

SANLAM PLC - QUESTIONS FROM SHAREHOLDERS

I. WHETHER DIVIDENDS WILL BE PAID

	SHAREHOLDER NAME	QUESTION	ANSWER
1.	NABRIKI, PAMELLA NASIMIYU NABRIKI 0722426634	How much per share Dividend per share?	The Board of Directors of Sanlam Kenya Plc have proposed that NO Dividend should be declared regarding the year 2019 financial results.
2	NABRIKI, PAMELLA NASIMIYU NABRIKI 0722426634	How much dividend per share	<p>The board of directors has not proposed payment of dividend in the financial year ending 31st December 2019. This is to enable the business to support its insurance subsidiaries achieve the increased prescribed capital requirements by the regulator coming into effect on 1 July 2020.</p> <p>Further, retaining capital will provide a much-needed buffer required to absorb the negative impacts of the Covid-19 Pandemic in the year 2020. Several leading institutions as you have seen, in the current year have withheld the payment of dividends as well.</p>
3	MULATI, DAVID MASABULE MULATI +254721381086	Dividends?	See above
4.	KISAVI, DAVID WAMBUA KISAVI +254724837012	Are we expecting dividend this financial year and how much is it?	See above
5	NDEDA, MILLAH MUSIMBI NDEDA	How much is the dividend per share?	See above
6	WAWERU, ALEXANDER MUTUNE WAWERU	Should shareholders expect to be paid dividend in the near future	Despite there being no dividend declaration for the year 2019, it is clear that the Group's performance turned around in 2019 and this will be sustained into the foreseeable future. Based on the Group's future performance, the Board of Directors will then deliberate on the payment of dividends to shareholders in accordance with the Dividend Policy.

7	ABDALLA,FAUZIAH NYAMBURA ABDALLA	any chance of a dividends or bonus	See above
8	MARY WANGARI KIFUE	The company has reported improvements in 2019 but why has the shareholder been abandoned and is not receiving dividends.	See above

II. HOW TO REGISTER FOR MPESA TO RECEIVE DIVIDENDS

	SHAREHOLDER NAME	QUESTION	ANSWER
9	KIARIE, ESTHER WANJIKU KIARIE 254727879291	How to get dividends by Mpesa	In the event a dividend is declared, a shareholder can receive dividend in the future through MPESA in addition to the already existing payment models such as Electronic Funds Transfer and RTGS. Kindly reach out to our Registrars: Image Registrars Limited, 5th floor Absa Towers (formerly Barclays Plaza) Loita Street P.O. Box 9287 – 00100 Nairobi Telephone: 0709 170000/0735 565666.
10	GICHOMO,ERICK MWANGI GICHOMO +254721684999	I would like to receive dividends through Mpesa.	See above
11	MAINA,LAEH WAMBUI MAINA +254724476756	How to register for Mpesa dividends?	

III. HOW TO REGISTER FOR MPESA TO RECEIVE DIVIDENDS

	SHAREHOLDER NAME	QUESTION	ANSWER
12	IRUNGU KIMANI	What are the key drivers for the improved profitability	Contributions from Sanlam Life being profits from the existing book; and from Sanlam General; this related to residual earnings

			form the positive investment income.
13	IRUNGU KIMANI	Did you invest in Nakumatt	No additional investments were made in Nakumatt
14	IRUNGU KIMANI	What was the impact of the Corona virus on the business	We have seen a slight impact on the revenues. Social distancing requirements meant that agents could not sell through face to face but we put in place online selling platforms. Equities and Properties were also affected. Expenses increased as we invested in hygiene measures and tools to enable our staff to work from home. The impacts going forward are uncertain but we will keep appraising shareholders.
15	IRUNGU KIMANI	The amount that the company received from the corporate bond will this be put in other investments	The exposure in corporate bonds reduced because of the maturity of the bonds. The proceeds were invested in deposits, Treasury Bonds and Treasury Bills.
16	GEOFFREY BETHUEL MAOGA	Does the Board have an intention to increase the authorised share capital	This is an issue that the board actively engaged in; keeping in mind the regulatory capital requirements and the need to have sufficient capital. These are issues that the Board is looking at and at the opportune time decisions will be made on share capital and necessary actions taken.
17	ANGUNGU, FRANCIS AJEGA ANGUNGU	How is the board prepared to safeguard the minority shareholders as the market share has gone down	See 16 above
18	GEOFFREY BETHUEL MAOGA	What constitutes other liabilities	This refers to obligations that the company owes the suppliers of services.
19	ALOIS WAFULA CHAMI	No dividend for 2019 because of challenges. What other challenges did the business have in 2019 and 2020 because of the pandemic	The main challenges were the unpredictable business environment because of the pandemic. Our customers in the hospitality and travel sectors have been affected which in turn will impact our ability to meet the target premium income.

			Sanlam Tower is not fully let as people have transitioned to working from home.
20	JOSEPH OTUKE	I have now seen the work that Sanlam has been doing for social responsibility in Kilifi. I hope you continue doing so. We didn't get dividends but we appreciate the social responsibility work.	Sanlam is actively engaged in communities where we do business. We fully associate and support the communities. The company is in full support of the measures taken by the government to curb the spread of Covid19.

IV. NO QUESTIONS/COMMENTS

	SHAREHOLDER NAME	COMMENTS
21	WANJIKU, PARTICK MAINA WANJIKU 254725784070	None
22	IRUNGU KIMANI	I commend the Board and Management for the good work and also to Image Registrars for arranging for this AGM. Both Sanlam Life and Sanlam General are in good positions. Good progress in getting the Annual Reports being available online.
23	GEOFFREY BETHUEL MAOGA	Thankful that you achieved a considerable improvement in 2019. Appreciate the Board's appointment of the GCEO Appreciate all the persons who took part in arranging this AGM.
24	ALOIS WAFULA CHAMI	Commend the Board, CEO and Chairman; and Image Registrars
25	JOSEPH OTUKE	Thank you for giving the shareholders the opportunity to air their views.