

Legacy of Digitalization

The rapid evolution of digital technology continues to reshape the insurance industry, presenting both opportunities and challenges. At GIG, our commitment to innovation and digital transformation is at the core of our strategic focus. By accelerating the digitalization process, we aim to enhance customer experience, improve operational efficiency, and drive sustainable growth.



Technology Roadmap & Strategic IT Leadership

Our Technology Roadmap for 2025 is designed to future-proof our business and ensure IT capabilities align with our broader corporate objectives of:

- **Fostering Innovation** — We are investing in AI-driven automation, advanced data analytics, and digital customer engagement tools.
- **Enhancing Collaboration** — Pushing towards a microservices-based insurance ecosystem that can support shared services and improve efficiency.
- **Cybersecurity and Compliance** — Strengthening our cybersecurity posture in line with Fairfax's security standards.
- **IT Modernization** — Upgrading our core IT systems and migrating to scalable, cloud-enabled architectures.

Key Digitalization Initiatives

As part of our IT development plans, we are prioritizing:

- **End-to-End Digital Insurance Services** — Expanding digital channels for seamless policy issuance, claims processing, and customer interactions.
- **AI and Automation** — Leveraging AI for underwriting, fraud detection, and risk assessment.
- **Customer-Centric Digital Solutions** — Implementing self-service portals and mobile-first experiences to enhance accessibility.
- **Agile Development and Cloud Transformation** — Shifting towards cloud-native applications for greater agility and scalability.

Investment in Digital Growth

GIG has allocated **\$127 million** towards digital production and innovation. This investment focuses on:

- Scaling digital capabilities across our subsidiaries
- Driving efficiencies through automation and smart technology adoption
- Strengthening IT infrastructure to support long-term digital resilience

Our digitalization strategy is more than just technological advancement, it is about redefining the insurance experience for our customers and partners.

By embracing cutting-edge technologies, streamlining operations, and fostering a culture of innovation, GIG is well-positioned to lead the future of digital insurance.

Group Enterprise Risk Management

GIG's leadership recognizes the centrality of Risk Management to the decision-making process, and the importance of risk culture in a dynamic business environment. Achieving a healthy balance of risk, reward, and resilience is the guiding principle of GIG's ERM function in its efforts to unlock value for stakeholders.

2007-2010

Establishment of Risk Management

2011-2013

Risk Assessments

2014-2017

Group-wide RM Strategy Development

2018-Present

Enhanced and Comprehensive RM

2024

ERM - Building on Legacy

2025

The Road Ahead

- Efficient leadership on Group Credit ratings, with affirmations from Moody's and S&P despite key challenges during the year.
- Issuer Credit Ratings Upgrade by AM Best from "a" to "a+" (Excellent) and affirmation of financial strength rating at "A".
- Successfully led the development, approval, and implementation of Group Delegations of Authority, balancing accountability and operational efficiency.
- Complete key risk indicators alignment with IFRS 17.
- Risk management focus for Mergers & Acquisitions.
- Proactive and independent risk assessments.
- Continued efforts on technical and operational risk management enhancement initiatives.
- Active participation in key group initiatives such as reinsurance optimization and RM workgroups (GIG and FFH).

ERM Initiatives

- Emphasis on strengthening technical and operations risk management.
- Enhancement of policies and enterprise risk culture.
- Introducing new ERM tools.
- Augmenting cyber, fraud, and ESG risk management endeavors.
- Continued collaboration on digital transformation of Governance, and Risk and Compliance (GRC).