

**Eurasia Insurance Company JSC**

Consolidated Financial Statements  
for the year ended 31 December 2020

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## Independent Auditors' Report

To the Shareholders of Eurasia Insurance Company JSC

### **Opinion**

We have audited the consolidated financial statements of Eurasia Insurance Company JSC (the "Company") and its subsidiary (the "Group"), which comprise the consolidated statement of financial position as at 31 December 2020, the consolidated statements of profit or loss and other comprehensive income, changes in equity and cash flows for the year then ended, and notes, comprising significant accounting policies and other explanatory information.

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 (IFRS).

### **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 *Auditors' 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 for Accountants International Code of Ethics for Professional Accountants (including International Independence Standards) (*IESBA Code*) together with the ethical requirements that are relevant to our audit of the consolidated financial statements in the Republic of Kazakhstan, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Responsibilities of Management and Those Charged with Governance for the Consolidated Financial Statements**

Management is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with IFRS, 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.

«КПМГ Аудит» ЖШС Қазақстан Республикасы заңнамасына сәйкес тіркелген компания, жауапкершілігі өз қатысушыларының келісімімен шектелген KPMG International Limited және оған қатысушы компаниясының құрамына кіретін KPMG тәуелсіз фирмалары жаһандық ұйымның қатысушысы.

KPMG Audit LLC, a company incorporated under the Laws of the Republic of Kazakhstan and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private, English company limited by guarantee.



Those charged with governance are responsible for overseeing the Group's financial reporting process.

***Auditors' 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 auditors' 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.

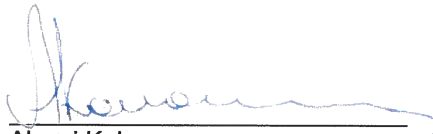
As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- 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 auditors' 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 auditors' 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 those charged with governance 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.

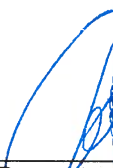
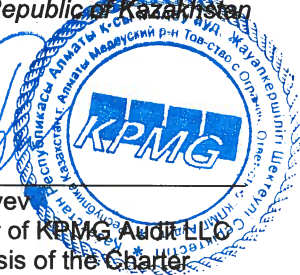
The engagement partner on the audit resulting in this independent auditors' report is:

  
\_\_\_\_\_  
Alexei Kolosov  
Audit Partner

  
  
\_\_\_\_\_  
Sergey Nezdemkovskiy  
Certified Auditor  
of the Republic of Kazakhstan  
Auditor's Qualification Certificate  
No. MΦ-0000182 of 2 June 2014

**KPMG Audit LLC**

*State Licence to conduct audit #0000021 issued on 6 December 2006 by the Ministry of Finance of the Republic of Kazakhstan*

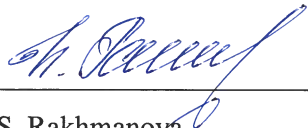
  
  
\_\_\_\_\_  
Sergey Dementyev  
General Director of KPMG Audit LLC  
acting on the basis of the Charter

25 April 2021

	Note	2020 '000 KZT	2019 '000 KZT
Gross premiums written	5	117,025,632	92,358,454
Written premiums ceded to reinsurers	5	(4,367,798)	(4,512,626)
<b>Net premiums written</b>		<b>112,657,834</b>	<b>87,845,828</b>
Change in the gross provision for unearned premiums	5	(5,528,116)	(12,135,997)
Reinsurers' share of change in the gross provision for unearned premiums	5	(260,855)	(776,337)
<b>Net premiums earned</b>		<b>106,868,863</b>	<b>74,933,494</b>
Claims paid	6	(28,935,147)	(41,741,069)
Reinsurers' share of claims paid	6	469,705	8,487,387
Change in gross insurance contract provisions	6	(25,086,251)	24,781,801
Change in reinsurers' share in insurance contract provisions	6	(1,652,648)	(22,381,641)
<b>Claims incurred, including change in provision for non-incurred claims</b>		<b>(55,204,341)</b>	<b>(30,853,522)</b>
Net finance income	7	17,789,872	16,197,788
Net loss on sale of held to maturity investments		(138,863)	-
Net foreign exchange gain/(loss)		13,181,640	(631,906)
Net fee and commission expense	8	(16,079,982)	(11,104,554)
Charge for impairment losses	9	(55,696)	(69,391)
General administrative expenses	10	(19,919,252)	(14,573,158)
Other operating income, net		286,751	499,371
<b>Profit before income tax</b>		<b>46,728,992</b>	<b>34,398,122</b>
Income tax expense	11	(6,652,942)	(4,672,551)
<b>Profit for the year</b>		<b>40,076,050</b>	<b>29,725,571</b>
<b>Other comprehensive income, net of income tax</b>			
<i>Items that are or may be reclassified subsequently to profit or loss:</i>			
Revaluation reserve for available-for-sale financial assets:			
- Net change in fair value			
		12,874,261	118,219
<b>Other comprehensive income for the year, net of income tax</b>		<b>12,874,261</b>	<b>118,219</b>
<b>Total comprehensive income for the year</b>		<b>52,950,311</b>	<b>29,843,790</b>

The consolidated financial statements as set out on pages 6 to 68 were approved by the Management Board on 23 April 2021:



  
 N.S. Rakhmanova  
 Chief Accountant

*Eurasia Insurance Company JSC*  
*Consolidated Statement of Financial Position as at 31 December 2020*

	Note	2020 '000 KZT	2019 '000 KZT
<b>ASSETS</b>			
Cash and cash equivalents	12	6,953,222	3,659,804
Placements with banks	13	11,261,379	8,487,645
Available-for-sale financial assets	14	38,989,612	714,213
Held-to-maturity investments			
- held by the Group	15	229,820,597	207,993,560
- pledged under sale and repurchase agreements	15	5,812,959	3,513,752
Investment property	16	4,615,592	4,730,670
Property, plant and equipment and intangible assets	17	4,727,833	4,681,171
Deferred acquisition costs	8	10,774,338	9,657,689
Insurance and reinsurance receivables	18	13,983,857	9,876,618
Current tax asset		125,871	3,969
Reinsurers' share in insurance contract provisions	19	927,146	2,840,649
Other assets	20	989,012	598,945
<b>Total assets</b>		<b>328,981,418</b>	<b>256,758,685</b>
<b>LIABILITIES</b>			
Insurance contract provisions	19	124,023,200	93,408,833
Insurance and reinsurance payables	21	2,628,214	2,657,336
Amounts payable under repurchase agreements	22	5,531,344	3,314,459
Deferred tax liabilities	11	966,109	305,767
Current tax liability		11,696	40,946
Other liabilities	23	1,148,739	796,171
<b>Total liabilities</b>		<b>134,309,302</b>	<b>100,523,512</b>
<b>EQUITY</b>			
Share capital	24(a)	135,465,517	121,316,085
Statutory reserve	24(d)	5,816,650	5,463,439
Other reserves	24(e)	256,424	74,765
Revaluation reserve for available-for-sale financial assets		12,604,250	(270,011)
Retained earnings		40,529,275	29,650,895
<b>Total equity</b>		<b>194,672,116</b>	<b>156,235,173</b>
<b>Total liabilities and equity</b>		<b>328,981,418</b>	<b>256,758,685</b>

	<b>2020</b>	<b>2019</b>
	<b>'000 KZT</b>	<b>'000 KZT</b>
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
<b>Profit for the year</b>	<b>40,076,050</b>	<b>29,725,571</b>
<i>Adjustments for:</i>		
Depreciation and amortisation	544,135	436,461
Charge for impairment losses	55,696	69,391
Interest and other finance income	(17,789,872)	(16,196,542)
Net realised gain on sale of available-for-sale financial assets	-	(1,246)
Net loss on sale of held to maturity investments	138,863	
Unrealised foreign exchange (gain)/loss	(13,444,948)	639,670
Loss/(gain) on disposal of property, plant and equipment and intangible assets	5,436	(4,251)
Employee compensation	(32,339)	79,104
Income tax expense	6,652,942	4,672,551
<b>Operating profit before changes in working capital</b>	<b>16,205,963</b>	<b>19,420,709</b>
<b>(Increase)/decrease in operating assets</b>		
Reinsurers' share in insurance contract provisions	1,913,503	23,157,978
Insurance and reinsurance receivables	(2,977,766)	(2,526,051)
Deferred acquisition costs	(1,116,649)	(5,662,889)
Other assets	(305,535)	564,783
<b>Increase/(decrease) in operating liabilities</b>		
Insurance contract provisions	30,614,367	(12,645,804)
Insurance and reinsurance payables	(342,400)	(641,072)
Other liabilities	376,208	(38,298)
<b>Net cash from operating activities before interest income and other finance income received and income tax paid</b>	<b>44,367,691</b>	<b>21,629,356</b>
Interest income and other finance income received	19,487,757	14,970,487
Income tax paid	(6,612,616)	(3,312,825)
<b>Cash flows from operating activities</b>	<b>57,242,832</b>	<b>33,287,018</b>



	<b>2020</b>	<b>2019</b>
	<b>'000 KZT</b>	<b>'000 KZT</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Transfers to placements with banks	(147,114,517)	(138,305,120)
Proceeds from placements with banks	144,625,008	145,281,408
Acquisition of available-for-sale financial assets	(24,379,895)	-
Acquisition of held-to-maturity investments	(48,618,858)	(32,130,095)
Redemption of held-to-maturity investments	31,187,091	9,619,568
Sale of held-to-maturity investments	2,604,558	-
Acquisition of investment property	-	(1,904,476)
Acquisition of property, plant and equipment and intangible assets	(646,825)	(611,860)
Proceeds from the sale of property, plant and equipment and intangible assets	35,670	11,589
<b>Cash flows used in investing activities</b>	<b>(42,307,768)</b>	<b>(18,038,986)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Cash receipts under repurchase agreements	111,862,620	11,993,711
Cash payments under repurchase agreements	(110,132,989)	(8,719,724)
Proceeds from issue of share capital	14,149,432	22,241,800
Dividends paid	(28,662,800)	(37,121,800)
<b>Cash flows used in financing activities</b>	<b>(12,783,737)</b>	<b>(11,606,013)</b>
<b>Net increase in cash and cash equivalents</b>	<b>2,151,327</b>	<b>3,642,019</b>
Effect of movements in exchange rates on cash and cash equivalents	1,142,091	(29,058)
Cash and cash equivalents at the beginning of the year	3,659,804	46,843
<b>Cash and cash equivalents as at the end of the year (Note 12)</b>	<b>6,953,222</b>	<b>3,659,804</b>

**Eurasia Insurance Company JSC**  
*Consolidated Statement of Changes in Equity for the year ended 31 December 2020*

'000 KZT	Share capital	Statutory reserve	Other reserves	Revaluation reserve for available-for-sale financial assets	Retained earnings	Total equity
<b>Balance at 1 January 2019</b>	99,074,285	4,357,590	-	(388,230)	38,227,738	141,271,383
<b>Total comprehensive income</b>						
Profit for the year	-	-	-	-	29,725,571	29,725,571
<b>Other comprehensive income</b>						
<i>Items that are or may be reclassified subsequently to profit or loss:</i>						
Net change in fair value of available-for-sale financial assets, net of income tax	-	-	-	118,219	-	118,219
Total other comprehensive income	-	-	-	118,219	-	118,219
<b>Total comprehensive income for the year</b>	-	-	-	118,219	29,725,571	29,843,790
<b>Transactions with owners recorded directly in equity</b>						
Shares issued (Note 24 (a))	22,241,800	-	-	-	-	22,241,800
Dividends declared and paid (Note 24 (c))	-	-	-	-	(37,121,800)	(37,121,800)
Transfer to statutory reserve (Note 24 (d))	-	1,105,849	-	-	(1,105,849)	-
Transfer to other reserves (Note 24 (e))	-	-	74,765	-	(74,765)	-
<b>Total transactions with owners</b>	22,241,800	1,105,849	74,765	-	(38,302,414)	(14,880,000)
<b>Balance at 31 December 2019</b>	121,316,085	5,463,439	74,765	(270,011)	29,650,895	156,235,173

The consolidated statement of changes in equity is to be read in conjunction with the notes to, and forming part of, the consolidated financial statements.

*Eurasia Insurance Company JSC*  
*Consolidated Statement of Changes in Equity for the year ended 31 December 2020*

	Share capital	Statutory reserve	Other reserves	Revaluation reserve for available-for-sale financial assets	Retained earnings	Total equity
'000 KZT						
<b>Balance at 1 January 2020</b>	121,316,085	5,463,439	74,765	(270,011)	29,650,895	156,235,173
<b>Total comprehensive income</b>						
Profit for the year	-	-	-	-	40,076,050	40,076,050
<b>Other comprehensive income</b>						
<i>Items that are or may be reclassified subsequently to profit or loss:</i>						
Net change in fair value of available-for-sale financial assets, net of income tax	-	-	-	12,874,261	-	12,874,261
Total other comprehensive income	-	-	-	12,874,261	-	12,874,261
<b>Total comprehensive income for the year</b>					40,076,050	52,950,311
<b>Transactions with owners recorded directly in equity</b>						
Shares issued (Note 24 (a))	14,149,432	-	-	-	-	14,149,432
Dividends declared and paid (Note 24 (c))	-	-	-	-	(28,662,800)	(28,662,800)
Transfer to statutory reserve (Note 24(d))	-	353,211	-	-	(353,211)	-
Transfer to other reserves (Note 24(e))	-	-	181,659	-	(181,659)	-
<b>Total transactions with owners</b>	14,149,432	353,211	181,659	-	(29,197,670)	(14,513,368)
<b>Balance at 31 December 2020</b>	135,465,517	5,816,650	256,424	12,604,250	40,529,275	194,672,116

The consolidated statement of changes in equity is to be read in conjunction with the notes to, and forming part of, the consolidated financial statements.

## 1 Reporting entity

### (a) Organisation and operations

These consolidated financial statements comprise the financial statements of Eurasia Insurance Company JSC (the “Company”) and its subsidiary Eurasia Life Insurance Company JSC (the “Group”).

Eurasia Insurance Company JSC was established in the Republic of Kazakhstan in May 1995 as a stock insurance company “Eurasia”. The Company was re-registered on 21 January 1999 as an open joint-stock company “Eurasia Insurance Company”. The Company was re-registered on 21 May 2005 as a joint-stock company under the laws of the Republic of Kazakhstan as defined in the Civil Code of the Republic of Kazakhstan. The last re-registration took place on 26 June 2009, when Eurasian Financial Company JSC became its parent company.

The Company holds license No. 2.1.6 dated 26 February 2019 for insurance and reinsurance activity issued by the National Bank of the Republic of Kazakhstan.

On 19 November 2018 the Company established a subsidiary organisation named Eurasia Life Insurance Company JSC. On 4 March 2019 Eurasia Life Insurance Company JSC obtained a licence for insurance (reinsurance) activity in the “life insurance” line. As at 31 December 2020 and 31 December 2019 the Company owns a 100% share in the subsidiary.

The Group’s principal activity is providing insurance and reinsurance in such lines as vehicle owners’ liability, property, cargo, motor, air, railway and water transport, life insurance, annuity insurance, casualty and other types of insurance.

The Group’s registered office is 59 Zheltoksan Street, Almaty, A05D7G5, Republic of Kazakhstan. The Group’s head office is located in Almaty, and the Group has 36 branches as at 31 December 2020 (31 December 2019: 34 branches) in the Republic of Kazakhstan.

As at 31 December 2020 and 31 December 2019 the Company’s shareholders were as follows:

	31 December 2020, %	31 December 2019, %
<b>Shareholders:</b>		
Eurasian Financial Company JSC	95	95
Boris Grigorievich Umanov	5	5
<b>Total</b>	<b>100</b>	<b>100</b>

### (b) Kazakhstan business environment

The Group’s operations are primarily located in Kazakhstan. Consequently, the Group is exposed to the economic and financial markets of Kazakhstan which display characteristics of an emerging market. The legal, tax and regulatory frameworks continue development, but are subject to varying interpretations and frequent changes which together with other legal and fiscal impediments contribute to the challenges faced by entities operating in Kazakhstan. Depreciation of the Kazakhstan Tenge, volatility in the global price of oil and the COVID-19 pandemic have also increased the level of uncertainty in the business environment.

The first months of 2020 have seen significant global market turmoil triggered by the outbreak of the coronavirus.

The World Health Organization declared on 11 March 2020 the coronavirus (COVID-19) outbreak a pandemic. Responding to the potentially serious threat the COVID-19 presents to public health, for the purpose of protection of life and health of the citizens, a decision was made, pursuant to the legislation of the Republic of Kazakhstan, to introduce the state of emergency throughout the Republic of Kazakhstan for the period from 16 March 2020 to 12 May 2020. During the state of emergency period, regional authorities gradually introduced additional measures to enhance social distancing, including closing schools, universities, restaurants, cinemas, theatres and museums and sport facilities.

Due to business disruption and lockdown in many countries, global oil demand has drastically decreased leading to oversupply and sharp fall in oil prices. On 12 April 2020, major global oil producers including Kazakhstan agreed to a record cut in crude oil production for stabilizing the oil market, which, however, has not been able to reverse the downward pressure on the oil market. Sharp decrease in oil prices and production volumes results in corresponding decrease of oil producers' income and payments to the republican budget, which is likely to have major economic and social consequences and unavoidably affect public sector spending.

To continue as a going concern, the Group keeps carrying out its operations using a remote access and takes measures to protect health of the employees working on site, including provision of the individual protective devices, observance of distancing regime, and disinfection of the Group's premises.

Management cannot preclude the possibility that extended lockdown periods, an escalation in severity of such measures, or a consequential adverse impact of such measures on the economic environment will have an adverse effect on the Group in the medium and longer term. The Group continues to monitor the situations closely and will respond to mitigate the impact of such events and circumstances as they occur.

The consolidated financial statements reflect the management's assessment of the impact of the Republic of Kazakhstan business environment on the operations and the financial position of the Group. The future business environment may differ from management's assessment.

## **2 Basis of accounting**

### **(a) Statement of compliance**

The accompanying consolidated financial statements are prepared in accordance with International Financial Reporting Standards (IFRS).

The Group has applied the temporary exemption from IFRS 9 *Financial Instruments* as permitted by IFRS 4 *Insurance Contracts* and has not previously adopted any version of IFRS 9, including the requirements for the presentation of gains and losses on financial liabilities designated as at FVTPL, for annual periods beginning before 1 January 2018. Consequently, the Group plans to have a first-time adoption of IFRS 9 in its entirety on a single date of 1 January 2023.

### **(b) Basis of measurement**

The consolidated financial statements are prepared on the historical cost basis except for the available-for-sale financial assets that are stated at fair value.

### **(c) Functional and presentation currency**

The functional currency of the Group is the Kazakhstan Tenge as, being the national currency of the Republic of Kazakhstan, it reflects the economic substance of the majority of underlying events and circumstances relevant to them. The KZT is also the presentation currency for the purposes of these consolidated financial statements. All data in these consolidated financial statements are rounded to the nearest thousand tenge.

### **(d) Use of estimates and judgments**

The preparation of consolidated financial statements in conformity with IFRSs requires management to make judgments, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results could differ from those estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimates are revised and in any future periods affected.

## **Judgements**

Information about critical judgments in applying accounting policies that have the most significant effect on the amounts recognised in the consolidated financial statements is included in the following notes:

- Classification of financial assets held to maturity – Note 3 (i)(i)
- Assessment of whether the Group's activities are predominantly related to insurance – description of the assessment is presented below in this Note.

### ***Assessment of whether the Group's activities are predominantly connected with insurance***

The temporary exemption from IFRS 9 applies for those entities whose activities are predominantly connected with insurance. Eligibility is assessed at the reporting entity level and is therefore applied at the reporting entity level – i.e. it applies to all financial assets and financial liabilities held by the reporting entity.

The Group applied temporary exemption from IFRS 9 as:

- the Group has not previously applied any version of IFRS 9; and
- the Group's activities as a whole are predominantly connected with insurance at its annual reporting date that immediately precedes 1 April 2016, i.e. as at and 31 December 2015.

Under IFRS 4, an insurer's activities are predominantly connected with insurance if, and only if:

- (a) the carrying amount of its liabilities arising from contracts within the scope of IFRS 4, which includes any deposit components or embedded derivatives unbundled from insurance contracts, is significant compared to the total carrying amount of all its liabilities; and
- (b) the percentage of the total carrying amount of its liabilities connected with insurance relative to the total carrying amount of all its liabilities is greater than 90 per cent.

Under IFRS 4, liabilities connected with insurance comprise:

- (a) liabilities arising from contracts within the scope of IFRS 4;
- (b) liabilities that arise because the insurer issues, or fulfils obligations arising from, the contracts in (a). Examples of such liabilities include derivatives used to mitigate risks arising from those contracts and from the assets backing those contracts, relevant tax liabilities such as the deferred tax liabilities for taxable temporary differences on liabilities arising from those contracts, and debt instruments issued that are included in the insurer's regulatory capital, liabilities for salaries and other employment benefits for the employees of the insurance activities.

As at 31 December 2015 the carrying amount of the Group's liabilities arising from contracts within the scope of IFRS 4 is KZT 76,712,824 thousand, that comprises 97.7% of carrying amount of Group's total liabilities. The Group considers that this amount is significant compared to the total carrying amount of all its liabilities as insurance operations is the primary business of the Group.

The Group is not engaged in any significant activities unconnected with the insurance from which it may earn income and incur expenses. The Group is subject to all regulatory requirements related to insurers and considers insurance risk as its main business risk. In addition, the Group did not identify any quantitative or qualitative factors (or both), including publicly available information, that could indicate that regulatory bodies or other users of the Group's consolidated financial statements apply other industry classification to the Group.

Based on the assessment performed the Group concludes that as at 31 December 2015 the Group's activities are predominantly connected with insurance. Since 31 December 2015 there were no significant changes in the Group's operations, thus the Group did not perform reassessment of whether the Group's activities are predominantly connected with insurance on any subsequent annual reporting date.

### **Assumptions and estimations uncertainty**

Information about assumptions and estimation uncertainties that have a significant risk of resulting in a material adjustment of assets and liabilities in the consolidated financial statements is included in the following notes:

- insurance contract provisions - Note 19;
- fair value of financial instruments - Note 27.

## **3 Significant accounting policies**

The Group has consistently applied the following accounting policies to all periods presented in these consolidated financial statements.

### **(a) Basis of consolidation**

Subsidiaries are entities controlled by the Group. The Group controls an entity when it is exposed to, or has rights to, variable returns from its involvement with the entity and has the ability to affect those returns through its power over the entity. The consolidated financial statements of subsidiaries are included in the consolidated financial statements from the date that control commences until the date that control ceases. The accounting policies of subsidiaries have been changed when necessary to align them with the policies adopted by the Group.

Intra-group balances and transactions, and any unrealised income and expenses arising from intra-group transactions, are eliminated.

### **(b) Foreign currency**

Transactions in foreign currencies are translated to the respective functional currency of the Group at exchange rates at the dates of the transactions. Monetary assets and liabilities denominated in foreign currencies at the reporting date are retranslated to the functional currency at the exchange rate at that date. The foreign currency gain or loss on monetary items is the difference between amortised cost in the functional currency at the beginning of the period, adjusted for effective interest and payments during the period, and the amortised cost in foreign currency translated at the exchange rate at the end of the reporting period. Non-monetary assets and liabilities denominated in foreign currencies that are measured at fair value are retranslated to the functional currency at the exchange rate at the date that the fair value is determined. Non-monetary items that are measured in terms of historical cost in a foreign currency are translated using the exchange rate at the date of the transaction. Foreign currency differences arising on translation to foreign currencies are recognised in profit or loss, except for differences arising on translation of available-for-sale equity instruments, with exception of foreign currency differences arising from impairment of such instruments, in which case foreign currency differences classified as other comprehensive income will be reclassified to profit and loss.

The exchange rates used by the Group in the preparation of the consolidated financial statements at 31 December are as follows:

<i>Currency</i>	<b>2020</b>	<b>2019</b>
USD 1	420.91	382.59
EUR 1	516.79	429.00
GBP 1	574.88	503.41
RUB 1	5.62	6.16

### **(c) Insurance contracts**

#### **(i) Classification of contracts**

Contracts under which the Group accepts significant insurance risk from another party (the “policyholder”) by agreeing to compensate the policyholder or other beneficiary if a specified uncertain future event (the “insured event”) adversely affects the policyholder or other beneficiary are classified as insurance contracts. Insurance risk is the risk other than financial risk.

Financial risk is the risk of a possible future change in one or more of a specified interest rate, security price, commodity price, foreign exchange rate, index of prices or rates, a credit rating or credit index or other variable, provided in the case of a non-financial variable that the variable is not specific to a party to the insurance contract. Insurance contracts may also transfer some financial risk.

Insurance risk is significant if, and only if, an insured event could cause the Group to pay significant additional premiums. Once a contract is classified as an insurance contract, it remains classified as an insurance contract until all rights and obligations are extinguished or expire.

Contracts under which the transfer of insurance risk to the Group from the policyholder is not significant are classified as financial instruments.

**(ii) *Recognition and measurement of insurance contracts***

*Premiums*

Gross insurance premiums written comprise the premiums on contracts entered into during the year, irrespective of whether they relate in whole or in part to a later accounting period. Premiums are disclosed in gross amounts, including commission payable to intermediaries and excluding taxes and levies based on premiums. The earned portion of premiums received is recognised as revenue. Premiums are recognised as earned from the commencement day of the insurance coverage and proportionally during the insurance period on the basis of a decrease in the insured risk. Premiums ceded to reinsurance are recognised as an expense in accordance with the reduction of risks of reinsurance service received. The portion of premiums ceded to reinsurance that is not recognised, is treated as a prepayment.

*Provision for unearned premiums for non-life insurance and provision for non-incurred claims for life insurance*

The provision for unearned premiums for non-life insurance and provision for non-incurred claims for short-term non-endowment life insurance, comprises the proportion of gross premiums written which is estimated to be earned in the following or subsequent financial years, computed separately for each insurance contract using the daily pro-rata method, adjusted if necessary to reflect any changes in risk during the period covered by the contract.

*Claims*

Claims comprise claims and claim handling expenses paid during the financial year together with the movement in the provision for outstanding claims. Claims outstanding comprise provisions for the Group's estimate of the ultimate cost of settling all claims incurred but unpaid at the reporting date whether reported or not, and related internal and external claims handling expenses. Claims outstanding are assessed by reviewing individual claims and making allowance for claims incurred but not yet reported, the effect of both internal and external foreseeable events, such as changes in claims handling procedures, legislative changes and past experience and trends. Provisions for claims outstanding are not discounted.

Provision for non-incurred claims under annuity contracts is determined as a sum of a discounted value of expected future liabilities, expenses on annuity payments and annuity contracts administration costs less a discounted value of expected insurance premiums, which will be required for settlement of future cash outflows based on the assumptions used.

Whilst management considers that the gross provisions for claims and the related reinsurance recoveries are fairly stated on the basis of the information currently available to them, the ultimate liability will vary as a result of subsequent information and developments and may result in significant adjustments to the amounts provided. Adjustments to the amounts of claims provisions established in prior years are reflected in the consolidated financial statements for the period in which the adjustments are made, and disclosed separately if material. The methods used, and the estimates made, are reviewed regularly.



**(iii) Outward reinsurance assets**

The Group cedes portion of insurance and inward reinsurance risks to outward reinsurance in the normal course of business for the purpose of limiting its potential net loss through the diversification of its risks. Assets, liabilities, income and expense arising from outward reinsurance contracts are presented separately from the related assets, liabilities, income and expense from the related insurance contracts because the reinsurance arrangements do not relieve the Group from its direct obligations to its policyholders.

Only rights under contracts that give rise to significant transfer of insurance risk are accounted for as reinsurance assets. Rights under contracts that do not transfer significant insurance risk are accounted for as financial instruments.

Reinsurance premiums for ceded reinsurance are recognised as an expense on a basis that is consistent with the recognition basis for the premiums on the related insurance contracts. For general insurance business, reinsurance premiums are expensed over the period that the reinsurance cover is provided based on the expected pattern of the reinsured risks. The unexpensed portion of ceded reinsurance premiums is included in reinsurance assets.

The amounts recognised as reinsurance assets are measured on a basis that is consistent with the measurement of the provisions held in respect of the related insurance contracts.

Reinsurance assets include recoveries due from reinsurance companies in respect of claims paid. These are classified as reinsurers' share in insurance contract provisions in the consolidated statement of financial position.

The net amounts paid to a reinsurer at the expiry of a contract may be less than the reinsurance assets recognised by the Group in respect of its rights under such contracts.

Reinsurance assets are assessed for impairment at each reporting date. An asset is deemed impaired if there is objective evidence, as a result of an event that occurred after its initial recognition, that the Group may not recover all amounts due, and that the event has a reliably measurable impact on the amounts that the Group will receive from the reinsurer.

**(iv) Insurance acquisition costs**

Insurance acquisition costs include direct costs such as commissions paid to insurance agents and brokers and indirect costs such as administrative expenses connected with the processing of proposals and the issuing of policies.

Insurance acquisition costs are deferred and recognised in profit or loss in the following or subsequent financial years, computed separately for each insurance contract using the daily pro-rata method during the period covered by the contract.

**(v) Liability adequacy test**

At each reporting date, liability adequacy tests are performed to determine if the insurance contract provisions are adequate. Current best estimates of all future contractual cash flows and related expenses, such as claims handling expenses, and investment income from assets backing the insurance contract provisions are used in performing these tests.

If a shortfall is identified an additional provision is established. The deficiency is recognised in profit or loss for the year.

**(vi) Insurance receivables and payables**

Amounts due to and from policyholders, agents and reinsurers are financial instruments and are included in insurance receivables and payables, and not in insurance contract provisions or reinsurance assets.

**(d) Cash and cash equivalents**

Cash and cash equivalents include notes and coins on hand, unrestricted balances held with banks, and highly liquid financial assets with original maturities of less than three months, which are not subject to significant risk of changes in their fair value, and are used by the Group in the management of short-term commitments. The mandatory reserve deposit with the NBRK is not considered to be cash and cash equivalent, due to restrictions on its withdrawability. Cash and cash equivalents are carried at amortised cost in the consolidated statement of financial position.

**(e) Placements with banks**

The Group maintains placements with banks for various periods of time exceeding three months. Due from banks with a fixed maturity term are subsequently measured at amortised cost using the effective interest method. Placements with banks are carried at amortised cost net of any allowance for impairment losses, if any.

**(f) Property, plant and equipment**

**(i) Owned assets**

Items of property, plant and equipment are stated at cost less accumulated depreciation and impairment losses.

Where an item of property, plant and equipment comprises major components having different useful lives, they are accounted for as separate items of property, plant and equipment.

**(ii) Depreciation**

Depreciation is charged to profit or loss on a straight-line basis over the estimated useful lives of the individual assets. Depreciation commences on the date of acquisition or, in respect of internally constructed assets, from the time an asset is completed and ready for use. Land is not depreciated. The estimated useful lives are as follows:

- Buildings	50-70 years;
- Computers and equipment	2-10 years;
- Vehicles	4-6 years;
- Other	2-15 years.

**(g) Intangible assets**

Acquired intangible assets are stated at cost less accumulated amortisation and impairment losses.

Acquired computer software licenses are capitalised on the basis of the costs incurred to acquire and bring to use the specific software.

Amortisation is charged to profit or loss on a straight-line basis over the estimated useful lives of intangible assets. The estimated useful lives range from 1 to 5 years.

**(h) Investment property**

Investment property is property held either to earn rental income or for capital appreciation or for both, but not for sale in normal course of business, or for the use in production or supply of goods or services or for administrative purposes. Investment property is measured at cost less accumulated depreciation and impairment losses.

When the use of a property changes such that it is reclassified as property and equipment, its fair value at the date of reclassification becomes its cost for subsequent accounting.

**(i) Financial instruments**

**(i) Classification**

*Financial instruments at fair value through profit or loss are financial assets or liabilities that are:*

- acquired or incurred principally for the purpose of selling or repurchasing in the near term;

- part of a portfolio of identified financial instruments that are managed together and for which there is evidence of a recent actual pattern of short-term profit-taking;
- derivative financial instruments (except for a derivative that is a financial guarantee contract or a designated and effective hedging instruments); or
- upon initial recognition, designated as at fair value through profit or loss.

The Group may designate financial assets and liabilities at fair value through profit or loss where either:

- the assets or liabilities are managed, evaluated and reported internally on a fair value basis;
- the designation eliminates or significantly reduces an accounting mismatch which would otherwise arise; or
- the asset or liability contains an embedded derivative that significantly modifies the cash flows that would otherwise be required under the contract.

Management determines the appropriate classification of financial instruments in this category at the time of the initial recognition. Derivative financial instruments and financial instruments designated as at fair value through profit or loss upon initial recognition are not reclassified out of at fair value through profit or loss category. Financial assets that would have met the definition of loans and receivables may be reclassified out of the fair value through profit or loss or available-for-sale category if the Group has an intention and ability to hold them for the foreseeable future or until maturity. Other financial instruments may be reclassified out of at fair value through profit or loss category only in rare circumstances. Rare circumstances arise from a single event that is unusual and highly unlikely to recur in the near term.

*Loans and receivables* are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market, other than those that the Group:

- intends to sell immediately or in the near term;
- upon initial recognition designates as at fair value through profit or loss;
- upon initial recognition designates as available- for-sale; or
- may not recover substantially all of its initial investment, other than because of credit deterioration.

*Held-to-maturity investments* are non-derivative financial assets with fixed or determinable payments and fixed maturity that the Group has the positive intention and ability to hold to maturity, other than those that:

- the Group upon initial recognition designates as at fair value through profit or loss;
- the Group designates as available-for-sale; or
- meet the definition of loans and receivables.

*Available-for-sale financial assets* are those non-derivative financial assets that are designated as available-for-sale or are not classified as loans and receivables, held-to-maturity investments or financial instruments at fair value through profit or loss.

## **(ii) Recognition**

Financial assets and liabilities are recognised in the consolidated statement of financial position when the Group becomes a party to the contractual provisions of the instrument. All regular way purchases of financial assets are accounted for at the settlement date.

## **(iii) Measurement**

A financial asset or liability is initially measured at its fair value plus, in the case of a financial asset or liability not at fair value through profit or loss, transaction costs that are directly attributable to the acquisition or issue of the financial asset or liability.

Subsequent to initial recognition, financial assets, including derivatives that are assets, are measured at their fair values, without any deduction for transaction costs that may be incurred on their sale or other disposal, except for:

- loans and receivables which are measured at amortised cost using the effective interest method;
- held-to-maturity investments which are measured at amortised cost using the effective interest method;
- investments in equity instruments that do not have a quoted market price in an active market and whose fair value cannot be reliably measured which are measured at cost.

All financial liabilities, other than those designated at fair value through profit or loss and financial liabilities that arise when a transfer of a financial asset carried at fair value does not qualify for derecognition, are measured at amortised cost.

**(iv) *Amortised cost***

The amortised cost of a financial asset or liability is the amount at which the financial asset or liability is measured at initial recognition, minus principal repayments, plus or minus the cumulative amortisation using the effective interest method of any difference between the initial amount recognised and the maturity amount, minus any reduction for impairment. Premiums and discounts, including transaction costs, are included in the carrying amount of the related instrument and amortised based on the effective interest rate of the instrument.

**(v) *Fair value measurement principles***

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 in the principal, or in its absence, the most advantageous market to which the Group has access at that date.

The fair value of a liability reflects its non-performance risk. When available, the Group measures the fair value of an instrument using quoted prices in an active market for that instrument. A market is regarded as active if transactions for the asset or liability take place with sufficient frequency and volume to provide pricing information on an ongoing basis.

When there is no quoted price in an active market, the Group uses valuation techniques that maximise the use of relevant observable inputs and minimise the use of unobservable inputs. The chosen valuation technique incorporates all the factors that market participants would take into account in these circumstances.

The best evidence of the fair value of a financial instrument at initial recognition is normally the transaction price, i.e., the fair value of the consideration given or received. If the Group determines that the fair value at initial recognition differs from the transaction price and the fair value is evidenced neither by a quoted price in an active market for an identical asset or liability nor based on a valuation technique that uses only data from observable markets, the financial instrument is initially measured at fair value, adjusted to defer the difference between the fair value at initial recognition and the transaction price. Subsequently, that difference is recognised in profit or loss on an appropriate basis over the life of the instrument, but no later than when the valuation is supported wholly by observable market data or the transaction is closed out.

If an asset or a liability measured at fair value has a bid price and an ask price, the Fund measures assets and long positions at the bid price and liabilities and short positions at the ask price.

The Group recognises transfers between the levels of the fair value hierarchy as of the end of the reporting period during which the change has occurred.

**(vi) *Gains and losses on subsequent measurement***

A gain or loss arising from a change in the fair value of a financial asset or liability is recognised as follows:

- a gain or loss on a financial instrument classified as at fair value through profit or loss is recognised in profit or loss;

- a gain or loss on an available-for-sale financial asset is recognised as other comprehensive income in equity (except for impairment losses and foreign exchange gains and losses on debt financial instruments available-for-sale) until the asset is derecognised, at which time the cumulative gain or loss previously recognised in equity is recognised in profit or loss. Interest in relation to an available-for-sale financial asset is recognised in profit or loss using the effective interest method.

For financial assets and liabilities carried at amortised cost, a gain or loss is recognised in profit or loss when the financial asset or financial liability is derecognised or impaired, and through the amortisation process.

**(vii) Derecognition**

The Group derecognises a financial asset when the contractual rights to the cash flows from the financial asset expire, or when it transfers the financial asset in a transaction in which substantially all the risks and rewards of ownership of the financial asset are transferred or in which the Group neither transfers nor retains substantially all the risks and rewards of ownership and it does not retain control of the financial asset.

Any interest in transferred financial assets that qualify for derecognition that is created or retained by the Group is recognised as a separate asset or liability in the consolidated statement of financial position. The Group derecognises a financial liability when its contractual obligations are discharged, or cancelled or expire.

The Group enters into transactions whereby it transfers assets recognised on its consolidated statement of financial position, but retains either all risks and rewards of the transferred assets or a portion of them. If all or substantially all risks and rewards are retained, then the transferred assets are not derecognised.

In transactions where the Group neither retains nor transfers substantially all the risks and rewards of ownership of a financial asset, it derecognises the asset if control over the asset is lost.

In transfers where control over the asset is retained, the Group continues to recognise the asset to the extent of its continuing involvement, determined by the extent to which it is exposed to changes in the value of the transferred assets.

The Group writes off assets deemed to be uncollectible.

**(viii) Offsetting**

Financial assets and liabilities are offset and the net amount 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 realise the asset and settle the liability simultaneously.

**(j) Impairment**

The Group assesses at the end of each reporting period whether there is any objective evidence that a financial asset or group of financial assets is impaired. If any such evidence exists, the Group determines the amount of any impairment loss.

A financial asset or a group of financial assets is impaired and impairment losses are incurred if, and only if, there is objective evidence of impairment as a result of one or more events that occurred after the initial recognition of the asset (a loss event) and that event (or events) has had an impact on the estimated future cash flows of the financial asset or group of financial assets that can be reliably estimated.

Objective evidence that financial assets are impaired can include default or delinquency by a borrower, breach of loan covenants or conditions, restructuring of financial asset or group of financial assets that the Group would not otherwise consider, indications that a borrower or issuer will enter bankruptcy, the disappearance of an active market for a security, deterioration in the value of collateral, or other observable data relating to a group of assets such as adverse changes in the payment status of borrowers in the group, or economic conditions that correlate with defaults in the group.

In addition, for an investment in an equity security available-for-sale a significant or prolonged decline in its fair value below its cost is objective evidence of impairment.

**(i) *Financial assets carried at amortised cost***

Financial assets carried at amortised cost consist principally of loans and other receivables (the "loans and receivables"). The Group reviews its loans and receivables, to assess impairment on a regular basis.

The Group first assesses whether objective evidence of impairment exists individually for loans and receivables that are individually significant, and individually or collectively for loans and receivables that are not individually significant. If the Group determines that no objective evidence of impairment exists for an individually assessed loan or receivable, whether significant or not, it includes the loan or receivable in a group of loans and receivables with similar credit risk characteristics and collectively assesses them for impairment. Loans and receivables 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 there is objective evidence that an impairment loss on a loan or receivable has been incurred, the amount of the loss is measured as the difference between the carrying amount of the loan or receivable and the present value of estimated future cash flows including amounts recoverable from guarantees and collateral discounted at the loan or receivable's original effective interest rate. Contractual cash flows and historical loss experience adjusted on the basis of relevant observable data that reflect current economic conditions provide the basis for estimating expected cash flows.

In some cases the observable data required to estimate the amount of an impairment loss on a loan or receivable may be limited or no longer fully relevant to current circumstances. This may be the case when a borrower is in financial difficulties and there is little available historical data relating to similar borrowers. In such cases, the Group uses its experience and judgment to estimate the amount of any impairment loss.

All impairment losses in respect of loans and receivables are recognised in profit or loss and are only reversed if a subsequent increase in recoverable amount can be related objectively to an event occurring after the impairment loss was recognised.

When an investment held-to-maturity or a receivable is uncollectable, it is written off against the related allowance for impairment. The Group writes off an investment held-to-maturity or a receivable balance (and any related allowances for losses) when management determines that the investments held-to-maturity and receivables are uncollectible and when all necessary steps to collect the assets are completed.

**(ii) *Financial assets carried at cost***

Financial assets carried at cost include unquoted equity instruments included in available-for-sale financial assets that are not carried at fair value because their fair value cannot be reliably measured. If there is objective evidence that such investments are impaired, the impairment loss is calculated as the difference between the carrying amount of the investment and the present value of the estimated future cash flows discounted at the current market rate of return for a similar financial asset. All impairment losses in respect of these investments are recognised in profit or loss and cannot be reversed.

**(iii) *Available-for-sale financial assets***

Impairment losses on available-for-sale financial assets are recognised by transferring the cumulative loss that is recognised in other comprehensive income to profit or loss as a reclassification adjustment. The cumulative loss that is reclassified from other comprehensive income to profit or loss is the difference between the acquisition cost, net of any principal repayment and amortisation, and the current fair value, less any impairment loss previously recognised in profit or loss. Changes in impairment provisions attributable to time value are reflected as a component of interest income.

If, in a subsequent period, the fair value of an impaired available-for-sale debt security increases and the increase can be objectively related to an event occurring after the impairment loss was recognised in profit or loss, the impairment loss is reversed, with the amount of the reversal recognised in profit or loss. However, any subsequent recovery in the fair value of an impaired available-for-sale equity security is recognised in other comprehensive income.

**(iv) Non-financial assets**

Non-financial assets, other than deferred taxes, are assessed at each reporting date for any indications of impairment. The recoverable amount of non-financial assets is the greater of their fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. For an asset that does not generate cash inflows largely independent of those from other assets, the recoverable amount is determined for the cash-generating unit to which the asset belongs. An impairment loss is recognised when the carrying amount of an asset or its cash-generating unit exceeds its recoverable amount.

All impairment losses in respect of non-financial assets are recognised in profit or loss and reversed only if there has been a change in the estimates used to determine the recoverable amount. Any impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised.

**(k) Repurchase and reverse repurchase agreements**

Securities sold under sale and repurchase (repo) agreements are accounted for as secured financing transactions, with the securities retained in the consolidated statement of financial position and the counterparty liability included in amounts payable under repo transactions. The difference between the sale and repurchase prices represents interest expense and is recognised in profit or loss over the term of the repo agreement using the effective interest method.

Securities purchased under agreements to resell (reverse repo), short-term reverse repo agreements with maturities of less than three months are recorded within cash and cash equivalents, long-term agreements are included in amounts receivable under reverse repo transactions. The difference between the purchase and resale prices represents interest income and is recognised in profit or loss over the term of the repo agreement using the effective interest method.

**(l) Provisions**

A provision is recognised in the consolidated statement of financial position when the Group has a legal or constructive obligation as a result of a past event, and it is probable that an outflow of economic benefits will be required to settle the obligation. If the effect is material, provisions are determined by discounting the expected future cash flows at a pre-tax rate that reflects current market assessments of the time value of money and, where appropriate, the risks specific to the liability.

**(m) Share capital**

**(i) Ordinary shares**

Ordinary shares are classified as equity. Incremental costs directly attributable to the issue of ordinary shares and share options are recognised as a deduction from equity, net of any tax effects.

**(ii) Repurchase of share capital**

When share capital recognised as equity is repurchased, the amount of the consideration paid, including directly attributable costs, is recognised as a decrease in equity.

**(iii) Dividends**

The ability of the Group to declare and pay dividends is subject to the rules and regulations of the Kazakhstan legislation.

Dividends in relation to ordinary shares are reflected as an appropriation of retained earnings in the period when they are declared.

**(n) Taxation**

Income tax comprises current and deferred tax. Income tax is recognised in profit or loss except to the extent that it relates to items of other comprehensive income or transactions with shareholders recognised directly in equity, in which case it is recognised within other comprehensive income or directly within equity.

***Current tax***

Current tax expense is the expected tax payable on the taxable income for the year, using tax rates enacted or substantially enacted at the reporting date, and any adjustment to tax payable in respect of previous years. Current tax payable also includes any tax liability arising from dividends.

***Deferred tax***

Deferred tax is recognised in respect of temporary differences between the carrying amounts of assets and liabilities for financial reporting purposes and the amounts used for taxation purposes.

Deferred tax assets are recognised for unused tax losses, unused tax credits and deductible temporary differences to the extent that it is probable that future taxable profits will be available against which they can be used. Future taxable profits are determined based on the reversal of relevant taxable temporary differences. Deferred tax assets are reviewed at each reporting date and are reduced to the extent that it is no longer probable that the related tax benefit will be realised; such reductions are reversed when the probability of future taxable profits improves.

Unrecognised deferred tax assets are reassessed at each reporting date and recognised to the extent that it has become probable that future taxable profits will be available against which they can be used.

Deferred tax is measured at the tax rates that are expected to be applied to the temporary differences when they reverse, based on the laws that have been enacted or substantively enacted by the reporting date. The measurement of deferred tax reflects the tax consequences that would follow the manner in which the Group expects, at the end of the reporting period, to recover or settle the carrying amount of its assets and liabilities.

Deferred tax assets and liabilities are offset if there is a legally enforceable right to offset current tax assets and liabilities, and they relate to income taxes levied by the same tax authority on the same taxable entity, or on different tax entities, but they intend to settle current tax liabilities and assets on a net basis or their tax assets and liabilities will be realised simultaneously.

**(o) Income and expense recognition**

Interest income and expense are recognised in profit or loss using the effective interest method.

Other fees, commissions and other income and expense items are recognised in profit or loss when the corresponding service is provided.

Dividend income is recognised in profit or loss on the date that the dividend is declared.

**(p) Leases**

At inception of a contract, the Group assesses whether a contract is, or contains, a lease.

A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration. To assess whether a contract conveys the right to control the use of an identified asset, the Group uses the definition of a lease in IFRS 16.

**(i) As a lessee**

At commencement or on modification of a contract that contains a lease component, the Group allocates the consideration in the contract to each lease component on the basis of its relative stand-alone prices. However, for the leases of property the Group has elected not to separate non-lease components and account for the lease and non-lease components as a single lease component.

The Group recognises a right-of-use asset and a lease liability at the lease commencement date. The right-of-use asset is initially measured at cost, which comprises the initial amount of the lease liability adjusted for any lease payments made at or before the commencement date, plus any initial direct costs incurred and an estimate of costs to dismantle and remove the underlying asset or to restore the underlying asset or the site on which it is located, less any lease incentives received.



The right-of-use asset is subsequently depreciated using the straight-line method from the commencement date to the end of the lease term, unless the lease transfers ownership of the underlying asset to the Group by the end of the lease term or the cost of the right-of-use asset reflects that the Group will exercise a purchase option. In that case the right-of-use asset will be depreciated over the useful life of the underlying asset, which is determined on the same basis as those of property and equipment. In addition, the right-of-use asset is periodically reduced by impairment losses, if any, and adjusted for certain remeasurements of the lease liability.

The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, the Group's incremental borrowing rate. Generally, the Group uses its incremental borrowing rate as the discount rate.

The Group determines its incremental borrowing rate by obtaining interest rates from various external financing sources and makes certain adjustments to reflect the terms of the lease and type of the asset leased.

Lease payments included in the measurement of the lease liability comprise the following:

- fixed payments, including in-substance fixed payments;
- variable lease payments that depend on an index or a rate, initially measured using the index or rate as at the commencement date;
- amounts expected to be payable under a residual value guarantee; and
- the exercise price under a purchase option that the Group is reasonably certain to exercise, lease payments in an optional renewal period if the Group is reasonably certain to exercise an extension option, and penalties for early termination of a lease unless the Group is reasonably certain not to terminate early.

The lease liability is measured at amortised cost using the effective interest method. It is remeasured when there is a change in future lease payments arising from a change in an index or rate, if there is a change in the Group's estimate of the amount expected to be payable under a residual value guarantee, if the Group changes its assessment of whether it will exercise a purchase, extension or termination option or if there is a revised in-substance fixed lease payment.

When the lease liability is remeasured in this way, a corresponding adjustment is made to the carrying amount of the right-of-use asset, or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

The Group leases items of property. All lease contracts concluded by the Group are short-term leases and lease term is less than 12 months. The Group used a practical expedient and did not recognise right-of-use assets and liabilities for short term contracts with lease term less than 12 months. Such leases do not contain extension options and the Group will not be subject to penalties for failure to extend lease term for another 12 months. The Group recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

**(ii) As a lessor**

At inception or on modification of a contract that contained a lease component, the Group allocated the consideration in the contract to each lease component on the basis of their relative stand-alone prices.

When the Group acted as a lessor, it determined at lease inception whether each lease was a finance lease or an operating lease.

To classify each lease, the Group made an overall assessment of whether the lease transferred substantially all of the risks and rewards incidental to ownership of the underlying asset. If this was the case, then the lease was a finance lease; if not, then it was an operating lease. As part of this assessment, the Group considered certain indicators such as whether the lease was for the major part of the economic life of the asset.

The Group recognised lease payments received under operating leases as income on a straight-line basis over the lease term.

**(q) New standards and interpretations not yet adopted**

A number of new standards and amendments to standards are effective for annual periods beginning after 1 January 2021 and earlier application if permitted. However, the Group has not early adopted them in preparing these consolidated financial statements.

**IFRS 17 Insurance Contracts**

Scope of IFRS 17 is similar to IFRS 4 *Insurance Contracts*. On initial recognition, the liability of a group of insurance contracts is made up of the following components:

- The fulfilment cash flows, which represent the risk-adjusted present value of the entity's rights and obligations to the policyholders, comprising:
  - estimates of future cash flows;
  - discounting; and
  - a risk adjustment for non-financial risk.

The contractual service margin (CSM), which represents the unearned profit the Group will recognise as it provides services over the coverage period.

Fulfilment cash flows representing a net outflow on initial recognition are recognised as an immediate loss.

Subsequent to initial recognition liability of a group of insurance contracts comprises the liability for remaining coverage (fulfilment cash flows and the CSM) and the liability for incurred claims (fulfilment cash flows for claims and expenses already incurred but not yet paid).

The fulfilment cash flows are remeasured at each reporting date to reflect current estimates. Generally, the changes in the fulfilment cash flows are treated in a number of ways:

- changes in the effect of the time value of money and financial risk are reflected in the consolidated statement of financial position and consolidated statement of profit or loss.

When certain criteria are met, a simplified approach – the premium allocation approach (PAA) – may be used.

The general measurement model is modified when applied to:

- reinsurance contracts held by the Group;
- direct participating contracts; and
- investment contracts with discretionary participation features (DPFs).

Insurance revenue is derived from the changes in the liability for remaining coverage for each reporting period that relate to services for which the Group expects to receive consideration.

Investment components are excluded from insurance revenue and insurance service expenses. Insurance service results are presented separately from insurance finance income or expense. The Group can choose to disaggregate insurance finance income or expense between profit or loss and other comprehensive income (OCI).

IFRS 17 is effective for annual reporting periods beginning on or after 1 January 2023.

Early adoption is permitted if IFRS 9 *Financial Instruments* and IFRS 15 *Revenue from Contracts with Customers* are applied at the adoption date or earlier.

Full retrospective application is required – however, if it is impracticable, a modified retrospective approach and a fair value approach are available.

The Group is in the process of development of IFRS 17 transition plan.

**IFRS 9 Financial Instruments**

IFRS 9 *Financial instruments*, published in July 2014, replaces the existing guidance in IAS 39 *Financial Instruments: Recognition and Measurement*, and includes requirements for classification and measurement of financial instruments, impairment of financial assets and hedge accounting.

**(i) Classification - Financial assets**

IFRS 9 contains a new classification and measurement approach for financial assets that reflects the business model in which assets are managed and their cash flow characteristics.

IFRS 9 contains three principal classification categories for financial assets: measured at amortised cost, fair value through other comprehensive income (FVOCI) and fair value through profit or loss (FVTPL). The standard eliminates the existing IAS 39 categories of held-to-maturity, loans and receivables and available-for-sale.

A financial asset is measured at amortised cost if it meets both of the following conditions and is not designated as at FVTPL:

- it is held within a business model whose objective is to hold assets to collect contractual cash flows; and
- its contractual terms give rise on specified dates to cash flows that are solely payments of principal and interest (SPPI) on the principal amount outstanding.

A financial asset is measured at FVOCI only if it meets both of the following conditions and is not designated as at FVTPL:

- it is held within a business model whose objective is achieved by both collecting contractual cash flows and selling financial assets; and
- its contractual terms give rise on specified dates to cash flows that are solely payments of principal and interest (SPPI) on the principal amount outstanding.

On initial recognition of an equity investment that is not held for trading, the Group may irrevocably elect to present subsequent changes in fair value in other comprehensive income. This election is made on an investment-by-investment basis.

All financial assets not classified as measured at amortised cost or FVOCI as described above are measured at FVTPL. In addition, on initial recognition the Group may irrevocably designate a financial asset that otherwise meets the requirements to be measured at amortised cost or at FVOCI as at FVTPL if doing so eliminates or significantly reduces an accounting mismatch that would otherwise arise.

A financial asset is classified into one of these categories on initial recognition. See (v) for the transition requirements relating to classification of financial assets.

**Business model assessment**

The Group will make an assessment of the objective of a business model in which an asset is held at a portfolio level because this best reflects the way the business is managed and information is provided to management. The information that will be considered includes:

- the stated policies and objectives for the portfolio and the operation of those policies in practice, including whether management's strategy focuses on earning contractual interest revenue, maintaining a particular interest rate profile, matching the duration of the financial assets to the duration of the liabilities that are funding those assets or realising cash flows through the sale of assets;
- how the performance of the portfolio is evaluated and reported to the Group's management;
- the risks that affect the performance of the business model (and the financial assets held within that business model) and how those risks are managed;
- how managers of the business are compensated – e.g. whether compensation is based on the fair value of the assets managed or the contractual cash flows collected; and
- the frequency, volume and timing of sales in prior periods, the reasons for such sales and its expectations about future sales activity. However, information about sales activity is not considered in isolation, but as part of an overall assessment of how the Group's stated objective for managing the financial assets is achieved and how cash flows are realised.

Financial assets that are held for trading and those that are managed and whose performance is evaluated on a fair value basis will be measured at FVTPL because they are neither held to collect contractual cash flows nor held both to collect contractual cash flows and to sell financial assets.

**Assessment whether contractual cash flows are solely payments of principal and interest**

For the purposes of this assessment, ‘principal’ is defined as the fair value of the financial asset on initial recognition. ‘Interest’ is defined as consideration for the time value of money and for the credit risk associated with the principal amount outstanding during a particular period of time and for other basic lending risks and costs (e.g. liquidity risk and administrative costs), as well as profit margin.

In assessing whether the contractual cash flows are solely payments of principal and interest, the Group considers the contractual terms of the instrument. This includes assessing whether the financial asset contains a contractual term that could change the timing or amount of contractual cash flows such that it would not meet this condition. In making the assessment, the Group considers:

- contingent events that would change the amount and timing of cash flows;
- leverage features;
- prepayment and extension terms;
- terms that limit the Group’s claim to cash flows from specified assets (e.g. non-recourse asset arrangements); and
- features that modify consideration of the time value of money – e.g. periodical reset of interest rates.

**Impact assessment**

For the purpose of preparation of the additional disclosure required by IFRS 4 for insurers applying temporary exemption from IFRS 9 the Group finalised the assessment of SPPI criteria. Based on assessment performed SPPI criteria is met for all debt financial assets not measured at FVTPL. The Group has not finalised the assessment of business models for managing the financial assets.

Credit quality analysis of financial assets not measured at fair value is described in relevant notes. Based on its preliminary assessment, the Group does not believe that the new classification requirements will have a material impact on its consolidated financial statements.

**(ii) Impairment - Financial assets and contract assets**

IFRS 9 replaces the ‘incurred loss’ model in IAS 39 with a forward-looking ‘expected credit loss’ (ELC) model. This will require considerable judgement about how changes in economic factors affect ECLs, which will be determined on a probability-weighted basis.

The new impairment model will apply to financial assets measured at amortised cost or FVOCI, except for investments in equity instruments, and to contract assets. Insurance receivables are not within the scope of IFRS 9 impairment requirements.

Under IFRS 9, loss allowances will be measured on either of the following bases:

- *12-month ECLs*. These are ECLs that result from possible default events within the 12 months after the reporting date; and
- *lifetime ECLs*. These are ECLs that result from all possible default events over the expected life of a financial instrument.

Lifetime ECL measurement applies if the credit risk of a financial asset at the reporting date has increased significantly since initial recognition and 12-month ECL measurement applies if it has not. An entity may determine that a financial asset’s credit risk has not increased significantly if the asset has low credit risk at the reporting date. However, lifetime ECL measurement always applies for trade receivables and contract assets without a significant financing component.

The impairment requirements of IFRS 9 are complex and require management judgements, estimates and assumptions, particularly in the following areas, which are discussed in detail below:

- assessing whether the credit risk of an instrument has increased significantly since initial recognition; and

- incorporating forward-looking information into the measurement of ECLs.

### **Impact assessment**

The Group believes that impairment losses are likely to increase and become more volatile for assets in the scope of the IFRS 9 impairment model.

Based on its preliminary assessment, the Group does not believe that the new impairment requirements will have a material impact on its consolidated financial statements.

### **(iii) Classification - Financial liabilities**

IFRS 9 largely retains the existing requirements in IAS 39 for the classification of financial liabilities.

However, under IAS 39 all fair value changes of liabilities designated as at FVTPL are recognised in profit or loss, whereas under IFRS 9 these fair value changes are generally presented as follows:

- the amount of change in the fair value that is attributable to changes in the credit risk of the liability is presented in OCI; and
- the remaining amount of change in the fair value is presented in profit or loss.

The Group has not designated any financial liabilities at FVTPL and it has no current intention to do so. The Group's assessment did not indicate any material impact regarding the classification of financial liabilities on the day of initial application of IFRS 9.

### **(iv) Disclosures**

IFRS 9 will require extensive new disclosures, in particular about hedge accounting, credit risk and expected credit losses. The Group's assessment included an analysis to identify data gaps against current processes and the Group was in the process of implementing the system and controls changes that it believed would be necessary to capture the required data.

### **(v) Transition**

Changes in accounting policies resulting from the adoption of IFRS 9 will generally be applied retrospectively, except as described below.

The Group will take advantage of the exemption allowing it not to restate comparative information for prior periods with respect to classification and measurement (including impairment) changes. Differences in the carrying amounts of financial assets and financial liabilities resulting from the adoption of IFRS 9 will generally be recognised in retained earnings and reserves as at 1 January 2023.

The following assessments have to be made on the basis of the facts and circumstances that exist at the date of initial application.

- The determination of the business model within which a financial asset is held.
- The designation and revocation of previous designations of certain financial assets and financial liabilities as measured at FVTPL.
- The designation of certain investments in equity instruments not held for trading as at FVOCI.

### **Other standards**

The following amended standards and interpretations are not expected to have a significant impact on the Group's consolidated financial statements.

- *COVID-19-Related Rent Concessions (Amendment to IFRS 16).*
- *Property, Plant and Equipment: Proceeds before Intended Use (Amendments to IAS 16).*
- *Reference to Conceptual Framework (Amendments to IFRS 3).*
- *Classification of Liabilities as Current or Non-current (Amendments to IAS 1).*
- *Onerous contracts – Cost of Fulfilling a Contract (Amendments to IAS 37).*

## 4 Insurance risk management

This section summarises insurance risks and the way the Group manages them.

### (a) Risk management objectives and policies for insurance risk mitigation

The management of the Group's insurance risk is a critical aspect of the business. The Group is exposed to insurance risk due to the fact that the ultimate amount of payments under insurance contract or timing of such payments may differ significantly from the Group's estimates due to effect of various factors - frequency of claims, amount of claims, progress in long-tailed claim settlement. The Group controls insurance risks through diversification of various types of insurance, applying underwriting procedures to control losses on insurance portfolio by types of business as well as reinsurance used to reduce risk that losses will occur in the amount exceeding an established net risk retention.

### (b) Terms and conditions of insurance contracts and nature of risks covered

The terms and conditions of insurance contracts that have a material effect on the amount, timing and uncertainty of future cash flows arising from insurance contracts are set out below. In addition, the description below summarises the Group's main products and the associated risk management methods.

#### (i) Insurance contracts – Employer's liability

##### *Product features*

The purpose of the employer's liability obligatory insurance is to insure an employee in the event of death or injury whilst at work. Income from this product is generated from the receipt of insurance and reinsurance premiums less amounts paid to cover claims and expenses incurred by the Group. The amount payable to an employee in the event of death or injury is set in accordance with the laws of the Republic of Kazakhstan. As a result of the long period that it typically takes to finalise and settle claims for a given accident year, employer's liability is regarded as 'long tail' business.

##### *Risk management*

The key risks associated with this product are underwriting risk, such as, uncertainty in calculation of the insurance payment and others. The estimated size of the reported loss is calculated based on the following information:

- in case of persistent disablement of the employee:
  - amount of the lost future wages (income) to be reimbursed;
  - repayment period – the period of establishing physical disability by the medical expert committee (it may be several years for lifetime disability benefit);
  - degree of employer's culpability.
- in case of death:
  - funeral expenses
  - number of persons having the right to be reimbursed for harm as required by the laws of the Republic of Kazakhstan;
  - age of persons having the right to be reimbursed for harm as required by the laws of the Republic of Kazakhstan;
  - amount of the lost future wages (income) to be reimbursed;
  - period of insurance payments.

Insurance risk is managed primarily through pricing, product design, underwriting and payments' management. The Group therefore monitors and reacts to changes in the general economic and commercial environment in which it operates.

**(ii) Insurance contracts – Property***Product features*

Property insurance indemnifies, subject to any limits or excesses, the policyholder against loss or damage to its own material property and business interruption arising from this damage.

The event giving rise to a claim for damage to buildings or contents usually occurs suddenly (such as a fire or burglary) and the cause is readily determinable. The claim will thus be notified promptly and can be settled without delay. Property business is therefore classified as ‘short-tail’, contrasted with ‘long-tail’ classes where the ultimate claim cost takes longer to determine.

*Risk management*

The key risks associated with this product are underwriting risk, competitive risk and claims experience risk.

Underwriting risk is the risk that the Group does not charge premiums appropriate for the different properties it insures. For private property insurance, it is expected that there will be large numbers of properties with similar risk profiles. However, for commercial business this may not be the case. Many commercial property proposals comprise a unique combination of location, type of business, and safety measures in place. Calculating a premium commensurate with the risk for these policies will be subjective, and hence risky.

The Group operates in a competitive environment and is hence under the risk of writing premiums with reference to the competitors’ pricing strategies rather than to its own loss experience.

Property classes are exposed to the risk that the insured will make false or invalid claims, or exaggerate the amount claimed following a loss. This largely explains why economic conditions correlate with the profitability of a property portfolio. Insurance risk is managed primarily through pricing, independent assessment of property under international standards, product design, risk selection and reinsurance. The Group therefore monitors and reacts to changes in the general economic and commercial environment in which it operates.

Within the insurance process, concentrations of risk may arise where a particular event or series of events could impact heavily upon the Group’s liabilities. Such concentrations may arise from a single insurance contract or through a small number of related contracts, and relate to circumstances where significant liabilities could arise.

**(iii) Insurance contracts – General civil liability***Product features*

The Group undertakes general civil liability insurance on compulsory and voluntary types of insurance in the Republic of Kazakhstan. Under these contracts, policyholders are reimbursed for any monetary compensation awards paid for the injury caused to body, life, health and /or property of the third parties. General civil liability is generally considered a ‘long tail’ line, as it takes a relatively long period of time to finalise and settle claims for a given accident year.

*Risk management*

The key risks associated with this product are underwriting risk, competitive risk, and claims experience risk. Calculating a premium commensurate with the risk for these policies will be subjective, and hence risky. Insurance risk is managed primarily through reasonable pricing, product design, risk selection, appropriate investment strategy, rating and reinsurance. The Group therefore monitors, and responds to, changes in the general economic and commercial environment in which it operates.

**(iv) Insurance contracts – Accident***Product features*

The purpose of the accident insurance is to insure the policyholder’s property interests in the event of accident and causing injury to life or health. This product generates income from the insurance and reinsurance premiums less amounts paid to settle claims and cover expenses incurred by the Company. The amount payable to a policyholder in the event of death, disability or damage to health is fixed.

The insured events comprise disability of the first, second and third categories, and accidental death. There is a number of exceptions from the insured events, in case of which the insurer bears no responsibility; such exceptions include disability or death from any disease, including occupational disease.

*Risk management*

The key risks associated with this product are underwriting risk and competitive risk.

Underwriting risk in the insurance is the risk of charging inappropriate tariff rates (understated tariffs may result in losses, while the overstated rates may result in loss of business) and possible anti-selection. To avoid these risks, the Group breaks down the potential clients into groups, which are homogenous in terms of mortality (insured event) and makes decision based on such breakdown. In determining the tariffs and making decision on acceptance for insurance, the following factors are taking into consideration: type of activity an insured is engaged in, age, dangerous hobbies, whether the insured had injuries prior to signing the contract, availability of a motor vehicle, traffic-related offences, etc. Analysis of such information makes possible to screen persons exposed to high accident risk.

The Group operates in a competitive environment and is hence under the risk of writing premiums with reference to the competitors' pricing strategies rather than to its own loss experience.

Insurance risk is managed mostly by means of pricing, product design, underwriting and management of insurance indemnities. The Group therefore monitors, and responds to, changes in the general economic and commercial environment in which it operates.

**(v) Insurance contracts - Life insurance**

*Product features*

The purpose of the life insurance is to ensure protection of the policyholder's property interests associated with death. This product generates income from the insurance premiums less amounts paid to cover claims and expenses incurred by the Group to settle losses and pay the agency fees. The amount payable to a policyholder in the event of death is fixed.

The insured event is death for any reason, except for accidental death. There is a number of exceptions from the insured events, where the insurer bears no responsibility. For example, the insurer shall be exempt from payment of insurance indemnity if an insured event has occurred during the period of insurance coverage, directly or indirectly, as a result of the effect of nuclear explosion, radiation or radioactive contamination, military actions, deliberate (wilful) personal injury by the policyholder, disease resulted in epidemic, including coronavirus infection COVID-19, etc.

*Risk management*

The key risks associated with this product are underwriting risk and competitive risk. Underwriting risk in the insurance is the risk of charging inappropriate tariff rates (understated tariffs may result in losses, while the overstated rates may result in loss of business) and possible anti-selection. To avoid these risks the Group breaks down the potential clients into groups, which are homogenous in terms of mortality and makes decision based on such breakdown. The mortality rate is based on statistical data by country and industry in accordance with types of contracts. In determining the tariffs and making decision on acceptance for insurance, the following factors are taking into consideration: type of activity an insured is engaged in, age, dangerous hobbies, whether the insured had injuries prior to signing the contract, availability of a motor vehicle, traffic-related offences, etc. Analysis of such information makes possible to screen persons exposed to high risk.

The Group operates in a competitive environment and is hence under the risk of writing premiums with reference to the competitors' pricing strategies rather than to its own loss experience.

**(vi) Insurance contract – Pension annuity**

*Product features*

An insurance contract where a policyholder (a recipient of pension payments) transfers pension savings to the Group. The insurance company undertakes to make periodical (monthly) payments in favour of the policyholder (the recipient of pension payments) and/or those insured for a whole life or for certain timespan.



As a pension annuity is a long-term product, the Group generates income through placing a premium received as a lump sum in securities with a yield higher than that used in calculation of an insurance tariff, and payments are made on a monthly basis throughout the annuity effective period. Moreover, in case of death of the annuitant, the remainder of pension savings (accrued reserve) is transferred into the Group's revenue, except for the guaranteed payments; when these are available, the Group accrues a reserve and make further payments to the heirs of the annuitant until the end of the period of guaranteed payments, and the remaining reserve is transferred to the Group's revenue.

Types of pension annuity contracts:

- a life annuity contract, without a guaranteed period of payments:
  - payments are made on a monthly basis throughout the policyholder's life;
  - in case of the policyholder death, payments cease to be made regardless whether there are heirs or remainder of pension savings accumulated.
- a life annuity contract, with a guaranteed period of payments:
  - payments are made on a monthly basis throughout the policyholder's life;
  - in case of the Policyholder death, a person specified in the pension annuity contract receives unpaid guaranteed insurance payments, if the Policyholder has not received them in full or has not received them during the lifetime.

A pension annuity contract is concluded in accordance with the Law "On Pension Benefits in the Republic of Kazakhstan". A standard contract form is established by the Resolution of the Management Board of the National Bank of the Republic of Kazakhstan No. 194 dated 20 October 2015 "On approval of a standard pension annuity contract, establishment of the Methodology for calculation of an insurance premium and insurance payment by an insurance company under a pension annuity contract, acceptable level of expenditures of an insurance company on maintenance of concluded pension annuity contracts as well as indexation rates of an insurance payment".

#### *Risk management*

The major risks arise from changes in mortality tables. Mortality rates are based on the mortality tables approved by the authorised body. A decrease/increase in probability of death and type may result in increase/decrease in liabilities under annuity contract.

An interest rate is determined based on market rates, and therefore, changes in market rates impact the amount of provisions. The Group manages this risk through placing a premium received under annuity contracts in the government securities at the interest rates higher than the indexation rate of annuity payments under the contract.

Moreover, the Group monitors, on an ongoing basis, and responds to changes in the laws of the Republic of Kazakhstan, general economic and commercial conditions of its operations, and if necessary, the Group adjusts inputs used in calculation of insurance premium under annuity contracts.

#### **(c) Concentration of insurance risk**

A key aspect of the insurance risk faced by the Group is the extent of concentration of insurance risk which may exist where a particular event or series of events could impact significantly upon the Group's liabilities. Such concentrations may arise from a single insurance contract or through a small number of related contracts and relate to circumstances where significant liabilities could arise. An important aspect of the concentration of insurance risk is that it may arise from the accumulation of risks within a number of individual classes or contracts tranche.

Concentrations of risk can arise in both high-severity of damage and low frequency events, such as natural disasters and in situations where underwriting is biased towards a particular group, such as a particular geography or demographic trend.

The Group's key methods in managing these risks are two-way. Firstly, the risk is managed through appropriate underwriting. Underwriters are not permitted to underwrite risks unless the expected profits are commensurate with the risks assumed. Secondly, the risk is managed through the use of reinsurance. The Group purchases reinsurance coverage for various classes of its liability and property business. The Group assesses the costs and benefits associated with the reinsurance programme on an ongoing basis.

**(d) Total aggregate exposures**

The Group sets out the total aggregate exposure that it is prepared to accept in relation to concentrations of risk. It monitors these exposures both at the time of underwriting a risk, and on a monthly basis by reviewing reports which show the key aggregations to which the Group is exposed.

The Group uses a number of modelling tools to monitor aggregation in order to measure the effectiveness of the reinsurance programmes and the net exposure to which the Group is exposed.

As at 31 December 2020 the Group had 1,098,900 valid insurance contracts (as at 31 December 2019: 1,340,386 insurance contracts).

**(i) Exposure by business lines**

The key concentrations identified as at 31 December 2020 are:

Type of insurance	Gross insured amount '000 KZT	Reinsurance amount '000 KZT	Net retention (after reinsurance) '000 KZT
Property – voluntary	3,381,800,706	(730,742,192)	2,651,058,514
Civil liability – voluntary	436,718,159	(56,378,235)	380,339,924
Motor transport – voluntary	288,378,428	-	288,378,428
Accident – voluntary	310,740,852	-	310,740,852
Vehicle owner's liability – voluntary	179,768,872	-	179,768,872
Water transport owner's liability– voluntary	1,962,790,000	(1,907,029,964)	55,760,036
Medical – voluntary	49,978,065	-	49,978,065
Air transport owner's liability – voluntary	69,506,545	-	69,506,545
Cargo – voluntary	27,549,381	(5,779,441)	21,769,940
Water transport – voluntary	17,766,201	-	17,766,201
Air transport – voluntary	42,745,836	-	42,745,836
Life insurance – voluntary	105,534,987	-	105,534,987
Other voluntary	167,241,894	-	167,241,894
Civil liability of a carrier to passengers - obligatory	2,894,953,110	-	2,894,953,110
Employer's liability- obligatory	864,800,443	-	864,800,443
Other obligatory	58,999,934	-	58,999,934
<b>Total</b>	<b>10,859,273,413</b>	<b>(2,699,929,832)</b>	<b>8,159,343,581</b>

The key concentrations identified as at 31 December 2019 are:

Type of insurance	Gross insured amount '000 KZT	Reinsurance amount '000 KZT	Net retention (after reinsurance) '000 KZT
Property – voluntary	3,970,165,597	(1,278,725,521)	2,691,440,076
Civil liability – voluntary	633,499,500	(64,295,119)	569,204,381
Motor transport – voluntary	384,156,760	-	384,156,760
Accident – voluntary	354,427,180	-	354,427,180
Vehicle owner's liability – voluntary	172,787,213	-	172,787,213
Water transport owner's liability– voluntary	7,873,013,491	(7,782,154,854)	90,858,637
Medical – voluntary	59,794,434	-	59,794,434
Air transport owner's liability – voluntary	49,990,313	-	49,990,313
Cargo – voluntary	30,310,723	-	30,310,723
Water transport – voluntary	32,148,046	(14,356,611)	17,791,435
Air transport – voluntary	5,589,143	-	5,589,143
Life insurance – voluntary	45,363,626	-	45,363,626
Other voluntary	153,258,540	(1,254,503)	152,004,037
Civil liability of a carrier to passengers - obligatory	2,785,834,118	-	2,785,834,118
Employer's liability- obligatory	514,520,232	-	514,520,232
Other obligatory	54,144,429	-	54,144,429
<b>Total</b>	<b>17,119,003,345</b>	<b>(9,140,786,608)</b>	<b>7,978,216,737</b>

**(ii) Exposure by countries**

The Group is exposed to risks by the following countries other than the Republic of Kazakhstan as at 31 December 2020:

Country	Gross insured amount '000 KZT	Reinsurance amount '000 KZT	Net retention (after reinsurance) '000 KZT
The United States	303,575,325	-	303,575,325
India	129,964,334	-	129,964,334
The United Kingdom	104,645,583	-	104,645,583
Slovenia	91,704,074	-	91,704,074
Switzerland	60,901,993	-	60,901,993
Taiwan	60,687,944	-	60,687,944
The Russian Federation	56,194,433	-	56,194,433
Bermudas	45,384,552	-	45,384,552
Singapore	42,748,201	-	42,748,201
Turkey	5,739,300	-	5,739,300
China	2,872,344	-	2,872,344
Uzbekistan	711,054	-	711,054
Other countries	297,038,656	-	297,038,656
<b>Total exposure (excluding the Republic of Kazakhstan)</b>	<b>1,202,167,793</b>	<b>-</b>	<b>1,202,167,793</b>
Kazakhstan	9,657,105,620	(2,699,929,832)	6,957,175,788
<b>Total</b>	<b>10,859,273,413</b>	<b>(2,699,929,832)</b>	<b>8,159,343,581</b>

The Group is exposed to risks by the following countries other than the Republic of Kazakhstan as at 31 December 2019:

Country	Gross insured amount '000 KZT	Reinsurance amount '000 KZT	Net retention (after reinsurance) '000 KZT
Germany	473,247,669	(448,721,291)	24,526,378
The United States	156,582,553	-	156,582,553
The United Kingdom	146,863,228	-	146,863,228
India	134,405,208	-	134,405,208
The Russian Federation	59,550,807	-	59,550,807
Switzerland	45,526,835	-	45,526,835
China	44,809,317	-	44,809,317
Taiwan	44,385,886	-	44,385,886
Bermudas	39,492,923	-	39,492,923
Slovenia	30,840,359	-	30,840,359
Singapore	16,803,420	-	16,803,420
Turkey	3,894,925	-	3,894,925
Uzbekistan	1,264,097	-	1,264,097
Other countries	290,588,774	-	290,588,774
<b>Total exposure (excluding the Republic of Kazakhstan)</b>	<b>1,488,256,001</b>	<b>(448,721,291)</b>	<b>1,039,534,710</b>
Kazakhstan	15,630,747,344	(8,692,065,317)	6,938,682,027
<b>Total</b>	<b>17,119,003,345</b>	<b>(9,140,786,608)</b>	<b>7,978,216,737</b>

**(iii) Exposure to catastrophic events**

The greatest likelihood of significant losses to the Group arises from catastrophic events, such as earthquake damage, resulting from an earthquake in Almaty. The Group does not possess catastrophe modelling techniques and the software enabling the modelling of Probable Maximum Loss (PML). However, the Group made an estimate of its losses and believes they will not exceed 10% of total liability under valid insurance contracts for the property located in Almaty city.

The key concentrations identified as at 31 December 2020 are:

<b>Catastrophic events</b>	<b>Gross insured amount '000 KZT</b>	<b>Estimated PML (before reinsurance) '000 KZT</b>	<b>Net retention (after reinsurance) '000 KZT</b>
Almaty earthquake with magnitude exceeding seven points under Richter scale	400,365,451	36,023,289	10,897,130

The key concentrations identified as at 31 December 2019 are:

<b>Catastrophic events</b>	<b>Total insured amount '000 KZT</b>	<b>Estimated PML (before reinsurance) '000 KZT</b>	<b>Net retention (after reinsurance) '000 KZT</b>
Almaty earthquake with magnitude exceeding seven points under Richter scale	384,378,096	34,594,029	10,551,179

**(e) Claims development**

The Group uses statistical methods for insurance contract provisioning. Uncertainty about the amount and timing of claims payment for all insurance contracts, except employer's civil liability, is typically resolved within one year.

While the information in the table provides a historical perspective on the adequacy of unpaid claims estimates established in previous years, users of these consolidated financial statements are cautioned against extrapolating redundancies or deficiencies of the past on current unpaid loss balances. The Group believes that the estimate of total claims outstanding as of the end of 2020 is adequate. However, due to the inherent uncertainties in the reserving process, it cannot be assured that such balances will ultimately prove to be adequate.

**Analysis of claims development (gross) – total**

	Accident year							Total	
	2013	2014	2015	2016	2017	2018	2019		2020
<b>'000 KZT</b>									
<b>Estimate of cumulative claims</b>									
At the end of the accident year	18,238,580	37,630,915	30,035,409	18,542,646	31,365,755	34,499,203	37,238,926	40,994,585	248,546,019
- one year later	15,038,944	40,275,797	26,323,879	17,720,010	39,127,306	33,737,387	34,898,874	-	207,122,197
- two years later	17,006,262	57,721,969	26,066,461	15,805,837	38,065,802	34,870,732	-	-	189,537,063
- three years later	16,320,938	57,465,863	24,118,674	13,979,245	38,251,901	-	-	-	150,136,621
- four years later	15,953,502	49,662,875	22,414,597	13,931,040	-	-	-	-	101,962,014
- five years later	16,003,714	34,159,226	22,393,907	-	-	-	-	-	72,556,847
- six years later	15,608,835	35,304,632	-	-	-	-	-	-	50,913,467
- seven years later	15,922,625	-	-	-	-	-	-	-	15,922,625
<b>Estimate of cumulative claims as at 31 December 2020</b>	<b>15,922,625</b>	<b>35,304,632</b>	<b>22,393,907</b>	<b>13,931,040</b>	<b>38,251,901</b>	<b>34,870,732</b>	<b>34,898,874</b>	<b>40,994,585</b>	<b>236,568,296</b>
Cumulative payments as at 31 December 2020	(15,035,487)	(33,165,800)	(21,229,605)	(12,677,405)	(31,144,131)	(27,170,846)	(19,523,143)	(10,745,580)	(170,691,997)
Gross outstanding claims liabilities for insured events occurred before 2013	-	-	-	-	-	-	-	-	297,329
<b>Gross outstanding claims liabilities as at 31 December 2020</b>	<b>887,138</b>	<b>2,138,832</b>	<b>1,164,302</b>	<b>1,253,635</b>	<b>7,107,770</b>	<b>7,699,886</b>	<b>15,375,731</b>	<b>30,249,005</b>	<b>66,173,628</b>
<b>Estimate of cumulative claims as 31 December 2019</b>	<b>15,608,835</b>	<b>34,159,226</b>	<b>22,414,597</b>	<b>13,979,245</b>	<b>38,065,802</b>	<b>33,737,387</b>	<b>37,238,926</b>	-	<b>195,204,018</b>
Cumulative payments as at 31 December 2019	(14,918,290)	(32,359,616)	(20,846,012)	(12,485,668)	(27,748,828)	(22,095,166)	(11,957,526)	-	(142,411,106)
Gross outstanding claims liabilities for insured events occurred before 2013	-	-	-	-	-	-	-	-	432,848
<b>Gross outstanding claims liabilities as at 31 December 2019</b>	<b>690,545</b>	<b>1,799,610</b>	<b>1,568,585</b>	<b>1,493,577</b>	<b>10,316,974</b>	<b>11,642,221</b>	<b>25,281,400</b>	-	<b>53,225,760</b>

## 5 Premiums

	Obligatory insurance			Voluntary insurance								
	Employer's liability	Vehicle owner's liability	Other obligatory	Property	Medical	Air/Water/Motor transport	Accident	General insurance	Life insurance	Pension annuity	Other voluntary	Total
2020 '000 KZT	5,478,998	17,314,610	890,571	60,293,212	3,526,660	9,419,441	4,178,317	1,263,960	3,796,578	9,852,969	1,010,316	117,025,632
Gross premiums written												
Change in the gross provision for unearned premiums	(656,976)	(2,920,891)	(33,340)	(4,948,390)	(26,433)	(845,291)	528,503	3,146,549	-	-	228,153	(5,528,116)
<b>Gross earned insurance premiums</b>	<b>4,822,022</b>	<b>14,393,719</b>	<b>857,231</b>	<b>55,344,822</b>	<b>3,500,227</b>	<b>8,574,150</b>	<b>4,706,820</b>	<b>4,410,509</b>	<b>3,796,578</b>	<b>9,852,969</b>	<b>1,238,499</b>	<b>111,497,516</b>
Less: written premiums ceded to reinsurers	-	-	-	(3,987,498)	-	(183,271)	-	(187,067)	-	-	(9,962)	(4,367,798)
Reinsurers' share of change in the gross provision for unearned premiums	-	-	-	(181,208)	-	(58,083)	-	(22,051)	-	-	487	(260,855)
<b>Earned premiums ceded to reinsurers</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(4,168,706)</b>	<b>-</b>	<b>(241,354)</b>	<b>-</b>	<b>(209,118)</b>	<b>-</b>	<b>-</b>	<b>(9,475)</b>	<b>(4,628,653)</b>
<b>Net earned insurance premiums</b>	<b>4,822,022</b>	<b>14,393,719</b>	<b>857,231</b>	<b>51,176,116</b>	<b>3,500,227</b>	<b>8,332,796</b>	<b>4,706,820</b>	<b>4,201,391</b>	<b>3,796,578</b>	<b>9,852,969</b>	<b>1,228,994</b>	<b>106,868,863</b>

In 2020, gross premiums written comprised of KZT 73,174,390 thousand were recognised from direct insurance contracts and KZT 43,851,242 thousand from inward reinsurance contracts (2019: KZT 59,274,694 thousand and KZT 33,083,760 thousand, respectively).

	Obligatory insurance				Voluntary insurance							Total
	Employer's liability	Vehicle owner's liability	Other obligatory	Property	Medical	Air/Water/Motor transport	Accident	General insurance	Life insurance	Pension annuity	Other voluntary	
<b>2019 '000 KZT</b>												
Gross premiums written	3,886,251	13,203,234	908,696	46,431,229	4,135,498	8,383,324	5,973,231	7,039,018	542,473	157,208	1,698,292	92,358,454
Change in the gross provision for unearned premiums	(549,215)	(1,335,357)	(178,487)	(4,055,131)	4,047	(943,783)	(2,948,855)	(1,868,335)	-	-	(260,881)	(12,135,997)
<b>Gross earned insurance premiums</b>	<b>3,337,036</b>	<b>11,867,877</b>	<b>730,209</b>	<b>42,376,098</b>	<b>4,139,545</b>	<b>7,439,541</b>	<b>3,024,376</b>	<b>5,170,683</b>	<b>542,473</b>	<b>157,208</b>	<b>1,437,411</b>	<b>80,222,457</b>
Less: written premiums ceded to reinsurers	-	-	-	(3,843,165)	-	(394,070)	-	(273,635)	-	-	(1,756)	(4,512,626)
Reinsurers' share of change in the gross provision for unearned premiums	(189)	-	-	(761,299)	-	3,543	-	(2,295)	-	-	(16,097)	(776,337)
<b>Earned premiums ceded to reinsurers</b>	<b>(189)</b>	<b>-</b>	<b>-</b>	<b>(4,604,464)</b>	<b>-</b>	<b>(390,527)</b>	<b>-</b>	<b>(275,930)</b>	<b>-</b>	<b>-</b>	<b>(17,853)</b>	<b>(5,288,963)</b>
<b>Net earned insurance premiums</b>	<b>3,336,847</b>	<b>11,867,877</b>	<b>730,209</b>	<b>37,771,634</b>	<b>4,139,545</b>	<b>7,049,014</b>	<b>3,024,376</b>	<b>4,894,753</b>	<b>542,473</b>	<b>157,208</b>	<b>1,419,558</b>	<b>74,933,494</b>

## 6 Claims incurred including change in provision for non-incurred claims

	Obligatory insurance				Voluntary insurance							
	Employer's liability	Vehicle owner's liability	Other obligatory	Property	Medical	Air/Water/Motor transport	Accident	General insurance	Life insurance	Pension annuity	Other voluntary	Total
2020 '000 KZT												
Claims paid	392,495	7,365,936	50,534	16,210,020	2,300,301	1,436,469	503,712	397,730	10,149	185,248	82,553	28,935,147
Reinsurers' share in insurance claims paid	-	(180,295)	-	(220,181)	-	(65,010)	-	-	-	-	(4,219)	(469,705)
<b>Claims paid, net of reinsurance</b>	<b>392,495</b>	<b>7,185,641</b>	<b>50,534</b>	<b>15,989,839</b>	<b>2,300,301</b>	<b>1,371,459</b>	<b>503,712</b>	<b>397,730</b>	<b>10,149</b>	<b>185,248</b>	<b>78,334</b>	<b>28,465,442</b>
Change in provision for incurred but not reported claims	306,885	1,070,863	2,506	3,659,783	(30,329)	27,011	43,277	(289,259)	162,716	-	(445,018)	4,508,435
Change in provision for reported but not settled claims	(156,490)	274,124	234,911	8,929,078	7,634	(688,462)	(501,357)	286,442	33,910	-	19,643	8,439,433
Changes in provision for non-incurred claims	-	-	-	-	-	-	-	-	2,226,958	9,663,177	248,248	12,138,383
Change in reinsurers' share in insurance contract provisions	-	-	-	1,647,455	-	11,135	-	3,958	-	-	(9,900)	1,652,648
<b>Change in net reinsurance contract provisions</b>	<b>150,395</b>	<b>1,344,987</b>	<b>237,417</b>	<b>14,236,316</b>	<b>(22,695)</b>	<b>(650,316)</b>	<b>(458,080)</b>	<b>1,141</b>	<b>2,423,584</b>	<b>9,663,177</b>	<b>(187,027)</b>	<b>26,738,899</b>
<b>Claims incurred including change in provision for non-incurred claims, net</b>	<b>542,890</b>	<b>8,530,628</b>	<b>287,951</b>	<b>30,226,155</b>	<b>2,277,606</b>	<b>721,143</b>	<b>45,632</b>	<b>398,871</b>	<b>2,433,733</b>	<b>9,848,425</b>	<b>(108,693)</b>	<b>55,204,341</b>



	Obligatory insurance			Voluntary insurance								
	Employer's liability	Vehicle owner's liability	Other obligatory	Property	Medical	Air/Water/Motor transport	Accident	General insurance	Life insurance	Pension annuity	Other voluntary	Total
2019 '000 KZT	496,409	6,696,980	46,222	28,013,798	2,869,448	1,707,445	68,427	1,268,032	-	1,214	573,094	41,741,069
Reinsurers' share in insurance claims paid	-	(72,629)	-	(8,337,733)	-	(58,837)	-	-	-	-	(18,188)	(8,487,387)
<b>Claims paid, net of reinsurance</b>	<b>496,409</b>	<b>6,624,351</b>	<b>46,222</b>	<b>19,676,065</b>	<b>2,869,448</b>	<b>1,648,608</b>	<b>68,427</b>	<b>1,268,032</b>	<b>-</b>	<b>1,214</b>	<b>554,906</b>	<b>33,253,682</b>
Change in provision for incurred but not reported claims	651,070	83,146	16,790	(914,066)	15,625	(46,006)	63,344	217,262	27,124	-	387,980	502,269
Change in provision for reported but not settled claims	(560,309)	532,623	146,153	(23,272,136)*	2,931	537,659	557,393	(1,316,837)	-	-	(2,548,226)*	(25,920,749)
Changes in provision for non-incurred claims	-	-	-	-	-	-	-	-	459,517	153,514	23,648	636,679
Change in reinsurers' share in insurance contract provisions	-	-	-	22,441,838*	-	(66,923)	-	4,131	-	-	2,595	22,381,641
<b>Change in net reinsurance contract provisions</b>	<b>90,761</b>	<b>615,769</b>	<b>162,943</b>	<b>(1,744,364)</b>	<b>18,556</b>	<b>424,730</b>	<b>620,737</b>	<b>(1,095,444)</b>	<b>486,641</b>	<b>153,514</b>	<b>(2,134,003)</b>	<b>(2,400,160)</b>
<b>Claims incurred including change in provision for non-incurred claims, net</b>	<b>587,170</b>	<b>7,240,120</b>	<b>209,165</b>	<b>17,931,701</b>	<b>2,888,004</b>	<b>2,073,338</b>	<b>689,164</b>	<b>172,588</b>	<b>486,641</b>	<b>154,728</b>	<b>(1,579,097)</b>	<b>30,853,522</b>

\*In 2014, two major insured events occurred in voluntary insurance of property under the contracts with TNC Kazchrome JSC. Based on information from insurance adjusters, as at 31 December 2018 the Group recognised provision for claims reported but not settled of KZT 23,794,944 thousand. As at 31 December 2018 the Group recognised reinsurer's share in those claims of KZT 22,870,868 thousand. During 2019, these claims were settled in full and the amount of insurance claims of KZT 8,419,067 thousand was paid. Reinsurer's share in the insurance claims amounted to KZT 8,334,877 thousand.

\*\*During 2019, the Group wrote off provision for claims reported but not settled for loan insurance of KZT 2,574,613 thousand as the borrower discharged its obligations to the policyholder.

## 7 Net finance income

	2020 '000 KZT	2019 '000 KZT
<b>Finance income</b>		
Interest income from:		
- held-to maturity investments	16,890,062	14,846,788
- deposits and balances with banks	564,785	1,315,113
- reverse repurchase agreements	641,781	55,512
Net realised gain from sale of available-for-sale financial assets	-	1,246
Dividend income	173,140	19,601
Other finance income	7,358	-
	<b>18,277,126</b>	<b>16,238,260</b>
<b>Finance costs</b>		
Interest expense on:		
- accounts payable under repurchase agreements	(487,254)	(40,472)
	<b>(487,254)</b>	<b>(40,472)</b>
	<b>17,789,872</b>	<b>16,197,788</b>

## 8 Net fee and commission expense

	2020 '000 KZT	2019 '000 KZT
<b>Fee and commission income</b>		
Property	157,966	127,107
Water transport	1,320	14,644
General liability	9,764	3,745
Other	532	172
	<b>169,582</b>	<b>145,668</b>
<b>Fee and commission expense</b>		
<i>Obligatory insurance</i>		
Vehicle owner's liability	(2,881,497)	(2,000,145)
Employer's liability	(991,165)	(516,025)
Other obligatory insurance	(210,734)	(108,330)
<i>Voluntary insurance</i>		
Property	(4,884,414)	(3,256,730)
Accident	(2,403,449)	(1,006,218)
Life insurance	(1,159,342)	(49,278)
Air/Water/Motor Transport	(349,086)	(365,902)
Medical	(111,534)	(175,013)
Other voluntary	(3,258,343)	(3,772,581)
	<b>(16,249,564)</b>	<b>(11,250,222)</b>
	<b>(16,079,982)</b>	<b>(11,104,554)</b>
	2020 '000 KZT	2019 '000 KZT
Deferred acquisition costs at the beginning of the year	9,657,689	3,994,800
Amortisation of deferred acquisition costs for the year	(16,249,564)	(11,250,222)
Fee and commission expense under insurance contracts concluded in a year	18,404,471	17,549,119
Termination	(1,038,258)	(636,008)
<b>Deferred acquisition costs at the end of the year</b>	<b>10,774,338</b>	<b>9,657,689</b>

## 9 Charge of impairment loss

	<b>2020</b>	<b>2019</b>
	<b>'000 KZT</b>	<b>'000 KZT</b>
Held-to-maturity investments (Note 15)	199,157	252
Insurance and reinsurance receivables (Note 18)	(158,764)	(29,413)
Other assets (Note 20)	(96,089)	(40,230)
	<b>(55,696)</b>	<b>(69,391)</b>

## 10 General administrative expenses

	<b>2020</b>	<b>2019</b>
	<b>'000 KZT</b>	<b>'000 KZT</b>
Wages and salaries	8,730,223	8,228,211
Expenses on insurance development*	7,184,595	3,021,561
Other taxes and duties	1,288,615	938,225
Depreciation and amortisation	544,135	436,461
Communication services	275,504	161,748
Lease	268,926	242,579
Administrative expenses	252,844	172,608
Advertising	178,506	35,479
Tantieme	112,643	349,903
Consulting and professional services	104,087	134,818
Bank commissions	94,295	83,088
Security	91,531	82,794
Utilities	49,352	42,682
Repair and maintenance	39,455	109,034
Business travel expenses	21,478	74,736
Other	683,063	459,231
	<b>19,919,252</b>	<b>14,573,158</b>

\* Expenses on insurance development comprise expenses paid for marketing activities on certain products to individuals hired on contract basis.

## 11 Income tax expense

	<b>2020</b>	<b>2019</b>
	<b>'000 KZT</b>	<b>'000 KZT</b>
Current year tax expense	(6,529,109)	(4,356,531)
Current income tax (underprovided) / overprovided in prior reporting periods	(30,140)	48,554
<b>Total current income tax</b>	<b>(6,559,249)</b>	<b>(4,307,977)</b>
Movement in deferred tax liabilities/ assets due to origination and reversal of temporary differences and movement in loss allowance	(93,693)	(364,574)
<b>Total income tax expense</b>	<b>(6,652,942)</b>	<b>(4,672,551)</b>

In 2020, the applicable tax rate for current and deferred tax is 20% (2019: 20%).

**Reconciliation of effective tax rate for the year ended 31 December:**

	2020		2019	
	'000 KZT	%	'000 KZT	%
<b>Profit before income tax</b>	<b>46,728,992</b>	<b>100</b>	<b>34,398,122</b>	<b>100</b>
Income tax at the applicable tax rate	(9,345,798)	(20.0)	(6,879,624)	(20.0)
Tax exempt income from financial assets available for sale and investments held to maturity	3,185,552	6.8	2,464,896	7.2
Income tax underprovided/ overprovided in prior periods	(30,140)	(0.1)	48,554	0.1
Other non-deductible expenses	(462,556)	(1.0)	(306,377)	(0.9)
	<b>(6,652,942)</b>	<b>(14.2)</b>	<b>(4,672,551)</b>	<b>(13.6)</b>

**Deferred tax assets and liabilities**

Temporary differences between the carrying amounts of assets and liabilities for financial reporting purposes and the amounts used for taxation purposes give rise to deferred tax liabilities as at 31 December 2020 and 31 December 2019.

The deductible temporary differences do not expire under current tax legislation.

Movements in temporary differences for the year ended 31 December 2020 are presented as follows:

'000 KZT	Balance 1 January 2020	Recognised in profit or loss	Recognised in equity	Balance at 31 December 2020
Insurance and reinsurance receivables	7,091	(6,885)	-	206
Property, plant and equipment and intangible assets	(391,807)	(78,701)	-	(470,508)
Taxes other than income tax	18,446	(4,365)	-	14,081
Other liabilities	60,503	(4,817)	-	55,686
Accounts payable	-	1,075	-	1,075
Available-for-sale financial assets	-	-	(566,649)	(566,649)
	<b>(305,767)</b>	<b>(93,693)</b>	<b>(566,649)</b>	<b>(966,109)</b>

Movements in temporary differences for the year ended 31 December 2019 are presented as follows:

'000 KZT	Balance 1 January 2019	Recognised in profit or loss	Balance at 31 December 2019
Insurance and reinsurance receivables	11,058	(3,967)	7,091
Property, plant and equipment and intangible assets	(8,018)	(383,789)	(391,807)
Taxes other than income tax	11,709	6,737	18,446
Other liabilities	44,058	16,445	60,503
	<b>58,807</b>	<b>(364,574)</b>	<b>(305,767)</b>

## 12 Cash and cash equivalents

	2020 '000 KZT	2019 '000 KZT
<b>Cash on hand</b>	<b>2,871</b>	<b>964</b>
<b>Cash in transit</b>	<b>6,774</b>	<b>1,857</b>
<b>Current accounts and demand deposits with banks</b>		
<i>Kazakhstan banks</i>		
Rated from Ba3 to Baa1	4,266	3,789
Rated from B3 to B1	1,839,479	325,062
<b>Total current accounts and demand deposits with banks</b>	<b>1,843,745</b>	<b>328,851</b>
Reverse repurchase agreements (reverse repo) with original maturity of less than three months - not credit rated	5,099,832	3,328,132
<b>Total cash and cash equivalents</b>	<b>6,953,222</b>	<b>3,659,804</b>

The above table is based on the credit ratings assigned by Moody's or other agencies converted into Moody's scale.

None of cash and cash equivalents are impaired or past due.

During 2020 and 2019 the Group entered into reverse repurchase agreements at Kazakhstan Stock Exchange. The subject-matter of such agreements was ordinary shares of Kcell JSC, Kazakhtelecom JSC and the National Atomic Company Kazatomprom JSC (2019: ordinary shares of Kcell JSC and KEGOC JSC) with fair value of KZT 5,132,949 thousand (2019: KZT 4,854,377 thousand).

As at 31 December 2020 and 31 December 2019 the Group has no balances on current accounts and demand deposits with banks whose balances exceed 10% of total cash and cash equivalents.

### 13 Deposits and balances with banks

	2020 '000 KZT	2019 '000 KZT
<b>Loans and deposits</b>		
<i>Kazakhstan banks</i>		
Rated from Baa1 to Baa3	1,469	11,630
Rated from Ba1 to Ba3	1,018	19,300
Rated from B1 to B3	11,258,892	8,456,715
	<b>11,261,379</b>	<b>8,487,645</b>

The above table is based on the credit ratings assigned by Moody's or other agencies converted into Moody's scale.

As at 31 December 2020, the annual effective interest rates on placements with banks ranged from 1.5 % to 11.2% per annum (31 December 2019: from 1.5 % to 11.2%).

As at 31 December 2020, the Group has placements with one bank (31 December 2019: with one bank), whose balances exceed 10% of total placements with banks. The gross value of these balances as at 31 December 2020 is KZT 11,258,892 thousand (2019: KZT 8,456,715 thousand).

### 14 Available-for-sale financial assets

	2020 '000 KZT	2019 '000 KZT
<b>Neither past due nor impaired equity instruments of foreign corporations and international financial organisations</b>		
Shares of BAYER AG	553,963	695,302
Shares of APPLE INC	18,772,486	-
Shares of AIRBUS SE	10,763,409	-
Shares of JOHNSON&JOHNSON	8,880,843	-
<b>Total equity instruments of foreign corporations and international financial organisations</b>	<b>38,970,701</b>	<b>695,302</b>
<b>Equity financial instruments</b>		
Shares of Insurance Payments Guarantee Fund JSC	18,911	18,911
<b>Total equity instruments</b>	<b>18,911</b>	<b>18,911</b>
	<b>38,989,612</b>	<b>714,213</b>

Shares of Insurance Payments Guarantee Fund JSC stated at cost and classified as available-for-sale investments comprise unquoted equity securities with a carrying value of KZT 18,911 thousand (31 December 2019; KZT 18,911 thousand). There is no market for these investments and there have not been any recent transactions that provide reliable evidence of their current fair value.

## 15 Held-to-maturity investments

	2020 '000 KZT	2019 '000 KZT
<b>Neither past due nor impaired</b>		
<b>Government bonds of the Republic of Kazakhstan</b>		
- rated Baa3		
- pledged under sale and repurchase agreements	5,812,959	3,513,752
- held by the Group	100,767,630	71,163,430
<b>Government bonds of foreign states</b>		
- rated from Aa1 to Aa3	-	4,419,391
<b>Total Government bonds</b>	<b>106,580,589</b>	<b>79,096,573</b>
<b>Bonds of foreign corporations and international financial organisations</b>		
Rated Aaa	30,315,670	18,662,623
Rated from Aa1 to Aa3	1,374,168	-
Rated from A1 to A3	16,118,943	15,909,461
Rated from Baa1 to Baa3	8,793,241	18,371,312
<b>Total bonds of foreign corporations and international financial organisations</b>	<b>56,602,022</b>	<b>52,943,396</b>
<b>Bonds of Kazakhstan banks</b>		
Rated from Baa1 to Baa3	11,211,682	10,208,424
Rated from Ba1 to Ba3	13,186,970	13,598,036
Rated from B1 to B3	10,692,793	22,729,023
<b>Total bonds of Kazakhstan banks</b>	<b>35,091,445</b>	<b>46,535,483</b>
<b>Corporate bonds of Kazakhstan companies</b>		
Rated from Baa1 to Baa3	35,082,511	32,422,383
Rated from Ba1 to Ba3	505,283	509,477
Not rated	200,758	-
<b>Total corporate bonds of Kazakhstan companies</b>	<b>35,788,552</b>	<b>32,931,860</b>
<b>Discount notes of the National Bank of the Republic of Kazakhstan</b>		
Rated Baa3	1,570,948	-
<b>Total discount notes of the National Bank of the Republic of Kazakhstan</b>	<b>1,570,948</b>	<b>-</b>
<b>Overdue or impaired bonds</b>		
Corporate bonds of Kazakhstan companies	-	199,157
Impairment loss allowance	-	(199,157)
<b>Total overdue or impaired bonds, net</b>	<b>-</b>	<b>-</b>
	<b>235,633,556</b>	<b>211,507,312</b>

The above table is based on the credit ratings assigned by Moody's or other agencies converted into Moody's scale.

As at 31 December 2020 the Group held financial instruments of 1 issuer (2019: 1 issuer) whose balance accounts for more than 10% of total held-to-maturity investments. The total gross value of these balances as at 31 December 2020 is KZT 106,580,589 thousand (2019: KZT 74,677,182 thousand).

Movements in the impairment allowance for held-to maturity investments for the years ended 31 December are as follows:

	2020 '000 KZT	2019 '000 KZT
Balance at the beginning of the year	(199,157)	(199,409)
Net reversal	199,157	252
<b>Balance at the end of the year</b>	<b>-</b>	<b>(199,157)</b>

As at 31 December 2020, the annual effective interest rates generated by held-to maturity investments ranged from 3.88% to 11.85% per annum (31 December 2019: from 1.08% to 11.3% per annum). As at 31 December 2020, the maturity of the held-to-maturity investments varies from January 2021 to October 2048 (31 December 2019: from March 2020 to October 2048).

## 16 Investment property

'000 KZT	<u>Land plots and buildings</u>
<b>Cost</b>	
Balance at 1 January 2020	4,891,682
Transfer from property, plant and equipment	139,172
Transfer to assets held for sale (Note 20)	(130,000)
Disposals	(58,000)
<b>Balance at 31 December 2020</b>	<b><u>4,842,854</u></b>
<b>Depreciation</b>	
Balance at 1 January 2020	(161,012)
Depreciation charge for the year	(68,640)
Transfer from property, plant and equipment	(23,091)
Disposals	25,481
<b>Balance at 31 December 2020</b>	<b><u>(227,262)</u></b>
<b>Carrying amount</b>	
<b>As at 31 December 2020</b>	<b><u>4,615,592</u></b>
<b>Cost</b>	
Balance at 1 January 2019	2,987,206
Additions	1,904,476
<b>Balance at 31 December 2019</b>	<b><u>4,891,682</u></b>
<b>Depreciation</b>	
Balance at 1 January 2019	(104,649)
Depreciation charge for the year	(56,363)
<b>Balance at 31 December 2019</b>	<b><u>(161,012)</u></b>
<b>Carrying amount</b>	
<b>As at 31 December 2019</b>	<b><u>4,730,670</u></b>

As at 31 December 2020 and 31 December 2019 the carrying value of investment property approximates to its fair value. In 2020 and 2019, the Group performed an internal valuation of investment property. The market approach was used to perform assessment of fair value. The market approach is based on an analysis of the results of comparable sales of similar properties. The fair value of investment property is categorised into Level 3 of the fair value hierarchy.

## 17 Property, plant and equipment and intangible assets

	Land plots and buildings	Computers and office equipment	Vehicles	Construction-in-progress	Other property, plant and equipment	Intangible assets	Total
<b>'000 KZT</b>							
<i>Cost</i>							
Balance at 1 January 2020	3,304,435	780,132	371,023	-	1,280,497	378,254	6,114,341
Additions	-	116,679	94,504	204,307	164,799	66,536	646,825
Reclassification	107,609	32,276	-	(184,592)	44,707	-	-
Transfers to investment property	(119,457)	-	-	(19,715)	-	-	(139,172)
Disposals	-	(17,848)	(78,114)	-	(5,618)	-	(101,580)
<b>Balance at 31 December 2020</b>	<b>3,292,587</b>	<b>911,239</b>	<b>387,413</b>	<b>-</b>	<b>1,484,385</b>	<b>444,790</b>	<b>6,520,414</b>
<i>Depreciation</i>							
Balance at 1 January 2020	(219,797)	(369,228)	(214,127)	-	(452,808)	(177,210)	(1,433,170)
Depreciation charge for the year	(58,017)	(102,010)	(73,877)	-	(175,433)	(66,158)	(475,495)
Transfers to investment property	23,091	-	-	-	-	-	23,091
Disposals	-	9,897	78,114	-	4,982	-	92,993
<b>Balance at 31 December 2020</b>	<b>(254,723)</b>	<b>(461,341)</b>	<b>(209,890)</b>	<b>-</b>	<b>(623,259)</b>	<b>(243,368)</b>	<b>(1,792,581)</b>
<i>Carrying amount</i>							
<b>At 31 December 2020</b>	<b>3,037,864</b>	<b>449,898</b>	<b>177,523</b>	<b>-</b>	<b>861,126</b>	<b>201,422</b>	<b>4,727,833</b>
<i>Cost</i>							
Balance at 1 January 2019	3,304,078	572,851	301,413	-	1,126,040	246,026	5,550,408
Additions	-	134,899	103,788	82,747	153,728	136,701	611,863
Reclassification	357	76,088	-	(82,747)	6,302	-	-
Disposals	-	(3,706)	(34,178)	-	(5,573)	(4,473)	(47,930)
<b>Balance at 31 December 2019</b>	<b>3,304,435</b>	<b>780,132</b>	<b>371,023</b>	<b>-</b>	<b>1,280,497</b>	<b>378,254</b>	<b>6,114,341</b>
<i>Depreciation</i>							
Balance at 1 January 2019	(157,201)	(297,275)	(195,783)	-	(315,178)	(128,227)	(1,093,664)
Depreciation charge for the year	(62,596)	(72,824)	(52,522)	-	(143,033)	(49,123)	(380,098)
Disposals	-	871	34,178	-	5,403	140	40,592
<b>Balance at 31 December 2019</b>	<b>(219,797)</b>	<b>(369,228)</b>	<b>(214,127)</b>	<b>-</b>	<b>(452,808)</b>	<b>(177,210)</b>	<b>(1,433,170)</b>
<i>Carrying amount</i>							
<b>At 31 December 2019</b>	<b>3,084,638</b>	<b>410,904</b>	<b>156,896</b>	<b>-</b>	<b>827,689</b>	<b>201,044</b>	<b>4,681,171</b>



## 18 Insurance and reinsurance receivables

	2020 '000 KZT	2019 '000 KZT
Amounts due from policyholders	3,325,527	1,923,817
Amounts due from reinsurers	10,876,035	8,024,618
	<b>14,201,562</b>	<b>9,948,435</b>
Impairment loss allowance	(217,705)	(71,817)
	<b>13,983,857</b>	<b>9,876,618</b>

As at 31 December 2020 and 31 December 2019 the Group had three reinsurers, whose balances of receivables exceeded 10% of total insurance and reinsurance receivables. The gross value of these balances as at 31 December 2020 is KZT 4,650,467 thousand (31 December 2019: KZT 3,493,012 thousand).

Movements in the impairment allowance on insurance and reinsurance receivables for the years ended 31 December are as follows:

	2020 '000 KZT	2019 '000 KZT
Balance at the beginning of the year	(71,817)	(55,288)
Net charge	(158,764)	(29,413)
Write-offs	12,876	12,884
<b>Balance at the end of the year</b>	<b>(217,705)</b>	<b>(71,817)</b>

### Credit quality of insurance and reinsurance receivables

The following table provides information on the credit quality of insurance and reinsurance receivables as at 31 December 2020:

31 December 2020	Gross receivables '000 KZT	Impairment allowance '000 KZT	Net receivables '000 KZT	Impairment allowance for gross receivables %
<b>Amounts due from policyholders</b>				
Not overdue	2,635,895	-	2,635,895	-
Overdue or impaired:				
- overdue less than 90 days	406,811	-	406,811	-
- overdue more than 90 days and less than 1 year	244,206	(115,371)	128,835	42%
- overdue more than 1 year	38,615	(38,615)	-	100%
<b>Total overdue or impaired receivables due from policyholders</b>	<b>689,632</b>	<b>(153,986)</b>	<b>535,646</b>	<b>22%</b>
<b>Total amounts due from policyholders</b>	<b>3,325,527</b>	<b>(153,986)</b>	<b>3,171,541</b>	<b>4.6%</b>

31 December 2020	Gross receivables '000 KZT	Impairment allowance '000 KZT	Net receivables '000 KZT	Impairment allowance for gross receivables %
<b>Amounts due from reinsurers</b>				
Not overdue	10,541,728	-	10,541,728	-
Overdue or impaired:				
- overdue less than 90 days	270,525	-	270,525	-
- overdue more than 90 days and less than 1 year	63	-	63	-
- overdue more than 1 year	63,719	(63,719)	-	100%
Total overdue or impaired receivables from reinsurers	<u>334,307</u>	<u>(63,719)</u>	<u>270,588</u>	<u>19%</u>
<b>Total amounts due from reinsurers</b>	<u>10,876,035</u>	<u>(63,719)</u>	<u>10,812,316</u>	<u>0,6%</u>
<b>Total amounts due from policyholders and reinsurers</b>	<u>14,201,562</u>	<u>(217,705)</u>	<u>13,983,857</u>	<u>2%</u>

The following table provides information on the credit quality of insurance and reinsurance receivables as at 31 December 2019:

31 December 2019	Gross receivables '000 KZT	Impairment allowance '000 KZT	Net receivables '000 KZT	Impairment allowance for gross receivables %
<b>Amounts due from policyholders and reinsurers</b>				
<b>Amounts due from policyholders</b>				
Not overdue	1,149,909	-	1,149,909	-
Overdue or impaired:				
- overdue less than 90 days	642,496	-	642,496	-
- overdue more than 90 days and less than 1 year	92,100	-	92,100	-
- overdue more than 1 year	39,312	(39,312)	-	100%
<b>Total overdue or impaired receivables due from policyholders</b>	<u>773,908</u>	<u>(39,312)</u>	<u>734,596</u>	<u>5%</u>
<b>Total amounts due from policyholders</b>	<u>1,923,817</u>	<u>(39,312)</u>	<u>1,884,505</u>	<u>2%</u>
<b>31 December 2019</b>	<b>Gross receivables '000 KZT</b>	<b>Impairment allowance '000 KZT</b>	<b>Gross receivables '000 KZT</b>	<b>Impairment allowance for gross receivables %</b>
<b>Amounts due from reinsurers</b>				
Not overdue	7,182,826	-	7,182,826	-
Overdue or impaired:				
- overdue less than 90 days	725,333	-	725,333	-
- overdue more than 90 days and less than 1 year	83,954	-	83,954	-
- overdue more than 1 year	32,505	(32,505)	-	100%
Total overdue or impaired receivables from reinsurers	<u>841,792</u>	<u>(32,505)</u>	<u>809,287</u>	<u>4%</u>
<b>Total amounts due from reinsurers</b>	<u>8,024,618</u>	<u>(32,505)</u>	<u>7,992,113</u>	<u>0.4%</u>
<b>Total amounts due from policyholders and reinsurers</b>	<u>9,948,435</u>	<u>(71,817)</u>	<u>9,876,618</u>	<u>1%</u>

## 19 Insurance contract provisions and reinsurers' share in insurance contract provisions

	<b>Gross 2020 '000 KZT</b>	<b>Reinsurance 2020 '000 KZT</b>	<b>Net 2020 '000 KZT</b>
Unearned premium provision	45,074,510	(820,810)	44,253,700
Provision for claims incurred but not reported	17,568,907	(28,644)	17,540,263
Provision for claims reported but not settled	48,604,721	(77,692)	48,527,029
Provision for non-incurred claims	12,775,062	-	12,775,062
	<b>124,023,200</b>	<b>(927,146)</b>	<b>123,096,054</b>
	<b>Gross 2019 '000 KZT</b>	<b>Reinsurance 2019 '000 KZT</b>	<b>Net 2019 '000 KZT</b>
Unearned premium provision	39,546,394	(1,081,665)	38,464,729
Provision for claims incurred but not reported	13,060,471	(776,894)	12,283,577
Provision for claims reported but not settled	40,165,289	(982,090)	39,183,199
Provision for non-incurred claims	636,679	-	636,679
	<b>93,408,833</b>	<b>(2,840,649)</b>	<b>90,568,184</b>

### (a) Analysis of movements in insurance contract provisions, net of reinsurance

	<b>2020 '000 KZT</b>	<b>2019 '000 KZT</b>
Balance at the beginning of the year, net of reinsurance	90,568,184	80,056,010
Premiums written	117,025,632	92,358,454
Premiums earned	(111,497,516)	(80,222,457)
Claims reported	39,647,493	36,337,013
Claims paid	(28,935,147)	(41,741,069)
Assessment of amount of claims incurred but not reported during the year	8,800,149	8,422,067
Charge of provision for non-incurred claims for reporting year	12,138,383	636,679
Change in estimates of claims incurred and reported in prior reporting periods but not settled	(2,348,098)	(20,516,693)
Change in provisions for prior year claims incurred but not reported	(4,291,713)	(7,919,798)
Change in reinsurer's share	1,913,503	23,157,978
<b>Balance at the end of the year, net of reinsurance</b>	<b>123,096,054</b>	<b>90,568,184</b>

### (b) Analysis of movements in provision for unearned premiums, net of reinsurance

	<b>2020 '000 KZT</b>	<b>2019 '000 KZT</b>
Balance at the beginning of the year, net of reinsurance	38,464,729	25,552,395
Premiums written	117,025,632	92,358,454
Premiums earned	(111,497,516)	(80,222,457)
Change in reinsurer's share	260,855	776,337
<b>Balance at the end of the year, net of reinsurance</b>	<b>44,253,700</b>	<b>38,464,729</b>

**(c) Analysis of movements in provisions for claims incurred but not reported, net of reinsurance**

	<b>2020</b>	<b>2019</b>
	<b>'000 KZT</b>	<b>'000 KZT</b>
Balance at the beginning of the year, net of reinsurance	12,283,577	11,578,034
Assessment of amount of claims incurred but not reported during the year	8,800,149	8,422,067
Change in provisions for prior year claims incurred but not reported	(4,291,713)	(7,919,798)
Change in reinsurers' share	748,250	203,274
<b>Balance at the end of the year, net of reinsurance</b>	<b>17,540,263</b>	<b>12,283,577</b>

**(d) Analysis of movements in provisions for claims incurred but not reported, net of reinsurance**

	<b>2020</b>	<b>2019</b>
	<b>'000 KZT</b>	<b>'000 KZT</b>
Balance at the beginning of the year, net of reinsurance	39,183,199	42,925,581
Current year claims reported	32,194,436	28,816,859
Prior years' claims reported	7,528,241	7,520,154
Change in estimates of claims incurred and reported in prior reporting periods but not settled	(2,348,098)	(20,516,693)
Current year claims paid	(10,745,580)	(11,957,526)
Prior years' claims paid	(18,189,567)	(29,783,543)
Change in reinsurer's share	904,398	22,178,367
<b>Balance at the end of the year, net of reinsurance</b>	<b>48,527,029</b>	<b>39,183,199</b>

**(e) Analysis of movements in provisions for non-incurred claims**

	<b>2020</b>	<b>2019</b>
	<b>'000 KZT</b>	<b>'000 KZT</b>
Balance at the beginning of the year	636,679	-
Charge of provision for non-incurred claims for reporting year	12,138,383	636,679
<b>Balance at the end of the year</b>	<b>12,775,062</b>	<b>636,679</b>

**(f) Analysis of insurance contract provisions by main lines of business**

	Obligatory insurance					Voluntary insurance					
	Employer's liability	Vehicle owner's liability	Other obligatory	Property	Medical	Air/Water/Motor transport	Accident	Life insurance	Pension annuity	Other voluntary	Total
<b>2020</b>											
<b>'000 KZT</b>											
Unearned premium provision	2,896,105	9,477,246	524,702	18,486,639	1,456,908	5,201,865	6,379,719	-	-	651,326	45,074,510
Provision for claims incurred but not reported	2,431,742	1,736,558	48,252	12,092,212	177,545	119,483	263,428	189,840	-	509,897	17,568,907
Provision for claims reported but not settled	436,944	1,774,219	384,353	42,303,091	11,597	1,675,635	188,819	33,910	-	1,796,153	48,604,721
Provision for non-incurred claims	-	-	-	-	-	-	-	2,686,475	9,816,691	271,896	12,775,062
<b>Gross insurance contract provisions</b>	<b>5,764,791</b>	<b>12,988,023</b>	<b>957,307</b>	<b>72,881,942</b>	<b>1,646,050</b>	<b>6,996,983</b>	<b>6,831,966</b>	<b>2,910,225</b>	<b>9,816,691</b>	<b>3,229,222</b>	<b>124,023,200</b>
Reinsurers' share in insurance contract provisions	-	-	-	(789,308)	-	(68,224)	-	-	-	(69,614)	(927,146)
<b>Net insurance contract provisions</b>	<b>5,764,791</b>	<b>12,988,023</b>	<b>957,307</b>	<b>72,092,634</b>	<b>1,646,050</b>	<b>6,928,759</b>	<b>6,831,966</b>	<b>2,910,225</b>	<b>9,816,691</b>	<b>3,159,608</b>	<b>123,096,054</b>
<b>2019</b>											
<b>'000 KZT</b>											
Unearned premium provision	2,239,129	6,556,355	491,362	13,538,249	1,430,474	4,288,394	6,908,221	-	-	4,094,210	39,546,394
Provision for claims incurred but not reported	2,124,857	665,695	45,746	8,432,429	207,873	82,978	220,152	27,124	-	1,253,617	13,060,471
Provision for claims reported but not settled	593,434	1,500,095	149,442	33,374,013	3,963	2,423,119	690,176	-	-	1,431,047	40,165,289
Provision for non-incurred claims	-	-	-	-	-	-	-	459,517	153,514	23,648	636,679
<b>Gross insurance contract provisions</b>	<b>4,957,420</b>	<b>8,722,145</b>	<b>686,550</b>	<b>55,344,691</b>	<b>1,642,310</b>	<b>6,794,491</b>	<b>7,818,549</b>	<b>486,641</b>	<b>153,514</b>	<b>6,802,522</b>	<b>93,408,833</b>
Reinsurers' share in insurance contract provisions	-	-	-	(2,617,971)	-	(87,593)	-	-	-	(135,085)	(2,840,649)
<b>Net insurance contract provisions</b>	<b>4,957,420</b>	<b>8,722,145</b>	<b>686,550</b>	<b>52,726,720</b>	<b>1,642,310</b>	<b>6,706,898</b>	<b>7,818,549</b>	<b>486,641</b>	<b>153,514</b>	<b>6,667,437</b>	<b>90,568,184</b>

**(g) Key provision assumptions**

The process used to determine the assumptions is intended to result in neutral estimates of the most likely or expected outcome. The sources of data used as inputs for the assumptions are internal, using detailed studies that are carried out annually. The assumptions are checked to ensure that they are consistent with observable market prices or other published information. However, there is a general lack of publicly available information on Kazakhstan insurance market, which would be relevant to determining assumptions and sensitivity to changes in core business.

The nature of the business makes it difficult to predict with certainty the likely outcome of any particular claim and the ultimate cost of notified claims. Each notified claim is assessed on a separate, case by case basis with due regard to the claim circumstances, information available from loss adjusters and historical evidence of the size of similar claims. Case estimates are reviewed regularly and are updated as and when new information arises. The provisions are based on information currently available. However, the ultimate liabilities may vary as a result of subsequent developments. The impact of many of the items affecting the ultimate cost of the loss is difficult to estimate. The provision estimation difficulties also differ by class of business due to differences in the underlying insurance contract, claim complexity, the volume of claims and the individual severity of claims, determining the occurrence date of a claim, and reporting lags.

Provisions for claims incurred but not reported (“IBNR”) are estimated using a range of chain ladder statistical methods. Such methods extrapolate the development of paid and incurred claims for each accident year based upon observed development of earlier years.

To the extent that these methods use historical claims development information they assume that the historical claims development pattern will occur again in the future. There are reasons why this may not be the case. Such reasons include economic, legal, political and social trends, change in mix of business, random fluctuations, including the impact of large losses.

The assumptions that have the greatest effect on the measurement of general insurance contract provisions are the expected loss ratios for the most recent accident months. The expected loss ratio is the ratio of expected claims to earned premiums. When determining the total liability, the projection of future cash flows includes the estimated values of parameters that can affect the amount of an individual claim.

Management believes that due to the short-tailed nature of the majority of the Group’s business except for employer’s liability and property insurance classes, the performance of the Group’s portfolio is sensitive mainly to changes in expected loss ratios. The Group adjusts its insurance tariffs on a regular basis, based on the latest developments in these variables so that any emerging trends are taken into account.

**20 Other assets**

	<b>2020</b>	<b>2019</b>
	<b>'000 KZT</b>	<b>'000 KZT</b>
Other receivables	741,798	512,962
Impairment allowance	(181,039)	(92,098)
<b>Total other financial assets</b>	<b>560,759</b>	<b>420,864</b>
Prepayments	313,742	282,908
Assets held for sale	130,000	-
Settlements with employees	1,794	18,140
Materials and supplies	303	1,053
Impairment allowance	(17,586)	(124,020)
<b>Total other non-financial assets</b>	<b>428,253</b>	<b>178,081</b>
<b>Total other assets</b>	<b>989,012</b>	<b>598,945</b>

### Analysis of movements in impairment allowance

Movements in the impairment allowance for the years ended 31 December are as follows:

	<b>2020</b>	<b>2019</b>
	<b>'000 KZT</b>	<b>'000 KZT</b>
Balance at the beginning of the year	(216,118)	(175,888)
Net charge	(96,089)	(40,230)
Write-offs	113,582	-
<b>Balance at the end of the year</b>	<b>(198,625)</b>	<b>(216,118)</b>

As at 31 December 2020, overdue receivables of KZT 244,865 thousand (31 December 2019: KZT 167,496 thousand) were included in other assets, of which receivables of KZT 89,701 thousand (31 December 2019: KZT 38,966 thousand) are overdue for more than 90 days but less than one year and KZT 91,378 thousand (31 December 2019: KZT 92,098 thousand) are overdue for more than one year.

## 21 Insurance and reinsurance payables

	<b>2020</b>	<b>2019</b>
	<b>'000 KZT</b>	<b>'000 KZT</b>
Prepaid insurance premiums	806,279	564,976
Unpaid claims payable	804,021	684,935
Brokers' fees payable	451,798	647,246
Agency fees payable	421,879	372,165
Reinsurance payables	144,237	388,014
	<b>2,628,214</b>	<b>2,657,336</b>

The entire amount of reinsurance payables is represented by payables for written premiums ceded to reinsurers.

## 22 Amounts payable under repurchase agreements

During 2020 and 2019, the Group entered into repurchase agreements at Kazakhstan Stock Exchange. As at 31 December 2020 the amounts payable under repurchase agreements were KZT 5,531,344 thousand (31 December 2019: KZT 3,314,459 thousand), which have been repaid in January 2021. The subject-matter of these agreements is coupon bonds of the Ministry of Finance of the Republic of Kazakhstan with fair value of KZT 5,193,123 thousand (2019: KZT 3,263,283 thousand).

As at 31 December 2020 the Group had securities pledged as collateral under repo agreements with carrying amount of KZT 5,812,959 thousand (31 December 2019: KZT 3,513,752 thousand) (Note 15).

## 23 Other liabilities

	<b>2020</b>	<b>2019</b>
	<b>'000 KZT</b>	<b>'000 KZT</b>
Other taxes payable	387,947	293,235
Due to employees	275,307	299,393
Other payables	485,485	203,543
	<b>1,148,739</b>	<b>796,171</b>

## 24 Equity

### (a) Share capital

	<b>Ordinary shares 2020</b>	<b>Ordinary shares 2019</b>
Authorised (ordinary) shares	150,000,000	150,000,000
Issued and outstanding (ordinary) shares	135,465,517	121,316,085
Nominal value, KZT'000	1	1
<b>Issued and fully paid, KZT'000</b>	<b>135,465,517</b>	<b>121,316,085</b>

During the year ended 31 December 2020 the Group issued 14,149,432 ordinary shares (2019: the Group issued 22,241,800 ordinary shares) at nominal value.

### (b) Capital management

The Group is subject to the regulatory requirements of the Republic of Kazakhstan regarding solvency margin as defined by regulations of the NBRK.

The Group is required to maintain a solvency margin ratio at not less than 1. Solvency margin ratio is determined by dividing the actual solvency margin by minimum required solvency margin. Minimum required solvency margin is a composite measure based on a number of factors including net earned premiums, claims paid and premiums ceded to foreign reinsurers.

As at 31 December 2020 and 31 December 2019, the Group complies with the solvency margin ratios, which are as follows:

	<b>2020 '000 KZT</b>	<b>2019 '000 KZT</b>
Actual solvency margin	159,694,120	111,210,050
Minimum solvency margin	11,293,865	10,235,650
<b>Solvency margin</b>	<b>14.14</b>	<b>10.86</b>

### (c) Dividends

In accordance with Kazakhstan legislation the right of the Group's shareholders to distributable reserves is limited to the balance of retained earnings as recorded in the Company's statutory financial statements prepared in accordance with IFRS or net profit for the year if there is an accumulated loss brought forward. A distribution cannot be made if this would result in negative equity or the Company's insolvency. In accordance with the legislation of the Republic of Kazakhstan, as at 31 December 2020, total reserves available for distribution amounted to KZT 39,078,320 thousand (31 December 2019: KZT 29,016,017 thousand). During the year ended 31 December 2020 dividends of KZT 28,662,800 thousand or KZT 236.27 per share were declared and paid (2019: KZT 37,121,800 thousand or 374.69 per share), of which KZT 14,149,432 thousand the shareholders reinvested as contribution to share capital (2019: KZT 22,241,800 thousand).

### (d) Stabilisation reserve

During 2020 the Company transferred KZT 353,211 thousand from retained earnings to the statutory reserve (2019: KZT 1,105,849 thousand) as in accordance with the Resolution of the Management Board of the Agency of the Republic of Kazakhstan for Regulation and Supervision of the Financial Market and Financial Organisations No.304 dated 26 December 2016 "On Requirements for the Formation, Methodology of Calculation of Insurance Reserves and their Structure, Forms and Deadlines for Submission of Reports in Insurance Reserves", the Group is required to establish a stabilisation reserve for those insurance products that demonstrate loss rates subject to significant fluctuations during five preceding years.



**(e) Other reserves**

In accordance with Article 17-1 of the Law of the Republic of Kazakhstan “On Obligatory Employer’s Liability” (hereinafter “OEL”), if no insured events have occurred during last five years preceding the date of signing a contract for obligatory employers’ liability, an insurer has a right to apply an adjusting coefficient to the insurance premium calculated in accordance with Article 17 of the OEL Law. It is required to recognise “Other reserves” for the amount of difference between the provision for unearned premiums calculated in accordance with Article 17 and Article 17-1 of the OEL Law at the expense of retained earnings of the reporting year. As at 31 December 2020, the difference between provision for unearned premiums from insurance premium calculated according to Article 17 of the OEL Law and provision for unearned premiums from insurance premium calculated using an adjusting coefficient is KZT 256,424 thousand (2019: KZT 74,765 thousand), for which the Group has recognised “Other reserves” at the expense of retained earnings of the reporting year.

## **25 Financial instruments risk management**

**(a) Risk management policies and procedures**

Management of risk is fundamental to the Group’s business and forms an essential element of the Group’s operations. The major risks faced by the Group are those related to market risk, credit risk and liquidity risk. The risk management policies aim to identify, analyse and manage the risks faced by the Group, to set appropriate risk limits and controls, and to continuously monitor risk levels and adherence to limits. Risk management policies and procedures are reviewed regularly to reflect changes in market conditions, products and services offered and emerging best practice.

The Board of Directors has overall responsibility for the oversight of the risk management framework, overseeing the management of key risks and reviewing its risk management policies and procedures as well as approving significantly large exposures.

The Management Board is responsible for monitoring and implementing risk mitigation measures, and ensuring that the Group operates within established risk parameters. The Head of the Risk Department is responsible for the overall risk management and compliance functions, ensuring the implementation of common principles and methods for identifying, measuring, managing and reporting both financial and non-financial risks. He reports directly to the Board of Directors and indirectly to the Chairman.

Both external and internal risk factors are identified and managed throughout the organisation. Special attention is given to revealing the whole list of risk factors and determining the level of adequacy of the current risk mitigation procedures. Apart from the standard credit and market risk analysis, Risk Management Department monitors financial and non-financial risks by holding regular meetings with operational units in order to obtain expert judgments in their respective areas of expertise.

**(b) Market risk**

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk comprises currency risk, interest rate risk and other price risks. Market risk arises from open positions in interest rate and equity financial instruments, which are exposed to general and specific market movements and changes in the level of volatility of market prices and foreign currency rates.

The objective of market risk management is to manage and control market risk exposures within acceptable parameters, whilst optimising the return on risk.

Overall responsibility for market risk is vested in the Risk Management Department, which is controlled by the Board of Directors. Market risk limits are approved by the Board of Directors.

The Group manages its market risk by setting open position limits in relation to the portfolio of individual financial instruments, interest rate maturity and currency positions and stop-loss limits. These are monitored on a regular basis.

The management of the interest rates risk component of market risk by monitoring the interest rate gap is supplemented by monitoring the sensitivity of the Group's net interest margin to various standard and non-standard interest rate scenarios.

**(i) Interest rate risk**

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Group is exposed to the effects of fluctuations in the prevailing levels of market interest rates on its financial position and cash flows. Interest margins may increase as a result of such changes but may also reduce or create losses in the event that unexpected movements occur.

Interest rate risk arises when the actual or forecast assets of a given maturity period are either greater or less than the actual or forecast liabilities in that maturity period.

**(ii) Currency risk**

The Group has assets and liabilities denominated in several foreign currencies.

Currency risk is the risk that the fair value or the future cash flows of a financial instrument will fluctuate because of changes in foreign currency exchange rates.

The following table shows the foreign currency exposure structure of financial assets and liabilities as at 31 December 2020:

	'000 KZT	USD	EUR	GBP	RUB	Other	Total
<b>Assets</b>							
Cash and cash equivalents	5,173,074	219	1,779,456	471	2	-	6,953,222
Deposits and balances with banks	2,523,955	8,728,765	-	-	8,659	-	11,261,379
Held-to maturity investments	129,162,162	105,097,226	-	1,374,168	-	-	235,633,556
Insurance and reinsurance receivables	3,223,904	7,775,894	1,477,690	281,484	1,948	1,222,937	13,983,857
Reinsurers' share in insurance contract provisions	106,336	-	-	-	-	-	106,336
Other financial assets	556,535	4,224	-	-	-	-	560,759
<b>Total assets</b>	<b>140,745,966</b>	<b>121,606,328</b>	<b>3,257,146</b>	<b>1,656,123</b>	<b>10,609</b>	<b>1,222,937</b>	<b>268,499,109</b>
<b>Liabilities</b>							
Insurance contract provisions	(20,486,370)	(28,731,060)	(15,336,692)	(124,881)	(999,484)	(13,270,203)	(78,948,690)
Insurance and reinsurance payables	(1,645,823)	(153,508)	(17,184)	-	(627)	(4,793)	(1,821,935)
Amounts payable under repurchase agreements	(5,531,344)	-	-	-	-	-	(5,531,344)
Other financial liabilities	(485,485)	-	-	-	-	-	(485,485)
<b>Total liabilities</b>	<b>(28,149,022)</b>	<b>(28,884,568)</b>	<b>(15,353,876)</b>	<b>(124,881)</b>	<b>(1,000,111)</b>	<b>(13,274,996)</b>	<b>(86,787,454)</b>
<b>Net position as at 31 December 2020</b>	<b>112,596,944</b>	<b>92,721,760</b>	<b>(12,096,730)</b>	<b>1,531,242</b>	<b>(989,502)</b>	<b>(12,052,059)</b>	<b>181,711,655</b>

The following table shows the foreign currency exposure structure of financial assets and liabilities as at 31 December 2019:

'000 KZT	KZT	USD	EUR	GBP	RUB	Other	Total
<b>Assets</b>							
Cash and cash equivalents	3,377,302	324	279,857	2,318	3	-	3,659,804
Deposits and balances with banks	6,257,687	1,996,378	-	-	233,580	-	8,487,645
Held-to maturity investments	109,044,219	96,827,583	4,419,391	1,216,119	-	-	211,507,312
Insurance and reinsurance receivables	1,972,373	5,905,227	789,090	345,550	154,825	709,553	9,876,618
Reinsurers' share in insurance contract provisions	1,758,984	-	-	-	-	-	1,758,984
Other financial assets	407,563	13,301	-	-	-	-	420,864
<b>Total assets</b>	<b>122,818,128</b>	<b>104,742,813</b>	<b>5,488,338</b>	<b>1,563,987</b>	<b>388,408</b>	<b>709,553</b>	<b>235,711,227</b>
<b>Liabilities</b>							
Insurance contract provisions	(9,944,601)	(20,821,576)	(11,289,828)	(106,115)	(1,833,987)	(9,866,332)	(53,862,439)
Insurance and reinsurance payables	(1,666,167)	(349,315)	(56,735)	(1,584)	(466)	(18,093)	(2,092,360)
Amounts payable under repurchase agreements	(3,314,459)	-	-	-	-	-	(3,314,459)
Other financial liabilities	(788,923)	(7,065)	(183)	-	-	-	(796,171)
<b>Total liabilities</b>	<b>(15,714,150)</b>	<b>(21,177,956)</b>	<b>(11,346,746)</b>	<b>(107,699)</b>	<b>(1,834,453)</b>	<b>(9,884,425)</b>	<b>(60,065,429)</b>
<b>Net position as at 31 December 2019</b>	<b>107,103,978</b>	<b>83,564,857</b>	<b>(5,858,408)</b>	<b>1,456,288</b>	<b>(1,446,045)</b>	<b>(9,174,872)</b>	<b>175,645,798</b>

A weakening of the KZT, as indicated below, against the following currencies at 31 December 2020 and 31 December 2019, would have increased (decreased) equity and profit or loss by the amounts shown below. This analysis is based on foreign currency exchange rate variances that the Group considered to be reasonably possible at the end of the reporting period. The analysis assumes that all other variables, in particular interest rates, remain constant.

'000 KZT	2020		2019	
	Net income	Equity	Net income	Equity
20% appreciation of USD	14,835,482	14,835,482	13,370,377	13,370,377
20% appreciation of EUR	(1,935,477)	(1,935,477)	(937,345)	(937,345)
20% appreciation of GBP	244,999	244,999	233,006	233,006
20% appreciation of RUB	(158,320)	(158,320)	(231,367)	(231,367)

A strengthening of KZT against the above currencies at 31 December 2020 and 31 December 2019 would have had the equal but opposite effect on the above currencies to the amounts shown above, on the basis that all other variables remain constant.

**(iii) Other price risk**

Other price risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices (other than those arising from interest rate risk or currency risk), whether those changes are caused by factors specific to the individual financial instrument or its issuer, or factors affecting all similar financial instruments traded in the market. Other price risk arises when the Group takes a long or short position in a financial instrument.

An analysis of sensitivity of profit or loss and equity to changes in securities prices based on positions existing as at 31 December 2020 and 2019 and a simplified scenario of a 5% change in all securities prices is as follows:

	2020		2019	
	Profit or loss	Equity	Profit or loss	Equity
5% increase in securities prices	-	1,949,481	-	35,711
5% decrease in securities prices	-	(1,949,481)	-	(35,711)

**(c) Credit risk**

Credit risk the risk of financial loss to the Group if a customer or counterparty to a financial instrument fails to meet its contractual obligations. The Group has policies and procedures in place to manage credit exposures (both for recognised financial assets and unrecognised contractual commitments), including guidelines to limit portfolio concentration. The credit policy is reviewed and approved by the Management Board.

The Group continuously monitors the performance of individual credit exposures and regularly reassesses the creditworthiness of its customers. Apart from individual customer analysis, the credit portfolio is assessed by the Risk Department with regard to credit concentration and market risks.

The maximum exposure to credit risk is generally reflected in the carrying amounts of financial assets on the unconsolidated statement of financial position and unrecognised contractual commitment amounts. The impact of possible netting of assets and liabilities to reduce potential credit exposure is not significant.

The maximum exposure to a balance sheet credit risk at the reporting date is as follows:

	2020 '000 KZT	2019 '000 KZT
<b>ASSETS</b>		
Cash and cash equivalents	6,950,351	3,658,840
Deposits and balances with banks	11,261,379	8,487,645
Held-to maturity investments	235,633,556	211,507,312
Insurance and reinsurance receivables	13,983,857	9,876,618
Reinsurers' share in provision for claims incurred but not reported	28,644	776,894
Reinsurers' share in provision for claims reported but not settled	77,692	982,090
Other financial assets	560,759	420,864
<b>Total maximum exposure</b>	<b>268,496,238</b>	<b>235,710,263</b>

As at 31 December 2020 the Group has one debtor (31 December 2019: one debtor), credit risk exposure to whom exceeds 10% of maximum credit risk exposure. The credit risk exposure for these customers as at 31 December 2020 is KZT 106,580,589 thousand (31 December 2019: KZT 74,677,182 thousand).

#### **Offsetting financial assets and financial liabilities**

The disclosures set out in the tables below include financial assets and financial liabilities that:

- are offset in the Group's consolidated statement of financial position, or
- are subject to an enforceable master netting arrangement or similar agreement that covers similar financial instruments, irrespective of whether they are offset in the consolidated statement of financial position.

The Group's sale and repurchase, reverse sale and repurchase transactions, and securities borrowings and lendings are covered by master agreements with netting terms similar to those of ISDA Master Netting Agreements. In general, under such agreements the amounts owed by each counterparty that are due on a single day in respect of transactions outstanding in the same currency under the agreement are aggregated into a single net amount payable by one party to the other. In certain circumstances, for example when a credit event such as a default occurs, all outstanding transactions under the agreement are terminated, the termination value is assessed, and only a single net amount is due or payable in settlement transactions. The above ISDA master netting arrangements do not meet the offsetting criteria in the consolidated statement of financial position. This is because they create a right of set-off of recognised amounts that is enforceable only following an event of default, insolvency or bankruptcy of the Group or the counterparties. In addition the Group and its counterparties do not intend to settle on a net basis or to realise the assets and settle the liabilities simultaneously.

The table below shows financial assets and financial liabilities subject to enforceable master netting arrangements and similar arrangements as at 31 December 2020.

'000 KZT	Gross amounts of recognised financial asset/liability	Gross amount of recognised financial assets/liabilities offset in the consolidated statement of financial position	Net amount of financial assets/liabilities presented in the consolidated statement of financial position	Related amounts not offset in the consolidated statement of financial position	Net amount
Types of financial assets/liabilities	Gross amounts of recognised financial asset/liability	Gross amount of recognised financial assets/liabilities offset in the consolidated statement of financial position	Net amount of financial assets/liabilities presented in the consolidated statement of financial position	Financial instruments	Net amount
Reverse repurchase agreements, securities lending agreements	5,099,832	-	5,099,832	(5,099,832)	-
<b>Total financial assets</b>	<b>5,099,832</b>	<b>-</b>	<b>5,099,832</b>	<b>5,099,832</b>	<b>-</b>
Repurchase agreements, securities lending agreements	(5,531,344)	-	(5,531,344)	5,531,344	-
<b>Total financial liabilities</b>	<b>(5,531,344)</b>	<b>-</b>	<b>(5,531,344)</b>	<b>5,531,344</b>	<b>-</b>

The table below shows financial assets and financial liabilities subject to offsetting, enforceable master netting arrangements and similar arrangements as at 31 December 2019.

'000 KZT	Gross amounts of recognised financial asset/liability	Gross amount of recognised financial assets/liabilities offset in the consolidated statement of financial position	Net amount of financial assets/liabilities presented in the consolidated statement of financial position	Related amounts not offset in the consolidated statement of financial position	Financial instruments	Net amount
<b>Types of financial assets/liabilities</b>						
Reverse repurchase agreements, securities lending agreements	3,328,132	-	3,328,132	(3,328,132)		-
<b>Total financial assets</b>	<b>3,328,132</b>	<b>-</b>	<b>3,328,132</b>	<b>(3,328,132)</b>		<b>-</b>
Repurchase agreements, securities lending agreements	(3,314,459)	-	(3,314,459)	3,314,459		-
<b>Total financial liabilities</b>	<b>(3,314,459)</b>	<b>-</b>	<b>(3,314,459)</b>	<b>3,314,459</b>		<b>-</b>

The gross amounts of financial assets and financial liabilities and their net amounts as presented in the consolidated statement of financial position that are disclosed in the above tables are measured in the consolidated statement of financial position at amortised cost.

#### (d) Liquidity risk

Liquidity risk is the risk that the Group will encounter difficulty in meeting obligations associated with its financial liabilities that are settled by delivering cash or another financial asset. Liquidity risk exists when the maturities of assets and liabilities do not match. The matching and/or controlled mismatching of the maturities and interest rates of assets and liabilities is fundamental to liquidity management. It is unusual for financial institutions ever to be completely matched, since business transacted is often of an uncertain term and of different types. An unmatched position potentially enhances profitability, but can also increase the risk of losses.

The Group mitigates this risk by analysing liquidity gaps and maturity on an ongoing basis.

The following table shows financial liabilities by remaining contractual maturity dates as at 31 December 2020. Insurance liabilities are shown based on expected maturities.

'000 KZT	Less than 1 month	1 to 3 months	3 months to 1 year	More than 1 year	Total
<b>Financial liabilities</b>					
Insurance contract provisions	1,371,716	2,692,734	19,477,636	55,406,964	78,948,690
Insurance and reinsurance payables	1,570,732	106,524	50,413	94,266	1,821,935
Amounts payable under repurchase agreements	5,531,344	-	-	-	5,531,344
Other financial liabilities	485,485	-	-	-	485,485
<b>Total financial liabilities as at 31 December 2020</b>	<b>8,959,277</b>	<b>2,798,898</b>	<b>19,528,049</b>	<b>55,501,230</b>	<b>86,787,454</b>

The following table shows financial liabilities by remaining contractual maturity dates as at 31 December 2019. Insurance liabilities are shown based on expected maturities.

'000 KZT	Less than 1 month	1 to 3 months	3 months to 1 year	More than 1 year	Total
<b>Financial liabilities</b>					
Insurance contract provisions	1,162,450	2,475,130	15,096,444	35,128,416	53,862,440
Insurance and reinsurance payables	1,660,946	292,890	86,291	52,233	2,092,360
Amounts payable under repurchase agreements	3,314,459	-	-	-	3,314,459
Other financial liabilities	512,051	278,330	5,790	-	796,171
<b>Total financial liabilities as at 31 December 2019</b>	<b>6,649,906</b>	<b>3,046,350</b>	<b>15,188,525</b>	<b>35,180,648</b>	<b>60,065,429</b>

## **26 Contingencies**

### **(a) Litigations**

In the ordinary course of business, the Group is subject to legal actions and complaints. Management believes that the ultimate liability, if any, arising from such actions or complaints will not have a material adverse effect on the financial conditions or the results of future operations of the Group.

### **(b) Taxation contingencies**

The taxation system in the Republic Kazakhstan is relatively new and is characterised by frequent changes in legislation, official pronouncements and court decisions, which are often unclear, contradictory and subject to varying interpretation by different tax authorities, in particular recognition of income, expenses and other items of the consolidated financial statements under IFRS. Taxes are subject to review and investigation by various levels of authorities, which have the authority to impose severe fines, penalties and interest charges. A tax year generally remains open for review by the tax authorities for five subsequent calendar years; however, under certain circumstances a tax year may remain open longer.

These circumstances may create tax risks in Kazakhstan that are more significant than in other countries. The Group's management believes that it has provided adequately for tax liabilities based on its interpretations of applicable tax legislation, official pronouncements and court decisions. However, the interpretations of the relevant authorities could differ and the effect on these consolidated financial statements, if the authorities were successful in enforcing their interpretations, could be significant.

## **27 Financial assets and liabilities: fair values**

The estimates of fair value are intended to approximate the price that would be received to sell an asset or paid to transfer a liability in an ordinary transaction between market participants at the measurement date. However, given the uncertainties and the use of subjective judgment, the fair value should not be interpreted as being realisable in an immediate sale of the assets or settlement of liabilities.

Fair values of financial assets and financial liabilities that are traded in active markets are based on quoted market prices or dealer price quotations. For all other financial instruments, the Group determines fair values using other valuation techniques.

The objective of valuation techniques is to arrive at a fair value measurement that reflects the price that would be received to sell the asset or paid to transfer the liability in an orderly transaction between market participants at the measurement date.

Valuation techniques include net present value and discounted cash flow models, comparison to similar instruments for which market-observable prices exist and other valuation models. Assumptions and inputs used in valuation techniques include risk-free and benchmark interest rates, credit spreads and other premia used in estimating discount rates, bond and equity prices, foreign currency exchange rates, equity and equity index prices and expected price volatilities and correlations. The objective of valuation techniques is to arrive at a fair value determination that reflects the price of the financial instrument at the reporting date that would have been determined by market participants acting at arm's length.

The fair value of unquoted equity securities available-for-sale with a carrying value of KZT 18,911 thousand (2019: KZT 18,911 thousand) cannot be determined.

### **(a) Fair value hierarchy**

The Group measures fair values using the following fair value hierarchy that reflects the significance of the inputs used in making the measurements:

- Level 1: quoted market price (unadjusted) in an active market for an identical instrument.

- Level 2: inputs other than quotes prices included within Level 1 that are observable either directly (i.e., as prices) or indirectly (i.e., derived from prices). This category includes instruments valued using: quoted market prices in active markets for similar instruments; quoted prices for similar instruments in markets that are considered less than active; or other valuation techniques where all significant inputs are directly or indirectly observable from market data.
- Level 3: inputs that are unobservable. This category includes all instruments where the valuation technique includes inputs not based on observable data and the unobservable inputs have a significant effect on the instrument's valuation. This category includes instruments that are valued based on quoted prices for similar instruments where significant unobservable adjustments or assumptions are required to reflect difference between the instruments.

As at 31 December 2020, financial instruments measured at fair value of KZT 38,970,701 thousand are categorised to Level 1 of fair value hierarchy (31 December 2019: KZT 695,302 thousand are categorised to Level 1 of fair value hierarchy).

The following table analyses the fair value of financial instruments not measured at fair value, by the level in the fair value hierarchy into which each fair value measurement is categorised as at 31 December 2020:

*000 KZT	Level 1	Level 2	Total fair values	Total carrying amount
<b>Assets</b>				
Cash and cash equivalents	-	6,953,222	6,953,222	6,953,222
Deposits and balances with banks	-	11,261,379	11,261,379	11,261,379
Held-to maturity investments	147,712,899	111,751,155	259,464,053	235,633,556
Insurance and reinsurance receivables	-	13,983,857	13,983,857	13,983,857
Other financial assets	-	559,328	559,328	559,328
<b>Liabilities</b>				
Insurance and reinsurance payables	-	(1,821,935)	(1,821,935)	(1,821,935)
Amounts payable under repurchase agreements	-	(5,531,344)	(5,531,344)	(5,531,344)
Other financial liabilities	-	(485,485)	(485,485)	(485,485)

The following table analyses the fair value of financial instruments not measured at fair value, by the level in the fair value hierarchy into which each fair value measurement is categorised as at 31 December 2019:

*000 KZT	Level 1	Level 2	Total fair values	Total carrying amount
<b>Assets</b>				
Cash and cash equivalents	-	3,659,804	3,659,804	3,659,804
Deposits and balances with banks	-	8,487,645	8,487,645	8,487,645
Held-to maturity investments	122,081,954	104,211,582	226,293,536	211,507,312
Insurance and reinsurance receivables	-	9,876,618	9,876,618	9,876,618
Other financial assets	-	420,864	420,864	420,864
<b>Liabilities</b>				
Insurance and reinsurance payables	-	(2,092,360)	(2,092,360)	(2,092,360)
Amounts payable under repurchase agreements	-	(3,314,459)	(3,314,459)	(3,314,459)
Other financial liabilities	-	(796,171)	(796,171)	(796,171)



## **28 Related party transactions**

### **(a) Control relationships**

As at 31 December 2020 members of the Board of Directors and the Management Board of the Group and their close family members hold 5% of the Group's shares (31 December 2019: 5%).

The Group's parent company is JSC Eurasian Financial Company (the "Parent company"). The Parent company is controlled by the group of individuals, Mr. Mashkevich A.A., Mr. Chodiyev P.K., Mr. Ibragimov A.R., each of whom owns 33.3%. Publicly available consolidated financial statements are produced by the Group's parent.

### **(b) Transactions with members of the Board of Directors and the Management Board**

Total remuneration included in personnel expenses for the years ended 31 December 2020 and 31 December 2019 is as follows:

	<b>2020</b>	<b>2019</b>
	<b>'000 KZT</b>	<b>'000 KZT</b>
Members of the Board of Directors and Management Board	<u>2,579,800</u>	<u>2,888,552</u>

### **(c) Transactions with other related parties**

Other related parties comprise companies under control of Mr. Mashkevich A.A., Mr. Chodiyev P.K., and Mr. Ibragimov A.R.

The outstanding balances as of 31 December 2020 and related profit or loss amounts of transactions with other related parties are as follows:

	Parent company				Fellow subsidiaries		Other	Total
	'000 KZT	'000 KZT	Average interest rate, %	'000 KZT	'000 KZT	'000 KZT		
<b>Assets</b>								
Cash and cash equivalents	-	1,841,502	-	-	-	-	-	1,841,502
Deposits and balances with banks								
- in KZT	-	2,520,912	11.2	-	-	-	-	2,520,912
- in USD	-	8,728,765	1.5	-	-	-	-	8,728,765
- in RUB	-	8,659	5.0	-	-	-	-	8,659
Insurance and reinsurance receivables	-	396,892	-	1,141,427	-	-	-	1,538,319
<b>Liabilities</b>								
Insurance contract provisions	(620)	(2,806,436)	-	(3,017,116)	-	-	-	(5,824,172)
Insurance and reinsurance payables	-	(38,726)	-	-	-	-	-	(38,726)
Other liabilities	(51,246)	(60,836)	-	(4,824)	-	-	-	(116,906)
<b>Profit/(loss)</b>								
Gross premiums written	38,364	4,741,645	-	18,041,750	-	-	-	22,821,759
Net finance income	-	945,784	-	-	-	-	-	945,784
Other income	10,702	47,997	-	-	-	-	-	58,699
Claims incurred	-	(496,486)	-	(2,650,141)	-	-	-	(3,146,627)
Change in insurance contract provisions	(420)	(222,609)	-	(505,970)	-	-	-	(732,999)
Fee and commission expenses	-	(1,222,437)	-	-	-	-	-	(1,222,437)
Other expenses	-	(98,008)	-	(4,280)	-	-	-	(102,288)
<b>Commitments</b>								
Total aggregate exposures	184,680	85,490,496	-	494,598,957	-	-	-	580,274,133

The outstanding balances as of 31 December 2019 and related profit or loss amounts of transactions with other related parties are as follows:

	Parent company			Fellow subsidiaries		Other	Total
	'000 KZT	'000 KZT	Average interest rate, %	'000 KZT	'000 KZT		
<b>Assets</b>							
Cash and cash equivalents	-	322,757	-		-	-	322,757
Deposits and balances with banks							
- in KZT	-	6,175,374	11.2		-	-	6,175,374
- in USD	-	1,996,378	1.5		-	-	1,996,378
- in RUB	-	233,580	7.0		-	-	233,580
Held-to maturity investments							
- in KZT	-	12,204,191	8.5		-	-	12,204,191
Insurance and reinsurance receivables	-	423,710	-		43,777	-	467,487
<b>Liabilities</b>							
Insurance contract provisions	(341)	(2,583,859)	-		(2,506,973)	-	(5,091,173)
Insurance and reinsurance payables	-	(426,488)	-		-	-	(426,488)
Other liabilities	(36,215)	(29,761)	-		(983)	-	(66,959)
<b>Profit/(loss)</b>							
Gross premiums written	37,918	5,068,188	-		16,659,816	-	21,765,922
Net finance income	-	1,657,407	-		-	-	1,657,407
Other income	10,660	47,948	-		-	-	58,608
Claims incurred	-	(482,582)	-		(11,922,185)	-	(12,404,767)
Change in insurance contract provisions	(161)	54,351	-		24,141,836	-	24,196,026
Fee and commission expenses	-	(458,700)	-		-	-	(458,700)
Other expenses	-	(62,761)	-		-	-	(62,761)
<b>Commitments</b>							
Total aggregate exposures	169,380	258,336,370	-		471,655,366	-	730,161,116

\* Commitments comprise a total insurance amount under valid insurance contracts entered into with related parties.

## **29 Subsequent events**

On 3 February 2021 Alijan Ibragimov, one of the beneficiary owners of Eurasia Insurance Company JSC passed away. In accordance with the Civil Code of the Republic of Kazakhstan, a certificate of inheritance rights is issued six months after the date of opening of inheritance.

On 9 March 2021 the extraordinary shareholders meeting of the Group decided to increase the amount of authorised ordinary shares to 300,000,000. The Agency for Regulation and Development of the Financial Market of the Republic of Kazakhstan has registered amendments to the prospectus for the issue of shares of Eurasia Insurance Company JSC and the relevant certificate of state registration for the issue of declared shares was issued on 6 April 2021.

On 9 March 2021 the Group issued 5,540,020 ordinary shares at par value.