



The Pakistan Credit Rating Agency Limited

## Rating Report

### The Universal Insurance Company Limited

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#### Rating History

Dissemination Date	Long Term Rating	Short Term Rating	Outlook	Action	Rating Watch
27-Aug-2019	A-	-	Stable	Maintain	-
27-Feb-2019	A-	-	Stable	Maintain	-
07-Dec-2018	A-	-	Stable	Maintain	-
19-Apr-2018	A-	-	Stable	Maintain	-
29-Sep-2017	A-	-	Stable	Maintain	-
09-Jun-2017	A-	-	Stable	Upgrade	-
30-Dec-2016	BBB	-	Stable	Maintain	-
31-Dec-2015	BBB	-	Stable	Upgrade	-
06-Jan-2015	BBB-	-	Negative	Downgrade	-
11-Apr-2014	BBB+	-	Stable	Initial	-

#### Rating Rationale and Key Rating Drivers

The rating of Universal reflects strong parentage of the company – Bibojee group. The parentage has provided multi-faceted support to the company: a) injection of capital from different times of the crisis, b) sustenance in the cleansing period spanning over a couple of years, c) captive business. Underwriting resulted in loss while the bottom-line was cushioned from profits of associates. This is also supporting the liquidity of the company. The business strategy envisages tapping captive business through co-insurance with an established group, with gradual entry into the market business in the pipeline. Enlistments with some of the leading banks have been completed.

The rating is dependent upon sustained improvement in relative position of the company, augmenting its sustainability, as envisaged by the board and the management. Meanwhile, continued improvement in the financial profile of the company is also imperative for the rating.

#### Disclosure

<b>Name of Rated Entity</b>	The Universal Insurance Company Limited
<b>Type of Relationship</b>	Solicited
<b>Purpose of the Rating</b>	IFS Rating
<b>Applicable Criteria</b>	PACRA_Methodology_GI_FY19(Jun-19)
<b>Related Research</b>	Sector Study   General Insurance(May-19)
<b>Rating Analysts</b>	Faraan Taimoor   faraan.taimoor@pacra.com   +92-42-35869504



## Profile

**Legal Structure** Universal Insurance Company Limited (UVICL) was incorporated as public limited company in May 1958 and commenced operations in 1960.  
**Background** The company, downsized in CY15 to address structural issues and rehabilitate its operations, operates through two branches.  
**Operations** The company provides traditional insurance products: fire, marine, motor and miscellaneous. It has a workforce of 25 employees.

## Ownership

**Ownership Structure** Majority ownership of the company is held by Bibojee Group of Companies, representing a family with history of entrepreneurship spanning over four decades.  
**Stability** Bibojee Group is a vast conglomerate with diversified interests in different sectors of the country.  
**Business Acumen** The group operates through holding company "Bibojee Services Private Limited" (BSL) and has interests in various industrial sectors including Textile, Auto, Tyres & Rubber and Construction.  
**Financial Strength** The owners have shown a strong propensity in the past to protect the company.

## Governance

**Board Structure** Nine members BoD is constituted by six members from sponsoring family. Two members are employee of the group alongwith an independent director.  
**Members' Profile** Board is dominated majorly by sponsor family and is supported by Principal Officer – Mr. Amir Raza, who is an experienced insurance professional long associated with the company.  
**Board Effectiveness** There are seven board sub-committees in place:(i) Directors Executive Committee, (ii) Audit, (iii) Investment, (iv) Underwriting, (v) Claims Settlement, (vi) Reinsurance & Coinsurance, and (vii) Human Resource and Remuneration.  
**Financial Transparency** The Auditors M/s Shining Hameed Chaudhary & Co, issued an unqualified opinion on results of CY18.

## Management

**Organizational Structure** The company has a well-defined organizational structure and different operations are segregated and managed through Executive director and Departmental Heads.  
**Management Team** Mr. Amir Raza is the Principal Officer. An ACII Chartered Insurer, he has extensive insurance related experience spanning over three decades. He is supported by experienced senior management staff having insurance-related qualifications.  
**Effectiveness** The PO oversees operations of the company via major departments –(i) Underwriting (including risk management), (ii) Claims and Reinsurance, (iii) Finance, and (iv) Admin, Legal & HR.  
**MIS** UVICL has an integrated real-time ERP solution developed in-house. The system uses SQL based database, .dot Net front end and Crystal report II. The system is capable of generating various business performance reports – analyzing performance by period, agent, branch and segment wise.  
**Claim Management System** The company has a centralized claims processing function. The claims are intimated through phone call, fax or letter at HO, and after due verification claim number is assigned. A surveyor is appointed by the HO from approved list of surveyor for each and every claim, regardless of the size and the segment.  
**Investment Management Function** There is an Investment Committee to provide oversight on the investment functions.  
**Risk Management Framework** The Risk Management & Compliance Committee oversees the Risk Management function of the company.

## Business Risk

**Industry Dynamics** Pakistan's general insurance witnessed continuous growth (CAGR 4 years 11%) but economic slowdown may hamper future growth rate. Fire and motor segments have been growth drivers. Miscellaneous segment has seen largest growth in non-conventional avenues, third-party, health, crop etc. Industry is bringing in technological advancements aimed to enhance efficiency and customer experience.  
**Relative Position** Universal Insurance is classified as small entity in the General Insurance company with less than 1% market share.  
**Revenue** In CY18 GPW of Universal Insurance amounted to PKR 65mln (CY17: PKR 28mln), the sole business underwritten is of Bibojee Group – through facultative acceptance and small sized coinsurance.  
**Profitability** Underwriting reported loss of PKR 43mln (CY17: 45mln) with the company reporting a profit of PKR 19mln (CY17: PKR 42mln) before tax after reduced investment income.  
**Investment Performance** The investment income reduced at PKR 36mln (CY17: 67mln) as it booked a profit of PKR 46mln from its associate.  
**Sustainability** The management, after resolving structural issues, is revisiting its business strategy to re-enter in the market. In order to recover the losses the company has planned to underwrite the coinsurance business apart from depending on captive business only.

## Financial Risk

**Claim Efficiency** The company has adequate risk absorption capacity as demonstrated by its liquidity ratio, providing 4.9x cover to the outstanding claims as at CY18.  
**Re-Insurance** Reinsurance arrangements comprise a combination of surplus, quota share and excess of loss treaties with optimal capacity limits, while the reinsurance panel; Asian Re (rated B+ by A.M. Best) and Pak Re (AA+ by JCR-VIS) needs considerations.  
**Liquidity** UVICL's investment portfolio is majorly strategic investments while the rest comprises liquid avenues. Strategic investment includes stakes in Bibojee Group companies - Ghandhara Industries and Bannu Woollen Mills. Market values of investments in BWM and GIL as at CY18 were PKR 0.431mln and PKR 650.689mln respectively.  
**Capital Adequacy** Company is compliant with SECP's minimum capital requirement of PKR 500mln since 2016. The current equity of the company stands at PKR 808mln.



## GENERAL INSURANCE FINANCIAL SUMMARY

### The Universal Insurance Company Limited (UVICL)

BALANCE SHEET	Mar-19 PKR mln	Dec-18 PKR mln	Dec-17 PKR mln	Dec-16 PKR mln
<b>Investments</b>				
Liquid Investments	183	201	222	140
Other Investments	289	289	259	205
Insurance Related Assets	158	158	179	203
Other Assets	278	278	259	255
<b>TOTAL ASSETS</b>	<b>909</b>	<b>927</b>	<b>920</b>	<b>804</b>
Equity	801	808	779	643
Underwriting Provisions	15	16	7	10
Insurance Related Liabilities	79	74	104	117
Other Liabilities	14	28	30	34
<b>TOTAL EQUITY &amp; LIABILITIES</b>	<b>909</b>	<b>927</b>	<b>920</b>	<b>804</b>
INCOME STATEMENT - Extracts	Mar-19	Dec-18	Dec-17	Dec-16
<b>Gross Premium Written (GPW)</b>	<b>8</b>	<b>65</b>	<b>28</b>	<b>36</b>
Net Premium Revenue (NPR)	4	33	12	28
Net Claims	(1)	(2)	9	9
Net Operational Expenses	(16)	(74)	(62)	(60)
<b>UNDERWRITING INCOME - Adjusted</b>	<b>(13)</b>	<b>(43)</b>	<b>(45)</b>	<b>(24)</b>
Investment Income	5	36	67	79
Other Income/ (expense)	0	27	18	19
<b>PROFIT BEFORE TAX</b>	<b>(7)</b>	<b>19</b>	<b>42</b>	<b>74</b>
RATIO ANALYSIS	Mar-19	Dec-18	Dec-17	Dec-16
<b>Underwriting Results</b>				
Loss Ratio	20%	7%	74%	31%
Combined Ratio	426%	230%	497%	260%
<b>Performance</b>				
Operating Ratio	284%	41%	242%	-89%
Investment Yield	1%	10%	28%	25%
<b>Liquidity &amp; Solvency</b>				
Liquidity Ratio – times	3.2	3.5	3.4	1.8

The Universal Insurance Company Limited (UVICL)

Aug-19

## Insurer Financial Strength (IFS) Rating Scale & Definitions

Insurer Financial Strength (IFS) rating reflects forward-looking opinion on relative ability of the insurance company to meet policyholders and contractual obligations.

Scale	Definition
AAA	<b>Exceptionally Strong.</b> Exceptionally strong capacity to meet policyholder and contract obligations. Risk factors are minimal and the impact of any adverse business and economic factors is expected to be extremely small.
AA+	<b>Very Strong.</b> Very strong capacity to meet policyholder and contract obligations. Risk factors are modest, and the impact of any adverse business and economic factors is expected to be very small.
AA	
AA-	
A+	<b>Strong.</b> Strong capacity to meet policyholder and contract obligations. Risk factors are moderate, and the impact of any adverse business and economic factors is expected to be small.
A	
A-	
BBB+	<b>Good.</b> Good capacity to meet policyholder and contract obligations. Although risk factors are somewhat high, and the impact of any adverse business and economic factors is expected to be manageable.
BBB	
BBB-	
BB+	<b>Weak.</b> Weak capacity to meet policyholder and contract obligations. Risk factors are very high, and the impact of any adverse business and economic factors is expected to be very significant.
BB	
BB-	
B+	<b>Very Weak.</b> Very weak with a very poor capacity to meet policyholder and contract obligations. 'CCC': Risk factors are extremely high, and the impact of any adverse business and economic factors is expected to be insurmountable. 'CC': Some form of insolvency or liquidity impairment appears probable. 'C': Insolvency or liquidity impairment appears imminent.
B	
B-	
CCC	<b>Very high credit risk.</b> Substantial credit risk "CCC" Default is a real possibility. Capacity for meeting financial commitments is solely reliant upon sustained, favorable business or economic developments. "CC" Rating indicates that default of some kind appears probable. "C" Ratings signal imminent default.
CC	
C	
D	<b>Distressed.</b> Extremely weak capacity with limited liquid assets to meet policyholders and contractual obligations, or subjected to some form of regulatory intervention and declared insolvent by the regulator.

**Outlook (Stable, Positive, Negative, Developing)** Indicates the potential and direction of a rating over the intermediate term in response to trends in economic and/or fundamental business/financial conditions. It is not necessarily a precursor to a rating change. 'Stable' outlook means a rating is not likely to change. 'Positive' means it may be raised. 'Negative' means it may be lowered. Where the trends have conflicting elements, the outlook may be described as 'Developing'.

**Rating Watch** Alerts to the possibility of a rating change subsequent to, or in anticipation of, a) some material identifiable event and/or b) deviation from expected trend. But it does not mean that a rating change is inevitable. A watch should be resolved within foreseeable future, but may continue if underlying circumstances are not settled. Rating Watch may accompany Outlook of the respective opinion.

**Suspension** It is not possible to update an opinion due to lack of requisite information. Opinion should be resumed in foreseeable future. However, if this does not happen within six (6) months, the rating should be considered withdrawn.

**Withdrawn** A rating is withdrawn on a) termination of rating mandate, b) cessation of underlying entity, c) the debt instrument is redeemed, d) the rating remains suspended for six months, e) the entity/issuer defaults., or/and f) PACRA finds it impractical to surveil the opinion due to lack of requisite information.

**Harmonization** A change in rating due to revision in applicable methodology or underlying scale.

**Disclaimer:** PACRA's IFS rating does not constitute any form of guarantee of the ability of the insurance company to meet policyholders' obligations; nor does it constitute a recommendation to effect or discontinue any policy of insurance. PACRA's rating is not a recommendation to purchase, sell or hold a security, in as much as it does not comment on the security's market price or suitability for a particular investor.

### **Rating Team Statements**

(1) Rating is just an opinion about the creditworthiness of the entity and does not constitute recommendation to buy, hold or sell any security of the entity rated or to buy, hold or sell the security rated, as the case may be | Chapter III; 14-3-(x)

### **2) Conflict of Interest**

- i. The Rating Team or any of their family members have no interest in this rating | Chapter III; 12-2-(j)
- ii. PACRA, the analysts involved in the rating process and members of its rating committee, and their family members, do not have any conflict of interest relating to the rating done by them | Chapter III; 12-2-(e) & (k)
- iii. The analyst is not a substantial shareholder of the customer being rated by PACRA [Annexure F; d-(ii)] Explanation: for the purpose of above clause, the term "family members" shall include only those family members who are dependent on the analyst and members of the rating committee

### **Restrictions**

- (3) No director, officer or employee of PACRA communicates the information, acquired by him for use for rating purposes, to any other person except where required under law to do so. | Chapter III; 10-(5)
- (4) PACRA does not disclose or discuss with outside parties or make improper use of the non-public information which has come to its knowledge during business relationship with the customer | Chapter III; 10-7-(d)
- (5) PACRA does not make proposals or recommendations regarding the activities of rated entities that could impact a credit rating of entity subject to rating | Chapter III; 10-7-(k)

### **Conduct of Business**

- (6) PACRA fulfills its obligations in a fair, efficient, transparent and ethical manner and renders high standards of services in performing its functions and obligations; | Chapter III; 11-A-(a)
- (7) PACRA uses due care in preparation of this Rating Report. Our information has been obtained from sources we consider to be reliable but its accuracy or completeness is not guaranteed. PACRA does not, in every instance, independently verifies or validates information received in the rating process or in preparing this Rating Report.
- (8) PACRA prohibits its employees and analysts from soliciting money, gifts or favors from anyone with whom PACRA conducts business | Chapter III; 11-A-(q)
- (9) PACRA ensures before commencement of the rating process that an analyst or employee has not had a recent employment or other significant business or personal relationship with the rated entity that may cause or may be perceived as causing a conflict of interest; | Chapter III; 11-A-(r)
- (10) PACRA maintains principal of integrity in seeking rating business | Chapter III; 11-A-(u)
- (11) PACRA promptly investigates, in the event of a misconduct or a breach of the policies, procedures and controls, and takes appropriate steps to rectify any weaknesses to prevent any recurrence along with suitable punitive action against the responsible employee(s) | Chapter III; 11-B-(m)

### **Independence & Conflict of interest**

- (12) PACRA receives compensation from the entity being rated or any third party for the rating services it offers. The receipt of this compensation has no influence on PACRA's opinions or other analytical processes. In all instances, PACRA is committed to preserving the objectivity, integrity and independence of its ratings. Our relationship is governed by two distinct mandates i) rating mandate - signed with the entity being rated or issuer of the debt instrument, and fee mandate - signed with the payer, which can be different from the entity
- (13) PACRA does not provide consultancy/advisory services or other services to any of its customers or to any of its customers' associated companies and associated undertakings that is being rated or has been rated by it during the preceding three years unless it has adequate mechanism in place ensuring that provision of such services does not lead to a conflict of interest situation with its rating activities; | Chapter III; 12-2-(d)
- (14) PACRA discloses that no shareholder directly or indirectly holding 10% or more of the share capital of PACRA also holds directly or indirectly 10% or more of the share capital of the entity which is subject to rating or the entity which issued the instrument subject to rating by PACRA; | Reference Chapter III; 12-2-(f)
- (15) PACRA ensures that the rating assigned to an entity or instrument is not be affected by the existence of a business relationship between PACRA and the entity or any other party, or the non-existence of such a relationship | Chapter III; 12-2-(i)
- (16) PACRA ensures that the analysts or any of their family members shall not buy or sell or engage in any transaction in any security which falls in the analyst's area of primary analytical responsibility. This clause shall, however, not be applicable on investment in securities through collective investment schemes. | Chapter III; 12-2-(l)
- (17) PACRA has established policies and procedure governing investments and trading in securities by its employees and for monitoring the same to prevent insider trading, market manipulation or any other market abuse | Chapter III; 11-B-(g)

### **Monitoring and review**

- (18) PACRA monitors all the outstanding ratings continuously and any potential change therein due to any event associated with the issuer, the security arrangement, the industry etc., is disseminated to the market, immediately and in effective manner, after appropriate consultation with the entity/issuer; | Chapter III | 18-(a)
- (19) PACRA reviews all the outstanding ratings on semi-annual basis or as and when required by any creditor or upon the occurrence of such an event which requires to do so; | Chapter III | 18-(b)
- (20) PACRA initiates immediate review of the outstanding rating upon becoming aware of any information that may reasonably be expected to result in downgrading of the rating; | Chapter III | 18-(c)
- (21) PACRA engages with the issuer and the debt securities trustee, to remain updated on all information pertaining to the rating of the entity/instrument; | Chapter III | 18-(d)

### **Probability of Default**

(22) PACRA's Rating Scale reflects the expectation of credit risk. The highest rating has the lowest relative likelihood of default (i.e, probability). PACRA's transition studies capture the historical performance behavior of a specific rating notch. Transition behavior of the assigned rating can be obtained from PACRA's Transition Study available at our website. (www.pacra.com). However, actual transition of rating may not follow the pattern observed in the past | Chapter III | 14-(F-VII)

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