

JSC Insurance Company Aldagi Group

Consolidated financial statements

*for the year ended 31 December 2020
together with independent auditor's report*

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Independent auditor's report

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Independent auditor's report

To the Shareholder and Supervisory Board of JSC Insurance company Aldagi

Report on the audit of the consolidated financial statements

Opinion

We have audited the consolidated financial statements of JSC Insurance company Aldagi and its subsidiaries (hereinafter, the "Group"), which comprise the consolidated statement of financial position as at 31 December 2020, and the consolidated statement of comprehensive income, consolidated statement of changes in equity and consolidated statement of cash flows for the year then ended, and notes to the consolidated financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying consolidated financial statements present fairly, in all material respects, the consolidated financial position of the Group as at 31 December 2020 and its consolidated financial performance and its consolidated cash flows for the year then ended in accordance with International Financial Reporting Standards (IFRSs).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the consolidated financial statements* section of our report. We are independent of the Group in accordance with the International Ethics Standards Board of Accountants' (IESBA) Code of Ethics for Professional Accountants (including International Independence Standards) (IESBA Code), and we have fulfilled our other ethical responsibilities in accordance with the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.



Other information included in the Group's 2020 Management Report

Other information consists of the information included in the Group's 2020 Management Report, other than the consolidated financial statements and our auditor's report thereon. Management is responsible for the other information. The Group's 2020 Management Report is expected to be made available to us after the date of this auditor's report.

Our opinion on the consolidated financial statements does not cover the Management Report and we will not express any form of assurance conclusion thereon in our report on the audit of the consolidated financial statements.

In connection with our audit of the consolidated financial statements, our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the consolidated financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

Responsibilities of management and Supervisory Board for the consolidated financial statements

Management is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with IFRSs, and for such internal control as management determines is necessary to enable the preparation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

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

Supervisory Board is responsible for overseeing the Group's financial reporting process.

Auditor's responsibilities for the audit of the consolidated financial statements

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

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

- ▶ Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- ▶ Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Group's internal control.
- ▶ Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- ▶ Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the consolidated financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Group to cease to continue as a going concern.
- ▶ Evaluate the overall presentation, structure and content of the consolidated financial statements, including the disclosures, and whether the consolidated financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- ▶ Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.

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



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Report on Supplementary Financial Information

Our audit was conducted for the purpose of expressing an opinion on the consolidated financial statements of the Group taken as a whole. The consolidating schedules accompanying the consolidated financial statements which has been disclosed as supplementary financial information in the Appendix to the consolidated financial statements is the responsibility of the management and is presented for the purpose of additional analysis as requested by Insurance State Supervision Service of Georgia and is not within the scope of IFRS. Such supplementary financial information has been subjected to the auditing procedures applied in our audit of the consolidated financial statements and, in our opinion, has been properly prepared, in all material respects, in relation to the Group's consolidated financial statements taken as whole.

Oleg Youshenkov

On behalf of EY LLC

Tbilisi, Georgia

26 March 2021

Consolidated statement of financial position**As at 31 December 2020***(Thousands of Georgian lari)*

	Notes	2020	2019
Assets			
Cash and cash equivalents	5	5,560	3,421
Bank deposits	6	31,043	32,574
Available-for-sale financial assets	7	7,110	6,728
- of which pledged under repurchase agreements	7	604	599
Equity investments at FVTPL	34	1,570	381
Insurance and reinsurance receivables	8	52,402	36,730
Loan issued	10	13,863	9,250
Ceded share of technical provisions	18	19,407	64,706
Current income tax assets		10	759
Deferred income tax assets	9	1,111	1,111
Deferred acquisition costs	11	4,194	3,812
Property and equipment	12	7,431	7,631
Right-of-use assets	19	836	3,321
Goodwill and other intangible assets	13	17,593	16,453
Pension fund assets	14	4,906	4,868
Other assets	16	4,243	3,453
Total assets		171,279	195,198
Equity			
Share capital	17	1,889	1,889
Additional paid-in capital		7,298	7,468
Retained earnings		55,518	48,450
Total equity		64,705	57,807
Liabilities			
Gross technical provisions	18	58,134	100,885
Other insurance liabilities	20	29,205	17,631
Current income tax liabilities		191	376
Lease liabilities	21	1,619	3,150
Pension fund liabilities	14	4,906	4,868
Other liabilities	22	12,519	10,481
Total liabilities		106,574	137,391
Total equity and liabilities		171,279	195,198

Signed and authorized for release on behalf of the Management Board of JSC Insurance Company Aldagi:

Giorgi Baratashvili

General Director

Lasha Khakhutaishvili

Financial Director

26 March 2021

The accompanying notes on pages 5 to 47 are an integral part of these consolidated financial statements.

Consolidated statement of comprehensive income**For the year ended 31 December 2020***(Thousands of Georgian lari)*

	Notes	2020	2019
Gross earned premiums on insurance contracts		102,239	98,351
Reinsurers' share of earned premiums on insurance contracts		(30,112)	(23,010)
Net insurance revenue	24	72,127	75,341
Gross insurance claims expenses		(44,650)	(89,902)
Reinsurer's share of insurance claims expenses		9,956	57,321
Claim settlement expenses		(1,397)	(1,703)
Income from regress and salvages		4,390	2,974
Net insurance claims and claims settlement expenses	25	(31,701)	(31,310)
Acquisition costs, net of reinsurance	26	(9,185)	(12,212)
Net underwriting profit		31,241	31,819
Investment income	27	6,439	4,827
Pension fund asset management fee		85	129
Investment profit		6,524	4,956
Salaries and other employee benefits	28	(11,754)	(11,626)
General and administrative expenses	29	(3,606)	(5,477)
Depreciation and amortization expenses	12, 13, 19	(2,315)	(2,174)
Insurance and reinsurance receivables impairment charge	15	(678)	(478)
Net other operating income	30	502	816
Other expenses		(17,851)	(18,939)
Operating profit		19,914	17,836
Foreign exchange gains /(losses)		564	(33)
Interest expense		(263)	(217)
Net non-recurring items	31	(50)	-
Pre-tax profit		20,165	17,586
Income tax expense	9	(3,097)	(2,670)
Net profit and total comprehensive income		17,068	14,916

The accompanying notes on pages 5 to 47 are an integral part of these consolidated financial statements.

Consolidated statement of changes in equity**For the year ended 31 December 2020***(Thousands of Georgian lari)*

	<i>Notes</i>	<i>Share capital</i>	<i>Additional paid-in capital</i>	<i>Retained earnings</i>	<i>Total equity</i>
31 December 2019		1,889	7,287	42,860	52,036
Total comprehensive income		-	-	14,916	14,916
Share based transactions		-	181	-	181
Dividends to the shareholder	17	-	-	(9,326)	(9,326)
31 December 2019		1,889	7,468	48,450	57,807
Total comprehensive income		-	-	17,068	17,068
Share based transactions		-	(170)	-	(170)
Dividends to the shareholder	17	-	-	(10,000)	(10,000)
31 December 2020		1,889	7,298	55,518	64,705

The accompanying notes on pages 5 to 47 are an integral part of these consolidated financial statements.

Consolidated statement of cash flows**For the year ended 31 December 2020***(Thousands of Georgian lari)*

	Notes	2020	2019
Cash flows from operating activities			
Insurance premiums received		91,155	86,969
Reinsurance premiums paid		(20,983)	(12,801)
Insurance benefits and claims paid		(88,153)	(35,597)
Reinsurance claims received		57,221	6,072
Acquisition costs paid		(8,679)	(8,865)
Salaries and benefits paid		(10,913)	(11,380)
Interest received		6,126	2,728
Interest paid on repurchase agreement	22	(55)	(5)
Interest paid on lease liabilities	21	(173)	(342)
Operating taxes paid		(95)	(208)
Other operating income received		199	3,256
Other operating expenses paid		(5,279)	(7,273)
Net cash flows from operating activities before income tax		20,371	22,554
Income tax paid		(2,673)	(3,553)
Net cash flows from operating activities		17,698	19,001
Cash flows used in investing activities			
Disposal of subsidiary, net of cash disposed of	1	-	(215)
Purchase of premises and equipment		(467)	(1,162)
Proceeds from sale of premises and equipment		-	579
Purchase of intangible assets		(1,482)	(1,617)
Loan issued		(9,666)	(25,315)
Proceeds from repayment of loan issued		5,522	21,166
Net withdrawal (placement) of bank deposits		1,405	(7,106)
Purchase of available-for-sale assets		(3,628)	(1,609)
Proceeds from available-for-sale assets		3,589	-
Net cash flows used in investing activities		(4,727)	(15,279)
Cash flows from financing activities			
Contributions under share-based payment plan		(521)	(927)
Dividend paid	17	(10,000)	(9,326)
Proceeds from repurchase agreement	22	570	-
Repayment of repurchase agreement	22	(570)	-
Repayment of lease liabilities	21	(489)	(1,105)
Net cash flows used in financing activities		(11,010)	(11,358)
Effect of exchange rates changes on cash and cash equivalents		178	(47)
Net increase/decrease in cash and cash equivalents		2,139	(7,683)
Cash and cash equivalents, 1 January	5	3,421	11,104
Cash and cash equivalents, 31 December	5	5,560	3,421

The accompanying notes on pages 5 to 47 are an integral part of these consolidated financial statements.

(Thousands of Georgian lari unless otherwise stated)

1. Principal activities

JSC Insurance Company Aldagi was established on 11 August 1998 under the laws of Georgia. Together with its subsidiaries, up until 1 August 2014, it offered wide range of health insurance products, property and casualty products, and provided medical services to inpatient and outpatient customers through a network of hospitals and clinics throughout the whole Georgian territory. In 2014 JSC Insurance Company Aldagi (“pre-split Aldagi”) and its subsidiaries (“pre-split Aldagi Group”) began a corporate reorganization in order to separate healthcare and health insurance business from property and casualty insurance business.

As a result of the reorganization, on 1 August 2014, pre-split Aldagi’s property and casualty business was separated from health insurance business and transferred to a newly established legal entity retaining the same brand name, JSC Insurance Company Aldagi (the “Company”) (ID: 404476189), registered by LEPL National Agency of Public Registry of Ministry of Justice of Georgia.

The Company possesses two types of insurance licences issued by the Insurance State Supervision Service of Georgia (ISSSG) for life and non-life insurance products, as well as a licence to act as a pension fund. The Company offers various life and non-life insurance services and insurance products relating to property, liability, and others. The main office of the Company is located in Tbilisi and it has nine additional service centers in Tbilisi, Batumi, Poti, Kutaisi, Zugdidi, Telavi and Gori. The Company’s legal address is 10, Kvernadze street, 0171 Tbilisi, Georgia.

The Company is the parent of the following enterprises incorporated in Georgia (together representing the “Aldagi Group” or the “Group”).

Subsidiary	Ownership/voting		Date of incorporation	Industry	Date of acquisition
	31 December 2020	31 December 2019			
Aliance, LLC	100%	100%	1 March 2000	Other	30 April 2012
Auto Way, LLC	100%	100%	27 December 2010	Services	30 April 2012
JSC Insurance Company Tao	100%	100%	22 August 2007	Insurance	1 May 2015

The Group is a founder of a non-profit (non-commercial) legal entity Compulsory Insurance Center (“the Center”) established in accordance with the legislation of Georgia for the management of compulsory insurance by the 18 insurers participating in the insurance system. In accordance with the legislation, upon entry of the foreign-registered vehicle into the territory of Georgia, the owner/driver of the vehicle shall be obliged to provide third party liability insurance for its vehicle during his/her stay in Georgia. The Center’s place of operation is Georgia and its purpose is to administer sales and claims settlement processes related to compulsory insurance. The Group has 11.11% (31 December 2019: 11.76%) participating share held in the Center, through which it participates in joint insurance of third party liability for drivers of the foreign-registered vehicles and recognizes the respective assets, liabilities, income and expenses based on its interest in the Center.

As at 31 December 2020 and 2019 the Group was 100% owned by JSC A Group. The ultimate controlling party of the Group is Georgia Capital plc, an entity incorporated in the United Kingdom and premium listed on the London Stock Exchange.

On 1 October 2019, the Group disposed of its 100% interest in JSC Carfest to the parent company – JSC A Group – for a consideration of GEL 10. The carrying value of net identifiable assets disposed of (including currency translation difference) amounted to GEL (475) at 1 October 2019, resulting in gain on disposal of GEL 485 (Note 30).

COVID-19 impact on the Group

The insurance industry has not escaped COVID-19 impact but insurers have responded quickly to the crisis. With COVID-19’s significant impact on economic activity and employment levels at a local, regional and global level, consumer spending power has reduced significantly over a short period. In response to the crisis, insurance providers offered policyholders to defer monthly payments temporarily and pause existing policies. Actual number of policies paused were less than expected by the Group.

The pandemic has taken a toll on new premiums on certain lines of business, while other lines of business have remained relatively stable. As for claims expenses, increased domestic tourism and thus higher mobility in the second half of the year resulted increased claims volumes for some business lines. The pandemic has not affected recoverability and aging of insurance premiums receivables.

Furthermore, the Group’s goodwill, intangible assets and property, plant and equipment have not been impaired as the result of COVID-19 outbreak.

(Thousands of Georgian lari unless otherwise stated)

2. Basis of preparation

General

The consolidated financial statements of the Group have been prepared in accordance with International Financial Reporting Standards (IFRS) as issued by the International Accounting Standards Board (IASB).

The consolidated financial statements have been prepared under the historical cost convention except as disclosed in the accounting policies below. These consolidated financial statements are presented in thousands of Georgian lari ("GEL"), unless otherwise indicated. The Group presents its consolidated statement of financial position broadly in order of liquidity.

3. Summary of significant accounting policies

Adoption of new or revised standards and interpretations and changes in accounting policies and disclosures

COVID-19-Related Rent Concessions - Amendment to IFRS 16 Leases

On 28 May 2020, the IASB issued Covid-19-Related Rent Concessions - amendment to IFRS 16 Leases. The amendments provide relief to lessees from applying IFRS 16 guidance on lease modification accounting for rent concessions arising as a direct consequence of the Covid-19 pandemic.

As a practical expedient, a lessee may elect not to assess whether a Covid-19 related rent concession from a lessor is a lease modification. A lessee that makes this election accounts for any change in lease payments resulting from the Covid-19 related rent concession the same way it would account for the change under IFRS 16, if the change were not a lease modification. The amendment applies to annual reporting periods beginning on or after 1 June 2020. Earlier application is permitted.

The Group has decided to early adopt and apply the practical expedient to all rent concessions that meet the conditions for it in these consolidated financial statements, although effect of the amendment was not material for the Group.

Several amendments and interpretations apply for the first time in 2020, but do not have an impact on the consolidated financial statements of the Group:

- *Amendments to IFRS 3: Definition of a Business*
- *Amendments to IFRS 7, IFRS 9 and IAS 39: Interest Rate Benchmark Reform*
- *Amendments to IAS 1 and IAS 8: Definition of Material*
- *Conceptual Framework for Financial Reporting issued on March 2018*

Basis of consolidation

Subsidiaries

The consolidated financial statements comprise the financial statements of the Group and its subsidiaries as at 31 December 2020. Control is achieved when the Group is exposed, or has rights, to variable returns from its involvement with the investee and has the ability to affect those returns through its power over the investee. Specifically, the Group controls an investee if and only if the Group has:

- ▶ Power over the investee (i.e. existing rights that give it the current ability to direct the relevant activities of the investee);
- ▶ Exposure, or rights, to variable returns from its involvement with the investee; and
- ▶ The ability to use its power over the investee to affect its returns.

Generally, there is a presumption that a majority of voting rights result in control. To support this presumption and when the Group has less than a majority of the voting or similar rights of an investee, the Group considers all relevant facts and circumstances in assessing whether it has power over an investee, including:

- ▶ The contractual arrangement with the other vote holders of the investee;
- ▶ Rights arising from other contractual arrangements;
- ▶ The Group's voting rights and potential voting rights.

(Thousands of Georgian lari unless otherwise stated)

3. Summary of significant accounting policies (continued)

Basis of consolidation (continued)

The Group re-assesses whether or not it controls an investee if facts and circumstances indicate that there are changes to one or more of the three elements of control. Consolidation of a subsidiary begins when the Group obtains control over the subsidiary and ceases when the Group loses control of the subsidiary. Assets, liabilities, income and expenses of a subsidiary acquired or disposed of during the year are included in the statement of comprehensive income from the date the Group gains control until the date the Group ceases to control the subsidiary.

Profit or loss and each component of other comprehensive income are attributed to the equity holders of the parent of the Group and to the non-controlling interests, even if this results in the non-controlling interests having a deficit balance. When necessary, adjustments are made to the financial statements of subsidiaries to bring their accounting policies into line with the Group's accounting policies. All intra-group assets and liabilities, equity, income, expenses and cash flows relating to transactions between members of the Group are eliminated in full on consolidation.

Business combinations, including common control business combinations, are accounted for using the acquisition method. The cost of an acquisition is measured as the aggregate of the consideration transferred measured at acquisition date fair value and the amount of any non-controlling interests in the acquiree. For each business combination, the Group elects whether to measure the non-controlling interests in the acquiree at fair value or at the proportionate share of the acquiree's identifiable net assets and other components of non-controlling interests at their acquisition date fair values. Acquisition-related costs are expensed as incurred and included in other operating expenses. When the Group acquires a business, it assesses the financial assets and liabilities assumed for appropriate classification and designation in accordance with the contractual terms, economic circumstances and pertinent conditions as at the acquisition date. This includes the separation of embedded derivatives in host contracts by the acquiree.

Joint operations

For joint operations, the Group recognises in relation to its interest its:

- ▶ Assets, including its share of any assets held jointly;
- ▶ Liabilities including its share of any liabilities incurred jointly;
- ▶ Revenue from the sale of its share of the output arising from the joint operation;
- ▶ Share of the revenue from the sale of the output by the joint operation;
- ▶ Expenses, including its share of any expenses incurred jointly.

Goodwill

Goodwill is initially measured at cost, being the excess of the aggregate of the consideration transferred and the amount recognised for non-controlling interests, and any previous interest held, over the net identifiable assets acquired and liabilities assumed. If the fair value of the net assets acquired is in excess of the aggregate consideration transferred, the Group re-assesses whether it has correctly identified all of the assets acquired and all of the liabilities assumed and reviews the procedures used to measure the amounts to be recognised at the acquisition date. If the re-assessment still results in an excess of the fair value of net assets acquired over the aggregate consideration transferred, then the gain is recognised in profit or loss (for common control business combinations the gain is recognised as equity contribution).

After initial recognition, goodwill is measured at cost less any accumulated impairment losses. For the purpose of impairment testing, goodwill acquired in a business combination is, from the acquisition date, allocated to each of the Group's cash-generating units that are expected to benefit from the combination, irrespective of whether other assets or liabilities of the acquiree are assigned to those units.

Where goodwill has been allocated to a cash-generating unit and part of the operation within that unit is disposed of, the goodwill associated with the disposed operation is included in the carrying amount of the operation when determining the gain or loss on disposal. Goodwill disposed in these circumstances is measured based on the relative values of the disposed operation and the portion of the cash-generating unit retained.

Insurance contracts

Insurance contracts are defined as those containing significant insurance risk at the inception of the contract, or those where at the inception of the contract there is a scenario with commercial substance where the level of insurance risk may be significant. The significance of insurance risk is dependent on both the probability of an insured event and the magnitude of its potential effect.

(Thousands of Georgian lari unless otherwise stated)

3. Summary of significant accounting policies (continued)

Insurance contracts (continued)

Once a contract has been classified as an insurance contract, it remains an insurance contract for the remainder of its lifetime, even if the insurance risk reduces significantly during this period, unless all rights and obligations are extinguished or expire.

Insurance and reinsurance receivables

Insurance and reinsurance receivables are recognised based upon insurance policy terms and measured at cost. The carrying value of insurance and reinsurance receivables is reviewed for impairment whenever events or circumstances indicate that the carrying amount may not be recoverable, with any impairment loss recorded in the consolidated statement of profit or loss.

Reinsurance receivables primarily include balances due from both insurance and reinsurance companies for ceded insurance liabilities. Premiums on reinsurance assumed are recognised as revenue in the same manner as they would be if the reinsurance were considered direct business, taking into account the product classification of the reinsured business. Amounts due to reinsurers are estimated in a manner consistent with the associated reinsured policies and in accordance with the reinsurance contract. Premiums ceded and claims reimbursed are presented on a gross basis.

An impairment review is performed on all ceded share of technical provisions when an indication of impairment occurs. Reinsurance receivables are impaired only if there is objective evidence that the Group may not receive all amounts due to it under the terms of the contract and that this can be measured reliably.

Gross technical provisions

Gross technical provisions include the outstanding claims provision, the provision for unearned premium and the provision for premium deficiency. General business contract liabilities are based on the estimated ultimate cost of all claims incurred but not settled at the reporting date, whether reported or not, together with related claims handling costs and reduction for the expected value of salvage and other recoveries. The liability is calculated at the reporting date using a range of standard actuarial claim projection techniques, based on empirical data and current assumptions. The liability is not discounted for the time value of money. No provision for equalisation or catastrophe reserves is recognised. The liabilities are derecognised when the obligation to pay a claim expires, is discharged or is cancelled.

The provision is recognised when contracts are entered into and premiums are charged, and is brought to account as premium income over the term of the contract in accordance with the pattern of insurance service provided under the contract. At each reporting date the carrying amount of unearned premium is calculated on active policies based on the insurance period and time until the expiry date of each insurance policy. The Group reviews its unexpired risk based on historical performance of separate business lines to determine overall change in expected claims. The differences between the unearned premium reserves, loss provisions and as well as the expected claims are recognised in the consolidated statement of comprehensive income by setting up a provision for premium deficiency.

Ceded share of technical provisions

The Group cedes insurance risk in the normal course of business for all of its businesses. Ceded share of technical provisions represent balances due from reinsurance companies. Amounts recoverable from reinsurers are estimated in a manner consistent with the outstanding claims provision or settled claims associated with the reinsurer's policies and are in accordance with the related reinsurance contract.

An impairment review is performed at each reporting date or more frequently when an indication of impairment arises during the reporting year. Impairment occurs when objective evidence exists that the Group may not recover outstanding amounts under the terms of the contract and when the impact on the amounts that the Group will receive from the reinsurer can be measured reliably. The impairment loss is recorded in the consolidated statement of comprehensive income. The reinsurers' share of each unexpired risk provision is recognised on the same basis. Ceded share of technical provisions are derecognised when the contractual rights are extinguished or expire or when the contract is transferred to another party.

Deferred acquisition costs

Deferred acquisition costs ("DAC") are capitalized and amortized on a straight line basis over the life of the contract. All other acquisition costs are recognised as an expense when incurred. Acquisition costs deferred consist of commissions to sales agents and brokerage companies assisting in policy issuance.

Cash and cash equivalents

Cash and cash equivalents consist of cash on hand, current accounts and bank deposits that mature within three months from the date of origination and are free from contractual encumbrances.

(Thousands of Georgian lari unless otherwise stated)

3. Summary of significant accounting policies (continued)

Financial assets

Financial assets in the scope of IAS 39 are classified as either financial assets at fair value through profit or loss, loans and receivables, held-to-maturity investments, or available-for-sale financial assets, as appropriate. When financial assets are recognised initially, they are measured at fair value, plus, in the case of investments not at fair value through profit or loss, directly attributable transaction costs. The Group determines the classification of its financial assets upon initial recognition.

Financial assets at fair value through profit or loss

Financial assets at fair value through profit or loss is a financial asset that is either:

- ▶ Classified as held for trading; or
- ▶ Upon initial recognition it is designated by the entity as at fair value through profit or loss.

Financial assets at fair value through profit or loss are initially recognised at fair value. After initial recognition, subsequent gains or losses arising from changes in fair value are recognised in profit or loss until the investment is derecognised or until the investment is determined to be impaired.

Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. These investments are initially recognised at cost, being the fair value of the consideration paid for the acquisition of the investment. All transaction costs directly attributable to the acquisition are also included in the cost of the investment. Subsequent to initial recognition, these investments are carried at amortized cost using the effective interest method. Gains and losses are recognised in the profit or loss when the loans and receivables are derecognised or impaired, as well as through the amortization process.

Regress and other receivables are recognised at their original invoiced value. Where the time value of money is material, receivables are carried at amortized cost.

Available-for-sale financial assets

Available-for-sale financial assets are those non-derivative financial assets that are designated as available-for-sale or are not classified in any of the three preceding categories. After initial recognition available-for-sale financial assets are measured at fair value with gains or losses being recognised in other comprehensive income until the investment is derecognised or until the investment is determined to be impaired at which time the cumulative gain or loss previously reported in other comprehensive income is reclassified to the consolidated statement of comprehensive income. However, interest calculated using the effective interest method is recognised in the consolidated statement of comprehensive income.

Offsetting

Financial assets and liabilities are offset and the net amount is reported in the consolidated statement of financial position when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis, or to realize the asset and settle the liability simultaneously. Income and expense will not be offset in the consolidated statement of comprehensive income unless required or permitted by any accounting standard or interpretation, as specifically disclosed in the accounting policies of the Group.

Allowances for impairment of loans and receivables

The Group assesses at each reporting date whether a financial asset or group of financial assets is impaired.

If there is objective evidence that an impairment loss on financial assets carried at amortized cost has been incurred, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows (excluding future credit losses that have not been incurred) discounted at the financial asset's original effective interest rate (i.e. the effective interest rate computed at initial recognition). The carrying amount of the asset is reduced through use of an allowance account. The amount of the impairment loss is recognised in the consolidated statement of comprehensive income.

Assets carried at amortized cost

The calculation of the present value of the estimated future cash flows of a collateralized financial asset reflects the cash flows that may result from foreclosure less costs for obtaining and selling the collateral, whether or not the foreclosure is probable.

(Thousands of Georgian lari unless otherwise stated)

3. Summary of significant accounting policies (continued)

Allowances for impairment of loans and receivables (continued)

The Group first assesses whether objective evidence of impairment exists individually for financial assets that are individually significant, and individually or collectively for financial assets that are not individually significant. If it is determined that no objective evidence of impairment exists for an individually assessed financial asset, whether significant or not, the asset is included in a group of financial assets with similar credit risk characteristics and that group of financial assets is collectively assessed for impairment. Assets that are individually assessed for impairment and for which an impairment loss is or continues to be recognised are not included in a collective assessment of impairment.

If, in a subsequent period, the amount of the impairment loss decreases and the decrease can be related objectively to an event occurring after the impairment was recognised, the previously recognised impairment loss is reversed. Any subsequent reversal of an impairment loss is recognised in the consolidated statement of comprehensive income, to the extent that the carrying value of the asset does not exceed its amortized cost at the reversal date.

When an asset is uncollectible, it is written off against the related allowance for impairment. Such assets are written off after all necessary procedures have been completed and the amount of the loss has been determined. Subsequent recoveries of amounts previously written off decrease the charge for impairment of financial assets in the consolidated statement of comprehensive income.

Derecognition of financial assets and liabilities

Financial assets

A financial asset (or, where applicable a part of a financial asset or part of a group of similar financial assets) is derecognised where:

- ▶ The rights to receive cash flows from the asset have expired;
- ▶ The Group has transferred its rights to receive cash flows from the asset, or retained the right to receive cash flows from the asset, but has assumed an obligation to pay them in full without material delay to a third party under a 'pass-through' arrangement; and
- ▶ The Group either (a) has transferred substantially all the risks and rewards of the asset, or (b) has neither transferred nor retained substantially all the risks and rewards of the asset, but has transferred control of the asset.

Where the Group has transferred its rights to receive cash flows from an asset and has neither transferred nor retained substantially all the risks and rewards of the asset nor transferred control of the asset, the asset is recognised to the extent of the Group's continuing involvement in the asset. Continuing involvement that takes the form of a guarantee over the transferred asset is measured at the lower of the original carrying amount of the asset and the maximum amount of consideration that the Group could be required to repay.

Financial liabilities

A financial liability is derecognised when the obligation under the liability is discharged or cancelled or expires.

Fair value measurement

The Group measures financial instruments, such as derivatives and certain non-financial assets such as office buildings, investment property, at fair value at the end of each reporting period. Fair values of financial instruments measured at amortised cost are disclosed in Note 33.

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. The fair value measurement is based on the presumption that the transaction to sell the asset or transfer the liability takes place either:

- ▶ In the principal market for the asset or liability; or
- ▶ In the absence of a principal market, in the most advantageous market for the asset or liability.

(Thousands of Georgian lari unless otherwise stated)

3. Summary of significant accounting policies (continued)

Fair value measurement (continued)

The principal or the most advantageous market must be accessible by the Group. The fair value of an asset or a liability is measured using the assumptions that market participants would use when pricing the asset or liability, assuming that market participants act in their economic best interest. A fair value measurement of a non-financial asset takes into account a market participant's ability to generate economic benefits by using the asset in its highest and best use or by selling it to another market participant that would use the asset in its highest and best use.

The Group uses valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, maximizing the use of relevant observable inputs and minimizing the use of unobservable inputs significant to the fair value measurement as a whole:

- ▶ Level 1 – quoted (unadjusted) market prices in active markets for identical assets or liabilities.
- ▶ Level 2 – valuation techniques for which the lowest level input that is significant to the fair value measurement is directly or indirectly observable.
- ▶ Level 3 – valuation techniques for which the lowest level input that is significant to the fair value measurement is unobservable.

For assets and liabilities that are recognised in the consolidated financial statements on a recurring basis, the Group determines whether transfers have occurred between levels in the hierarchy by re-assessing categorization (based on the lowest level input that is significant to the fair value measurement as a whole) at the end of each reporting period.

Property and equipment

Property and equipment are carried at cost less accumulated depreciation and any accumulated impairment in value. Such cost includes the cost of replacing part of equipment when that cost is incurred if the recognition criteria are met.

The carrying values of property and equipment are reviewed for impairment when events or changes in circumstances indicate that the carrying value may not be recoverable. Impairment losses are recognised in the consolidated statement of comprehensive income as an expense.

Depreciation of an asset begins when it is available for use. Depreciation is calculated on a straight-line basis over the following estimated useful lives:

	<u>Years</u>
Office buildings	50
Furniture and fixtures	5-10
Computers and equipment	5-10
Motor vehicles	5

Leasehold improvements are depreciated over the life of the related leased asset or the expected lease term if lower.

The asset's residual values, useful lives and methods are reviewed, and adjusted as appropriate, at each financial year-end.

Costs related to repairs and renewals are charged when incurred and included in other operating expenses, unless they qualify for capitalization.

An item of property and equipment is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal. Any gain or loss arising on derecognising of the asset (calculated as the difference between the net disposal proceeds and the carrying amount of the asset) is included in the consolidated statement of comprehensive income in the year the asset is derecognised.

Assets under construction comprises costs directly related to construction of property, plant and equipment including an appropriate allocation of directly attributable variable and fixed overheads that have been incurred during the construction. Depreciation of these assets, on the same basis as similar property assets, commences when the assets are available for use.

(Thousands of Georgian lari unless otherwise stated)

3. Summary of significant accounting policies (continued)

Leases

The Group assesses at contract inception whether a contract is, or contains, a lease. That is, if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration.

Group as a lessee

The Group applies a single recognition and measurement approach for all leases, except for short-term leases and leases of low-value assets. The Group recognises lease liabilities to make lease payments and right-of-use assets representing the right to use the underlying assets

Right-of-use assets

The Group recognises right-of-use assets at the commencement date of the lease (i.e., the date the underlying asset is available for use). Right-of-use assets are measured at cost, less any accumulated depreciation and impairment losses, and adjusted for any remeasurement of lease liabilities. The cost of right-of-use assets includes the amount of lease liabilities recognised, initial direct costs incurred, and lease payments made at or before the commencement date less any lease incentives received. Unless the Group is reasonably certain to obtain ownership of the leased asset at the end of the lease term, the recognised right-of-use assets are depreciated on a straight-line basis over the shorter of its estimated useful life and the lease term. Right-of-use assets are subject to impairment.

Lease liabilities

At the commencement date of the lease, the Group recognises lease liabilities measured at the present value of lease payments to be made over the lease term. The lease payments include fixed payments (including in-substance fixed payments) less any lease incentives receivable, variable lease payments that depend on an index or a rate, and amounts expected to be paid under residual value guarantees. The lease payments also include the exercise price of a purchase option reasonably certain to be exercised by the Group and payments of penalties for terminating a lease, if the lease term reflects the Group exercising the option to terminate.

The variable lease payments that do not depend on an index or a rate (unless they are incurred to produce inventories) are recognised as expense in the period on which the event or condition that triggers the payment occurs.

In calculating the present value of lease payments, the Group uses the incremental borrowing rate at the lease commencement date if the interest rate implicit in the lease is not readily determinable. After the commencement date, the amount of lease liabilities is increased to reflect the accretion of interest and reduced for the lease payments made.

In addition, the carrying amount of lease liabilities is remeasured if there is a modification, a change in the lease term, a change in the lease payments (e.g., changes to future payments resulting from a change in an index or rate used to determine such lease payments) or a change in the assessment of an option to purchase the underlying asset.

Short-term leases and leases of low-value assets

The Group applies the short-term lease recognition exemption to the lease of vehicles and equipment across the Group, exemption will not be applied to the lease of real estate. The Group will apply low value lease exemption to its low value leases such as computers and furniture (assets with a value, when new, of US\$5,000 or less). Lease payments on short-term leases and leases of low-value assets are recognised as expense on a straight-line basis over the lease term.

Significant judgement in determining the lease term of contracts with renewal options

The Group determines the lease term as the non-cancellable term of the lease, together with any periods covered by an option to extend the lease if it is reasonably certain to be exercised, or any periods covered by an option to terminate the lease, if it is reasonably certain not to be exercised. The Group has the option, under some of its leases to lease the assets for additional terms. The Group applies judgement in evaluating whether it is reasonably certain to exercise the option to renew. That is, it considers all relevant factors that create an economic incentive for it to exercise the renewal. After the commencement date, the Group reassesses the lease term if there is a significant event or change in circumstances that is within its control and affects its ability to exercise (or not to exercise) the option to renew (e.g., a change in business strategy).

Group as a lessor

Leases in which the Group does not transfer substantially all the risks and rewards incidental to ownership of an asset are classified as operating leases.

(Thousands of Georgian lari unless otherwise stated)

3. Summary of significant accounting policies (continued)

Leases (continued)

Rental income arising is accounted for on a straight-line basis over the lease terms and is included in revenue in the statement of profit or loss due to its operating nature. Initial direct costs incurred in negotiating and arranging an operating lease are added to the carrying amount of the leased asset and recognised over the lease term on the same basis as rental income.

Pension fund assets and liabilities

The Group provides management and employees of the Group, management and employees of the former parent of the Group, Bank of Georgia Group plc and its entities, management and employees of the parent of the Group and other Georgia Capital plc entities and Group non-related broad client base with private pension plans. These are defined contribution pension plans covering substantially all full-time employees of the Group. The Group collects contributions from its employees as well as employees of other clients. When a client reaches the pension age, aggregated contributions, plus any income earned on the employee's behalf are paid to the employee according to the schedule agreed with the client. Aggregated amounts are distributed during the period when the employee will receive accumulated contributions. In case of leaving the occupied position, the client is entitled to accumulated contributions in form of a lump sum.

The Group holds the licence to act as a pension fund. Under this licence the Group is authorized to receive pension contribution from the population of Georgia, with obligation to repay contributions plus earnings.

Assets and liabilities of the Fund are accounted for within Pension fund assets and Pension fund liabilities. Pension fund assets and Pension fund liabilities are measured under IAS 39 at amortized cost or fair value, depending on classification made at initial recognition. The Group does not guarantee any investment income to the participants of the investment plan.

Borrowings

Borrowings are initially recognised at fair value plus directly attributable transaction costs.

After initial recognition, these are measured at amortised cost using the effective interest rate ("EIR") method. Gains and losses are recognised in profit or loss when the liabilities are derecognised as well as through the EIR amortisation process.

A borrowing is derecognised when the obligation under the liability is discharged or cancelled or expires.

Non-recurring items

The Group separately classifies and discloses those income and expenses that are non-recurring by nature. The Group defines non-recurring income or expense as an income or expense triggered by or originated from an economic, business or financial event that is not inherent to the regular and ordinary business course of the Group and is caused by uncertain or unpredictable external factors that cannot be reasonably expected to occur in the future and thus they should not be taken into account when making projections of the future results.

Taxation

The current income tax expense is calculated in accordance with the regulations in force in Georgia.

Deferred tax assets and liabilities are calculated in respect of temporary differences using the liability method. Deferred income taxes are provided for all temporary differences arising between the tax bases of assets and liabilities and their carrying values for financial reporting purposes, except where the deferred income tax arises from the initial recognition of goodwill or of an asset or liability in a transaction that is not a business combination and, at the time of the transaction, affects neither the accounting profit nor taxable profit or loss.

A deferred tax asset is recorded only to the extent that it is probable that taxable profit will be available against which the deductible temporary differences can be utilised. Deferred tax assets and liabilities are measured at tax rates that are expected to apply to the period when the asset is realised or the liability is settled, based on tax rates (applicable to undistributed profits) that have been enacted or substantively enacted at the reporting date.

Deferred income tax is provided on temporary differences arising on investments in subsidiaries, associates and joint ventures, except where the timing of the reversal of the temporary difference can be controlled and it is probable that the temporary difference will not reverse in the foreseeable future.

Georgia also has various operating taxes that are assessed on the Group's activities. These taxes are included as a component of other operating expenses.

(Thousands of Georgian lari unless otherwise stated)

3. Summary of significant accounting policies (continued)

Intangible assets

Intangible assets include computer software and licenses.

Intangible assets acquired separately are measured on initial recognition at cost. The cost of intangible assets acquired in a business combination is fair value as at the date of acquisition. Following initial recognition, intangible assets are carried at cost less any accumulated amortization and any accumulated impairment losses.

The useful lives of intangible assets are assessed to be either finite or indefinite. Intangible assets with finite lives are amortized over the useful economic lives of 4 to 10 years and assessed for impairment whenever there is an indication that the intangible asset may be impaired. Amortization periods and methods for intangible assets with finite useful lives are reviewed at least at each financial year-end.

Intangible assets with indefinite useful lives are not amortized, but tested for impairment annually either individually or at the cash-generating unit level. The useful life of an intangible asset with an indefinite life is reviewed annually to determine whether indefinite life assessment continues to be supportable.

Costs associated with maintaining computer software programs are recorded as an expense as incurred. Software development costs (relating to the design and testing of new or substantially improved software) are recognised as intangible assets only when the Group can demonstrate the technical feasibility of completing the software so that it will be available for use or sale, its intention to complete and its ability to use or sell the asset, how the asset will generate future economic benefits, the availability of resources to complete and the ability to measure reliably the expenditure during the development. Other software development costs are recognised as an expense as incurred.

Provisions and contingent liabilities

Provisions are recognised when the Group has a present legal or constructive obligation as a result of past events, and it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation and a reliable estimate of the amount of obligation can be made.

Where the Group expects a provision to be reimbursed, for example under an insurance contract, the reimbursement is recognised as a separate asset but only when the reimbursement is more probable than not.

Contingent liabilities are not recognised in the consolidated statement of financial position but are disclosed unless the possibility of any outflow in settlement is remote. A contingent asset is not recognised in the consolidated statement of financial position but disclosed when an inflow of economic benefits is probable.

Share-based payment transactions

Top and middle management executives of the Group receive share-based remuneration settled in equity instruments of the Group, of JSC A Group (parent of the Group) and the Group's ultimate parent, Georgia Capital plc.

Cash-settled transactions

The cost of cash-settled transactions is measured initially at fair value at the grant date based on market. This fair value is expensed over the period until the vesting date with recognition of a corresponding liability. The liability is remeasured to fair value at each reporting date up to, and including the settlement date, with changes in fair value recognised in employee benefits expense.

Equity-settled transactions

The cost of equity settled transactions with employees is measured by reference to the fair value of shares at the grant date. The cost of equity settled transactions is recognised together with the corresponding increase in equity, over the period in which the performance and/or service conditions are fulfilled, ending on the date when the relevant employee is fully entitled to the award ('the vesting date'). The cumulative expense recognised for equity settled transactions at each reporting date until the vesting date reflects the extent to which the vesting period has expired and the Group's best estimate of the number of equity instruments that will ultimately vest. The consolidated income statement charge or credit for the period represents the movement in cumulative expense recognised as at the beginning and end of that period.

No expense is recognised for the awards that do not ultimately vest except for the awards where vesting is conditional upon market conditions which are treated as vesting irrespective of whether the market condition is satisfied, provided that all other performance conditions are satisfied.

(Thousands of Georgian lari unless otherwise stated)

3. Summary of significant accounting policies (continued)

Share-based payment transactions (continued)

Where the terms of an equity settled award are modified, the minimum expense is recognised as if the terms had not been modified. An additional expense is recognised for any modification which increases the total fair value of the share-based payment arrangement, or is otherwise beneficial to the employee as measured at the date of the modification. Where an equity-settled award is cancelled, it is treated as if it has vested on the date of cancellation, and any expense not yet recognised for the award is recognised immediately. However, if a new award is substituted for the cancelled award, and designated as the replacement award on the date that it is granted, the cancelled and the new awards are treated as if they were a modification of the original award, as described in the previous paragraph.

Share capital

Share capital

Ordinary shares are classified as equity. Any excess of the fair value of consideration received over the par value of shares issued is recognised as additional paid-in capital.

Dividends

Dividends are recognised as a liability and deducted from equity at the reporting date only if they are declared before or on the reporting date. Dividends are disclosed when they are proposed before the reporting date or proposed or declared after the reporting date but before the consolidated financial statements are authorised for issue.

Income and expense recognition

Premium written

Insurance premiums written are recognised on policy inception and earned on a pro rata basis over the term of the related policy coverage. Insurance premiums written reflect business incepted during the year, are shown before deduction of commission and exclude any sales-based taxes or duties. Unearned premiums are those proportions of the premiums written in a year that relate to periods of risk after the reporting date. Unearned premiums are computed principally on monthly pro rata basis.

Premiums ceded

Premiums payable in respect of reinsurance ceded are recognised in the period in which the reinsurance contract is entered into and include estimates where the amounts are not determined at the reporting date. Premiums are expensed over the period of the reinsurance contract, calculated principally on a daily pro rata basis.

Provision for unearned premiums

The proportion of written premiums attributable to subsequent periods is deferred as unearned premium. The change in the provision for unearned premium is taken to the consolidated statement of comprehensive income in the order that revenue is recognised over the period of risk or, for annuities, the amount of expected future benefit payments.

Benefits and claims

Life insurance business claims reflect the cost of all claims incurred during the year, including claims handling costs. Death claims and surrenders are recorded on the basis of notifications received. Maturities and annuity payments are recorded when due. Benefits recorded are then accrued to the liability.

General insurance claims incurred include all claim losses occurring during the year, whether reported or not, including the related handling costs and reduction for the value of salvage and other recoveries and any adjustments to claims outstanding from previous years.

Claims handling costs include internal and external costs incurred in connection with the negotiation and settlement of claims. Internal costs include any part of the general administrative costs directly attributable to the claims function.

Foreign currency translation

The consolidated financial statements are presented in Georgian lari, which is the Company's and its subsidiaries functional and presentation currency. Transactions in foreign currencies are initially recorded in the functional currency, converted at the rate of exchange ruling at the date of the transaction. Monetary assets and liabilities denominated in foreign currencies are translated into Georgian lari at official exchange rates declared by the National Bank of Georgia ("NBG") and effective as of the reporting date.

(Thousands of Georgian lari unless otherwise stated)

3. Summary of significant accounting policies (continued)

Foreign currency translation (continued)

Gains and losses resulting from the translation of foreign currency transactions are recognised in the consolidated statement of comprehensive income as foreign exchange gains/(losses).

Differences between the contractual exchange rate of a transaction in a foreign currency and the NBG exchange rate on the date of the transaction are included in foreign exchange losses. The official NBG exchange rates at 31 December 2020 and 31 December 2019 were 3.2766 and 2.8677 Georgian lari to 1 US dollar, respectively.

Derivative financial instruments

As part of its risk management strategy, the Group uses foreign exchange contracts to manage exposures resulting from changes in foreign currency exchange rates. Such financial instruments are initially recognised and are subsequently measured at fair value. The fair values are estimated based on pricing models that take into account the current market and contractual prices of the underlying instruments and other factors. Derivatives are carried as assets when their fair value is positive and as liabilities when it is negative. Gains and losses resulting from these instruments are included in the consolidated statement of comprehensive income in foreign exchange losses.

Standards and interpretations issued but not yet effective

The standards and interpretations that are issued, but not yet effective, up to the date of issuance of the Group's financial statements which may have impact on the Group's financial statements are disclosed below. The Group intends to adopt these standards when they become effective.

IFRS 17 Insurance Contracts

In May 2017, the IASB issued IFRS 17 Insurance Contracts (IFRS 17), a comprehensive new accounting standard for insurance contracts covering recognition and measurement, presentation and disclosure. Once effective, IFRS 17 will replace IFRS 4 Insurance Contracts (IFRS 4) that was issued in 2005.

IFRS 17 applies to all types of insurance contracts (i.e., life, non-life, direct insurance and re-insurance), regardless of the type of entities that issue them, as well as to certain guarantees and financial instruments with discretionary participation features. A few scope exceptions will apply. The overall objective of IFRS 17 is to provide an accounting model for insurance contracts that is more useful and consistent for insurers. In contrast to the requirements in IFRS 4, which are largely based on grandfathering previous local accounting policies, IFRS 17 provides a comprehensive model for insurance contracts, covering all relevant accounting aspects.

The core of IFRS 17 is the general model, supplemented by:

- ▶ A specific adaptation for contracts with direct participation features (the variable fee approach).
- ▶ A simplified approach (the premium allocation approach) mainly for short-duration contracts.

IFRS 17 is effective for reporting periods beginning on or after 1 January 2023, with comparative figures required. Early application is permitted, provided the entity also applies IFRS 9 and IFRS 15 on or before the date it first applies IFRS 17. The Group plans to adopt the new standard on the required effective date together with IFRS 9 (see below). The Group is currently assessing the impact of IFRS 17 on its consolidated financial statements.

IFRS 9 Financial Instruments

In July 2014, the IASB issued the final version of IFRS 9 *Financial Instruments* that replaces IAS 39 *Financial Instruments: Recognition and Measurement* and all previous versions of IFRS 9. IFRS 9 brings together all three aspects of the accounting for financial instruments project: classification and measurement, impairment and hedge accounting. IFRS 9 is effective for annual periods beginning on or after 1 January 2018, with early application permitted. Except for hedge accounting, retrospective application is required but providing comparative information is not compulsory. For hedge accounting, the requirements are generally applied prospectively, with some limited exceptions. The Group has decided to defer the application of IFRS 9 until the effective date of the new insurance contracts standard (IFRS 17) of 1 January 2023, applying the temporary exemption from applying IFRS 9 as introduced by the amendments to IFRS 4 - *Applying IFRS 9 Financial Instruments with IFRS 4 Insurance Contracts*. The Group is currently assessing the impact of IFRS 9 on its consolidated financial statements

(Thousands of Georgian lari unless otherwise stated)

3. Summary of significant accounting policies (continued)

Standards and interpretations issued but not yet effective (continued)

Amendments to IAS 1: Classification of Liabilities as Current or Non-current

In January 2020, the IASB issued amendments to paragraphs 69 to 76 of IAS 1 to specify the requirements for classifying liabilities as current or non-current. The amendments clarify:

- ▶ What is meant by a right to defer settlement
- ▶ That a right to defer must exist at the end of the reporting period
- ▶ That classification is unaffected by the likelihood that an entity will exercise its deferral right
- ▶ That only if an embedded derivative in a convertible liability is itself an equity instrument would the terms of a liability not impact its classification

The amendments are effective for annual reporting periods beginning on or after 1 January 2023 and must be applied retrospectively. The Group will not be affected by these amendments on the date of transition.

Reference to the Conceptual Framework – Amendments to IFRS 3

In May 2020, the IASB issued Amendments to IFRS 3 Business Combinations - Reference to the Conceptual Framework. The amendments are intended to replace a reference to the Framework for the Preparation and Presentation of Financial Statements, issued in 1989, with a reference to the Conceptual Framework for Financial Reporting issued in March 2018 without significantly changing its requirements.

The Board also added an exception to the recognition principle of IFRS 3 to avoid the issue of potential 'day 2' gains or losses arising for liabilities and contingent liabilities that would be within the scope of IAS 37 or IFRIC 21 Levies, if incurred separately.

At the same time, the Board decided to clarify existing guidance in IFRS 3 for contingent assets that would not be affected by replacing the reference to the Framework for the Preparation and Presentation of Financial Statements.

The amendments are effective for annual reporting periods beginning on or after 1 January 2022 and apply prospectively. The amendments are not expected to have a significant impact on the Group's consolidated financial statements.

Property, Plant and Equipment: Proceeds before Intended Use – Amendments to IAS 16

In May 2020, the IASB issued Property, Plant and Equipment — Proceeds before Intended Use, which prohibits entities deducting from the cost of an item of property, plant and equipment, any proceeds from selling items produced while bringing that asset to the location and condition necessary for it to be capable of operating in the manner intended by management. Instead, an entity recognises the proceeds from selling such items, and the costs of producing those items, in profit or loss.

The amendment is effective for annual reporting periods beginning on or after 1 January 2022 and must be applied retrospectively to items of property, plant and equipment made available for use on or after the beginning of the earliest period presented when the entity first applies the amendment. The Group will not be affected by these amendments on the date of transition.

Onerous Contracts – Costs of Fulfilling a Contract – Amendments to IAS 37

In May 2020, the IASB issued amendments to IAS 37 to specify which costs an entity needs to include when assessing whether a contract is onerous or loss-making.

The amendments apply a "directly related cost approach". The costs that relate directly to a contract to provide goods or services include both incremental costs and an allocation of costs directly related to contract activities. General and administrative costs do not relate directly to a contract and are excluded unless they are explicitly chargeable to the counterparty under the contract.

The amendments are effective for annual reporting periods beginning on or after 1 January 2022. The amendments are not expected to have a significant impact on the Group's consolidated financial statements.

IFRS 1 First-time Adoption of International Financial Reporting Standards – Subsidiary as a first-time adopter

As part of its 2018-2020 annual improvements to IFRS standards process, the IASB issued an amendment to IFRS 1 First-time Adoption of International Financial Reporting Standards. The amendment permits a subsidiary that elects to apply paragraph D16(a) of IFRS 1 to measure cumulative translation differences using the amounts reported by the parent, based on the parent's date of transition to IFRS. This amendment is also applied to an associate or joint venture that elects to apply paragraph D16 (a) of IFRS 1.

(Thousands of Georgian lari unless otherwise stated)

3. Summary of significant accounting policies (continued)

Standards and interpretations issued but not yet effective (continued)

The amendment is effective for annual reporting periods beginning on or after 1 January 2022 with earlier adoption permitted. The Group will not be affected by these amendments on the date of transition.

IFRS 9 Financial Instruments – Fees in the '10 per cent' test for derecognition of financial liabilities

As part of its 2018-2020 annual improvements to IFRS standards process the IASB issued amendment to IFRS 9. The amendment clarifies the fees that an entity includes when assessing whether the terms of a new or modified financial liability are substantially different from the terms of the original financial liability. These fees include only those paid or received between the borrower and the lender, including fees paid or received by either the borrower or lender on the other's behalf. An entity applies the amendment to financial liabilities that are modified or exchanged on or after the beginning of the annual reporting period in which the entity first applies the amendment.

The amendment is effective for annual reporting periods beginning on or after 1 January 2022 with earlier adoption permitted. The Group will not be affected by these amendments on the date of transition.

4. Significant accounting judgments, estimates and assumptions

Estimation uncertainty

The key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below:

Claims liability arising from insurance contracts

The estimation of the ultimate liability arising from claims made under life and general insurance contracts is the Group's most critical accounting estimate. There are several sources of uncertainty that need to be considered in the estimation of the liability that the Group will ultimately pay for those claims.

Estimates have to be made jointly for the expected ultimate cost of claims reported at the reporting date and for the expected ultimate cost of claims incurred but not yet reported (IBNR) at the reporting date. It can take a significant period of time before the ultimate claims cost can be established with certainty. General insurance claims provisions are not discounted for the time value of money.

The ultimate cost of reserves is estimated by using a Chain ladder method. The main assumption underlying this technique is that a company's past claims development experience can be used to project future claims development and hence ultimate claims costs. As such, these methods extrapolate the development of paid and incurred losses, average costs per claim and claim numbers based on the observed monthly development of past year and expected loss ratios.

The carrying value of insurance claims provisions as at 31 December 2020 was GEL 17,069 (2019: GEL 65,114). For more details on insurance claims provisions please refer to Note 18.

Allowance for impairment of insurance receivables and reinsurance receivables

The Group regularly reviews its insurance and reinsurance receivables to assess impairment. For accounting purposes, the Group uses an incurred loss model for the recognition of losses on impaired financial assets. This means that losses can only be recognised when objective evidence of a specific loss event has been observed. Triggering events include significant financial difficulty of the customer and/or breach of contract such as default of payment. The amount of allowance is reduced by an amount of debt that the Group has adequate reasons to believe will be recovered. Management judgment is that historical trends can serve as a basis for predicting incurred losses and that this approach can be used to estimate the amount of recoverable debts as at the reporting period end. The carrying amount of allowance on insurance and reinsurance receivables as at 31 December 2020 was GEL 6,231 (2019: GEL 6,171). For further details on allowance for impairment of insurance receivables and reinsurance receivables are disclosed in Note 8 and 15.

Allowance for loans issued

The Group regularly reviews its loans issued for impairment purposes on an individual basis. The Group recognises losses when objective evidence exists that portion of loans issued is irrecoverable (e.g. breach of contractual terms, financial difficulty of counteragent). No allowance was recognized for loans issued as at 31 December 2020 and 31 December 2019, as the Group did not identify any objective evidence of incurred impairment losses in relation to those assets.

(Thousands of Georgian lari unless otherwise stated)

5. Cash and cash equivalents

Cash and cash equivalents as of 31 December comprise:

	<u>2020</u>	<u>2019</u>
Cash on hand	–	8
Current accounts	5,560	3,413
Total cash and cash equivalents	<u>5,560</u>	<u>3,421</u>

As of 31 December 2020 cash and cash equivalents of the Company on stand-alone basis comprise GEL 4,625 (2019: GEL 2,778). The ISSSG requirement is to maintain minimum level of cash and cash equivalents at 10% of the technical provisions subject to reservation as defined by ISSSG regulatory reserve requirement resolution, which as of the reporting date amounts to GEL 1,784 (2019: GEL 1,868). Pension fund cash and cash equivalents which comprise GEL 1,356 (2019: GEL 294) (Note 14) are also eligible in minimum level requirements.

6. Bank deposits

Bank deposits as of 31 December comprise:

	<u>2020</u>	<u>2019</u>
JSC TBC Bank	14,826	4,832
JSC Bank of Georgia	7,070	20,435
JSC Credo Bank	4,930	2,319
JSC Finca Bank	1,133	2,542
JSC Tera Bank	1,008	1,095
JSC VTB Bank	1,008	–
JSC Liberty Bank	550	742
JSC Halyk Bank	518	609
Total bank deposits	<u>31,043</u>	<u>32,574</u>

Bank deposits are represented by short-term (for 3 to 12 months) and medium-term placements with Georgian banks and earn annual interest of 10.20% to 15.40% (2019: 10.15% to 12.35%)

7. Available-for-sale financial assets

Available-for-sale non-pledged financial assets as of 31 December 2020 comprise:

<u>2020</u>	<u>Carrying value</u>	<u>Currency</u>	<u>Type of the security</u>	<u>Maturity</u>	<u>Nominal rate</u>
JSC M2 Real Estate Georgian Leasing Company, LTD	1,220	USD	Bond	October 2022	7.50%
JSC TBC Capital	1,210	USD	Bond	August 2022	7.50%
JSC TBC Capital	988	USD	Bond	June 2024	7.82%
JSC TBC Capital	660	USD	Bond	May 2023	8.20%
JSC TBC Capital	645	USD	Bond	June 2024	5.75%
JSC TBC Capital	307	GEL	Bond	April 2022	12.50%
JSC Microfinance Organization Swiss Capital	750	GEL	Promissory note	July 2021 August 2021 September 2021	13.00%
JSC Microfinance Organization Swiss Capital	310	GEL	Bond	September 2021	14.25%
JSC Microfinance Organization Swiss Capital	295	USD	Promissory note	June 2021 August 2021	10.00%
JSC Microfinance Organization Crystal	121	GEL	Bond	February 2021	12.00%
Total non-pledged available-for-sale financial assets	<u>6,506</u>				

(Thousands of Georgian lari unless otherwise stated)

7. Available-for-sale financial assets (continued)

Available-for-sale pledged financial assets as of 31 December 2020 comprise:

2020	Carrying value	Currency	Type of the security	Maturity	Nominal rate
JSC Microfinance Organization Crystal	397	GEL	Bond	February 2021	12.00%
JSC Microfinance Organization Swiss Capital	207	GEL	Bond	September 2021	14.25%
Total pledged available-for-sale financial assets	604				

Available-for-sale non-pledged financial assets as of 31 December 2019 comprise:

2019	Carrying value	Currency	Type of the security	Maturity	Nominal rate
JSC Bank of Georgia	3,028	GEL	Bond	June 2020	11.00%
JSC M2 Real Estate	919	USD	Bond	October 2022	7.50%
JSC Microfinance Organization Swiss Capital	757	GEL	Promissory note	June 2020 August 2020 September 2020;	13.00%
JSC Microfinance Organization Swiss Capital	315	GEL	Bond	September 2021	12.75%
JSC Microfinance Organization Swiss Capital	115	USD	Promissory note	June 2021	10.00%
JSC TBC Capital	574	USD	Bond	June 2024	5.75%
JSC TBC Capital	306	GEL	Bond	April 2022	10.75%
JSC Microfinance Organization Crystal	115	GEL	Bond	February 2021	10.50%
Total non-pledged available-for-sale financial assets	6,129				

Available-for-sale pledged financial assets as of 31 December 2019 comprise:

2019	Carrying value	Currency	Type of the security	Maturity	Nominal rate
JSC Microfinance Organization Crystal	394	GEL	Bond	February 2021	10.50%
JSC Microfinance Organization Crystal	205	GEL	Bond	September 2021	12.75%
Total pledged available-for-sale financial assets	599				

8. Insurance and reinsurance receivables

Insurance and reinsurance receivables as of 31 December comprise:

	2020	2019
Due from policyholders	57,626	40,181
Due from reinsurers	1,007	2,720
	58,633	42,901
Less – allowance for impairment for amounts due from policyholders (Note 15)	(6,231)	(6,171)
Total insurance and reinsurance receivables	52,402	36,730

The carrying amounts disclosed above reasonably approximate their fair values at the year end.

(Thousands of Georgian lari unless otherwise stated)

9. Taxation

The corporate income tax expenses comprise:

	<u>2020</u>	<u>2019</u>
Current tax charge	3,097	2,585
Deferred tax (benefit)/charge – origination and reversal of temporary differences	-	85
Income tax expense	<u>3,097</u>	<u>2,670</u>

Georgian legal entities must file individual tax declarations. The corporate tax rate was 15% for 2020 (2019: 15%).

The effective income tax rate differs from the statutory income tax rates.

As of 31 December a reconciliation of the income tax expense based on statutory rates with actual is as follows:

	<u>2020</u>	<u>2019</u>
Income before tax	20,165	17,586
Statutory tax rate	15%	15%
Theoretical income tax expense at the statutory rate	<u>3,025</u>	<u>2,638</u>
Non-deductible expenses	72	32
Income tax expense	<u>3,097</u>	<u>2,670</u>

In June 2016, amendments to the Georgian tax law in respect of corporate income tax became enacted. The amendments became effective from 1 January 2017 for all Georgian companies except the banks, insurance companies and microfinance organization, for which the effective date was initially set at 1 January 2019. On 5 May 2018 the effective date of the amendment for financial institutions was revised to 1 January 2023. Under the new regulation, corporate income tax will be levied on profit distributed as dividends, rather than on profit earned as under the current regulation. The amount of tax payable on a dividend distribution will be calculated as 15/85 of the amount of net distribution. The companies will be able to offset corporate income tax liability arising from dividend distributions out of profits earned in 2008-2016 by the amount of corporate income tax paid for the respective period under the current regulation. Dividends distributions between Georgian resident companies will not be subject to corporate income tax.

Following the enactment of the latest amendment, the Group recalculated its deferred tax assets for insurance companies at 31 December 2018, remeasured its deferred tax assets and liabilities for the periods after 1 January 2023 and made the relevant recognition of deferred tax benefit in the profit and loss statement for 2018. As IAS 12 *Income Taxes* requires, the Group used 0% tax rate applicable for undistributed profits in respect of assets and liabilities expected to be realized or settled in the periods when the new regulation becomes effective.

The amendments to the Georgian tax law described above also provide for charging corporate income tax on certain transactions that are considered deemed profit distributions, e.g. some transactions at non-market prices, non-business related expenses or supply of goods and services free of charge. Taxation of such transaction is outside scope of IAS 12 *Income Taxes* and will be accounted similar to operating taxes starting from 1 January 2017 or 1 January 2023, as applicable. Tax law amendments related to such deemed profit distribution did not have any effect on the Group's financial statements for the year ended 31 December 2020 and 2019.

Deferred tax assets and liabilities as of 31 December and their movements for the respective years comprise:

	<u>As at 31 December 2018</u>	<u>In profit or loss</u>	<u>As at 31 December 2019</u>	<u>In profit or loss</u>	<u>As at 31 December 2020</u>
Tax effect of deductible temporary differences					
Insurance receivables	557	(87)	470	-	470
Other assets	552	2	554	-	554
Investments	87	-	87	-	87
Deferred tax assets	<u>1,196</u>	<u>(85)</u>	<u>1,111</u>	<u>-</u>	<u>1,111</u>

The Group did not recognize deferred tax asset in respect of temporary differences arising in 2020 as it does not expect those differences to be reversed until 1 January 2023.

(Thousands of Georgian lari unless otherwise stated)

9. Taxation (continued)

Deferred income tax assets and liabilities are offset when there is a legally enforceable right to offset current tax assets against current tax liabilities and when the deferred income tax assets and liabilities relate to income taxes levied by the same taxation authority on either the taxable entity or different taxable entities where there is an intention to settle the balances on a net basis.

Georgia currently has a number of laws related to various taxes imposed by state governmental authorities. Applicable taxes include value added tax, corporate income tax (profits tax), together with others. Laws related to these taxes have not been in force for significant periods in contrast to more developed market economies. Therefore, regulations are often unclear or non-existent and few precedents have been established. This creates tax risks in Georgia substantially more significant than typically found in countries with more developed tax systems.

Management believes that the Group is in substantial compliance with the tax laws affecting its operations. However, the risk remains that relevant authorities could take differing positions with regard to interpretive issues. The Group's operations and financial position will continue to be affected by Georgian political developments, including the application and interpretation of existing and future legislation and tax regulations. Such possible occurrences and their effect on the Group could have a material impact on the Group's operations or its financial position in Georgia.

10. Loans Issued

Loans issued as of 31 December comprise:

	<u>2020</u>	<u>2019</u>
JSC Greenway Georgia	10,486	6,319
JSC Carfest	1,846	877
LLC MotorStar	1,273	2,054
JSC A Group	258	-
Total loans issued	<u>13,863</u>	<u>9,250</u>

In July 2018 the Group issued loan to its former subsidiary JSC Greenway Georgia (currently an entity under common control) at the interest rate of 11%. In 2019 repayment of principal amount of the loan was further extended with the respective increase of interest rate up to 12%. Principal amount of GEL 9,962 is to be repaid by the end of 2022.

In January 2018 the Group issued loan to its former subsidiary JSC Carfest (entity under common control) at the interest rate of 12%. In February 2020 the Group issued additional loan in USD to JSC Carfest at the interest rate of 7%. Principal amount of GEL 1,652 is to be repaid by the end of December 2021.

In July 2019 the Group issued loan to LLC MotorStar (a subsidiary of Georgia Capital plc) at the interest rate of 12%. Principal amount of GEL 2,000 was repaid by the end of February 2020. In January 2020 Group issued further loan in USD to LLC MotorStar at the interest rate of 7.0%. Principal of GEL 1,273 is repayable by the end of 2021.

In April 2020 the Group issued loan JSC A Group (parent company) at the interest rate of 12%. Principal amount of GEL 246 is to be repaid by the end of 2022.

No losses have been incurred on loans issued for the years ended 31 December 2020 and 31 December 2019, therefore there are no impairment provisions related to loans issued as at 31 December 2020 and 31 December 2019.

Interest income on the loans issued by the Group are disclosed in Note 28.

11. Deferred acquisition costs

Deferred acquisition costs ("DAC") on direct, assumed and ceded reinsurance are as follows:

	<u>DAC</u>
As at 31 December 2018	3,324
Expenses deferred (Note 26)	3,985
Amortization (Note 26)	(3,497)
At 31 December 2019	<u>3,812</u>
Expenses deferred (Note 26)	1,776
Amortization (Note 26)	(1,394)
At 31 December 2020	<u>4,194</u>

(Thousands of Georgian lari unless otherwise stated)

12. Property and equipment

The movements in property and equipment were as follows:

	<i>Notes</i>	<i>Land and buildings</i>	<i>Furniture and fixtures</i>	<i>Computers and equipment</i>	<i>Motor vehicles</i>	<i>Leasehold improvements</i>	<i>Total</i>
Cost							
31 December 2019		5,942	1,277	2,518	370	737	10,844
Additions		13	194	435	26	42	710
Disposals		-	(12)	(62)	(43)	(120)	(237)
31 December 2020		5,955	1,459	2,891	353	659	11,317
Accumulated depreciation							
31 December 2019		894	646	1,357	204	112	3,213
Depreciation charge		210	89	350	70	68	787
Disposals		-	(5)	(53)	(38)	(18)	(114)
31 December 2020		1,104	730	1,654	236	162	3,886
Net book value							
31 December 2019		5,048	631	1,161	166	625	7,631
31 December 2020		4,851	729	1,237	117	497	7,431
	<i>Notes</i>	<i>Land and buildings</i>	<i>Furniture and fixtures</i>	<i>Computers and equipment</i>	<i>Motor vehicles</i>	<i>Leasehold improvements</i>	<i>Total</i>
Cost							
31 December 2018		5,811	969	1,944	513	632	9,869
Additions		161	431	590	59	342	1,583
Disposals		(30)	(29)	(8)	(202)	(29)	(298)
Transfers to investment property		-	8	(8)	-	-	-
Disposal of subsidiary	1	-	(102)	-	-	(208)	(310)
31 December 2019		5,942	1,277	2,518	370	737	10,844
Accumulated depreciation							
31 December 2018		755	581	1,081	213	44	2,674
Depreciation charge		139	78	279	101	68	665
Disposals		-	(13)	(3)	(110)	-	(126)
31 December 2019		894	646	1,357	204	112	3,213
Net book value							
31 December 2018		5,056	388	863	300	588	7,195
31 December 2019		5,048	631	1,161	166	625	7,631

No property and equipment is pledged as collateral as at 31 December 2020 and 2019.

(Thousands of Georgian lari unless otherwise stated)

13. Goodwill and other intangible assets

The movements in goodwill and other intangible assets were as follows:

	<i>Goodwill</i>	<i>Licenses</i>	<i>Computer software</i>	<i>Total</i>
Cost				
31 December 2018	13,063	1,848	2,528	17,439
Additions	-	496	1,095	1,591
31 December 2019	13,063	2,344	3,623	19,030
Additions	-	464	1,204	1,668
31 December 2020	13,063	2,808	4,827	20,698
Accumulated amortization and impairment				
31 December 2018	-	985	1,099	2,084
Amortization charge	-	359	134	493
31 December 2019	-	1,344	1,233	2,577
Amortization charge	-	342	186	528
31 December 2020	-	1,686	1,419	3,105
Net book value				
31 December 2019	13,063	1,000	2,390	16,453
31 December 2020	13,063	1,122	3,408	17,593

The recoverable amount of the total cash-generating unit has been determined based on a value-in-use calculation. The Group used cash flow projections based on financial budget approved by senior management covering from a one to three-year period. The Company as a whole is considered a single cash-generating unit for goodwill impairment test purposes.

The recoverable amount of cash generating unit has been determined based on a value-in-use calculation through a cash flow projection based on the approved budget under the assumption that business will steadily grow and the cash flows will be stable. The discount rate applied to cash flow projections is the pre-tax weighted average cost of capital ("WACC") of the cash-generating unit. Discount rates were not adjusted for either a constant or a declining growth rate beyond the three-year period covered in financial budgets. Effective annual growth rate in three-year financial budgets is 9.9% (2019: 8.4%). For the purposes of the impairment test, a 0% permanent growth rate has been assumed when assessing the future operating cash flows of the cash-generating unit. Discount rate applied to the cash flow projections is 13.3% (2019: 14.5%).

Reasonably possible changes in key assumptions (-5 p.p. decrease in effective annual growth rate in the three-years budgets and +2 p.p. increase in discounting rate) would not have resulted in goodwill impairment as at 31 December 2020, 2019.

14. Pension fund assets and liabilities

Effective 2 June 2005, the Group established a private pension scheme. Contributions made by the Group's employees and other individuals are recorded as an accumulated pension liability to be repaid to the pension plan clients after pension age. Also, any income earned on this accumulated pension liability on behalf of the insured individuals will be accumulated and added to the pension benefit obligation. When an employee reaches pension age, aggregated contributions, plus any earnings earned on the employee's behalf are returned to the employee according to the schedule agreed with the employee.

Having collected funds from individuals, the Group conducts investment activities on behalf of these individuals in order to receive additional profit on accumulated amounts. The total net accumulated amount of a single member of the pension plan equals the total net contributions made by him/her, plus any net investment income generated by the funds. Investment activities on behalf of pension plan members and the Group are managed by the Company. According to the current arrangement of the plan, the pension age for men and women is 65 and 60 years, respectively.

(Thousands of Georgian lari unless otherwise stated)

14. Pension fund assets and liabilities (continued)

As of 31 December pension fund liabilities consisted of:

	2020	2019
Total net contributions to the pension fund	(4,567)	(4,261)
Total net income earned on net pension fund contributions	9,473	9,129
Pension fund liabilities	4,906	4,868

The movement of pension fund liabilities during 2020 and 2019 was as follows:

	2020	2019
Pension fund liabilities as of 1 January	4,868	18,932
Total pension fund instalments during the year	413	431
Administration commission	(12)	(19)
Management commission	(48)	(80)
Investment income commission	(26)	(29)
Net income (net of physical persons income tax)	429	982
Funds withdrawn by Participants	(718)	(15,349)
Total accumulated pension fund during the year	38	(14,064)
Pension fund liabilities as of 31 December	4,906	4,868

Pension fund assets as of 31 December consist mainly of deposits with local commercial banks and available for sale financial assets.

	2020	2019
Bank deposits	2,828	3,259
Cash at bank	1,356	294
Available-for-sale financial assets	722	1,315
Pension fund assets	4,906	4,868

The Group has not contributed any amount for the year ended 31 December 2020 and 2019 to its employees' defined contribution pension plan due to enactment of the State Pension Plan of Georgia.

15. Allowances for impairment and provisions

The movements in the allowance for insurance and reinsurance receivables were as follows:

	Insurance and reinsurance receivables (Note 8)
31 December 2018	5,487
Charge	478
Write-off	(40)
Currency translation difference	246
31 December 2019	6,171
Charge	678
Write-off	(960)
Currency translation difference	342
31 December 2020	6,231

Allowances for impairment of assets are deducted from the carrying amounts of the related assets.

(Thousands of Georgian lari unless otherwise stated)

16. Other assets

Other assets as of 31 December comprise:

	<u>2020</u>	<u>2019</u>
Assets transferred through subrogation	1,193	656
Receivables from regression	778	183
Advances and prepayments	729	845
Trade receivables	526	637
Inventory	335	515
Prepaid operating taxes	145	208
Other	537	409
Total other assets	<u>4,243</u>	<u>3,453</u>

17. Equity

As of 31 December 2020 the number of authorized ordinary shares was 2,700,000 (2019: 2,700,000) with a nominal value per share of one Georgian lari. 1,889,155 authorized shares have been issued and fully paid (2019: 1,889,155).

The share capital of the Group was contributed by the shareholders in Georgian lari and they are entitled to dividends and any capital distribution in Georgian lari.

On 29 September 2020, shareholder of JSC Aldagi made a decision to distribute 2019 dividends comprising Georgian Lari 2.64 per share. Payment of the total GEL 5,000 annual dividends was received by the shareholder on 30 September 2020. On 20 December 2020, JSC Insurance Company Aldagi distributed dividends to its shareholder, JSC A Group, in the amount of GEL 5,000 comprising Georgian lari 2.64 per share.

On 28 June 2019, shareholder of JSC Insurance Company Aldagi made a decision to distribute 2018 dividends to its shareholder, JSC A Group amounting to GEL 8,000 comprising Georgian lari 4.234 per share. On 23 December 2019, JSC Insurance Company Aldagi distributed 2019 dividends to its shareholder, JSC A Group, in the amount of GEL 1,326 comprising Georgian lari 0.7 per share.

18. Gross technical provisions and ceded share of technical provisions

Gross technical provisions and ceded share of technical provisions as of 31 December comprise:

	<u>2020</u>	<u>2019</u>
Gross technical provisions		
- Unearned premiums provision	41,065	35,771
- Provisions for claims outstanding	17,069	65,114
Total gross technical provisions	<u>58,134</u>	<u>100,885</u>
Ceded share of technical provisions		
- Reinsurers' share in unearned premiums provision	(11,276)	(7,920)
- Reinsurers' share in provisions for claims outstanding	(8,131)	(56,786)
Total ceded share of technical provisions	<u>(19,407)</u>	<u>(64,706)</u>
Technical provisions net of reinsurance		
- Unearned premiums provision	29,789	27,851
- Provisions for claims outstanding	8,938	8,328
Total technical provisions net of reinsurance	<u>38,727</u>	<u>36,179</u>

(Thousands of Georgian lari unless otherwise stated)

18. Gross technical provisions and ceded share of technical provisions (continued)

Technical provisions as of 31 December comprise:

	Notes	2020			2019		
		Gross technical provisions	Ceded share of technical provisions	Net	Gross technical provisions	Ceded share of technical provisions	Net
Life insurance contracts	(a)	4,271	(367)	3,904	3,076	(176)	2,900
General insurance contracts	(b)	53,863	(19,040)	34,823	97,809	(64,530)	33,279
Total gross technical provisions		58,134	(19,407)	38,727	100,885	(64,706)	36,179

(a) The movement during the year in life technical provisions is as follows.

	Notes	2020			2019		
		Gross technical provisions	Ceded share of technical provisions	Net	Gross technical provisions	Ceded share of technical provisions	Net
At 1 January		3,076	(176)	2,900	1,194	(139)	1,055
Premiums written during the year	24	15,470	(443)	15,027	13,632	(180)	13,452
Premiums earned during the year		(14,997)	418	(14,579)	(13,569)	203	(13,366)
Claims incurred during the current accident year		12,003	(246)	11,757	7,968	(64)	7,904
Claims paid during the year	25	(11,281)	80	(11,201)	(6,149)	4	(6,145)
At 31 December		4,271	(367)	3,904	3,076	(176)	2,900

(b) General technical provisions may be analysed as follows. Provision for claims settlement expenses is included in the gross technical provisions.

	Notes	2020			2019		
		Gross technical provisions	Ceded share of technical provisions	Net	Gross technical provisions	Ceded share of technical provisions	Net
Provisions for claims outstanding	(1)	13,653	(7,879)	5,774	62,420	(56,700)	5,720
Provision for unearned premiums	(2)	40,210	(11,161)	29,049	35,389	(7,830)	27,559
Total general technical provisions		53,863	(19,040)	34,823	97,809	(64,530)	33,279

(1) The provision for claims outstanding for general insurance contracts may be analyzed as follows:

	Notes	2020			2019		
		Gross technical provisions	Ceded share of technical provisions	Net	Gross technical provisions	Ceded share of technical provisions	Net
At 1 January		62,420	(56,700)	5,720	12,678	(8,449)	4,229
Claims incurred during the current accident year		32,648	(9,710)	22,938	81,934	(57,256)	24,678
Claims paid during the year	25	(82,067)	58,531	(23,536)	(32,192)	9,005	(23,187)
Effect of movements in exchange rates		652	-	652	-	-	-
At 31 December		13,653	(7,879)	5,774	62,420	(56,700)	5,720

(Thousands of Georgian lari unless otherwise stated)

18. Gross technical provisions and ceded share of technical provisions (continued)

(2) The provision for unearned premiums for general insurance contracts may be analyzed as follows.

	Notes	2020			2019		
		Gross technical provisions	Ceded share of technical provisions	Net	Gross technical provisions	Ceded share of technical provisions	Net
At 1 January		35,389	(7,830)	27,559	31,928	(8,422)	23,506
Premiums written during the year	24	92,062	(33,025)	59,037	88,243	(22,215)	66,028
Premiums earned during the year		(87,241)	29,694	(57,547)	(84,782)	22,807	(61,975)
At 31 December		40,210	(11,161)	29,049	35,389	(7,830)	27,559

Gross technical provisions and ceded share of technical provisions – terms, assumptions and sensitivities

(a) Life insurance contracts

(1) *Terms and conditions*

Life insurance contracts offered by the Group only consist of annually or monthly renewable term conventional insurance contracts where lump sum benefits are payable on death.

(2) *Key assumptions*

Premiums for life insurance contracts are based on rates derived from mortality tables that are developed through actuarial research. These annually renewed insurance contracts only pay a lump sum benefit when the insured person dies within that year. At the reporting date, the pro rata premium for the policy year that is not yet earned, is deferred in the caption gross technical provisions.

(b) General insurance contracts

(1) *Terms and conditions*

The major classes of general insurance written by the Group include cargo, motor, compulsory third party liability for foreign-registered vehicles, household, property, freight forwarding liability, professional indemnity, financial risk and aviation. Risks under these policies usually cover twelve month duration.

For general insurance contracts, claims provisions are established to cover the ultimate cost of settling the liabilities in respect of claims that have occurred and are estimated based on known facts at the reporting date.

The provisions are refined monthly as part of a regular ongoing process as claims experience develops, certain claims are settled and further claims are reported. Outstanding claims provisions are not discounted for the time value of money.

(2) *Assumptions*

For the calculation of the claims reserves including the liability adequacy test refer to Note 3 – Summary of significant accounting policies, technical provisions and Note 4 – Significant accounting judgements, estimates and assumptions.

Gross technical provisions on insurance business written in Georgia significantly depend on fluctuations in currency exchange rates as the insured values on these contracts are denominated in US dollars (see analysis of currency risk in the Note 32).

(3) *Loss development triangle*

Reproduced below is an exhibit that shows the development of claims over a period of time on a gross and net reinsurance basis.

The tables show the reserves for both claims reported and claims incurred but not yet reported and cumulative payments.

In the tables below, the claims estimates are translated into Lari at the rate of exchange that applied at the end of the accident year.

(Thousands of Georgian lari unless otherwise stated)

18. Gross technical provisions and ceded share of technical provisions (continued)**Gross technical provisions and ceded share of technical provisions – terms, assumptions and sensitivities (continued)**

Before the effect of reinsurance, the loss development table is:

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Total
Accident year	8,771	7,428	16,301	13,058	16,406	31,128	27,926	43,667	29,019	89,080	38,836	-
One year later	8,702	7,653	14,048	12,570	15,817	30,186	27,077	44,481	29,331	95,694	-	-
Two years later	9,421	7,593	14,021	12,011	15,352	29,889	27,222	44,341	29,048	-	-	-
Three years later	9,399	7,556	14,019	12,161	14,986	29,843	27,869	44,101	-	-	-	-
Four years later	9,367	7,476	14,012	11,566	14,937	29,766	27,927	-	-	-	-	-
Five years later	9,544	7,476	14,012	11,567	14,941	29,766	-	-	-	-	-	-
Six years later	9,683	7,482	14,012	11,537	14,999	-	-	-	-	-	-	-
Seven years later	9,653	7,482	14,012	11,537	-	-	-	-	-	-	-	-
Eight years later	9,699	7,482	14,012	-	-	-	-	-	-	-	-	-
Nine years later	9,805	7,517	-	-	-	-	-	-	-	-	-	-
Ten years later	10,031	-	-	-	-	-	-	-	-	-	-	-
Current estimate of cumulative claims incurred	10,031	7,517	14,012	11,537	14,999	29,766	27,927	44,101	29,048	95,694	38,836	323,468
Accident year	(6,665)	(5,700)	(10,733)	(8,867)	(12,268)	(21,926)	(19,254)	(27,753)	(24,023)	(27,392)	(31,950)	-
One year later	(7,559)	(6,904)	(13,013)	(10,520)	(14,185)	(29,662)	(26,674)	(38,084)	(28,597)	(88,391)	-	-
Two years later	(7,887)	(7,441)	(13,937)	(11,463)	(14,467)	(29,766)	(26,996)	(43,807)	(28,769)	-	-	-
Three years later	(7,887)	(7,441)	(14,012)	(11,566)	(14,547)	(29,778)	(27,695)	(43,967)	-	-	-	-
Four years later	(8,220)	(7,441)	(14,012)	(11,566)	(14,546)	(29,766)	(27,763)	-	-	-	-	-
Five years later	(8,222)	(7,441)	(14,012)	(11,567)	(14,540)	(29,766)	-	-	-	-	-	-
Six years later	(8,222)	(7,441)	(14,012)	(11,537)	(14,540)	-	-	-	-	-	-	-
Seven years later	(8,222)	(7,482)	(14,012)	(11,537)	-	-	-	-	-	-	-	-
Eight years later	(8,222)	(7,482)	(14,012)	-	-	-	-	-	-	-	-	-
Nine years later	(8,222)	(7,482)	-	-	-	-	-	-	-	-	-	-
Ten years later	(8,222)	-	-	-	-	-	-	-	-	-	-	-
Cumulative payments to date	(8,222)	(7,482)	(14,012)	(11,537)	(14,540)	(29,766)	(27,763)	(43,967)	(28,769)	(88,391)	(31,950)	(306,399)
Gross Outstanding Claims provision per the statement of financial position	1,809	35	-	-	459	-	164	134	279	7,303	6,886	17,069
Current estimation of surplus/ (deficiency)	(1,260)	(89)	2,289	1,521	1,407	1,362	(1)	(434)	(30)	(6,614)		
% of surplus/(deficiency) of initial gross reserve	-14.37%	-1.20%	14.04%	11.65%	8.58%	4.38%	0.00%	-0.99%	-0.10%	-7.42%		

(Thousands of Georgian lari unless otherwise stated)

18. Gross technical provisions and ceded share of technical provisions (continued)**Gross technical provisions and ceded share of technical provisions – terms, assumptions and sensitivities (continued)**

After the effect of reinsurance, the loss development table is:

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Total
Accident year	3,937	5,788	12,355	10,337	12,855	21,815	19,601	26,425	26,806	32,194	35,286	-
One year later	3,934	6,088	12,260	10,086	13,274	21,721	19,347	26,776	27,226	32,563	-	-
Two years later	4,506	6,132	12,253	10,190	13,103	21,479	19,452	26,857	26,943	-	-	-
Three years later	4,398	6,090	12,249	10,284	13,148	21,438	19,391	26,758	-	-	-	-
Four years later	4,346	6,090	12,242	10,285	13,088	21,423	19,430	-	-	-	-	-
Five years later	4,346	6,090	12,242	10,285	13,081	21,423	-	-	-	-	-	-
Six years later	4,346	6,096	12,242	10,255	13,081	-	-	-	-	-	-	-
Seven years later	4,346	6,096	12,242	10,255	-	-	-	-	-	-	-	-
Eight years later	4,346	6,096	12,242	-	-	-	-	-	-	-	-	-
Nine years later	4,346	6,132	-	-	-	-	-	-	-	-	-	-
Ten years later	4,346	-	-	-	-	-	-	-	-	-	-	-
Current estimate of cumulative claims incurred	4,346	6,132	12,242	10,255	13,081	21,423	19,430	26,758	26,943	32,563	35,286	208,459
Accident year	(3,037)	(5,055)	(9,865)	(8,172)	(10,963)	(17,669)	(15,439)	(22,347)	(22,174)	(24,855)	(29,094)	-
One year later	(3,869)	(5,979)	(11,896)	(9,806)	(12,745)	(21,327)	(19,172)	(26,425)	(26,497)	(30,194)	-	-
Two years later	(4,074)	(6,055)	(12,175)	(10,181)	(13,009)	(21,423)	(19,361)	(26,626)	(26,668)	-	-	-
Three years later	(4,013)	(6,055)	(12,242)	(10,284)	(13,088)	(21,435)	(19,362)	(26,692)	-	-	-	-
Four years later	(4,346)	(6,055)	(12,242)	(10,285)	(13,088)	(21,423)	(19,430)	-	-	-	-	-
Five years later	(4,346)	(6,055)	(12,242)	(10,285)	(13,081)	(21,423)	-	-	-	-	-	-
Six years later	(4,346)	(6,055)	(12,242)	(10,255)	(13,081)	-	-	-	-	-	-	-
Seven years later	(4,346)	(6,096)	(12,242)	(10,255)	-	-	-	-	-	-	-	-
Eight years later	(4,346)	(6,096)	(12,242)	-	-	-	-	-	-	-	-	-
Nine years later	(4,346)	(6,096)	-	-	-	-	-	-	-	-	-	-
Ten years later	(4,346)	-	-	-	-	-	-	-	-	-	-	-
Cumulative payments to date	(4,346)	(6,096)	(12,242)	(10,255)	(13,081)	(21,423)	(19,430)	(26,692)	(26,668)	(30,194)	(29,094)	(199,521)
Net Outstanding Claims provision per the statement of financial position	-	36	-	-	-	-	-	66	275	2,369	6,192	8,938
Current estimation of surplus/ (deficiency)	(409)	(344)	113	82	(226)	392	171	(333)	(137)	(369)		
% of surplus/(deficiency) of initial gross reserve	-10.39%	-5.94%	0.91%	0.79%	-1.76%	1.80%	0.87%	-1.26%	-0.51%	-1.15%		

(Thousands of Georgian lari unless otherwise stated)

19. Right-of-use assets

The movements in right-of-use assets were as follows:

	<i>Land</i>	<i>Buildings</i>	<i>Total</i>
Cost			
1 January 2019	11	529	540
Addition	757	3,040	3,797
31 December 2019	768	3,569	4,337
Addition	27	358	385
Termination	(30)	(1,840)	(1,870)
31 December 2020	765	2,087	2,852
	<i>Land</i>	<i>Buildings</i>	<i>Total</i>
Accumulated depreciation			
1 January 2019	-	-	-
Depreciation charge	67	949	1,016
31 December 2019	67	949	1,016
Depreciation charge	75	925	1,000
31 December 2020	142	1,874	2,016
Net book value			
31 December 2019	701	2,620	3,321
31 December 2020	623	213	836

20. Other insurance liabilities

Other insurance liabilities as of 31 December include:

	<i>2020</i>	<i>2019</i>
Reinsurance payables	24,324	15,515
Claims payable	3,017	224
Advances received	1,864	1,892
Other insurance liabilities	29,205	17,631

21. Lease liabilities

The movements in lease liabilities were as follows:

	<i>Land</i>	<i>Buildings</i>	<i>Total</i>
1 January 2019	11	464	475
Addition	753	3,016	3,769
Interest expense on lease liabilities	19	168	187
Repayment of lease liabilities	(39)	(1,408)	(1,447)
Foreign exchange rate movements	(19)	185	166
31 December 2019	725	2,425	3,150
Addition	17	358	375
Termination	(30)	(1,840)	(1,870)
Interest expense on lease liabilities	53	150	203
Repayment of lease liabilities	(106)	(556)	(662)
Foreign exchange rate movements	99	324	423
31 December 2020	758	861	1,619

(Thousands of Georgian lari unless otherwise stated)

21. Lease liabilities (continued)

Decrease in lease liabilities and right of use assets of buildings at 31 December 2020 mostly resulted from termination of lease contracts for the Company's head office building with the amount of GEL 1,673.

22. Other liabilities

Other liabilities as of 31 December comprise:

	<u>2020</u>	<u>2019</u>
Accruals for employee compensation	4,557	2,961
Commission payable	3,840	3,403
Deposits received	2,395	2,825
Repurchase agreement liability	604	599
Operating taxes payable	196	8
Trade payables	145	160
Other	782	525
Other liabilities	<u>12,519</u>	<u>10,481</u>

On 29 May 2020 the Group entered in one year repurchase agreement (repo) with non-related party, carrying interest rate of fixed 1.5% + refinancing rate. Bond securities are pledged as collateral for the repo agreement (Note 7). Principal and interest payable on repo agreement at 31 December 2020 amounted to GEL 570 and GEL 34, respectively.

On 29 May 2019 the Group entered in one year repurchase agreement (repo) with non-related party, carrying interest rate of fixed 1.5% + refinancing rate. Bond securities were pledged as collateral for the repo agreement (Note 7). Principal and interest payable on repo agreement at 31 December 2019 amounted to GEL 570 and GEL 19, respectively. The securities were repurchased on 29 May 2020.

Changes in repurchase agreement liability are following:

	<u>Repurchase agreement liability</u>
31 December 2019	599
Proceeds from repurchase agreement	570
Repayment of repurchase agreement	(570)
Interest expense	60
Interest repayment	(55)
31 December 2020	<u>604</u>

23. Commitments and contingencies

Legal

In the ordinary course of business, the Group is subject to legal actions and complaints.

The Group acts as a defendant in a legal dispute with the disputable amount of GEL 591 as at 31 December 2020. The claimant demands from Group the compensation of costs related to the termination of a service contract. As at 31 December 2020, the Group initiated a counter-claim in active legal proceedings against this party in connection to the service contract with aggregate disputable amount of GEL 846. The Group believes that the claimant's demand is without merit and it does not consider probable any outflow of economic benefits as the result of this claim. Accordingly, the Group did not recognize any provision for this litigation as at 31 December 2020.

Management reasonably believes that the ultimate liability, if any, arising from these complaints will not have a material adverse effect on the financial condition or the results of future operations of the Group.

Any legal actions or complaints related to insurance policies are taken into account when making assessment of respective technical provisions.

(Thousands of Georgian lari unless otherwise stated)

23. Commitments and contingencies (continued)**Taxation**

Georgian tax, currency and customs legislation is subject to varying interpretations, and changes, which can occur frequently. Management's interpretation of such legislation as applied to the transactions and activity of the Group may be challenged by the relevant regional and federal authorities. Recent events within Georgia suggest that the tax authorities are taking a more assertive position in its interpretation of the legislation and assessments and as a result, it is possible that transactions and activities that have not been challenged in the past may be challenged. As such, significant additional taxes, penalties and interest may be assessed. It is not practical to determine the amount of unasserted claims that may manifest, if any, or the likelihood of any unfavourable outcome. Fiscal periods remain open to review by the authorities in respect of taxes for three calendar years preceding the year of review. Under certain circumstances reviews may cover longer periods.

Management believes that its interpretation of the relevant legislation is appropriate and that it is probable that the Group's tax, currency and customs positions will be sustained.

24. Net insurance revenue

Net insurance revenue comprises:

	Notes	2020	2019
Premiums written on general insurance contracts	18	92,062	88,243
Premiums written on life insurance contracts	18	15,470	13,632
Total written premiums		107,532	101,875
Gross change in life provision		(473)	(63)
Gross change in general insurance contracts unearned premium provision		(4,820)	(3,461)
Total gross earned premiums on insurance contracts		102,239	98,351
Reinsurers' share of life insurance contracts premium revenue,	18	(443)	(180)
Reinsurers' share of general insurance contracts premium revenue, direct	18	(33,025)	(22,215)
Reinsurers' share of change in life provision		25	(23)
Reinsurers' share of change in general insurance contracts unearned premium provision		3,331	(592)
Total reinsurers' share of gross earned premiums on insurance contracts		(30,112)	(23,010)
Net insurance revenue		72,127	75,341

25. Net insurance claims incurred

Net insurance claims incurred comprise:

	Notes	2020	2019
General insurance claims paid, direct	18	(82,067)	(32,191)
Life insurance claims paid	18	(11,281)	(6,149)
Gross change in total insurance contract liabilities		48,698	(51,562)
Gross insurance claims expenses		(44,650)	(89,902)
Reinsurers' share of life claims paid	18	80	4
Reinsurers' share of general claims paid	18	58,531	9,005
Reinsurers' share of change in total insurance contract liabilities		(48,655)	48,312
Reins insurance claims expenses		9,956	57,321
Claim settlement expenses		(1,397)	(1,703)
Income from regress		4,390	2,974
Net insurance claims incurred		(31,701)	(31,310)

*(Thousands of Georgian lari unless otherwise stated)***26. Acquisition costs, net of reinsurance**

Acquisition costs, net of reinsurance comprise:

	2020	2019
Acquisition costs	(9,901)	(13,499)
Acquisition costs deferred (Note 11)	1,776	3,985
Amortization of deferred acquisition costs (Note 11)	(1,394)	(3,497)
Reinsurance commissions	334	799
Total acquisition costs	(9,185)	(12,212)

27. Investment income

Investment income from financial instruments comprises interest income on:

	2020	2019
Bank deposits	4,501	3,414
Loan issued	1,240	782
Available-for-sale financial assets	698	631
Interest income calculated using effective interest rate	6,439	4,827

28. Salaries and other employee benefits

Salaries and employee benefits comprise:

	2020	2019
Salaries	(7,222)	(6,994)
Bonuses	(2,916)	(2,679)
Share-based compensation	(1,266)	(1,602)
Insurance and other benefits	(350)	(351)
Salaries and other employee benefits	(11,754)	(11,626)

29. General and administrative expenses

General and administrative expenses comprise:

	2020	2019
Marketing and advertising	(676)	(1,912)
Membership fees	(449)	(614)
Legal and consultancy	(421)	(414)
Utilities	(418)	(408)
Office supplies	(276)	(156)
Operating taxes	(257)	(250)
Bank fees and commissions	(173)	(141)
Repair and maintenance of property and equipment	(158)	(186)
Communications	(110)	(112)
Representative	(73)	(247)
Personnel training	(64)	(420)
Fuel	(54)	(140)
Security	(44)	(70)
Business travel and related	(31)	(118)
Charity	(7)	-
Other	(395)	(289)
Total general and administrative expenses	(3,606)	(5,477)

Remuneration of the Group's auditor for the year ended 31 December 2020 comprises fee for the audit of Group's annual financial statements amounting to GEL 128 and fee for other services: GEL 36 (2019: fee for the audit of Group's annual financial statements: GEL 111) net of VAT.

(Thousands of Georgian lari unless otherwise stated)

30. Net other operating income

Net other operating income comprises:

	<u>2020</u>	<u>2019</u>
Other operating income		
Penalty for breach of contract	451	396
Income from sale of greencards	96	173
Income from sale of fixed assets	19	146
Income from rent of office space	6	44
Gain on disposal of subsidiary (Note 1)	–	485
Other	54	13
Total other operating income	<u>626</u>	<u>1,257</u>
Other operating expenses		
Loss on disposal of investment property	–	(350)
Other	(124)	(91)
Total other operating expenses	<u>(124)</u>	<u>(441)</u>
Net other operating expenses	<u>502</u>	<u>816</u>

In October 2019 the Group has disposed of its investment property with the fair value amounting to GEL 845 which resulted in loss on disposal of GEL 350

31. Net non-recurring items

COVID-19-related charity expenditures incurred by the Group for the year ended 31 December 2020 comprises GEL 50 recognised as non-recurring item.

32. Risk management

The activities of the Group are exposed to various risks. Risk management therefore is a critical component of its insurance activities. Risk is inherent in the Group's activities but it is managed through a process of ongoing identification, measurement and daily monitoring, subject to risk limits and other controls. Each individual within the Group is accountable for the risk exposures relating to his or her responsibilities. The main financial risks inherent to the Group's operations are those related to credit, liquidity and market movements in interest and foreign exchange rates and equity prices. A summary description of the Group's risk management policies in relation to those risks follows.

Governance framework

The primary objective of the Group's risk and financial management framework is to protect the Group from events that hinder the sustainable achievement of the Group's performance objectives, including failing to exploit opportunities. The Group recognises the critical importance of having efficient and effective risk management systems in place.

The Group has established a risk management function with clear terms of reference for the Board of management, its committees and the associated executive management committees. Further a clear organization structure with documented delegated authorities and responsibilities from the Board to executive management committees and senior managers has been developed. Lastly, a Group policy framework which sets out the risk appetite of the Group, risk management, control and business conduct standards for the Group's worldwide operations has been put in place. Each policy has a member of senior management who is charged with overseeing compliance with the policy throughout the Group.

The Board has approved the Group risk management policies and meets regularly to approve on any commercial, regulatory and own organizational requirements in such policies. The policies define the Group's identification of risk and its interpretation, limit structure to ensure the appropriate quality and diversification of assets, alignment of underwriting and reinsurance strategy to the corporate goals and specify reporting requirements.

(Thousands of Georgian lari unless otherwise stated)

32. Risk management (continued)

Capital management objectives

The Group has established the following capital management objectives, policies and approach to managing the risks that affect its capital position:

- ▶ To maintain the required level of stability of the Group thereby providing a degree of security to policyholders;
- ▶ To allocate capital efficiently and support the development of business by ensuring that returns on capital employed meet the requirements of its capital providers and of its shareholders;
- ▶ To retain financial flexibility by maintaining strong liquidity;
- ▶ To maintain financial strength to support new business growth and to satisfy the requirements of the policyholders, regulators and stakeholders.

The operations of the Group are also subject to local regulatory requirements within the jurisdiction where it operates. Such regulations not only prescribe approval and monitoring of activities, but also impose certain restrictive provisions to minimize the risk of default and insolvency on the part of insurance companies to meet unforeseen liabilities as these arise.

The Group's capital management policy for its insurance and non-insurance business is to hold sufficient liquid assets to cover statutory requirements based on the ISSSG directives.

Approach to capital management

The Group seeks to optimize the structure and sources of capital to ensure that it consistently maximizes returns to shareholders and policyholders.

The Group's approach to managing capital involves managing assets, liabilities and risks in a co-ordinated manner, assessing shortfalls between reported and required capital levels on a regular basis and taking appropriate actions to influence the capital position of the Group.

Regulatory requirements

Regulatory capital requirements for the insurance companies operating in Georgia are set by the ISSSG and are applied to the insurance companies within the Group solely on a stand-alone basis. Starting from 31 December 2019, the ISSSG requirement is to maintain a minimum share capital of GEL 4,200 for life insurance, GEL 4,200 for mandatory third party liability insurance, surety bonds and credit liability insurance, GEL 3,400 for other non-life insurance, and GEL 4,200 for reinsurance, of which 100% should be kept as cash at bank or bank deposits. Bank confirmation letters are submitted to ISSSG on a monthly basis in order to prove compliance with the above-mentioned regulatory requirement.

In addition to the minimum share capital requirement, starting from 1 January 2018 insurance companies are also required to maintain a solvency ratio, calculated as regulatory capital divided by the required solvency capital, in excess of 100%. The ISSSG defines the types of assets that can be used by an insurer to meet its regulatory capital requirements. Regulatory capital includes total equity less intangible assets and goodwill, deferred acquisition costs, deferred tax assets, unsecured loans issued, assets pledged as collateral on behalf of other parties, cash on hand above GEL 100, other assets, 100% of investments in subsidiaries and associates, 30% of investment property and 10% of available-for-sale financial assets and assets held-to-maturity. Certain adjustments are made to IFRS-based results and reserves, as prescribed by the ISSSG directives.

The required solvency capital is the greater of 18% of premium written up to GEL 100 million plus 16% of premiums above GEL 100 million; and 26% of claims up to GEL 70 million plus 23% of claims above GEL 70 million. Premiums for high risk classes of business are increased for the purpose of this calculation and an adjustment is made for reinsurance.

The Group complied with ISSSG requirements as at 31 December 2020 and 2019.

Insurance risk

The risk under an insurance contract is the risk that an insured event will occur including the uncertainty of the amount and timing of any resulting claim. The principal risk the Group faces under such contracts is that actual claims and benefit payments exceed the carrying amount of insurance liabilities. This is influenced by the frequency of claims, severity of claims, actual benefits paid are greater than originally estimated and subsequent development of long term claims.

(Thousands of Georgian lari unless otherwise stated)

32. Risk management (continued)

Insurance risk (continued)

The variability of risks is improved by diversification of risk of loss to a large portfolio of insurance contracts as a more diversified portfolio is less likely to be affected across the board by change in any subset of the portfolio, as well as unexpected outcomes. The variability of risks is also improved by careful selection and implementation of underwriting strategy and guidelines as well as the use of reinsurance arrangements. The Group establishes underwriting guidelines and limits, which stipulate who may accept what risks and the applicable limits. These limits are continuously monitored.

The Group primarily uses loss ratio and combined ratio to monitor its insurance risk. Loss ratio is defined as net insurance claims divided by net insurance revenue. Combined ratio is sum of loss ratio and expense ratio. Expense ratio is defined as operating expenses excluding net interest income and foreign exchange and translation losses divided by net insurance revenue. The Group's loss ratios and combined ratios calculated on a net basis were as follows:

	<u>2020</u>	<u>2019</u>
Loss ratio	44%	42%
Combined ratio	81%	83%

Key assumptions

Claims provisions are established to cover the ultimate cost of settling the liabilities in respect of claims that have occurred and are estimated based on known facts, including potential outstanding loss notifications, experience with similar claims and case law, at and after the reporting date.

The Group has used all possible and currently available information to estimate provision for claims reported by policyholders including claims' adjustment expenses according to every class of insurance contract. In addition, larger reported claims are usually separately assessed by loss adjusters. The claims projection assumptions are generally intended to provide a best estimate of the most likely or expected outcome.

The principal assumption underlying the estimates is the Group's past and future claims development experience which can be used to project future claims development and hence ultimate claims costs. As such, this method extrapolates the development of paid and incurred losses based on the observed development of earlier years. Historical claims development is mainly analysed by accident years as well as by significant business lines. Technical provisions on insurance business written significantly depends on fluctuations in currency exchange rates as the insurance values on these contracts are denominated in US dollars.

Sensitivities

The general insurance claims provision is sensitive to the above key assumptions. Because of delays that arise between occurrence of a claim and its subsequent notification and eventual settlement, the outstanding claim provisions are not known with certainty at the reporting date. The most significant risks arise from changes in loss frequency and loss severity – quantity of claims and average claim amount are key inputs for Motor Insurance reserve estimation. Motor insurance reserves are rather sensitive to lari devaluation and forex risk as significant portion of car repair cost is linked to foreign currencies.

The business of the Group comprises both life and general insurance contracts.

(1) Life insurance contracts

The Group writes life insurance contracts, where the life of the policyholder is insured against death or permanent disability, usually for a pre-determined amount.

The Group's underwriting strategy is designed to ensure that risks are well diversified in terms of type of risk and level of insured benefits. This is largely achieved through diversification across industry sectors and geography, the use of medical screening in order to ensure that pricing takes account of current health conditions and family medical history, regular review of actual claims experience and product pricing, as well as detailed claims handling procedures. Underwriting limits are in place to enforce appropriate risk selection criteria. For example, the Group has the right not to renew individual policies, it can impose deductibles and it has the right to reject the payment of fraudulent claims. Insurance contracts also entitle the Group to pursue third parties for payment of some or all cost. The Group further enforces a policy of actively managing and promptly pursuing claims, in order to reduce its exposure to unpredictable future developments that can negatively impact the Group.

(Thousands of Georgian lari unless otherwise stated)

32. Risk management (continued)

Insurance risk (continued)

Currently, insured risks do not vary significantly in relation to the location of the risk insured by the Group whilst undue concentration by amounts could have an impact on the severity of benefit payments on a portfolio basis. For contracts where death or disability is the insured risk, the significant factors that could increase the overall frequency of claims are epidemics, widespread changes in lifestyle and natural disasters, resulting in earlier or more claims than expected.

Direct insurance business written is taken in Georgia only and the reinsurance companies are all based outside Georgia. Gross and net technical provisions as at 31 December 2020 on life insurance contracts is GEL 4,271 and GEL 3,904 respectively (2019: GEL 3,076 and GEL 2,900).

(2) General insurance contracts

The Group principally issues the following types of general insurance contracts: motor own damage, property, financial risks, guarantees, cargo, freight forwarding liability, general third party liability, motor third party liability, professional indemnity, marine hull, aviation hull, performance bond, compulsory third party liability for foreign-registered vehicles. Risks under non-life insurance policies usually cover twelve month duration.

For general insurance contracts the most significant risks arise from climate changes and natural disasters.

These risks vary significantly in relation to the location of the risk insured by the Group, type of risk insured and by industry. Undue concentration by amounts can have a further impact on the severity of benefit payments on a portfolio basis.

The above risk exposure is mitigated by diversification across a large portfolio of insurance contracts. The variability of risks is improved by careful selection and implementation of underwriting strategies, which are designed to ensure that risks are diversified in terms of type of risk and level of insured benefits. This is largely achieved through diversification across industry sectors. Further, strict claim review policies to assess all new and ongoing claims, regular detailed review of claims handling procedures and frequent investigation of possible fraudulent claims are all policies and procedures put in place to reduce the risk exposure of the Group. The Group further enforces a policy of actively managing and prompt pursuit of claims, in order to reduce its exposure to unpredictable future developments that can negatively impact the Group.

The Group has also limited its exposure by imposing maximum claim amounts on certain contracts as well as the use of reinsurance arrangements in order to limit exposure to catastrophic events, for example hurricanes, earthquakes and flood damages.

The table below sets out the concentration of general technical provisions by type of contract.

	2020			2019		
	<i>Gross claims liabilities</i>	<i>Reinsurers share of claims liabilities</i>	<i>Net claims liabilities</i>	<i>Gross claims liabilities</i>	<i>Reinsurers share of claims liabilities</i>	<i>Net claims liabilities</i>
Motor	21,548	(84)	21,464	19,615	(33)	19,582
Property	22,477	(14,068)	8,409	69,563	(61,133)	8,430
Liability	7,579	(4,262)	3,317	6,358	(2,961)	3,397
Guarantees	1,410	(552)	858	1,057	(354)	703
Cargo	652	(59)	593	1,064	(30)	1,034
Other	197	(15)	182	152	(19)	133
	53,863	(19,040)	34,823	97,809	(64,530)	33,279

For general insurance contracts, the most significant risks arise from changes in loss frequency and loss severity in motor insurance. These risks vary significantly in relation to the location of the risk insured by the Group, and the type of risks insured.

The variability of risks is improved by diversification of risk of loss to a large portfolio of insurance contracts and geographical areas, as a more diversified portfolio is less likely to be affected across the board by changes in any subset of the portfolio.

(Thousands of Georgian lari unless otherwise stated)

32. Risk management (continued)

Insurance risk (continued)

The variability of risks is also improved by careful selection and implementation of underwriting strategies. The Group establishes underwriting guidelines and limits that stipulate who may accept risks, their nature and applicable limits. These limits are continuously monitored. Strict claim review policies to assess all new and ongoing claims, as well as the investigation of possible fraudulent claims are in place. The Group also enforces a policy of actively managing and promptly processing claims, in order to reduce its exposure to unpredictable future developments that can negatively impact the Group.

Business ceded is placed on different terms (quota share, excess of loss) with retention limits varying by product line and territory. Amounts recoverable from reinsurers are estimated in a manner consistent with the assumptions used for ascertaining the underlying policy benefits and are presented in the statement of financial position as ceded share of technical provisions. Direct insurance business written and assumed reinsurance is taken in Georgia only and the reinsurance companies are all based outside Georgia.

Financial risk

(1) Credit risk

Credit risk is the risk that one party to a financial instrument will fail to discharge an obligation and cause the other party to incur a financial loss. The Group manages the level of credit risk it accepts through a comprehensive group credit risk process setting out the assessment and determination of what constitutes credit risk for the Group; setting up of exposure limits by each counterparty or group of counterparties, geographical and industry segments; right of offset where counterparties are both debtors and creditors; guidelines on obtaining collateral and guarantees; reporting of credit risk exposures and breaches to the monitoring authority; monitoring compliance with credit risk policy and review of credit risk policy for pertinence and changing environment. The following is a brief description of how the Group manages its credit risk exposure.

Reinsurance

Even though the Group may have reinsurance arrangements, it is not relieved of its direct obligations to its policyholders and thus a credit exposure exists with respect to reinsurance ceded, to the extent that any reinsurer is unable to meet its obligations assumed under such reinsurance agreements. The Group is neither dependent on a single reinsurer nor are the operations of the Group substantially dependent upon any reinsurance contract. The highest single counterparty exposure is 25% of total ceded share of technical provisions at the reporting date (2019: 31%). The Group evaluates the financial condition of its reinsurers and monitors concentration of credit risks arising from similar geographic regions, activities, or economic characteristics of the reinsurers to minimize its exposure to significant losses from reinsurers' insolvencies.

Credit quality per class of financial assets

The credit quality of financial assets is managed by the Group through internal credit ratings. The table below shows the credit quality by class of asset for loan-related lines in the statement of financial position.

		<i>Neither past due nor impaired as at 31 December 2020</i>	<i>Past-due but not individually impaired as at 31 December 2020</i>	<i>Total 2020</i>
	<i>Notes</i>			
Bank deposits	6	31,043	–	31,043
Loan issued	10	13,863	–	13,863
Available-for-sale financial assets	7	7,110	–	7,110
Insurance and reinsurance receivables	8	50,497	1,905	52,402
Ceded share of technical provisions	18	19,407	–	19,407
Pension fund assets	14	4,906	–	4,906
Total		126,826	1,905	128,731

(Thousands of Georgian lari unless otherwise stated)

32. Risk management (continued)**Financial risk (continued)**

	<i>Notes</i>	<i>Neither past due nor impaired as at 31 December 2019</i>	<i>Past-due but not individually impaired as at 31 December 2019</i>	<i>Total 2019</i>
Bank deposits	6	32,574	–	32,574
Loan issued	10	9,250	–	9,250
Available-for-sale financial assets	7	6,728	–	6,728
Insurance and reinsurance receivables	8	34,847	1,883	36,730
Ceded share of technical provisions	18	64,706	–	64,706
Pension fund assets	14	4,868	–	4,868
Total		152,973	1,883	154,856

The Group has internal credit rating system to evaluate credit quality of insurance receivables based on days overdue from the scheduled.

Age analysis of Insurance and reinsurance receivables past not but not individually impaired is following:

<i>31 December 2020</i>	<i>< 30 days</i>	<i>31-60 days</i>	<i>61-90 days</i>	<i>91-150 days</i>	<i>151-180 days</i>	<i>181-270 days</i>	<i>Total past-due but not individually impaired</i>
Insurance and reinsurance receivables	1,162	326	157	133	40	87	1,905

<i>31 December 2019</i>	<i>< 30 days</i>	<i>31-60 days</i>	<i>61-90 days</i>	<i>91-150 days</i>	<i>151-180 days</i>	<i>181-270 days</i>	<i>Total past-due but not individually impaired</i>
Insurance and reinsurance receivables	1,256	271	99	138	48	71	1,883

The credit quality of financial assets that are neither past due nor impaired is appropriate and is constantly monitored in order to identify any potential adverse changes in the credit quality. The table below provides information regarding the credit risk exposure of the Group by classifying neither past due nor impaired financial assets according to external ratings.

<i>31 December 2020</i>	<i>Notes</i>	<i>BB</i>	<i>BB-</i>	<i>B+</i>	<i>B</i>	<i>B-</i>	<i>Not rated</i>	<i>Total neither past due nor impaired</i>
Bank deposits	6	518	22,904	1,558	–	–	6,063	31,043
Loan issued	10	–	–	–	–	–	13,863	13,863
Available-for-sale financial assets	7	–	3,810	–	–	2,080	1,220	7,110
Pension fund assets	14	–	3,878	26	–	–	1,002	4,906
Total		518	30,592	1,584	–	2,080	22,148	56,922

<i>31 December 2019</i>	<i>Notes</i>	<i>BB</i>	<i>BB-</i>	<i>B+</i>	<i>B</i>	<i>B-</i>	<i>Not rated</i>	<i>Total neither past due nor impaired</i>
Bank deposits	6	20,436	5,441	1,836	–	–	4,861	32,574
Loan issued	10	–	–	–	–	–	9,250	9,250
Available-for-sale financial assets	7	3,028	1,799	–	509	1,392	–	6,728
Pension fund assets	14	2,507	1,651	36	–	674	–	4,868
Total		25,971	8,891	1,872	509	2,066	14,111	53,420

The Group does not have a credit rating system to evaluate credit quality of reinsurance receivables, ceded share of technical provisions and loans issued.

*(Thousands of Georgian lari unless otherwise stated)***32. Risk management (continued)****Financial risk (continued)****(2) Liquidity risk**

Liquidity risk is the risk that an entity will encounter difficulty in raising funds to meet cash commitments associated with financial instruments. Liquidity risk may result from either the inability to sell financial assets quickly at their fair values; or counterparty failing on repayment of a contractual obligation; or insurance liability falling due for payment earlier than expected; or inability to generate cash inflows as anticipated.

The major liquidity risk confronting the Group is the daily calls on its available cash resources in respect of claims arising from insurance contracts and the maturity of debt securities.

The Group manages liquidity through a Group liquidity risk policy which determines what constitutes liquidity risk for the Group; specifies minimum proportion of funds to meet emergency calls; setting up of contingency funding plans; specify the sources of funding and the events that would trigger the plan; concentration of funding sources; reporting of liquidity risk exposures and breaches to the monitoring authority; monitoring compliance with liquidity risk policy and review of liquidity risk policy for pertinence and changing environment.

The table below analyses financial assets and liabilities of the Group into their relevant maturity groups based on the remaining period at the reporting date to their contractual maturities or expected repayment dates.

31 December 2020	Within one year	More than one year	Total
Assets			
Cash and cash equivalents	5,560	–	5,560
Bank deposits	25,815	5,228	31,043
Available-for-sale financial assets	2,080	5,030	7,110
Equity investments at fair value	504	1,066	1,570
Insurance and reinsurance receivables	52,402	–	52,402
Loan issued	3,119	10,744	13,863
Ceded share of technical provisions (except reinsurer's share in UPR)	7,814	317	8,131
Pension fund assets	4,906	–	4,906
Other assets	4,243	–	4,243
Total assets	106,443	22,385	128,828
Liabilities			
Gross technical provisions (except UPR)	16,056	1,013	17,069
Other insurance liabilities	29,205	–	29,205
Pension fund liabilities	4,906	–	4,906
Other liabilities	12,519	–	12,519
Lease liabilities	142	1,477	1,619
Total liabilities	62,828	2,490	65,318
Net position	43,615	19,895	63,510
Accumulated gap	43,615	63,510	

(Thousands of Georgian lari unless otherwise stated)

32. Risk management (continued)**Financial risk (continued)**

31 December 2019	Within one year	More than one year	Total
Assets			
Cash and cash equivalents	3,421	-	3,421
Bank deposits	23,284	9,290	32,574
Available-for-sale financial assets	3,786	2,942	6,728
Equity investments at fair value	223	158	381
Insurance and reinsurance receivables	36,730	-	36,730
Loan issued	9,250	-	9,250
Ceded share of technical provisions (except reinsurer's share in UPR)	52,657	4,129	56,786
Pension fund assets	4,868	-	4,868
Other assets	3,453	-	3,453
Total assets	137,672	16,519	154,191
Liabilities			
Gross technical provisions (except UPR)	60,176	4,938	65,114
Other insurance liabilities	17,631	-	17,631
Pension fund liabilities	4,868	-	4,868
Other liabilities	10,481	-	10,481
Lease liabilities	910	2,240	3,150
Total liabilities	94,066	7,178	101,244
Net position	43,606	9,341	52,947
Accumulated gap	43,606	52,947	

The amounts and maturities in respect of insurance liabilities are based on management's best estimate based on statistical techniques and past experience.

In management's opinion, liquidity is sufficient to meet the Group's present requirements.

The Group's financial liabilities at 31 December 2020 and 2019 based on contractual undiscounted repayment obligations are as follows:

31 December 2020	Less than 3 months	3 to 12 months	1 to 5 years	Over 5 years	Total
Pension fund liabilities	-	4,906	-	-	4,906
Other liabilities	3,718	8,801	-	-	12,519
Lease liabilities	774	626	2,519	541	4,460
Total undiscounted liabilities	4,492	14,333	2,519	541	21,885

31 December 2019	Less than 3 months	3 to 12 months	1 to 5 years	Over 5 years	Total
Pension fund liabilities	-	4,868	-	-	4,868
Other liabilities	2,661	7,820	-	-	10,481
Lease liabilities	150	990	2,445	476	4,061
Total undiscounted liabilities	2,811	13,678	2,445	476	19,410

Market risk

Market risk is the risk that the value of financial instruments will fluctuate due to changes in market variables such as interest rates and foreign exchanges.

The Group structures levels of market risk it accepts through compliance with ISSSG directives on assets allowable to secure insurance reserves and structure of such assets. This directive determines what constitutes market risk for the Group; asset allocation and portfolio limit structure; diversification benchmarks by type of instrument and geographical area; sets out the net exposure limits by each counterparty or group of counterparties, and geographical and industry segments.

(Thousands of Georgian lari unless otherwise stated)

32. Risk management (continued)**Market risk (continued)***Currency risk*

The Group is exposed to effects of fluctuation in the prevailing foreign currency exchange rates on its financial position and cash flows. The Group's principal transactions are carried out in Georgian lari and its exposure to foreign exchange risk arise primarily with respect to US dollars and euro, as the insurance operations denominated in US dollars form significant part of the Group's operations.

The Group's financial assets are primarily denominated in the same currencies as its insurance and investment liabilities, which mitigate the foreign currency exchange rate risk for the overseas operations. Thus the main foreign exchange risk arises from recognised assets and liabilities denominated in currencies other than those in which insurance and investment liabilities are expected to be settled.

The tables below indicate the currencies to which the Group had significant exposure at 31 December 2020 and 2019 on its monetary assets and liabilities. The analysis calculates the effect of a reasonably possible movement of the currency rate against the Georgian lari, with all other variables held constant on the statement of comprehensive income. A negative amount in the table reflects a potential net reduction in statement of comprehensive income, while a positive amount reflects a net potential increase.

	<i>As at 31 December 2020</i>			<i>Total</i>
	<i>GEL</i>	<i>USD</i>	<i>EUR</i>	
Assets				
Cash and cash equivalents	5,358	90	112	5,560
Bank deposits	31,043	-	-	31,043
Available-for-sale financial assets	2,092	5,018	-	7,110
Loans issued	12,357	1,506	-	13,863
Insurance and reinsurance receivables	17,808	33,256	1,338	52,402
Ceded share of technical provisions	11,276	7,838	293	19,407
Pension fund assets	4,019	887	-	4,906
Total assets	83,953	48,595	1,743	134,291
Liabilities				
Gross technical provisions	45,746	12,062	326	58,134
Other insurance liabilities	6,929	21,331	945	29,205
Pension fund liabilities	4,287	617	2	4,906
Other liabilities	10,773	1,746	-	12,519
Lease liabilities	130	1,489	-	1,619
Total liabilities	67,865	37,245	1,273	106,383
Net position	16,088	11,350	470	27,908
Increase in currency rate in %		15.0%	15.0%	
Effect on profit		1,703	71	
Decrease in currency rate in %		-5.0%	-5.0%	
Effect on profit		(568)	(24)	

(Thousands of Georgian lari unless otherwise stated)

32. Risk management (continued)**Market risk (continued)**

	As at 31 December 2019			Total
	GEL	USD	EUR	
Assets				
Cash and cash equivalents	3,063	353	5	3,421
Bank deposits	32,574	-	-	32,574
Available-for-sale financial assets	5,120	1,608	-	6,728
Loans issued	9,250	-	-	9,250
Insurance and reinsurance receivables	15,519	20,615	596	36,730
Ceded share of technical provisions	7,920	56,513	273	64,706
Pension fund assets	3,496	1,297	75	4,868
Total assets	76,942	80,386	949	158,277
Liabilities				
Gross technical provisions	40,197	59,990	698	100,885
Other insurance liabilities	6,261	10,473	897	17,631
Pension fund liabilities	4,391	476	1	4,868
Other liabilities	10,324	156	1	10,481
Lease liabilities	94	3,056	-	3,150
Total liabilities	61,267	74,151	1,597	137,015
Net position	15,675	6,235	(648)	21,262
Increase in currency rate in %		10.0%	11.0%	
Effect on profit		624	(71)	
Decrease in currency rate in %		-5.0%	-6.0%	
Effect on profit		(312)	39	

33. Fair values measurements**Fair value hierarchy**

The following tables show analysis of assets and liabilities measured at fair value or for which fair values are disclosed by level of the fair value hierarchy:

	Level 1	Level 2	Level 3	Total 2020
Assets measured at fair value				
Available-for-sale financial assets	-	7,110	-	7,110
Equity investments at fair value	1,570	-	-	1,570
Pension fund assets				
- Available for sale assets	-	722	-	722
Assets for which fair values are disclosed				
Cash and cash equivalents	5,560	-	-	5,560
Bank deposits	-	31,043	-	31,043
Loan issued	-	-	13,863	13,863
Pension fund assets				
- Cash and cash equivalents	1,356	-	-	1,356
- Bank deposits	-	2,828	-	2,828
Liabilities for which fair values are disclosed				
Pension fund liability	-	4,906	-	4,906

(Thousands of Georgian lari unless otherwise stated)

33. Fair values measurements (continued)**Fair value hierarchy (continued)**

	<i>Level 1</i>	<i>Level 2</i>	<i>Level 3</i>	<i>Total 2019</i>
Assets measured at fair value				
Available-for-sale financial assets	-	6,728	-	6,728
Equity investments at fair value	381	-	-	381
Pension fund assets				
- Available for sale assets	-	1,315	-	1,315
Assets for which fair values are disclosed				
Cash and cash equivalents	3,421	-	-	3,421
Bank deposits	-	32,574	-	32,574
Loan issued	-	-	9,250	9,250
Pension fund assets				
- Cash and cash equivalents	294	-	-	294
- Bank deposits	-	3,259	-	3,259
Liabilities for which fair values are disclosed				
Pension fund liability	-	4,868	-	4,868

The following is a description of the determination of fair value for financial instruments and property which are recorded at fair value using valuation techniques. These incorporate the Group's estimate of assumptions that a market participant would make when valuing the instruments.

Equity investments at fair value

Equity investments at fair value are valued using quoted market prices in an active market and no adjustment to the quoted price is required.

Available-for-sale financial assets

Available-for-sale financial assets are valued using a valuation technique or pricing models consist of unquoted debt securities. These securities are valued using models which incorporate data observable in the market – market rates appropriate to instrument maturity, currency and issuer's credit risk.

Fair value of financial assets and liabilities not carried at fair value

As at 31 December 2020 and 2019, carrying values of financial assets and liabilities that are not carried at fair value in consolidated statement of financial position was not significantly different to their fair values.

The following describes the methodologies and assumptions used to determine fair values for those financial instruments which are not already recorded at fair value in the consolidated financial statements.

Assets for which fair value approximates carrying value

For financial assets and financial liabilities that are liquid or have a short term maturity (less than three months) it is assumed that the carrying amounts approximate to their fair value. This assumption is also applied to variable rate financial instruments. The fair value of fixed rate financial assets and liabilities carried at amortised cost are estimated by comparing market interest rates when they were first recognised with current market rates offered for similar financial instruments.

The fair value of loans issued and borrowings carried at amortised cost are estimated by comparing market interest rates when they were first recognised with current market rates offered for similar financial instruments.

34. Related party transactions

In accordance with IAS 24 *Related Party Disclosures*, parties are considered to be related if one party has the ability to control the other party or exercise significant influence over the other party in making financial or operational decisions. In considering each possible related party relationship, attention is directed to the substance of the relationship, not merely the legal form.

(Thousands of Georgian lari unless otherwise stated)

34. Related party transactions (continued)

Related parties may enter into transactions which unrelated parties might not, and transactions between related parties may not be effected on the same terms, conditions and amounts as transactions between unrelated parties. All transactions with related parties disclosed below have been conducted on an arm's-length basis.

The volumes of related party transactions, outstanding balances at the year end, and related expense and income for the year are as follows:

	2020		2019	
	Parent	Entities under common control	Parent	Entities under common control
Assets				
Insurance and reinsurance receivables	14	6,718	-	6,071
Pension fund assets	-	-	-	149
Ceded share of technical reserves	389	1,328	186	51,185
Other assets	-	182	-	61
Available-for-sale financial assets	-	1,220	-	919
Equity investments at fair value	1,570	-	381	-
Loans issued	258	13,605	-	9,250
Right-of-use assets	-	54	-	267
	2,231	23,107	567	67,902
Liabilities				
Gross technical provisions	486	5,177	293	55,292
Other liabilities	35	97	-	53
Other insurance liabilities	45	4,378	39	1,374
Lease liabilities	-	27	-	255
	566	9,679	332	56,974

	2020		2019	
	Parent	Entities under common control	Parent	Entities under common control
Income and expenses				
Net insurance revenue	253	5,128	290	5,181
Net insurance claims and claims handling expenses	(47)	352	(2)	(2,811)
Acquisition costs, net of reinsurance	-	-	-	(1,755)
Investment income	11	1,312	22	785
Salaries and other employee benefits	-	(108)	-	(100)
Depreciation and amortization expenses	-	(216)	-	(245)
Net other operating income	-	66	485	10
Interest expense	-	(11)	-	(26)
Foreign exchange gains/(losses)	(2)	153	-	(29)
	215	6,676	795	1,010

Compensation of key management personnel (2020: 11 persons; 2019: 11 persons) comprised the following:

	2020	2019
Salaries and bonuses	2,698	3,285
Share-based payments compensation	1,125	1,325
Total key management compensation	3,823	4,610

(Thousands of Georgian lari unless otherwise stated)

34. Related party transactions (continued)

Modification of share-based awards to key management's personnel and equity investments at fair value through profit or loss

Equity investments at FVTPL represent shares of the ultimate parent company (Georgia Capital plc) intended as awards for the management of the Group.

On 1 January 2020, the Group modified terms of certain share-based awards to its management settled in shares of Georgia Capital plc. At the date of modification, the Group assumed from its parent the liability to settle the awards in amount of GEL 958, resulting from change of classification of those awards from equity-settled to cash-settled. At the modification date, the Group also recognized GEL 564 thousand of shares issued by Georgia Capital plc held in the employee benefit trust for the purpose of satisfaction of those awards as financial assets measured through fair value through profit or loss, with the difference between modification date carrying values of the assets recognized and share-based payments liability assumed of GEL 393 recognized in the consolidated statement of changes in equity.

As at 31 December 2020, the Group recognized in respect of the modified awards GEL 1,125 thousand financial assets at fair value through profit or loss (Level 1 of fair value hierarchy) and cash-settled share-based payment liability of GEL 1,370 presented in equity investments at fair value and other liabilities, respectively, in the consolidated statement of financial position. The Group recognized share-based charge of GEL 297 thousand in respect of the modified awards subsequent to the modification date as salaries and other employee benefits in the consolidated statement of comprehensive income for the year ended 31 December 2020.

Additional financial information*(Thousands of Georgian lari unless otherwise stated)*

Consolidation schedule for the statement of financial position:

	2020				2019			
	<i>The Company</i>	<i>Subsidiaries</i>	<i>Intercompany balances and consolidation adjustments</i>	<i>Total</i>	<i>The Company</i>	<i>Subsidiaries</i>	<i>Intercompany balances and consolidation adjustments</i>	<i>Total</i>
Assets								
Cash and cash equivalents	4,625	935	–	5,560	2,778	643	–	3,421
Bank deposits	23,591	7,452	–	31,043	25,187	7,387	–	32,574
Available-for-sale financial assets	6,910	200	–	7,110	6,521	207	–	6,728
Equity investments at fair value	1,570	–	–	1,570	381	–	–	381
Insurance and reinsurance receivables	49,909	2,493	–	52,402	34,142	2,595	(7)	36,730
Loan Issued	9,105	5,575	(817)	13,863	4,200	5,802	(752)	9,250
Ceded share of technical provisions	19,407	–	–	19,407	64,706	–	–	64,706
Current income tax assets	–	10	–	10	749	10	–	759
Deferred income tax assets	885	226	–	1,111	885	226	–	1,111
Deferred acquisition costs	4,155	39	–	4,194	3,769	43	–	3,812
Property and equipment	6,458	973	–	7,431	6,627	1,004	–	7,631
Right-of-use assets	899	27	(90)	836	3,354	–	(33)	3,321
Goodwill and other intangible assets	17,592	1	–	17,593	16,452	1	–	16,453
Pension fund assets	4,906	–	–	4,906	4,868	–	–	4,868
Other assets	3,166	1,113	(36)	4,243	2,693	766	(6)	3,453
Investment in subsidiaries	10,771	–	(10,771)	–	10,771	–	(10,771)	–
Total assets	163,949	19,044	(11,714)	171,279	188,083	18,684	(11,569)	195,198
Equity								
Share capital	1,889	10,735	(10,735)	1,889	1,889	10,735	(10,735)	1,889
Additional paid-in capital	7,055	–	243	7,298	7,225	–	243	7,468
Other reserves	–	45	(45)	–	–	45	(45)	–
Retained earnings	52,611	3,144	(237)	55,518	45,948	2,738	(236)	48,450
Total equity	61,555	13,924	(10,774)	64,705	55,062	13,518	(10,773)	57,807
Liabilities								
Gross technical provisions	53,572	4,569	(7)	58,134	96,592	4,293	–	100,885
Other insurance liabilities	29,172	33	–	29,205	17,508	123	–	17,631
Current income tax liabilities	105	86	–	191	–	376	–	376
Borrowings	817	–	(817)	–	752	–	(752)	–
Lease liabilities	1,705	30	(116)	1,619	3,188	–	(38)	3,150
Pension fund liabilities	4,906	–	–	4,906	4,868	–	–	4,868
Other liabilities	12,117	402	–	12,519	10,113	374	(6)	10,481
Total liabilities	102,394	5,120	(940)	106,574	133,021	5,166	(796)	137,391
Total equity and liabilities	163,949	19,044	(11,714)	171,279	188,083	18,684	(11,569)	195,198

Additional financial information (continued)*(Thousands of Georgian lari unless otherwise stated)*

Consolidation schedule for the comprehensive income:

	2020				2019			
	<i>The Company</i>	<i>Subsidiaries</i>	<i>Intercompany transactions</i>	<i>Total</i>	<i>The Company</i>	<i>Subsidiaries</i>	<i>Intercompany transactions</i>	<i>Total</i>
Gross earned premiums on insurance contracts	96,910	5,331	(2)	102,239	92,110	6,242	(1)	98,351
Reinsurers' share of earned premiums on insurance contracts	(30,112)	-	-	(30,112)	(22,999)	(11)	-	(23,010)
Net insurance revenue	66,798	5,331	(2)	72,127	69,111	6,231	(1)	75,341
Gross insurance claims expenses	(41,087)	(3,563)	-	(44,650)	(86,463)	(3,439)	-	(89,902)
Reinsurer's share of insurance claims expenses	9,956	-	-	9,956	57,321	-	-	57,321
Claim settlement expenses	(1,260)	(137)	-	(1,397)	(1,555)	(148)	-	(1,703)
Income from regress and salvages	3,861	529	-	4,390	2,611	363	-	2,974
Net insurance claims and claims handling expenses	(28,530)	(3,171)	-	(31,701)	(28,086)	(3,224)	-	(31,310)
Acquisition costs, net of reinsurance	(8,903)	(282)	-	(9,185)	(11,930)	(282)	-	(12,212)
Net underwriting profit	29,365	1,878	(2)	31,241	29,095	2,725	(1)	31,819
Investment income	7,210	1,412	(2,183)	6,439	5,224	1,184	(1,581)	4,827
Pension fund asset management fee	85	-	-	85	129	-	-	129
Investment result	7,295	1,412	(2,183)	6,524	5,353	1,184	(1,581)	4,956
Salaries and other employee benefits	(11,601)	(153)	-	(11,754)	(11,195)	(431)	-	(11,626)
General and administrative expenses	(3,393)	(241)	28	(3,606)	(4,982)	(529)	34	(5,477)
Depreciation and amortization expenses	(2,460)	(48)	193	(2,315)	(2,254)	(46)	126	(2,174)
Impairment (charge)/reversal	(688)	10	-	(678)	(480)	2	-	(478)
Net other operating income	436	303	(237)	502	149	834	(167)	816
Other expenses	(17,706)	(129)	(16)	(17,851)	(18,762)	(170)	(7)	(18,939)
Operating profit	18,954	3,161	(2,201)	19,914	15,686	3,739	(1,589)	17,836
Foreign exchange losses (gains)	681	(121)	4	564	(28)	(8)	3	(33)
Interest expense	(353)	(6)	96	(263)	(269)	(33)	85	(217)
Net non-recurring items	(50)	-	-	(50)	-	-	-	-
Pre-tax profit	19,232	3,034	(2,101)	20,165	15,389	3,698	(1,501)	17,586
Income tax expense	(2,569)	(528)	-	(3,097)	(2,084)	(586)	-	(2,670)
Net profit	16,663	2,506	(2,101)	17,068	13,305	3,112	(1,501)	14,916
Other comprehensive income	-	-	-	-	-	-	-	-
Total comprehensive income	16,663	2,506	(2,101)	17,068	13,305	3,112	(1,501)	14,916

Additional financial information (continued)*(Thousands of Georgian lari unless otherwise stated)*

Consolidation schedule for the statement of cash flows:

	2020				2019			
	The Company	Subsidiaries	Intercompany transactions	Total	The Company	Subsidiaries	Intercompany transactions	Total
Cash flows from operating activities								
Insurance premium received	86,351	4,814	(10)	91,155	80,997	5,974	(2)	86,969
Reinsurance premium paid	(20,983)	-	-	(20,983)	(12,791)	(10)	-	(12,801)
Insurance benefits and claims paid	(85,170)	(2,983)	-	(88,153)	(33,814)	(1,783)	-	(35,597)
Reinsurance claims received	57,221	-	-	57,221	6,072	-	-	6,072
Acquisition costs paid	(8,653)	(26)	-	(8,679)	(8,688)	(177)	-	(8,865)
Salaries and benefits paid	(10,763)	(150)	-	(10,913)	(11,032)	(348)	-	(11,380)
Interest received	5,292	929	(95)	6,126	2,164	578	(14)	2,728
Interest paid on borrowings	(150)	-	95	(55)	(49)	-	44	(5)
Interest paid on lease liabilities	(184)	-	11	(173)	(346)	-	4	(342)
Operating taxes paid	(68)	(27)	-	(95)	(182)	(26)	-	(208)
Other operating income received	117	337	(255)	199	1,888	1,536	(168)	3,256
Other operating expenses paid	(5,216)	(157)	94	(5,279)	(6,305)	(1,030)	62	(7,273)
Net cash flows from operating activities before income tax	17,794	2,737	(160)	20,371	17,914	4,714	(74)	22,554
Income tax paid	(1,715)	(958)	-	(2,673)	(3,067)	(486)	-	(3,553)
Net cash flows from operating activities	16,079	1,779	(160)	17,698	14,847	4,228	(74)	19,001
Cash flows from (used in) investing activities								
Disposal of subsidiary, net of cash disposed of	-	-	-	-	-	(215)	-	(215)
Dividend received	2,100	-	(2,100)	-	1,500	-	(1,500)	-
Purchase of premises and equipment	(467)	-	-	(467)	(936)	(226)	-	(1,162)
Proceeds from sale of premises and equipment	-	-	-	-	579	-	-	579
Purchase of intangible assets	(1,482)	-	-	(1,482)	(1,614)	(3)	-	(1,617)
Loan Issued	(8,264)	(1,679)	277	(9,666)	(21,970)	(4,463)	1,118	(25,315)
Proceeds from repayment of loan issued	3,517	2,205	(200)	5,522	19,066	2,162	(62)	21,166
Net withdrawal (placement) of bank deposits	1,279	126	-	1,405	(6,404)	(702)	-	(7,106)
Purchase of available-for-sale assets	(3,628)	-	-	(3,628)	(1,627)	18	-	(1,609)
Proceeds from available-for-sale assets	3,589	-	-	3,589	-	-	-	-
Net cash flows used in investing activities	(3,356)	652	(2,023)	(4,727)	(11,406)	(3,429)	(444)	(15,279)
Cash flows from financing activities								
Contributions under share-based payment plan	(521)	-	-	(521)	(927)	-	-	(927)
Dividend Paid	(10,000)	(2,100)	2,100	(10,000)	(9,326)	(1,500)	1,500	(9,326)
Proceeds from borrowings	277	-	(277)	-	482	661	(1,143)	-
Repayment of borrowings	(200)	-	200	-	(17)	(40)	57	-
Proceeds from repurchase agreement	570	-	-	570	-	-	-	-
Repayment of repurchase agreement	(570)	-	-	(570)	-	-	-	-
Repayment of lease liabilities	(649)	-	160	(489)	(1,209)	-	104	(1,105)
Net cash flows used in financing activities	(11,093)	(2,100)	2,183	(11,010)	(10,997)	(879)	518	(11,358)
Effect of exchange rates changes on cash and cash equivalents	217	(39)	-	178	(5)	(42)	-	(47)
Net increase/(decrease) in cash and cash equivalents	1,847	292	-	2,139	(7,561)	(122)	-	(7,683)
Cash and cash equivalents, 1 January	2,778	643	-	3,421	10,339	765	-	11,104
Cash and cash equivalents, 31 December	4,625	935	-	5,560	2,778	643	-	3,421

Additional financial information (continued)*(Thousands of Georgian lari unless otherwise stated)***Cash and cash equivalents**

Cash and cash equivalents as of 31 December comprise:

	2020		
	<i>The Company</i>	<i>Subsidiaries</i>	<i>Total</i>
Current accounts	4,625	935	5,560
Total cash and cash equivalents	4,625	935	5,560

	2019		
	<i>The Company</i>	<i>Subsidiaries</i>	<i>Total</i>
Cash on hand	8	–	8
Current accounts	2,770	643	3,413
Total cash and cash equivalents	2,778	643	3,421

Bank deposits

Bank deposits as of 31 December comprise:

	2020		
	<i>The Company</i>	<i>Subsidiaries</i>	<i>Total</i>
- JSC TBC Bank	12,835	1,991	14,826
- JSC Bank of Georgia	4,231	2,839	7,070
- JSC Credo Bank	2,858	2,072	4,930
- JSC Finca Bank	1,133	–	1,133
- JSC Tera Bank	1,008	–	1,008
- JSC VTB Bank	1,008	–	1,008
- JSC Liberty Bank	–	550	550
- JSC Halyk Bank	518	–	518
Total bank deposits	23,591	7,452	31,043

	2019		
	<i>The Company</i>	<i>Subsidiaries</i>	<i>Total</i>
- JSC Bank of Georgia	15,749	4,686	20,435
- JSC TBC Bank	3,410	1,422	4,832
- JSC Finca Bank	2,542	–	2,542
- JSC Credo Bank	1,782	537	2,319
- JSC Tera Bank	1,095	–	1,095
- JSC Liberty Bank	–	742	742
- JSC Halyk Bank	609	–	609
Total bank deposits	25,187	7,387	32,574

Additional financial information (continued)*(Thousands of Georgian lari unless otherwise stated)***Property and equipment**

The movements in property and equipment in 2020 were as follows:

<i>The Company</i>	<i>Land and buildings</i>	<i>Furniture and fixtures</i>	<i>Computers and equipment</i>	<i>Motor vehicles</i>	<i>Leasehold improvements</i>	<i>Total</i>
Cost						
31 December 2019	4,483	1,277	2,518	370	735	9,383
Additions	13	194	435	26	42	710
Disposals	-	(12)	(62)	(43)	(120)	(237)
31 December 2020	4,496	1,459	2,891	353	657	9,856
Accumulated depreciation						
31 December 2019	438	646	1,357	204	111	2,756
Depreciation charge	179	89	350	70	68	756
Disposals	-	(5)	(53)	(38)	(18)	(114)
31 December 2020	617	730	1,654	236	161	3,398
Net book value						
31 December 2019	4,045	631	1,161	166	624	6,627
31 December 2020	3,879	729	1,237	117	496	6,458
Subsidiaries						
	<i>Land and buildings</i>	<i>Furniture and fixtures</i>	<i>Computers and equipment</i>	<i>Motor vehicles</i>	<i>Leasehold improvements</i>	<i>Total</i>
Cost						
31 December 2019	1,459	-	-	-	2	1,461
31 December 2020	1,459	-	-	-	2	1,461
Accumulated depreciation						
31 December 2019	456	-	-	-	1	457
Depreciation charge	31	-	-	-	-	31
31 December 2020	487	-	-	-	1	488
Net book value						
31 December 2019	1,003	-	-	-	1	1,044
31 December 2020	972	-	-	-	1	973

Additional financial information (continued)*(Thousands of Georgian lari unless otherwise stated)***Property and equipment (continued)**

The movements in property and equipment in 2019 were as follows:

<i>The Company</i>	<i>Land and buildings</i>	<i>Furniture and fixtures</i>	<i>Computers and equipment</i>	<i>Motor vehicles</i>	<i>Leasehold improvements</i>	<i>Total</i>
Cost						
31 December 2018	4,352	969	1,936	513	630	8,400
Additions	161	337	590	59	134	1,281
Disposals	(30)	(29)	(8)	(202)	(29)	(298)
31 December 2019	4,483	1,277	2,518	370	735	9,383
Accumulated depreciation						
31 December 2018	330	581	1,081	213	43	2,248
Depreciation charge	108	78	279	101	68	634
Disposals	-	(13)	(3)	(110)	-	(126)
31 December 2019	438	646	1,357	204	111	2,756
Net book value						
31 December 2018	4,022	388	855	300	587	6,152
31 December 2019	4,045	631	1,161	166	624	6,627

<i>Subsidiaries</i>	<i>Land and buildings</i>	<i>Furniture and fixtures</i>	<i>Computers and equipment</i>	<i>Motor vehicles</i>	<i>Leasehold improvements</i>	<i>Total</i>
Cost						
31 December 2018	1,459	-	8	-	2	1,469
Additions	-	94	-	-	208	302
Disposals	-	-	-	-	-	-
Transfers	-	8	(8)	-	-	-
Disposal of subsidiary	-	(102)	-	-	(208)	(310)
31 December 2019	1,459	-	-	-	2	1,461
Accumulated depreciation						
31 December 2018	425	-	-	-	1	426
Depreciation charge	31	-	-	-	-	31
Disposals	-	-	-	-	-	-
Disposal of subsidiary	-	-	-	-	-	-
31 December 2019	456	-	-	-	1	457
Net book value						
31 December 2018	1,034	-	8	-	1	1,043
31 December 2019	1,003	-	-	-	1	1,004

Giorgi Baratashvili

General Director

Lasha Khakhutaishvili

Financial Director

26 March 2021