

now more
and ever

living better
together

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CEO of UNIQA Insurance Group

Mr. Avni PONARI,
CEO of SIGAL UNIQA Group AUSTRIA

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living better together,

SIGAL UNIQA Group Austria is today a company with entirely European standards, which serves its customers, citizens, and the community with dedication, serving those with whom we interact on the road, those we greet when we leave our homes and say good morning, those with whom we share our lives in the city, those with whom we share our values and our everyday lives.

Every day, SIGAL UNIQA works, grows, advances, and expands its partners and staff with one goal in mind: to provide the most professional service to customers who entrust their lives, health, property, vehicles, and private pensions to this company. Because every SIGAL UNIQA customer, whether small or large, is part of a large family that now numbers over 1 million members.

Premium Volume (Euro)

Group	98,728,000
AL	57,009,000
KS	18,513,000
MK	23,205,000

No. of offices

Group	1230
AL	622
KS	77
MKV	176

No. of contracts

Group	1,215,908
AL	453,240
KS	128,060
MK	634,608

Employees and Agents

Group	2412
AL	1544
KS	221
MKV	647

Andreas Brandstetter, CEO
Uniqa Insurance Group



Dear ladies and gentlemen,
Dear shareholders,

"The course of the 2022 financial year, which we were eagerly awaiting just a few months ago, is now [linked naturally to the significant Russian invasion of Ukraine on February 24, 2022, Ed.], connected to considerable uncertainty" - these were the words we wrote here a year ago. And our view remained the same until the end of mid-year. This was because, at that time, there was no way in the world to predict that the 2022 financial year would turn into the most successful year in our company's history: significant losses from the devaluation of Russian bonds, rising interest rates eroding the fair values of fixed-income contributions, substantial losses among Austrian corporate clients, additional reserves due to storm damage from the summer of 2021 were left behind due to inflation - a series of events during the first six months ultimately led us to communicate an overall view of our results for the entire year to the capital market through an ad hoc notification in July.

Sustainable, visible improvements in key business areas

However, the third quarter brought a turnaround in this trend, which continued in the fourth quarter. The key contributing factors were our excellent technical results in Central and Eastern Europe and a noticeable improvement in our core business in Austria. We succeeded in increasing our written premium volume by a total of 3.9 percent to 6.605 billion euros and reducing our combined ratio by 0.2 percentage points to 27.2 percent. The combined ratio was further significantly improved to 92.9 percent, greatly strengthened by earnings in Austria from past conservative reserves. There was a modest trend in basic losses in our private customer business, and contributions from our international reinsurance partners.

Investments hit by high valuation losses
The 2022 financial year was particularly challenging for our investments for two reasons: first, the relentless rise in interest rates eroded the fair value of fixed-income contributions and fund certificates - in some cases considerably - as the rigorous matching of assets/liabilities helped us weather a period of extraordinarily low interest rates over the past twelve months. This forced us to accept valuation losses, not only reducing our equity by 1.27 billion euros to 2.034 billion euros but also removing 166 million euros from our revenue account.

Second, the war in Ukraine caused a substantial devaluation of our Russian and Ukrainian bonds in the amount of 142 million euros. Although these valuation losses were offset by actual current income from other asset classes that was much higher than expected. Consequently, our net investment income decreased substantially by 37.4 percent compared to the previous year (648 million euros) to a value of 406 million euros. Our investment portfolio shrank by 3.359 billion euros to 18.426 billion euros, also due to higher fixed-income contributions and fund certificates spurred by the interest rate situation.

Earnings before taxes and net earnings growth

Therefore, to put it simply, further considerable improvement in technical results helped us compensate for the sharp drop in net investment income. This led to a 10.3 percent increase in our earnings before taxes to 422 million euros. With a value of 174 million euros, the contribution from our international business exceeded that of Austria (102 million euros). Our reinsurance subsidiary, UNIQA Re, based in Zurich, contributed 75 million euros.

With a low tax rate of 7.7 percent, our net earnings for the year amounted to 383 million euros, a figure that allows us to propose a dividend of 0.55 euros per share - the same as the previous year - at the General Assembly Meeting on June 6. This would result in a payout ratio of 44 percent. The Group UNIQA's economic capital coverage ratio increased by 50 percentage points to 246 percent in 2022.

A brilliant overall view

In the face of ongoing uncertainties in the capital markets, we are maintaining a cautious approach and - as in the previous year - will not make any specific predictions for the current financial year, with the following expectations:

Firstly, we will continue to expect our core business in Austria and Central and Eastern Europe to generate healthy and sustainable earnings contributions.

Secondly, we will reaffirm our unwavering commitment to Ukraine, the Ukrainian insurance market, and our 900 Ukrainian colleagues as the second-largest insurer in the country. These colleagues deserve our special thanks and deep respect because they have provided exceptional assistance and support to around 1.4 million of our Ukrainian clients with all available means, working under unimaginably difficult conditions

and showing exceptional courage, great passion, and strong nerves.

Thirdly, the already small role of our Russian subsidiary, which currently represents only 0.8 percent of the Group's total premiums and contributes 6.1 percent of profits, will be further reduced. Since we stopped new business in Russia with the start of the war, we are continuing to wind down our activities in Russia every day. We are weighing all strategic options, including the sale of the subsidiary.

Many things are overshadowed by the war in Ukraine and its economic downturn for the moment. Nevertheless, our most important long-term tasks - further developing our services and processes with a customer-centric focus, continuously aligning our company with ESG components - environmental, social, governance - and attracting the best minds of the younger generations as an employer, will receive as much focused and passionate attention as our day-to-day operations.

In the second full year of our strategic program "UNIQA 3.0 - Shaping the Future," we, on the Management Board, are just as excited, enthusiastic, and proud of the work we have done for the UNIQA Group as in the past. We are looking forward to the opportunities to continue in this way in the future and hope that, within a year, we will be able to present another report that meets your expectations and satisfaction. This will be the first report to follow the new IFRS 9/17 accounting standards, with a new brand design.

Best wishes,
Andreas Brandstetter
On behalf of the Executive Board of the Group

Avni Ponari, CEO
SIGAL UNIQA Group Austria



Dear partners and clients,

On the 24th anniversary of SIGAL UNIQA Group Austria, we once again marked achievements and created a successful working space.

Just like every time, the level of challenges increases significantly, due to economic and political factors that fluctuate unexpectedly worldwide. However, none of these factors have deterred SIGAL UNIQA from its clear goals and ambitious objectives.

I am proud to say that our business is growing every day, with no doubt about our standing in local rankings, as well as in Kosovo and North Macedonia. Thanks to the energy and dedication of everyone, today we stand at the top of the insurance market, with the belief that we have achieved and will continue to make great progress in line with our strategy.

It has been a long and arduous journey, with many challenges, but it remains beautiful when you understand how much trust we have given to Albanians wherever they are. This is also evident in the position the company holds today. SIGAL UNIQA is a company that not only collects revenues but also reinvests them into society. This is done through pleasing rewards to customers and through investments in the community, helping in various forms and activities.

Our long experience in the business field, almost a quarter of a century, has made us always oriented towards novelty and innovation, to bring a good spirit and dignified service to our customers, to protect them, and to reward them for the trust they have shown in us.

If we were to stop at our financial performance, it remains strong and sustainable, with valuable assets and new products in the market, such

“We are always oriented towards novelties and innovations, to bring a good spirit and a better service to our customers.”

as 1) AutoSOS and 2) Anti-Tumor Insurance, as the only company offering these services in the region. We remain disciplined in managing the diversity of our portfolios, which are of very high quality. Our human resources, composed of professionals, work based on our strategy, which is promising, visionary, and forward-thinking, bringing new things every day to ensure a safer and healthier life. Because we believe that the key point of this company is precisely its human resources, the potential force driving this economic locomotive.

On the other hand, with all the changes happening, there are many things that are compelled to remain constant, including the importance of a well-functioning insurance industry, which continues to chart a course towards a future where it will play a significant role in society. For this purpose, every day, a well-organized group of around 1700 employees is working with passion and dedication, scattered throughout the territory to reach even the farthest corners where there are clients.

Our focus now is on continuity in new paths of a digitized society, new options toward the most quality and up-to-date services with the pace of technological time. This is what SIGAL UNIQA is doing..

The evolution and intersection of our daily work with the ongoing technological revolution have been focused on creating an elastic and reliable insurance market that serves the needs of our consumers in Albania, Kosovo, and North Macedonia.

This year, all our efforts were invested in making our work more practical and easier, bringing every product and service into the online version. Everything is done for the convenience of our distinguished customers and to bring them closer to our promising insurance products, as customers are the most important asset for SIGAL UNIQA Group Austria. So far, we have managed to stay close to them, considering the countless demands and needs faced by the Albanian market. We conduct surveys, discussions, and regular meetings with customers to learn more about their satisfaction level, helping us further improve our service.

I must also remind you that 2022 has not been easy. The consequences of the global Covid-19 pandemic continue to have an impact, Russian aggression in Ukraine has seen ups and downs, making life not very secure. But despite these challenges, 2022 was another year that gave us the opportunity to explore new paths we had not encountered before. Our solid and elastic foundation has made SIGAL UNIQA Group Austria easily adaptable to unknown situations and ready to respond quickly to changing circumstances.

In conclusion, I thank you sincerely for your trust in us. I am proud that the colossal work of all these years has paved an irreversible path towards undeniable success and a better life together.

Kind regards,

Avni PONARI
General Director
SIGAL UNIQA GROUP AUSTRIA Sh.a
Member of the Supervisory Board of SIGAL UNIQA



EVEN TWO WORDS ABOUT UKRAINE AS PART OF UNIQA INSURANCE GROUP

Our hearts were surrounded by blue and yellow

This was the motto under which UNIQA and, above all, its employees, last year displayed a remarkable show of solidarity with Ukraine, which has been at war since February 2022. Both employees and clients in the country could count on the full commitment and support of the UNIQA family. We continued to serve our approximately 1.6 million Ukrainian customers without interruption, even reducing the processing time for claims by one-third. To ensure continuity, the central office and regional main offices were equipped with generators and additional mobile phone and internet

connections. The top priority in all these measures was the safety of our around 850 Ukrainian colleagues. For 124 of them who had to leave Ukraine with their families, UNIQA, supported by more than 160 "friends" volunteers, also offered shelter, financial support, and psychological and legal assistance. At the same time, a fundraising campaign titled "UNIQA Helping Hands" was initiated to finance emergency assistance in crisis areas, which also included the transport of medical aid and the establishment of reception centers at the border.

Regional Insurance Group



16.1 million
clients

3.7 million
clients in Austria

7.5 million
clients in Central Europe

4.9 million
clients in Eastern Europe,
Southeast Europe and Russia

- Central Europe
- Eastern Europe,
- Southeast Europe
- Russia

Our mission

More than just an insurance company

An Albanian company with European standards like SIGAL UNIQA Group AUSTRIA has a clear mission: to pay out claims promptly and protect citizens based on insurance contracts.

Over the 22 years of work, SIGAL UNIQA as a Group has paid over 400 million euros in claims. This figure clearly demonstrates the seriousness, financial stability, and responsibility towards its clients.

For just the two earthquakes at the end of 2019, SIGAL UNIQA paid out over 12 million euros in claims to its clients.

In addition to contractual responsibility, SIGAL UNIQA has shown maximum care for the community, contributing to health, art,

culture, cultural heritage, sports, tourism, and education with millions of euros over the years. Acts such as the reconstruction of Skampa Theater in Elbasan after destruction, the reconstruction of Kinema Millenium in Korçë, the reconstruction of museum houses in Korçë and Berat, school reconstruction, and the provision of school supplies, all bear the name SIGAL UNIQA.

Because such a company should not only take but also give back to the community through investments in various fields. This has been our motto as SIGAL UNIQA from the beginning and will continue to be in the future. Because we believe that our development goes hand in hand with the development of our society and the country's economy.

Our values

Guiding Principles

<p>Customers First</p> <p>We are firmly focused on the needs of our customers.</p>	<p>Simplicity</p> <p>We act and learn from mistakes.</p>	<p>Responsibility</p> <p>We encourage each other to take responsibility.</p>
<p>Integrity</p> <p>We keep our promises.</p>	<p>Community</p> <p>We collaborate beyond usual boundaries. We</p>	

Bordi Mbikëqyrës



Andreas Brandstetter
Chairman of the Supervisory Board, SIGAL UNIQA
CEO of UNIQA Insurance Group



Wolfgang Kindl
Member of the Supervisory Board, SIGAL UNIQA



Gerald Mueller
Member of the Supervisory Board, SIGAL UNIQA



Georgios Bartzis
Member of the Supervisory Board, SIGAL UNIQA



Vinzenz Benedikt
Member of the Supervisory Board, SIGAL UNIQA

WHO IS "SIGAL UNIQA"?

The Leading Insurance Company in Albania

We are the leading insurance company in the Albanian market, where we have been leading the domestic market since 2002, holding an average market share of 30%.

The SIGAL UNIQA Group is a large family with over 2,100 employees and agents who serve 1 million customers in three countries: Albania, Kosovo, and North Macedonia.

SIGAL UNIQA is among the largest financial groups in the region, composed of 7 insurance companies and 1 private pension fund, holding €121.2 million in assets, with around €92 million in premiums written for 2022 and approximately €400 million in claims paid over the years.

The success and achievements of the company are primarily owed to its customers, who have entrusted SIGAL UNIQA with their vehicles, health, property, and more.

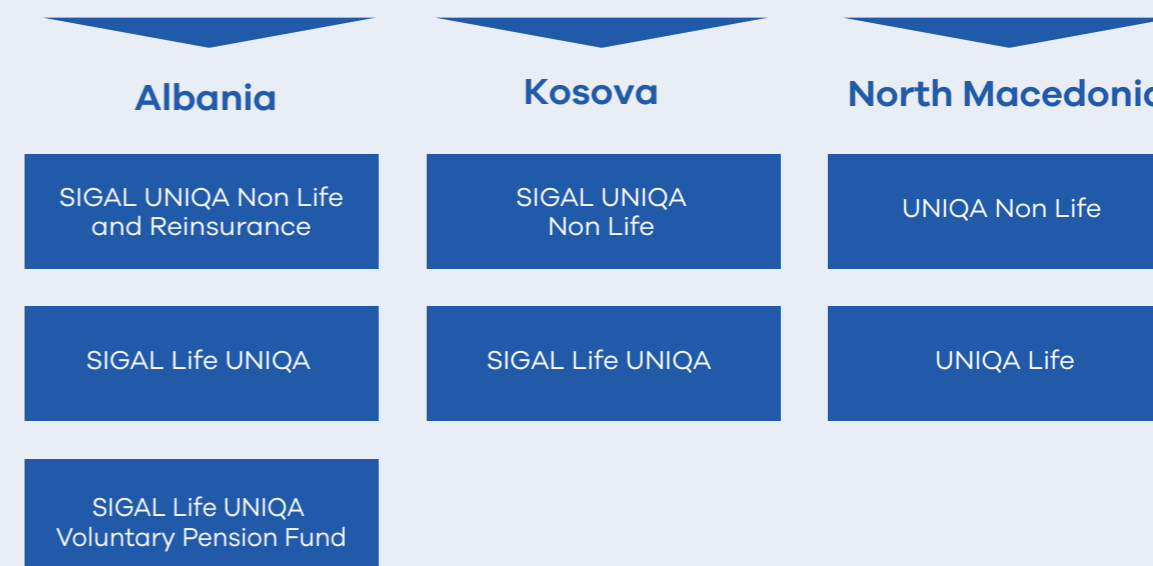
Because SIGAL UNIQA offers new opportunities where others do not see them, it is always one step ahead. It is the first to offer innovative, simple, fast, and cost-free products. The company's goal is to improve customer service by reducing their time and costs.

Under the slogan "We Live Better Together" SIGAL UNIQA Group AUSTRIA will continue to be the key partner for citizens for a better and secure life.



SIGAL UNIQA Group Management Board
 (From left to right) Saimir Dhamo (CEO of SIGAL UNIQA Group Austria Kosova), Alma Totokoçi (Deputy General Director of SIGAL UNIQA Group Austria), Avni Ponari (CEO of SIGAL UNIQA Group Austria), Edvin Hoxhaj (General Director of SIGAL Life UNIQA Group Austria), Driton Azizi (General Director of UNIQA North Macedonia) and Elvis Ponari (General Administrator of the Voluntary Pension Fund SIGAL Life UNIQA Group Austria)

Structure of the SIGAL UNIQA Group



86.9%
UNIQA Insurance Group



13.1%
Local Investors

WHO IS "UNIQA Insurance Group"?

One of the biggest insurance companies in Central and Eastern Europe

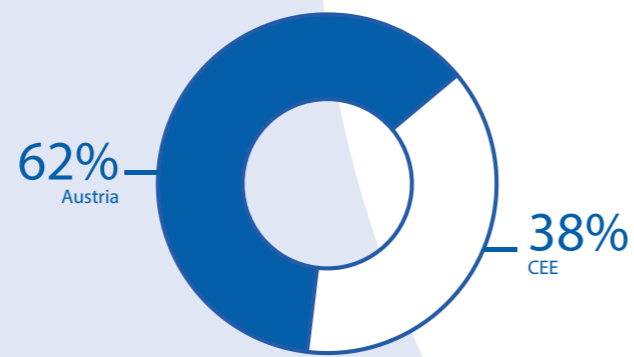
Since 1811, people have trusted and relied on us. Serving more than 16 million people in 18 countries, we see it as our mission to improve the lives of our customers and their families as trusted companions and inspiring coaches with innovative offerings and services that matter every day, while at the same time using our combined strength in the same way to support the sustainable and responsible development of our company and environment.

The UNIQA Group is one of the leading insurance companies in its core markets of Austria and Central and Eastern Europe (CEE). About 21,200 employees and exclusive sales partners serve more than 16 million customers in 18 countries. UNIQA is the second largest insurance group in Austria with a market share of around 21 percent. In the CEE growth region, UNIQA is present in 15 markets: Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Hungary, Kosovo, Montenegro, North Macedonia, Poland, Romania, Russia, Serbia, Slovakia and Ukraine. In addition, insurance companies in Switzerland and Liechtenstein are also part of the UNIQA Group.

Portfolio distribution...



...the percentage in main markets



UNIQA 3.0

Our program for the future

Our identity

Our promise

We protect and improve health and prosperity through our strong community. Choosing UNIQA means choosing a better life.

Our principles

The customer comes first

Our focus is the needs of our customers.

Simplicity

We act and learn from mistakes.

Responsibility

We encourage each other to take responsibility.

Integrity

We keep our promises.

Community

We cooperate across barriers.

Our strategy

1. To make the insurance business more customer-focused, more profitable and provide innovative services.
2. Development of new business segments in the healthcare sector.
3. Our employees are the most important resource at UNIQA.

Our goals

- Leader in the Austrian market.
- Top 5 in the focus of international markets.
- The best service provider.
- The most attractive employer.
- Guaranteeing efficiency and cost benefit.
- To build new business models.

Financial initiatives

Key financial initiatives		Key financial initiatives		2020	2021	2022	2025
Growth	Austria- commercial leadership Central and Eastern Europe - 5th in the market New business segments-SanusX	Premium Increase		3.6%	14.2%	3.9%	ø 3% p. a.
Earnings	Cost reduction in Austria and CEE Increased profitability - property/casualty insurance Portfolio stability- Life insurance	Cost ratio Combined report Return on capital		29.4%	27.4%	27.2%	~ 25%
				97.8%	93.7%	92.9%	< 94%
Quality	Strong solvency position Attractive dividend payout The best service provider	Solvency ratio Customer rate - Austria Customer rate - EQL		170%	196%	246%	> 170%
				4.2	3.9	4.5	≥ 4.5
				4.4	4.6	4.5	≥ 4.5

Annual Analysis 2022

Ponari: We are the only company in the country that offers all type of insurance products

KEY EVENTS OF 2022



SIGAL UNIQA Group Austria conducted its annual analysis for 2022 in January and set the objectives for 2023.

During his speech, the General Manager of the Group, Mr. Avni Ponari, thanked the staff at the central office and branches all over Albania for their work during the past year.

According to Mr. Ponari, being part of a giant like "UNIQA Insurance Group," direct payments to customers, the payment capability unmatched by any other insurance company in Albania, make SIGAL UNIQA Group Austria the leading and most trusted insurance company for 24 years.

"We are proud to continue leading the insurance market with over 30% of it as a Group. With three companies, SIGAL JO-JETA, SIGAL JETA, and SIGAL Private Pension Fund, we are the only company in the country that offers all the insurance products a citizen needs."

The General Manager of SIGAL UNIQA Group Austria reiterated the company's commitment to being there for customers when they need it most, while the company's newest products such as "SIGAL AutoSOS" covering the territory of Albania and "Anti-Tumor Insurance" come to make the company's motto "We live better together" as close to citizens as possible.



On April 9, 2022, SIGAL UNIQA Group held a regional workshop in the city of Struga titled "Damages, a reflection of the company."

The entire workshop focused on damage payments, which are a reflection of the company's work and create trust in it, placing it in the focus of the citizens.

"The essence is to be close to customers and serve them directly, without intermediaries and interventions. All of these, and more, make SIGAL UNIQA an efficient company by increasing its role in the market and building trust with the citizens.

SIGAL UNIQA, as any insurance company should, has the daily focus of paying damages and sending it directly to the injured or rightful recipient.

"Last year, we paid over 40 million euros in all three states," Mr. Ponari said, a figure that shows the size and seriousness of SIGAL UNIQA. And more than 20,000 clients have benefited, a considerable figure.

In the market where SIGAL UNIQA operates, citizens spend an average of about 40 euros per capita on insurance. If this figure were to

be 100, 200 euros, or around 3000 euros as in EU countries, then the damage figures and recoveries of private or state assets would be several times higher. We must be with every customer because each one is a potential for insurance, and we must all do this," continued Avni Ponari, CEO of SIGAL UNIQA for Albania, Kosovo, and Northern Macedonia.

"There are some important moments in the history of damages: Every insurer wants and desires to pay the injured directly, and the demands in this regard have increased, and things are going in the right direction with citizens who are aware of damages and how to claim them from insurance companies.

People love insurance but don't want to pay premiums, so insurers must and should be persistent in premium payments," Mr. Ponari said.

After Mr. Ponari's speech, who also led the workshop, the heads of damage departments in all three countries, Albania, Kosovo, and Northern Macedonia, took the floor, each speaking about the work done in 2021, paid damages, and the importance the largest insurance group in the region attaches to paying damages within the legal framework in force.

SIGAL UNIQA among the TOP 100 insurance companies in Southeast Europe



2022 was a successful year for SIGAL UNIQA Group Austria. The largest insurance company in the country has reaffirmed its leadership role in the market, both in Life and Non-Life Insurance, as well as Private Pensions.

But besides the growing trust of the citizens, who trust life, health, property, vehicles, and private pensions, national and international awards for the company have not been lacking.

The prestigious "See News" magazine published the list of the 100 largest insurance companies in Southeastern Europe in 2021.

SIGAL UNIQA Group Austria ranks 51st, a considerable increase of 11 places from 62nd place where it was in 2020. This year, for the

first time, SIGAL Uniqa Group Austria Kosovo is included in the "TOP 100 Insurers," ranking 98th.

"SeeTOP 100" is an annual ranking of the largest companies in Southeastern Europe, based on total revenues for the fiscal year 2021. It covers financial companies registered in Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Northern Macedonia, Moldova, Montenegro, Romania, Serbia, and Slovenia. "Finance Central Europe," a prestigious magazine dedicated to Central and Eastern European markets, awarded the largest insurance company in Albania and the region, SIGAL UNIQA Group Austria, with six awards.

Headquartered in the United Kingdom and dedicated to the markets of Central and Eastern Europe, the magazine awards these prizes based



on leadership, performance, asset strength, capital, net premiums, and company earnings.

The magazine evaluates SIGAL UNIQA Group Austria with the following awards:

"Best Insurance Company in Albania for 2021/22."

"The best insurance company in Albania based on the strength of assets for the year 2021/22."

"The best insurance company in Albania based on capital strength for the year 2021/22."

"The best insurance company in Albania based on net insurance premiums for the year 2021/22."

"The best insurance company in Albania based on profits before taxes for the year 2021/22."

"The best insurance company in Albania based on profits over assets for the year 2021/22."

The latest assessments from "Central Finance Europe" follow a series of other awards and accolades that SIGAL UNIQA has received throughout 2021 and earlier.

"TOP 100 Largest Companies" by Monitor magazine (First place in terms of insurance companies in Albania, Kosovo, and Northern Macedonia).

Despite the challenges posed by COVID-19 and the earthquakes of 2019, the largest insurance company in Albania and the region, SIGAL UNIQA Group Austria, had a successful year, ranking among the Top 100 largest companies in the country and being the number 1 in terms of insurance according to Monitor magazine.

This is a result of the seriousness in customer relationships, unique products in the market, and timely payment of damages. These are some of the many reasons that make SIGAL UNIQA a leader in the insurance market.

"THE TAXPAYER FOR THE YEAR 2022"/ THE ECONOMIC CHAMBER OF KOSOVO EVALUATES SIGAL UNIQA.

In a gala evening, already a tradition in Kosovo and organized by the Economic Chamber of Kosovo, "THE BEST OF KOSOVO 2022," awards were presented to the most successful businesses and enterprises in the country.

SIGAL UNIQA Group Austria Kosovo was awarded the "Taxpayer of the Year 2022" award, demonstrating the excellent performance of the company during the year. This is an award that SIGAL UNIQA Group Austria Kosovo has also won in previous years. Over its 20 years of existence in the insurance market in Kosovo, SIGAL UNIQA Group Austria Kosovo has been the largest payer of claims, totaling around 73 million euros over the years.

SIGAL UNIQA Group Austria in Kosovo is a significant contributor to social life in the country, with a particular focus on healthcare, education, sports, art, and culture. They have been a General Sponsor of the "SIGAL Prishtina" Basketball Club since 2005, with a dominant record of 15 Kosovo Championship titles. They have also been a sponsor of the Football Federation of Kosovo since 2020 and the general sponsor of the Women's Super League in Kosovo, called "SIGAL SUPERLIGA E FEMRAVE."

SIGAL UNIQA Group AUSTRIA Kosovo was established in 2003, marking the implementation of SIGAL sh.a's internationalization strategy (founded in 1999 in Tirana) through the acquisition of an existing insurance company.

"THE BEST INSURANCE BRAND 2022"/ UNIQA MACEDONIA IS HONORED WITH AN AWARD BY THE RENOWNED INTERNATIONAL WEBSITE.

"Best Insurance Brand 2022" UNIQA Macedonia is recognized with an award from the well-known international website.

"UNIQA Macedonia" has been honored by the renowned international website "Global Banking & Finance" with the award for the "Best Insurance Brand in North Macedonia 2022."

"Global Banking & Finance" relies on several criteria before awarding prizes, including customer trust, service quality, innovation, social responsibility, strategic advantage over

competitors, and written feedback value.

"This global award and international title are a true honor for our Insurance Company and a testament to good management, a healthy business model, customer trust, and team commitment. I am grateful to our customers and all my colleagues. Without them, no award would be possible," says Driton Azizi, CEO of "UNIQA Macedonia."

This award once again demonstrates that "UNIQA Macedonia" operates in the same standards as insurance companies throughout Europe.



“Taxpayer of the Year 2022” The Chamber of Commerce of Kosovo awards SIGAL UNIQA

In a gala evening, already a tradition in Kosovo and organized by the Kosovo Chamber of Commerce, “THE BEST OF KOSOVO 2022”, awards were given to the most successful businesses and enterprises in the country.

SIGAL UNIQA Group Austria Kosovo has been awarded the “Taxpayer of the Year 2022” award, which shows the excellent performance of the company during this year.

This is an award that has been won in previous years by SIGAL UNIQA Group Austria Kosovo.

In 20 years of its existence in the insurance market in Kosovo, SIGAL UNIQA Group Austria Kosovo is the largest payer of claims in a value of about 73 million euros per year.

SIGAL UNIQA Group Austria in Kosovo is an important contributor to social life in the country, with a special focus on health, education, sports, art and culture.

General Sponsor of the “SIGAL Prishtina” Basketball Club since 2005 with a dominant record of 15 Kosovo Champion titles;

Sponsor of the Football Federation of Kosovo since 2020, as well as general sponsor of the Women’s Super League in Kosovo football, which is called “SIGAL WOMEN’S SUPERLIGA”.

SIGAL UNIQA Group AUSTRIA Kosovo was established in 2003 marking the implementation of the strategy for the internationalization of SIGAL sh.a (founded in 1999 in Tirana) through the purchase of an existing insurance company.



SIGAL UNIQA Kosova has extended its service both in terms of the number of products it offers and geographically through its dozens of branches and agencies throughout Kosovo.

SIGAL UNIQA Kosova has extended its service both in terms of the number of products it offers and geographically through its dozens of branches and agencies in Deçan, Dragash, Elezit, Ferizaj, Gjakovë, Gjilan, Glogoc, Istog, Kaçanik, Kamenica, Klinë, Lipjan, Malishevë, Mitrovica, Obiliq, Pejë, Podujevë, Pristina, Prizren, Rahovec, Shtërpce, Shtime, Skenderaj, Suharekë, Viti, Vushtrri, Xerxe

“Best Insurance Brand 2022” UNIQA Macedonia is awarded by the well-known international website



“The best insurance brand 2022”, UNIQA Macedonia is valued by the well-known international website

“UNIQA Macedonia” is evaluated by the well-known international site “Global Banking & Finance” with the award “Best Insurance Brand in North Macedonia 2022”.

Global Banking & Finance bases its awards on several criteria, including customer trust, quality of service, innovation, social responsibility, strategic competitive advantage and value of written premium.

“This worldwide award and international title in the world is a real honor for our Insurance Company and proof of good management, healthy business model, customer trust and team commitment. I am grateful to our customers and all my colleagues. Without them, no award would be possible”, says the CEO of “UNIQA Macedonia”, Driton Azizi.

This award shows once again that the insurance company “UNIQA Macedonia” conducts its activity in the same standards as insurance companies everywhere in Europe.

Key events from UNIQA Insurance Group

For 2022: pre-tax income increased by more than 10 percent to 422 million euros

- Premiums written by the UNIQA Group increased by almost 4 percent to 6,605 million euros
- The combined ratio improved from 93.7 to 92.9 percent
- Consolidated profit increased by 21.7 percent to €383.0 million
- Proposed dividend of €0.55 per share



Outlook for 2023

In the financial year just ended, UNIQA Insurance Group AG (UNIQA) generated pre-tax profits of 421.7 million euros, marking an increase of 10.3 percent. Premiums written by UNIQA Group increased by 3.9 percent to 6,605.0 million euros in 2022. "In an exceptional year marked by Russia's attack on Ukraine, rising energy prices and high inflation, our core business also once it was crisis-proof," says Andreas Brandstetter, CEO of UNIQA Insurance Group. Premiums written by UNIQA Austria increased by 4.3 percent to 4,086.4 million euros in the financial year just ended. At UNIQA International, they increased by 3.4 percent to 2,506.6 million euros, despite a sharp decline in sales in Ukraine and Russia. The technical result of the UNIQA Group increased by 96.2 percent to 410.5 million euros in 2022.

"We are seeing excellent business development not only in Austria, but especially in our international companies in Central and Eastern Europe. With around 38 percent of written premiums and excellent benefits, they contributed significantly to the very satisfactory results," says Brandstetter, emphasizing the UNIQA Group's international orientation. Despite high burdens due to major damage and natural disasters, as well as inflation-related price increases for repair

services, the combined ratio improved further to 92.9 percent. "During this post-pandemic phase, which we haven't been in for long yet, demand for healthcare products remains high. For this reason, we will continue to systematically expand our health ecosystem, including beyond standard insurance products," says Brandstetter. "Today, over 16 million customers rely on us to protect and improve their property, financial security and healthcare. Our aim is to accompany and support them in health matters as relevant partners throughout their lives."

In addition, UNIQA will make significant investments in human resources, as well as in information technology and digitization in the coming year. The Group's firm commitment to sustainability in all corporate areas and to the 1.5 degree objective of the Paris Agreement remains

unchanged. UNIQA aims to be climate neutral in Austria by 2040 and internationally by 2050. This is also reflected in UNIQA's membership of the Green Finance Alliance, an initiative of the Federal Ministry for Climate Action from May 2022.

Consolidated preliminary key figures for 2022 in detail

UNIQA's total volume of written premiums increased in 2022 – taking into account the parts of unit-linked and index-linked life insurance savings – increased by 3.9 percent to EUR 6,605.2 million (2021: EUR 6,358.0 million). In the area of insurance policies with periodic premium payments, there was an encouraging increase of 3.7 percent to 6,439.8 million euros (2021: 6,207.8 million euros).

However, pre-tax earnings at UNIQA increased by 10.3 percent to €421.7 million (2021: €382.3 million).

Consolidated profit/(loss) (part of profit/(loss) for the period attributable to UNIQA Insurance Group shareholders amounted to EUR 383.0 million (2021: EUR 314.7 million). As a result, earnings per share increased to 1.25 euro (2021: 1.03 euro).

An overview

For the 2023 financial year, UNIQA intends to continue with improvements in its core

business. However, due to the expected unstable macroeconomic development, the current financial year – like the financial year 2022 – will be characterized by considerable uncertainty, partly due to the volatility of capital markets, the high sensitivity to interest in capital investments, uncertainty in relation to the development of inflation, and in general, increasing losses from natural disasters. These are the reasons why no outlook can be given for the development of profits for the financial year 2023.

Forward-looking clauses

This communication contains statements that refer to future developments of UNIQA. These statements represent estimates that have been reached based on all information currently available to us. If the assumptions on which they are based do not occur, actual results may differ from currently expected results. This is why no guarantee can be given for

 UNIQA

Preliminary
Results
2022



Profit before tax
€ 421.7 million
+10.3%



Written
Premiums*
€6,605.2 million
+3.9%



Combined
ratio
92.9%
-0.8 PP



Investment
income
€ 405.7 million
-37.4 5 %

* Written premiums include portions of unit-linked and index-linked insurance product savings

Continued focus on innovation, digitization and sustainability



Our strategic program UNIQA 3.0 – Forging the future”, with the clear goal of tangibly improving the health and well-being of our customers, is already showing the first signs of success. We aim to be more customer focused and efficient in all 18 markets to further improve our earnings. Obviously, something like this will also be reflected by a more progressive dividend policy. As a result, the Management Board will propose at the Annual General Meeting that a dividend of 55 cents be paid – compared to the 18 cents per share it was in 2019 and 2020 – bringing us back in line with the pre-coronavirus period and at the 2018 financial year level of 53 cents per share,” added Brandstetter. Along with a strict cost discipline and the transformation of our corporate culture, we have a continued focus on comprehensive investments in digitization, information technology, as well as in the strategically important area of healthcare. The long-term goal is to become a comprehensive healthcare provider with innovative products and services above and beyond just insurance – in particular with our subsidiary SanusX.

Furthermore, it is the Group’s clear commitment to sustainability in all areas, and to the goal of climate neutrality by 2040 in Austria and

worldwide by 2050. In addition to numerous other collaborations and memberships, UNIQA has entered into a strategic partnership with the leading climate network - the Net Zero Asset Owner Alliance - and has thus undertaken the commitment to provide detailed reporting on its progress in the field of sustainable investments.

UNIQA officially one of the first nine members of the Green Finance Alliance (GFA)

On May 9, 2022, UNIQA has officially become one of the first nine members of the Green Finance Alliance (GFA). GFA is a new initiative of the Austrian Ministry for Climate, Environment, Energy, Mobility, Innovation and Technology for companies from the Austrian financial sector. Members voluntarily commit to making their key businesses climate neutral step by step and thereby aligning themselves with the Paris climate target of 1.5 °C.

We are excited to be taking responsibility for a sustainable future with GFA members. Sustainability is an essential and integral part of our corporate strategy. Alliance membership is another milestone on our path to climate neutrality.

Social responsibilities More than an insurance company



SIGAL UNIQA
UNIQA GROUP AUSTRIA

Shëndeti vjen i pari

jetojmë më mirë së bashku

Klinika Lëvizëse do të ofrojë shërbime mjekësore FALAS

#mëmirëetëparandaloshsesatëkurosh



SUPPORTING HEALTHCARE PROJECTS

"SIGAL UNIQA Vital Truck"

Under the motto "living better together," SIGAL UNIQA Group Austria showed throughout 2022 that it is not just an insurance company, but an integral part of society actively involved in activities that enable us to live a healthier and safer life. The "SIGAL UNIQA VitalTruck" made stops in Tirana, Orikum, and Elbasan throughout the year, offering free medical visits and check-ups to the residents. The clinic's visit was well-received by the citizens who took advantage of this opportunity provided by the leading insurance company in the country, SIGAL UNIQA Group Austria.

abdominal echo, soft tissue echo, vital lung capacity measurements, blood oxygen level measurements, and more.

The SIGAL UNIQA Vital Truck, unique in its kind in Albania and the region, designed by "UNIQA Insurance Group," offers a wide range of medical services, including general practitioner visits and consultations, general health examinations, weight and blood pressure measurements, blood sugar level checks, eye and ear examinations for acute problems/infections, electrocardiograms,



"Parandalimi i sëmundjeve është më mirë se kurimi i tyre"

Klinika Lëvizëse SIGAL UNIQA ofron vizita mjekësore FALAS

Orikum
28-29
Tetor 2022

Culture

Culture also took on special importance with the SIGAL String Orchestra, which held several concerts in different cities of the country, such as Durres, Tirana, Pogradec, Elbasan and Vlora.

On the other hand, UNIQA Macedonia sponsored the "Skupi KamerFest" concert, a musical event that brought the Italian pianist Alberto Ferro to the Skopje audience, together with the group "Camerata Balcanica".

But not only that. With "SIGAL Audiobooks", the largest insurance company in Albania also crossed the ocean by becoming part of an event developed by the "Vatra" Association in New York where the importance of preserving the Albanian language among the children of the Albanian Diaspora and how this unique platform, designed by the CEO of SIGAL UNIQA, Mr. Avni Ponari, helps.



The only one of its kind in Albania and the region/ How to visit the "SIGAL UNIQA" Insurance Museum SIGAL UNIQA Group Austria is not just an insurance company, leading the market in Albania for 24 years already.

Giving special importance to social responsibility, culture, education and contribution to the community, SIGAL UNIQA has in its structure, in the General Directorate, the Museum of Insurance. Unique of its kind in Albania and the region, the "SIGAL UNIQA" Insurance Museum shows the history of the private insurance market and its development over the years.

The museum carries in its premises original materials that show the progress of the insurance industry over the years, as well as photographs from moments that have marked this journey, starting from February 22, 1999, when the first private insurance company in Albania was founded.

The "SIGAL UNIQA" Insurance Museum has also been visited by foreign tourists. One of them was Gilbert from Utrecht, the Netherlands, a civil engineer by profession, who was amazed by the Museum and history of SIGAL UNIQA Group Austria. The museum can be visited free of charge, from Monday to Friday, by groups of 5-10 people. Or you can visit it ONLINE at: <https://sigal.com.al/rreth-nesh/muzeu-i-sigurimete/>

"Donate BLOOD, save LIVES"/ UNIQA in North Macedonia undertakes humanitarian initiative

Donating blood, such an important and noble mission, has already become a tradition for "UNIQA Macedonia" for several years.

Under the motto "Donating blood means giving hope, saving lives", all the company's staff donated blood to help anyone who needs it.



But SIGAL UNIQA did not forget sports during the past year, continuing as a sponsor of the Albanian National Football Team, the Kosovo Representative in football, the Basketball Federations of Albania and Kosovo, while the Women's Super League in Kosovo was called "SIGAL Women's Super League".

SIGAL UNIQA was also part of the Tirana Marathon, under the motto "Run for Peace". While UNIQA Macedonia was a participant of "KoloRRun", the 10 km race that took place in Skopje.

The ColorRun race is a race that is practiced in many cities around the world, but for the first time last year it was held in North Macedonia.

Sponsorships over the years in sports:

Sport has an important role in society as it promotes a healthy life. As such, the company SIGAL UNIQA Group Austria has evaluated it every year, contributing almost in all its disciplines.

For more than 18 years, SIGAL UNIQA Group Austria has been supporting the SIGAL Prishtina team, which, thanks to the support of the largest insurance company in the region, has been declared the champion of the Kosovo Super League 13 times and won 2 Balkan Cups.

- SIGAL UNQA has been supporting the Albanian Football and Basketball Federation for years, being their official sponsor;
- SIGAL UNIQA revived the Valbona basketball club and declared it champion for 5 years in a row;
- The Balkan Basketball League was renamed "SIGAL UNIQA Balkan League" thanks to several years of cooperation with the company;

- SIGAL UNIQA has also sponsored the Albanian Snooker Federation for the organization of the European Snooker Championship;
- SIGAL UNIQA has built basketball courts for young people in Tirana and has contributed to the development of basketball throughout the country;
- SIGAL UNIQA has financially supported the talents Izmir Smajlaj and Luiza Gega;
- SIGAL UNIQA has supported mountaineering for several years and professional climbers;
- SIGAL UNIQA has supported Albanian Aeronautics with the "Albania Open" activity;
- SIGAL UNIQA supported the Volleyball Championship;
- SIGAL UNIQA has supported the first international Chess Championship;
- SIGAL UNIQA has supported the Cycling Championship as well as many other sports activities inside and outside the country.

SIGAL UNIQA Group Austria will continue to be close to sports communities in the future, firmly believing that Sport affects the Health of a society and where there is Health, Life is better..."

WE SUPPORT THE EDUCATION OF THE NEW GENERATION INSIDE AND OUTSIDE

“SIGAL Audiobooks”

With “SIGAL Audiobooks”, the largest insurance company in Albania also crossed the ocean by becoming part of an event developed by the “Vatra” Association in New York, where the importance of preserving the Albanian language among the children of the Albanian Diaspora was discussed. how this unique platform, designed by the CEO of SIGAL UNIQA, Mr. Avni Ponari, helps.

SIGAL UNIQA Group AUSTRIA as the leading insurance company in the country, always committed to social responsibilities towards the community, proud supporter of culture, education, sports and the environment. One of our most successful projects is AUDIOBOOKS.AL, the first digital platform of audio books in Albanian, counting over 200 titles and 50,000 users.

SIGAL UNIQA starts the tour to inform young people about the insurance market

SIGAL UNIQA developed the tour organized in the universities of the country, offering students the opportunity to be informed about a safer future.

The information and awareness campaign for the operation and products offered by the insurance companies in Albania was developed with the students of the universities of Tirana.

The positive environment of the topics discussed during the meetings resulted in high interest among the students.



Media

Special Edition “23 years SIGAL UNIQA”.

Within the framework of the 23rd anniversary of the establishment of SIGAL UNIQA, the largest insurance company in Albania, several special publications were made.



“SIGAL UNIQA 23 years, the company that contributes to every challenge” was the name of the magazine conceived and published online on the occasion of the 23rd anniversary. The magazine carries data and information of the company since its establishment, the collaborations, support and financing that SIGAL UNQIA has carried out over the years, interviews of managers and writings and opinions on the insurance market and a narrative of the General Director, Mr. Avni PONARI , how he conceived and founded SIGAL 23 years ago.

HOW LITTLE ARE ALBANIANS INSURED / Interview with Mr. Avni PONARI, General Director of SIGAL UNIQA Group AUSTRIA for the “Current Affairs” Show, on Fax News TV, July 20, 2022

Mr. Ponari once again found the opportunity to address the citizens with a very clear appeal: “turn to insurance companies, avoid lawyers or intermediaries”.

“Turning to third parties, choosing intermediaries, they do nothing but lose half of the money they are entitled to. Maybe they lose it altogether because the lawyers took all their money and did not give them anything. And now they continue to prosecute you.

I tell all people very sincerely. Go to insurance companies. If the company does not pay you within the specified period from the moment it delivers the documents, which is a maximum of three months, then go to court. But I think the best thing to do is to resolve the issue within the insurance company, get your due, and walk away. This is a legal right that belongs to everyone injured in an accident”, said Mr. Ponari.

CULTURE AND RESPONSIBILITY TO ENSURE AMONG ALBANIANS LOW ANGELS/ Interview with Mr. Avni PONARI for “MONITOR” Magazine Mr. Avni Ponari, in an interview for the Monitor Economic Magazine, emphasized that the culture and responsibility to be insured in Albania remains low.

“The lack of culture and deep reforms in increasing the responsibility of the individual makes the market dominated by compulsory insurance, which is motor insurance, especially in 60% of companies. However, SIGAL has overcome this gap early and the ratio of voluntary over mandatory insurances has been visible for 15 years now.

But, for Albanians, it remains fundamental and primary to focus on the mandatory, due to culture and not responsibility”, said Mr. Ponari.

New Digital Products and Services to Improve Life

Në rast defekti jemi 24 orë në shërbimin tuaj

AutoSOS

In case of a malfunction, we are at your service 24 hours








During the year 2022, SIGAL UNIQA Group Austria was the first insurance company in Albania that, through cooperation with "EuropAssistance," made it possible for its customers to have SIGAL UNIQA AutoSOS Roadside Assistance with them during their travels in the Balkans or Europe.

If you have a flat tire on the road, run out of fuel, or experience a battery issue, or if you're involved in an accident in a foreign place where no one can come to your aid, don't worry! With "SIGAL UNIQA AutoSOS," you will never feel alone.

But in collaboration with EuropAssistance, the leading company in Europe serving over 300 million customers 24 hours a day, every day of the year, the service has expanded even further, and since January 2023, this service is also available in the territory of Albania.

The duration of the service is based on the customer's needs. The AutoSOS roadside assistance service can be provided for periods of 1 month or 1 year, depending on the customer's requirements.

Services provided by "SIGAL UNIQA AutoSOS" include:

-  24/7 contact center
-  Towing service
-  On-the-spot repairs
-  Replacement vehicle in case of an accident
-  Parking
-  Accommodation in a hotel
-  Repatriation or continuing your journey to your destination.

Anti-Tumor Insurance



In collaboration with Swiss Re and under the motto "Take the money and take care of your health," SIGAL UNIQA Group Austria introduced "Anti-Tumor Insurance" in Albania, Kosovo, and North Macedonia. This insurance is dedicated exclusively to malignant and benign tumors in the head, providing immediate financial coverage upon diagnosis. The insured can choose the coverage amount, ranging from 5,000 euros to 50,000 euros or more.

As compensation is given in cash, the insured person can decide how to spend this sum for their medical treatment.

To qualify for this insurance, one simply needs to answer a single question: "Do you currently have cancer, or have you been previously diagnosed with it?" If the answer is "No" and the insured is later diagnosed with this disease with two

independent medical opinions confirming it, they receive the insured sum in cash immediately.

Benefits of "Anti-Tumor Insurance":

- ✓ Covers malignant and benign tumors in the head.
- ✓ The insured amount is provided immediately in cash if you are diagnosed with one of the two diseases mentioned above.
- ✓ It can be obtained by individuals aged 0-80.
- ✓ Available for purchase in Albania, Kosovo, and North Macedonia.
- ✓ It can also be ordered online at www.sigal.com.al.

What insurance do you need?

Buy online at www.sigal.com.al

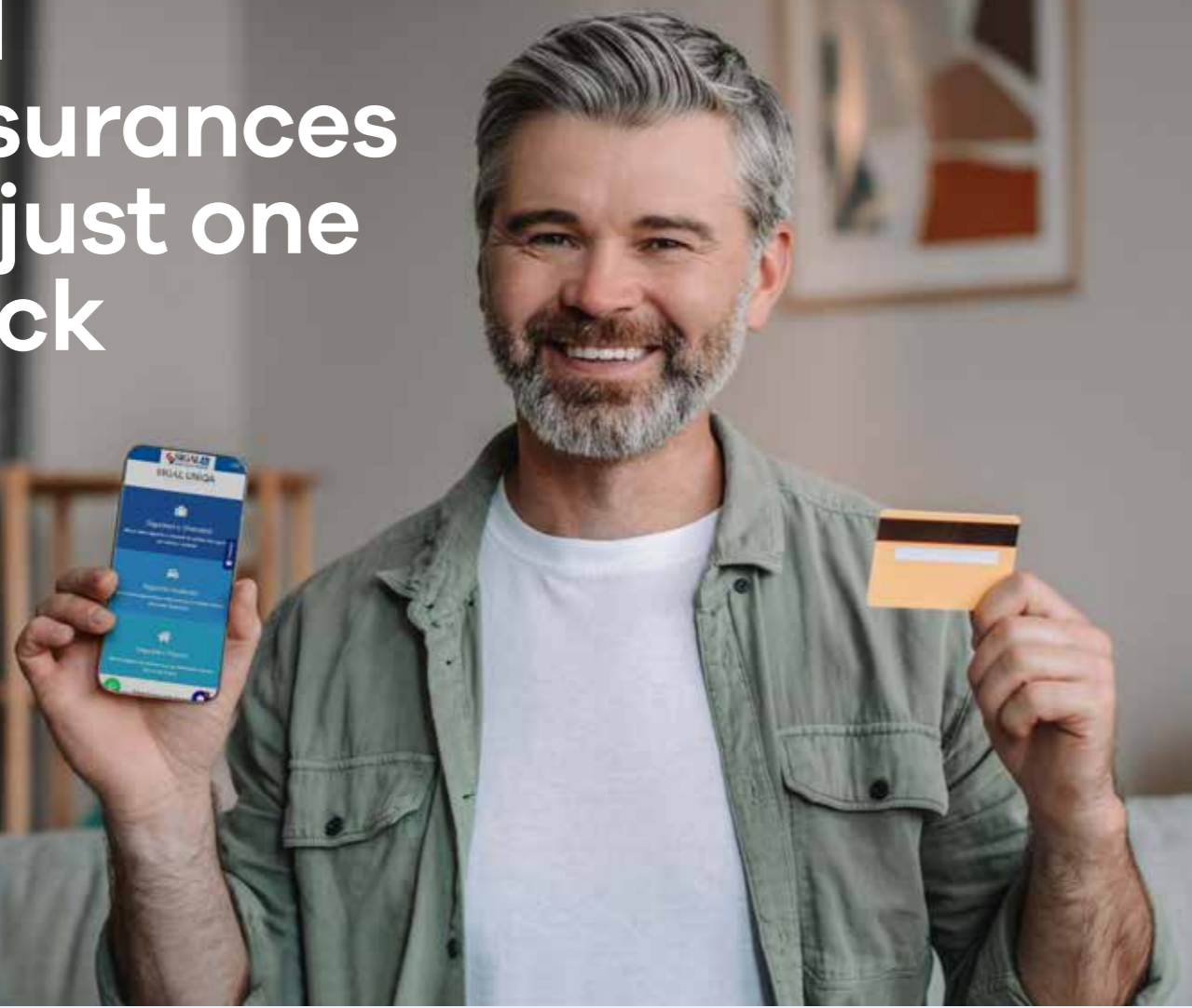
SIGAL UNIQA Group Austria, the largest company in the Albanian insurance market, has undertaken successive, beautiful and innovative initiatives wanting to be not only close to customers, but above all in line with the new trends of technological developments, relying to its strongest advantages for the best customer management.

Today, SIGAL UNIQA comes close to customers, domestically and abroad, with SIGAL ONLINE, a platform that offers a fantastic opportunity

to directly access the insurance we need. Anyone who wants to buy vehicle, health or property insurance has the opportunity to do so without having to appear in a SIGAL office, with just one click.

Access <https://sigal.com.al/online/> and buy the insurance you need directly from your mobile phone. Fast, Simple and Secure. Also, SIGAL UNIQA offers you the possibility that, if you are already insured, you can be informed in record time on how to act in case of damage.

All insurances in just one click



Financial Data 2022

SIGAL UNIQA, the leading insurance company

The performance of the insurance market in Albania, January-December 2022

The Financial Supervision Authority (FSA) published this beginning of the year the report on the progress of the insurance market in Albania for the period January-December 2022.

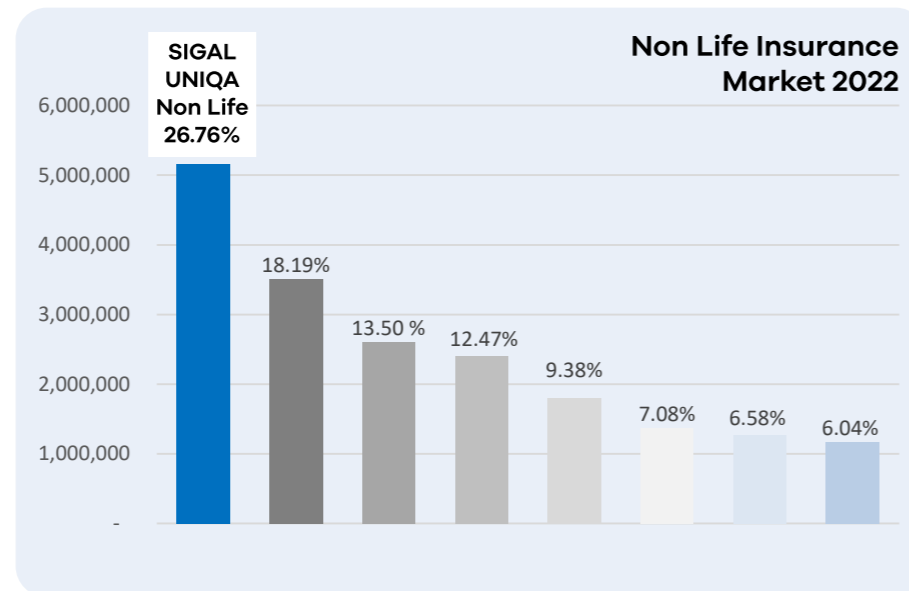
According to the FSA, the income from gross written insurance premiums for the period January-December 2022 amounted to ALL 21,033 million, or 9.16% more than in January-December 2021.

During the same period, the number of concluded insurance contracts marked an increase of 12.93% compared to the same period of the previous year.

Meanwhile, the market remains oriented towards Non-Life insurance, which brought 91.75% of the total volume of premiums, while Life insurance has 8.01%.

From the point of view of market division by type of insurance, compulsory and voluntary, the gross written premiums of voluntary insurance occupy 37.84% and the gross written premiums of compulsory insurance occupy 62.16% of the total market.

During the January-December 2022 period, the FSA reports, the gross paid claims in the insurance market reached about ALL 6,830



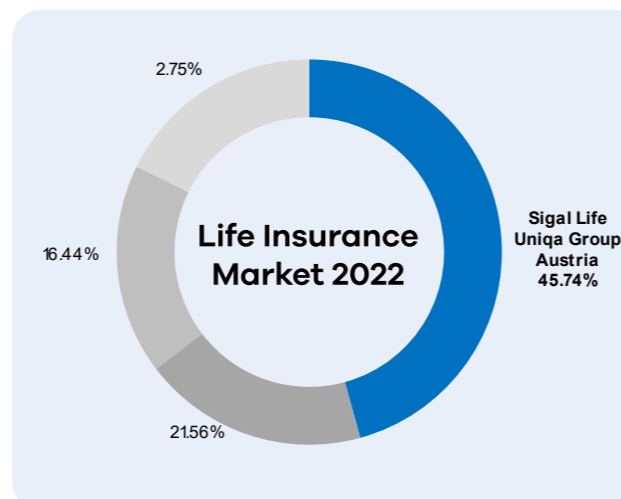
million, or 2.39% more than in the January-December 2021 period.

Voluntary insurance premiums during the period January-December 2022 reached about ALL 7,959 million, 7.71% more than in the period January-December 2021, while the number of voluntary insurance contracts increased by 9.15% compared to the period January-December 2021.

Voluntary Non-Life insurance premiums during the period January-December 2022 had an increase of 4.93% compared to the period January-December 2021.

Premiums from Life insurance during the period January - December 2022, reached about 1,685 million ALL, or 17.84% more than in the same period of the previous year.

SIGAL UNIQA Group Austria, leader in the insurance market Although 24 years have passed since its establishment, SIGAL



UNIQA Group Austria remains at the top of the Non-Life insurance market, occupying 27% of the market where 8 companies operate and 46% of the Life Insurance market where 4 companies operate.

SIGAL UNIQA Group AUSTRIA continues to be the leader of the Albanian market for all types of insurance:

- In LIFE INSURANCE, owning 45.74% of the market
- In NON-LIFE INSURANCE, owning 26.76% of the market
- In the MANDATORY INSURANCE, by owned 21.12% of the market

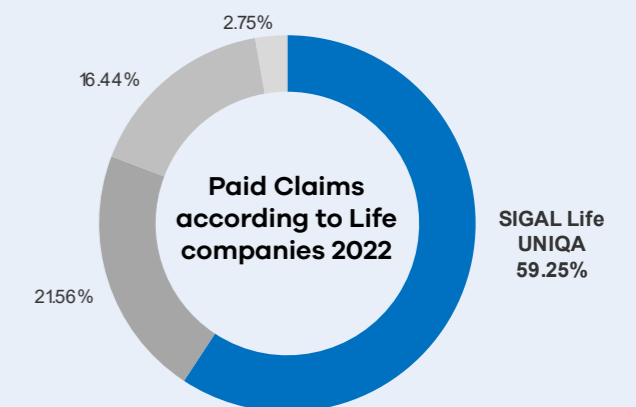
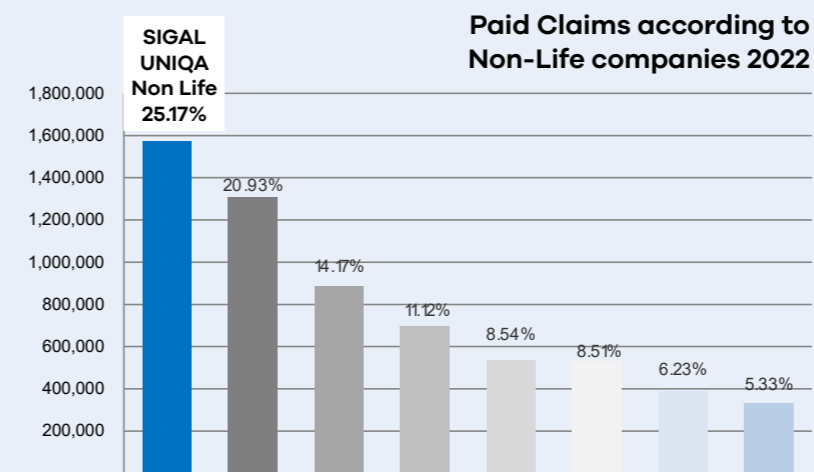
- In VOLUNTARY INSURANCE, owning 38.61% of the market

- In PROPERTY INSURANCE, owning 45.74% of the market

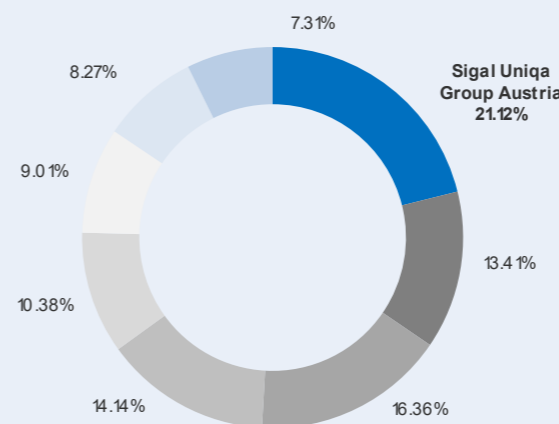
- In ACCIDENT AND HEALTH INSURANCE, owning 48.35% of the market

- In MOTOR INSURANCE, owning 21.36% of the market

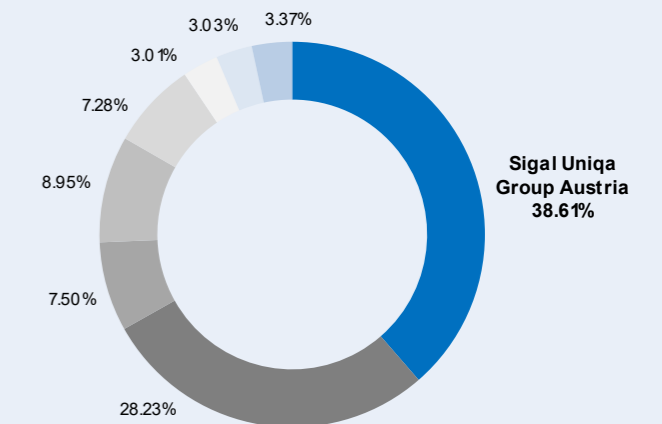
Reliability, guarantee, financial stability and European standards for all our customers and partners!



Compulsory Insurance



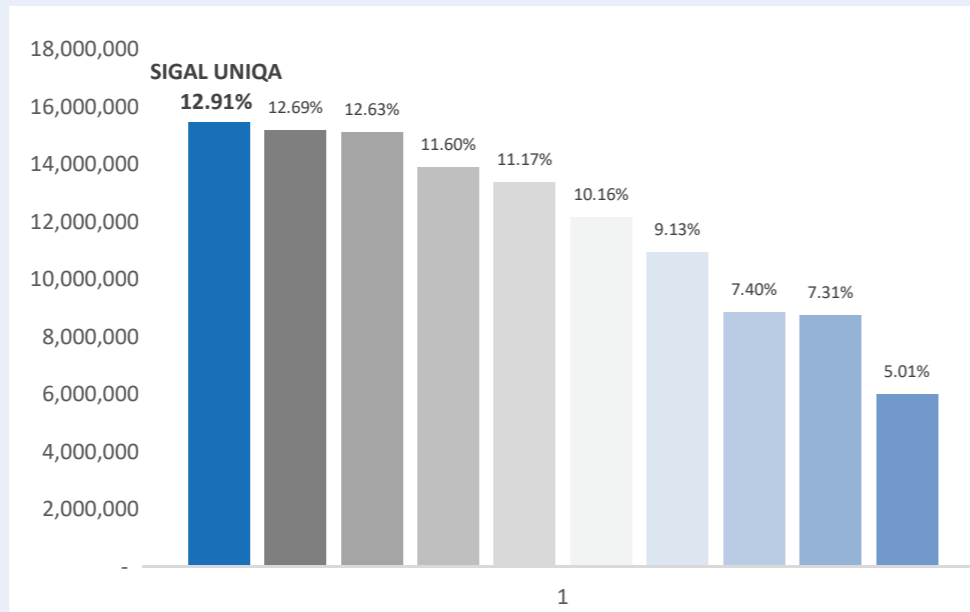
Voluntary Insurance



SIGAL UNIQA, insurance leader in Kosova as well

According to the report published by the Central Bank of Kosovo for 2022, in Non-Life insurance, SIGAL UNIQA Group Austria leads the market, occupying 13% of its total from 12 companies operating in the market.

Even in terms of claims paid in Non-Life insurance, SIGAL UNIQA Kosovo ranks first with over 7.8 million Euros paid to its customers and with an increase of about 1.2 million (6,639,264) compared to 2021.



In Motor Insurance, SIGAL UNIQA Kosovo leads the market, occupying over 12% of it and with written premiums of over 10.1 million Euros, thus registering an increase of about 1.2 million Euros (8,961,210) compared to 2021.

In Insurance against Fire, Forces of Nature and other property damage, SIGAL UNIQA Group Austria Kosovo is considered the most trusted company by citizens and the one that pays the most claims.

Even in the damages paid in Property Insurance during 2022, SIGAL UNIQA Kosovo is the number 1 company.

As for the "Accidents and Health" product, SIGAL UNIQA Kosovo has an increase compared to 2021. (From 2.94 million Euro to 3.67 million Euros for 2022)

Even in terms of damages paid, SIGAL UNIQA Kosovo has recorded an increase in payments by compensating around 2 million Euros to its

customers. While a year ago it paid 1.8 million Euros.

Even in Life Insurance, SIGAL Kosovo LIFE has recorded a good performance, increasing from 4.85 million Euros in 2021 to around 6.4 million Euros during 2022.

SIGAL UNIQA Group AUSTRIA Kosovo was established in 2003 marking the implementation of the strategy for the internationalization of SIGAL sh.a (founded in 1999 in Tirana) through the purchase of an existing insurance company.

SIGAL UNIQA Kosovo has extended its service both in terms of the number of products it offers and geographically through its dozens of branches and agencies in Deçan, Dragash, Elezit, Ferizaj, Gjakovë, Gjilan, Gllogoc, Istog, Kaçanik, Kamenica, Klinë, Lipjan, Malishevë, Mitrovica, Obiliq, Pejë, Podujevë, Pristina, Prizren, Rahovec, Shtërpce, Shtime, Skenderaj, Suharekë, Viti, Vushtrri, Xërxë.

The year 2022, a successful year for UNIQA Macedonia

In addition to the successes in Albania and Kosovo, also in North Macedonia "UNIQA Macedonia" has achieved satisfactory results, increasing compared to 2021.

According to the report of the ASO (Financial Supervision Agency), during the year 2022 "UNIQA" counts 1,141,732,000 Premium Denars (about 18.7 million euros). While during the year 2021, it registered 1,023,456,000 Premium Denars (about 16.7 million Euros). An increase of 2 million Euros within the year.

If during 2021, in Non-Life Insurance, where 11 companies operate, "UNIQA" occupied 8.8% of the market, during 2022 it occupied 9.3%.

Even as regards the damages paid in Non-Life Insurance, "UNIQA Macedonia" has recorded an increase compared to the previous year by indemnifying its customers in the amount of 409,489,000 Denars (or 6.7 million Euros).

Regarding the Life Insurance Market, "UNIQA LIFE" recorded growth compared to the previous year.

During 2021, the company counted 247,416,000 Premium Denars (around 4 Million Euros) while during 2022 285,401,000 Premium Denars (around 4.7 Million Euros). An annual increase of 700 thousand euros.

As for the damages paid, compared to 2021, "UNIQA LIFE" marks an increase by compensating its customers in the amount of 51,711,000 Denars (846,000 Euros)

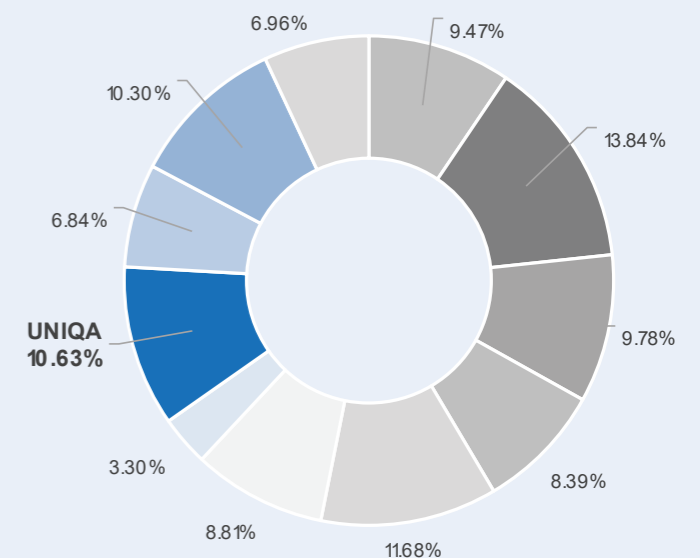
The insurance company "UNIQA Macedonia", part of the SIGAL UNIQA Group, for 18 years in the Macedonian insurance market, has scored extraordinary

successes while knowing how to serve customers well, to give you the necessary product they want.

The company has always been close to the customers, not only when they receive the premium but especially when they need and when the claim has to be paid.

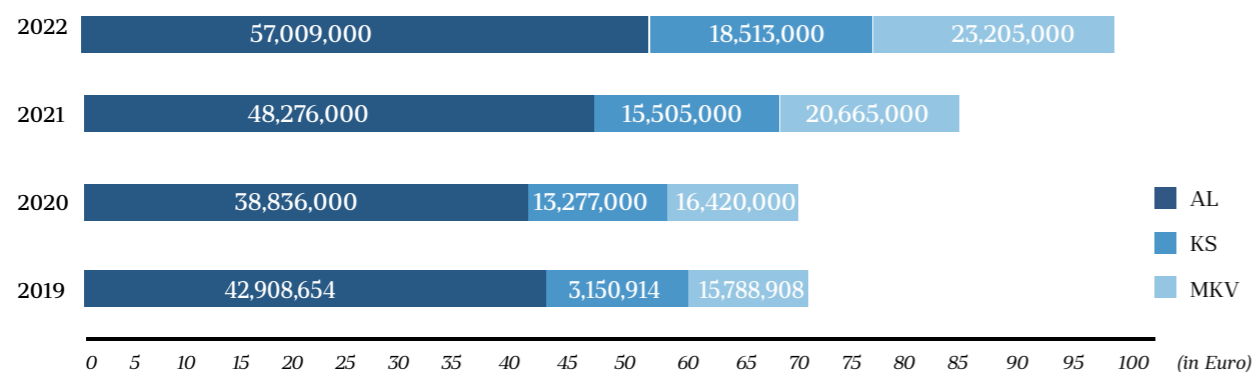
She also knew how to be close to the community with various activities she participated in or sponsored.

Premium structure by Non-Life companies 2022



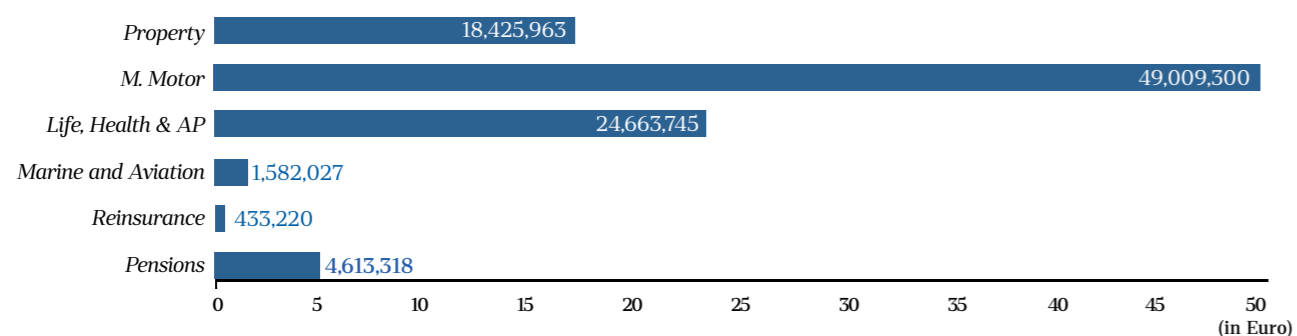
FINANCIAL DATA

The SIGAL UNIQA GROUP AUSTRIA group
Premiums written for the last four years (in euros)



Company	2019 (in Euro)	2020 (in Euro)	2021 (in Euro)	2022 (in Euro)
SIGAL UNIQA AL Non-Life and Reinsurance	34,899,661	31,429,000	37,453,000	45,641,000
SIGAL Life UNIQA AL	5,884,561	5,050,000	6,163,000	6,754,000
SH.A.F.P SIGAL Life UNIQA	2,124,432	2,357,000	4,661,000	4,613,000
SIGAL UNIQA KS Non Life	12,034,619	12,204,000	14,070,000	16,493,000
SIGAL Life UNIQA KS	1,116,295	1,073,000	1,436,000	2,020,000
UNIQA MKV Non Life	13,384,976	13,450,000	16,642,000	18,565,000
UNIQA Life MKV	2,403,932	2,970,000	4,023,000	4,641,000
GROUP	71,848,476	68,533,000	84,446,000	98,728,000

Premiums written by products for 2022



Product Type	AL (in Euro)	KS (in Euro)	MKV (in Euro)	Grupi (in Euro)
Property				
Motor	11,486,130	2,660,036	4,279,796	18,425,963
Life, Health and Accidents	26,805,894	9,943,715	12,259,690	49,009,300
Aviation	12,624,541	5,695,020	6,344,184	24,663,745
Reinsurance*	1,045,769	214,512	321,746	1,582,027
Voluntary Pension*	433,220	-	-	433,220
	4,613,318	-	-	4,613,318
TOTAL	57,008,873	18,513,284	23,205,416	98,727,573

* Voluntary Pension products and Reinsurance are offered only in Albania respectively by the companies SIGAL UNIQA Group AUSTRIA Risigurime and SH.A.F.P SIGAL Life UNIQA.

REPORT OF INDEPENDENT AUDITORS

SIGAL UNIQA Group AUSTRIA sh.a.

Consolidated Financial Statements according to
International Financial Reporting Standards
for the year ended December 31, 2022

Independent Auditor's Report

To the Shareholders of Sigal Uniqa Group Austria SH.A.:

Our opinion

In our opinion, the consolidated financial statements present fairly, in all material respects, the consolidated financial position of Sigal Uniqa Group Austria SH.A. (the "Company") and its subsidiaries (together - the "Group") as at 31 December 2022, and its consolidated financial performance and its consolidated cash flows for the year then ended in accordance with International Financial Reporting Standards.

What we have audited

The Group's consolidated financial statements comprise:

- the consolidated statement of financial position as at 31 December 2022;
- the consolidated statement of profit or loss and other comprehensive income for the year then ended;
- the consolidated statement of changes in equity for the year then ended;
- the consolidated statement of cash flows for the year then ended; and
- the notes to the consolidated financial statements, which include significant accounting policies and other explanatory information.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the consolidated financial statements section of our report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We are independent of the Group in accordance with International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA Code). We have fulfilled our other ethical responsibilities in accordance with the IESBA Code.

Other information

Management is responsible for the other information. The other information comprises Annual Report (but does not include the consolidated financial statements and our auditor's report thereon), which is expected to be made available to us after the date of this auditor's report.

Our opinion on the consolidated financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

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

When we read the Annual Report, if we conclude that there is a material misstatement therein, we are required to communicate the matter to those charged with governance.

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 International Financial Reporting Standards, and for such internal control as management determines is necessary to enable the preparation of the 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.

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

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

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

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional 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 internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the consolidated financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Group to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the consolidated financial statements, including the disclosures, and whether the consolidated financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the Group audit. We remain solely responsible for our audit opinion.

We communicate with 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.

SIGAL UNIQA Group AUSTRIA Sh.a.
Consolidated statement of financial position as at 31 December 2022
(All amounts are expressed in thousand ALL)

	Notes	31 December 2022	31 December 2021 Restated ¹	1 January 2021 Restated ¹
ASSETS				
Cash and cash equivalents	10	327,306	392,266	325,060
Term deposits	11	10,460,341	9,415,497	9,552,649
Investment in securities	12	2,588,195	2,327,797	1,679,439
Equity securities at FVTPL		42,116	11,096	13,072
Financial investments in which the Investment risk is borne by the insured	18	242,219	190,014	79,051
Insurance receivables	13	1,320,140	1,464,526	1,321,318
Reinsurance assets	14	2,085,697	1,586,085	1,848,277
Deferred acquisition cost	15	905,501	805,196	751,544
Inventory		-	10,311	4,689
Corporate income tax receivable		-	44,836	-
Property and equipment and right of use assets	16	1,555,542	1,666,796	1,578,384
Other assets	17	545,790	391,181	304,068
TOTAL ASSETS		20,072,847	18,305,601	17,457,551
LIABILITIES				
Liabilities for losses and loss adjustment expenses	19	8,153,267	7,208,386	6,955,533
Unearned premium reserve	20	5,227,291	4,723,072	4,324,851
Income tax liabilities		45,683	11,406	91,745
Payables to suppliers and reinsurance payables	21	732,139	590,185	507,442
Lease liabilities	22	197,204	284,479	194,182
Other payables	23	529,367	542,420	474,667
TOTAL LIABILITIES		14,884,951	13,359,948	12,548,420
EQUITY				
Share capital	24	2,232,909	2,232,909	2,232,909
Other capital reserves	24	52,133	52,133	52,133
Insurance risk reserve	25	710,153	719,856	693,621
Translation reserves		(442,898)	(321,146)	(159,597)
Retained earnings		2,585,707	2,216,418	2,050,961
Total equity attributable to owners of the Parent		5,138,004	4,900,170	4,870,027
Non-controlling interest		49,892	45,483	39,104
TOTAL EQUITY		5,187,896	4,945,653	4,909,131
TOTAL EQUITY AND LIABILITIES		20,072,847	18,305,601	17,457,551

These consolidated financial statements have been approved by the Directors of the Group on 17 July 2023 and signed on their behalf by:


 Avni Ponari
 General Manager


 Klement Mersini
 Finance Manager

¹ The consolidated statement of financial position at 1 January 2021 and 31 December 2021 have been subject to restatement of the amounts as explained in note 4.

SIGAL UNIQA Group AUSTRIA Sh.a.
Consolidated statement of profit or loss and other comprehensive income
(All amounts are expressed in thousand ALL)

	Notes	2022	2021 Restated ²
Gross written premiums	26	10,943,254	9,763,715
Premium ceded to reinsurers	27	(1,371,383)	(1,080,901)
Net written premium		9,571,871	8,682,814
Change in provision for unearned premium		(608,916)	(434,304)
Change in provision for unearned premium ceded to reinsurers		(34,250)	(113,386)
Net earned premium		8,928,705	8,135,124
Interest income		195,223	157,090
Other income	28	455,743	341,455
Net income		9,579,671	8,633,669
Change in reinsurance share of claims reserves		160,438	144,413
Insurance claims and loss adjustment expenses		(3,946,254)	(3,966,642)
Net insurance claims		(3,785,816)	(3,822,229)
Acquisition costs	29	(2,046,599)	(1,901,931)
Administration and marketing expenses	30	(2,098,851)	(1,835,485)
Other insurance expenses	31	(574,220)	(450,712)
Foreign currency losses		(276,442)	(73,585)
Profit before income tax		797,743	549,727
Income tax expense	32	(173,748)	(118,058)
Profit for the year		623,995	431,669
Other comprehensive income			
<i>Items that are or may be reclassified subsequently to profit or loss</i>			
Translation of financial information of foreign operations to presentation currency		(121,752)	(161,549)
Total comprehensive income for the year		502,243	270,120
Profit attributable to:			
Owners of the parent		619,586	425,290
Non-controlling interest		4,409	6,379
Total comprehensive income attributable to:			
Owners of the parent		497,654	263,874
Non-controlling interest		4,589	6,246

SIGAL UNIQA Group AUSTRIA Sh.a.
Consolidated statement of changes in equity for the year ended 31 December 2022

(All amounts are expressed in thousand ALL)

	Share capital	Other capital reserves	Insurance risk Reserve	Translation reserve	Retained earnings	Attributable to owners of the parent	Non-controlling interest	Total
Balance as at 1 January 2021 (restated)	2,232,909	52,133	693,621	(159,597)	2,050,961	4,870,027	39,104	4,909,131
Profit for the year	-	-	-	-	425,290	425,290	6,379	431,669
Translation of financial information of foreign operations to presentation currency	-	-	-	(161,549)	-	(161,549)	-	(161,549)
Total comprehensive income for the year	-	-	-	(161,549)	425,290	263,741	6,379	270,120
Appropriation of retained earnings	-	-	26,235	-	(26,235)	-	-	-
Dividend paid	-	-	-	-	(233,599)	(233,599)	-	(233,599)
Total contributions by and distribution to owners	-	-	26,235	-	(259,834)	(233,599)	-	(233,599)
Balance as at 31 December 2021 (restated)	2,232,909	52,133	719,856	(321,146)	2,216,417	4,900,169	45,483	4,945,652
Profit for the year	-	-	-	-	619,586	619,586	4,409	623,995
Translation of financial information of foreign operations to presentation currency	-	-	-	(121,752)	-	(121,752)	-	(121,752)
Total comprehensive income for the year	-	-	-	(121,752)	619,586	497,834	4,409	502,243
Appropriation of retained earnings	-	-	(9,703)	-	9,703	-	-	-
Dividend paid	-	-	-	-	(260,000)	(260,000)	-	(260,000)
Total contributions by and distribution to owners	-	-	(9,703)	-	(250,297)	(260,000)	-	(260,000)
Balance as at 31 December 2022	2,232,909	52,133	710,153	(442,898)	2,585,707	5,138,004	49,892	5,187,896

**SIGAL UNIQA Group AUSTRIA Sh.a.
Consolidated statement of cash flows**
(All amounts are expressed in thousand ALL)

Notes	For the year ended 31 December 2022	For the year ended 31 December 2021 Restated ³
Cash flows from operating activities		
Profit before income tax	797,743	549,727
<i>Adjustments for:</i>		
Depreciation	242,092	180,564
Impairment charge	198,568	130,667
Gains from disposal of premises and equipment	-	(13,113)
Interest income	(195,223)	(157,090)
Interest expense	10,188	13,367
Cash flows from operating profits before changes in operating assets and liabilities	1,053,368	704,122
<i>Changes in operating assets and liabilities:</i>		
Change in insurance and other receivables	(54,182)	(273,875)
Change in deferred acquisition costs	(100,305)	(53,652)
Change in reinsurance assets	(499,612)	262,192
Change in Financial investments in which the Investment risk is borne by the insured	(52,205)	(110,963)
Change in other assets	(144,298)	(92,735)
Change in payables from reinsurance activity	141,954	82,743
Change in insurance contract provisions	1,449,100	651,074
Change in other liabilities	(13,053)	67,753
Income tax paid	(94,635)	(243,233)
Cash flow generated from operating activities	1,686,132	993,426
Cash flows from investing activities		
Purchases of property and equipment	(121,387)	(185,205)
Sale of property and equipment	29,838	25,075
Proceeds from / placements to term deposits	(993,208)	117,358
Cash inflows from investments in securities	1,155,357	795,810
Cash outflows from investments in securities	(1,415,755)	(1,448,728)
Purchase of Equity securities at FVTPL	(31,020)	-
Sale of investment in securities	-	1,976
Interest received	143,585	176,884
Net cash used in investing activities	(1,232,590)	(516,830)
Cash flows from financing activities		
Dividend paid	(260,000)	(233,599)
Lease payments	(128,988)	(125,240)
Net cash used in financing activities	(388,988)	(358,839)
Net (decrease)/increase in cash and cash equivalents	64,554	117,757
Effect of exchange rate changes on cash and cash equivalents	(129,514)	(50,551)
Cash and cash equivalents at beginning of the year	392,266	325,060
Cash and cash equivalents at the end of the year	327,306	392,266

Annual Report of Internal Audit 2022
Report on the performance and activities of Internal Audit of SIGAL UNIQA GROUP AUSTRIA and on the conformity with the International Internal Audit Standards
Executive Summary

SIGAL UNIQA GROUP AUSTRIA has established an Internal Audit Department. Internal Audit is assessing the lawfulness, correctness, and efficiency of the business operations as well as the appropriateness and effectiveness of the internal control system and other components of the governance system. Internal Audit acts self-reliantly, independently, and objectively. Internal Audit is not subject to any directives when conducting an audit engagement, in evaluating the engagement results and in reporting.

Internal Audit must report the audit findings directly to the Management Board, who approves the recommended measures. Furthermore, Internal Audit reports quarterly to the chairman of the Supervisory Board, the entire Supervisory Board, and the Audit Committee. The content of the report includes the ongoing and finalized audits as well as key audit findings and measures.

The activities of Internal Audit follow the International Internal Audit Standards

Organization, Authority and Responsibility

Internal Audit delivers independent objective assurance and consulting services designed to add value and improve the organization's operations. Internal Audit helps the management to accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes. This is accomplished particularly by assessing the lawfulness, correctness, and efficiency of the

business operations as well as the appropriateness and effectiveness of the internal control system and other components of the governance system. Internal Audit reports functionally to the Management Board and is administratively reporting to the CEO.

Independence and Objectivity

Internal Audit acts self-reliantly, independently, and objectively. Internal Audit is not subject to any directives when conducting an audit engagement, in evaluating the engagement results and in reporting.

The performance of the internal audit activities is exclusive and cannot be conducted together with other operational activities. This guarantees independence and thus ensures stringent monitoring and evaluation of the effectiveness of the internal control system and other components of the governance system.

Staffing of Internal Audit Function

As of December 31, 2022, the organizational structure is as follows:

- 1) Erjon Cano – Director of the Internal Audit Department
- 2) Krist Polo – Specialist in the Internal Audit Department

The staffing of the Internal Audit Function is sufficient to be able to properly fulfill the audit engagements.

Activities of Internal Audit

The activities of Internal Audit are based on legal and regulatory requirements, on the principles of corporate governance, on International Internal Audit Standards, as well as on the corporate mission statement and the guidelines of UNIQA Group.

Performed Audit Engagements in 2022 according to Audit Plan

Internal Audit planned six audits and one external assessment for the year 2022.

During the year, one external assessment has remained in fieldwork.

Six audit reports were finally issued during the year.

The audit plan completion rate including final audit reports amount to 86 percent (Last year: 71 percent).

Internal audit reports are submitted to the members of the Management Board, to the heads of the audited departments, and in some cases in excerpts to the persons responsible for the implementation of measures. The results of all finalized audits did not reveal any significant findings. No audit reports with red coloring were issued regarding Sigal Uniqa Group Austria.

The audit plan 2022 including the titles of the specific audit engagements, the respective audit results and further information is presented in Annex 1.

The covid pandemic had not a significant impact on internal audit activities conducted.

Follow-up of Internal Audit Measures

In the course of the follow-up activity, Internal Audit determines the adequacy and effectiveness of the actions taken by the responsible auditees with the aim to timely resolve the audit finding.

The persons responsible for the implementation of the measures must report the implementation to Internal Audit on the due date the latest. In case the due date is not met, and the measure is still open, the measure is defined as overdue and must be reported to the Supervisory Board until it has been completed, even if a new deadline has been agreed upon.

If the audited function and / or the responsible Management Board member accepts the risk identified by the audit engagement, the measure is marked as rejected and reported on - together with the overdue measures - at the next Management Board or Supervisory Board meeting.

In 2022, a measure has been agreed with the responsible persons at Sigal Uniqq Group Austria.

Risk-based Audit Planning

The risk-based audit plan was established based on a risk-model used within the Group for multi-year audit planning. This multi-year audit planning includes all processes of Sigal Uniqq Group Austria.

As a result of the risk-based audit planning, the audit plan for 2023 is generated as well as the multi-year plan (2024 - 2025) for processes to be audited next is projected.

The audit plan for the year 2023 for Sigal Uniqq Group Austria contains seven audit engagements. Overruns and external audit engagements are excluded from the calculation. See Annex 2.

The audit plan for 2023 has been approved by the Management Board of Sigal Uniqq Group Austria in the board meeting on 31.03.2023.

Budget and Technical Equipment

Internal Audit holds an appropriate budget.

The premises of Internal Audit are located in a defined confidentiality area. For strictly confidential meetings and audit engagement activities, meeting rooms are available.

Quality Assurance and Improvement Program

The Quality Assurance and Improvement Program consists of process-integrated components as well as regular internal and external quality assessments.

Process-integrated Quality Assurance

Process-integrated quality assurance comprises the ongoing monitoring of the performance of internal auditing activities, which is performed by the Head of Internal Audit. Process-integrated quality assurance is an integral part of day-to-day activities and incorporates information from the audit tool AUDIMEX.

Internal and External Quality Assessments

In 2022, the process of an external assessment by the consulting company Grant Thornton Albania began and it ends in 2023.

Reporting

Internal Audit regularly reports to Stakeholders as well as to certain committees.

Reporting to the Audit Committee and the Supervisory Board

Internal Audit reports quarterly to the Chairperson of the Supervisory Board, to the entire Supervisory Board as well as to the Audit Committee. The reporting includes audit engagements conducted in the respective quarter and significant audit findings. Likewise, overdue audit findings from past audits are highlighted.

Reporting to the Management Board

Internal Audit reports audit findings directly to the whole Management Board, which decides, which measures need to be taken based on the findings and recommendations of the Internal Audit Function. The Management Board ensures the implementation of the agreed measures.

Internal Audit reports quarterly on overdue as well as on not further tracked measures.

Exchange with the External Auditor and Key Functions

A mutual exchange with the external auditor takes place at least once a year to discuss audited areas and material findings.

Besides a regular exchange between specific key functions, a quarterly mutual meeting of the key functions of the company is conducted.

Summary of the activity

In the company Sigal Uniqa Group Austria, we as the Audit Department, during the year 2022 have made continuous audits in all Departments of the Company based on law no. 52/2014 On Insurance and Reinsurance Activity. These audits are done in accordance with the work plan that we have created at the beginning of the year and approved by Uniqa Group Audit and the Supervisory Board of the Company. During the year there are also controls initiated by the General Director of the Company for work problems and its improvement making the work of the Audit Department flexible and risk based. The company during 2022 has an increase in premiums compared to 2021 and has managed to maintain the role of the leader in the insurance market, to cover all costs for clients and insured companies and to close the year 2022 with a profit in its financial result. In more detail about the work done we will present the following:

Property Department. The Property department has worked well during 2022. All insurance evidence has been completed correctly, sending in time all the records required by Uniqa Group Austria, the Financial Supervisory Authority and the Statistics Department of the Company. Renewals of multi-year policies are made according to the renewal deadlines as well as the completion of new policies. The Department has worked towards the fulfillment of insurance plans set at the beginning of the year, facing the strong competition in the insurance market among other companies in the field of insurance. Insurance premiums were realized more than in 2021 in the amount of 1,270,599 Euro. For each insurance product the premiums for the Property Department are realized as follows:

Gross Written Premiums Property	Year 2022 (Euro)
Fire and other property	8,262,196
Liability	2,025,064
Guarantee	758,152
Total Premiums Property	11,045,411

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

During the year 2022, 1,803,001 Euro were paid for the claims by the Property Department. Compared to 2021, were paid 1,139,152 Euro less. Sigal Uniqa Group has remained near its customers, making it possible to pay all the claims caused. Claims paid by the property department are as follows:

Claims Paid Property	Year 2022 (Euro)
Claims Fire & Other Property	1,717,019
Claims Liability	47,157
Claims Guarantee	38,826
Total Claims Paid Property	1,803,001

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

According to the percentages drafted and approved by the General Director, payment has been made for the commissions of agents, insurance brokers, banks with which the Company has relations, etc. These commissions are on average about 13.4% of the insurance premiums and are presented as follows:

Acquisition costs	Year 2022 (Euro)
Fire & Other Property	1,046,829
Liability	285,938
Guarantee	150,858
Total Property	1,483,626

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

For all insurance products in the property department, the Company is careful and has worked to reinsure these contracts so in case of large risks to enable the

normal performance of its activity. This was very well seen in the case of the earthquake that occurred in November 2019, where from the large claims that were caused, the Company compensated by reinsurance about 90% of the claims occurred from the earthquake. The reinsurance payments made by Sigal Uniqa Group Austria during 2022 for the property department are as follows:

Reinsurance Property	Year 2022 (Euro)
Fire & Other Property	4,499,777
Liability	683,257
Guarantee	241,802
Total Property	5,424,836

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

Considering all these elements that We presented above, to see the economic-financial effectiveness at the end of 2022, we have presented a summary with all of these elements as follows:

Property Department Analysis (Euro)						
Product	Income	Claims Paid	Paid Reinsurance	Agent Commissions	Total Expenses	Difference
Fire & Other Property	8,262,196	1,717,019	4,499,777	1,046,829	7,263,625	998,571
Liability	2,025,064	47,157	683,257	285,938	1,016,351	1,008,712
Guarantee	758,152	38,826	241,802	150,858	431,486	326,666
Total property	11,045,411	1,803,001	5,424,836	1,483,626	8,711,463	2,333,948

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

The table shows that the expenses incurred for claims, reinsurance and agents' commissions are lower than the income realized from insurance premiums and the Department is effective. However, the administrative expenses incurred by the company must also be considered.

Motor Department.

This department has also done a good work in general. The organization and functioning of the network of branches and agencies throughout the territory,

has made the work in the realization of insurance products like, MTPL, Casco, Green Card and Border insurance to have a large impact on the Company to maintain the role of leader in the insurance market. The books and statements for the necessary reports are completed on time and according to the approved formats. Premiums realized for 2022 are higher than in 2021 in the amount of 2,552,751 Euro, and this shows the good work done by the Motor Department during 2022. The realization of insurance products according to its type for the Motor Department for 2022 is like below:

Gross Written Premiums Motor	Year 2022 (Euro)
MTPL	18,583,657
Casco	2,538,182
Green Card	3,749,599
Border MTPL	885,156
Total Motor Department	25,756,594

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

The claims incurred and paid normally are in proportion with the realization of the insurance premiums, when the situations during the year do not indicate unexpected events. The claims during 2022 total are 8,766,042 Euro. For each category of insurance, the claims paid for 2022 are as follows:

Claims Paid Motor	Year 2022 (Euro)
MTPL	6,162,023
Casco	1,453,247
Green Card	1,055,812
Border MTPL	94,960
Total Claims Motor Department	8,766,042

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

The network of agents of the company is paid with commissions for insurance policies sold in accordance with the percentages approved. In total the amount

paid for agent commission in the motor department is 4,500,557 Euro or equal to an average of about 17.4% of the insurance premiums.

The paid commissions are presented in the table below:

Acquisition costs Motor Department	Year 2022 (Euro)
MTPL	3,310,120
Casco	448,393
Green Card	644,329
Border MTPL	97,715
Total Motor Department	4,500,557

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

Reinsurance, as is done in every department, are done correctly to have a normal work performance and reduce the risks that may occur, mainly in the Green Card insurance product, which also has the highest risk. Reinsurance payments made for 2022 for the Motor Department are as follows:

Reinsurance Motor	Year 2022 (Euro)
MTPL	265,584
Casco	0
Green Card	292,848
Border MTPL	0
Total Motor Department	558,432

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

As we did for the Property Department, we have prepared an overview for the Motor Department with the above indicators, we see its financial effectiveness in general indicators for 2022. The overview shows that in total, the department has a positive result from the income realized from insurance premiums and expenses incurred in the amount of 11,931,563 Euro. But we have to consider that for the Motor Department there are also administrative costs incurred by the Company. An analysis of all its products shows that Casco have a negative result.

A better job has to be done with this product, mainly in increasing premium income, but also in reducing costs would make the department have higher economic and financial results for the department itself and the Company. Below is the table prepared by us.

Motor Department Analysis (Euro)						
Product	Income	Claims Paid	Paid Reinsurance	Agent Commissions	Total Expenses	Difference
MTPL	18,583,657	6,162,023	265,584	3,310,120	9,737,727	8,845,930
Casco	2,538,182	1,453,247	0	448,393	1,901,640	636,542
Green Card	3,749,599	1,055,812	292,848	644,329	1,992,990	1,756,609
Border MTPL	885,156	94,960	0	97,715	192,675	692,481
Total Motor Department	25,756,594	8,766,042	558,432	4,500,557	13,825,032	11,931,563

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

The Private Health Department.

The health department operates mainly with three products in the field of insurance such as health in travel, private health, and personal accidents. These are the main products but within each product for customers there are different alternatives. For the financial year 2022 we have an increase of premiums with 1,228,488 Euro compared to the realization of 2021. Insurance premiums realized for 2022 are:

Gross Written Premiums Health	Year 2022 (Euro)
Accidents and Health	5,637,239
Total Health Department	5,637,239

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

During the year 2022 the claims occurred in the health department have been paid regularly by the company Sigal Uniqa Group Austria without bringing any

inconvenience to its customers. Payments made are 104,418 Euro more than in 2021 which is normal considering the increase in premiums. For each insurance product the claims paid are as follows:

Claims Health Department	Year 2022 (Euro)
Accidents and Health	2,535,645
Total Health Department	2,535,645

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

Commission payments for the Company's agents, brokers, etc., are in the amount of 940,508 Euro or 16,7% of the insurance premiums which is within the approved limits for these payments.

We are also presenting the commissions for agents in the table below:

Acquisition costs Health Department	Year 2022 (Euro)
Accidents and Health	940,508
Total Health Department	940,508

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

The reinsurance in the products of health insurance is done mainly in special cases for the private health product, when special clients are covered for large amounts. For other products it is not applied as the risks can be covered by the Company.

Reinsurance payments are as follows:

Reinsurance Health Department	Year 2022 (Euro)
Accidents and Health	396,919
Total Health Department	396,919

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

An analysis with all the above-mentioned data for the health department, as we have described, shows us that the income realized by the insurance premiums is larger than the costs incurred, but we have to consider the administrative expenses also. In the analysis of analytical products this is mainly a result of the private health insurance which has the higher premiums in this department. Furthermore, measures must be taken for this insurance product like, increasing the income from insurance premiums, or considering the possibility of reducing costs, for the product to be more profitable. The data are as follows:

Health Department Analysis (Euro)						
Product	Income	Claims Paid	Paid Reinsurance	Agent Commissions	Total Expenses	Difference
Accidents and Health	5,637,239	2,535,645	396,919	940,508	3,873,072	1,764,167
Total Health Department	5,637,239	2,535,645	396,919	940,508	3,873,072	1,764,167

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

Marine & Aviation Department.

There is a significant increase in insurance premiums compared to last year. For 2022 the premiums realized from the Marine & Aviation Department are as follows:

Gross Written Premiums	Year 2022 (Euro)
Income Goods in Transit	407,701
Income Marine P&I	161,713
Income Aviation	434,619
Income Marine & Aviation	1,004,033

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

The claims paid during the year 2022 are for goods in transport and in small and non-problematic values. Claims have been paid for 2022 as follows:

Claims Paid	Year 2022 (Euro)
Claims Paid Goods in Transit & Marine	113,691
Claims Paid Marine & Aviation	113,691

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

Agents' commissions for insurance sold in the Marine and Aviation Department are in the amount of 189,481 Euro which is 34,513 Euro more than in 2021. This increase is in line with the increase of the premiums. The commissions are 19% of the total premiums. Agent commissions have been paid for the year 2022 as follows:

Acquisition costs	Year 2022 (Euro)
Agent Commissions Goods in Transit	121,043
Agent Commissions Marine P&I	13,124
Agent Commissions Aviation	55,314
Agent Commissions Marine & Aviation	189,481

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

Reinsurances for the Marine and Aviation Department are regularly done. We notice that for 2022 reinsurances are in the same amounts as in 2021.

Reinsurance payments have been made to the Marine and Aviation Department as follows:

Reinsurance	Year 2022 (Euro)
Reinsurance Goods in Transit	118,506
Reinsurance Marine P&I	64,277
Reinsurance Aviation	185,744
Reinsurance Marine & Aviation	368,527

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

In the analysis of the Marine and Aviation Department regarding the realized income and expenses made, we have to highlight this department is effective.

The table prepared for the Marine and Aviation Department is as follows:

Marine & Aviation Department Analysis (Euro)						
Product	Income	Claims Paid	Paid Reinsurance	Agent Commissions	Total Expenses	Difference
Total Insurance Marine & Aviation	1,004,033	113,691	368,527	189,481	671,699	332,334

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

An analysis for all the underwriting departments of the company, where the performance of the Company is given, from the data presented above, gives us the result of the Company. The income realized from insurance premiums are in the amount of 43,443,277 Euro. Compared to 2021, we have a significant increase by 5,706,958 Euro as a result of the good work done by the Underwriting Departments.

In conclusion, we mention that the recommendations given for each department should be seen in the overview-analyses prepared and we can see the importance of proper and correct reinsurance which the Company implements regularly.

Finance Departments.

In the ongoing audits during the year, done by us, we notice that the finance department has correctly implemented the approved unique accounting plan, as well as all international standards that apply to finance (IFRS). During 2022 the finance department has continued to record the accounting in the SAP financial program, that despite the starting difficulties, it is continuing normally. All accounts affected by financial operations during the year have regular "debit"

and "credit" positions and are reconciled with the corresponding analytical accounts. They present the real balances of the Company as of December 31, 2022, in all its indicators. The balance sheet is correctly closed. Its synthetic presentation with the assets of the accounts and their liabilities is as follows:

BSH (in Euro)	31-Dec-22	31-Dec-21
Assets		
Cash and cash equivalents	737,585	679,790
Term deposits with banks and Investments	46,300,614	39,495,373
Investments in equity instruments at fair value	284,669	0
Insurance accounts receivable	3,693,253	4,632,160
Income tax receivable	0	228,063
Deferred underwriting expenses	3,935,192	3,589,234
Accounts receivable from reinsurance	7,285,870	7,825,867
Investments in subsidiaries	19,461,175	19,461,175
credit mk	1,026,823	1,083,087
Tangible long-term assets	8,571,224	9,069,508
Other assets	2,013,119	3,278,554
Total assets	93,309,524	89,342,810
Liability		
Reserve for claims	25,642,944	25,201,977
Reserve for unearned premiums	21,865,431	20,372,650
Income tax payable	221,565	0
Lease obligations	1,443,776	2,030,132
Other obligations	5,328,329	4,741,280
Total liabilities	54,502,046	52,346,038
Capital		
Share capital	19,547,485	19,547,485
Insurance risk reserves	2,280,451	2,280,451
Retained profit	16,979,542	15,168,836
Total capital	38,807,478	36,996,772
Total liabilities and Capital	93,309,524	89,342,810

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

The company Sigal Uniqa Group Austria has managed to realize for this year a gross profit of 4,737,118 Euro. To present the realization of this profit we have prepared the income statement of the company. The analytical elements of financial income and expenses for the Company for 2022 and compared with the year 2021 are as follows:

(Values in Euro)	31-Dec-22	31-Dec-21
Gross written premiums	43,859,029	37,475,661
Change in unearned premium reserves	-1,433,186	-1,226,791
Gross premiums earned	42,425,844	36,248,870
Premiums ceded in reinsurance	-7,069,603	-5,202,840
Change in reinsurance in unearned premium reserves	-360,359	-708,774
Net insurance premium income	-7,429,962	-5,911,615
Other income	1,237,427	778,663
Net income	36,233,308	31,115,918
Change in insurance claims reserves	-423,362	293,042
Change in reinsurance participation in claims reserve	-158,080	-1,428,122
Claims paid	-13,218,380	-14,022,771
Reinsured Claims Paid	1,506,522	2,607,392
Net insurance claims	-12,293,300	-12,550,458
Acquisition costs	-7,052,875	-6,356,056
Administrative expenses	-9,906,339	-7,981,179
Other insurance expenses	-1,201,364	-1,083,520
Operating profit	5,779,430	3,144,705
Income from investments	997,116	1,011,778
Rent interest expense	-70,265	-93,219
Exchange rate profit/losses	-1,969,163	-492,360
	-1,042,312	426,199
Profit before tax	4,737,118	3,570,904
Income tax expenses	-813,459	-517,298

Profit of the year	3,923,659	3,053,606
Other comprehensive income	0	0
Total comprehensive income for the year	3,923,659	3,053,606

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All
 * Average exchange rate 2022: 1 Eur = 118.68 All

The subscribed capital with its movements for the company is at stable levels. Its changes come mainly from the profits realized in years or even the cases when the distribution of profit in the form of dividend is established. The changes in capital for 2022 are as follows:

(Values in Euro)	Share Capital	Insurance risk reserve	Retained earnings	Total
Balance at 1 January 2021	18,767,095	2,189,412	13,383,681	34,340,188
Balance at 1 January 2021	18,767,095	2,189,412	13,383,681	34,340,188
Profit for the year	-	-	3,142,919	3,142,919
Other comprehensive income for the year	-	-	3,142,919	3,142,919
Transactions with the owners of the Company				
Dividend paid	-	-	-1,963,347	-1,963,347
Total transactions with the owners of the Company	-	-	-1,963,347	-1,963,347
Balance at 31 December 2021	18,767,095	2,189,412	14,563,254	35,519,761
Balance at 1 January 2022	18,767,095	2,189,412	14,563,254	35,519,761
Profit for the year	-	-	3,923,659	3,923,659
Other comprehensive income for the year	-	-	3,923,659	3,923,659
Transactions with the owners of the Company				
Dividend paid	-	-	-2,185,241	-2,185,241
Total transactions with the owners of the Company	-	-	-2,185,241	-2,185,241
Balance at 31 December 2022	18,767,095	2,189,412	16,301,672	37,258,179

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All
 * Average exchange rate 2022: 1 Eur = 118.68 All

The company has a stable cash balance, which has increased compared to the year 2021. The bank deposits distributed in almost all commercial banks with which the Company also cooperates in the field of insurance. To present the balance of cash in its bank accounts and deposits at the end of 2022, we have prepared the following table:

Monetary Situation Cash & Bank	Year 2022 (Euro)
Monetary instruments and equivalents	737,582
Term deposits with banks	46,300,613
Total	47,038,195

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All
 * Average exchange rate 2022: 1 Eur = 118.68 All

Balances in bank accounts and deposits by commercial banks with which the company Sigal Uniqa Group Austria works for 2022 are as follows:

BANKS (ne Euro)	31-Dec-22		31-Dec-21	
	Monetary instruments and term deposits	From wick: Cash equivalent	Monetary instruments and term deposits	From wick: Cash equivalent
Banka Kombëtare Tregëtare	21,242,677	151,212	14,916,968	120,561
Intesa San Paolo Bank	306,907	77,554	500,621	107,896
Raiffeisen Bank	398,862	80,233	344,951	44,986
Credins Bank	6,356,955	27,418	4,838,469	53,668
Banka Amerikane e Investimeve	6,671,365	36,111	7,005,594	28,122
OTP Bank	5,374,376	84,733	4,696,748	74,147
Veneto Banka	0	0	0	0
National Bank of Greece – Albania	0	0	0	0
International Commercial Bank	0	0	0	0
ProCredit Bank	1,675,129	70,559	1,545,168	37,007
Tirana Bank	3,664,677	39,674	3,346,038	21,042
United Bank of Albania	20,984	20,984	28,461	28,461
Credit Bank of Albania	0	0	0	0
Alpha Bank – Albania	184,601	27,059	113,672	30,863

Union Bank	944,979	33,844	541,827	52,153
First Investment Bank	41,381	41,377	21,414	21,414
WVP-INVEST	284,669	0	0	0
Total Banks	47,167,563	690,760	37,899,930	620,321

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

The company has made investments over the years in establishing its subsidiaries in Sigal Uniqa Kosovo and Uniqa North Macedonia, as well as in Sigal Life in Albania, Kosovo, and North Macedonia. These Amounts have no changes from 2021 and at the end of 2022 are presented as follows:

Investment in Participation (Euro)	31.12.2022	31.12.2021
Investments in Sigal Non Life Kosovo	4,853,445	4,590,999
Investments in Sigal Life Kosovo	4,304,714	4,071,940
Investments Uniqa North Macedonia	2,791,513	2,640,564
Investments Uniqa Life North Macedonia	4,272,433	4,041,404
Investments Sigal Life Albania	3,239,070	3,063,920
Total	19,461,175	18,408,827

Note: There are no changes in ALL from 31.12.2021 to 31.12.2022. The changes in the table above are as a result of different exchange rate in date 31.12.2022 (1 Euro = 114.23 ALL) and in date 31.12.2021 (1 Euro = 120.76 ALL)

Additions and disposals of tangible fixed assets are accurately recorded. The calculation of the annual depreciation of assets is done within the approved norms for each type of tangible and intangible asset and the balance reconciles with their analytical lists. The movements of fixed assets, with their balances at the beginning of the year, the movements during the year and the balances at the end of year, gross and net, together with the depreciation, are as follows:

(In Euro)	Land	Buildings	Motor vehicles	Computer and office equipment	Leasehold improv.	Total
Cost						
At 1 January 2021	725,317	10,787,455	1,547,308	3,502,180	333,126	16,895,387
Additions	-	1,291,184	7,581	144,288	-	1,443,053
Disposals	-	-	-23,952	-6,627	-	-30,579
At 31 December 2021	725,317	12,078,631	1,530,938	3,639,841	333,126	18,307,861
Additions	0	485,048	31,892	309,673	-	826,613
Disposals	0	-96,297	-89,294	-17,430	-	-203,029
At 31 December 2022	725,317	12,467,382	1,473,536	3,932,084	333,117	18,931,445
Depreciation						
At 1 January 2021	-	-4,100,114	-1,024,022	-2,674,963	-223,024	-8,022,122
Charge for the year	-	-899,982	-105,699	-200,998	-33,310	-1,239,998
Disposals	-	-	21,562	2,206	-	23,768
At 31 December 2021	-	-	-1,108,168	-2,873,746	-256,334	-
Charge for the year	-	-997,085	-87,683	-190,230	-33,310	-1,308,317
Disposals	-	90,861	80,749	14,838	-	186,448
At 31 December 2022	-	5,906,329	-1,115,101	-3,049,138	-289,652	-
Net carrying value						
At 31 December 2021	725,317	7,078,535	422,770	766,095	76,784	9,069,509
At 31 December 2022	725,317	6,561,052	358,435	882,938	43,465	8,571,225

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

During the year 2022, we have a decrease in receivables from policy holders and agents compared to 2021 for the amount 901,420 Euro. The other elements that create the account "insurance receivables and other accounts" are not in concerning levels and also these amounts are closed in the first months of 2023.

The analytical balance of the account "receivables from insurance and other" is presented as below:

Receivable Accounts (in Euro)	Year 2022	Year 2021
Receivable Account Clients	3,651,230	4,355,689
Receivable Account Agents	42,029	25,994
Total	3,693,259	4,381,683
Underwriting costs to be distributed	Year 2022	Year 2021
Underwriting costs to be distributed (DAC)	3,935,192	3,395,147
Other Assets	Year 2022	Year 2021
Receivables to subsidiaries	127,651	1,236,506
Request for collection Reinsurers (Claims)	653,582	1,123,747
Receivables to employees	93,759	91,315
Request for collection Claims in Court	211,456	242,134
Prepayments for suppliers	215,976	244,567
Policies inventory status	36,778	81,845
Other Receivables	87,686	183,008
Requests for claims Compensation Fund	230,063	368,311
Request Guarantee Green Card	600,314	554,356
Total	2,257,264	4,125,789

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

The calculations of the tax on profit for the year 2022, on behalf of the tax authorities have been done correctly, excluding the Non-deductible Expenses. After this has been done, the profit tax has been calculated in the amount of 15% in accordance with the law in force.

The calculations made are as follows:

PL (in Euro)	Year Closed 31/12/2022	Year Closed 31/12/2021
Gross written premiums	43,859,029	37,475,661
Change in unearned premium reserve	-1,433,186	-1,226,791
Gross earned premium	42,425,844	36,248,870
Written premium ceded to reinsurers	-7,069,603	-5,202,840
Change in reinsurance part of unearned premium reserve	-360,359	-708,774
Net insurance premium revenue	-7,429,962	-5,911,615
Other income	1,237,427	778,663
Net income	36,233,308	31,115,918
Change in insurance claims reserves	-423,362	293,042
Change in reinsurance share of claims reserves	-158,080	-1,428,122
Insurance paid claims	-13,218,380	-14,022,771
Reinsurance paid claims	1,506,522	2,607,392
Net insurance claims	-12,293,300	-12,550,458
Acquisition costs	-7,052,875	-6,356,056
Administrative expenses	-9,906,339	-7,981,179
Other insurance expenses	-1,201,364	-1,083,520
Operating profit	5,779,430	3,144,705
Investment and interest income	997,116	1,011,778
Interest expense	-70,265	-93,219
Foreign currency losses less gains, net	-1,969,163	-492,360
	-1,042,312	426,199
Profit before tax	4,737,118	3,570,904
Income tax expense	-813,459	-517,298
Profit for the year	3,923,659	3,053,606
Other comprehensive income	0	0
Total comprehensive income for the year	3,923,659	3,053,606

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

Based on all financial indicators closed at the end of 2022 and doing a financial analysis of them, as the Audit Department we notice that the company Sigal Uniqa Group Austria meets the criteria and has a normal margin of solvency. The Solvency Margin totals 14,399,915 Euro and it is presented analytically in the table below:

Solvency margin (Euro)	2022	2021
a) Required solvency based on premiums	6,437,994	5,378,193
b) Required solvency based on claims	2,833,480	2,677,779
Required margin – the higher of (a) and (b)	6,437,994	5,378,193
b) Current level		
Share capital	19,547,483	18,490,469
Insurance risk reserve	2,280,451	2,157,138
Retained earnings	16,979,542	14,348,593
Investment in subsidiaries	-19,461,175	-
Other assets deductible in solvency calculation	4,946,387	18,408,827
		-5,619,235
Current solvency level	14,399,915	10,968,137

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

The same can be said for the financial level in terms of asset coverage, where from the analysis made, the result is 128.59%. This optimal figure that reflects the financial position of the company Sigal Uniqa Group Austria. The following table presents these calculations:

Gross technical and mathematical (A) provisions			
47,508,378			
	Investment limit as a percentage of gross provision	Amount of investment limit as per regulation	Assets deemed to back insurance liabilities
Gross technical and mathematical provisions			
Land and buildings	30%	14,252,513	5,471,502
Term deposits (excluding guarantee fund)	Pa limit	-	39,713,977
Investment in treasury bills (excluding guarantee fund)	Pa limit	-	0
Reinsurance assets (upper BBB-classification)	Pa limit	-	7,285,870
Securities traded in unregulated market	Pa limit	-	951,524
Insurance and other receivables (less than 3 months)	20%	4,373,086	2,303,013
Cash and cash equivalents	3%	1,425,251	737,585
Investments in fixed assets other than land and buildings	5%	2,375,419	1,241,390
Accrued interest and prepaid expenses	5%	2,375,419	108,480
Prepaid expenses	15%	3,279,815	3,279,815
TOTAL B			61,093,157
Coverage level in percentage of assets deemed to back insurance liability		B/A	128.59%

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

Actuarial-Statistics Department.

In the company the calculation of the necessary reserves is very important. These calculations by the actuarial-statistics department have been done correctly and accurately, in accordance with all laws, orders of the Financial Supervisory Authority and recommendations given by Uniqa Group Austria.

The approvals of their calculations with the respective amounts have been made, in the authorities within the country and in Uniqa Group as mentioned above, and then are included in the financial balance sheet of the Company. For the year 2021, the reserves calculated according to their type and in accordance with the required standards are as follows:

Reserves (Euro)	Year 2022	Year 2021
Reserves for unearned premium	25,642,944	25,201,977
Reserves for claims	21,865,431	20,372,650

* Exchange rate on 31.12.2022: 1 Eur = 114.23 All

* Average exchange rate 2022: 1 Eur = 118.68 All

Other Departments in the Company.

- **The Legal Department** has followed during the year the cases in which our company asks reimbursement by the person who caused the accident, that in the meantime had paid the injured party. These are followed because the party who caused the claim was in the conditions that there was no insurance or in the circumstances where there were alcohol test results in levels over the allowed limits or without a valid driving license. These cases have been followed closely by the Legal department in cooperation with the Regress Department. Also, court cases have been followed correctly, where in certain cases different clients have sued our company for the paid value of the claim.

The Legal department has prepared orders and regulations based on the legislation in force for all the other departments of the company, according to their function to improve the performance of work continuously. These orders in most cases are prepared at the request of the General Director regarding the implementation of certain conditions and requirements in function of the Company.

The Legal Department prepares also all the materials for the Board meetings of the Company, for all the issues that will be addressed in the meetings that take place during the year.

- **The handling of the claims** in the Company Sigal Uniqa Group Austria is done with several different departments. For the motor claims as MTPL Material and Casco which are in a higher number, there are separate departments for the handling of each product. We have audited the files of these claims by random selection during the year and we have noticed that they contain all the required documentation according to the internal regulations. The calculation of the amount payable is done according to the manuals created for this purpose and they have been presented correctly in our internal systems and the evidence in excel.

- There is a separate department for handling the Non-Material MTLP claims. In this department there are also doctors who can verify the injury and to check all the invoices. In these files also, all the required documentation is according to the internal regulations.

- The claims caused by green card insurance policies are prepared by the department which specifically covers these claims. This department does all the correspondence with all insurance bureaus, or in special cases with insurance companies outside the territory of Albania. After completing the file with the required correspondence and documentation, it has to be paid. Except for the cases of claims with the green card insurance, this department also deals with the cases sent by the Albanian Insurance Bureau. These are the cases the person responsible for the claim was not insured. All data for the payments of claims made during 2022 are presented in the above tables. In all these departments we have noticed that the data are regularly entered in the relevant registers (there is a software program for this purpose). The data are updated, they are recorded according to the formats approved by the Financial Supervisory Authority and Uniqa Group Austria.

- The claims in the Health Department are followed by a separate sector in this department which deals only with opening and completing files for clients provided with private health insurance mainly, but also when there are cases of travel health and accidents. The company Sigal Uniqa Group Austria has contracts with some of the private hospitals that operate in our country and where the insured clients do all the medical visits or are treated for various problems. A separate file has been opened for each insured client, in which issued by hospitals or medical clinics all the invoices are placed. Based on the type of insurance, there are many clients who use hospitals in foreign countries outside Albania and for these the same is done as the cases we said for Albania.

- The claims incurred and paid for property insurance are handled within the property department, a separate sector has been created that deals with claims incurred in this department. The property claims department during 2022 had a normal volume of work.

- **The Marketing Department** in our opinion during 2022 has worked well and helped the underwriting departments. This has been made possible through advertisements on the most watched televisions in the country, in well-known newspapers and magazines, social networks, as well as in cultural and sports events held during the year. Flyers have been prepared for advertising the work in the field of insurance of the Company, in order for the clients to have easier perception and understand the importance of the insurance for themselves, their family and their assets. The activity of advertising and marketing has been extended to various social networks. The marketing Department has also worked on equipping all offices where the Company Sigal Uniqa Group Austria operates by placing appropriate, uniform advertisements throughout the sales network in the Company. There is continuous training with the staff of the Company.

- **The IT department** has worked well in the network maintenance, computers, etc., and in creating new programs to improve the quality of work in the Company. Programs have been created for the sales of many insurance

products that the Company sells on-line in order to facilitate the buying process by the customer as much as possible. The same thing has been done for on-line sales from all the Company's offices throughout the territory of our country. A good and valuable job is also the help in the finance department for the SAP program.

Constantly this department is working for the improvement of all the existing programs in the Departments of the Company, or the establishment of new work programs in departments where efficient systems don't exist. All new programs are accompanied by continuous staff training for accurate and rigorous work.

Other issues.

The law nr. 9917, dated 19.05.2008 "On the Prevention of Money Laundering and Terrorist Financing", modified by the law nr. 10391, dated 3.03.2011 and the law 66/2012, dated 07.06.2012, also the regulation nr. 28, dated 31.12.2012 "On methods and procedures of reporting and taking preventive measures" in the prevention of money laundering and the Regulation of the Financial Supervisory Authority nr. 58, dated 30.06.2015 "On the vigilance measures proper and expanded " in the prevention of money laundering were followed by Sigal Uniqa Group Austria during the year 2022.

Periodic preparation of reports on the risk profile of the Company, customers, as well as monitoring of high-risk customers, on a monthly basis has been applied. The regulation created for this purpose is followed in cooperation with the underwriting department, finance department and the legal Department. Annual reports (CRS) are prepared in accordance with Law 4/2020, "On the automatic exchange of financial account information" with the General Directorate of Taxes. In the same way, annual reports are made for the Financial Supervisory Authority in accordance with annexes 4 and 5 of regulation nr. 58/2015.

During the year the company constantly has monitored to identify high risk clients. In cooperation with the legal department have been created internal

regulations, guidelines in the Company regarding the Prevention of Money Laundering and Terrorist Financing. A report on these matters during the year is sent to Uniqa Group Austria and the Supervisory Board of the Company. Constant contacts are maintained via e-mail, etc., with Uniqa Group Austria (Anti Money Laundering Department), the Money Laundering Directorate and the Financial Supervisory Authority for the accurate completion of materials. Records kept for high-risk clients (in cases where there are evidenced) are reported to the authorized institutions for this purpose.

The work was coordinated for the whole group Sigal Uniqa Group Austria (Sigal Non-Life Uniqa Group Austria, Sigal Life Uniqa Group Austria, and the Pension Fund Company Sigal Life Uniqa Group) regarding the reports that have to be done during the year. The lists reported by the Directorate for the Prevention of Money Laundering are checked every week. Training programs have been designed and implemented for employees in accordance with the guidelines.

- **Risk management** in the Company has been in the center of the attention during the year 2022. This is shown by the establishment of an Evaluation Board to follow and report continuously the problems that arise during the insurance activity in the Company. All insurance contracts with high risk are analyzed, both in terms of insurance premium risk (how this premium will be set) and the reserve calculated for these contracts.

Appropriate recommendations have also been made for concluding reinsurance contracts with well-known reinsurance companies, as well as with Uniqa Reinsurance Group itself, for the protection against any possible risk for the Company in its activity. In the work done, the approved Risk Management Committee has focused on managing the potential financial risk that the Company may have.

The exchange rate risk (changes in the exchange rate) has been assessed as it is known that the company Sigal Uniqa Group Austria works with all three main

currencies as All, Euro and Usd. The risk of interest rates (their fluctuation) has also been assessed by operating on its deposits with large banks. For all these problems the Company Sigal Uniqa Group has continuously received instructions, detailed information, and support from the Uniqa Group in Austria, where the Company reports its ongoing work.

In order to be as effective as possible, documents have been prepared in this regard: Drafting and understanding the documents on risk management policies where included, what are the areas with high risk, the positive reaction that the Company will make to changes that may occur, in case of risk how to act to minimize this risk, investments or concluding contracts only after the risks are fully understood.

- The principles of risk management have been applied. This management to facilitate the achievement of objectives, to use the simplest and most direct concepts, to coordinate the work as well as possible between the responsible units, this management to be as transparent as possible and with the participation of all decision makers, to be done continuously during the year.

- The risk categories are correctly defined, which we also mentioned above.

- The processes in risk management are followed. The analysis is done as this process has been in the past years and what measures should be taken to prevent it in the future. Analyzes are made from time to time to understand the level of risk of the department, or for the Company.

- Periodic reports are made for the Supervisory Board. The reports highlight and point out the problems discussed, the high risks, etc.

Compliance risk represents the probability of negative effects on the position of the managing company due to non-implementation of regulations, mainly those that regulate its level of capital and prevention of money laundering. The Internal Audit Department audits compliance with the obligations of the relevant laws

and bylaws. The company operates in accordance with Albanian law as well as in accordance with regulations and guidelines at group level and compliance reporting is performed in UNIQA Group. The Compliance Department has been created and is functioning (The Department) of Compliance according to the UNIQA compliance policy and guidelines, consisting of the Compliance Officer and the Compliance Deputy, have their own implementation plan, and report periodically twice a year to the UNIQA Compliance Officer.

During this year, no significant risks or non-compliance were identified in the context of compliance auditing. The structure of compliance is extended to the subsidiaries companies of the group with a reporting system in the compliance department in SIGAL UNIQA Group Austria sh.a. Every company owned in Albania, Kosovo and North Macedonia has a Deputy compliance officer who reports to the Compliance department at SIGAL UNIQA and Uniqa Group Compliance. Compliance functions as an integral structure of the risk management system created by the company as a committee.

We, as Internal Auditors, carry out our commitments following the principles of Internal Audit Independence. The Director of the Internal Audit Department and the staff of this Department have the necessary experience of many years and at all times refer to the Law "On Internal Audit", the Code of Ethics and international standards for professional internal audit practices.

These were the problems and the work done in the Company Sigal Uniqa Group Austria for the year 2022. In the following period we will continue our work according to the work plan approved for 2023, and we will see and handle every problem responsibly. In cases where we find irregularities or actions not in accordance with the laws, regulations or orders given, we will make the necessary notifications to the Supervisory Board, Financial Supervisory Authority and Uniqa Group Audit.

2023 RISK ASSESSMENT REPORT

Briefing

Description of proof of insurance risks and expense risks in Non-Life insurance.

RISK ADMINISTRATION FRAMEWORK

The company has established the relevant responsible structures, created to exercise the function of risk management in order to assess, accept and manage risk. These structures are:

- **The Board of Directors consisting of the General Director, Deputy. General Director,**
- **Director of the Department of Insurance**
- **Risk Manager Responsible person**
- **Compliance**

1. CATEGORIES OF RISK

2.1 Insurance risks

- Increase in UPR.
- Increase in RBNS
- Increase in damages paid.

2.2 Financial risks

- Increase in the operating expenses of the company for various reasons.

2.1 REPORTING FRAMEWORK

The approved methodology for assessing and classifying risks and performing resistance tests is:

Calculation of additional capital needs in the event that during the next year, all conceivable scenarios of catastrophic situations, epidemics and financial crises occur.

Calculations are made on the basis of the scenario.

Below is how the possible risk scenarios were selected.

3. RISKS AND CAPITAL ADMINISTRATION

3.1 Insurance Risks

Scenario 1: It is assumed that over the next year there will be a significant increase in the frequency of claims and inflation of claims. Both of these factors will affect the entire portfolio (all LoBs). It is thought that such a situation can happen 1 time in 50 years (2% probability). The impact will be:

Increase in UPR.

Increase in RBNS

Scenario 2: A natural disaster that massively damages the insured properties. The affected LoB will be the Fire wallet. It is thought that we will have a tripling of the number of claims paid and a 2.5-fold increase in the average claim. Such a situation can happen 1 time in 100 years (probability 1%). The impact will be:

- Increase in damages paid for the Fire portfolio.

Scenario 3: A financial crisis that leads to massive defaults. The portfolio affected will be the portfolio of guarantees (offer + contract). It is estimated that damages will be paid for 19% of all contracts in force, with a 200% increase in the average damage. Such a situation can happen 1 time in 100 years (probability 1%). The impact will be:

- Increase in claims paid for the Guarantee portfolio.

Scenario 4: Massive epidemic resulting in high morbidity. The affected portfolio will be Health. It is thought that damages will be paid for 22% of all contracts in force, with a 400% increase in the average damage. Such a situation may occur once in 100 years (probability 1%). The impact will be:

- Increase in damages paid for the Health portfolio.

Scenario 5: A financial crisis that leads to massive defaults. The affected portfolio will be the Cargo in Transport portfolio. It is thought that damages will be paid for 10% of all contracts in force, with a 110% increase in the average damage. Such a situation can happen 1 time in 100 years (probability 1%). The impact will be:

- Increase in damages paid for the portfolio of Goods in Transport.

3.2 Financial risks

Scenario 6: 10% increase in the company's operating expenses for various reasons. This is not included in the Insurance Risks.

3.3 Capital requirements for an increase in unearned premium reserves (KKupr) (Scenario 1)

There are two risks in this reserve: Parametric Risk (Parameter) and Volatility Risk.

Parametric risk

The average residual risk period is taken to be 6 months. The frequency of claims is expected to increase by 10% per year and the inflation of claims to increase by 2% per year.

The capital requirement for the effect of parametric risk is calculated:

$$(1) \quad KK_{par} = (f + i) \times \frac{6}{12} \times UPR$$

f= frequency

i= inflation

3.3.2 Volatility risk

The risk of fluctuation represents the uncertainty about the business performance for the period for which the UPR reserve is kept.

Capital requirements for volatility risk are calculated:

$$(2) \quad KKvol = 2.58 \times \sqrt{\frac{n}{2}} \times m \times \sqrt{1 + v^2}$$

n= expected number of claims for the next year

m= expected average damage for the next year

v= coefficient of variation of damage distribution for the next year

The capital requirement for the increase of UPR as a result of the above two risks is:

$$(3) \quad KKupr = \sqrt{KKpar^2 + KKvol^2}$$

3.3.2 Capital requirements for increasing reserves (KKrez)

For reserves, the risk factors are average claim, claims inflation and payment history. By calculating the standard deviation (S) it is intended to measure UNCERTAINTY.

For a LoB, the standard deviation is calculated as follows:

$$(4) \quad Slob = \max [1 - 2 \times c; 0.7 \times (1 - c)] \times \min \left(u \times \frac{\sigma}{\sqrt{a}}; 0.5 \times f \right)$$

c= the ceded part in reinsurance (calculated as the ratio between reinsurance expenses and written premiums.

u= damages paid

σ = standard deviation

a= share of LoB within the company. It is calculated as the ratio of LoB premiums to company premiums

f= provisions for pending damages

P_{kom} = premiums of the company

P_{lob} = primes

Total for the company:

$$(5) \quad S = \sqrt{\sum Slob^2}$$

Capital requirements are calculated:

$$(6) \quad KKrez = 2.58 \times S$$

3.3.4. Catastrophe risk capital requirements (CCCA) (Scenario 2 - 5)

Capital requirements are calculated:

$$(7) \quad KKkat = \sqrt{\sum_{i=1}^4 kat_i^2}$$

The general capital requirements for insurance risk are:

(8)

Capital requirements for expenditure risk (KKexp) (Scenario 6)

The goal is to prove the risk of spending increases, for various reasons, by 8%. It is thought that such a situation can occur once in 50 years (2% probability).

(9)

4. BUSINESS CONTINUITY AND CONTINGENCY PLANS.

In order to ensure the continuity of the activity, to cope with the situations foreseen above, to resume the activity after the above risks have materialized or the events with a harmful effect have occurred, the company has taken measures to secure the additional capital that will be needed for this purpose.

The test results are as follows:

The requirement for additional capital is:

		EURO
KKupr		1,228,901
	KKpar	1,202,599
	KKvol	252,893
KKrez		6,130,138
KKkat		5,122,823
	KKkat1	241,674
	KKkat2	5,063,092
	KKkat3	263,334
	KKkat4	693,301
KKins		8,536,125
KKexp		1,879,651
KKtotal		10,415,777

5. RECOMMENDATIONS AND MEASURES

The respective responsible structures, created to exercise the function of risk management in order to assess, accept and manage risk, periodically report on risks of great value, which may affect the future activity of the company.

6. CONCLUSION

Taken separately, each scenario could occur once in 50 years (2% probability) or once in 100 years (1% probability). In general, the probability of all scenarios occurring within the next year is very small (negligible). The company has taken measures to secure the additional capital that will be needed for this purpose.

SOME INDICATORS FOR 2022

Capital adequacy indicator	149.1 %
Liquidity indicator	2.9
Indicators in coverage of technical provisions	128.6 %

Forecast 2023

Product		AL Euro	KS Euro	MKV EURO	GROUP
		Premium	Premium	Premium	Premium
Property		18,329,546	3,634,500	4,414,326	26,378,372
1	Fire	10,931,950	1,934,000	2,993,021	15,858,970
2	Contract Guarantee	1,265,244	145,000	0	1,410,244
3	Offer Guarantee	88,387	66,500	0	154,887
4	CAR	1,380,706	470,000	667,891	2,518,597
5	Liability	3,550,134	469,000	469,000	4,488,134
6	Banka (CIS, CIT)	1,008,403	550,000	0	1,558,403
7	Agriculture and Lives	104,723	0	0	104,723
Motor		36,258,517	11,062,398	12,930,937	60,251,852
1	MTPL	31,428,012	9,262,398	11,514,759	52,205,169
	CASSO	4,830,505	1,800,000	1,416,178	8,046,683
Health		8,689,361	4,400,000	1,887,588	14,976,949
1	Travel insurance	1,644,403	500,000	237,624	2,382,027
2	Private Health	5,114,118	3,600,000	747,414	9,461,531
3	Personal Accident	1,930,840	300,000	902,550	3,133,390
Marina e aviacioni		1,143,843	300,000	336,156	1,779,999
1	H & M	99,752	0	0	99,752
2	P & I	104,016	0	7,827	111,843
3	Cargo	536,714	300,000	328,329	1,165,043
4	Aviation	403,361	0	0	403,361
TOTAL Non Life		64,421,268	19,396,898	19,569,007	103,387,173
SIGAL UNIQA Life		6,607,524	2,500,000	5,398,374	14,505,898
Pension		5,042,017			5,042,017
TOTAL		76,070,808	21,896,898	24,967,381	122,935,087

Participation of the Company in the capital of other companies

The company SIGAL UNIQA Group AUSTRIA sh.a is the controlling shareholder of the SIGAL Group where you own:

- 99.99% of the shares of the company SIGAL LIFE UNIQA Group Sh. A.
- 100% of the shares of the company SIGAL UNIQA Group ASUTRIA Sh.A. KOSOVO
- 100% of the shares SIGAL LIFE UNIQA Group AUSTRIA Sh.A. KOSOVO
- 99.99% of the shares of UNIQA AD Skopje in North Macedonia
- 100% of the shares of UNIQA Life AD Skopje in North Macedonia.

The governing system of the Society principle

The governing system is based on the principle of safe and careful administration of the activity, in accordance with the nature, volume and level of complexity of the business activity, through an appropriate division and clear assignment of responsibilities among the company's internal structures.

Legal basis

The company has organized the governance system based on the local legislation, the Company Statute as well as the standards and instructions of the Austrian shareholder UNIQA Osterreich Versicherungen.

Governing structure

In accordance with the legal provisions, the governing structure of the Company is organized according to the two-level system.

The bodies of the Society are:

- General Assembly of Shareholders
- Supervisory council
- Board of directors
- Internal Control System
- Other operational structures

Organization chart (attached to the following page)

General Assembly of Shareholders

Shareholders exercise their rights in the General Assembly in accordance with the relevant legal provisions.

The General Assembly meets once a year for ordinary assembly meetings.

The assembly meets in extraordinary assembly meetings if required.

The main responsibilities of the Assembly are:

- Change of the Company's Statute
- Election / dismissal of Members Supervisory Council
- Selection of the external auditor
- Decisions related to capital
- Balance sheet approval
- Decision on profit distribution.

The Company's shareholders are:

- UNIQA Osterreich Versicherungen 86.9% of the shares
- Avni Ponari 10% of shares
- Edvin Hoxhaj 3.07% of shares

Supervisory council

The members of the Supervisory Council are:

- Andreas Brandstetter, Chairman
- Wolfgang Kindl, Member
- Vinzenz Benedikt, Member
- Georgios Bartzis, Member
- Gerald Müller, Member

The Council supervises the Management Board of the Society and meets regularly every three months.

The main responsibilities of the Supervisory Council are:

- appointment and dismissal of members of the Board of Directors
- supervision of the Company's activity
- approval of the Internal Audit Unit and the Audit Committee
- approval of the reports of the Internal Audit Unit and the Audit Committee
- approval of procedural rules
- approval of the resolutions of the General Assembly
- approval of internal regulations.

Board of directors

The main responsibilities of the Board of Directors are:

- representing the Company in relations with third parties
- administration of the Company's activity
- reporting to the Supervisory Council
- any other issue according to the Company's Statute.

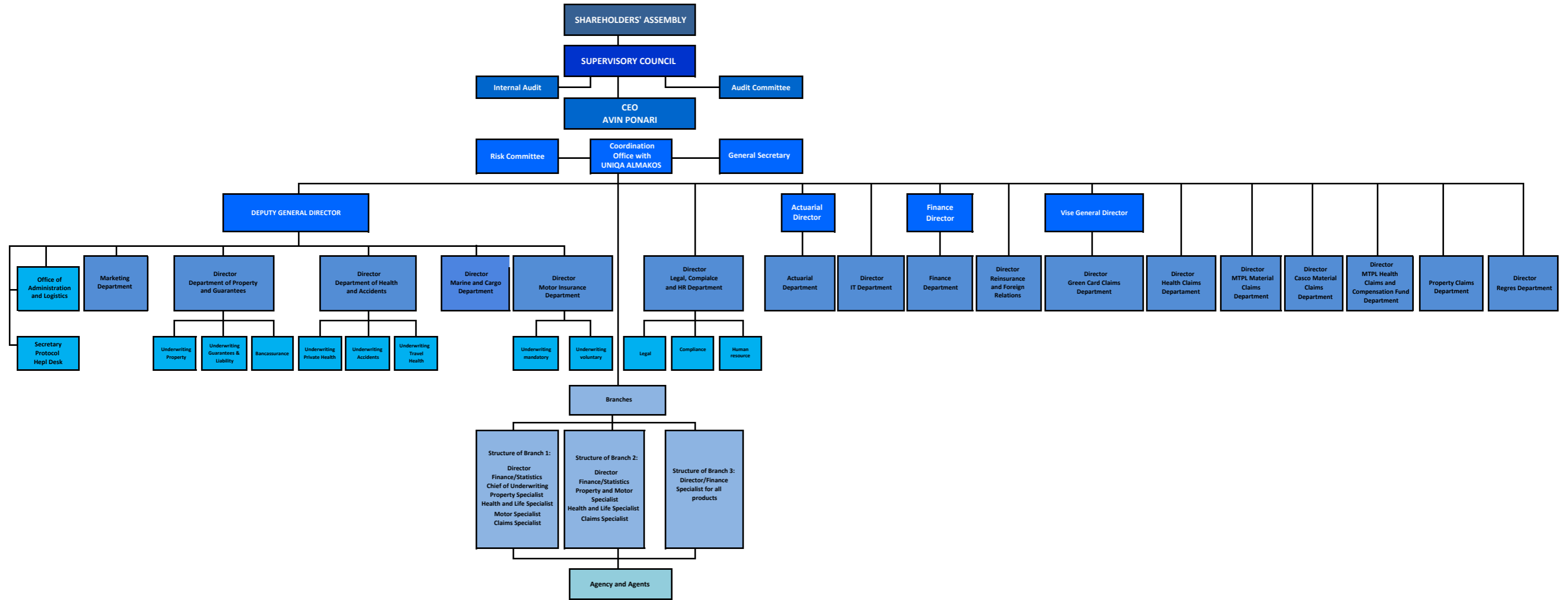
The Management Board of the Company consists of:

- Avni Ponari General administrator

The main directors of the Company are:

- Alma Totokoçi, Deputy General Director
- Ditika Kruja, Director of the Green Cardboard Department/FK
- Klement Mersini, Director of the Finance Department
- Abdyl Sarja, General Secretary, Dr. Dept. Legal, Compliance and HR
- Arben Çavolli, Actuarial Department Director
- Erjon Cano, Director of the Internal Audit Unit
- Lorenc Tabaku, IT Department Director
- Besnik Çobaj, Director of the Department of Motor Insurance
- Ogert Shkrepa, Director of the Property and Guarantees Department
- Milena Merjemaj, Director of the Private Health Department
- Gentjan Trenova, Director of Health Damage Department MTPL
- Kastriot Bejkollari, Director of the Department of Material Damage MTPL
- Florant Lumani, Head of the Casco Department
- Rugova Çokaj, Director of the Recourse Department

SIGAL UNIQA GROUP AUSTRIA NON-LIFE





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