



# 11<sup>TH</sup> MIDDLE EAST INSURANCE INDUSTRY AWARDS 2024

## Nominations

### Deadline for entries

**29 May 2024**  
(third-party nominations)

**7 July 2024**  
(self-nominations)

**Awards Judging**  
19 September 2024

**Awards Ceremony**  
21 November 2024  
Dubai, United Arab Emirates

**MIDDLE EAST  
INSURANCE REVIEW**

Member: Beacon International Group, Ltd.



# CEO's message

## Decade 2.0 of rewarding excellence



**Ms Sheela Suppiah**

CEO

Asia Insurance Review &  
Middle East Insurance Review

The Middle East Insurance Industry Awards (MIIA) begin their sprint into the second decade of acknowledging and rewarding best-in-class for the main sectors of the insurance industry. It has been an amazing journey, for us as partners to the insurance industry.

We at *Middle East Insurance Review* (MEIR) are truly appreciative that the industry has walked with us in this cause, to work towards a common goal – that of reaching for new milestones of achievement, and better ways of doing business within the region.

Having completed a decade, MIIA still remains the trophy to aspire for. The awards have recognised most outstanding of companies, individuals and initiatives to propel the industry to new, fresh heights. It is a never-ending climb to excellence, and a goal post that is always moving.

MEIR has seen both the highs and victories as well as the lows and challenges, together with you. Whilst regulatory tightening in the various markets, has focused on improving governance and transparency, and strengthen solvency standards, we as an industry still have many worries around recent geopolitical and economic developments, not to mention dusting off the remnants of a crippling pandemic.

This will be the decade of real transformation, however, as the Middle East insurance industry is anticipated to undergo huge change. It remains to be seen what the next decade will bring.

We anticipate that the direction of these awards will also morph according to the anticipated change in trajectory across the region, which will be driven by factors such as AI and digital transformation, socioeconomic changes, diversity and inclusion, and climate change (as witnessed by the recent devastating floods in the region) and an increased focus on sustainability.

We are also very humbled to be able to salute the who's who personalities who have achieved remarkable milestones in their careers and walked the red carpet via our Young Leader, Woman Leader and Industry Leader categories.

We hope that these awards will continue to be the industry standard to showcase the agility and resilience of the market.

Supported by:



It remains an honour for MEIR to continue to serve the industry and celebrate excellence, innovation and the industry's grit. We are proud to open nominations for this, the 11th Middle East Insurance Industry Awards 2024 and look forward to sifting through the nominations to see what the industry has done in the qualifying period to effect a stronger, more customer-centric ecosystem.

At this juncture, we would like to thank the 20 judges who have continued to serve selflessly towards this cause, despite their busy schedules. It is their prestige, integrity, insight and market intelligence, that add weight to these awards. Their contributions, advice and support have made the MIIA trophy such an accolade - as these awards are judged for the industry by the industry peers.

The stringent and watertight process is still hailed to make these awards the most respected and the judges truly go above and beyond the call of duty to ensure it remains so.

We would also like to thank our valued sponsors who have helped us sustain these awards. Without them, these awards would not have been possible. Many have been on this journey with us from the very beginning.

As we did in the past couple of years, we will be giving company-specific finalists the chance to pitch their case directly to the judges via an interview process. This will give the judges a clearer first-hand view since the passion and tenacity show through in this engagement.

So let the competition begin and let us see you shine. Send in your nominations following the criteria closely to prevent disqualification.

Judges are looking out for clear examples of what you have done during the qualifying period so ensure you use this opportunity wisely. Both self-nominations and third-party nominations carry equal weight. If you feel a company is worthy of being considered, do send in your suggestions as well.

We at MEIR take this opportunity to wish you all the very best. The competition begins now. We hope to see you in person at the gala extravaganza, as a recipient of the trophy in November.

# How to enter

## Who can enter?

- ◆ Entries are invited from around the region and can focus on regional or specialised activities.
- ◆ Entries in more than one category are allowed.
- ◆ Organisations, teams or individuals may be nominated for an award by a third party or by self-nomination through the submission of an application.

## Self-nominations

If you are nominating yourself or your own company, using the criteria for guidance, explain in not more than 1,200 words why your company or chosen individual should win the award.

## Third-party nominations

If you are nominating another individual or company, submit the nomination form and a 200-word statement summarising why the applicant would be a worthy recipient of the award. If the nomination is shortlisted, the awards administrators will contact the nominee and invite them to submit a full application for the award categories in which they have been nominated.

## Where to send your entries

- ◆ Submit your entries by:
    - 29 May 2024 (third-party nominations) • 7 July 2024 (self-nominations)
- [Online](https://www.meinsurancereview.com) OR email to [awards@meinsurancereview.com](mailto:awards@meinsurancereview.com)

## Application requirements

- A nomination form is included with this brochure on page 13 or may be completed online.
- All entries must be written in English and must specifically address the criteria.
- Entries must not exceed 1,200 words (self-nominations). Entries received without the 1,200-word write-up (self-nominations) or 200-word statement (third-party nominations) will NOT be considered. Should the word count of an application exceed the word limit, the judges will not read it.
- Write-ups must use the following format: The font used must be Times New Roman, size 13; Left and right margins must be 1.0" each; Line spacing between lines must be 1.0.
- All write-ups should consist of text only: to submit in both Word document and PDF. Entries may include additional supporting documents but will be limited to two pages. Visuals and pictures should preferably be appended separately as supporting documents/attachments (see below).

## Supporting documents/attachments (to submit in PDF):

- Should be included to back up assertions made in the submissions.
- Shall be limited to two pages. These will not constitute part of the word count.
- May include images, graphs, statistics, client testimonials, official production records, proof of service to association/industry/society, academic qualifications, proof of activities and improvements. **NO** video link(s) or video(s) are allowed.

**If participating in more than one category, the nomination write-up must be relevant and tailored to answering the criteria of the different categories. We reserve the right to consider the nomination for only one category should the write-ups be the same.**

## Important

- A representative from the finalists of some of the categories will be invited to present their case via a livestream interview with the judging panel on 19th September 2024
- The organisers reserve the right to publish some or all information of winning entries given at nomination.
- The verdict of the judging panel is final, as scrutinised by the independent auditor, EY.

**For all categories, the qualifying period is from 1 May 2023 to 30 April 2024.**

# Judges



**Alaa El-Zoheiry**  
Chairman,  
**Insurance Federation  
of Egypt**  
Vice Chairman, **GIG Egypt Life  
Takaful Company**



**Ahmed Al Jabr**  
Acting CEO,  
**Saudi Re**



**Andrew Woodward**  
Regional Head,  
Middle East & Turkiye  
**Lloyd's**



**Ashraf Al Azzouni**  
Managing Director,  
**RGA Reinsurance Company  
Middle East**



**Chakib Abouzaid**  
Secretary General,  
**General Arab Insurance  
Federation (GAIF)**



**Charalampos Mylonas  
(Haris)**  
Chief Executive Officer,  
**Abu Dhabi National Insurance  
Company (ADNIC)**



**Christian Gregorowicz**  
CEO,  
**Allianz Partners MEA &  
Nextcare, Head of Health  
Services, Utilities & MPM**



**Fareed Lutfi**  
Secretary General,  
**Emirates Insurance  
Association**



**Farid J Saber**  
Group Chief Operations Officer,  
**Gulf Insurance Group K.S.C.P.  
(GIG)**



**Gautam Datta**  
Chief Executive Officer,  
**Watania International  
Holding**



**George Kabban**  
Deputy Chairman,  
**Insurance Business Group**



**Imran Ahmed**  
Group Chief Executive Officer,  
**NAS Neuron Health Services**

# Judges



**Jason Light**  
CEO,  
**Emirates Insurance Company  
P.S.C.**



**Labib Nasr**  
Chief Executive Officer,  
**LIA Assurex**



**Nick Charteris-Black**  
Managing Director, Market  
Development, EMEA,  
**AM Best**



**Osama A Noor**  
Representative, MENA  
**Middle East Insurance Review**



**Peter Englund**  
Senior Executive Officer,  
Head of Commercial Insurance,  
Middle East,  
**Zurich Insurance Company**



**Renée McGowan**  
Chief Executive Officer,  
**Marsh McLennan India,  
Middle East & Africa**



**Yassir Albaharna**  
Group Chief Executive Officer,  
**Trust Re**



**Yolla El Houry**  
Chief Executive Officer,  
**ACE Gallagher Holding**

# Award categories

## Life Insurance Company of the Year

Awarded for market leadership, product innovation, customer service and encouraging the growth of insurance as a core component of financial planning.

### Who should win?

The winner must have demonstrated consistently high standards throughout the year in promoting both the image and the uptake of life insurance – through product and service innovation and by demonstrating that it listens to customers.

## Sponsor



RGA Reinsurance Group of America, Incorporated (RGA) is a leader in the global life and health reinsurance industry, with approximately \$3.7tn of life reinsurance in force and assets of \$97.6bn as of 31 December 2023.

With operations in key markets around the world, RGA supports domestic and multinational clients in more than 110 countries. RGA is at the forefront of the industry, recognised for deep technical expertise in risk and capital management, innovative approaches and an unwavering commitment to its clients.

RGA specialises in individual and group life and health reinsurance and financial solutions. In collaboration with clients, RGA also provides complementary offerings to enhance their success, including facultative underwriting, product development and data-driven digital solutions.

For more than 50 years, RGA has partnered with insurers to identify opportunities, address challenges and develop competitive products and services. RGA puts this philosophy of partnership into practice every day, for every client, and in every region where it does business.

Clients know that when they work with RGA, they are joining forces with industry experts dedicated to achieving results. From advances in underwriting to market-first capital structures, RGA helps clients improve their ability to assess risk profitably and meet the demands of a dynamic industry.

To learn more about RGA, visit [www.rgare.com](http://www.rgare.com)

## General Insurance Company of the Year

Awarded for outstanding performance in the area of general insurance through product innovation, dealing with end-users and intermediaries, and business growth.

### Who should win?

The winner must have demonstrated soundness of strategy and implementation of its product offering throughout the year – meeting the needs of both intermediaries and end-users. It should have demonstrated that it listens to customers, develops new solutions and excels at risk management and claims management.

## Health Insurance Company of the Year

Awarded for innovation in health insurance products and services that help individuals and corporates access a wider range of healthcare services for both physical and mental wellbeing.

### Who should win?

The winner must have demonstrated that its primary focus is on its customers in designing new products, handling claims and all other facets of ensuring that health insurance is a growth segment and show proof of how the best global corporate practices have been regionalised.

# Award categories

## General Reinsurance Company of the Year

Awarded to the firm that demonstrates excellence across a wide range of general reinsurance activities, including the integrated use of technology, customer service, marketing and business development.

### Who should win?

The winner must have demonstrated that it is responsive to the complex needs of cedants through product development and service enhancements, offering security to clients and acting as a partner with insurers.

## Life Reinsurer of the Year

Awarded to the firm that demonstrates excellence across a wide range of life reinsurance activities including the integrated use of technology, customer service, marketing and business development.

### Who should win?

The winner must have demonstrated excellence across the spectrum of life reinsurance activities, working as a trusted partner with cedants, helping with product development and service enhancements.

## Sponsor



Since its inception in 1998, Chedid Re has powered people, partners, products and pathways in the reinsurance sector. With more than 400 experts based across global hubs (in Abidjan, Beirut, Casablanca, Dubai, Limassol, London, Paris and Riyadh), Chedid Re's commitment is to expand its footprint and business around the growth ambitions of its clients and partners. This promise stands at the heart of the company's operations, today extending to a network of 400-plus insurance companies in Europe, the Middle East, Africa and South Asia. Chedid Re's strategic presence in London and Paris has been central to unlocking cross-border opportunity between MENA and European markets, supporting businesses and people in navigating an increasingly complex international insurance and reinsurance landscape.

Over the past two-plus decades, the company has forged enduring alliances with some of the world's most reputable reinsurance players. In 2015, Chedid Re was officially registered as a Lloyd's broker, after 22 years of successful cooperation.

The company's customer centricity, product and service innovation, and power partnerships have also earned it industry-wide recognition, including at the Middle East Insurance Industry Awards (MIIA) – where it claimed the 'Reinsurance Broker of the Year' title for five consecutive years between 2017 and 2021, and again in 2023.

In 2023, Chedid Re established its regional headquarters in Saudi Arabia, building on its already established presence in the kingdom. The company's portfolio has kept pace with its expansionary drive, today covering reinsurance, retrocessions, treaty, and facultative products and services. Supported by its parent group, Chedid Capital, Chedid Re continues to heavily invest in technology and talent as the key pillars to its future-proof growth, powering innovative solutions in an ever-changing insurance landscape.

Chedid Re's commitment to partners, clients and communities has anchored its market reputation as a trusted, international and renowned partner in the reinsurance industry.

For further information, please visit [www.chedidre.com](http://www.chedidre.com)

## TPA of the Year

Awarded for demonstrating leadership in providing efficient and effective third-party administration services to help health insurers to improve the health outcomes of their insured members whilst at the same time controlling claims costs for the insurers they represent.

### Who should win?

The winner should be able to demonstrate that it offers cost savings, procedural efficiencies and a sound understanding of the business practices of both health insurers and employee-benefits providers.

# Award categories

## Takaful Company of the Year

Awarded to the takaful provider that best shows how it has helped grow the market for shariah-compliant insurance through educating its target audience of the benefits of takaful – and through designing and selling products that meet customer needs.

### Who should win?

The winner should be able to demonstrate excellence in all areas - product design, marketing and sales, claims management – while offering new products that are competitively priced compared to conventional insurance products.

## Corporate Risk Manager of the Year

Awarded to an individual who works outside of the insurance industry and who has effectively enhanced their organisation's risk management and/or contributed to the promotion of risk management in MENA.

### Who should win?

The winner should be able to demonstrate how risk management has made a tangible difference to their organisation's operations and/or balance sheet.

## Managing General Agent of the Year

Awarded to the MGA that exercises its underwriting authority from insurers with professionalism, dedication and flair – and demonstrates an intimate knowledge of specialist insurance products and geographies.

### Who should win?

The winner must have demonstrated excellence across the full range of MGA services including binding coverage, underwriting, pricing, appointing retail agents and settling claims.

## Sponsor



LLOYD'S

Lloyd's is the world's leading marketplace for insurance and reinsurance. Through the collective intelligence and expertise of the market's underwriters and brokers, we're sharing risk to create a braver world.

The Lloyd's market offers the resources, capability, and insight to develop new and innovative products for customers in any industry, on any scale, in more than 200 territories.

We're made up of more than 50 leading insurance companies, over 380 registered Lloyd's brokers and a global network of over 4,000 local coverholders. Behind the Lloyd's market is the Corporation: an independent organisation and regulator working to maintain the market's successful reputation and operation.

We're working to build solutions for the most current and prevalent threats. As chair of the Insurance Task Force for HM King Charles III's Sustainable Markets Initiative, Lloyd's is bringing the industry together to insure the transition to net zero. Our research community is pooling expertise from across the industry to provide cutting edge insight on systemic risks from climate change to cyber security.

And through our digital-led strategy, [The Future at Lloyd's](#), we're making it easier and cheaper to place, price and process cover in the Lloyd's market.

[www.lloyds.com](http://www.lloyds.com)



# Award categories

## Educational and Training initiative of the Year

Awarded for market leadership, product innovation, customer service and encouraging the growth of insurance as a core component of good financial planning through educational initiatives.

### Who should win?

The winner must offer a comprehensive suite of learning programmes covering the many diverse disciplines within the insurance field – and must have delivered these programmes successfully to candidates at different levels in the MENA region.

## Digital Transformation of the Year

Awarded to the insurance company that has leveraged new technologies in every area of its business practices – both front end and back end – in order to be able to compete better, reduce costs and service the end customer better.

### Who should win?

The winner should be able to demonstrate growth of its business through its leveraging of the many digital platforms available in terms of customer acquisition, customer retention, claims handling, communications and back-office systems.

## Sponsor



Founded in 1899, AM Best is the world's largest credit rating agency specialising in the insurance industry.

AM Best credit rating services assesses the creditworthiness of and/or reports on over 16,000 insurance companies worldwide. Our credit ratings are independent, indicative and interactive, and summarise our opinion on an insurance company's ability to pay claims, debts and other financial obligations in a timely manner. Our commentary, research and analysis provide additional insight.

With offices in the United States, London, Amsterdam, Mexico City, Hong Kong, Singapore and Dubai, the company does business in over 100 countries. AM Best expanded its coverage in MENA in the last two decades, becoming the pre-eminent rating agency for (re)insurers in the region. Our MENA, South and Central Asia office, established in the Dubai International Financial Centre, serves clients throughout the region and develops new relationships with both start-ups and established companies.

AM Best has been awarded more than 20 international "Best Rating Agency" accolades between 2009 to 2023.

Our Insight, Your Advantage™

[www.ambest.com](http://www.ambest.com)

## InsurTech of the Year

Awarded to an insurance technology start-up that is no more than 36 months old and that drives new products and solutions, improves efficiency of processes and operations, and enhances customer experience and satisfaction.

### Who should win?

The winner will have leveraged technology to solve a problem in the insurance value chain to make the cover better, cheaper or more attractive.

## Strategic Partnership to the Industry

This category is open to service providers that focus on partnership with the industry, including tech firms, loss adjusters, actuarial firms, accounting firms and consulting firms that can demonstrate leadership in helping insurers to transform or improve their operations with clear and measurable results, and/or for helping MENA's insurance industry enhance its stability and growth.

### Who should win?

The winner should demonstrate that it offers services, systems and products that make carrying out insurance business a little bit easier – from every angle of the professional services spectrum.

# Award categories

## Law Firm of the Year

Awarded for providing outstanding legal services to players in the MENA insurance industry during the qualifying period.

### Who should win?

The winner should be able to demonstrate that it has worked efficiently and well with a range of insurance companies in terms of their legal requirements across multiple facets of the insurance spectrum.

## Broker of the Year

Awarded for excellence and innovation in broking services, utilising methods and channels best suited to clients' individual needs.

### Who should win?

The winner must have demonstrated outstanding initiative and leadership qualities in the breadth and depth of its broking services, utilising both new and traditional delivery channels.

## Reinsurance Broker of the Year

Awarded to the broker that can demonstrate that it has consistently helped a range of reinsurers grow their business – matching insurers and reinsurers in an intelligent and sustainable way.

### Who should win?

The winner must be able to demonstrate that it has the complete confidence and trust of its clients – understands their needs fully – and anticipates their future requirements and retrocession levels.

## Sponsor



Established in 1962 in Kuwait, Gulf Insurance Group is one of the largest and most diversified insurance groups in the Middle East and North Africa with operations in life, non-life and takaful insurance. As a regional insurance powerhouse, the group enjoys a strong competitive market position in Kuwait, Bahrain, Jordan and Egypt and excellent operational footprints in UAE, KSA, Turkey, Algeria, Qatar, Oman, Iraq and Lebanon with reported consolidated assets of \$3.83bn as at 31 December 2023.

Over 60 years of operational excellence, GIG has established itself as a leader and pioneer in the insurance industry by offering innovative and high-quality products and services that are tailored to meet the unique needs of our valued stakeholders. With more than 100 branches, +3,950 employees and +3.5 million customers, GIG is delivering unprecedented growth for a sustainable future.

GIG has attained a competitive edge in its markets through the implementation of a comprehensive approach involving the latest IT services, innovation in products and distribution, strong customer relations management and robust enterprise risk management. Furthermore, GIG utilises the best standards in corporate governance, prudent underwriting practices, and its decentralized business model focusing on human capital development and digitisation.

GIG holds a Financial Strength Rating of 'A' (Excellent) and issuer credit rating of 'a' having a Stable outlook from A.M. Best Europe – Rating Services Limited, a Financial Strength Rating of 'A' with Stable outlook from Standard & Poor's and an Insurance Financial Strength Rating (IFSR) of 'A2' from Moody's Investors Service carrying a Stable outlook.

GIG is a majority-owned subsidiary of Fairfax Financial Holdings Limited, a Canadian holding company listed on the Toronto Stock Exchange, which, through its subsidiaries, is primarily engaged in property and casualty insurance and reinsurance and the associated investment management.

[www.gulfinsgroup.com](http://www.gulfinsgroup.com)

# Award categories

## Woman Leader of the Year

Awarded to the leading female executive whose actions best demonstrate the crucial contribution that women make to the insurance industry in MENA.

### Who should win?

The winner should have a public image that is in keeping with the future of a modern, inclusive industry and that has been built through manifestations of wisdom, courage and sound business sense.

## Insurance Industry Leader of the Year

Awarded to the person who has made the most outstanding individual contribution to the MENA insurance or reinsurance industry for the period under review with passion and commitment.

### Who should win?

The winner will embody the spirit of the industry through demonstrating high personal and professional standards, both inside and outside of their company. A champion within their company, they will also be actively involved in insurance industry initiatives outside of their company. They will have shown excellence and leadership in growing the industry as a role model, a source of wisdom and insight on the future of the industry.

## Young Leader of the Year

Awarded to the insurance executive under 40 years of age who has shown outstanding leadership qualities while contributing to the advancement of the insurance industry in MENA.

### Who should win?

The winner should demonstrate industry expertise and have used it to further the cause of insurance.

## Sponsorships available

Interested parties, please contact  
[sheela@meinsurancereview.com](mailto:sheela@meinsurancereview.com)

# Nomination form

## Self-nomination

If you are nominating your company or yourself:

Name of company.....

.....

Your full name.....

.....

Title.....

Address.....

.....

Tel/Fax.....

Email.....

## Third-party nomination

If nominating another company or individual:

Name of company/individual's name

.....

Title (if applicable).....

Contact person.....

Address.....

.....

Tel/Fax.....

Email.....

## Nominated by (optional)

Name

.....

Tel/Fax.....

Email.....

## Award category entered

(please tick box):

- Life Insurance Company of the Year
- General Insurance Company of the Year
- Health Insurance Company of the Year
- TPA of the Year
- Takaful Company of the Year
- Managing General Agent of the Year
- Educational Training Initiative of the Year
- Digital Transformation of the Year
- InsurTech of the Year
- Strategic Partner to the Industry
- Corporate Risk Manager of the Year
- Law Firm of the Year
- Broker of the Year
- Reinsurance Broker of the Year
- Life Reinsurer of the Year
- General Reinsurer of the Year
- Woman Leader of the Year
- Young Leader of the Year
- Insurance Industry Leader of the Year

## Entries can be submitted via:

email: [awards@meinsurancereview.com](mailto:awards@meinsurancereview.com)  
or

online: [www.meinsurancereview.com/meirawards2024](http://www.meinsurancereview.com/meirawards2024)

**For all categories, the qualifying period is  
from 1 May 2023 to 30 April 2024.**

# Roll of Honour 2023

## **Life Insurance Company of the Year**

Zurich International Life

## **General Insurance Company of the Year**

Bahrain National Insurance

## **Health Insurance Company of the Year**

Cigna Healthcare - Middle East & Africa

## **TPA of the Year**

Nextcare

## **Takaful Company of the Year**

Abu Dhabi National Takaful

## **Managing General Agent of the Year**

Arma Underwriting

## **Educational & Training Initiative of the Year**

Bahrain Institute for Banking and Finance

## **Digital Transformation of the Year**

Sukoon Insurance

## **InsurTech of the Year**

Anoud Technologies

## **Strategic Partner to the Industry**

Badri Management Consultancy

## **Corporate Risk Manager of the Year**

Mr Ahmed Khalfan Al Mansoori , ADNOC

## **Law Firm of the Year**

Norton Rose Fulbright (Middle East)

## **Broker of the Year**

Howden Insurance Brokers, Middle East and Africa

## **Reinsurance Broker of the Year**

Chedid Re

## **Life Reinsurer of the Year**

RGA Middle East

## **General Reinsurer of the Year**

Saudi Reinsurance Company

## **Woman Leader of the Year**

Ms Gaenor Jones, Chartered Insurance Institute

## **Young Leader of the Year**

Mr Mohamed Seghir, CEO of HAYAH Insurance

## **Insurance Industry Leader of the Year**

Dr Ahmed Abd El-Aziz, Misr Life Insurance Company