



The Pakistan Credit Rating Agency Limited

**Rating Report**

**Dawood Family Takaful Limited**

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**Rating History**

Dissemination Date	Long Term Rating	Short Term Rating	Outlook	Action	Rating Watch
29-Jun-2021	A	-	Stable	Maintain	-
29-Jun-2020	A	-	Stable	Maintain	-
20-Dec-2019	A	-	Stable	Maintain	-
21-Jun-2019	A	-	Stable	Upgrade	-
27-Dec-2018	A-	-	Positive	Maintain	-
12-Jun-2018	A-	-	Stable	Maintain	-
11-Dec-2017	A-	-	Stable	Maintain	-
30-Mar-2017	A-	-	Stable	Maintain	-
31-Mar-2016	A-	-	Stable	Maintain	-

**Rating Rationale and Key Rating Drivers**

The assigned rating incorporates Dawood Family Takaful Limited (DFTL)’s strong capacity to meet policyholder and contractual obligations while reflecting its ability to continue enhancing takaful volumes. The businesses were primarily affected in the first half, but there was reasonable recovery seen in the last two quarters. DFTL has achieved 10.5% growth in new business and 12.1% in overall revenue. The company has grown over the years, achieved net profitability position and aims to enhance it further through increasing its outreach. The management aims to establish strong footprints in Punjab, KPK and Karachi regions in order to garner increased business. Moreover, a sound IT infrastructure provides support to the operational efficacy of DFTL. The company reaps benefit from its brand image, impetus in building retail penetration. The rating captures the resilience of the company over the years and also factors in adequate risk absorption capacity. Liquidity of the company has improved from the last year as portfolio of investments is beefed up with government securities. Rating positively takes in to account the track record and presence of experienced management team which possesses considerable experience in the insurance business.

During CY20, the total GPW of the industry grew by 4.6% to PKR 233bln in CY20 as against a decline of 1.2% to PKR 223bln in CY19. COVID-19 is an ongoing challenge. While it has taken a toll on many businesses, its ramifications are still unfolding. However, due to present pandemic situation, the demand for Life Insurance products is expected to increase over near term which in-turn is expected to result in new business growth for the industry.

The rating is dependent upon continued improvement in the company's system share, surplus in takaful fund, and sustained liquidity position. At the same time, upholding strong governance practices are critical.

**Disclosure**

<b>Name of Rated Entity</b>	Dawood Family Takaful Limited
<b>Type of Relationship</b>	Solicited
<b>Purpose of the Rating</b>	IFS Rating
<b>Applicable Criteria</b>	Methodology   LI(Jun-20)
<b>Related Research</b>	Sector Study   Life Insurance(Jun-20)
<b>Rating Analysts</b>	Harris Ghaffar   harris.ghaffar@pacra.com   +92-42-35869504

## Profile

**Legal Structure** Dawood Family Takaful Limited (DFTL), an unlisted Shariah-compliant Family Takaful operator, commenced operations beginning 2009.  
**Background** All products in PTF-I are unit linked with the company offering eight products. Banca was launched in 2010. Current agreements with Silkbank, Soneri Bank and Bank Al-Baraka are in place.  
**Operations** DFTL operates through a network of 58 branches majorly divided in North, Central and South, with majority of the revenue coming from the central region.

## Ownership

**Ownership Structure** The majority shareholding of the Company owned by Dawood Group holding 53% stake, followed by the Bank of Khyber (15%) and GulfCap (8%).  
**Stability** No change has been observed in the shareholding of the company.  
**Business Acumen** First Dawood Group (FDG) represents a branch of the reputable Dawood family, which is one of the well-known business groups in Pakistan. FDG has the experience of operating financial institutions namely Dawood Islamic Bank Limited, B.R.R. Guardian Modaraba, First Dawood Investment Bank Ltd and 786 Investment Ltd.  
**Financial Strength** First Dawood Group (FDG) has pursued an increasing diversification in the financial sector providing a solid financial footing to the company.

## Governance

**Board Structure** The overall control of the company vests in a six member Board of Directors including one independent director.  
**Members' Profile** The board includes the CEO, three representatives of FDG, one of BoK, and one independent director.  
**Board Effectiveness** Board members possess diversified backgrounds and rich business acumen. They provide their input to the management as well as participate in the decision-making process.  
**Financial Transparency** The auditors of the company; Deloitte, expressed an unqualified audit opinion on the financial statements for CY20.

## Management

**Organizational Structure** DFTL has a well-defined organisational structure and segregated reporting lines.  
**Management Team** Mr. Ghazanfar-ul-Islam, who had been associated with the company for eight years as CFO, was appointed as CEO in Mar'18. Mr. Ghazanfar has vast takaful industry experience and Modaraba experience prior to that.  
**Effectiveness** The company has five management committees, a) Underwriting Committee, b) Claims Committee, c) Risk Management & Compliance Committee, d) Human Resource Committee, and e) Re-Takaful Committee.  
**Claim Management System** The claims of policyholders on the Waqf are entered into the system after intimation/notification by the customer. The apportionment of the claim to retakaful operator's share is done automatically by the system. On the other hand, the claims on Participants' Investment Fund (PIF) can be made through partial or full redemption of units held in Personal Investment Account (PIA). Request for units redemption along with original policy from the customer, minimum PKR 10,000, is received and processed in the head office.  
**Investment Management Function** The Investment Committee (IC), comprising Head of Actuary (HoA), an appointed third-party Actuary (Mr. Shujat Hussain), three BoD members, CEO, CIO and CFO, is responsible for implementation, modification, and execution of investment policy with respect to (i) Shareholders Fund (ii) Waqf Fund – Group and Individual, and (iii) PIF. HoA's ensures proper management of asset/ liability match. As per the investment policy, waqf fund is invested in low risk securities (including GoP Ijara Sukuks and bank deposits).  
**Risk Management Framework** Risk is managed at department level, where every department has developed its own statement of risk tolerance, approved by the CEO. The company uses an In-House developed operating software to handle the operations relating to underwriting, claims administration, retakaful transactions, policy administration and unitized investment funds. Software runs on real time basis supported by Oracle.

## Business Risk

**Industry Dynamics** During CY20, the total GPW of the industry is grew by 4.57% (PKR 233bln) and has shown a muted growth of 1.24% in CY19(PKR 223bln). Particularly two factors which are contributed in the industry growth i) Decline in discount rate and remain stable at 7% and ii) Recovery of stock market from under stress performance. The past year has been very challenging due to COVID-19 pandemic which has caused immense stress on most businesses.  
**Relative Position** DFTL is classified as small-sized insurance company with a market share of nearly 1%.  
**Persistency** DFTL has first year persistency ratio of 51% at CY20(CY19: 62.1%)in first year and 81.1% (CY19:82.5%) in second year. The decline in renewal of polices due to pandemic COVID-19 results low persistency ratio.  
**Revenue** DFTL's Gross Contributions (GC) predominantly come from unit-linked products (93%) while the rest emanated from group business. The business is geographically diversified mainly concentrated in the central region. During CY20, the company's Gross Contribution PKR 1,834mln (CY19: PKR 1,636mln) grew by ~12% due to higher growth in group premium .  
**Profitability** The combined ratio of PTF stood at 92% (CY19: 84%) mainly on the account of a increase in net claims ratio in percentage age of Net Contribution Revenue. The surplus before distribution in PTF has stood at PKR 164mln in CY20 (CY19: PKR 194mln) mainly due to increase in claims expenses.  
**Investment Performance** The company was able to increase its investment income to PKR 107mln (CY19: 89mln). This includes's Modarib fee. Majority of the investment income emanates from Return on Sukuks.  
**Sustainability** The management's intention to established strong footprints in the Punjab region. The company envisages enhancing business and profitability of the company, as demonstrated in the latest financial statements. DFTL, as a measure of improved performance, registered a PAT of PKR 76mln (CY19: PKR 30mln) mainly due to increase in Takaful operator fee.

## Financial Risk

**Claim Efficiency** The claims ratio increase to 18% in CY20 (CY19: 9.8%) mainly on the account of increased in claims expense in proportion of net contribution revenue.  
**Re-Insurance** DFTL has in place reinsurance treaty arrangements with Munich Re (AA- by S&P) and Hannover Re (AA- by S&P).  
**Liquidity** The liquidity base of the company – in Shareholders' Fund, Takaful fund and the Investment fund provides the comfort. The liquid assets, at CY20, adequately cover the company's liabilities toward participants by 1.1x.  
**Capital Adequacy** DFTL has paid-up capital of PKR 750mln. At CY20, the net shareholder's equity of the company is in PKR 491mln (CY19: PKR 414mln).



## Dawood Family Takaful Limited

	PKR mln 30-Dec-20	PKR mln 31-Dec-19	PKR mln 31-Dec-18
<b>BALANCE SHEET</b>			
<b>Investments</b>			
Liquid Investments	5,898	4,876	3,883
Others (Sukuk - non-liquid)	71	71	70
	<b>5,969</b>	<b>4,947</b>	<b>3,953</b>
Insurance Related Assets	93	139	74
Other Assets	762	429	263
<b>TOTAL ASSETS (SHF + PTF)</b>	<b>6,823</b>	<b>5,514</b>	<b>4,290</b>
<b>Equity</b>			
Equity	491	414	380
Balance of Takaful Statutory Funds	5,746	4,694	3,729
Insurance Related Liabilities	222	107	81
Other Liabilities	363	298	100
<b>TOTAL EQUITY &amp; LIABILITIES (SHF + PTF)</b>	<b>6,823</b>	<b>5,514</b>	<b>4,290</b>
<b>INCOME STATEMENT - Extracts</b>			
<b>REVENUE ACCOUNT</b>			
Gross Contribution Written (GC)	1,834	1,636	1,471
Participants Investment Fund (PIF)	(1,051)	(928)	(864)
Retakaful Expense	(95)	(63)	(52)
Wakala Fee	(519)	(475)	(374)
Net Claims	(125)	(63)	(57)
Operating Income/(Expenses)	135	124	112
Investment Income	107	89	31
Technical reserves incurred during the year	(123)	(125)	(182)
<b>Surplus Before Distribution</b>	<b>164</b>	<b>194</b>	<b>86</b>
<b>PROFIT AND LOSS (INCLUDING SHAREHOLDERS FUND)</b>			
Profit/(Loss) before Tax	89	51	21
<b>RATIO ANALYSIS</b>			
<b>Underwriting Results</b>			
Loss Ratio	18%	10%	10%
Combined Ratio	92%	84%	90%
<b>Performance</b>			
Operating Ratio	76%	70%	85%
Investment Yield (SHF + PTF)	10%	8%	-1%
Persistency - First Year	51%	62%	67%
Persistency - Second Year	81%	83%	88%
<b>Liquidity &amp; Solvency</b>			
Liquidity Ratio – times	1.1	1.1	1.1

SHF: Shareholders' Fund

PTF: Participants' Takaful Fund

Dawood Family Takaful Limited

Jun-21

## Insurer Financial Strength (IFS) Rating

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+ AA 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.
A+ A 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.
BBB+ BBB 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.
BB+ BB 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.
B+ B 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.
CCC CC C	<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.
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.

<p><b>Outlook (Stable, Positive, Negative, Developing)</b> 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'.</p>	<p><b>Rating Watch</b> Alerts to the possibility of a rating change subsequent to, or, in anticipation of some material identifiable event with indeterminable rating implications. 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 rating outlook of the respective opinion.</p>	<p><b>Suspension</b> 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.</p>	<p><b>Withdrawn</b> 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.</p>	<p><b>Harmonization</b> A change in rating due to revision in applicable methodology or underlying scale.</p>
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**Surveillance.** Surveillance on a publicly disseminated rating opinion is carried out on an ongoing basis till it is formally suspended or withdrawn. A comprehensive surveillance of rating opinion is carried out at least once every six months. However, a rating opinion may be reviewed in the intervening period if it is necessitated by any material happening.

**Note.** This scale is applicable to the following methodology(s): General Insurance & Takaful Operator, Life Insurance & Family Takaful Operator.

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### **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**

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- (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)

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- (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)

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- (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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