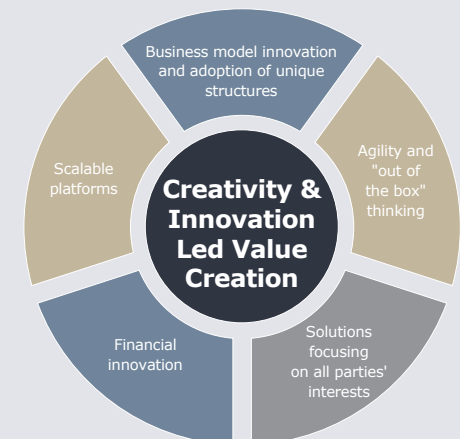
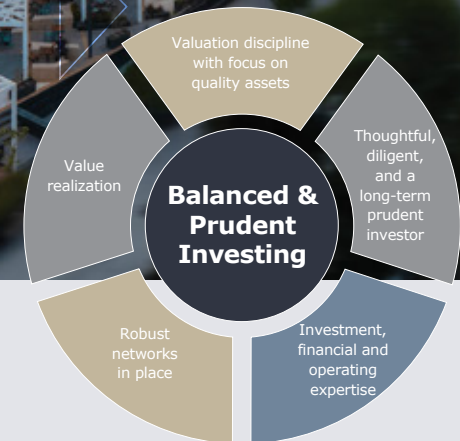
Ominvest is one of the largest listed investment companies in the region. Founded in 1983, it has been consistently profitable and has an enviable track record of uninterrupted dividend payments to shareholders. Ominvest owns high-quality durable assets in diversified sectors, producing healthy cash flows. As of 2022 year end, the company's total assets stood at OMR 1.29 billion covering diverse sectors, including Banking, Insurance, Finance and Leasing, Financial Investments, Private Equity and Investment Banking. The company's assets cover diversified geographies including the GCC and Asia in addition to significant investments in global capital markets. The company is led by a progressive board and a capable management team – dedicated to enhancing value for all stakeholders.





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## Transforming Businesses to Enrich Societies





Established in 2014, Takaful Oman Insurance SAOG has emerged as one of Oman's leading takaful insurers, specializing in cutting-edge Islamic insurance solutions. Our rapid ascent to become a trusted partner for individuals and businesses seeking Sharia-compliant insurance is evidenced by our impressive compound annual growth rate of 57%.

Recognized as a leading brand, our commitment to excellence is underscored by prestigious awards for the financial year 2023 – "Oman Insurer of the Year 2023" by MENAIR Awards followed by "Oman's Most Trusted Brand in Islamic Insurance" by Apex Media for three consecutively years. These accolades not only highlight the respect our customers have for our services but also acknowledge our standing among industry peers.

Operating with a customer-centric approach and leveraging diverse distribution channels, we adeptly meet the evolving market demands in Oman. Takaful Oman Insurance is steadfast in its dedication to being a beacon of trust, innovation, and Sharia compliance, consistently raising the industry standard to provide unparalleled insurance solutions for our valued clients.

#### **Vision**

"To be one of the leading Takaful companies in Oman by maximizing value to all stakeholders under a Shari'a compliant framework."

#### **Mission**

"To promote Takaful awareness through offering innovative Shari'a compliant products and services that deliver exceptional value and are tailored to the specific needs of customers through a highly dedicated professional team."

#### **Values**

- ◆ FRIENDLY in our approach
- ◆ SPEED in our process
- ◆ FAIR in our dealings
- ◆ INNOVATIVE in our actions

# Unified Solutions: Ensuring Assurance for All



Understanding your diverse needs.  
Crafting Shariah-compliant solutions for your protection.



## **Takaful Oman Insurance SAOG**

P.O. BOX 207, PC 134, Taminat Complex, 6th floor, Al Ghubrah St.  
Phone: 22701600, Fax: 24699511, Email: [info@takafuloman.om](mailto:info@takafuloman.om)





Liva is a new brand created from the synergetic union of National Life & General Insurance Company and Royal & Sun Alliance. Becoming the region's leading multi-line insurer, Liva is a unique combination of two dynamic and award-winning companies with a collective experience of over eight decades, a shared vision, and well-renowned powerful capabilities.

The name Liva means 'protection' and 'life', reflecting its dedication to safeguarding the interests of customers so that they can live life to the fullest.

Central to Liva's ethos is the conviction to empower individuals to lead their lives confidently, well-prepared for the unexpected. This is achieved through the cultivation of a comprehensive insurance ecosystem that is designed with customer needs at its core.

Liva offers a diverse portfolio of insurance products encompassing life, health, personal, and commercial lines. These offerings are bolstered by advanced digital capabilities and are supported by an extensive network of sales and service touchpoints across the region. This network comprises of Liva's own branches and extends to various intermediaries, including brokers, tied agencies, and bancassurance partners, complemented by a solid foundation of service providers. Liva is a market leader in Oman and maintains a significant presence in the United Arab Emirates and Saudi Arabia. The company's reach extends to Kuwait and Bahrain, with well-defined strategies for penetrating the Qatari market. Liva's operational breadth is further enhanced by its wholly owned subsidiaries, NSSPL in India and Inayah in the UAE, which provide shared services and TPA services respectively, to support business growth.

With a robust workforce of over 1200 employees and a legacy of more than 80 years, Liva has cemented its position as a trusted insurer, serving over 1.5 million satisfied customers across the GCC region. The company prides itself on redefining the insurance landscape, blending local insights and global expertise to deliver innovative, responsive, and dependable solutions.

Liva is committed to excellence in service delivery, ensuring that customers receive bespoke advice and comprehensive protection for all their insurance needs. This customer-centric approach is reinforced by Liva's key enablers:

- ◆ **Multi-line and multi-country value proposition:** Liva is a one-stop-solution for clients' diverse needs across the region, offering a holistic range of insurance and various value-added services.
- ◆ **Partnerships:** Actively cultivating alliances to create ecosystems that foster innovation, generate new revenue streams, and expand market presence.
- ◆ **Technology:** Leveraging state-of-the-art technology to enhance scalability and operational efficiency, ensuring a seamless and secure customer experience.
- ◆ **Data Analytics:** With their customer-centric approach, Liva utilizes data analytics to drive efficiency, tailor services, and respond proactively to market dynamics.
- ◆ **ESG/Regulators/Social responsibilities:** Dedicated to upholding responsible and sustainable business practices, aligning its operations with industry best practices and regulatory requirements, while actively contributing to the communities it serves.

In January 2024, AM Best reaffirmed Liva Group's Financial Strength Rating at A- (Excellent) and the Long-Term Issuer Credit Rating at 'A-' (Excellent). These ratings reflect the company's robust balance sheet and consistently powerful operational performance which Liva is dedicated to sustaining and surpassing in the years ahead.

Liva's journey is characterized by a steadfast dedication to innovation, service excellence, and strategic growth. As the company continues to evolve, it reaffirms its commitment to redefining the standards of the insurance industry and delivering unmatched value to its clients and stakeholders.

[www.livagroup.co](http://www.livagroup.co)



# Your Trusted Insurance Partner



Motor



Home



Travel



Life



Health



Commercial

# liva

Life's good when you're covered

شركة ظفار للتأمين ش.م.ع.  
DHO FAR INSURANCE COMPANY (S.A.O.G)



٣٥ عام من النمو والازدهار  
35 Years Of Growth And Prosperity

Dhofar Insurance Company is one of the leading companies in the insurance sector in the Sultanate of Oman. Established in 1989, the company specializes in providing general insurance, health insurance, life insurance, engineering insurance, motor insurance, and other insurance products.

Dhofar Insurance Company has a capital of approximately 10 million Omani Rials, making it one of the largest companies in the Omani insurance market. The company enjoys the trust of many clients and businesses for delivering reliable insurance services. Dhofar Insurance Company is committed to providing the highest levels of service to its clients, striving to meet their needs and offer appropriate protection in various aspects of life and business. Thanks to its extensive experience and a qualified, specialized team, Dhofar Insurance Company can meet clients' requirements and provide innovative and suitable solutions to insure their assets and interests. Being one of the reputable companies in Oman's insurance market.

Dhofar Insurance Company stays abreast of developments and continuously aims for excellence and innovation in delivering insurance services.





٣٥ عام من النمو والازدهار  
35 Years Of Growth And Prosperity



## Insurance Products



Motor Insurance



Life Insurance



Travel Insurance



Marine Insurance



Medical Insurance



Home Contents  
Insurance



Workmen's Compensation  
Insurance



Personal Accident  
Insurance

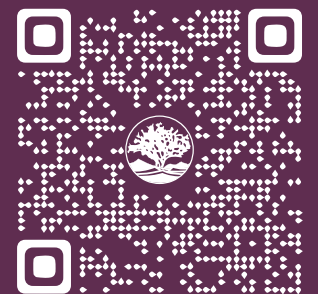
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Insurancedhofar

dhofarinsurance

dhofarinsurance.com

scan here





The world's largest independent insurance broker, Lockton is a global professional services firm with over 10,750+ Associates who advise clients on protecting their people, property, and reputations.

Lockton has grown to become the world's largest privately held, independent insurance broker by helping clients achieve their business objectives.

For thirteen consecutive years, Business Insurance magazine has recognised Lockton as a 'Best Place to Work in Insurance'.

Our 97% client retention rate speaks for itself.

### **The Lockton Difference: A service-minded culture makes us different.**

#### **Entrepreneurial Culture**

Innovation and creativity are fostered by a culture that values flexibility and independent decision-making.

#### **Private Ownership**

Resources and energy that are invested into superior service.

#### **Global Capabilities**

The responsive service, deep resources, and robust relationships with leading insurers that our size and independent status provide.

#### **Service Orientation**

Passion for client service that translates into responsive service and a rare level of commitment to your business.

#### **Comprehensive Approach**

Easy access to the services needed to solve your business's insurance and risk management issues.

### **Our Presence in MENA**

Headquartered in Dubai (UAE), with 300+ associates providing (re)insurance solutions, we have strength in handling major corporate clients in UAE and throughout the Region.

Offering innovation in our (re)insurance solutions, we service clients across the Middle East, North Africa, and Pakistan customising the best protections for them. Lockton MENA was the first broker to achieve its own Lloyd's Broker license in the Middle East and holds an exclusive global partnership with the Chartered Insurance Institute (CII) under the International Professional Partner Firm (IPPF), demonstrating high professional standards and best practices, that distinguish the company among its peers in the industry.

From its HQ in Dubai, Lockton MENA expanded its operations into the UAE, Egypt, Jordan, Morocco, and Oman.

The Lockton Global Partners is a network of leading independent brokers that share a common goal: to deliver results for our clients.

- ◆ It's a unique, international service proposition, consisting of all worldwide Lockton offices and our strategic Partners in all key territories
- ◆ Made up from over 30 independent insurance brokers worldwide, the network has representation in over 125+ countries

**Get in touch with us via email [contact@lockton.com](mailto:contact@lockton.com).**





In today's world, risk moves fast. We'll help you stay ahead.

Our private ownership empowers its 10,750 Associates doing business in over 140 countries to focus solely on your risk and insurance needs.



Contact us





الشركة العمانية القطرية للتأمين ش.م.ع.  
Oman Qatar Insurance Company SAOG

Established on July 24, 2004, Oman Qatar Insurance Company (OQIC) is a publicly listed company in Oman specializing in Life, Medical, and General Insurance. OQIC has a rich history of continuous development and growth, marked by a commitment to innovation, diversification, and responsible leadership.

OQIC's shares were listed on Muscat Stock Exchange since September 13, 2017, OQIC operates under the regulatory framework of the Capital Market Authority and adheres to Oman's 2015 Code of Corporate Governance for Publicly Listed Companies.

OQIC is a subsidiary of Qatar Insurance Company Q.S.P.C (QIC, QIC Group), a publicly listed insurer with a consistent performance history of 60 years and a global underwriting footprint. Founded in 1964, QIC was the first domestic insurance company in the State of Qatar. Today, QIC is the market leader and the first digital insurance company in Qatar and a dominant insurer in the GCC and MENA regions. QIC is one of the largest insurance companies in the MENA region in terms of written premium and total assets and is listed on the Qatar Stock Exchange and has a market capitalization in excess of QAR 8 billion.

The vision of Oman Qatar Insurance Company is to be the leading people-enabler insurance company where technology provides fast, efficient, and personalized service through a strong team of empowered people. The mission entails providing fast, transparent, and reliable insurance solutions for everyone. The company highly esteems its employees, prioritizing qualities such as teamwork, responsibility, positive contributions, customer relationships, and in alignment with our core values of Responsiveness, Innovation, People, and Excellence.

OQIC offers diverse insurance solutions under its Commercial Insurance and Personal Insurance segments. The Commercial Insurance category covers areas such as Property, Engineering, Marine & Aviation, Liability, Energy, Workmen's Compensation and Life & Medical.

Under Personal Insurance, OQIC provides coverage for Car, Travel, Personal Accident, and Home Insurance. Car Insurance includes comprehensive coverage, third-party liability insurance, and various optional covers. Travel Insurance, known as Travelcare Plus, covers aspects like lost baggage, trip cancellations, and medical expenses. Personal Accident Insurance covers death, disablement, repatriation of mortal remains and medical expenses. Home Insurance includes coverage against fire and natural climate conditions in addition to contents and personal belongings. OQIC's commitment to social responsibility is evident in its corporate social responsibility (CSR) activities. The company actively engages in initiatives that support charitable organizations, promote health and well-being, and contribute to environmental conservation.

The CEO, Hasan Yaseen Al Lawati, expresses gratitude for the trust placed in OQIC and acknowledges the support of stakeholders, government bodies, and the guidance of His Majesty Sultan Haitham Bin Tariq. The CEO emphasizes OQIC's dedication to achieving the goals outlined in Oman Vision 2040.

OQIC's milestones include its establishment in 2004, a successful initial public offering in 2017, and the completion of a merger with Vision Insurance in 2023. The company's financial performance reflects significant growth, with a 47% increase in Gross Written Premium as of September 2023.

Oman Qatar Insurance Company stands as a leading player in Oman's insurance sector, driven by a commitment to Responsiveness, Innovation, People, and Excellence. The company's strategic vision positions it for sustained success, in alignment with the goals of Oman Vision 2040.



الشركة العمانية القطرية للتأمين ش.م.ع.  
Oman Qatar Insurance Company SAOG

# Sustained

Progress & Continued Prosperity  
20 Years of Giving



مجموعة قطر للتأمين  
QATAR INSURANCE GROUP

Qatar Insurance Company (QIC) was founded in 1964 as the first domestic insurer in the State of Qatar. It has since developed into QIC Group - a global enterprise operating in 10 countries including Oman, Kuwait, the UAE and at Lloyd's London- the world's prime insurance and reinsurance market and has expanded beyond its core business of insurance into adjacent industries by launching its investment arm 'Epicure Investment Management' and Anoud Technology. QIC is the market leader in Qatar and a dominant insurer in the GCC and MENA region. It is one of the largest insurance companies in the MENA region in terms of gross written premium and total assets and is listed on the Qatar Stock Exchange with a market capitalization in excess of QAR 8 billion.

QIC's multi-pillar business offers a full range of personal and commercial insurance, effective insurance and reinsurance services through Antares at Lloyd's. Its Antares Re is a global multi-line reinsurer nurturing progress in risk transfer innovation within its markets; Epicure has a highly experienced team managing over \$6 billion in assets. Anoud Tech provides insurers with customized-future ready digital infrastructure; and QIC Digital Venture Partners Unit which enables and scales digital transformation.

Digitalization and innovation are playing a key role in the strategic direction of QIC. QIC Digital Venture Partners Unit (QIC DVP), the Group's most recent endeavor aims to reshape the digital insurance landscape by building new digital ventures, leveraging existing assets, partnering with Big Tech and strategically investing in early stage startups while fostering innovation through the MENA region. Last year, QIC DVP held the second edition of the MENA Insurtech Summit which brought together 90 C-level insurers, startup founders, investors, and other key figures in the industry in order to foster learning and explore new partnerships with a focus on sharing insights on the latest industry trends, innovation, investment, and digital transformation.

The Group's digital excellence is recognized by industry peers through a series of awards, including 'best insurance website in the Middle East, best digital insurance

company in Qatar and best insurance website in Qatar at the Global Brands Magazine Awards. The Group was also awarded CFI.co - Capital Finance International award for Best Insurance Leadership GCC 2023 and Anoud Technologies was ranked by ACORD and Alchemy Crew in the top 10 leaders with the greatest current and future ability to change the industry through Insurtech. In 2022, QIC's Antares Syndicate ranked first for investment performance according to J.P. Morgan Asser Management's Lloyd's Peer Analysis.

QIC is committed to supporting Qatar's endeavor to reduce the country's greenhouse gas emissions by 25 percent by 2030. Recent initiatives include the development of an ESG framework; setting out a long-term ESG strategy to support Qatar's ESG commitments and aiming to adopt ESG policies into its underwriting and asset management philosophy, and establishing an ESG Committee to ensure that group-wide efforts are focused and channeled in order to achieve its set goals. In 2022, QIC signed the United Nations Environment Programme-Finance Initiative's 'Principles for Sustainable Insurance' (UNEP-FI PSI), becoming the first insurer in the Middle East to sign the global agreement and part of a global network of insurance stakeholders committed to integrating ESG along their value chain and adopting metrics that are more comprehensive than the financial metrics typically used in the industry. QIC was awarded with World Business Outlook's award for most sustainable insurance company Qatar 2023.

The Group's social corporate responsibility program addresses issues such as access to education, health, sports, culture and environmental sustainability. For example, through its partnership with Katara Cultural Village, QIC supports the preservation of Qatar heritage by supporting key events, such as the Katara International Arabian Horse Festival; S'hail, the International Hunting & Falcons Exhibition and the Samla race, the annual national endurance competition. Additionally, QIC has supported the Goals4Good tournament organized by Education Above All to support some of the world's most vulnerable children. Most recently, the Group organized its sixth blood drive which contributed to the national blood bank while raising awareness of the lifesaving potential of blood donation.



Direct Insurance - Lloyd's Insurance - Asset Management  
Life and Medical - Reinsurance - IT Solutions



**Brilliance.  
Excellence.  
Success.**

[www.qic-group.com](http://www.qic-group.com)

Qatar | UAE | Oman | Kuwait | London | Zurich | Singapore | Malta | Bermuda | Gibraltar



## المكتب العماني الموحد للبطاقة البرتقالية ش.م.ع.م

### Omani Unified Bureau for the Orange Card S.A.O.C

#### Vision

To be distinguished in insurance coordination locally and in the Arab world

#### Mission

Enabling joint Arab insurance operations for seamless vehicle movement across Arab countries. Providing comprehensive services and products to support insurance companies in delivering customer satisfaction through a participatory and internationally aligned approach.

#### Objective

- ❖ Issuing and distributing the orange card to local insurance companies within the Oman Unified Office, contributing to the improvement of the insurance sector's structure.
- ❖ Enhancing collaboration by coordinating with unified Arab offices, similar to our own, to advance vehicle insurance operations.
- ❖ Addressing the sector's needs by handling accidents involving vehicles visiting the Sultanate and carrying the orange card.
- ❖ Serving as representatives of Arab offices within the Sultanate for financial claims matters.
- ❖ Acting as representatives for local insurance companies in relation to claims for the Orange Card.
- ❖ Facilitating the payment of financial claims to beneficiaries resulting from orange card usage.
- ❖ Collecting compensation funds from local insurance companies and similar Arab offices following claim settlements.

#### Idea of Orange Card Office

The idea to establish the Orange Card Office originated from the Arab agreement signed on 26th April 1975, which aimed to regulate vehicle traffic across Arab countries. This agreement, signed at the headquarters of the League of Arab States

in Tunisia, was ratified by the Sultanate under Royal Decree No. 50/77 on 11th July 1977. The Orange Card Office was created to address insurance issues for vehicles, ensuring their validity within the signatory countries. It serves as the reference and coordination body among Arab countries, working in collaboration with insurance companies issuing the orange card. The office facilitates cooperation and coordination through the establishment of offices, federations, or specialized bodies to monitor and coordinate these efforts effectively.

#### Orange Card

Orange Card is an insurance policy designed for Omani vehicles traveling from Oman to one or more Arab countries, subject to it being part of the agreement. This card provides coverage for civil liability towards third parties exclusively, ensuring protection during cross-border journeys.

#### Company Achievement

##### “Transformation of the Omani Unified Office for the Orange Card: Advancements in Electronic Linkage and Streamlined Issuance Mechanisms”

- ❖ In the year 2019, a significant milestone was achieved by the company with the successful implementation of an electronic linkage program. This program effectively united local insurance companies under a single umbrella, establishing a harmonized governance framework with the Orange Card system. As a result, companies' issuance of orange cards became considerably more convenient and efficient.
- ❖ Building upon this achievement, in 2022, the Unified Omani Office accomplished another remarkable feat by transitioning the orange card issuance process from manual to electronic. This pivotal shift brought about notable improvements in the request and issuance mechanisms for insurance companies. With streamlined procedures in place, the issuance of orange cards became more seamless and facilitated enhanced efficiency for all stakeholders involved.

#### Claims Management

The Regional Consolidated Office assumes the following responsibilities:

- ❖ Investigating accidents caused by visiting vehicles within the borders of the Sultanate, provided they are insured under a valid orange card.
- ❖ Receiving and processing claims resulting from the aforementioned incidents, acting as the elected domicile of the Regional Consolidated Office and the issuing company of the Orange Card.
- ❖ Promptly notify the regional unified office or the card-issuing company of the accident within 15 days of receiving the notification.
- ❖ Once the unified regional office in the country where the accident occurred completes the claim settlement process and submits the necessary documents to the regional unified office in the issuing country, the issuing office or its card-issuing company will be responsible for paying the corresponding amounts.





المكتب العماني الموحد للبطاقة البرتقالية ش.م.ع.م

Omani Unified Bureau for the Orange Card S.A.O.C

## Orange Card:

The Orange card is a mandatory insurance product, covering third-party liability, sold to vehicles registered in Oman that leave Oman territory for other Arab countries.

## Bureau Commitment:

- Prepare & issue the unified Orange Cards.
- Streamline car accident claims that are received from the unified offices.
- Initiate the necessary steps to ensure prompt payment of entitled compensations for accidents.
- Implement essential measures to facilitate claims and accounts settlements across offices.



## The countries covered under Orange card

- |  |   |   |
|--|---|---|
|  Sultanate of Oman    |  Iraq    |  Libya   |
|  United Arab Emirates |  Syria   |  Tunisia |
|  Qatar                |  Jordan  |  Algeria |
|  Bahrain              |  Lebanon |  Morocco |
|  Kuwait               |  Egypt   |   |

## Cardholder Commitment:

For a seamless travel experience, cardholders should obtain an Orange card before they depart from Oman.

The Orange Card offers reliable coverage and enhanced your security



# إعادة Saudi Re

Saudi Re is the only specialized reinsurance company in Saudi Arabia that operates in more than 40+ countries across the Middle East, Asia, Africa, and Lloyd's Market in the UK through its HO in Riyadh and through its Labuan KL branch. The Company operates under the supervision of the Insurance Authority and is listed on the Saudi Exchange (Tadawul). Based in a G20 economy, with one of the world's fastest-growing insurance markets, Saudi Re has significant opportunities for growth and development. Saudi Re's financial strength and stability have been affirmed by receiving a rating of "A-" for long-term issuer credit and insurer financial strength and a "gcAAA" regional scale rating with a stable outlook by Standard & Poor's Global Ratings (S&P); and a rating of A3 Insurance Financial Strength Rating (IFSR) international scale and an A1.sa national scale IFSR with a positive outlook from Moody's. The financial ratings are attributable to Saudi Re's strong brand and market position (both locally and internationally), low exposure to large risks, strong asset quality, and high capital adequacy.

In formulating its strategies and policies, Saudi Re follows a sustainability framework based on international practices, incorporating ESG criteria into reinsurance practices, and operates as a Sharia-compliant company. The Company also incorporates sustainability into its supply chain practices, ensuring that its procurement processes are prudently formulated and executed.

Saudi Re specializes in facultative and treaty reinsurance solutions in various classes, including property, engineering, liability, marine, motor, life, and health. The company aims to support Saudi Arabia's Vision 2030 by expanding the non-oil sector and non-oil exports, and by maximizing the local content of reinsurance and retaining premiums within the Kingdom. Strong client relationships, established through direct and broker channels, are managed by market-based underwriting teams and supported by a robust technological and analytical infrastructure. The Company's underwriting expertise, combined with its strong analytical and actuarial skills, enables sound risk assessments and judicious pricing.



**GENERAL  
REINSURANCE  
COMPANY  
OF THE YEAR**



Welcome to the  
Sultanate of Oman



# TRUST RE

Trust International Insurance and Reinsurance Company B.S.C. (c) 'Trust Re' is a closed joint stock company registered in the Kingdom of Bahrain, with authorised capital of US\$ 500 million, and issued and paid-up capital of US\$ 250 million. It is regulated by the Central Bank of Bahrain, as a locally incorporated reinsurance firm with License Number LII/023 and Commercial Registration Number 11503/July 1981.

All activities are managed in Bahrain Office. Our geographical scope includes the Middle East, Africa, Asia, CEE, SEE and CIS countries. Trust Re provides reinsurance protection to many leading direct insurance companies in its geographical areas of operation, in the form of annual Treaties on proportional and non-proportional bases with a sizable underwriting capacity. We offer Facultative reinsurance in the following classes: Oil & Energy (offshore and onshore), Alternative Energy, Property, Power, Affinity, Cyber, Travel and Life & Health.



# RE SILIENT

Fire harnesses the strength within us to stand strong and forge a bright future, even in the face of adversity. It fuels our passion to deliver nothing but the very best to all our clients.

Trust Re. Inspired by the elements.



[WWW.TRUSTRE.COM](http://WWW.TRUSTRE.COM)

TRUST RE



## المعايرون العرب Arab Loss Adjusters

Arab Loss Adjusters was established in 1981 under the leadership of the late Walid H. Jishi, our former Managing Director and Chairman in Dubai, United Arab Emirates as the first registered practice in the country.

With our Head Office in Dubai, United Arab Emirates, Arab Loss Adjusters has been operating successfully for over 4 decades.

GCC	LEVANT	Africa	East Asia
UAE	Jordan	Egypt	Pakistan
Qatar	Lebanon*	Algeria	Malaysia
Oman	Iraq	Sudan	Cambodia
Saudi Arabia	Palestine		
Kuwait			
Bahrain			
Yemen*			

Our extensive network allows us to serve Insurance companies not only locally but across the following territories positioning us as a prominent player in the global loss adjusting landscape.

The firm is proactive with stakeholders including regulators across all countries where we are directly present.

ALA family comprises more than 135 multidisciplinary adjusting professionals and we continue to develop our capabilities under the unified practical fundamentals while observing the changing business environment and technological dynamics.

Our members of faculty are adept at handling claims across various sectors/ lines of business, including but not limited to the following:

- ◆ Property and Business Interruption
- ◆ Liability
- ◆ Engineering and Construction
- ◆ Conventional and Renewable Energy
- ◆ Financial Lines
- ◆ Marine
- ◆ Speciality Lines
- ◆ Resolve Motor Solutions
- ◆ Homeowners

Arab Loss Adjusters takes pride in its numerous accomplishments, including industry recognition, certifications, and successful partnerships.

The firm has engaged in two relatively major catastrophes in the Middle East managing in excess of 5,500 CAT claims on aggregate during a hailstorm (UAE), Hurricane Gonu and Cyclone Phet (Oman) and 1,648 assignments following Beirut Port Explosion in 13 months.

We handled amongst the two largest fire losses in the GCC, in excess of USD 100M each. Involved with insurers on policy interpretation during regional political turmoil 2009-2011.

Over the years, we have evolved into a dynamic organization to meet the ever-changing needs of the insurance industry and have evolved into a leading name in the industry.

Our school of thought and pro-active claims handling in emerging markets has set the foundation of all our technical disciplines whereby we continue to manage claims of all quantum's equitably with duty of care along with a team that possess strong knowledge across all product lines.

Our mission is to provide unparalleled loss adjusting services, ensuring fair and accurate claim handling for our clients.

Our unique selling proposition lies in our ability to combine technical expertise with a personalized approach.

Recognising demanding changes in the industry, we respond with agility and team effort to establish ourselves as a leading technical claims services company in emerging markets.

There has been significant geographic expansion within the last few years which has resulted in substantial growth throughout the Group.

Offices within the following jurisdictions have been established and regulated since 2019:

- ◆ Pakistan
- ◆ Kingdom of Cambodia
- ◆ Egypt
- ◆ Iraq

Entered into an association with Untitled 1960 and established an arm under the name, ALA Untitled Fine Art Insurance Services L.L.C. offering niche adjusting services in fine art, specie and collectibles space.

As part of our commitment to continuous improvement, Arab Loss Adjusters is actively exploring avenues for expansion and diversification. We are investing in technology upgrades to enhance our service offerings towards Motor and Homeowners line of businesses and exploring new partnerships to broaden our reach.

A separate division established for Risk Assessment, Motor and Homeowner claims led by the respective members of faculty.

ALA Academy is the non-profit educational arm which is exclusive to AICLA (Australasian Institute of Chartered Loss Adjusters) and on a non-exclusive basis, The Institutes (Pennsylvania, USA)

We are an active member of IILA and AM Best recommended adjusters.



Whichever direction  
the wind blows

Our synergy  
keeps us thriving



As a reinsurer, we are in the risk assumption business, just like our clients. Our shared perspective helps us understand and evaluate even the toughest risks – and propose the right solution for you.

Gen Re delivers reinsurance solutions to the Life & Health and Property & Casualty insurance industries. We work closely with our clients to understand their strategic and operational goals, offering a wide range of products, tools, and resources that aim to promote our clients' ongoing growth and success.

Gen Re is a member of the Berkshire Hathaway family of companies and has earned superior financial strength ratings from each of the major rating agencies. We take our commitments very seriously.

#### Family of Companies

Gen Re is one of the leading Life & Health and Property & Casualty reinsurers in the world. We are represented in all major reinsurance markets through a network of more than 40 offices worldwide.

General Re®, a subsidiary of Berkshire Hathaway Inc., is the holding company for global reinsurance and related operations. It owns General Reinsurance® and General Reinsurance AG, which conduct business as Gen Re.

The insurance, reinsurance, and investment management companies in our group include: Gen Re (direct reinsurance operations), New England Asset Management (NEAM), GenStar, Genesis, and Faraday.

#### Our History

With our roots beginning in 1921 in the U.S. and in 1846 in Europe, we've always been an "underwriting company" – more interested in underwriting quality than volume.

Gen Re has made significant contributions to the structure of today's reinsurance markets. In Germany in 1846 (as Cologne Re), the world's first independent professional reinsurance company was born, and in 1852, the first professional reinsurance treaty was signed. Gen Re was the first company to offer casualty and property facultative reinsurance in the 1950s and the first company to write reinsurance on an excess basis.

In 1994, General Re® formed an alliance with Cologne Re (now General Reinsurance AG). In 1998, Berkshire Hathaway acquired General Re Corporation, our holding company, and in 2003 General Re and Cologne Re began marketing globally under the brand name of Gen Re. In 2021 we celebrated our 100th anniversary and the 175th anniversary of the historical Cologne Re.



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## Life & Health Reinsurance Solutions Tailored to You

Do you have the right resources and expertise to achieve your goals?



Whether you're developing a new business strategy or looking for assistance managing an in-force block, we can help.

Gen Re offers reinsurance solutions, risk management support, and competitive market and consumer insights to achieve your risk management objectives and corporate goals.



A Berkshire Hathaway Company

genre.com

S&P: AA+ | A.M. Best: A++

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# NASCO RE

BRINGING INSURANCE  
TOGETHER **SINCE 1976**

NASCO INSURANCE GROUP





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We eradicate fear.**

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Fenchurch Faris Ltd

Incorporated in Jordan, Number 1402

Broker at **LLOYD'S**



FENCHURCH  
FARIS

Fenchurch Faris Ltd. Jordan is a registered Lloyd's Broker with 40 years under its belt providing insurance and reinsurance risk management services across Europe, the Middle East, and Africa.

The Company was launched in 1984 as a joint venture between Basim Faris, who is a Fellow of the Chartered Insurance Institute in the U.K., and Fenchurch PLC, an English Lloyd's broker.

Today, the Company consists of 11 offices in 8 cities across the region, and our clients include insurance companies, commercial entities, SMEs, and individuals.



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# The Wael Khatib Scholarship

Lockton in partnership with Bayes Business School has established the Wael Khatib Scholarship as a tribute to its founder, Wael Khatib, which aims to continue his legacy and offer the opportunity for others to follow in his footsteps.



Learn more



*Applications  
are now open.*

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# Gallagher

Insurance | Risk Management | Consulting

Founded by Arthur J Gallagher in Chicago in 1927, Gallagher is one of the largest providers of insurance, reinsurance, risk management, and consulting services in the world. With a significant international reach and a presence in over 130 countries, our organisation employs more than 49,000 people globally.

We partner with businesses to support the ever-changing needs of our clients and provide relevant and impactful professional advice. When you work with us, you open the doors to innovative products, tailored service offerings designed for types of businesses, large or small, and excellent customer service.

Gallagher has an established presence in the Middle East with a team that works with a wide range of clients across the region, providing risk management expertise, speciality insurance, and both facultative and treaty reinsurance solutions.

Our specialty insurance and facultative reinsurance teams offer best in class broking expertise. We have extensive experience across key industries including energy, power & renewables, property, aerospace, marine, construction, financial institutions, crisis management, cyber, and M&A insurance solutions. Our in-depth technical knowledge and client focus are complemented by strong established relationships with insurers enabling us to offer unparalleled access to the local and international insurance markets. Our team has broad experience working in the Middle East & Africa and the London market. In addition to having extensive experience across many different industries and segments, the team has a proven background in putting solutions into place for the most complex risk profiles. Our specialty hub in Dubai is well placed to meet clients' evolving needs by coordinating with Gallagher placements hub in London and Singapore to develop and implement innovative insurance solutions

Gallagher Re is one of the world's largest reinsurance brokers. Our analytics teams and reinsurance specialists are based in offices all over the world, from the Middle East to Europe and the Americas, to meet clients where they are and best service their specific markets. With market-leading data and analytics tools, our teams create and implement bespoke solutions tailored to clients' specific risk transfer objectives in an ever-changing risk landscape.

Gallagher's success has been built on the foundation of leading with integrity since its establishment. Over the course of almost a century, we have earned a reputation for consistently doing what is right as well as bringing an unmatched level of experience and industry knowledge to our clients ensuring a world-class service.

We are on stand Silver A and we look forward to meeting you.



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PROUD SILVER SPONSOR OF THE

# 34TH GENERAL ARAB INSURANCE FEDERATION (GAIF) CONFERENCE

Gallagher Re delivers personalized solutions for your evolving reinsurance needs, from strategy through execution. It's all part of our client-focused, collaborative approach.

Connect with our team at [GallagherRe.com](https://GallagherRe.com).

**It's the way we do it.**



## Gallagher Re



# Maintaining Excellence

**A**  
Stable

**S&P Global Ratings**

**A2**  
Stable

**MOODY'S**

**A**  
(Excellent)  
Stable

**AM BEST**  
SINCE 1890



Kuwait

Bahrain

Jordan

Egypt

Turkey

Algeria

UAE

KSA

Oman

Qatar

Iraq

Lebanon

Established in 1962 in Kuwait, Gulf Insurance Group (GIG) stands as one of the largest and most diversified insurance groups in the Middle East and North Africa, encompassing life, non-life, and Takaful insurance operations. Originating as a prominent insurer for personal and commercial sectors in Kuwait, the Group has successfully transitioned into a regional insurance powerhouse in the MENA region. Presently boasting a network of over 100 branches across 12 markets, a workforce exceeding 3,800 employees, and a customer base surpassing 3.5 million, GIG is delivering unparalleled growth for a sustainable future.

The Group holds a robust competitive market position in Kuwait, Bahrain, Jordan, and Egypt, coupled with commendable operational footprints in the UAE, KSA, Turkey, Algeria, Qatar, Oman, Iraq, and Lebanon with reported consolidated assets of US\$ 3.99 billion as of 30 September 2023.

GIG has achieved a competitive advantage in its markets by adopting a comprehensive strategy that involves leveraging cutting-edge Information Technology services, innovating products and distribution channels, excelling in Customer Relations Management, implementing robust Enterprise Risk Management practices, upholding the highest standards of Corporate Governance, adhering to prudent underwriting practices, and fostering a resilient Business Strategy with a Decentralized Business Model that places a strong emphasis on Human Capital Development and Digitalization.

GIG enjoys and maintains a superior rating profile by internationally recognized rating agencies as evidenced by its Financial Strength Rating of 'A' (Excellent) and issuer credit rating of 'a' with a Stable outlook from A.M. Best Europe – Rating Services Limited. Additionally, the Group holds a Financial Strength Rating of 'A' with a Stable outlook from Standard & Poor's, and an upgraded Insurance Financial Strength Rating (IFSR) of 'A2' from Moody's Investors Service, carrying a Stable outlook.

# AON

At Aon, we help our clients shape business decisions for the better. We believe businesses thrive when the communities they serve and the people they employ also flourish. We work with our clients, providing them with the advice and solutions that give them the clarity and confidence to make better decisions to protect and grow their business. Our collaborative approach ensures every Aon client is better informed, advised, and able to make better decisions on a global and local level.

### Aon's Reinsurance Solutions

Businesses, governments, and communities need to become more resilient. Our expertise and insight help re/insurers navigate uncharted territories and create more relevant solutions. We provide risk transfer, claims advocacy, and capital management solutions to help re/insurers reduce volatility and build more resilient communities.

We are coordinated globally to deliver the full range of Aon's services and value in a focused and relevant way globally. Aon annually places more than \$50 billion of reinsurance premium with revenue exceeding \$2 billion.

### Awards and Rankings in 2023:

- ◆ Aon's Impact Forecasting winner of Data Solution of the Year at the InsuranceERM Annual Awards 2023 - UK & Europe
- ◆ Aon's Strategy and Technology Group winner of Actuarial Modelling Solution of the year at the InsuranceERM Annual Awards 2023 - Americas
- ◆ Aon's Impact Forecasting winner of Data Solution of the Year at the InsuranceERM Annual Awards 2023 – Americas

### 2022:

- ◆ Reinsurance Solutions' MGA team was recognised as Reinsurance Broker of the Year at The Insurer Program Manager Conference Awards 2022
- ◆ Impact Forecasting winner of Catastrophe Risk Modelling Solution of the Year at the InsuranceERM Awards 2022 - Americas
- ◆ Reinsurance Solutions' Capital Advisory team winner of Broking Initiative of the Year at Insider Honours 2022
- ◆ Impact Forecasting named Cat Risk Team of the Year at the Insurance ERM Awards 2022 - UK & Europe



THE 34<sup>TH</sup> GENERAL ARAB INSURANCE FEDERATION (GAIF) CONFERENCE

### The 34th GAIF Conference

18 - 21 February, 2024  
Muscat, Oman

## Meet our Reinsurance Solutions MENA Leadership Team



Amr Sartawi  
CEO MENA &  
Turkey



Hassan Elamin  
Head of Facultative  
MEA & Turkey



Moustafa Jarrah  
Head of Treaty  
Middle East



Mohammad AlMarhoon  
Managing Director  
Saudi Arabia

### The 34th GAIF Conference

18 - 21 February, 2024  
Muscat, Oman

## Meet our MENA Treaty Team



Moustafa Jarrah  
Head of Treaty



Elle Saab  
Executive Director  
of Treaty



Muhamad Aslim  
Director of Treaty



Hemendra Mehta  
Director of Treaty



Bilal Qadoura  
Director of Treaty

### The 34th GAIF Conference

18 - 21 February, 2024  
Muscat, Oman

## Meet our Reinsurance Solutions Saudi Team



Mohammad  
AlMarhoon  
Managing Director



Fatima Abdulla  
Director of Treaty



Tity Cherian  
Director of Facultative

## The 34th GAIF Conference

18 - 21 February, 2024  
Muscat, Oman

# Meet our Reinsurance Solutions Saudi Team



**Murtadha Ali**  
Broker  
Treaty



**Fadhel AlShuwaikh**  
Broker  
Financial Lines



**Maaddi AlTala**  
Junior Broker  
Financial Lines

## The 34th GAIF Conference

18 - 21 February, 2024  
Muscat, Oman

# Meet our MENA Facultative Team



**Hassan Elamin**  
Head of Facultative  
MENA and Africa



**Fon Li**  
Deputy Head of  
Facultative MENA



**Faisal Haque**  
Director of  
Facultative MENA

## The 34th GAIF Conference

18 - 21 February, 2024  
Muscat, Oman

# Meet our Resolutions Team



**Teresa Young**  
Director  
Marine, Energy &  
Cyber Treaty



**Martin Spacek**  
Impact Forecasting  
Catastrophe Analyst



**Russell Bond**  
Senior Broker  
Marine, Energy &  
Composite Treaty

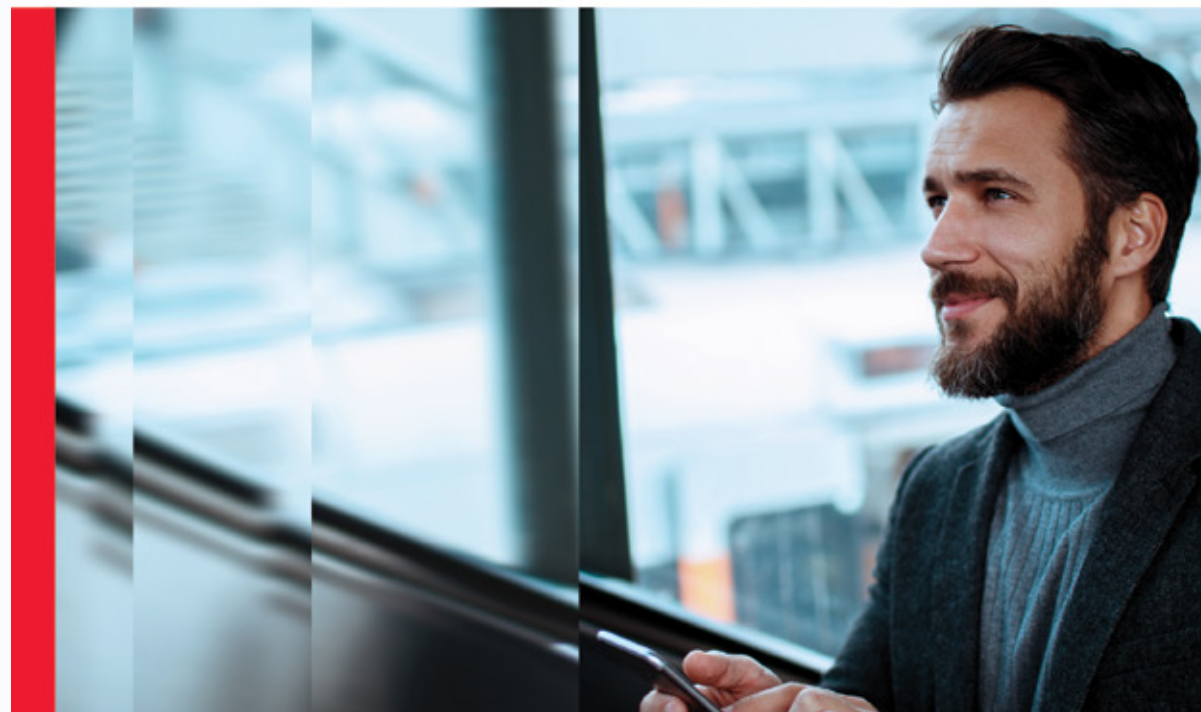
# AON

# Access Capital with Confidence

How can you protect existing capital and efficiently use all sources of capital for better decision making? At Aon, matching risk to capital is what we do. Uncover the ways we can help you optimize capital and manage retained volatility:

- Understand your true cost of capital
- Differentiate your portfolio with a custom view of risk
- Transfer reserve risk to free up capital for growth
- Consider alternative capital for optimal placement results
- Holistic, relevant, and executable strategic solutions to refine risk appetite and optimize capital

Discover more on our [Reinsurance Renewal Season Platform](#).





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# THRIVE WITH INNOVATIVE SOLUTIONS

Discover the power of our expertise and experience the difference of a true partnership. Together, we can unlock new possibilities and build a resilient future.

For more information, please visit [marshmclennan.com](http://marshmclennan.com)

Marsh McLennan is the world's leading professional services firm in the areas of risk, strategy, and people. The Company's more than 85,000 colleagues advise clients in 130 countries. With an annual revenue of over \$20 billion, Marsh McLennan helps clients navigate an increasingly dynamic and complex environment through four market-leading businesses. Marsh provides data-driven risk advisory services and insurance solutions to commercial and consumer clients. Guy Carpenter develops advanced risk, reinsurance, and capital strategies that help clients grow profitably and pursue emerging opportunities. Mercer delivers advice and technology-driven

solutions that help organizations redefine the world of work, reshape retirement and investment outcomes, and unlock health and well-being for a changing workforce. Oliver Wyman serves as a critical strategic, economic, and brand advisor to private sector and governmental clients.

For more information, visit [marshmclennan.com](http://marshmclennan.com) and follow us on LinkedIn and Twitter.







ACAIR, managed by Mr. Elias Chedid Hanna, takes great pride in its significant milestone - 25 years of excellence and dedication in the insurance industry.

Since our establishment in 1997, we have been at the forefront of innovation, providing unmatched services to our valued clients in Lebanon and beyond. This remarkable achievement stands as a testament to our unwavering commitment to delivering exceptional insurance solutions.

Our team comprises highly specialised consultants who possess extensive knowledge and experience in the field since 1989. ACAIR stands out as the premier brokerage firm in Lebanon, catering to diverse insurance needs. In addition to our core operations, we have two sister companies, namely ZENITH INSURANCE SERVICES L.L.C. in the Sultanate of Oman and Euro Mediterranean Insurance Brokerage LTD in Cyprus. These affiliations further amplify our presence and expertise on an international scale.

Our commitment to excellence, coupled with our extensive network and profound industry insights, positions us as a trusted partner for all your insurance requirements. With ACAIR, you can expect unrivaled professionalism and comprehensive solutions tailored to your unique circumstances.

ACAIR excels in precise risk assessment, enabling us to advise clients on potential damages and determine the optimal level of self-insurance to minimize costs. With expertise in risk financing, we guide clients in assessing risk assumptions and transfers. We also assist insurance companies in designing Treaty Reinsurance programs, ensuring alignment with risk profiles and maximum exposure. Trust ACAIR for tailored solutions and confident risk management, backed by our collaboration with top-tier insurance companies for comprehensive coverage.

ACAIR demonstrates expertise in presenting risk information to Underwriters/ Reinsurers, ensuring full disclosure of material facts. Our flexibility allows us to meet clients' specific needs within different geographic areas, delivering tailor-made products. With global connections, we facilitate clients' expansion and maintain close relationships with underwriters for effective collaboration — trust us for comprehensive solutions and meticulous attention to detail.



**Oman United  
Insurance Co.**  
S.A.O.G.

#### Overview:

Established in 1985, Oman United Insurance Company SAOG (OUIC) is a leading Omani insurance company headquartered in Al Khuwair, Muscat. As a publicly listed company since its inception, OUIC has consistently demonstrated its commitment to excellence in the insurance sector.

#### Market Presence and Products:

OUIC stands as a top-tier player in Oman's insurance sector, offering a diverse range of insurance products across various segments including Motor, Life, Medical, Property, Home, Travel, Liability, Indemnity, and Cyber insurance. With 39 years of experience, OUIC has built a solid reputation for its robust financial strength and unwavering performance.

#### Mission and Vision:

At OUIC, our mission is to assist our customers in understanding and mitigating unforeseen risks to protect themselves and their properties. Our vision is to excel continuously, aiming to become the premier insurance provider in the Sultanate, recognized by all stakeholders for our exceptional services.

#### Achievements and Recognition:

OUIC has been consistently recognized for its outstanding performance. In 2023, the company was honored with three prestigious awards for 'Exemplary Customer Service and Claim Settlement,' 'Excellence in Insurance Services,' and the coveted 'Insurance Company of the Year Award.'

#### Financial Strength and Management:

In past, it was rated BBB Stable outlook by S&P, OUIC is the only insurer in Oman to achieve this rating by S&P. With a strong balance sheet and stable executive management and board of directors, OUIC remains committed to sustainable value creation and operational excellence.

#### Innovation and Expansion Strategies:

As an innovation-driven company, OUIC is dedicated to developing new products,



# OMAN UNITED TRUSTS YOUR CHOICE



**PROVIDING FLEXIBLE INSURANCE  
SOLUTIONS SINCE 1985**

**FOR ALL YOUR INSURANCE NEEDS,  
CHOOSE US**

#### **OMAN UNITED INSURANCE COMPANY SAOG**

Post Box 1522, Ruwi, PC 112 Sultanate of Oman  
24477300 | [info@omanutd.com](mailto:info@omanutd.com) | [www.omanutd.com](http://www.omanutd.com)

enhancing operational processes, and diversifying its business. We are focused on expanding our retail business through our extensive network of agencies and branches, while also investing in the development of our Omani staff and IT infrastructure to improve efficiency.

#### **Corporate Social Responsibility (CSR):**

OUIC integrates CSR into its core activities, striving to be a responsible corporate citizen. We are dedicated to mitigating any adverse impacts on the national economy, community, or environment. Through our annual CSR strategy, we uphold our commitment to social welfare and environmental sustainability.



## COMPANY PROFILE



Established in 1944, Arabia Falcon Insurance Company has left an indelible mark across 8 Arab countries, boasting a heritage built on trust and 80 years of unparalleled regional expertise. We pride ourselves on being a cornerstone of customer engagement, offering tailored solutions that cater to the unique needs of our diverse clientele.

Our fundamental philosophy centers around understanding your specific requirements, as we firmly believe that insurance should never be a one-size-fits-all endeavor. It's the localized, personalized touch that defines our identity. At Arabia Falcon Insurance Company, we celebrate the diversity and distinctiveness of our customers, making it our mission to mirror these qualities in the insurance solutions we meticulously craft.

We're more than just an insurance provider; we are pioneers, explorers, and catalysts of change within our industry. Committed to adapting and innovating as the insurance landscape evolves, we continually blend tradition with cutting-edge technology to forge bespoke insurance solutions.

In an era of digital transformation, we embrace innovation to make our services virtually accessible and highly efficient. We don't merely keep pace with the changing insurance landscape; we define its course.

At Arabia Falcon Insurance Company, our core essence is rooted in meeting people's needs. When the unexpected occurs, we stand as your unwavering partner, a regional solution provider you can trust. We are your local experts, your reliable partners, and your steadfast allies in safeguarding what matters most.




# Arabia

INSURANCE

## *Insurance made easy for you*



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KUWAIT | KSA | OMAN | JORDAN**

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[www.arabiainsurance.com](http://www.arabiainsurance.com)

AUTO  
DATA

**Background and History:** Since our inception in 2010, Autodata Middle East has become a leading force in providing critical data analytics and car valuation services. Specializing in the automotive industry, our role has been instrumental in supplying insurance companies, financial institutions, car dealers, and Automotive OEMs as well as government entities with accurate, unbiased, and timely data.

**Location and Years of Operation:** Our headquarters in Dubai, United Arab Emirates, stands as a testament to our 14 years of sustained growth and influence across the automotive sector.

**Mission and Vision:** We are committed to delivering the most sophisticated Automotive Data in the Middle East through state-of-the-art data analysis. Our vision is to enable our clients to operate risk-free businesses empowered by our real-time insights.

**Accomplishments:** Our journey is highlighted by remarkable achievements, such as securing 82% of the UAE insurance market share and expanding our operations to KSA and Oman. These milestones underscore our dedication to excellence and innovation in data analytics.

**Products and Services:** We offer a comprehensive suite of services including car valuation, vehicle identification, and vehicle history. These are tailored to aid in underwriting accurate policies, ensuring precise loan valuation, and preventing over-lending or over-insuring risks.

**Unique Selling Proposition:** What truly sets Autodata Middle East apart is our synergistic blend of advanced technology and human expertise. Our sophisticated machine learning algorithms and AI-driven analytics are monitored and fine-tuned by the experience of our team of expert evaluators. This powerful combination allows us to meticulously analyze and monitor daily data collections, aggregating and refining data from a multitude of data sources. Our approach ensures the highest level of accuracy and relevance in our daily updates, providing our clients with unparalleled insights into the automotive market.

**Corporate Social Responsibility:** We are currently working on 100% paperless transactions as well as migrating to a serverless processing suite which will allow us to reduce computing power and usage of electricity to drive down our carbon footprint. Our team operates in an agile hybrid remote work approach to reduce commute and avoid unnecessary travel.

**Recent Projects and Collaborations:** We have launched with 5 major insurance companies in the Kingdom of Saudi Arabia our services and are in the process of extending our operations in the market.

**Future Plans:** Our plans are tailored around 3 key themes:

1. Real-time Used car prices.
2. Detailed Vehicle History locally and globally
3. Instant Vehicle Identification

We are aiming to expand our services into the wider GCC and MENA Region and are actively expanding through organic and non-organic growth our business operations.



AUTO  
DATA

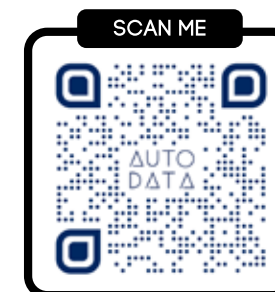


Real-Time car market values.



Car history in seconds.

**Mitigate your risks and increase your premium through transparent, accurate & unbiased data.**



## COMPANY PROFILE



ZENITH Insurance Services L.L.C is a newly established brokerage firm in the Sultanate of Oman in the year 2010. It is an affiliated company of ACAIR Insurance Consultancy and Risk Assessment s.a.r.l in Lebanon which has been a pioneer and leader in the insurance industry through specialized consultants with extensive knowledge and experience in the business since 1989. ACAIR is member of the Lebanese Insurance Brokers Syndicate and upholds the professional standards of that association. ACAIR is also a member of the Fédération Méditerranéenne des Brokers d'Assurance (FMBA) and a founding member of the Arab Insurance Brokers League (AIBL).

ZENITH is a distinguished and efficient brokerage firm catering to the corporate and individual needs of the Omani's market. Founded by professionals in this business with over 20 years of practical experience in the insurance sector, ZENITH already has an extensive client portfolio encompassing significant names.

We offer insurance services to major public and private sectors. Our client base includes large companies, multinational construction companies, major industrial companies and petroleum filling stations.

ZENITH has the technical ability and knowledge of the risk to advise the client of the possible damage as to number and size of claim(s) in order to work out the level of self- insurance with a view to minimizing the cost of insurance. We have the technical ability and knowledge to determine the most appropriate method of risk financing and to assist the client to assess the optimum of risk assumption and risk transfer.

Our main role is selling insurance coverage, yet we believe that our responsibility edges to:

- ◆ be a mediator
- ◆ be a moderator

# BEHIND EVERY SUCCESSFUL INSURANCE COMPANY A BROKER

Beirut, Lebanon

Muscat, Oman

Limassol, Cyprus

A leading pioneer in the insurance industry. We are your insurance broker, the mediator, moderator and assessor of information for your insurance needs. We are confident of our outstanding services and strive to provide you with a need tailored solution through specialized consultants with extensive knowledge and experience.



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- ◆ be a catalyst
- ◆ be assessor of information
- ◆ filter the information
- ◆ be a translator of culture
- ◆ be aware of the client's needs, client's requirements, and the prevailing environment be it, Market, Political, Economic, or Social Issues, and the forces prevailing in the market.

Our role entails many duties. We ensure that all information about the risk received are well presented to the Underwriters/Reinsurers concerned, and that the client disclose all material facts in appropriate form to the Underwriters. We possess a flexibility to adapt to our client's needs & requirements in a particular geographical zone and the ability to deliver a tailor made product. We have global connections with insurers, re-insurers, and re-insurer brokers to follow on client's geographical expansion and to ensure a close relationship with underwriters. The languages spoken within the Company are Arabic, English, and French.



# PAN-AFRICAN COMMITMENT MADE LOCAL.



Continental Reinsurance Plc is the leading private pan-African reinsurance player.

With over 30 years of history, we have cultivated an expansive network spanning more than 50 African countries and trusted by more than 200 insurance companies.

Our six strategically located regional offices and subsidiaries in Lagos, Douala, Nairobi, Abidjan, Tunis, and Gaborone ensure efficient service across key economic zones and regions.

As a composite reinsurer, we provide capacity and services across the full spectrum of Non-Life and Life business lines.

Our vision is to be the premier pan-African reinsurer.

We focus on building trusted relationships, leveraging our diversified and profitable portfolio to deliver unparalleled service and technical capability.

Our mission is to offer credible reinsurance security and services, ensuring sustainable value for our shareholders and stakeholders.

Continental Reinsurance's robust financial standing is underscored by AM Best's affirmation of a Financial Strength Rating of B+ (Good) and a Long-Term Issuer Credit Rating of "bbb-" (Good) with a stable outlook.

Recognized as the Most Innovative Reinsurer Africa 2022 by CFI.co and recipient of the SABRE Award 2022 for Super Achievement in Branding, Reputation, and

## Bringing pan-African commitment to you.

At Continental Reinsurance, we focus our business locally to build capacity regionally and promote growth across Africa. That's why we offer more local investments, solutions and development than any other pan-African reinsurer. Our aim is to unlock greater value, growth and partnerships across the continent. And as our pan-African business expands, we'll invest even more in people, products and services locally – thus completing our virtuous circle of commitment.

[www.continental-re.com](http://www.continental-re.com)

Lagos | Douala | Nairobi | Abidjan | Tunis | Gaborone

Engagement, we continually strive for excellence.

Our commitment to promoting excellence in (re)insurance journalism by sponsoring the pan-African (Re)Insurance Journalism Awards is a testament to our dedication to the growth and development of the industry across the continent.

**Explore more about us at [www.continental-re.com](http://www.continental-re.com)**

**Connect with us on LinkedIn:**  
[www.linkedin.com/company/continental-reinsurance/](https://www.linkedin.com/company/continental-reinsurance/)





WAICA Reinsurance Corporation Plc is a public limited liability company incorporated under the laws of Sierra Leone (Companies Act 2009) on 7th March 2011.

In the years following the creation of West African Insurance Companies Association (WAICA) in 1973, the founding fathers had the desire to establish a reinsurance organisation to help mitigate the effects of the lack of reinsurance capacity within the West African insurance industry.

To fulfill this ambition, the founding fathers considered it prudent to start off by creating a reinsurance pool which hopefully will someday metamorphose into a fully fledged reinsurance corporation. Today, the WAICA Reinsurance Pool has turned into WAICA Reinsurance Corporation Plc, a dream come true.

There is no gain in saying that there is a lack of reinsurance capacity in the West African sub-region, which situation is compelling insurance companies to seek reinsurance protection in other parts of the world where the treaties offered are not exactly competitive and/ or affordable and the service sometimes almost non-existent.

The current WAICA Executive Council in order to give impetus to the development and realization of the idea of establishing a fully-fledged reinsurance institution then embarked on revitalizing and implementing the idea of establishing the WAICA Reinsurance Corporation (WAICA Re).

To that end, the Executive Committee reconfirmed and endorsed the age-old decision to locate the headquarters of WAICA Reinsurance Corporation (WAICA Re) in Freetown, Sierra Leone, and to have major operating centres in Accra, Ghana and Lagos, Nigeria.

Apart from the provision of reinsurance capacity, the establishment of WAICA Re is a good example of regional socio-economic integration.

The Corporation has an Authorised Share Capital of USD100 million and a paid-up Share Capital of approximately USD65 million.

The main objective of the company is to provide reinsurance services to the insurance sector in West Africa and other regions. In broad terms, the objectives of the company include:

- ◆ To effectively and efficiently manage the business of reinsurance, primarily though not exclusively, across the sub-region;
- ◆ To achieve excellence in our management systems and standards by employing best practices through efficient and responsive management and an empowered and highly motivated workforce;
- ◆ To create enhanced value for our shareholders and other stakeholders.
- ◆ The philosophy of the company is to provide greater insurance and reinsurance capacity in the West Africa region in the context of the continued integration of the West African financial sector.

The guiding principle is 'going the extra mile' for our clients who should receive even better service than they currently do with existing reinsurers. Our priority is to build customer relationships based on trust and value which will be delivered using cutting-edge technology.

The core values of the company include:

**WAICA Re ACTs; A: Anticipate, C: Craft, T: timely, S: Solutions**  
**WAICA Re 3As; Anticipate, Assess, and Assure risk**  
**WAICA Re 3Cs; Comprehend, Cover, and Compensate**



المدينة تكافل  
Al Madina Takaful

Everything in harmony في تناغم تام  
Al Madina Insurance Company SAOG.

Al Madina Takaful stands out as a leading insurance company and also as the first and largest Islamic Insurer in Oman, committed to delivering the best returns to all its stakeholders, satisfaction for its customers, and a strong commitment to its employees. This ambition is anchored in core values such as innovation, social responsibility, transparency, integrity, and teamwork. The company's mission revolves around offering cost-effective insurance solutions that provide superior customer service, all within the framework of Shariah compliance.

Established in 2005, Al Madina Takaful began its journey as Al Madina Gulf Insurance Company SAOC, a Shariah-compliant conventional insurer. Officially registered in 2006, the company embarked on its mission to become a leading Omani insurance company. A significant milestone in its history was reached in 2014 when it became public and converted to a Takaful Company under the brand name Al Madina Takaful. It became the first Takaful insurance company to launch an IPO and raise capital of OMR 17.5 million, exceeding the minimum regulatory requirement in 2015. By 2022, Al Madina Takaful had grown into a USD 116 million company, boasting an extensive network of branches and hubs.

Al Madina Takaful has witnessed notable growth, with its Gross Written Premium (GWP) rising steadily from OMR 3.8 million in 2007 to OMR 44.71 million in 2022. The company is recognised as the third-largest insurance company in Oman and the first Takaful Company in the nation. It is listed on the Muscat Stock Exchange (MSX) and adheres strictly to Shariah principles, upholding a brand philosophy of trust, transparency, and technology.

The company offers a wide range of insurance products, catering to both personal and corporate needs. The company's Risk Management Department is focused on risk prevention, mitigation, and transfer solutions for large and complex risks, showcasing expertise across industries including petrochemicals, aviation, hull and oil and gas sectors. We are also the largest speciality business insurer.

Committed to increasing the In-Country Value (ICV) of Oman, Al Madina Takaful



## TEAM AL MADINA EXTENDS A WARM WELCOME TO GAIF34 DELEGATES.

As the pioneering Takaful provider in Oman, Al Madina delivers a broad range of personal and corporate insurance solutions

Discover more on our website:  
[www.almadinatakaful.com](http://www.almadinatakaful.com)

consistently exceeds the Omanisation requirement, emphasising the recruitment and training of Omani nationals, maintaining high insurance retention within Oman, and contributing to ICV through corporate social responsibility and capital investments in fixed assets in Oman.

Al Madina Takaful has been at the forefront when it comes to supporting community and social responsibility initiatives. In supporting its communities, the company continues to contribute to key initiatives under education, special needs, charity, health, and welfare platforms. Al Madina Takaful's Human Social Responsibility (HSR) philosophy embraces the idea that people and the community are at the centre of the organisation.

Over its 18 years of operation, Al Madina Takaful has been acknowledged for its excellence through numerous awards and certificates of appreciation, including consecutive wins at the Arab Best Awards. The most recent one being the Best General Takaful Provider 2023 by Global Banking and Finance Review. The company, a symbol of trust, innovation, and customer-focused service in the insurance industry, continues to evolve and grow, marking a significant presence in Oman's insurance sector.







## Empowering Risk Enabling Growth



**J.B.BODA**

**80** years & beyond...  
Since 1943

### J.B.Boda Group Companies

J.B.Boda & Co. Pvt. Ltd.

J.B.Boda Insurance and Reinsurance Brokers Pvt. Ltd.

J.B.Boda Insurance Surveyors & Loss Assessors Pvt. Ltd.

Crowe Boda & Co. Pvt. Ltd.

### Services

- Insurance Broking (Non-Life and Life)
- Reinsurance Broking (Non-Life and Life)
- Loss Surveys, Pre-shipment Inspection and Superintendence
- Protection & Indemnity Services



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The J.B.Boda brand is built on a legacy of over 8 decades which was founded back in 1943 by our late Chairman, Mr. Jagmohandas Bhagwandas Boda, together with his brother, late Mr. Dhirajlal Bhagwandas Boda. Being Pioneers of Reinsurance Broking in India, we are the oldest and one of the leading Indian Brokers achieving sustainable growth. Enhancing value for our clients in India, Asia, Africa, Middle East, and emerging countries and are the 1st Indian Multinational Insurance & Reinsurance broking house. The brand was built on the simple principle of Service with Sincerity, Honesty, Integrity, and Commitment towards our clients across the world. This has been the key driving factor for our growth over the years.

Presently, the J.B.BODA Group operates 27 offices across India and 11 overseas offices, including the U.K., Singapore, and Dubai. We maintain associations with over 525 companies across 95+ countries worldwide, which attest to our commitment to excellence.

We employ over 800 experts across Non-Life and Life insurance and reinsurance broking, facilitating Non-Life & Life Actuarial Services, risk surveys, Protection & Indemnity Services, chartered accountants, asset valuers, master mariners, and licensed surveyors for both non-marine and marine classes of business. With our extensive experience and domain expertise, we remain committed to delivering unmatched value for our clients.

### Our Group Activities include:

- ◆ Non-Life and Life Insurance & Reinsurance Broking for all classes
- ◆ Employee Benefit Schemes & Wellness Programs
- ◆ Asset Valuation
- ◆ Protection & Indemnity Services
- ◆ Fire, Engineering, Misc Accident, Marine Cargo, Hull, Offshore & Onshore Survey & Loss Assessment, Superintendents, Container Survey, Tank Calibration, Sample & Analysis.



# Reinsurance LINK

LINK is a Bermuda-based reinsurance broker that provides treaty and facultative treaty placement and advisory services. Founded in 2012, the company is now in its second decade of operations.

Our current geographic focus is on the Middle East and North Africa markets, which we serve through our offices in Beirut, Lebanon, and Dubai, UAE.

LINK's mission is to provide expert support and profitable, innovative services to its business partners, led by a group of executives with decades of experience in key positions with world-leading insurers and reinsurers.

We leverage our teams' deep experience and strong actuarial capabilities to provide our partners with bespoke placement and advisory services, as well as advanced analytical frameworks and tools to improve their commercial and financial performance. In addition, we believe in providing disruptive benefits by leveraging our connections with key players in the Insurtech space to help our ceding and reinsuring partners embark on game-changing digitalization initiatives.

Competence  
*that makes a*  
DIFFERENCE



Reinsurance LINK



# Swan

INTERNATIONAL  
ASSISTANCE

At Swan International Assistance, our journey began in 1999 as a Third-Party Administrator (TPA) to insurance companies around the world. Our core focus lies in delivering worldwide medical and assistance services, claims management, and cost containment to domestic and international clients. Operating a state-of-the-art call center, staffed 24/7 by medical professionals providing medical assistance to beneficiaries globally.

As a member of Swan Group, our operations extend across various countries, including Bahrain, UAE, Canada, Lebanon, Jordan, Cyprus, Kuwait, Ivory Coast, Senegal, and Indonesia.

Our mission is to provide compassionate patient advocacy, while effectively monitoring and managing our clients' costs.

## WHY SWAN INTERNATIONAL ASSISTANCE

Our experience within different territories by providing tailor-made products has encouraged us to easily enter any market with comprehensive plans and affordable premiums.



# YOUR UNWAVERING SECURITY PARTNER IN INSURANCE.

Swan International Assistance is your trusted support in the insurance industry.

Global presence in  
**10+**  
COUNTRIES

Serving over  
**100**  
INSURANCE  
COMPANIES

Across  
**5**  
CONTINENTS

Since  
**1999**

We prioritize people by delivering exceptional assistance.

**Choose Swan International Assistance for peace of mind  
and reliability in the insurance business.**

[SWANASSISTANCE.COM](http://SWANASSISTANCE.COM)

We support over 100 insurance companies in approximately 40 countries and have acquired substantial market shares in countries like Kuwait and UAE, and other regions. We serve around 100,000 adherents, handling over 40,000 medical cases annually, with an average claims amount of USD 17,000,000. We assist more than 10,000,000 travelers, managing over 15,000 claims each year.

Our services include comprehensive claims management, cost containment, and a robust medical and non-medical assistance network, covering everything from providing direct GOP to medical facilities, arranging doctor visits to evacuation services. Swan International Assistance stands out for its state-of-the-art portals, IT integrations, and dedicated support. Our unique selling proposition lies in our globally accessible, tailored services and unwavering commitment to excellence.



MENA Re Underwriters Ltd.  
Regulated by the DFSA

Established in 2015 at the Dubai International Financial Centre (DIFC), MENA RE Underwriters Ltd. is a fully-owned subsidiary of Doha Insurance Group (DIG), which attained an A- rating from Standard & Poor's.

We are a specialist insurance provider with a global outreach, benefitting from a team that has a strong reputation built upon over decades in the business. By strategically investing in growth across the region's key markets, we are strongly focused on asserting a solid long-term position within the regional reinsurance market. We bring a comprehensive understanding of risk, underpinned by our unique data and analytics approach.

We write a range of specialty reinsurance risks on both excess of loss and proportional basis, including Political Violence, Marine Cargo, Financial Lines, Professional Lines, and Liabilities.

Our model revolves around generating a solid revenue stream while managing our cost base and the enterprise risks involved. Our company structure gives us the essential flexibility to move with changing market conditions and keep our product offering relevant to client needs. These factors provide MENA RE with sustainable long-term success.

Our geographical outreach is focused on growing and Emerging markets, namely MENA, Turkey, Africa, and South East Asia. We wish to contribute to the successes of these economies, and provide efficient and sustainable reinsurance support to our business partners therein.

Our regulation is solid, where MENA RE is fully regulated by the Dubai Financial Services Authority (DFSA). Our market reputation, and that of our parent company Doha Insurance Group, is built on an exemplary level of transparency and business ethics through which we deal with all our stakeholders and business partners. We comply with the DFSA governance charter for risk management, which includes maintaining a program of stringent internal and external audits.



THE 34<sup>TH</sup> GENERAL ARAB INSURANCE FEDERATION (GAIF) CONFERENCE



MENA Re Underwriters Ltd.  
Regulated by the DFSA

**WE ARE A SPECIALIST INSURANCE PROVIDER  
WITH A GLOBAL OUTREACH, BENEFITTING FROM  
A TEAM THAT HAS A STRONG REPUTATION BUILT  
UPON OVER DECADES IN THE BUSINESS.**

**WE WRITE A RANGE OF SPECIALTY REINSURANCE  
RISKS ON BOTH EXCESS OF LOSS AND  
PROPORTIONAL BASIS, INCLUDING: POLITICAL  
VIOLENCE, MARINE CARGO,  
FINANCIAL LINES, PROFESSIONAL LINES AND  
LIABILITIES.**





# OMRAN Group

## Hospitality Sponsor



OMRAN Group creates sustainable and authentic tourism assets, lifestyle communities, and destinations that drive economic growth and contribute to the diversification of the economy.

OMRAN achieves their mandate individually as well as a catalyst in bringing together the strength of the Government with the entrepreneurship of the private sector. The organisation works with all stakeholders, partners, SMEs, and local communities to ensure a positive physical, social, and economic contribution to both the environment and people's lives while respecting the traditional culture and environmental values of Oman.

OMRAN is inspired by Oman's beauty, peace, and hospitality.

The Group's main aim is to increase the number of tourists in Oman as a driver of the Sultanate's economic growth. To this goal, OMRAN has been working towards authentic tourism to showcase Oman's outstanding heritage, unique culture, and natural surroundings.

OMRAN Group's three core values are deeply embedded in the respect of nature, culture and communities whilst remaining true to the underlying commitment to sustaining economic benefits to Oman.

- ❖ As an Omani company, OMRAN understands the country's people, government, heritage, and environment like no other.
- ❖ Drawn from the natural respect ingrained in the Omani people, the respect is extended to the people of Oman as well as the communities with which the company works.
- ❖ With a passion to strive for a better future for Oman, the company pushes the boundaries of what is expected and what can be achieved.

OMRAN's main objectives to ensure steady progress of tourism and the country's growth include:

- ❖ Develop and asset manage distinctive hotels and resorts.
- ❖ Enter into Development Partnerships and with local and foreign developers and investors to create new tourism and mixed-use master-planned communities.
- ❖ Manage heritage, cultural, and outdoor activity sites and experiences.
- ❖ Develop and manage strategic tourism and business infrastructure.
- ❖ Promote Oman as a destination by hosting international sporting events and emphasising Oman's maritime heritage by competing in international sailing events.
- ❖ Prepare Omanis for a career in tourism through training and educational programs.



MENA  
INSURTECH



MENA  
INSURTECH  
COMPETITION  Oman

# MENA Insurtech Competition 2024 - OMAN at THE 34<sup>th</sup> GENERAL ARAB INSURANCE FEDERATION (GAIF) CONFERENCE

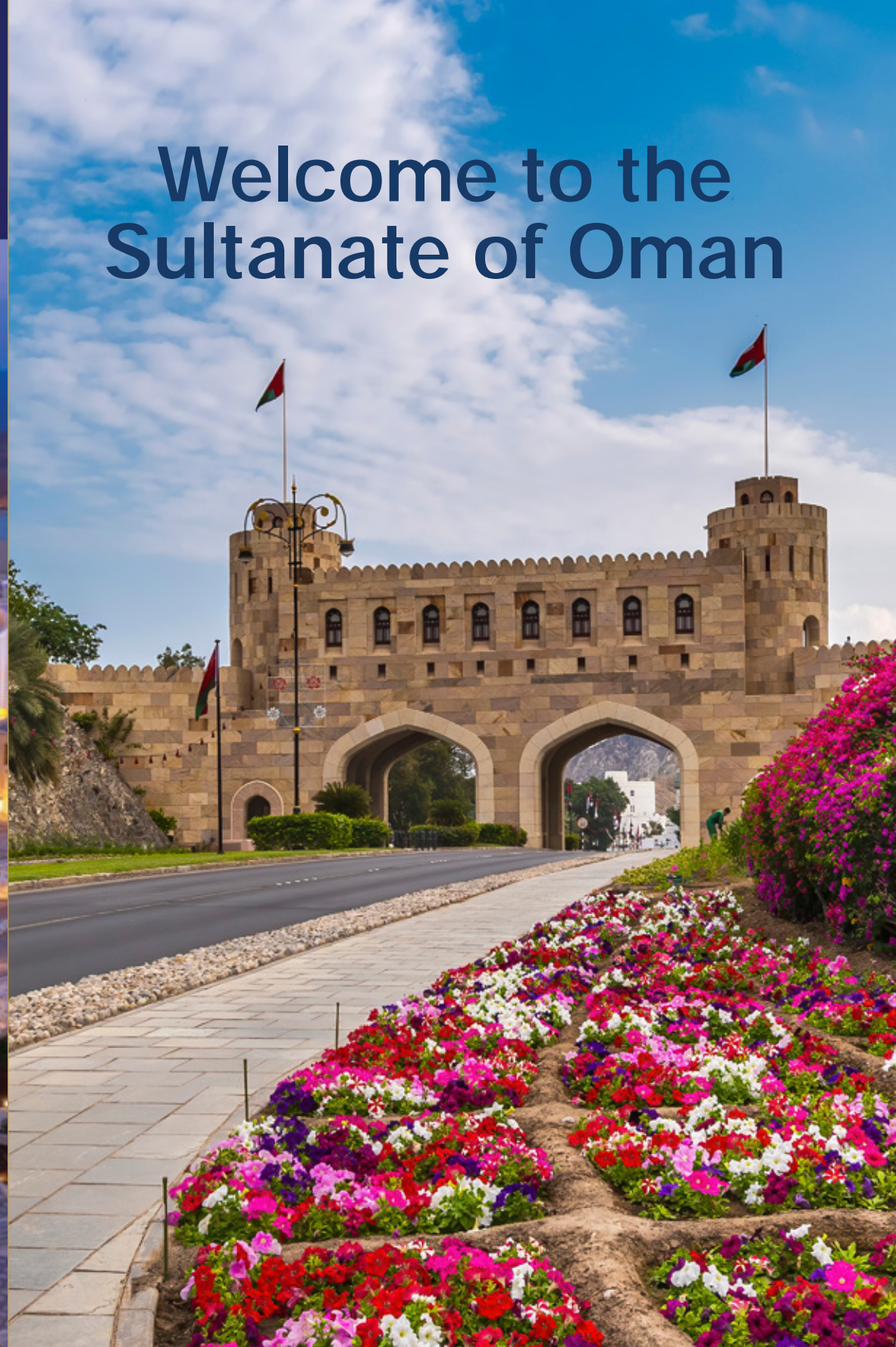
-  Tuesday, 20th Feb 2024
-  3pm to 6pm
-  The Auditorium, First Floor, Oman Convention and Exhibition Centre, Muscat, Oman

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**#GAIF34 | #IPEvents**



**Welcome to the  
Sultanate of Oman**





# Pride of Oman

The Muscat Royal Philharmonic  
Orchestra & Opera Choir Group



THE 34<sup>TH</sup> GENERAL ARAB INSURANCE FEDERATION (GAIF) CONFERENCE

Image credit: Khalid Al Busaidi



## Official Media Partners





Created by a dedicated team of Event Management professionals with decades of experience, InfoPlus Events LLC (IPE) is a dynamic and creative event management company catering with a "Plus" to associations and corporate clients. We are unique in providing turnkey marketing solutions with an interactive and consistent approach to all marketing activities.

#### **Our Vision**

We aim to provide access to knowledge and education from around the world.

#### **Our Mission**

We, at InfoPlus Events LLC, strive to improve the quality of events by leading and facilitating the management and dissemination of knowledge.

Retail Marketing  
Promotion  
Sampling  
Social Media  
Bulk E-Mail & Sms Campaign

#### **Retails & Exhibition**

Exhibit Design  
Store Design  
Visual Merchandising  
Display Counter

#### **Incentive & Conference**

Group Incentive  
Convention  
Annual Business Meeting  
Mecomed & Educational Grants

#### **Miscellaneous**

Housing & Hotel Accommodation  
Transportation & Airport Assistance  
Sponsorship Sales  
Social Events & Tour  
Venue Management  
Online & On-Site Registration Support

#### **Our Key Strengths**

##### **Skilled Management**

A combined experience of a decade in the Middle East region with expertise in event management, housing & hotel accommodation, and other logistics support

##### **Fair Costing**

We spend in advance by giving a complete break up of elements and their usage, ensuring complete transparency with our clients

##### **Key To Mental Locks**

Our in-house creative and communication team of graphic designers, multimedia experts, concept developers, and content writers makes sure to deliver as per the precise needs of the client

##### **Technology Edge**

From Holographic projections to communicative laser shows, InfoPlus Events provides you with all the updated technology services which would suit best your event

#### **Our Values**

We hold ourselves accountable to deliver the highest standards of service, punctual delivery, reliability, and open communication keeping an eye on the budget. Our suppliers are our partners and in turn we endorse this privilege to our clients.

#### **Our Services**

##### **Corporate Events**

Launch  
Awards Night  
Thematic Dinner  
Press Conference  
Annual Day  
Offsite Tour  
Family Day  
Business Partners Meeting  
Cycle Meeting

##### **Branding & Design**

Brand Identity  
2d & 3d Structural Design  
Graphic Communication  
Web Development

##### **Promotional & Marketing**

Co-Marketing



T H A N K   Y O U



S H U K R A N

Preparing and organising the 34th General Arab Insurance Federation Conference 2024 has been an exhilarating and rewarding journey for all those involved. We are proud to be hosting the largest-ever gathering of insurance industry leaders, experts, and members in Oman. This event would not have been possible without the immense support of the government organisations, fellow insurance community members, and the different eminent entities that were involved from the moment the conference was announced.

We would like to thank the General Arab Insurance Federation and the Capital Market Authority, Oman for their unwavering support extended to the event and those behind it.

We are exceptionally grateful to the Royal Oman Symphony Orchestra (ROSO), Royal Oman Police (ROP), Oman Airports Company, Ministry of Social Development, Ministry of Heritage & Tourism, Oman Chamber of Commerce and Industry, Bank Dhofar, and Global Money Exchange Co. LLC for their support which has been vital to the organising of the conference.

We would like to also extend our gratitude to our sponsors who have been the backbone of this event. The support you have given us has made this event possible.

Finally, we are grateful to the vibrant insurance community who have been our constant support. The enthusiasm and encouragement offered to us by the insurance community from across the region and beyond has been tremendous.

Once again, thank you to all our patrons, sponsors, and the broader insurance community for your remarkable support.

**GAIF34 Organising Committee**