

1st quarter claims payment report

January - March 2022

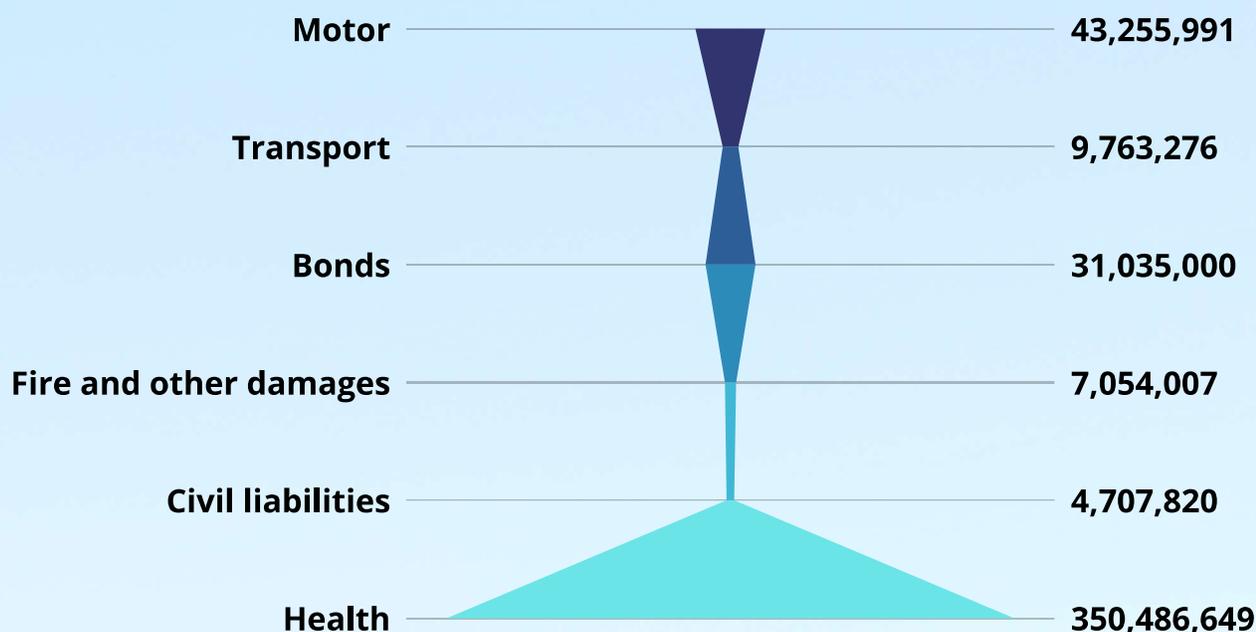
When you set a strategy to ameliorate the quality of service in view of customer satisfaction, you have to believe in it. It has to be the essence of how we operate. Our strategy has encountered some innovative changes in its fundamentals since the business was founded. We believe that compensating claims comes first. We need to balance risk and return, and importantly have the ability to operate through the cycle.

*2021 was undoubtedly a challenging year, due to the impact of a series of industry loss events. That notwithstanding, we will continue to deploy our long-term strategy at this stage of the cycle. At the end of this tough year 2021, ZENITHE Insurance successfully settled claims worth **2 403 133 330 FCFA**, thus covering its engagements at a **122%** rate and a solvency margin of **452%**.*

2022 however is quite promising as we expect to deliver efficiently for profitable growth in the most attractive market conditions ahead.

We aspire to deliver a superior and sustainable service for our clients, ourselves and our business partners as our mission depicts.

Figures in FCFA



Report drawn on 1 April 2022

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