

LIBERTY KENYA HOLDINGS PLC – 17TH ANNUAL GENERAL MEETING
Date: 17 June 2022

Time: 11:00 a.m. EAT

SHAREHOLDERS QUESTIONS AND ANSWERS

SHAREHOLDER	QUESTION	ANSWER
Sally Jepkorir	We thank the Board for sustaining the businesses through the COVID pandemic. What is the Company’s outlook for 2022?	Through resilience, the Liberty Group has focused on service delivery and progressed in achieving financial targets. We have also lived to our purpose, making financial freedom possible in the eyes of our policyholders through benefits and claims payments.
Sally Jepkorir	With the concerns on climate change, what remedies is the Company looking at in the insurance sector?	Although Liberty Kenya’s direct environmental impact is not significant, we remain committed to responsible resource stewardship. At Liberty, we actively develop programmes that promote the wellbeing of our employees, be it career, physical, emotional, social or financial. We aim to build resilient individuals and communities, doing so by embracing a holistic view and ensuring our occupational health and safety practices, employee wellness programme, Covid-19 relief efforts and social commitments through our CSI programme create tangible value for our employees.
Sally Jepkorir	With the upcoming general elections, how is the Company preparing for any effects in business?	Political activity in Kenya picked up ahead of the general elections to be held in August 2022. While political tensions increase in the run up to the election, the focus of most investors will be economic recovery from Covid-19. Our commitment remains the delivery of relevant and innovative solutions that confer financial freedom to our clients, thus contributing towards national development.
Alois Wafula Chami	How would you improve the Group’s business now and to the next level of business? What is the Company’s outlook for 2022	We have set out our 2021-2025 strategy which will focus, in particular, on heightened use of technology to support our customer experience and overall organizational efficiency. We have already commenced work on the various initiatives and projects that form the foundation of the strategy and we are happy with our progress so far.

George Ndolo	Mulwa	Financial Reports	Please note that the Group audited financial are available on the company website on the link below under information given on Investor Relations: https://www.libertykenya.co.ke
Peter Tole	Mwakio	The Annual Financial Statements and Report, it is indicated that none of the Directors hold any shares in the Company! Is this not a sign of lack of confidence in the Company by the Directors?	As reported, your Company upholds best practice in governance at Board level and in its operations. The directors avoid any potential conflict of interest that may arise from holdings shares in their individual capacity. This ensures that the directors are solely supporting the shareholders' interests.
Stephen Kimani	Irungu	Why did the directors' remuneration increase?	There was no change/increase in the director's remuneration for the year ended 31 December 2021.
George Ndolo	Mulwa	Is there dividend this year?	No dividend has been recommended by the directors for the year ended 31 st December 2021 due to the prevailing need to ensure robust capital structures of the operating companies and in the light of the ongoing uncertain impact arising from the pandemic.
Stephen Kimani	Irungu	There is adequate share premium and retained earnings. Have you as the Board considered paying dividends from here?	
Nzau Jones		The Company recorded a good performance despite the COVID pandemic. Why did you not declare a dividend?	Despite the year's lower profitability, the group reported positive growth in gross earned premiums, demonstrating solid business fundamentals. Its subsidiaries maintained their strong capital base and liquidity necessary to meet their obligations. We expect with the trajectory we have commenced we should be able to give a stable return to the shareholders in the near future.
Regina Wangui Muruu		Please give shareholders gifts or lunch voucher to help us cope with the current difficult situations.	In view of virtual meetings, it was not possible to provide lunch/give aways to shareholders who are now attended online.

<p>Francis Angungu Ajega; Alex Ngungi Adwenya</p>	<p>We need physical meeting most of us are unable to communicate online, as most people have been vaccinated. We are tired with this virtual AGMS</p>	<p>The AGM for this period was held virtually. As part of continuous improvement, we will continue to assess the need for physical / virtual/ hybrid meetings. This will be considering the emerging trends and various stakeholders' needs.</p> <p>Shareholders participated in the AGM through an online livestream through links sent to their registered mobile numbers. The process for participation was provided in detail in the AGM Notice published in the local dailies and on the Company's website. Those who linked into and participated in the livestream session will be provided mobile data bundles.</p>
<p>Catherine Mwari Mureithi</p>	<p>I don't receive dividends.</p>	<p>Prior year dividends were paid via cheque sent to your registered email address. If you did not receive your cheque or it has not been banked, please reach out to Registrars to guide you on the process of receipt of any unpaid dividends.</p> <p>The Company has an option for you to receive your future dividend through MPESA. Kindly reach out to our Registrars:</p> <p>Image Registrars Limited 5th floor Absa Towers (formerly Barclays Plaza) Loita Street P.O. Box 9287 – 00100 Nairobi Email: libertyshares@image.co.ke Telephone: 0709 170000/ 0724 699667/0735 565666</p> <p>Please note that dividends paid prior to 2017 were declared to the Unclaimed Financial Assets Authority as required by the law. To claim any such dividends please contact the:</p> <p>Unclaimed Financial Assets Authority Pacis Centre, 2nd Floor Slip Road, Off Waiyaki Way, Westlands P O Box 28235-00200 Nairobi Telephone: 020 4023000/0706866984/0736559152 Email: info@ufaa.go.ke</p>