

Responses to Shareholder Questions following the 26th Annual General Meeting Held Virtually on 8th June 2022.

#	Name(s) of Shareholder(s)	Shareholder Question(s)	Responses to the Shareholder Questions.
1	OWIDO GAD MILTON OCHUKA	I haven't received my dividends for 5 years	Dear Milton, Thank you for your question. Our Share Registrars, Image Registrars already reached out to you on this. For further queries you could reach them through the email info@image.co.ke or the mobile number 0709 170 000.
2	BENJAMIN NDUATI , DANIEL NJOGU MWANGI & GEORGE MUNGAI NG'ANG'A MUTHIGA	How much is share price if I want to sell now?	Dear Shareholders, thank you for your question. Britam Holdings Plc share price as at 16/05/2022 was Kshs 6.60 per share and on the AGM day Kshs 6.50 (08/06/2022).
3	CHENI,ALLAN MARTIN KIRIMI	Send my dividends to my Mpesa number 0723 xxx xxx	Dear Allan, Thank you for your question. Dividends can be paid via MPESA as per your request by completing an Opt-in form. Image Registrars team will contact you to advise you on how you can update your dividend payment details. For further queries, you could reach them through the email info@image.co.ke or the mobile number 0709 170 000.
4	MAINA,VERONICA WANJIKU	Are dividends been paid this year?	Dear Veronica, thank you for your question and for registering to participate in this year's AGM. Please note the Directors did not recommend a dividend for the year ended 31 December 2021.
5	NYAMOSI DOREEN KEMUNTO	Increase the dividends please.	Dear Doreen, thank you for your question and for registering to participate in this year's AGM. Please note the Directors did not recommend a dividend for the year ended 31 December 2021.
6	WAINAINA RUTH NJOKI	Share zangu ni ngapi?	Bi Ruth, asante kwa swali lako na kwa kujitandikisha kushiriki katika Mkutano wa Mwaka (AGM) wa Britam Holdings Plc. Wasajili wetu wa hisa, Image Registrars layati wamejibu swali lako. Kwa maswali zaidi unaweza kuwapa kupitia barua pepe info@image.co.ke au namba ya simu 0709 170 000.
7	MWENDWA,FAITH MWENDE	I did not receive 2021 dividend	Dear Faith, thank you for your question and for participating in this year's AGM. Please note the Directors did not recommend a dividend for the year ended 31 December 2021.
8	WAINAINA RUTH NJOKI	AGM ni wapi? mimi nko Thika	Bi. Ruth, Kama uliyovalifiwa na wasajili wetu wa hisa, Image Registrars Mkutano wa Mwaka (AGM) wa Britam Holdings Plc ulifanyika kwa njia ya kidigitali tarehe 8 Juni 2021 saa nne (10.00 am).
9	KINUTHIA,KINYANJUI DAVID	How can I get notifications of my shares account and dividend from time to time?	Dear David, thank you for your question and participating in this year's AGM. To get notifications on your share account and other information kindly contact your stock broker. In case you need more details on your broker, you can reach our share registrars, Image Registrars through the email info@image.co.ke or mobile number 0709 170 000.
10	GATHONO WILLIAM NDIRANGU	Mkutano utakuwa wapi?	Bwana William, kama uliyovalifiwa na wasajili wetu wa hisa, Image Registrars Mkutano wa Mwaka (AGM) wa Britam Holdings Plc ulifanyika kwa njia ya kidigitali tarehe 8 Juni 2021 saa nne (10.00 am).
11	GATHONO WILLIAM NDIRANGU	Mkutano utakuwa wapi?	Bwana William, kama uliyovalifiwa na wasajili wetu wa hisa, Image Registrars Mkutano wa Mwaka (AGM) wa Britam Holdings Plc ulifanyika kwa njia ya kidigitali tarehe 8 Juni 2021 saa nne (10.00 am).
12	OGUTU,NORAH ANNE OUKO	Do members ever get dividends	Dear Norah, thank you for your question and for registering to participate in this year's AGM. Please note the Directors did not declare a dividend for the year ended 31 December 2021. For dividends relating to prior years, kindly get in touch with our Share Registrars, Image Registrars through the email info@image.co.ke or the mobile number 0709 170 000.
13	PHILIPH,REGINAH MUMO	Can I sell my shares?	Dear Reginah, thank you for your question and for registering to participate in this year's AGM. To sell your shares kindly contact your stock broker. In case you need more details on your broker, you can reach our share registrars, Image Registrars through the email info@image.co.ke or mobile number 0709 170 000.
14	NGUNDI,ALICE WANJIRU	How do I get my dividends?	Dear Alice, thank you for your question and for registering to participate in this year's AGM. Please note the Directors did not declare a dividend for the year ended 31 December 2021. For dividends relating to prior years, kindly get in touch with Image Registrars through the email info@image.co.ke or the mobile number 0709 170 000.
15	NJARARUHI PATRICK GITAU	When shall I get my share certificate?	Dear Patrick, thank you for your question. Please be advised certificates were being issued where one purchased their shares. In your case, our share registrars, Image Registrars have already provided you with details on your stock broker. In case you need more information you can reach the registrars through the email info@image.co.ke or mobile number 0709 170 000.
16	KIBE JOHN KURIA	I've not received dividend for the last two years what might be the problem	Dear John, thank you for your question and for registering to participate in this year's AGM. Please note the Directors did not declare a dividend for the year ended 31 December 2021. For dividends relating to prior years, our Share Registrars - Image Registrars have already provided you with more information directly to you. However, if you need more information kindly reach them through the email info@image.co.ke or the mobile number 0709 170 000.
17	WAIHAKA,MARY WANJIKU	Where will be the AGM meeting be?	Dear Mary, Thank you for your question. As earlier communicated by our shares registrar - Image Registrars, the AGM was to be held virtually on 8th June 2022 at 10.00 am.
18	NJOROGE MUIRURI RICHARD	Possible dividends?	Dear Richard, thank you for your question and for registering to participate in this year's AGM. Please note the Directors did not recommend payment of a dividend for the year ended 31 December 2021.
19	KIHARA,NEWTON KIBE	Meeting it will be when?	Dear Newton, Thank you for your question. As earlier communicated by our shares registrar - Image Registrars, the AGM was to be held virtually on 8th June 2022 at 10.00 am.
20	KIHARA,NEWTON KIBE	Venue it will be when on which day?	Dear Newton, Thank you for your question. As earlier communicated by our shares registrar - Image Registrars, the AGM will be held virtually on 8th June 2022 at 10.00 am.
21	MAINA,TIRDED TIMOTHY	How much is a shareholder earning per share	Dear Timothy, thank you for your question and for registering to participate in this year's AGM. The earnings per share based on the results for the year ended 31 December 2021 is Kshs 0.02 per share.
22	KARIUKI,EDITH WANGUI	How can I get my dividends via mpesa?	Dear Edith, thank you for your question and for registering to participate in this year's AGM. You can receive your dividends through Mpesa by filling the op-tin forms which can be obtained from our share registrars, Image Registrars through the email info@image.co.ke or mobile number 0709 170 000. Please note the Directors did not declare a dividend for the year ended 31 December 2021.
23	NJOROGE,EUNICE NJERI	Dividend?	Dear Eunice, thank you for your question and for registering to participate in this year's AGM. Please note the Directors did not recommend payment of a dividend for the year ended 31 December 2021.
24	SAMSON K. ARAP MWAREY		Dear Samson, your question is not clear however feel free to reach us at agm@britam.com or our Share Registrars, Image Registrars through the email info@image.co.ke or mobile number 0709 170 000.
25	NDIRANGU,LUCY WAIHIRA	How can I sell my shares and what's the current market rate?	Dear Lucy, thank you for your question and for registering to participate in this year's AGM. To sell your shares kindly contact your stock broker. As at 06/06/2022 the share price was at Kshs 6.30. In case you need more details on your broker, you can reach our share registrars through the email info@image.co.ke or mobile number 0709 170 000.
26	ESTHER WANGARI NYAMBURA	Dividend?	Dear Esther, thank you for your question and for registering to participate in this year's AGM. Please note the Directors did not declare a dividend for the year ended 31 December 2021.
27	MUYA,ROSEMARY MWIKALI	To meet were ?	Dear Rosemary, Thank you for your question. As earlier communicated by our shares registrar - Image Registrars, the AGM was to be held virtually on 8th June 2022 at 10.00 am.
28	MIRITI,BONIFACE NJUKI	what is dividends tsitr?	Dear Boniface, your question is not clear but appears to be on dividends. Please note the Directors did not declare a dividend for the year ended 31 December 2021.
29	KITHOME,PETER MUTUNGA	2	Dear Peter, your question is not clear however feel free to reach us at agm@britam.com or our Share Registrars, Image Registrars through the email info@image.co.ke or mobile number 0709 170 000.
30	MUSYOKA,HELLEN WANJERI	0	Dear Hellen, your question is not clear however feel free to reach us at agm@britam.com or our Share Registrars, Image Registrars through the email info@image.co.ke or mobile number 0709 170 000.
31	MUNGAI,CYRUS NG'ANG'A	55	Dear Cyrus, your question is not clear however feel free to reach us at agm@britam.com or our Share Registrars, Image Registrars through the email info@image.co.ke or mobile number 0709 170 000.
32	MUNGAI,CYRUS NG'ANG'A	Dividend?	Dear Cyrus, thank you for your question and for registering to participate in this year's AGM. Please note the Directors did not declare a dividend for the year ended 31 December 2021.
33	KABUCHO,EUNICE WANJIKU	People attending meeting?	Dear Eunice, your question is not clear. The AGM was to be held virtually on 8th June 2022 at 10.00 am. A link was sent to you before the meeting started. However, feel free to reach us at agm@britam.com or our Image Registrars through the email info@image.co.ke or mobile number 0709 170 000.
34	ESOLYO,JOHN KADENGE	I did not receive my last year dividend what happened?	Dear John, thank you for your question and for registering to participate in this year's AGM. Please note the Directors did not declare a dividend for the year ended 31 December 2021.
35	ESHITEMI,MISANGO NDETA	What is the rate of dividend payments for the year ending December 2021?	Dear Misango, thank you for your question and for registering to participate in this year's AGM. Please note the Directors did not recommend payment of a dividend for the year ended 31 December 2021.
36	GORO DAVID MBUGUA	Not received my bonuses for 2 years?	Dear David, thank you for your question and for registering to participate in this year's AGM. Looking at your question, you mention bonuses which we assume you meant dividends. Please note the Directors did not declare a dividend for the year ended 31 December 2021.
37	KIHARA,NEWTON KIBE	MKUTANO UTAKUA WAPI?	Bwana Newton, Kama uliyovalifiwa na wajili wetu wa hisa, Image Registrars, Mkutano wa Mwaka (AGM) wa Britam Holdings Plc ulifanyika kwa njia ya kidigitali tarehe 8 Juni 2021 saa nne (10.00 am).

#	Name(s) of Shareholder(s)	Shareholder Question(s)	Responses to the Shareholder Questions.
38	KIMANI,MONICAH WAMBUI	Can I receive dividends via Mpesa please?	Dear Monica, Thank you for your question. Dividends can be paid via MPESA as per your request by completing an Opt-in form. Image registrars team will contact you to advise you on how you can update your dividend payment details. For further queries you could reach them through the email info@image.co.ke or the mobile number 0709 170 000.
39	TONUI,PETER KIBET	Dividend?	Dear Peter, thank you for your question and for registering to participate in this year's AGM. Please note the Directors did not declare a dividend for the year ended 31 December 2021.
40	CHEGE,BEARTICE NJERI	May i know who my shares broker is from the collapse of Discount Securities?	Dear Beatrice, thank you for your question and for registering to participate in this year's AGM. For more information on your current broker you can reach our share registrars, Image Registrars through the email info@image.co.ke or mobile number 0709 170 000.
41	CHEGE,BEARTICE NJERI	Where have my dividends been sent to? In many years I have not received them except for last year.	Dear Beatrice, thank you for your question and for registering to participate in this year's AGM. Please note the Directors did not declare a dividend for the year ended 31 December 2021. To trace your dividends you can reach to our share registrars, Image Registrars through the email info@image.co.ke or mobile number 0709 170 000.
42	MUIGA,PATRICK MACHARIA	When will we get dividends payments ?	Dear Patrick, thank you for your question and for registering to participate in this year's AGM. Please note the Directors did not declare a dividend for the year ended 31 December 2021. For dividends relating to prior years, kindly get in touch with Image Registrars through the email info@image.co.ke or the mobile number 0709 170 000.
43	TONUI,PETER KIBET	Not got dividend?	Dear Peter, Thank you for your question and for registering to participate in this year's AGM. Please note the Directors did not declare a dividend for the year ended 31 December 2021. For dividends relating to prior years, kindly get in touch with Image Registrars through the email info@image.co.ke or the mobile number 0709 170 000.
44	CHAMI,ALOIS WAFULA	Would you improve the group business now and the the next level of business?	Thank you Chami for your question. YES, we have an ambitious plan to grow the Group business and move it to the next level. As you have noted in our annual report, we have a new transformational 5-year strategy that we are calling Britam EPIC ² Strategy. Already we have made key strides in its implementation. To mention some of them; we are bringing the customer at the center of everything we do and we have already reorganized the business into segments. We are reviewing our investment strategy, and already we are achieving growth in our investment incomes, among other initiatives.
45	WAINAINA RUTH NJOKI	Mimi sijui links pliz?	Bi. Ruth, Kama ulivyoalifiwa na Wasajili wetu wa hisa, Image Registrars Mkutana wa Mwaka (AGM) wa Britam Holdings Plc ulifanyika kwa njia ya kidigitali tarehe 8 Juni 2021 saa nne (10.00 am). Ulitumiwa link kabla ya mkutano kuanza.
46	MWANZAJE,MBEGA SAMSON	Have missed my shares payments for several years. Kindly intervene .	Dear Samson, thank you for your question and for registering to participate in this year's AGM. Please note the Directors did not declare a dividend for the year ended 31 December 2021. For dividends relating to prior years, kindly get in touch with Image Registrars through the email info@image.co.ke or the mobile number 0709 170 000.
47	ESHITEMI,MISANGO NDETA	What is the rate of dividend payments for the year ending December 2021?	Dear Misango, thank you for your question and for registering to participate in this year's AGM. Please note the Directors did not declare a dividend for the year ended 31 December 2021.
48	KAMAU,AGNES WANGUI	Dividend?	Dear Agnes, thank you for your question and for registering to participate in this year's AGM. Please note the Directors did not declare a dividend for the year ended 31 December 2021. For dividends relating to prior years, kindly get in touch with Image Registrars through the email info@image.co.ke or the mobile number 0709 170 000.
49	GATHONO WILLIAM NDIRANGU	The meeting will held in which place?	Dear William, Thank you for your question. The AGM was to be held virtually on 8th June 2022 at 10.00 am. A link was sent to you before the meeting started.
50	OWIDO GAD MILTON OCHUKA	I have not received my dividends for the last 5 years	Dear Gad, thank you for your question and for registering to participate in this year's AGM. Please note the Directors did not declare a dividend for the year ended 31 December 2021. For dividends relating to prior years, kindly get in touch with Image Registrars through the email info@image.co.ke or the mobile number 0709 170 000
51	KAMAU,AGNES WANGUI	How much divided 2021?	Dear Agnes, thank you for your question. Please be advised the Directors did not recommend a dividend payment for the financial year ended 31st December 2021.
52	NGIGI,FRANCIS GICHUHI	Where is the annual meeting today?	Dear Francis, Thank you for your question. The Britam Holdings Plc AGM was be held virtually on 8th June 2022 from 10.00 am. A link was sent to you before the meeting started.
53	KARIMI,RISPER	I have not received any dividends since I bought my shares.	Dear Risper, thank you for your question. Our Share Registrars, Image Registrars reached out to you on phone to resolve this. However, feel free to reach out to them through the email info@image.co.ke or telephone number 0709 170 000.
54	KARIMI,RISPER	I have never received any dividends since I joined.	Dear Risper, thank you for your question and for registering to participate in this year's AGM. Please note the Directors did not declare a dividend for the year ended 31 December 2021. For dividends relating to prior years, kindly get in touch with Image Registrars through the email info@image.co.ke or the mobile number 0709 170 000.
55	MURUU,REGINA WANGUI	Please give shareholders gifts or lunch vouchers to help us cope with the current difficult situations.	Dear Regina, thank you for participating in the AGM and for your question. We shifted from physical meetings where we would appreciate the shareholders attending the meeting with a gift. However, with the onset of Covid-19 containment measures, we could not continue with the same.
56	KIMANI,STEPHEN IRUNGU	I am Irungu Kimani from Thika. CDs XXXX100, I see we have not gotten dividends for 3 years and I look at the results they are not good. I request Mr. Wairegi to be elected as a board member so that he can assist the board with his wealth of experience.	Dear Stephen, Thank you for taking the time to participate in the AGM and for your proposal. We have not paid a dividend for the last 2 years and not the last 3 years (we paid one for the financial year ended 31 Dec 2019). We have noted your proposal on the appointment of our former GMD to the Board and we thank you for your suggestion.
57	KIMANI,STEPHEN IRUNGU	I would like to know if you implemented the IFRS 17?	Dear Stephen, Thank you for taking time to participate in the AGM and for the question. The question was responded in the meeting but in summary, we are in the process of implementing IFRS 17. We have a project steering committee in place that monitors progress and we have sought the services of a quality assurance partner to independently review our progress.
58	NYAMBURA,MERCY NJERI	Good morning I have not received any dividends for the last 6 or 7 years.	Dear Mercy, thank you for your question. Image Registrars already reached out to you on phone to resolve this. However, feel free to reach out to them through the email info@image.co.ke or telephone number 0709 170 000 in case you need more support or details.
59	KARIMI,RISPER	Why are we not meeting for those breakfast yet pple can still put on mask?	Dear Risper, thank you for your question. We shifted to virtual meeting to comply with COVID-19 containment measures. Your request is noted and will be considered at the appropriate time.
60	KARIMI,RISPER	I have not received any dividends	Dear Risper, thank you for your question. Please be advised the Directors did not recommend a dividend payment for the financial year ended 31st December 2021. For dividends relating to prior years, kindly get in touch with our Share Registrars, Image Registrars through the email info@image.co.ke or the mobile number 0709 170 000.
61	KARIMI,RISPER	I have not received any dividends. My number XXXXXX770 number ID XXXXXXXX	Dear Risper, thank you once again for your question. Please note we have already responded to this in your previous question.
62	IRUNGU,JOSPHAT MBURU	Kindly can I know how to get the AGM document. As a shareholder how do I access my investment update document?	Dear Mr. Josphat, Thank you for taking time to participate in the Company's AGM. You can download the AGM materials from the Company's website. As for your investment details you can get in touch with Image Registrars through the email info@image.co.ke or mobile number 0709 170 000.
63	CHEGE,MARGARET WANGUI	Why don't I receive my dividend since 2016?	Dear Margaret, thank you for your question. Please be advised, the Directors did not recommend a dividend payment for the financial year ended 31st December 2021. For dividends relating to prior years, kindly get in touch with Image Registrars through the email info@image.co.ke or the mobile number 0709 170 000.
64	STANDARD CHARTERED NOMINEES NON RESD A/C KE11752	Some Voting items are not up for vote. For e.g. Voting item to not pay dividends.	Dear Shareholder, please note that the resolutions that were not being voted for were for noting purposes only. Agenda 4 on dividends was for noting that the Directors do not recommend the payment of a dividend for the financial year ended 31 December 2021.
65	KAMAU,JOHN NGUGI	The company should arrange on how shareholders data on virtual participation can be compensated ;as was the case on person attendance. Thanks.	Dear John, thank you for your question. Your request is noted and will be due consideration in our future meetings.
66	LELEITO,RUTH CHEPKOECH	How do I benefit from my shares?	Dear Ruth, thank you for your question. You can benefit from your shares in a number of ways but the main ones are dividends whenever the company pays a dividend and you stand to gain if the share price appreciates.
67	NDOLO,MARY ADHIAMBO	I have been paying my insurance but lately can't afford and my policy is in arrears. I want to stop coz I can't promise that I will continue.	Dear Mary, thank you for your question. Your question has been forwarded to our products team and they will get back to you. The can also be reached at info@britam.com and customerservice@britam.com
68	KIBOCHA,GODFREY MAINA	Is there any possibility of paying dividends for the year ending 31/12/2022?	Dear Godfrey, thank you for your question. The payment of a dividend depends on many factors and it would not be possible to give a firm position on the possibility of dividends for the current financial year ending 31 Dec 2022. However, whenever such decisions on dividends and on other key matters are made by the Board they will be communicated to you and the other shareholders.

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69	LUYALI,SILVESTER INGARA	Are we earning dividend this year?	Dear Silvester, thank you for your question, Please be advised the Directors did not recommend a dividend payment for the financial year ended 31st December 2021.
70	ACHIENG,SYLVA	Is it possible for my dividends to be added to my shares and informed of the same? And how do I top up my shares?	Dear Sylvia, thank you for participating in the AGM and for your question. We do not have a process of converting your dividends to shares as this is not provided for in the company's regulations. However, you can encash your dividend and request your broker to buy shares for you. Please note, the Directors did not recommend a dividend payment for the financial year ended 31st December 2021.
71	KARIUKI,LYDIA WANGARI	There is no sound...	Dear Lydia, thank you for registering to participate in the AGM. This must have been a technical hitch. The technical support team from Image Registrars will contact you on what can be done to avoid future recurrence of the same. They can also be reached through the email info@image.co.ke or the mobile number 0709 170 000.
72	KIMANI,HANNAH WANJIRU	Hukutupa dividend mwaka uliopita kwanini?	Bi. Hannah, asante kwa swali lako. Tafadhali kumbuka kuwa wakurugenzi hawakupendekeza malipo ya mgawo wa faida kwa mwaka uliomalizika tarehe 31 Desemba 2021. Kampuni iko katika harakati za kutekeleza mkakati kabambe wa 2021-2025 na ingawa biashara imerejea kwenye faida lengo ni kufadhili mkakati mpya ambao tunaamini ni muhimu katika kuwezesha kampuni kungeza uwezo wake na jithada za kukuza thamani ya wanahisa.
73	TONUI,PETER KIBET	Previous dividends?	Dear Peter, thank you for your question, Please be advised the Directors did not recommend a dividend payment for the financial year ended 31st December 2021. For dividends relating to prior years, kindly get in touch with our Share Registrars, Image Registrars through the email info@image.co.ke or the mobile number 0709 170 000.
74	MWALUGHA,EDAH MWAHE	Agm gifts, how can they reach shareholders?	Dear Edah, thank you for participating in the AGM and for your question. We shifted from physical meetings where we would appreciate the shareholders attending the meeting with a gift. However, with the onset of Covid-19 containment measures, we could not continue with the same.
75	WAIYAKI,GOLDEN MUTHUMBI	When shall add some more shares?	Dear Waiyaki, thank you for your question and you seem to be asking when can we add some shares. There are no such plans at the moment.
76	TONUI,PETER KIBET	Dividend for 5yrs?	Dear Peter, thank you for your question, Please be advised the Directors did not recommend a dividend payment for the financial year ended 31st December 2021. For dividends relating to prior years, kindly get in touch with our Share Registrars, Image Registrars through the email info@image.co.ke or the mobile number 0709 170 000.
77	WAIYAKI,GOLDEN MUTHUMBI	When will members be given gift Zawadi?	Dear Waiyaki, thank you for participating in the AGM and for your question. We shifted from physical meetings where we would appreciate the shareholders attending the meeting with a gift. However, with the onset of Covid-19 containment measures, we could not continue with the same.
78	WAIYAKI,GOLDEN MUTHUMBI	No colloner next meeting invite us live live.	Dear Waiyaki, thank you for participating in the AGM. We have noted your comment.
79	WANYONYI,LUSWETI	It is long since I received my dividend. Explain why?	Dear Lusweti, thank you for your question, Please be advised the Directors did not recommend a dividend payment for the financial year ended 31st December 2021. For dividends relating to prior years, kindly get in touch with our Share Registrars, Image Registrars through the email info@image.co.ke or the mobile number 0709 170 000.
80	KARIUKI,FAITH NYOKABI	How much per share and dividend?	Dear Faith, thank you for participating in the AGM and for your question. Please be advised the Directors did not recommend a dividend for the financial year ended 31st December 2021.
81	MBUVI,PETER KIETI	Are there chances to increase dividend declared , give bonus shares or have a share split in this financial year?	Dear Peter, thank you for participating in the AGM and for your question. Please note the Directors did not recommend a dividend for the financial year ended 31st December 2021. In terms of giving bonus shares and share split, the company is still prioritizing the execution and funding of its ambitious strategic plan which we believe is critical to maximizing unlocking of shareholders' value. However, your request has been noted.
82	KURIA,PETER NJENGA	How do I connect? It is only giving adverts and not connecting to the live proceedings.	Dear Peter, thank for registering to participate in the meeting. The AGM was streamed through a link shared by Image Registrars. You must have logged in after the meeting ended going by the time of your question.
83	KARIUKI,FAITH NYOKABI	How much per share and dividend?	Dear Faith, thank you for participating in the AGM and for your question. The share price today 08/06/2022 is Kshs 6.50. Please be advised the Directors did not recommend a dividend payment for the financial year ended 31st December 2021.
84	KURIA,PETER NJENGA	You should be sending emails for the AGM notice to make it easy to connect with computer. Otherwise phones have alot of interruptions.	Dear Peter, thank you for participating in the AGM and for your question. Shareholders have the option of receiving the link through an email which can also be accessed through a computer.
85	NJOROGE,JUSTUS MURIITHI	The 2016-2020 "Go for Gold" strategic plan which was driven by five strategic pillars of profitable growth, customer service, innovation, operational excellence and enabling transformation. Looking back, I'd say the group managed to achieve much of what it set out to do except one, PROFITABLE GROWTH! That has largely been a hit & miss affair from the outset of that plan, I won't ask why, rather I would like to know whether mngt using new strategic plan can assure shareholders of a different outcome this time round of a CONSISTENT profitable growth? Incidentally, what is it that prevents Britam from taking up the number two slot as the most profitable insurance company in Kenya after Jubilee, a position I consider to be up for grabs?	Dear Justus, thank you for participating in the AGM and for your question. The new strategic plan is focusing at propelling Britam to consolidate its leadership position. The strategy has the following components: Reorganizing the business around the customer and embedding customer centricity, Leveraging technology, Turning around key cost drivers, shifting investment strategy, and growing internationally. We have made positive strides one year and a half into the new strategic cycle and realizing good results this far. This includes; returning to profitability, retaining our market share leadership in life insurance commanding slightly over one-fifth of the market share (21%), growing revenues (13% in 2021), review of our investment strategy, and growing investment incomes (16% in 2021) among others. We continue implementing the new strategy to unlock the value of the business. We will keep our shareholders updated on our progress in our future briefings.
86	KIBE JOHN KURIA	Can I change pay point for the dividend?	Dear John, thank you for participating in the AGM and for your question. Yes you can change your dividend pay point. Our Registrars will be reaching out to support you on this. Image Registrars can be reached through the email info@image.co.ke or the mobile number 0709 170 000.
87	MWANGI,MERCY MUTHONI	When is AGM?	Dear Mercy, Thank you for your question. The AGM was held virtually on 8th June 2022 at 10.00 am. A link was sent to you before the meeting started.