



Harel Insurance Investments and Financial Services Ltd.

Periodic Report for 2023



Harel Insurance Investments and Financial Services Ltd.

Periodic Report for 2023

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This document is a Hebrew translation for informational purposes only. The Hebrew version is the binding version.



Harel Insurance Investments and Financial Services Ltd.

Members of the Board of Directors

Yair Hamburger - Chairman of the Board

Gideon Hamburger

Yoav Manor

Ben Hamburger - Deputy Chairman of the Board

Joseph Ciechanover

Doron Cohen

Eli Defes

Michel Siboni (From February 5, 2024)

Naim Najjar (External Director)

Efrat Yavetz (External Director)

Ayelet Ben-Ezer (External Director)



Harel Insurance Investments and Financial Services Ltd.

Chapter 1

Description of the Company's Business

Description of the Company's Business

- * Pursuant to Regulation 8C of the Securities (Periodic and Immediate Reports) Regulations, 1970 ("Securities Regulations"), the provisions of Regulation 8A of the Securities Regulations in relation to the Periodic Report do not apply to a corporation that consolidated or proportionally consolidated an insurer or where the insurer is its affiliate, to the extent that this information refers to an insurer.
- * The Company is a holding company, whose principal holdings are subsidiaries which are insurance companies, provident fund management companies, pension fund management companies, a mutual fund management company, and companies engaged in the finance and credit sectors.
- * This report, in relation to the insurance, pension and provident business, is prepared in accordance with Section 42 of the Supervision of Financial Services (Insurance) Law, 1981, and the instructions of the Commissioner of Insurance by virtue of his powers under the aforementioned section concerning a description of company business in the periodic report of insurance companies, which prescribes, inter alia, the structure of the report and the information to be contained in the periodic report of insurance companies.
- * This chapter is an inseparable part of the Periodic Report and the entire Periodic Report should be read as a single document.
- * This chapter of the Periodic Report, which provides a description of the Company, its development, business and operating segments, also includes forward-looking information, as defined in the Securities Law, 1968. Forward-looking information is uncertain information concerning the future based on information in the company's possession at the time of publishing the report and which includes the company's assessments or intentions at the date of the report. Actual performance may differ substantially from the results estimated or inferred from this information. In certain cases, it is possible to identify sections containing forward-looking information by the appearance of the following words or phrases: "the Company/the Group estimates", "the Company/the Group believes", "the Company/the Group anticipates", and the like appear, and such forward-looking information may also be worded differently. Forward-looking information which appears in this report refers exclusively to the date on which it was written. The Company makes no undertaking to revise or change this information insofar as additional or different information in relation to the aforesaid information becomes available.
- * For the avoidance of doubt, it is stipulated that the description presented in this report concerning the insurance products is a condensed description for the purpose of the report only, and that the conditions of the insurance products which are binding on the Group's insurers are those stipulated in the relevant policies which they have drawn up. Accordingly, the description presented in this report is not to be used to interpret the policies nor will it constitute a source of authority of any kind regarding the conditions of the insurance.
- * For the avoidance of doubt, it is stipulated that the description presented in the report regarding services or products described in the credit segment, is a condense description for the purpose of the report only, and that the binding conditions of the services or products are exclusively those defined in the relevant arrangements and appropriate engagement documents for this operating segment.

- * For the avoidance of doubt, it is stipulated that the description presented in the report concerning the conditions of the various pension and provident products is a condensed description for the purposes of the report only, and that their binding conditions are those prescribed in The Supervision of Financial Services (Provident Funds) Law, 2005 and subsequent regulations and in the pension fund and provident fund articles.
- * For the avoidance of doubt, it is stipulated that the description presented in the report concerning the various mutual funds is a condensed description for the purpose of the report only, and that the binding conditions are those prescribed in the fund prospectuses and in the reports submitted by the fund manager.
- * For the avoidance of doubt it is stipulated that the description presented in the report concerning the various exchange traded funds and/or mutual funds and/or certificates of deposit is a condensed description for the purpose of the report only, and that the binding conditions are those prescribed in the prospectuses and/or the immediate reports regarding the exchange traded funds and/or deposit certificates published by the issuers of these products.

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Foreword to Chapter 1 of the Periodic Report

Chapter 1 of the Periodic Report contains a description of the Company's business at December 31, 2023, and its business development during the course of 2023 ("the Reporting Period"). The report was prepared in accordance with the Securities (Periodic and Immediate Reports) Regulations, 1970, and in accordance with the instructions of the Commissioner of the Capital Market, Insurance and Savings under Section 42 of the Supervision of Financial Services (Insurance) Law, 1981.

With respect to the holding of shares in the Group's companies which are mentioned in this report, information about holdings in any company include all the holdings in that company, including through wholly owned subsidiaries of the holding company. The percentage holdings are presented in round figures to the nearest whole percent, unless specified otherwise.

The materiality of the information contained in this chapter of the Periodic Report, including the description of material transactions, is examined from the Company's perspective, where in certain instances a broader description was given to provide a comprehensive picture of the subject matter.

Definitions

For the reader's convenience, the following terms or abbreviations will, in this chapter, have the meaning that appears alongside them, unless stated otherwise.

Alfa Tech	Alfa Tech Investment Management Ltd.
Earmarked bonds	CPI-linked government bonds that the State issues to the insurance companies ("Hetz bonds") and pension funds ("Meron bonds" and "Arad bonds"), with interest and for a pre-defined period.
ICIC	ICIC – Israel Credit Insurance Company Ltd.
Financial institution	An insurer or management company.
Insurance premiums	The sum total of premiums and fees which an insured/policyholder pays an insurer according to a policy which is not an investment contract.
Benefit contributions	The amounts which a member deposits (or which are deposited on his behalf) in a pension fund or provident fund.
Fees	Amounts included in the insurance premiums whose purpose is to cover the insurer's expenses (e.g. registration fees).
The Commissioner	The Commissioner of the Capital Market, Insurance and Savings, according to its meaning in the Supervision Law.

Hamazpen	Hamazpen - Shutaphim Laderech Ltd.
The Group or Harel Group	Harel Insurance Investments and Financial Services Ltd. and its subsidiaries.
Harel 60+	Harel 60+ Ltd.
Harel Insurance	Harel Insurance Company Ltd.
Harel Finance & Issues	Harel Insurance, Finance and Issues Ltd.
Harel Investments or the Company	Harel Insurance Investments and Financial Services Ltd.
Harel Strategies	Harel Finance Strategies Ltd.
Harel Index Trade	Harel Index Trade Ltd.
Harel Investment Management	Harel Finance Investment Management Ltd.
Harel Sal Currencies	Harel Sal Currencies Ltd.
Harel Finance	Harel Finance Holdings Ltd.
Harel Finance Alternative	Harel Finance Alternative Ltd.
Harel Exchange Traded Deposit	Harel Exchange Traded Deposit Ltd.
Harel Pension & Provident	Harel Pension and Provident Ltd.
“Harel Investment Funds”	Harel Alternative Investment Funds Ltd.
“Harel Mutual Funds”	Harel Mutual Funds Ltd.
“Harel Operating Services”	Harel Finance Operating Services Ltd.
Management company	A company engaged in the management of provident funds or pension funds and which has received a license to do so from the Commissioner, pursuant to Section 4 of the Provident Funds Law.
Companies Law	The Companies Law, 1999.
Supervision Law	The Supervision of Financial Services (Insurance) Law, 1981.
Securities Law	The Securities Law, 1968.

Provident Funds Law	Supervision of Financial Services (Provident Funds) Law, 2005
Underwriting	The process of approving an insurance proposal and setting the premium, based on actuarial assumptions, for the information specified in the insurance proposal and additional information in the insurer's possession.
LeAtid	LeAtid Pension Funds Management Company Ltd.
Long-term savings assets	Assets comprising the assets of the provident and pension funds, excluding old funds, assets held by insurers to cover the yield-dependent liabilities in life assurance, assets held by insurers to cover their liabilities pursuant to life assurance plans that provide the insured with a guaranteed yield and regarding which the insurer is not entitled to earmarked bonds for some or all of the funds deposited in them.
Insurance sectors / Lines of insurance business	According to their meaning in the Supervision of Insurance Business (Insurance Branches) Notice, 1985.
Income Tax Ordinance	The Income Tax Ordinance [New Version].
Individual/personal line	Individual policyholders or small business customers who enter into agreement with the insurance company on an individual basis.
Premium	Insurance premiums including fees.
Earned premium	The premiums relating to the reporting year.
Accrual	The amounts accrued to the credit of members of the provident fund, pension fund or life assurance policies with some form of savings component.
Collective / Group (including its variations)	A group of people (usually associated with a common work place, or who belong to a particular organization or share supplier-customer relations with any corporation or organization), who enter into a single agreement with the insurance company whereby all those who belong to the group are insured or are eligible to be insured (and not through separate agreements with the Group's individual members).
Insurance fund	An insurance plan that is approved as a benefits/pension provident fund, fund for severance pay or annuity, under the Provident Funds Law and under the Provident Funds Regulations.
Provident fund	A provident fund according to its meaning in the Provident Funds Law, which is not a pension fund.

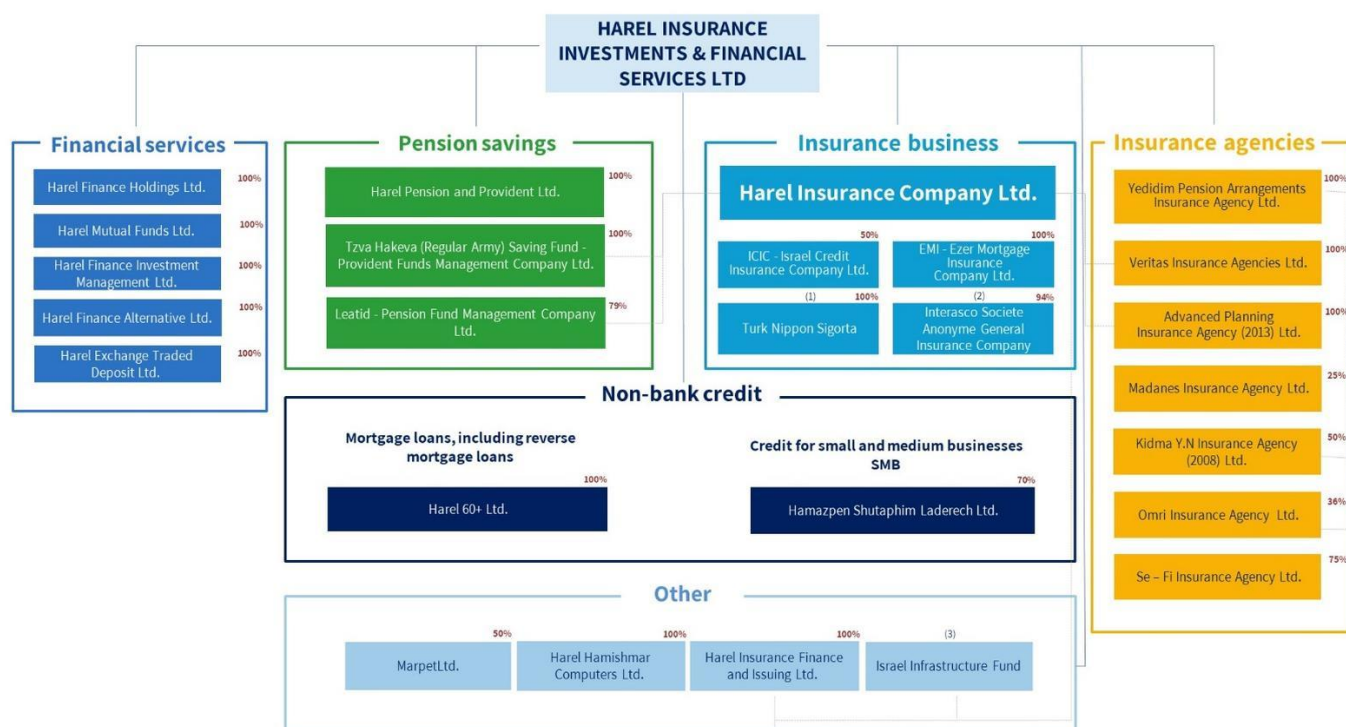
Tzva Hakeva Fund	Tzva Hakeva Saving Fund - Provident Fund Management Company Ltd.
Mutual fund	A fund for joint investments in trust, according to its meaning in Section 3 of the Joint Investment Trust Law.
Old pension fund	A pension fund which was first approved before January 1, 1995.
New pension fund	A pension fund which was first approved on or after January 1, 1995.
Pension fund	A provident fund for annuity according to its meaning in the Provident Funds Law, which is not an insurance fund.
Retention	That part of the insurance transaction which is not covered by reinsurance.
Insurance benefits	Amounts payable when an insured event occurs under the policy conditions.
Investment Regulations	Supervision of Financial Services (Provident Funds) (Investment Rules Applicable to Financial Institutions) Regulations, 2012.
Provident Fund Regulations	Income Tax (Rules for the Approval and Management of Provident Funds) Regulations, 1964.
Interasco	Interasco Societe Anonyme General Insurance Company S.A.G.I. - a company incorporated in Greece which has a license to operate as an insurer in Greece.
Turk Nippon	Turk Nippon Sigorta A.S. - a company incorporated in Turkey which has an insurer's license in Turkey.
EMI	EMI - Ezer Mortgage Insurance Company Ltd.

1. The Company's activity and a description of its business development

1.1 The Company's activity and a description of its business development

1.1.1 Diagram of holdings

Diagram of the Company's principal holdings at the date of preparation of this report. A detailed list of the Company's subsidiaries and affiliates at the date of this report appears in Chapter 5 of the Periodic Report (Additional information about the Company), under Regulation 11 of the Securities (Periodic and Immediate Report) Regulations, 1970.



Comments:

- (1) Insurance company in Turkey.
- (2) Insurance company in Greece.
- (3) Four funds: in Israel Infrastructure Fund I and in the Israel Infrastructures Fund II, Harel Insurance owns some of the shares in the General Partner, in Infrastructures Fund III and in Infrastructure Fund IV the Company owns some of the shares in the General Partner.

1.1.2 Material changes in the holding structure in 2023

No significant changes were made in the holding structure in 2023

1.1.3 Incorporation and form of incorporation

The Group began to operate in the insurance industry since 1933, when the subsidiary Harel Insurance was incorporated (under its then previous name - Shiloah Insurance Company Ltd.). Harel Investments was incorporated in Israel in 1982 as a private company. That same year the Company issued 25% of its stock to the public and became a public company whose shares are traded on the Tel Aviv Stock Exchange.

1.1.4 Control structure

At the date of publication of the report, Yair Hamburger, Gideon Hamburger and Nurit Manor (in this section below: “the Final and Controlling Shareholders in the Company”), hold the Company principally through G.Y.N. Financial Consulting and Investment Management 2017 LP (“the GYN Partnership”), a partnership which they fully own and control, which they hold as limited partners through private companies fully owned by them, and they also hold the general partner in the GYN Partnership. The Final and Controlling Shareholders in the Company hold 48.47% of the voting rights in the Company and 48.47% of the Company’s issued share capital.

1.1.5 The Group's operating segments:

At the reporting date, most of the Company's activity is in the following areas:

- 1.1.5.1 In the various insurance sectors - through the subsidiaries: Harel Insurance, Interasco which operates in Greece, Turk Nippon which operates in Turkey, ICIC and EMI, and through ICIC (in which it holds 50%).
- 1.1.5.2 In the long-term savings segment, the Company operates through the subsidiaries: Harel Pension & Provident, a company which manages pension funds, provident funds and education funds, Tzva Hakeva, a company which manages an education fund; and LeAtid, a company which manages an old pension fund.
- 1.1.5.3 In the credit sector – the Group operates through a subsidiary – Hamazpen, that creates innovative financing solutions for quality entrepreneurs providing business management and credit to medium businesses, including the provision of mezzanine loans; through a subsidiary fully owned by Harel Insurance, Harel 60+ that provides mortgage loans, as well as “reverse mortgage” loans to borrowers aged 60 or more in the form of a lien on their homes; within the framework of development property finance activity carried out by Harel Insurance; and the provision of financial guarantees and entrepreneurial and operating services for mortgage portfolios guaranteed by third parties through Harel Insurance and EMI.
- 1.1.5.4 In the financial services and capital market sector, the Company operates through the subsidiary Harel Finance Holdings and its subsidiaries.

The Group has been active in the insurance industry for 90 years. According to the financial statements for Q3 2023, the Group is Israel's largest insurance company with respect to volume of premiums, with a market segment of 23.7%. In health insurance, Harel Group dominates the market as Israel’s largest insurer, with a market segment of 38.2%. In general (non-life) insurance, the

Group is the largest insurance group with a market segment of 15.2%, and with respect to premiums in life assurance, the Group is second largest, with a market segment of 21.9%. In the new pension fund management sector, the Group has a market segment of about 17.8% correct to September 30, 2023. In the provident fund management sector, the Group has a market segment of 9% correct to September 30, 2023. In the mutual fund management sector, the Group has a market segment of 14.6% correct to September 30, 2023.

Data on the volume of assets managed by the Group (AUM) (in NIS billion):

	December 31	
	2023	2022
Insurance (including yield- dependent assets)	129.5	120.6
Pension funds	150.6	128.2
Provident funds	65.0	56.1
Mutual funds	67.7	43.2
Portfolio management and other*	14.9	15.0
Total	427.7	363.1

* Including a private equity fund in the amount of NIS 1 billion.

The activity of Harel Investments centers on the management, control and supervision of the subsidiaries, on-going planning of the Group's operations, and the initiating of activity and investments both directly and through the Group's companies.

1.1.6 Main points in the history of the Company's development

In 1982, the Company was floated on the Tel Aviv Stock Exchange (TASE). At that time, the Company held the shares of Harel Insurance Company ("First Harel"). Subsequently, it expanded its activity through several significant acquisitions, including: acquisition of the full ownership of Harel Insurance (under its then name, Shiloah Insurance Company Ltd.) ("Shiloah"), in 1984. At the time of this acquisition, Shiloah was involved in health insurance and life assurance; in 1985, Shiloah acquired 50% of the life assurance portfolio of Yardenia Insurance Company Ltd.; in 1989 the Company acquired 82% of the shares of Sahar Israel Insurance Company Ltd. ("Sahar") and over time it acquired the outstanding shares of Sahar; in 1993 it acquired, through Mor-Har Investments Ltd., the control of Dikla Insurance Company Ltd.; in 1999 the Company acquired control of Zion Holdings Ltd. which held all the shares of Zion Insurance Company Ltd. ("Zion"). Over time, as a result of mergers and restructuring, First Harel, Sahar and Zion were concentrated in Shiloah, which later on changed its name to Harel Insurance.

In 2006 Harel-Mutual Funds acquired the mutual fund activity of Bank Leumi LeIsrael Ltd. and Leumi-Pia Mutual Fund Management Company Ltd.; also in 2006 Harel Insurance acquired the activity of 5 provident funds from Bank Leumi Le'Israel Ltd.(the most important of which are Otzma and Taoz); in 2006, the Company, together with Bituach Haklai and Euler Hermes, acquired control of ICIC; in 2010 Harel Insurance acquired all the share capital of EMI; In

addition, over a period of several years, various provident funds, mutual funds and portfolio management activity were acquired on different dates.

In 2013, Harel Insurance acquired the life assurance and health insurance activity of Eliahu Insurance Company Ltd., and Harel Finance acquired the portfolio management and mutual fund management activities of Clal Finance Investment House.

In July 2021, the full holding of EMI was transferred from Harel Insurance to Harel Investments as part of the restructuring.

In October 2021, transfer of the activity of Psagot Provident and Pension Funds Ltd. ("Psagot"), in several provident funds and pension funds, to Harel Pension & Provident, was completed. In December 2021, acquisition of the insurance activity of Shirbit Insurance Company Ltd. ("Shirbit") was completed, which was transferred to Harel Insurance.

1.1.7 Main points in the Group's development in 2023

1.1.7.1 Significant developments in the Group's various operating segments

On significant developments in the Group's various operating segments, see sections 2.1.2, 2.2.2, 2.3.1, 2.4.2, 2.5.2, 2.6.5 and 2.6.2 below.

1.1.7.2 Issue of bonds (Series 19) by means of a second-tier subsidiary - Harel Finance & Issues

On an issue of bonds (Series 19) by means of a second-tier subsidiary - Harel Finance & Issues and a rating of Series 19 bonds by Maalot S&P, see Note 24H to the Financial Statements.

1.1.7.3 Affirmation of a Midroog rating for Harel Insurance

On the affirmation of a rating for Harel Insurance by Midroog, see Note 24H to the Financial Statements.

1.1.7.4 Affirmation of a Midroog rating for the Company

On affirmation of a Midroog rating for the Company, see Note 24H to the Financial Statements.

1.1.7.5 Bond ratings by Midroog

On the rating of bonds issued by a second-tier subsidiary - Harel Finance & Issues, and of bonds issued by the Company, see Note 24H to the Financial Statements.

1.1.7.6 Full early redemption of bonds (Series 6) of the second tier subsidiary, Harel Finance & Issues

On the full early redemption of Series 6 bonds that were issued by Harel Finance & Issues, see Note 24H to the Financial Statements.

1.1.7.7 Issue of Series 1 bonds of the Company by way of an expansion of the series

On the issue of Series 1 bonds of the Company by way of an expansion of the series, see Note 24H to the Consolidated Financial Statements.

1.1.7.8 Shelf prospectus of the second tier subsidiary, Harel Finance & Issues

On the publication of a shelf prospectus of Harel Finance & Issues in February 2023, see Note 24H to the Financial Statements.

1.1.7.9 Multiyear strategic plan

In August 2022, the Company entered into an agreement with a leading international strategic consulting firm. Based on a review and collaboration between the Company and the consulting firm, in February 2023 the Company's Board of Directors resolved to adopt a multi-year strategic plan called "Harel 2030". The Harel 2030 strategy focuses on three key layers in the Group's activity: 1. Accuracy of the core operating segments performance; 2. Relationship with the customer - enhancing and strengthening the distribution engines in the operating segments; and - 3. Diversification of the Group's profit sources.

For additional information see Section 2.3 in Chapter 2, Board of Directors Report, in the Company's Periodic Report.

1.1.7.10 Special General Meeting

On May 8, 2023, a special general meeting of the Company was held the agenda of which included the reappointment of Mr. Naim Najar as an external director in the Company for an additional three-year term of office commencing June 1, 2023. The meeting approved the topic on the agenda.

1.1.7.11 Revised employment conditions for Idan Tamir, relative of a controlling shareholder

On May 22, 2023, May 29, 2023, and July 5, 2023, the compensation committee and the board of directors of the Company and Harel Insurance and the general meeting of the Company, respectively, approved the revised employment conditions for Idan Tamir, a relative of Mr. Yair Hamburger, one of the Company's controlling shareholders.

For additional information about the agreement, see an Immediate Report of the Company concerning the convening of a general meeting (Ref. 2023-01-057276).

1.1.7.12 Annual and special general meeting

On July 5, 2023, an annual and special general meeting of the Company took place, with the following items on the agenda: (1) discussion of the Periodic Report for 2021; (2) reappointment of external auditors and authorizing the Company's Board of Directors to determine their fee; (3) reappointment of the Company's incumbent directors, who are not external directors, for a further term of office (Yair Hamburger, Gideon Hamburger, Ben Hamburger, Yoav Manor, Doron Cohen, Josef Ciechanover and Eli Defes); (4) appointment of Ayelet Ben-Ezer as an external director in the Company. The general meeting approved all the items that were on the agenda.

1.1.7.13 Shelf prospectus of the Company

On the publication of a shelf prospectus of the Company in July 2023, see Note 24H to the Financial Statements.

1.1.7.14 Insignificant private allotment of options to the CEO of the subsidiary, Harel Insurance

On an insignificant private allotment of stock options to an officer in the Group, see Note 38B(e) to the Financial Statements and also an Immediate Report of the Company dated September 6, 2023 (Ref.: 2023-01-084706).

1.1.7.15 Swords of Iron War

For information about the Swords of Iron War and its repercussions on the Group's activity, Section 2.2 in Chapter 2, Board of Directors Report, in the Company's Periodic Report.

1.1.7.16 Special General Meeting

On November 30, 2023, a special general meeting of the Company took place, the agenda of which included the following topics: (1) Appointment of Ms. Efrat Yavetz for a further term of office as external director; (2) revision of the Company's compensation policy; (3) approval of employment conditions of the Company's controlling shareholders. The meeting approved all the items that were listed on the agenda.

For additional information about the Company's compensation policy and the employment conditions of the controlling shareholders in the Company, see Regulation 21 in the report on Additional Information about the Company, Chapter 5 in the Periodic Report.

1.1.7.17 Revised compensation policy for the Group's financial institutions

On revisions to the compensation policy of the Group's financial institutions, see Regulation 21 in the report on Additional Information about the Company, Chapter 5 in the Periodic Report.

1.1.7.18 Approval to enter into agreement in a D&O liability insurance policy

On approval to enter into agreement in a D&O liability insurance policy, see Note 37B8 to the Financial Statements.

1.1.7.19 Commissioner's permit for the agreed outline regarding the group long-term care policy for members of Clalit Health Services

On November 5, 2023, Clalit Health Services ("Clalit") petitioned the High Court of Justice against the Minister of Finance, Minister of Health, Director General of the Ministry of Health, the Commissioner and against Harel Insurance and two additional HMOs with a motion to issue orders with certain conditions, with the purpose of instructing the parties to urgently formulate an outline that would allow the group long-term care policy for Clalit members through Harel Insurance, that terminated at the end of 2023, to continue. On December 13, 2023, permission was received from the Commissioner to operate the group long-term care

policy for members of Clalit Health Services, in accordance with the agreed outline reached by Harel Insurance and Clalit Health Services (“the Permit” and “the Agreed Outline”).

According to the aforementioned permit, the long-term care policy under the Agreed Outline is for a 12-month period (from January 1, 2024, through December 31, 2024).

For additional information about the Agreed Outline, see an Immediate Report of the Company dated December 14, 2023 (Ref. 2023-01-135924) and Section 2.2.1 below.

1.1.8 Main points in the Company's development after the Reporting Period

1.1.8.1 Termination of the service of the Company's CEO and appointment of a new CEO

Mr. Michel Siboni, who served as CEO of the Company and Chairman of the Board of Directors of Harel Insurance, stepped down from his position on January 31, 2024, after more than 30 years with Harel Group. Mr. Siboni continues to serve as a director in Harel Insurance and Chairman of the Board of Hamazpen, and he was also appointed as a director in the Company commencing February 5, 2024. Further to Mr. Siboni stepping down from his position, Mr. Nir Cohen, who is currently the CEO of Harel Insurance, was also appointed as CEO of Harel Investments effective from February 1, 2024.

1.1.8.2 Plan to repurchase shares

On January 30, 2024, the Company's Board of Directors approved a plan to repurchase shares of the Company in the amount of up to NIS 100 million, to be implemented from time to time as will be determined by the Company's management. For additional information, see an Immediate Report of the Company dated January 30, 2024 (Ref. 2024-01-011496). At the date of publication of the report, 21% of the aforementioned plan to repurchase shares has been carried out.

1.1.8.3 Cancellation of the agreement for the acquisition of Isracard

For information about the Company entering into agreement to acquire Isracard and also on the developments that occurred in this agreement until it was cancelled due to the inability to fulfill one of the suspensive conditions, see Section 2.6 in Chapter 2, Board of Directors Report, in the Company's Periodic Report.

1.1.8.4 Special General Meeting

On February 5, 2024, a special general meeting of the Company took place with the following topics on the agenda: appointment of Mr. Michel Siboni as a director in the Company; approval of the conditions for termination of the employment of the CEO, Mr. Michel Siboni; approval of the employment conditions of the incoming CEO, Mr. Nir Cohen. The meeting approved all the items that were listed on the agenda.

1.1.8.5 Affirmation of a Midroog rating for Harel Insurance

On the affirmation of a rating for Harel Insurance by Midroog, see Note 24H to the Financial Statements.

1.1.8.6 Midroog rating for Harel Investments

On affirmation of a rating for the Harel Investments by Midroog, see Note 24 to the Financial Statements.

1.1.8.7 Dividend distribution

On a resolution by the Company's Board of Directors concerning a dividend distribution to the shareholders, see Note 15 to the Financial Statements.

1.1.8.8 Stock options outline for employees

On a stock options outline for employees, see Note 38 to the Financial Statements

1.1.9 Structure of the Group's operations

The insurance and long-term savings arm is divided into the following divisions:

A. Long-term savings division, which consists of the following departments:

1. Employers department
2. Operating department (pension and provident)
3. Department for claims and exercising rights
4. Division HQ department
5. Information systems relations department
6. Long-term savings department
7. Long-term savings actuarial practices
8. Long-term savings legal department
9. Finance department

B. Health and life insurance division, which consists of the following departments:

1. Group health and dental insurance
2. Personal lines health insurance, travel insurance, foreign workers and tourists.
3. Life assurance department¹
4. Health and overseas claims department.

¹ Within the framework of the presentation of the Company's operating segments in this report, life assurance will continue to be part of the long-term savings segment.

5. Life long-term care, personal accident and work disability claims department
 6. Organization and methods department
 7. Regions
 8. Dikla
- C. Non-life (general) insurance division - consists of the following activities:
1. Personal lines non-life insurance, HQ and business development department
 2. Business non-life insurance department
 3. Industry, special risks and marine insurance department
 4. Reinsurance in non-life insurance department
 5. Compulsory motor and motor property claims.
 6. Property and liabilities claims.
 7. Shirbit's activity
- D. Agents marketing division, consists of the following activities:
1. Sales in the Company's distribution channels
- E. Direct Activity and Joint Ventures Division, consists of the following activities:
1. HQ, business development and joint ventures
 2. Pension marketers department
 3. Standard department
 4. Bank marketing department
- F. Digital and service division, consists of the following activities:
1. HQ, digital and service
 2. Strategy, advertising and marketing
 3. Media and customer experience
 4. Customer Service department
 5. Public complaints department
- G. The Group has additional insurance activity which takes place through the subsidiaries – Interasco, which operates in Greece in non-life and health insurance; Turk Nippon, which operates in Turkey in non-life and health insurance; EMI which provides credit insurance for mortgages; and ICIC (50% holding), which is involved in insuring credit risks.
- H. The Investment Division, comprising investment management in insurance and long-term savings and management of nostro investment monies.

- I. Finance and Resources Division.
- J. Actuary Division.
- K. HR Division.
- L. Legal Division
- M. Technology Division - Harel Hamishmar Computers Ltd. ("HHM") is responsible for providing various automation services to the different divisions.

The Group's credit activity:

- A. Activity of Hamazpen, business management and credit for medium businesses
- B. Activity of Harel 60+ which provides mortgage loans, including "reverse mortgage" loans
- C. Project finance for development real estate
- D. Provision of financial guarantees and development and operating services for mortgage portfolios insured by third parties.

The financial services arm ("Harel Finance") coordinates the Group's capital market and finance activity. Activity in the financial services arm takes place, mainly through the following companies:

- A. Harel Mutual Funds
- B. Harel Investment Management
- C. Harel Finance Alternative
- D. Harel Strategies
- E. Alfa Tech²
- F. Harel Index Trade
- G. Harel Exchange Traded Deposit
- H. Harel Operating Services

² On December 27, 2023, the activity of Alfa Tech was merged into Harel Investment Management.

1.2 Concise description of the Group's operating segments

The Group operates in the insurance, provident and pension fund industries, in the credit sector and in the capital market and financial services industry, as specified below:

1.2.1 Life assurance and long-term savings³

This segment consists of the Group's insurance activity in the life assurance sectors as well as its activity in the management of pension and provident funds.

Life assurance policies

Life assurance policies are generally long-term products and guarantee insurance benefits upon the death of the insured or when he reaches the age stipulated in the policy, or at an earlier date depending on the policy conditions. The policies may include savings, risk against death only or a combination of the two and riders may be added to the policy to cover additional risks, principally work disability and illness. Some of the life assurance policies which include a savings component are recognized as an insurance fund under the provisions of the law, and provide a tax benefit as defined in the Provident Funds Law.

Additionally, this segment includes policies offered to groups, the main purpose of which is risk insurance against death and work disability insurance without savings and for a short period, as well as policies that cover disability risk, work disability and critical illness.

Pension funds and provident funds

In addition to life-assurance policies which include a savings component, the Group also manages other long-term savings products in the form of pension funds and provident funds. Pension fund members are eligible to a monthly allowance (annuity) when they retire, a monthly annuity in the event of disability and a monthly annuity for survivors if the member dies. Provident fund members, upon or prior to their retirement, as defined in the Provident Fund Regulations, are eligible to receive a lump sum with respect to money which has been accrued for them in respect of deposits made until December 31, 2007, and to receive an annuity with respect to money that was deposited from January 1, 2008. Additionally, the Group manages education funds, central severance pay provident funds, central funds for sick pay, a central fund for participation in a non-contributory pension, investment provident funds and investment provident funds for long-term savings for children.

Life assurance activity, including long-term savings based on insurance and investment contracts, is handled by Harel Insurance. The long-term savings activity in provident funds that are not insurance funds, including in pension funds, is managed by Harel Pension & Provident, Tzva Hakeva and LeAtid.

³ See Footnote 1 above.

1.2.2 Health insurance

This segment consists of the Group's insurance activity in the illness, hospitalization and personal accident sectors. The policies sold through these sectors cover the range of losses sustained by the insured resulting from illness and/or accident, including long-term care, dental treatment and travel insurance. Health insurance policies are offered to individual policyholders and groups.

The activity of Harel Insurance in the provision of operating services for the supplementary health services (SHS) plan of Clalit Health Services takes place in the Dikla department in the health insurance division.⁴

1.2.3 Non-life insurance

This segment consists of five sub-segments:

1.2.3.1 **Motor property (CASCO)**

Motor property includes the Group's activity in the sale of policies in the motor vehicle insurance branch which cover losses sustained by the vehicle owner due to an accident and/or theft and/or the liability of the owner or driver of the vehicle for loss caused to third-party property in an accident.

This sub-segment includes policies for insuring vehicles weighing up to 3.5 tons. These policies are in accordance with the provisions of the Supervision of Insurance Business (Conditions of a Contract to Insure a Private Vehicle) (Amendment) Regulations, 2021, that entered into force at the beginning of 2022.

This sub-segment also includes insurance policies for vehicles other than private and commercial vehicles weighing up to 3.5 tons (forklift trucks, trucks, taxis, buses, tractors, etc.). Policies for such vehicles are not subject to the conditions of the standard policy, but to the conditions and scope of the cover of the policies for these vehicles prescribed by the insurance companies and subject to the Commissioner's approval of the policy conditions.

1.2.3.2 **Compulsory motor**

Includes the Group's activity in providing insurance cover pursuant to requirements of the Motor Vehicle Insurance Ordinance) (New Version), 1970 ("compulsory motor" and "Motor Vehicle Insurance Ordinance", respectively), which covers physical injury sustained by the owner of the vehicle, any passengers in the vehicle and pedestrians injured by the vehicle, resulting from the use of a motorized vehicle, under the Law to Compensate Road Accident Victims, 1975 ("CRAV Law"). As its name implies, this insurance is mandatory for all owners and drivers of vehicles under the Motor Vehicle Insurance Ordinance.

⁴ During the Reporting Period, the activity of the Dikla department, which until then had operated under the non-life insurance division, was transferred to the health insurance divisions.

The conditions of the insurance cover correspond with the text prescribed in the Supervision of Financial Services (Insurance) (Conditions of a Compulsory Motor Vehicle Insurance Contract) Regulations, 2010.

1.2.3.3 Other liabilities sectors

Including the Group's activity in the sale of policies covering the Insured's legal obligation towards a third party (other than liabilities cover in the compulsory motor sector, as noted above). This includes, among other things, the following lines of insurance business: third-party liability, professional liability, product liability, employers liability insurance which covers the insured's liability towards his employees.

1.2.3.4 Property and other sectors

This segment includes the Group's insurance activity in all the property sectors (excluding motor property) as detailed in the Supervision of Insurance Business (Branches of insurance) Notice, 1985.

This sub-segment includes, among others, comprehensive homeowners insurance, insurance for small and medium businesses (SMB) and extended fire insurance and consequential loss for medium and large businesses.

1.2.3.5 Credit insurance for residential mortgages and development and operating services for mortgage portfolios

This activity takes place through EMI.

On November 1, 2012, the Bank of Israel published a directive limiting the LTV (loan-to-value) ratio in housing loans commencing November 1, 2012, according to which a bank may not approve a mortgage with an LTV ratio of more than 70%, except for a loan for the purchase of a borrower's only apartment, for which the maximum LTV ratio is 75%.

Consequently, in 2013, the operations of EMI were almost completely discontinued with respect to the issue of new policies for insuring mortgage credit and the format of EMI's operations was adjusted to the existing scope of activity.

In 2022, Harel Insurance began to enter into transactions to provide financial guarantees to an international reinsurer for mortgage portfolios that were provided by Israeli banks, at a rate of 50% of the cost of the claims, insofar as they may be filed against that reinsurer. For its part, EMI provides development and operating services in connection with the insured portfolios in a TPA (Third Party Administrator) agreement.

1.2.4 Insurance companies overseas

The Company is the controlling shareholder of Interasco, an insurance company operating in Greece in the health insurance and non-life insurance sectors (94% control), and it holds the full controlling interest in Turk Nippon, which operates in Turkey and engages in non-life insurance and health insurance.

1.2.5 Credit sector

From the annual financial statements for 2023, the Company presents credit sector activity in a new operating segment - the credit segment. The activities included in the credit segment are set out below. In the past, these activities were presented as part of the Company's other operating segments. For additional information see Note 4 to the Financial Statements.

1.2.5.1 Business management and credit for medium businesses

The activity takes place through a subsidiary of the Company (70% holding), Hamazpen, that creates innovative financing solutions for quality entrepreneurs in the business management and credit sectors for medium businesses, including the provision of mezzanine loans.

1.2.5.2 Mortgages and "reverse mortgages"

Harel 60+ is a fully owned subsidiary of Harel Insurance. Harel 60+ provides mortgage loans, including "reverse mortgages" provided to borrowers aged 60 or more in the form of a lien on their homes.

1.2.5.3 Project finance for development property

This activity is performed by Harel Insurance under the development property finance department, which is involved principally in financing construction projects for residential, office and commercial use. As part of this activity, Harel Insurance provides a full finance package for developers, consisting of monetary credit and guarantee policies under the Sale (Homes) Law (Guaranteeing the Investments of Home Buyers), 1974 ("the Sale Law").⁵

1.2.5.4 Provision of financial guarantees and development of operating services for mortgage portfolios

This activity takes place through Harel Insurance and EMI. As part of this activity, Harel Insurance provides financial guarantees to an international reinsurer in respect of mortgage portfolios provided by Israeli banks, at a rate of 50% of the cost of the claims, insofar as they may be filed against that reinsurer. For its part, EMI provides development and operating services in connection with the insured portfolios. In consideration of the aforementioned development and operating services, Harel Insurance and EMI are entitled to a commission of 50% of the net premium received by the insurer.

1.2.6 Capital market and financial services

The Group's activity in the capital and finance market takes place through Harel Finance, a wholly owned subsidiary of the Company.

Through companies which it controls, Harel Finance is engaged mainly in the following activities:

Management of mutual funds through Harel Mutual Funds and Harel Index Trade, as a statutory market maker for ETF mutual funds.

⁵ Results of the activity in providing guarantee policies under the Sale Law are included in the non-life insurance segment

Management of investment portfolios through Harel Investment Management.

Management of investments for certain funds of Harel Mutual Funds, using computerized models, through Alfa Tech.⁶

Management of private equity funds, mainly for classified investments listed in the First Schedule to the Securities Law, through Harel Finance Alternative and Harel Investment Funds.

Issue of marketable certificates of deposit (CDs) by means of Harel Exchange Traded Deposit.

Initiation of special transactions for the nostro account, through Harel Strategies and other subsidiaries.

Foreign exchange advice to qualifying customers,⁷ through Harel Operating Services.

⁶ See Footnote 3 above

⁷ According to their definition in the Regulation of Investment Advice, Investment Marketing and Portfolio Management Law, 1995

1.3 Investments in the Company's equity and transactions in its shares

In the last two years and up to publication of the report, no investments were made in the Company's capital.

For information about the control structure of the Company, see Section 1.1.4 above.

1.4 Dividend distribution

On February 28, 2021, the Company's Board of Directors approved a dividend distribution policy whereby the Company will distribute a dividend of at least 30% of the comprehensive income according to its annual consolidated financial statements.

Additionally, on February 28, 2021, the board of directors of the subsidiary Harel Insurance approved a dividend distribution policy in which the Company will distribute a dividend of at least 35% of the comprehensive income according to the annual consolidated financial statements of Harel Insurance, and this as long as Harel Insurance is in compliance with the minimum targets for solvency based on Solvency II (in accordance with a decision of the Board of Directors of Harel Insurance from May 2023, minimum solvency was set at 135% taking into account the transitional measures, and 110% excluding the transitional measures in the transitional period).

The distribution of a dividend by the Company might be affected, *inter alia*, by the ability of Harel Insurance to actually distribute a dividend.

It is stipulated that this policy should not be construed as an undertaking by the Company to distribute a dividend and that any dividend distribution in practice is subject to specific approval by the Board of Directors at its exclusive discretion. In practice, the Board of Directors may decide to distribute a different (higher or lower) share of dividend or not to distribute any dividend at all. Furthermore, any actual dividend distribution will be subject to compliance with the statutory provisions applicable to dividend distributions, including the Companies Law, and to the financial covenants undertaken by the Company and/or that the Company may undertake in the future, to satisfying adequate amounts of distributable profits on the relevant dates and to the extent to which the Company requires cash to finance its operations, including future investments, as they may be from time to time, and/or its anticipated and/or planned future activity.

The Board of Directors may review its dividend distribution policy from time to time and may, at any time, based on business considerations and the provisions of law and regulations applicable to the Company, resolve to make changes in the dividend distribution policy, including the share of the dividend to be distributed

For additional information about a decision of Harel Insurance concerning the capital management policy, see Note 8E3 to the Financial Statements.

For information about a resolution by the Company's Board of Directors dated March 28, 2024, concerning a dividend distribution, see Note 15 to the Financial Statements.

2. Description of and information about the Company's areas of activity

2.1 Life assurance and long-term savings⁸

2.1.1 Products and services

2.1.1.1 General

This segment consists of life assurance, and the management of pension funds and provident funds.

Life assurance and long-term savings mainly concerns saving for retirement and cover for various risks. The different products in this sector include combinations of savings and insurance cover for risks such as death, disability, work disability, and critical illness.

Products in this area of activity target salaried employees, the self-employed and for customers who wish to purchase private cover (unrelated to their occupation). In some of the products the contributions deposited by salaried employees and self-employed workers entitle them to tax benefits at three levels: at the time of the deposit - a tax credit/rebate, exemption from tax on profits from the accrual of the money, and tax benefits when the money is released. In certain instances, there may also be tax benefits for deposits made by individuals.

Pursuant to the provisions of the law, there must be full segregation between the assets and liabilities of the management company and the members' accrued assets, as well as segregation between the insurer's assets and the money of policyholders in yield-dependent life assurance. Accordingly, members' assets are not included in the financial statements of the management company (and are also not included in the Company's consolidated financial statements).

2.1.2 Changes and trends in this segment

The life assurance and long-term savings segment has undergone far-reaching changes, particularly in light of government policy which resulted in the enactment of the Law to Encourage Competition and Reduce Concentration and Conflict of Interests in Israel's Capital Market (Legislative Amendments), 2005, the Provident Funds Law, the Pension Advice and Marketing Law, and the amendment to the Supervision Law ("Bachar legislation" which entered into force in November 2005), as well as the promulgation of a series of regulations and directives by the Superintendent which were designed, inter alia, to encourage pension savings, to increase competition and transparency in the pension savings market, to reduce the management fee rates and encourage customers to be involved in choosing their pension savings.

Additionally, in recent years, this operating segment has gradually adapted itself to digital and online processes performed with savers, distributing entities and other financial institutions.

⁸ See Footnote 1 above

Encouragement of savings for annuity (pension)

The reasoning behind the policy of the Capital Market Authority in recent years, is the desire to encourage pension savings among the population at large in an effort to ensure that Israeli citizens are able to maintain a reasonable standard of living after retirement, and to encourage competition in this area of activity, including by limiting the differences between products and allowing people to move their pension savings between the different products.

These changes have been reflected in a change in the structure of the products which were previously available and changes in the tax benefits given to long-term savers, including change within the context of Amendment no. 3 to the Provident Funds Law which gives preference to savers on an annuity track and establishing an obligation to withdraw monies in the form of payment of an annuity, insofar as the annuity available to the saver is up to the minimum amount of annuity for all long-term pension savings products. In this context, the tax benefits applicable to these products were standardized with respect to money deposited for members as of January 1, 2008.

Until that date, the different products in this sector - life assurance, pension funds and provident funds - were divided into two main channels: a channel which guarantees payment of an annuity (commonly known as a pension), and a channel which guarantees a lump-sum (capital) payment, with the possibility of combining these channels. The aforementioned amendment eliminated the division between the capital and annuity channels with respect to money deposited from January 2008 onwards so that this money may only be withdrawn as a first layer (minimum annuity amount) by way of a monthly payment. Money which has accumulated over and above the amount required to pay the minimum annuity, may be withdrawn by capitalizing the annuity or by way of payment of a monthly amount, as decided by the member or policyholder.

Encouragement of competition and transparency in this segment

Over the last few years various provisions have been published the purpose of which is to increase the possibility of moving money between different products and to standardize the different products (provident funds, pension funds and insurance funds), including with regard to the insurance cover sold as part of the pension savings products and the application of a standard management model for the collection of management fees, at the same time reducing the maximum management fees that may be collected in provident funds and insurance funds.

Furthermore, provisions were published with the purpose of making it easier for insureds or members to compare different products by standardizing the products marketed by the financial institutions. For example: the Commissioner's instructions concerning the rights and obligations of members in the articles of a new, comprehensive pension fund which set out a binding text for the pension fund's articles, as well as guidelines for a work disability (P.H.I.) policy. Additionally, provisions were prescribed pertaining to the choice of a default pension fund, that were intended, among other things, to increase competition in the pension savings market, as will be described in greater detail below.

The aforementioned amendment on guidelines for work disability, as a result of which not all candidates who enroll in the insurance can be guaranteed coverage of 75% of their wage in insurance funds as part of the pension deposits, reinforces the trend in recent years of a shift away from insurance funds to savings in comprehensive pension funds.

In 2014, the Commissioner began to examine implementation of the limit on direct expenses among the institutional investors and it even appointed an advisory committee to review these expenses (“the Yaffe Committee”).

Among the other conclusions and recommendations of the Yaffe Committee, the maximum rate of direct expenses in the category “external management fees” that institutional investors may collect in any calendar year will be determined by the institutional investor for each investment track it manages, and the rate shall be published on its website. Additionally, it was determined that expenses known as “external management fees” will be added permanently to the list of expenses defined as direct expenses under the regulations, and clusters of investment tracks were also defined on which the types of direct expenses that can be collected will be more limited (marketable investment tracks and index tracker tracks) and that for investment tracks on which variable management fees are collected, the collection of any type of direct expenses will not be permitted. The amendment to the Direct Expenses Regulations, also stipulated that financial institutions shall inform those who wish to join a provident fund, that in addition to the management fees, direct expenses will be collected, and information must also be provided about the rate of the direct expenses that were collected on the fund’s assets in the previous year and the expected overall cost to be paid by such person in that year on account of management fees and direct expenses (“the Expected Annual Cost”). Additionally, it was determined that wherever a legal obligation applies to present the management fees to the member or the insured, he shall also be presented with the Expected Annual Cost.⁹

In a further effort to encourage competition in the pension saving sector, the Commissioner published provisions concerning specialist investment tracks that financial institutions may administer for provident funds and life insurance funds that are not insurance funds, while implementing the Yaffe Committee recommendations.

From September 1, 2023, deposits made in an insurance fund will be restricted to that part of the wage exceeding a ceiling of more than twice the average wage in the economy thus limiting transfers of money from an annuity provident fund that is not an insurance fund to an insurance fund. Such transfers will be possible if the member has an accrued balance in an annuity provident fund that is not an insurance fund which is at least equal to the monthly deposit ceiling multiplied by the number of months that have passed from the date of the first payment to the transferring fund - for additional information see Section 3.1.2.1 below.

⁹ The date of application of the amendment to the Investment Tracks Circular was deferred to July 1, 2024.

Reduction of management fees

In recent years, several legislative provisions entered into force that are designed, among other things, to reduce the management fees paid by policyholders and fund members on their pension savings products. For example:

On August 4, 2021, the circular dated March 13, 2016, which prescribes provisions on choosing a default fund and the conditions required of a provident fund management company that enrolls members in accordance with the provisions of Section 20(B) of the Provident Funds Law was updated. The circular stipulates that employees will be enrolled in a provident fund by actively choosing their own provident fund or through the employer in a provident fund of his choice in a tender process, pursuant to Section 20(B) of the Provident Funds Law, and that insofar as a provident fund is not chosen by the employee or the employer under Section 20(B) of the Provident Funds Law, the employer will enroll the employee in the provident fund of the Commissioner's choice. The management fees to be offered by the chosen pension funds will be in force for 10 years from the date of enrolment in the fund. The pension funds will be chosen by the Commissioner once in three years.

On September 14, 2021, it was publicized that four pension funds had been selected as the chosen funds. The foregoing is in force from November 1, 2021 through October 31, 2024. The management fees collected by the management companies of those chosen funds for the enrollment of new members shall not exceed 0.22% of the accrual (annual rate) and 1% of the deposits. Additionally, the management fee rate for new old-age pension recipients, including existing members in the chosen funds who retire, will not be more than an annual rate of 0.3%.

On January 24, 2022, Supervision of Financial Services (Provident Funds) (Management Fees) (Amendment) Regulations, 2021, were published ("the Regulations"), which determine that the maximum management fees for the recipients of old-age pension or recipients of an annuity paid to a beneficiary due to the death of an annuity recipient, shall be 0.3% per annum (instead of 0.5% in a comprehensive pension fund) and 0.6% in an insurance fund or general pension fund, similar to the rate determined in a tender process for choosing a default fund. The new maximum management fee applies to persons who began to receive an annuity from the pension funds from the date on which the Regulations entered into force on February 1, 2022 and from insurance funds that were marketed from that date.

Digital operations

Further to the establishment of the pension clearing house, in accordance with the Commissioner's instructions and as part of the Company's policy, in the past few years a series of changes have been made facilitating the performance of digital transactions by the Company's customers, distributing entities and with other financial institutions. In this context, among other things, processes for enrollment in the different pension products were regulated, automatic billing and portability processes were formalized, procedures for sending reports digitally to insureds and members were regulated and an infrastructure for taking loans digitally was established.

The Company believes that these processes are expected to continue to intensify in coming years and will expand so that more activities are performed in this segment, which is expected to lead to improved customer service and streamlining of operations.

2.1.2.1 Principal distinctions between the different products

	Life assurance*	New pension funds	Provident funds
Agreement category	Contractual obligation between insurer and insured. This undertaking can only be changed in line with the provisions of the policy and the law.	The saver is a member of the fund (provident fund or pension fund) that is managed by the management companies in accordance with the articles. The articles may be changed subject to obtaining the Commissioner's approval.	
Insurance cover	Insurance cover as chosen by the insured for death or for work disability (P.H.I.).	Structured insurance cover for death and disability, in accordance with the provisions of the articles.	Insurance cover may be purchased for death or disability, when the conditions prescribed in the Supervision of Financial Services (Provident Funds) (Insurance Cover in Provident Funds) Regulations, 2012, are satisfied.
Annuity conversion factor	In some group policies, the annuity conversion factors incorporate a guaranteed longevity coefficient that does not change (GAO). In other group policies, the coefficient may change from time to time, based on updated mortality tables resulting from changes in life expectancy. For guaranteed yield policies, the annuity conversion factor is based on a guaranteed yield that remains unchanged.	The annuity conversion factor might change from time to time, within the context of changes in the fund's articles.	Do not pay an annuity and therefore do not incorporate a GAO.

	Life assurance*	New pension funds	Provident funds
Mutual insurance	None	Mutual insurance fund. Members' rights are affected, in part, by demographic data for all the fund's members, for example, their medical condition and life expectancy. The actuarial assumptions are reviewed from time to time and affect the rights of all members in the fund, and they may change accordingly. Reinsurance may be acquired to reduce the exposure to the mutual risk.	None
Earmarked (designated) bonds	In guaranteed yield policies only, until 1991.	In a comprehensive fund, at a rate of 30% of all the assets (with the allocation - 60% of the pensioners assets and the balance from the members' assets). For additional information, see Section 2.1.2.3 below.	None
Management fees	Percentage of the accrual and/or the deposits, depending on the policy conditions	Percentage of the accrual and the deposits	Percentage of the accrual and the deposits
Those eligible when the saver dies	Benefits as determined by the insured If no determination is made - heirs in accordance with an inheritance order or probate of a will Severance pay - survivors under the Severance Pay Law.	Survivors as defined the articles. If there are no survivors - the beneficiaries determined by the member. If there are no survivors and beneficiaries have not been defined, then in accordance with an inheritance order or probated will.	Benefits as determined by the member If no determination is made - heirs in accordance with an inheritance order or probated will Severance pay - survivors under the Severance Pay Law.
Regulatory restriction on the amount of the premium	None	In a comprehensive fund - a monthly limit on the shekel amount which is the equivalent of 20.5% of twice the average wage in the economy (cumulative review from the beginning of the year). In a general fund - none.	None

* The comparison refers to life assurance products sold as a provident fund.

2.1.2.2 Life assurance

General

Life assurance includes plans for a variety of risks (such as death), plans for saving for retirement, and plans combining riders for additional cover (term assurance, disability, work disability, critical illness, etc.). This sector also includes personal-lines policies with a savings component only, which are considered "investment contracts" (in contrast with insurance contracts).

In policies that include a savings component, insureds who reach the end of the policy period are entitled, according to the policy conditions, to the amounts accrued in the policy's savings component. The policy conditions stipulate whether the amounts will be paid as a lump sum, as an annuity over the life of the insured, or as a combination of the two.

If an insured event occurs before the end of the policy period (death or another event covered in the policy), insurance benefits are paid to the insured, the beneficiaries or the survivors (depending on the insured event), in line with the scope of cover purchased and in the event of death also to the amount of savings accumulated in the policy, if accumulated.

The insurance sectors and insurance coverages included in the life assurance segment

- (a) Comprehensive life assurance - all categories of life insurance which include savings, with or without death risk, including payment of severance pay and annuity insurance.
- (b) Life assurance - term risk against death only.
- (c) Mutual group life assurance.

Structure of profitability in this segment

Profitability on life assurance derives principally from the following components, after offsetting the expenses attributed to the area of activity: (a) the margin between the yield received on the investment portfolio for guaranteed-yield life assurance and the yield promised to policyholders; (b) management fees from premiums and from the accrual in policies that include savings, including fixed and variable management fees (variable - as a rate of positive, cumulative real yield only), in yield-dependent policies that were marketed up to the end of December 2003; (c) the margin between the premium collected on life assurance policies designated to cover risks (death and other) and the payment of insurance benefits by virtue of these policies. Among other things, this margin is affected by the tariffs collected and the mortality rates (for term assurance), life expectancy (for annuity payments), reinsurance costs and morbidity rates; (d) investment profits in the Nostro portfolio

An important factor in the level of insurance companies' profitability over time is their ability to maintain and retain existing policies.

Profitability in life assurance which is reported by the insurance companies in their financial statements is also influenced by accounting standards with respect to revenue recognition, deferment of expenses and revaluation of assets, as well as the determination of actuarial reserves and changes in actuarial assumptions.

Information about the different products managed by the Group in the life assurance segment

There are two categories of insurance policy: policies recognized as provident funds (insurance funds), in accordance with the Provident Funds Law (managers' insurance or retirement benefits for the self-employed); and policies which are not recognized as provident funds and are called personal lines policies.

Policy category	Product description	Key premium components	Designated bonds	Management fee
A. Policies that include a savings component (irrespective of whether or not they are recognized as provident funds)				
A1. Guaranteed yield policies sold until December 1990				
“Meurav” (mixed) yield guaranteed policies	<p>The sum insured is defined in advance in the policy and is CPI linked. It will be paid when the insured dies or at the end of the policy period.</p> <p>The savings amount is paid out as a lump sum or lump sum combined with annuity (monthly) payments.</p> <p>These policies were marketed as provident funds and policies that are not recognized as provident funds.</p>	Savings component, term life component (to cover death) and riders for the insured, if purchased.	The commitment to a guaranteed yield was backed partially by designated bonds issued by the State of Israel to the insurance companies.	No management fees.
“Gimla” yield guaranteed policies	<p>The amount of the monthly benefit payable at the end of the policy period is defined in advance in the policy and is CPI-linked. At the end of the policy period the amount saved is paid out as an annuity. Before the end of the policy period, in the event of death a lump sum will be paid as prescribed in the policy.</p> <p>These policies were marketed as both a provident fund and as a policy not recognized as a provident fund.</p>			

Policy category	Product description	Key premium components	Designated bonds	Management fee
“Adif” guaranteed yield	<p>Guaranteed yield policies where the yield is defined in the policy.</p> <p>The policy defined the ratio between the savings part and the part allocated to risk and expenses as chosen by the policyholder.</p> <p>The premium is CPI linked or linked to rates of the employee’s insurable wage.</p> <p>The savings amount is paid out as a lump sum or an annuity or as combined lump sum/annuity payments.</p> <p>This policy was marketed as both a provident fund and as a policy not recognized as a provident fund.</p>			
A2. Profit-sharing policies that were sold during the period 1991-2003				
“Meurav” profit- sharing policies	<p>The future savings is determined according to the actual investment performance. If the insured dies before the end of the policy period, a lump sum will be paid as prescribed in the policy conditions. The periodic premium is prescribed in the policy and is CPI-linked, and it might also be affected by investment performance.</p> <p>The policy is paid out as a lump sum or as combined lump sum/annuity payments.</p> <p>These policies were marketed as both a provident fund and as a policy not recognized as a provident fund.</p>	<p>The policies include a savings component, term life component (to cover death) and riders for the insured, if purchased.</p>	<p>The policies are not entitled to designated bonds for policies that were marketed as of 1992. (1)</p>	<p>The management fees were prescribed in the Supervision of Insurance Business (Conditions of Insurance Contracts) Regulations, 1981. (2)</p> <p>In insurance plans which were approved until 2003, fixed and variable management fees are collected from the cumulative savings, based on the real yields attained.</p>

Policy category	Product description	Key premium components	Designated bonds	Management fee
“Gimla” profit-sharing policies	<p>The future savings is determined according to the actual investment performance. If the insured dies before the end of the policy period, a lump sum will be paid as prescribed in the policy conditions. The periodic premium is prescribed in the policy and is CPI-linked, and it might also be affected by investment performance.</p> <p>The savings amount is to be paid as an annuity (monthly) payment at the end of the policy period.</p> <p>These policies were marketed as both a provident fund and as a policy not recognized as a provident fund.</p>			
“Adif” profit-sharing policies	<p>These policies defined the ratio between the savings part and the part allocated to risk against death and expenses as chosen by the policyholder. The premium is CPI linked or linked to rates of the employee’s insurable wage.</p> <p>The savings amount is paid out as a lump sum or annuity or as combined lump sum/annuity payments.</p> <p>These policies were marketed as both a provident fund and as a policy not recognized as a provident fund.</p>			

- 1) In 1991 the maximum rate permitted for the purchase of designated bonds was 40%.
- 2) Pursuant to the mechanism for collecting management fees as set forth in the legislative arrangement, variable management fees will not be collected in respect of yield-dependent policies which were sold between 1991 and 2003, until sufficient investment profits are attained in respect of assets held against yield-dependent liabilities to cover the accrued investment losses.

Policy category	Product description	Key premium components	Designated bonds	Management fee
A3. Yield-dependent policies sold as of January 2004:				
Policies that include investment tracks	<p>Policies with a savings component (that offer a choice of several investment tracks) in which context insurance cover for death (term assurance) and/or P.H.I. (work disability) may be purchased.</p> <p>The savings amount is paid out as a lump sum or an annuity or as combined lump sum/annuity payments.</p> <p>These policies are marketed as provident funds and policies that are not recognized as provident funds.</p> <p>The savings, risk and management fee components are segregated.</p>	<p>Term (risk) component, savings component and management fees on policies recognized as provident funds.</p> <p>Term life insurance and/or work disability insurance may be purchased at a rate of up to 35% of the contributions for retirement benefits.</p>	None	<p>Policies that were issued up to and including 2012 - up to 2% of the accrual or a lower percentage of the accrual and a percentage of the deposits (0%-13%).</p> <p>Policies that were issued during 2013 - up to 1.1% of the accrual and up to 4% of the on-going deposits.</p> <p>Commencing in 2014 - up to 1.05% of the accrual and up to 4% of the on-going deposits.</p>
B. Policies which do not include a savings component				
Term life (pure risk) in the event of death - personal lines	<p>Policies that are marketed to individuals or as group policies and guarantee coverage in the event of death for any reason (including term life policies to guarantee mortgage repayments).</p> <p>These policies are sometimes sold as a supplementary product to the pension component and to managers insurance and retirement benefits policies for the self-employed, including for payment from the compensation component in the policy.</p>	A term life component only for the coverages it includes.	Not relevant	No management fees

Policy category	Product description	Key premium components	Designated bonds	Management fee
Work disability insurance (P.H.I.)	<p>Policies sold as stand-alone policies or as a rider to life assurance policies or as group policies. The policies guarantee a monthly payment in the event of a partial or full loss of the ability to work due to an accident or illness.</p> <p>These policies are sometimes sold as a supplementary product to the pension component and to managers insurance and retirement benefits policies for the self-employed, including for payment from the benefits component in the policy.</p>	Term (risk) component only for the coverages it includes.	Not relevant.	No management fees
C. Policies consisting exclusively of savings				
Investment contracts (“Migvan / More” policies)	<p>Pure savings policies (that offer a choice of several investment tracks).</p> <p>On-going and/or lump-sum deposits may be made.</p> <p>These policies are marketed as provident funds and policies that are not recognized as provident funds.</p>	Savings component only.	None	<p>In personal lines Migvan or More policies - up to 2% per annum of the accrual.</p> <p>In the other policies, including policies that are recognized as a provident fund, like the management fees collected on policies that include investment tracks (see Section A3 in this table, above).</p>

Policy category	Product description	Key premium components	Designated bonds	Management fee
D. Group policies				
Group policies	Policies that are marketed to defined population groups in an agreement for a specific period and offer to insure all members of the group. The policies are not recognized as a provident fund.	Term life component only for the coverages it includes.	Not relevant	No management fees
E. Other				
Critical illness insurance	Sold as a personal lines policy as a rider to other personal lines policies that guarantee compensation to the insured if a critical illness defined in the policy is diagnosed. The policies are not recognized as a provident fund.	Term life component only for the coverages it includes.	Not relevant	No management fees
“Hosen” policies	The insurance is sold as a stand-alone policy or as a rider, and it insures against total disability due to illness and/or accident. The policies are not recognized as a provident fund.	Term life component only for the coverages it includes.	Not relevant	No management fees
Riders	Other insurance products, which are offered as riders to life assurance policies, for example: cover for "accidental death", "accidental disability" (which are additional coverages for death or permanent disability from an accident). The policies are not recognized as a provident fund.	Term life component only for the coverages it includes.	Not relevant	No management fees
Work disability insurance	Riders that can be purchased for insurance coverages offered as a supplement to the disability cover in a pension fund (cover for	Term (risk) component only for the coverages it includes.	Not relevant.	No management fees

(P.H.I.) - insurance umbrella	work disability according to the definition of a specific occupation, cover for work disability during the qualifying period in the pension fund and cover to cancel a National Insurance offset by the pension fund). The policies are not recognized as a provident fund.			
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* When referring to management fees from the accrual, the data relate to annual management fees.

** The implication of the recognition of a policy as a provident fund, is, in part, tax benefits which are given to provident fund members.

Material changes anticipated by the Company in the markets and the mix of products

No material changes are expected in the markets and the mix of products in the life assurance segment.

New products

No new products were marketed during the Reporting Period.

2.1.2.3 Pension funds

General

The pension fund sector includes new comprehensive pension funds, new general pension funds, and old pension funds.

Pension funds pay their members a monthly old-age annuity when they retire or an annuity in the event of disability and they also pay a survivors' allowance if the member or pensioner dies, in accordance with their articles of association.

Pension funds operate by means of a mechanism of mutual insurance between the members. The actuarial assumptions which form the basis for the members' rights are reviewed from time to time. If any changes have occurred, the members' rights may change and they bear joint responsibility for any actuarial surplus or deficit in the fund.

Relations between the pension fund and its members are regulated in the articles of association which essentially are the rules for determining entitlement to payment, the rate of payment and rules which regulate membership of the fund. When the company is required or wishes to make changes in the articles of association, it adjusts the articles and as a result the members' rights and obligations may also change, all subject to approval from the Commissioner. When an entitlement event occurs, the rights are defined in accordance with the provisions of the fund's articles of association as they are in force on the date of the event.

New comprehensive pension funds

The new, comprehensive pension funds have been operating since January 1995. Until October 2022, the new comprehensive pension funds were entitled to invest 30% of their assets in designated government bonds. The balance of the assets of the new funds is invested in other investments in line with the Investment Regulations. The purpose of issuing designated bonds to pension funds is to provide a safety cushion guaranteeing the members' pension rights.

From October 2022, in accordance with the Economic Efficiency (Legislative Amendments to Achieve the Budgetary Targets for the 2021 and 2022 Fiscal Years) Law, whereby the mechanism for guaranteeing stability of the pension fund yields must be streamlined and the present mechanism must be replaced, the State will provide an undertaking to cover the difference for each pension fund and five years after the date of providing this undertaking, the yield will be calculated for each fund. If the yield on the assets is lower than the cumulative target yield that was determined, the State will pay the pension fund the difference between the cumulative target yield and the yield on the assets that was actually obtained. If the yield on the assets is higher than the cumulative target yield, the difference will be transferred to a special-purpose fund.

Furthermore, the law stipulates that money for which a guaranteed yield was given will be invested in the investment track in which most of the fund's assets are managed.

The undertaking to cover the difference model entered into force gradually so that initially it will apply to the balance of the assets out of 30% of the fund's assets that are not invested in earmarked bonds. Within 15 years, the undertaking to cover the difference will apply to the entire 30% (in line with the member's age and the relevant provisions of law).

Moreover, the maximum deposit in these funds is limited to 20.5% of twice the average wage in the economy. Insurance cover for disability or survivors before the age of 60 cannot be waived in these funds, excluding waiver of cover for survivors for persons with no spouse, in accordance with the articles of the pension fund.

Additionally, there is a limit to the effective wage according to which the disability and survivors' allowance is calculated, equal to up to three times the average wage in the economy.

The Group manages a new comprehensive pension fund (Harel Pension), a general pension fund (Harel General Pension) and two old pension funds (Atidit and HAL -National Labor Federation).

Insurance tracks in the comprehensive pension funds

Members of comprehensive pension funds can choose insurance tracks where the difference between the tracks is the balance between the entitlement to old-age pension, disability pension and survivors' pension.

The default option track in the fund's articles, which entered into force in February 2018 (and is based on the standard articles) is the track of 75% for disability and 100% for survivors (excluding members who enroll from the age of 41).

Active members may move from one channel to another as specified in the provisions of the fund's articles.

General pension fund

The General Pension Fund does not benefit from earmarked bonds or an undertaking to cover the difference, is not limited with respect to the amount or class of deposits.

In the event of disability, insured members are entitled to receive a disability pension, in accordance with the fund's articles.

In the event of death, the insured members' survivors are entitled to receive a survivors pension, in accordance with the fund's articles.

Additionally, at retirement age members receive an old-age pension and after the death of the member, his survivors are eligible to receive a pensioner survivor's pension, under the member's pension arrangement.

Insurance tracks in the general pension fund

The general pension fund has a basic pension track which is a track that provides a right only to receive old-age pension, without cover for disability pension and survivors pension. Additionally, in the general pension fund, members may join insurance tracks

that include cover for survivors pension and disability pension, similar to the tracks in the comprehensive fund as described above, as well as a track that includes cover for survivors only.

Principal distinctions between a general pension fund and a comprehensive pension fund:

	Comprehensive pension fund	General pension fund
Earmarked (designated) bonds / undertaking to cover the difference	<p>Until October 2022, there was an entitlement to invest in earmarked Arad government bonds bearing a yield of 4.86% CPI-linked, at a rate of 30% of the fund's total assets. From October 2022, 30% of the pension fund's assets, which prior to legislation of the Economic Efficiency Law were invested in earmarked bonds, will benefit from an entitlement to a guaranteed annual yield of 5.15% (CPI-linked).</p> <p>For more information about the allocation of designated bonds between members and pensioners and the guaranteed yield mechanism, see Section 2.1.2.3 above.</p>	Does not benefit from designated bonds
Contributions	Maximum monthly deposit limit of an amount equal to 20.5% of twice the average wage in the economy.	No limit to the maximum contribution or type of deposit.
Insurance cover	All the insureds in the fund have insurance cover for disability and death (survivors' pension) in the various insurance tracks. On all the tracks, the insurance cover for survivors may be reduced so that cover remains only for disability for a single person (namely: where there are no survivors) and for an individual with children (namely: there is no spouse). Additionally, it is possible not to purchase cover for disability and survivors for insureds above the age of 60.	Membership of the fund is possible as part of a track that does not include any insurance or in a track that does not include insurance in the event of death.
Effective wage limit	The effective wage limit, which serves as the basis for calculating the disability and survivors annuity, in the amount of up to three times the average wage in the economy.	<p>Until September 2023, the effective wage limit, according which serves as the basis for calculating the disability and survivors annuity, was up to three times the average wage in the economy.</p> <p>From September 2023, the effective wage limit is up to four times the average wage in the economy.</p>

Old pension fund

The Group also manages two old pension funds. Atidit Pension Fund - managed by LeAtid, as well as HAL (National Labor Federation) Pension Fund which is managed by Harel Pension & Provident. Since April 1995 these funds can no longer admit new members. The companies which manage the old funds concentrate on providing service and dealing with existing customers.

The old pension funds are currently also entitled to earmarked government bonds that bear real interest of 4.8% where the pension fund periodically invests 30% of the value of its assets in these bonds. The balance of the old funds' assets is invested in other investments, in accordance with the investment regulations.

Like the new pension funds, the mechanism for the earmarked bonds in the old pension funds was replaced on October 1, 2022, with a cumulative target yield mechanism at a rate of 5.15%. For additional information on this matter, see the table above in Section 2.1.2.3.

Insurance tracks in the old pension fund

Members of the old pension fund may choose a basic pension track that confers a right to receive old-age pension only, without cover for disability pension and a pension for the insured's survivors, or a comprehensive pension track which confers a right to an old-age pension, disability pension and survivors pension. Additionally, HAL has a special old-age pension track that provides entitlement to receive an old-age pension only from the age of 65 for a woman, and for a man at the standardized age of retirement.

Structure of profitability in this segment

The profitability of the management companies in the pension fund sector derives from the margin between the management fees which they collect (from the contributions and the accrual) and the operating and marketing expenses, including the cost of purchasing insurance benefits for members of the pension funds.

Material changes anticipated by the Company in the markets and the mix of products

No material changes are expected in the markets and the mix of products in the pension fund management sector.

New products

No new products were marketed during the Reporting Period.

2.1.2.4 Provident funds

General

Monies deposited until December 31, 2007, may be withdrawn as a (capital) lump sum amount. Commencing January 1, 2008, money deposited in provident funds is designated for annuity payments. Benefit contributions that have accumulated over and above the amount required to pay the minimum annuity may be withdrawn as decided by the member, by way of a capitalized annuity or by way of annuity payment after it has been transferred to a pension fund or insurance fund. Additionally, Harel Group's provident

fund management companies also manage education funds and investment provident funds which are an intermediate savings instrument and benefit from tax breaks. Provident funds do not have an actuarial risk component and members are entitled to the yield which is actually attained, net of management fees. One may enroll as a member of one of the provident funds managed by the Group: funds for the self-employed, funds for salaried employees, investment provident funds and education funds (for self-employed and salaried workers), all of which have different investment tracks.

According to the Provident Funds Law, a member may move from one fund to another, and in a multi-track fund - between one track and another. A variety of provident funds are managed by the Group, in which employers and/or the employees or individual self-employed persons may deposit contributions designated for the payment of severance pay, retirement benefits, sick pay, education, and annuity.

Tzva Hakeva is a company that manages the education fund for members of Hever (consumer organization for career soldiers and security forces retirees)

From January 1, 2023, Tzva Hakeva Saving Fund, is the fund manager for the default education fund for Hever members, for a period of five years from the aforesaid date.

	Product description	Conditions for withdrawing the money	Management fees
Retirement benefit funds / savings provident funds	Money deposited for long-term savings for self-employed and salaried members.	<p>Money deposited up to December 31, 2007 may be withdrawn as a lump-sum (capital) amount at the age of 60 or on other dates in line with the statutory provisions.</p> <p>Money deposited on or after January 1, 2008 may be withdrawn as an annuity (monthly benefit). Money that has accumulated over and above the amount required to pay the minimum annuity, may be withdrawn as decided by the member by way of a capitalized annuity or by way of payment of an annuity after it has been transferred to a pension fund or insurance fund.</p> <p>The entitlement to redeem severance-pay money upon termination of employer-employee relations is subject to the statutory provisions.</p> <p>The entitlement to redeem the benefits on the date of termination of employment or when the member reaches the minimum age of eligibility to retirement pension (60), subject to the provisions of the law.</p>	Up to 4% of the deposits and up to 1.05% per annum of the accrual.
Education funds	Provident funds which are designed for savings for education/studies to maintain the employee's professional standard.	The amounts saved may be withdrawn for any purpose after six years of saving.	Up to 2% per annum of the accrual.
Investment Provident Funds¹⁰	Provident funds designated for capital savings by self-employed individuals. The amount of the deposit is limited to NIS 70,000 a year, CPI linked.	The savings may be withdrawn as a lump sum at any time upon payment of 25% tax on the real capital gains. An exemption from capital gains tax applies to money withdrawn by way of an annuity after the age of 60.	Up to 4% of the deposits and up to 1.05% per annum of the accrual.

¹⁰ Investment provident funds also serve as the product for money deposited by the National Insurance Institute in the "Savings Plan for Each Child" scheme, and in this context specific rules prescribed in the provisions are applicable.

Central funds for severance pay	Provident funds in which the employer accumulates amounts to guarantee the rights of his employees to receive termination benefits. From the end of 2010, money may no longer be deposited in these funds.	The employer may redeem or provide payment instructions to his employees, subject to the statutory provisions.	Up to 2% per annum of the accrual.
Sick pay funds	Provident funds in which the employer accumulates amounts to guarantee the rights of his employees to receive sick pay.	In the event that the employee is sick, subject to the statutory provisions.	Up to 2% per annum of the accrual.
Central fund for non-contributory pension	A fund designated for the accrual of amounts deducted from the employee's wage by an employer where the applicable pension arrangement is that of a non-contributory pension.	When an employee retires who is eligible for non-contributory pension from the employee, subject to the statutory provisions.	Up to 2% per annum of the accrual.

Structure of profitability in this segment

Profitability of the management companies in the provident fund sector derives from the margin between the management fees collected from members and the operating and marketing expenses of the provident funds.

Material changes anticipated by the Company in the markets and the mix of products

See details regarding the significant changes that are expected, in Section 2.1.2 above.

New products

No new products were marketed in the Reporting Period.

Information about provident funds and pension funds managed by the Group (correct to December 31, 2023) (NIS million):

	Old pension funds	New pension funds		Provident fund for retirement benefits and severance pay	Education fund	Other	Total
		Comprehensive	Supplementary				
Managed assets (AUM)	17,593	129,120	3,875	34,678	28,491	1,827	215,584
Benefit contributions	229	12,726	751	1,862	3,201	2	18,771
Net accrual	747	10,899	905	1,459	3,157	(201)	16,966
Management fee rate from assets	*0.66%	0.15%	0.19%	0.50%	0.51%	0.57%	-
Management fee rate from deposits	**7%	1.59%	1.12%	0.10%	-	-	-

Information about provident funds and pension funds managed by the Group (correct to December 31, 2022) (NIS million):

	Old pension funds	New pension funds		Provident fund for retirement benefits and severance pay	Education fund	Other	Total
		Comprehensive	Supplementary				
Managed assets (AUM)	17,458	108,104	2,669	30,963	23,258	1,906	184,358
Benefit contributions	236	10,938	623	2,150	2,565	2	16,514
Net accrual	699	7,505	646	4,106	3,539	(186)	16,309
Management fees from assets	*0.66%	0.16%	0.24%	0.51%	0.54%	0.57%	-
Management fees from deposits	**7%	1.67%	1.13%	0.11%	-	-	-

* Percentage management fees for the old Atidit fund only, management fees as a percentage of assets for HAL Fund are 0.1%.

** Management fees as a percentage of deposits for HAL Fund only.

Information about provident funds and pension funds managed by the Group (correct to December 31, 2021) (NIS million):

	Old pension funds	New pension funds		Provident fund for retirement benefits and severance pay	Education fund	Other	Total
		Comprehensive	Supplementary				
Managed assets (AUM)	19,610	104,551	2,254	29,121	21,532	2,297	179,365
Benefit contributions	83	9,547	399	1,552	2,208	2	13,791
Net accrual	(59)	4,780	299	(827)	(158)	(343)	3,692
Management fees from assets	*0.66%	0.17%	0.27%	0.55%	0.56%	0.59%	-
Management fees from deposits	**7%	1.74%	1.13%	0.19%	-	-	-

* Percentage management fees for the old Atidit fund only, management fees as a percentage of assets for HAL Fund are 0.1%.

** Management fees as a percentage of deposits for HAL Fund only.

2.1.3 Substitute products

The products in this area of activity are interchangeable, as they meet similar needs for the same target population. Thus for example, insurance funds, pension fund and provident fund products are interchangeable as they provide long-term savings solutions for retirement and entitle the plan holder to standard tax benefits.

Products in this area of activity can be substituted with other financial products, such as long-term deposits, although this is to a lesser extent, as such products generally do not include two significant elements that are present in the products in this area of activity: tax benefits and a combination of insurance against risks together with savings. Notwithstanding the foregoing, savings and investment products such as bank savings schemes and, investment in mutual funds could be a substitute for investment contracts and investment provident funds and for depositing monies available in a recognized annuity under Regulation 190 of the Income Tax Ordinance.

2.1.4 Competition

General:

Competition in the life assurance and long-term savings sector between the different products in this segment and between the different producers (insurance companies and investment houses) is extremely strong.

Given that investment contract policies and investment provident funds can be substituted with a variety of financial products (savings products, bank deposits, mutual funds, etc.), there is also competition with the producers and marketers of the different financial products.

In recent years, the level of competition in the market has been affected by regulatory policy aimed at increasing competition, reducing the management fees, improving transparency, options for portability, giving preference to annuity-type products and by the various reforms which have been introduced in this segment in recent years. On this, see also Section 2.1.2.

Competition among the different products is reflected, in part, in the rates of management fees in the various products, the range of investment tracks, the yield attained with respect to the level of risk and the quality of service provided to customers and agents.

The principal methods of addressing the competition in this area of activity are: the creation of synergy between the Group's different activities, maintaining a high level of customer service including providing digital services, customer retention, improving the marketing and distribution departments, streamlining of operations and technologies, exploiting economies of scale, etc.

Life assurance:

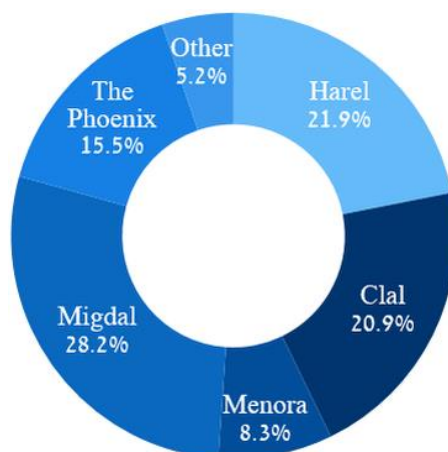
According to figures published by the Ministry of Finance, total assets in profit-sharing policies in the life assurance market increased by 5% to NIS 459 billion at December 31, 2023, compared with NIS 439 billion at December 31, 2022.

Most of the premiums in the life assurance segment in Israel are paid to the five largest insurance groups (Migdal, Harel, Clal, The Phoenix, and Menora) and consequently in this segment, Harel Group competes with the other insurance companies. Regarding life assurance products which include long-term savings, the competition is also against the provident funds and pension funds, which offer substitute products or partial substitutes for

these products. In the investment contract policies, the Group competes with the other insurance companies and investment houses that offer similar products.

The Group is second largest in total premiums collected from life assurance in 2023 (based on figures published for the end of Q3 2023), where according to the financial reports of Israel's insurance companies at September 30, 2023, Harel's share of the total premiums in this sector was 21.9%. The stronger competition in the life assurance sector can be attributed to greater customer awareness, more involvement by insurance advisors, as well the options for alternative products, mainly in the pension sector.

The following diagram shows segmentation of the life assurance market between the insurance companies (based on figures published at the end of Q3 2023):



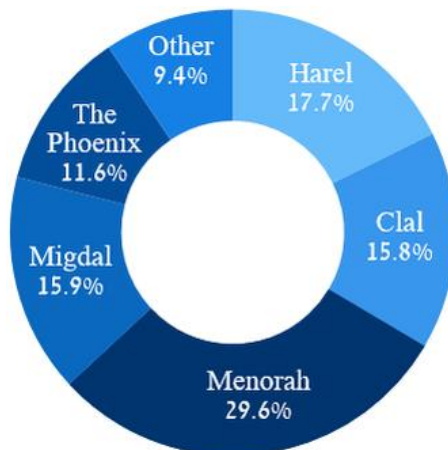
Management of pension funds:

According to Ministry of Finance publications, the volume of assets accrued in the new pension funds increased by 20% to NIS 728 billion at December 31, 2023, compared with NIS 605 billion at December 31, 2022. Net accrual in the new pension funds in the reporting period was NIS 51 billion.

The Group's pension fund management companies compete with the Menora insurance group which manages the new Mivtachim pension fund, with Migdal Group which manages the new Makefet pension fund, Clal Group which manages, among others, Clal Pension, The

Phoenix Group as well as the pension funds belonging to the investment houses: Altshuler Shaham and Meitav Dash.

Distribution of assets of the new pension funds (based on figures published on the Ministry of Finance website correct at December 31, 2023):



Management of provident funds:

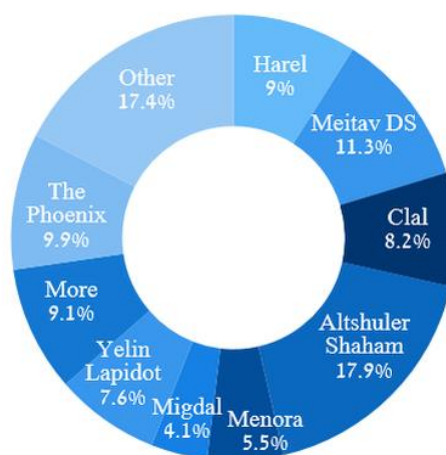
The provident funds managed by the Group compete with the provident funds managed by the other insurance groups and the provident funds managed by investment houses.

According to Ministry of Finance publications, at December 31, 2023, the provident funds managed assets totaling NIS 720 billion (of which NIS 345 billion was in the education funds), compared with NIS 648 billion at December 31, 2022 (of which NIS 321 billion was in the education funds).

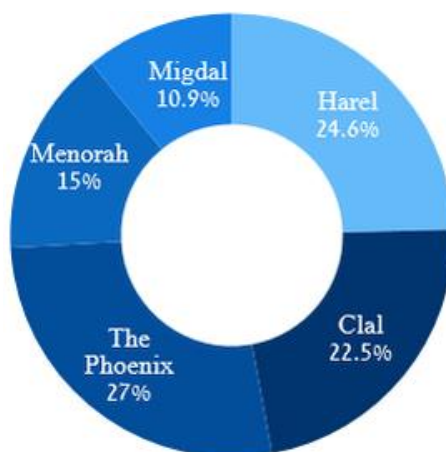
The net accrual in the provident funds market in the Reporting Period was positive, amounting to NIS 15,671 million, and the net accrual in the provident funds owned by insurance companies was positive, amounting to NIS 9,566 million.

The main competitors in the provident fund market are: Altshuler Shaham, Meitav Dash, Yelin Lapidot, Clal Gemel, Excellence (The Phoenix), Menora, Migdal and More Investment House.

The following diagram shows the distribution of provident fund assets (including education funds) which are managed by the principal management companies operating in this sector (correct to December 31, 2023, based on figures published on the Ministry of Finance website):



The following diagram shows the distribution of provident fund assets (including education funds) which are managed by the insurance groups (correct at December 31, 2023, based on figures published on the Ministry of Finance website):



Competition in the long-term savings segment is dealt with in several ways:

- 2.1.4.1 Marketing and distribution activity, recruiting new agents and offering sales incentives.
- 2.1.4.2 Customer retention activity in the existing portfolio and updating customers with the variety of products which are marketed by the Group in the long-term savings sector.
- 2.1.4.3 Synergy between the Group's companies - offering customers integrated solutions in all long-term savings channels and including related insurance products.
- 2.1.4.4 Efficiency (streamlining) of operations.
- 2.1.4.5 The integration of advanced digital methods for providing customized and optimum service for clients and agents.
- 2.1.4.6 Maintaining a high level of customer service.

2.1.4.7 Improving existing products, including the development of market-driven investment tracks (low-risk investment tracks, share-based tracks, index-tracking tracks, etc.).

The factors which affect the Company's competitive status are mainly: the size and reputation of the Group, its experience in the area of activity, the yield attained in customers' portfolios, financial robustness and the standard of service provided to customers and agents.

2.1.5 Customers

Distribution of revenues from premiums in the life assurance sectors during the reported period:

	Gross premiums					
	NIS million			Percent		
	2023	2022	2021	2023	2022	2021
Employers	2,810	3,115	3,022	45%	48%	51%
Private and self-employed insureds (personal lines)	3,360	3,276	2,721	53%	50%	47%
Groups	116	113	144	2%	2%	2%
Total	6,286	6,504	5,887	100%	100%	100%

The rate of redemptions from the average life assurance reserves is 5.6% in 2023 compared with 4.3% in 2022 and 2021.

Distribution of contributions received by the pension funds and provident funds (NIS million):

	Pension funds			Provident funds		
	2023	2022	2021	2023	2022	2021
Sums received through employers	13,162	11,340	9,694	3,754	3,004	2,625
Other sums received	544	457	335	1,311	1,713	1,137
Total	13,706	11,797	10,029	5,065	4,717	3,762

Section 2.1, including its subsections, concerning the structure of this area of activity and applicable changes, also includes forecasts, evaluations, estimates and other information relating to future events and affairs, the materialization of which is uncertain and is not within the Company's exclusive control (forward-looking information). The principal facts and data which formed the basis for this information are those pertaining to the Company's present position and its business in this area of activity (such as the volume of sales, profit rates, manpower, business agreements, etc.), facts and data pertaining to the current situation in Israel and worldwide for this segment (such as sector-based economic developments, regulatory environment, competitors, technology developments, reinsurance market, etc.), and macroeconomic facts and data (such as the economic situation in Israel and worldwide, yield rates in the capital markets, political and social developments, etc.), as they are known to the Company at the time of this report. The forward-looking information contained above in this section is based significantly, in addition to the information available to the Company, on current projections and estimates of the Company regarding future developments in each of the aforementioned parameters, and

the extent to which these developments are interconnected. The Company has no certainty that its projections and estimates will in fact materialize, and the Company's performance may differ significantly from the estimated or inferred performance noted above, in part due to changes in any of the above-mentioned factors.

2.2 Health insurance

2.2.1 Products and services

2.2.1.1 General

The main line of business in the health insurance segment is illness and hospitalization, and personal accident. The insurance cover is indemnity or compensation for the insured for medical expenses in respect of health impairments resulting from illness or accident and/or when a critical illness is diagnosed and/or due to long-term care condition and/or the need for dental treatment. The policies in this sector also include policies for travel insurance, insurance for foreign workers and insurance for tourists.

In Israel, the health services consist of several layers of insurance cover. The first layer is the basic health services basket ("Health Services Basket") that was defined in the National Health Insurance Law, 1994 ("Health Services Law"). All residents of the State of Israel are eligible to receive it through one of the HMOs. The second layer is additional (supplementary) health services that are not covered in the Health Services Basket ("Supplementary Health Services" or "SHS") that may also be purchased through the HMOs. The third layer is health services purchased privately from the insurance companies (private medical insurance). The insurance coverages provided in the third layer are a substitute for and/or supplement to the health services under the Health Services Law (health services basket or SHS) and/or new coverages that are not included in the health services basket or SHS.

Health insurance reform

In October 2023, a comprehensive reform of health insurance entered into force, prescribed in a number of statutory provisions. Among other things, the reform includes a new structure for private medical insurance in Israel aimed at creating a standard market structure for all the insurance companies and based on a standard basic policy to which different and varied riders may be added in a fixed format. The reform consists of several provisions of law and Commissioner's instructions the purpose of which is, among other things, to prevent duplicate insurance in indemnity personal lines medical insurance, and also to assist insureds in making an educated decision regarding the insurance product suited to their needs and to compare the costs among the different companies ("the Reform" or "health insurance reform").

Under the Reform, private medical insurance in Israel consists of five layers:

First layer - basic health policy - covers all the following plans: transplants and special treatment abroad, medications not included in the health services basket, and non-surgical treatment abroad. The basic policy is standard for all the insurance companies and the sale of additional health products will be permitted provided that the insured holds a basic policy through any company (and not necessarily through the company from which s/he wishes to purchase the additional health products).

Second layer - policy for surgery in Israel, according to one of the following plans: "Supplementary SHS" with a deductible of NIS 5,000 or Supplementary SHS without a deductible or full coverage insurance (from the first shekel) without a deductible.

Chapter 16 of the Economic Plan (Legislative Amendments for the Implementation of Economic Policy for Fiscal Years 2023 and 2024) Bill, 2023 ("the Economic Plan Bill")

stipulates that all persons insured in full coverage policies for surgery issued before October 1, 2023 who are also members of an HMO SHS plan, will be transferred by the insurance companies to Supplementary SHS surgery policies in June 2024. The Insured shall inform the Insurer up to the end of the year from the date of his transfer if he does not wish to make the transfer or that he wishes to cancel the cover (in which case the original policy will be deemed null and void).

The Economic Plan Bill also stipulates that in cases where an HMO member has undergone surgery paid for by an SHS plan, and that member also has a private full coverage policy for surgery which is valid at the time of the surgery - the HMO may ask the insurance company to pay for the surgery performed by the SHS.

For the purpose of applying the provisions of the aforementioned Economic Plan Bill, the Authority created an online interface for surgery in Israel in an effort to facilitate the transfer of information between the HMOs and the insurance companies;

Third layer - extension policies (riders) to coverages included on one or more of the insurance plans covered in the first and/or second and/or fifth layers;

Fourth layer - one or more of the following ambulatory insurance plans: Consulting and examinations or rapid medical diagnosis or consultation, fast-track medical examinations and diagnosis and/or home hospitalization and/or treatment using advanced technologies and medical devices and/or medical support and treatment associated with a significant event such as surgery, hospitalization or a critical illness and/or any insurance plan approved in advance and in writing by the Commissioner;

Fifth layer - critical illness

The reform also prescribes transitional provisions regarding insureds in medical policies that were issued prior to the Reform entering into force.

At this stage, it is impossible to estimate the impact of the Reform on the Company's income and profitability given that assimilation of the Reform has not been completed and also due to the Swords of Iron War.

Following is information about the range of policy categories in the health sector.

Long-term care insurance [LTC]:

This insurance (personal lines or group) mainly guarantees a monthly payment when the insured requires long-term care, based on the definition prescribed in the policy and after the waiting period specified in the policy.

With reference to personal lines long-term care policies, due to the conditions of then personal lines LTC policies and in view of the discontinuation of the reinsurers' activity in this sector, Harel Insurance discontinued the sale of new personal lines LTC policies as of October 30, 2019.

With reference to group long-term care policies, during the course of 2017 and in accordance with a circular published by the Commissioner, from December 31, 2017 group LTC insurance can no longer be extended in the format that existed until that date, but in a completely different format as detailed in the circular. Accordingly, most of the group policies with which Harel Insurance was associated up to the end of 2017, have terminated. At the date of the report, the Company provides group LTC insurance only for members of Clalit Health Services and several other small groups.

On November 5, 2023, Clalit Health Services HMO (“Clalit”) petitioned the High Court of Justice (HCJ) in a motion to instruct the parties to take urgent action to draw up a plan of action to facilitate the continuation of group long-term care insurance in Israel for the HMO insureds, including those insured by Clalit.

On December 4, 2023, the Commissioner published an amendment to the Consolidated Circular - Section 6, Chapter 3 - Long-term Care Insurance and the Supervision of Financial Services (Insurance) (Group Long-term Care Insurance for HMO members) Provisions, 2023 (for more information, see Section 3.1.3.1.1 below) - prescribing, *inter alia*, a reduction of the long-term care insurance benefits and cancellation of the requirement for the insurance companies to undertake a minimum risk of 20%. The purpose of the provisions is to stabilize long-term care insurance through the HMOs (in light of the erosion of the insureds’ funds due to the growing number of claims in recent years) and to find the balance between the minimum necessary infringement of the amount of cover and support for the continuation of these plans over time.

Subsequently, Harel and Clalit signed an Agreed Outline to extend the agreement period for the group LTC policy for members of Clalit HMO by 12 months (from January 1, 2024 through December 31, 2024). Among other things, the outline includes elimination of the insurance risk threshold for Harel Insurance, reduction of the insurance benefits and raising the premiums. On December 13, 2023, a permit was received from the Commissioner to activate this policy.

For additional information see Note 39G1 to the Financial Statements.

After the Reporting Period, on March 11, 2024, an amendment was published to the Consolidated Circular - Section 6, Part 3, Chapter 2 - Obligation to Offer a Plan with supplementary SHS insurance cover, the purpose of which is to determine that insurance companies will indemnify insureds who have an SHS policy, for private surgery in Israel, in the following instances only: the SHS plan to which the member belongs does not include cover for surgery expenses or for a surgeon who does not have an arrangement for surgery with the HMOs and has an arrangement for surgery with the insurance company. Furthermore, the amendment stipulates that insurance companies shall indemnify insureds for the deductible they paid for surgery funded through the SHS plan, even if the doctor was not on the insurance company's arrangement list; and the insurance companies shall indemnify insureds for the purchase of a medical device in case of a device that is not covered by the SHS, but is covered by the company’s insurance policy. For additional information see Section 3.1.3.1.2 below.

Harel Insurance provides several other groups with long-term care insurance.

Other categories of health insurance:

- Medical expenses

Policies that provide the insured, among other things, with cover for surgery (in Israel and abroad), transplants, special treatment abroad, prescription drugs which are not covered by the health services basket and ambulatory services.

- Dental insurance

Policies that provide cover for all or some of the following dental treatments: conservative treatment, periodontal treatment, orthodontic treatment, oral rehabilitation treatment (including implants), etc.

- Travel insurance

Policies that provide the insured with insurance cover for traveling abroad. Among other things, the policy covers the insured's medical expenses and a medical flight to Israel. Cover is also provided for search and rescue and third-party liability, which the insured may relinquish. Related cover (riders) may also be included in the policy, such as: baggage, cover for injury in extreme sports activity, cover for special expenses such as cancellation or curtailment of a trip for medical reasons, etc. Additionally, the Company has a policy to provide indemnification for travel or flight expenses in the event of cancellation by the customer (for any reason). The marketing of this policy was discontinued with the worldwide outbreak of the COVID-19 pandemic.

- Insurance for foreign workers and tourists

Policies that are purchased by the employers of foreign workers in Israel (based on the statutory obligation imposed on the employers) or by tourists, and provide the insured with health insurance which includes hospitalization costs, ambulatory treatment and prescription drugs.

- Critical illness insurance

Policies which provide the insured with compensation in the event that he is diagnosed with one of the illnesses on a pre-defined list.

- Personal accident insurance

Policies that provide the insured with, among other things, compensation in the event of death resulting from an accident and accidental disability.

Service notes

A document attached to an insurance policy that details the conditions under which a service provider will render a service to insureds.

Substitute products

Some of the proposed coverages in the health insurance sector can be partially substituted by cover provided by the health funds (HMOs), both as part of the basic health-services basket and through the SHS plans. Changes in the basic health basket or SHS may affect the size of the relevant market, as well as the cover offered in the area of activity and the costs of settling claims.

2.2.2 Changes and trends in this segment

The health insurance sector is affected by changes in the scope of the cover provided by the HMOs, including in their SHS plans, in government health sector policy, technology developments as well as extensive regulatory changes.

2.2.2.1 Health insurance reform

For information about the health insurance reform, see Section 2.2.1.1 above as well as other references there.

2.2.2.2 Long-term care (LTC) and the outline with Clalit Health Services

During the Reporting Period and in light of the erosion of the insureds' funds in the HMO long-term care policies (due to the growing number of claims in the past few years) and in an effort to provide for the needs of the insured public, the Commissioner published provisions prescribing, among other things, cancellation of the requirement for insurance companies to undertake a minimum risk of 20%. Accordingly, the LTC policy for Clalit members through Harel was renewed for another year until December 31, 2024.

For additional information about the outline with Clalit Health Services, see Section 2.2.1.1 above and other references.

Development of digital processes

In recent years, this operating segment has rapidly adapted itself to digital and online processes performed by insureds and agents, through the development of sales, operating and advanced digital service channels. The integration of digital processes in this operating segment, including in the Harel Travel application, has intensified in the Reporting Period.

Material changes anticipated by the Company in the markets and the mix of products

In view of the short time that has elapsed since the health insurance reform entered into force and given that it has not yet been completed - the impact of the Reform on the Company's performance is still unknown. Nonetheless, the Company believes that no material changes will take place in its share of the principal markets in relation to products and services in this operating segment.

New products

In the Reporting Period, new health products were launched that correspond with the provisions of the health insurance reform, in the basic plans for medical catastrophe insurance (medications that are not part of the health services basket, surgery and non-surgical treatment abroad, as well as transplants and special treatment abroad) and in ambulatory insurance plans.

During the Reporting Period, Harel Insurance launched a rider to the cover for cancellation or curtailing a trip for any reason in its travel insurance policy. This will allow travel expenses (hotel and flights) to be refunded in any instance of a cancellation.

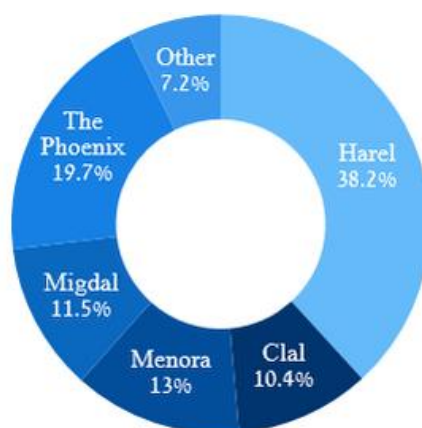
2.2.3 Competition

The Group is the largest, most dominant insurance group in Israel's health insurance segment, and according to the financial statements published by the insurance companies at September 30, 2023, it accounts for 38.2% of the health insurance market in Israel. The Group's principal competitors in the health insurance sector are The Phoenix, Clal, Migdal and Menora, as well as the supplementary health services plans and dental treatment offered by the HMOs.

The Group has been engaged in the health insurance sector for 90 years, and it has a great deal of know-how and experience. To perform quality underwriting, costing and to develop

products and coverages which have a relative advantage, the Group utilizes databases, in which it has many years of accumulated claims experience data, wisely. Additionally, the Group has a broad set of agreements with medical service providers and medical institutions all over the world and that provide superior services to those of its competitors, particularly for the complex medical conditions that require treatment abroad or bringing medical services from abroad to Israel. As a result, the Group has managed to preserve its dominant position in this segment and a reasonable profit level, despite ever-increasing competition.

The following diagram shows segmentation of the health insurance market between the insurance companies (based on figures published at the end of Q3 2023):



Competition in the health insurance segment is dealt with at several levels:

- 2.2.3.1 The development of new products and services and/or improvements to existing products, by identifying significant customer requirements that are not provided (or partially provided) on the public level, and meeting these requirements.
- 2.2.3.2 Strengthening the Company's long-standing reputation in this segment.
- 2.2.3.3 A broad set of agreements with medical service providers and medical institutions worldwide.
- 2.2.3.4 Constant improvement to and preservation of professional customer service during the policy period, and when a claim is filed.
- 2.2.3.5 Customer retention activity in the existing portfolio.
- 2.2.3.6 Efficiency (streamlining) of operations.
- 2.2.3.7 Marketing and distribution activity, running sales promotions campaigns, recruiting new agents and offering sales incentives .

The key factors which affect the Company's competitive status in the health segment are mainly: the Company's strong reputation and the size of the Group, its extensive, cumulative experience in the health insurance segment, and the high standard of service provided to customers and agents.

2.2.4 Customers

Distribution of income from gross premiums in the long-term care insurance sector:

	Gross premiums					
	NIS million			Percent		
	2023	2022	2021	2023	2022	2021
Private policyholders	818	786	763	29%	31%	33%
Groups	2,023	1,756	1,577	71%	69%	67%
Total	2,841	2,542	2,340	100%	100%	100%

Distribution of income from gross premiums in the other health insurance sectors:

	Gross premiums					
	NIS million			Percent		
	2023	2022	2021	2023	2022	2021
Private policyholders	2,268	2,142	1,888	63%	63%	62%
Groups	1,352	1,238	1,141	37%	37%	38%
Total	3,620	3,380	3,029	100%	100%	100%

The cancellation rate in terms of premiums, from policies that are in force at the beginning of the year in long-term care insurance (personal lines policies) is 3.4% in 2023, 3% in 2022, and 3.1% in 2021.

The cancellation rate in terms of premiums, from long-term personal lines policies that are in force at the beginning of the year in other health insurance sectors is 8.8% in 2023, 9% in 2022, and 9.3% in 2021.

The Group has no customer in the health insurance segment which accounts for 10% of more of its total revenues which are included in the consolidated financial statements.

Section 2.2, including its subsections, concerning the structure of this area of activity and applicable changes, also includes forecasts, evaluations, estimates and other information relating to future events and affairs, the materialization of which is uncertain and is not within the Company's exclusive control (forward-looking information). The principal facts and data which formed the basis for this information are those pertaining to the Company's present position and its business in this area of activity (such as the volume of sales, profit rates, manpower, business agreements, etc.), facts and data pertaining to the current situation in Israel and worldwide for this segment (such as sector-based economic developments, regulatory environment, competitors, technology developments, reinsurance market, etc.), and macro-economic facts and data (such as the economic situation in Israel and worldwide, yield rates in the capital markets, political and social developments, etc.), as they are known to the Company at the time of this report. The forward-looking information contained above in this section is based significantly, in addition to the information available to the Company, on current projections and estimates of the Company regarding future developments in each of the aforementioned parameters, and the extent to which these developments are interconnected. The Company has no certainty that its projections and estimates will in fact materialize, and the Company's performance may differ significantly from the estimated or inferred performance noted above, in part due to changes in any of the above-mentioned factors.

2.3 Non-life insurance segment

2.3.1 Products and services

General

This segment consists of motor property insurance, compulsory motor insurance, other liabilities sectors, property and other sectors, and credit insurance for mortgages.

2.3.1.1 Motor property (CASCO)

The products in this sub-segment are policies that provide cover for loss incurred by the insured vehicle mostly as a result of an accident or theft, as well as cover for the owner's liability for losses caused to third-party property by the insured vehicle. Additionally, riders may be added to the policy such as: legal defense, increased compensation for cars which are less than 24 months old, cover for damage to windshields - with no deductible, substitute vehicle in the event of an accident or theft, towing and roadside services, cancellation of the deductible based on a compensation threshold and cover for other non-standard fixtures.

The motor-property insurance sub-segment can be divided into two secondary segments: insurance for damage to third-party property (insurance which covers the liability of the car owner/driver if the insured vehicle causes damage to third-party property) and insurance known as "comprehensive insurance" which also covers the losses sustained by the insured vehicle (for example, due to an accident or theft), as well as property damage caused to a third party.

The motor property branch can be divided into two main groups by category of vehicle:

- (a) The insurance of private and commercial vehicles up to 3.5 tons – In accordance with the policy that prescribed in the Supervision of Insurance Business (Conditions of an insurance contract for a private vehicle) Regulations, 1986, and the insurer may deviate from them only if the change is beneficial to the insured, or if it refers to a fleet of cars. The conditions of the Standard Policy allow the insured to purchase a modular package of coverages, as specified in above.
- (b) Insurance for vehicles with the exception of private and commercial vehicles up to 3.5 tons (forklift trucks, trucks, taxis, buses, tractors, etc.). Policies for such vehicles are not subject to the terms of the Standard Policy, but the conditions and scope of the cover in policies for such vehicles are determined by the insurance companies and subject to the Commissioner approving the policy conditions.

The premiums for insuring motor property are determined, inter alia, taking into account underwriting, based on the vehicle's specifications (model and year of manufacture) and the specifications of those authorized to drive it (age, driver's license seniority, and claims experience) and depending on the range of coverages purchased. The formula for calculating the premiums which forms the basis for determining the premium is based on an actuarial model and approved by the Commissioner.

Material changes anticipated by the Company in the markets and the mix of products

No significant changes are expected in the Company's share of the principal markets in relation to products and services in this operating segment.

New products

No new products were marketed in the Reporting Period.

2.3.1.2 Compulsory motor

Compulsory motor insurance is insurance which the vehicle owner or its driver must purchase according to the Motor Vehicle Insurance Ordinance, as noted in Section 1.2.3.2 above). The failure to comply with this obligation is a criminal offense. The conditions of the insurance cover correspond with the wording of the Standard Policy prescribed in the Supervision of Financial Services (Insurance) (Conditions of a Compulsory Motor Vehicle Insurance Contract) Regulations, 2021. There is therefore no variety of products available in this sector.

The insurance cover in compulsory motor insurance is based on the CRAV Law which prescribes absolute liability, namely, according to the CRAV Law, persons injured in a road accident are entitled to compensation from the insurer of the vehicle, based on the scope of the compensation stipulated in the CRAV Law, without the need to prove the culpability of any of those involved in the road accident. This absolute liability is subject to certain exclusions prescribed in the CRAV Law which negate the right to compensation by law. The amount of compensation is limited to certain heads of damages .

The Standard Policy stipulates that the insurer's liability is in accordance with the provisions of Section 3 of the Motor Vehicle Ordinance, 1970, and covers any liability that may be incurred by the insured under the CRAV Law, any other liability that the insured may incur on account of physical injury sustained by a person who used a motor vehicle or resulting from the use thereof, and physical injury sustained by the insured in a road accident.

Claims in the compulsory motor sub-sector are typically long-tail, i.e. a long period may elapse from the occurrence of the event until the claim is paid. Consequently, in addition to the underwriting result for this operating segment, income from investments or investment losses also have a marked effect on overall profitability in this sector.

Key arrangements that characterize the compulsory motor sector

Light vehicle and heavy vehicle: According to the provisions of the Compensation of Road Accident Victims (Arrangements for Allocation of the Burden of Compensation among the Insurers) Order, 2001, in the event of an accident involving a vehicle defined as a "light" vehicle (weighing less than 4 tons) and a vehicle defined as a "heavy" vehicle (weighing more than 4 tons, excluding buses), the insurer of the light vehicle is entitled to a refund of half the amount of the claim from the insurer of the heavy vehicle or the other vehicle. Pursuant to Amendment no. 20 to the CRAV Law, in the event of a road accident involving one or more motorbikes and one or more vehicles that are not a motorbike, the insurers of the other vehicle shall pay the insurers of the motorbike 75% of the compensation for physical injury which the motorbike's insurers are liable for as a result of the accident .

The Pool: Owners of vehicles (usually motorbikes) may purchase insurance via the Pool (Israel pool for car insurance). In this regard, the Pool operates as an insurance company to all intents and purposes and its tariffs, which are set by the Commissioner. All the insurance companies which operate in the compulsory motor sector are partners in the

Pool, and each company bears a pro rata share of the Pool's losses in the compulsory motor insurance market for the previous year.

According to the Pool's articles of association, the share of the insurance companies in the Pool is determined in accordance with the premiums they collect each year. The final share of Harel Insurance in the Pool for 2022 is 14.17% (including Shirbit) and the provisional share of Harel Insurance for 2023 (also including Shirbit's provisional share) is 13.01%. A final calculation for 2023 will be made after publication of the annual financial statements for that year.

Karnit: Fund for the Compensation of Road Accident Victims ("Karnit") is a fund that was established under the Compensation for Road Accident Victims Law and its purpose is to compensate road accident victims who are unable to file for compensation from the insurance companies. The insurance companies are obligated to transfer to Karnit 1% of the net premium they collect in respect of compulsory motor insurance policies. Furthermore, to finance the medical services provided to road accident victims through the HMOs, the insurance companies must transfer to Karnit, every month, 12.66% of the premiums collected by the insurer in the previous month for all the compulsory motor policies they issued. Karnit will transfer these amounts to the National Insurance Institute, which in turn will transfer them to the HMOs.

Subrogation: On January 2018, a memorandum of the Economic Efficiency (Legislative Amendments to Achieve Budget Targets for 2019) Law, 2018, was published. According to the memorandum, the mechanism for the settlement of accounts between the National Insurance Institute (NII) and the insurance companies regarding road accidents was changed, such that the NII's existing right to subrogation for road accidents was abolished and a comprehensive arrangement was established under which the insurance companies will transfer a fixed amount to the NII every year. The Minister of Finance will prescribe regulations concerning the amount to be transferred to the NII. With respect to road accidents that occurred between January 1, 2014 and December 31, 2018, and for which the NII has not submitted a claim or demand by January 1, 2019, the Minister of Finance promulgated in regulations an overall lump sum to be paid to the NII by the insurance companies for such claims or demands, the payment schedule and the amount from this sum to be paid by each insurance company.

From 2023, a proportional payment of 10% of the compulsory insurance premiums will be transferred to the NII as an alternative to the NII's subrogation claims against the insurance companies. From 2025, 10.95% of the compulsory motor insurance premiums will be transferred as an alternative to the NII's subrogation claims against the insurance companies.

For additional information see Note 336E4(d) to the Financial Statements.

On September 17, 2020, the Supreme Court ruled that the provision - whereby the discounting interest rate for compensation due to bodily injury in torts will remain 3% (unless a need to change it is proven, based on the mechanism set out by the Kaminitz Committee) - is presumed also to apply to NII subrogation claims (Civil Appeal 4025/19 the National Insurance Institute v. Megilot Dead Sea Regional Council).

In the Reporting Period, the maximum threshold for fees collected by insurers from the net premiums in compulsory motor insurance will be updated from 16.25% to 18%.

Material changes anticipated by the Company in the markets and the mix of products

No significant changes are expected in the Company's share of the principal markets in relation to products and services in this operating segment.

New Products

In view of the fact that this is a standard policy dictated by the regulator, from which there can be no deviation, there are no new products in this operating segment.

2.3.1.3 Other liabilities sectors

In liabilities insurance (also known as professional indemnity insurance or E&O), Harel Insurance covers the insured's statutory liability due to his negligence for loss incurred by third parties. The policies in this sector cover the insured's liability for third party loss, such as: D&O liability, professional liability, product liability, liability due to a cyber event, etc. Additionally, employers' liability for covering the insured's liability towards his employees.

Insurance in the other liabilities sectors (like compulsory motor insurance, which is also a form of liabilities insurance) is typically long-tail, namely - notice of an insured event may be submitted many years after the event and settlement of the claim may take several years after receiving notice of the insured event. On this, Section 70 of the Contracts (Insurance) Law, 1981, prescribes that in liabilities insurance a claim for insurance benefits is not limited by time until the third party claim against the insured is prescribed.

In view of the fact that claims in the liabilities sub-sector are typically "long tail", in addition to the underwriting profit for this area of activity, revenues from investments or investment losses have a significant impact on overall profit in this area of activity.

The insurance coverages included in this area of activity:

Professional liability insurance

Professional liability policies provide various professionals, such as investment consultants, portfolio managers, attorneys, engineers, architects and accountants with insurance cover against claims that may be filed against them for third-party loss, as a result of professional malpractice. Today, these policies are sold not only to professionals with any kind of qualification, but also to a variety of businesses who wish to have insurance cover against such claims. The policy may be purchased as a stand-alone product or as part of a business insurance package, where in many cases, the policy is combined with the product liability.

Medical malpractice policies provide insurance cover for medical professionals for a breach of professional obligation originating in a bona fide act of negligence, error or omission by the insured while practicing medicine, and which caused third-party loss.

Insurance for clinical trials

Insurance for clinical trials provides cover for clinical trials approved by the Helsinki Committee (National Helsinki Committee for Clinical Trials in Humans (genetic research)) in accordance with Ministry of Health procedures. The policy provides cover in the event of a torts claim by participants in the trial or by a third party.

Directors and Officers liability insurance (D&O)

Policies that provide cover for directors and officers for their liability in respect of an unlawful act or omission performed ex officio by the officeholders. The policy usually covers the officeholder's liability under the Companies Law and other statutory provisions which establish duty of care and various fidelity obligations for the officeholder.

Liability insurance for defective products (product liability)

Policies that provide the policyholder with cover for its lawful liability for damage sustained by the person or property of a third party (including consequential loss resulting from the damage to property) as a result of a defect in products that were manufactured, marketed, assembled, repaired or serviced by the insured once the product is no longer in its possession. The liability covered in a product liability policy is generally liability by virtue of the Responsibility for Defective Products Law, 1980, and by virtue of the Torts Ordinance (New Version), ("the Torts Ordinance"). The policy may be purchased as a stand-alone product or as part of a business insurance package, where in many cases, the policy is combined with product liability insurance.

Cyber insurance

Policies that cover loss caused to the insured in respect of a cyber event (as defined in the policy), such as: the costs of managing cyber events, costs of restoring data, loss of income due to the shut-down of operations, etc. The policy also covers the insured's liability resulting from claims filed against him by any third party. This cover may be purchased as an extension (rider) to an existing policy (e.g. business premises policy, office policy, fire insurance policy, etc.).

Third-party liability and employers liability insurance

Third-party liability policies provide the insured with indemnity for amounts that the insured may be obligated to pay a third party as compensation by law, resulting from an unforeseeable event that caused damage such as: bodily injury, death, illness, physical, emotional or mental injury or disability or third-party property damage (including consequential loss). The responsibility covered in third-party liability is generally liability under the Torts Ordinance.

Employers liability policies are sold to employers, generally as part of a business insurance package or as a separate chapter in homeowners insurance. These policies cover the insured against torts claims against the employer in respect of bodily injury (illness or accident) sustained by the employee while and as a result of working for the insured (the employer). The policy generally covers the employer's liability under the Torts Ordinance, over and above the amount of compensation given by the National Insurance Institute.

Third-party and employers liability insurance are generally purchased as part of a homeowners policy or within the context of business insurance and/or insurance for contractors' work together with other coverages. However in business insurance these insurances may also be purchased separately as a stand-alone product.

Substitute products

The different products in the other liabilities sub-branch are specific and unique to insurance companies and cannot be properly substituted with non-insurance products. Nevertheless, the need for insurance cover can be reduced if measures are taken to manage and mitigate the risk. Likewise, in some sectors of this area of activity, the need for insurance cover can be reduced by indemnity and exemption mechanisms or through independent funds that manage various businesses.

Material changes anticipated by the Company in the markets and the mix of products

No significant changes are expected in the Company's share of the principal markets in relation to products and services in this operating segment.

New products

No new products were marketed in the Reporting Period.

2.3.1.4 Property and other sectors

Property insurance consists of a broad range of coverages for damage to property (except for vehicles) such as physical loss and/or damage to property, consequential financial loss stemming from the damage to property, comprehensive homeowners insurance, mortgage-related structural insurance, mortgage insurance, insurance for engineering equipment and construction work, insurance for goods in transit, etc.

The insurance cover in this segment is directed at private and business customers.

The principal coverages in this sub-sector are in the fire and property insurance branch and in the comprehensive homeowners insurance branch, including mortgage-related structural insurance.

Depending on the specific conditions listed in the different policies, the policies provide cover for the insured's property against loss or damage caused by various risks, including: fire, burglary, theft, water damage, flood damage, earthquakes, etc. The policy is designed to cover reinstatement of the insured property, by providing indemnity for the physical losses sustained by it and in some of the policies the insured is also indemnified for loss of profits resulting from the physical damage caused to the business (to the extent that such cover is purchased). Catastrophic natural perils and earthquakes are not frequent in Israel, although when they occur it is likely to be on a large scale. In contrast, losses from fire, water and burglary are much more frequent but generally less severe. The premium for these policies is usually set as a percentage of the sum insured, where the precise rate is determined in accordance with the classes of activity of the business or other property, the sums insured, scope of the cover provided, rate or amount of the deductible, the insured's claims experience, type and quality of protections, safety measures, etc.

The property and other insurance sub-segment provides the insured with cover against damage to or loss of property which is owned by the insured or in which he has an interest (e.g. property in custody or pledged property). This insurance covers direct losses to the property but it may also cover consequential loss, such as a loss of profits. The insured property may be an apartment, business premises, industrial plant, warehouse, goods in transit (by sea, air or over land), etc. The sums insured in property and other insurance

may, in many cases, typically involve large amounts. In some of these policies, the insurer is required to cover its exposure through facultative reinsurance, the cost of which significantly influences the amounts of the premiums collected from the insureds (and even more so when they relate to catastrophes which may cause damage to a large number of independent insured's, such as natural perils in the form of earthquakes and floods).

The insurance coverage's included in this area of activity are:

Fire insurance

Policies that cover the insured for damage caused as a consequence of the risks as "extended fire" risks. The insured may purchase riders to the policy such insurance against burglary, natural disasters, earthquake, and insurance against the loss of profits caused as a consequence of the aforementioned insurance events.

Comprehensive homeowners insurance

Policies that are directed and marketed mainly to the private sector and covers various risks relating to the Insured's home, cover for the structure and/or contents of an apartment, where cover may be purchased for both or just one of the components. The Supervision of Insurance Business (Conditions of a Contract to Insure Homes and their Contents) Regulations, 1986, establish minimum conditions regarding policies for structure and contents ("standard homeowner's policy"). According to these regulations, the standard homeowners policy includes, inter alia, cover for the following risks: fire, lightning, flood, explosion, storm, earthquake, and burglary (the last two coverages are optional and the insured may waive them). Beyond the minimum conditions, the insured may purchase riders such as cover against damage from water, third-party liability, employers' liability and the addition of compensation for the value of a building in respect of loss resulting from earthquake.

Terror insurance

A policy that provides cover for physical loss or damage to the insured property resulting from a terror event (an act that is confirmed by Israel Police / Ministry of Defense / Property Tax Administration, under the Property Tax and Compensation Fund Law, where such activity was perpetrated to advance political goals / to promote an uprising known as an "*intifada*" or that was carried out by a lawful authority for the purpose of preventing such activity). The policy provides compensation over and above the compensation given under the Property Tax Law. The policy can also be extended to include cover for loss of profit due to physical damage resulting from a terror event. (The cover can also be extended for loss resulting from a war event. but war cover is less common).

Comprehensive insurance for businesses/offices

Policies that provide broad insurance cover for small and medium businesses and offices. These policies are sold as a collection of chapters where each chapter provides the insured with cover against a particular risk or group of risks (direct or consequential). These policies are modular and the policyholder may choose which chapters to purchase depending on the nature of his business, the risks to which the business is exposed and the level of risk to which the owner is willing to be exposed.

Cash in transit insurance and fidelity insurance

A policy that covers physical loss or damage to money belonging to the insured business (cash, notes, checks, etc.). The money is covered while it is located on the insured premises or when being transferred from one place to another outside the insured premises.

Fidelity insurance covers direct financial loss caused to the insured business as a result of fraud by an employee carried out with the intention to cause damage to the business or to benefit the defrauder and/or other persons.

Insurance for goods in transit

Policies that provide the insured with cover on an "all risks" basis (other than exclusions) for various risks involved in the movement of property (by sea, air or land). The principal coverages purchased by policyholders who purchase these policies are for damage caused to property as a result of the sinking of a ship, plane crash of the transporter, fire, collision, capsizing, burglary, loading and unloading.

Insurance for electronic equipment

Policies that cover the insured on an "all risks" basis (other than exclusions) against physical damage or loss sustained by electronic equipment, including external data storage media, including, among other things, cover for the recovery of lost information as well as for additional operating expenses due to physical loss to the damaged electronic equipment. This cover is generally residual and supplements the cover provided in the property policy, but it can also be marketed as a stand-alone product.

Insurance for the work of building contractors

These policies are on an "all risks" basis that cover the insured for unforeseen physical damage for the work insured project in construction projects that are underway, such as the construction of infrastructure, buildings, various renovations and installations, etc. These policies include additional chapters relating to the insured's liability for physical loss caused to any third party person or property while the work is underway and to cover for the insured's liability as an employer for physical injury or work-related illness caused to workers employed in performing the work, during the course of and as a result of the work. These policies are marketed to developers, contractors and sub-contractors.

Crop insurance and insurance for natural perils in agriculture

Policies that provide comprehensive cover for farms or an agricultural cooperative against unforeseen physical loss to the insured property (excluding some crops). The policies are sold to farmers or agricultural cooperatives. The policy is modular and the insured may choose which coverages to purchase, depending on the type of farm, the risks to which the farm is exposed and the level of risk to which he wishes to be exposed.

Insurance for mechanical engineering equipment

Policies that cover accident loss of any kind (except for the exclusions listed in the policy) to heavy engineering equipment. The possible coverages include natural perils, earthquake and mechanical breakdown. The coverage may be extended to include third-party loss and certain physical injuries that are not covered by the CRAV Law.

Insurance against mechanical breakdown

Policies that provide cover against sudden physical damage or loss sustained by equipment and machinery as a result of mechanical failure. The insured may also purchase riders to the policy such as insurance against the loss of profits caused as a result of the occurrence of the aforementioned insurance event as well as cover for refrigerated goods damaged due to mechanical failure.

Insurance for the investments of homebuyers

Policies for homebuyers as required in the Sale (Housing) (Assurance of Investments of Persons Acquiring Apartments) Law, 1974.

Substitute products

The different products in the other property sub-segment are specific and unique to insurance companies and generally cannot be replaced with non-insurance products. Nevertheless, the need for insurance cover can be reduced if measures are taken to manage and mitigate the risk. Similarly, for some risks in this branch, the need for insurance coverage can be reduced by applying mechanisms such as a self-owned fund to cover damage or by means of a captive. Furthermore, cover for loss from natural perils, war, etc. can also be obtained through the property tax office, and this subject to the restrictions and conditions prescribed in the Property Tax and Compensation Fund Law, 1961.

Nevertheless, in insurance for the investments of home buyers, substitute products are available that are provided by the banks.

Material changes anticipated by the Company in the markets and the mix of products

No significant changes are expected in the Company's share of the principal markets in relation to products and services in this operating segment.

Nonetheless, it is noting that in the line of insurance for the investments of home buyers, during the Reporting Period, the Company increased the scope of its operations in this branch and built up its market. Nevertheless, this change is not expected to have any significant impact on the revenues of Harel Insurance in this line of activity.

New products

No new products were marketed in the Reporting Period.

2.3.1.5 Credit insurance for mortgages

EMI commenced its insurance activity in 1998, as a pioneer in mortgage insurance in Israel. As noted in Section 1.2.3.5 above, in 2013 EMI discontinued the issue of new policies and it is currently handling policies issued in the past only.

Until it discontinued the issue of new policies, EMI offered insurance for highly financed residential mortgages (mortgages with a high LTV ratio) and insurance for loans for any purpose - insurance that is designed to provide indemnity for loss incurred as a result of borrower default on loans given against a first-ranking lien on a single, residential property only, and after disposal of the asset that serves as the collateral for such a loan.

The policyholder pays the premiums to EMI in advance as a lump sum. The policyholder collects the premiums directly from the borrower when the loan is taken, or alternatively,

the amount of the premium is added to the borrower's loan so that the amount of the loan in respect of the premium is paid to the policyholder throughout the duration of the loan.

The period of cover with respect to any loan is for the entire period of the loan. The policyholder is entitled to cancel the insurance cover in respect of the loan at any stage, and in this case EMI will refund the policyholder and/or the borrower (at the policyholder's request) 75% of the balance of the unearned premium in respect of that loan.

A claim for the payment of insurance compensation under the policy shall be filed by the policyholder only after the property has been disposed of, that is - the property has been sold and the proceeds in respect thereof have been received (sale by the policyholder or voluntary sale by the borrower for which the company has given its prior consent).

The amount of the insurance benefits payable to the policyholder is the outstanding principal of the loan at the time of disposal of the property, plus: linkage as per the conditions of the loan, contractual interest of up to 36 months (but without interest in arrears and bank charges), legal expenses and expenses associated with the sale, all after deducting the amounts received by the policyholder in respect of the sale of the property. This amount is limited to the level of the maximum insurance cover.

Commencing in 2022, EMI also operates in the development and operating services sector in connection with mortgage portfolios - for additional information see Sections 1.2.3.5 and 1.2.5.4 above.

Substitute products

There are no substitute products in this segment given that EMI is the only insurance company in Israel which holds a license in the credit insurance sector for residential mortgages.

Material changes anticipated by the Company in the markets and the mix of products

In view of a Bank of Israel directive dated November 1, 2012 on limiting the LTV ratio for housing loans (as noted in Section 1.2.3.5 above), during the reporting year EMI only handled policies it had issued prior to the directive. This corresponds with the plan to cut back the operations of EMI as approved by the Company's board of directors so that EMI will continue to provide policyholders with the same service as in the past, while significantly reducing the size of the departments which are engaged in underwriting and the issue of new policies.

This discontinuation of activity negatively affected the premiums earned from this activity, so that in the periods after the date on which the provision entered into force, the Company recorded new premiums of an insignificant amount and it is not expected to record any significant premium in the forthcoming period as long as this provision remains in force.

The insurance cover is long-term cover, where the entire premium is received in advance when the policy is issued. Accordingly, recognition of the revenue and the profit is spread over the period of the insurance risk and EMI has an insurance undertaking for many years in advance.

Almost all the premiums earned in the Reporting Period are from policies that were sold before the aforementioned provision entered into force.

No changes are expected in the markets and mix of products in this segment, given that due to the Bank of Israel regulatory requirements, EMI has discontinued its marketing operations.

New products

No new products were marketed in the Reporting Period.

2.3.2 Trends and changes in the segment of operations

Development of digital processes

In the past few years, this operating segment has undergone a gradual transformation to enable insureds and agents to conduct business digitally and online through the development of advanced tools for enrolment in the insurance, the renewal of existing insurance, claims handling and ongoing service.

Within the framework of the comprehensive and compulsory insurance approved for marketing, the Company markets Harel Switch. Harel Switch is a unique comprehensive and compulsory motor insurance policy for private or commercial vehicles weighing up to 3.5 tons which requires the use of an app and where the monthly payment for the comprehensive insurance is set according to a basic premium plus pricing based on the number of kilometers travelled by the vehicle every month (monthly kilometrage).

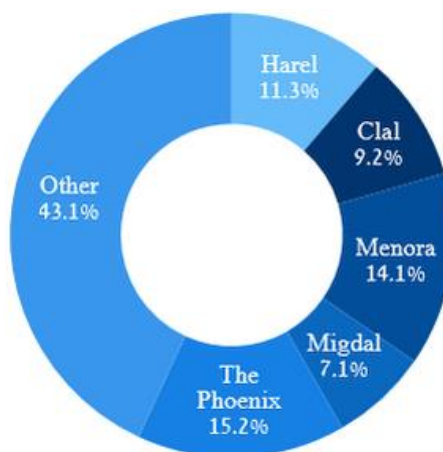
The policy is suitable for drivers with low car usage and is based on a basic premium with a supplement for each kilometer driven. The distance travelled is measured by a GPS component installed in the vehicle and the monthly charge is calculated accordingly.

2.3.3 Competition

2.3.3.1 Motor property (CASCO)

Most of the insurance companies in Israel are engaged in the motor property insurance sub-segment. Harel Insurance accounts for 11.3% of this segment (according to figures in the Q3 2023 reports), compared with a market segment of 12.2% for the corresponding period last year.

The following diagram shows the allocation of the motor property sub-segment, based on figures published at the end of Q3 2023:



Motor property policies for vehicles weighing up to 3.5 tons are governed by the Standard Policy and must be approved by the Commissioner, so that there is no significant difference in the policies offered by the different companies. Additionally, comparative information about prices and other conditions is readily available. Consequently, there is considerable sensitivity in this segment to the product price (the premiums) and competition is strong.

The Group's principal competitors in this sector are: Menora, Shomera, The Phoenix, Migdal, Clal, IDI and AIG.

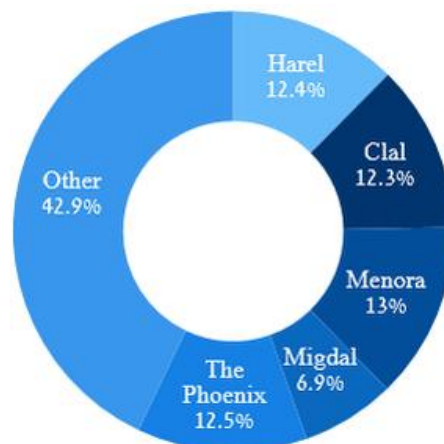
The measures employed by the Company to address the competition are:

- (a) Streamlining operations, improving work methods and the use of digital and technological methods.
- (b) High standard of customer service.
- (c) Improved underwriting, costing and preparation of actuarial calculations.
- (d) Improved work methods, as: policy production in the agents' offices, and the streamlining of claims settlement activity.
- (e) Quality and availability of the service at the time of purchasing the insurance and submission of claims.
- (f) Systematic action to improve the services, at the same time reviewing the customer's needs efficiency and professionalism in dealing with customers.
- (g) Marketing campaigns for agents - to encourage the enrollment of new members and increase the rate of renewals.
- (h) Marketing campaigns for customers - a variety of benefits offered to customers, including discounts consistent with the nature of the product.

2.3.3.2 Compulsory motor

Most of the insurance companies in Israel engage in the compulsory motor insurance sub-segment. Harel Insurance accounts for 12.4% of this segment (according to figures in the Q3 2023 reports).

Allocation of the market into the compulsory motor sub-segment. Figures are based on data published at the end of Q3 2023:



The insurance cover in this sub-segment is standard. Information about prices and conditions, including information published on the Commissioner's website, is readily available. Consequently, there is considerable sensitivity to price and terms of payment. The variance in the tariffs offered by the different insurers in this area of activity and the increased public awareness of the price differences, has led policyholders, or agents acting on their behalf, to decide to split the motor insurance so that the compulsory insurance is done through one company while the motor property insurance is done through another.

The differences between the insurance companies are also reflected in the level of service, particularly for claims settlement.

Harel Insurance is known to be a financially robust company, it has proven experience, integrity and is fair and professional when settling claims. Harel Insurance has diverse marketing channels tailored to the needs of its customers. The combination of all the aforementioned parameters has helped Harel Insurance to be successful despite the fierce competition which has developed in Israel in recent years in this sub-segment.

Another factor which affects the choice of insurer is the insurance agent.

The Group's principal competitors in this sector are: Menora, Shomera, Migdal, Clal, The Phoenix, Bituach Yashir (IDI) and AIG, and Shlomo Insurance.

The principal methods of dealing with the competition are:

- (a) Streamlining operations, improving work methods and the use of digital and technological methods.
- (b) Streamlining of operations and improved work methods, as well as improved agreements with service providers that handle claims settlement.
- (c) Improved costing methods and work based on a broad database for setting premiums.
- (d) Focused marketing to policyholders with lower-than-average risk specifications.
- (e) Availability of the operating systems of Harel Insurance and producing compulsory motor insurance certificates in real time, including at the agents' offices.

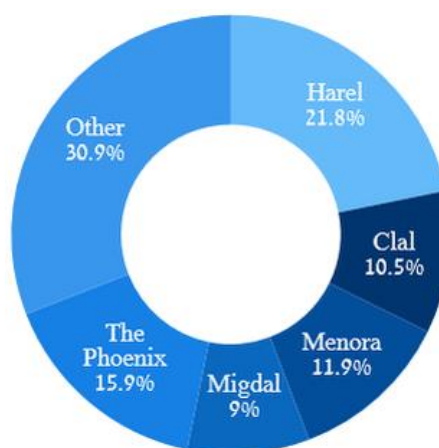
(f) Marketing campaigns by agents.

2.3.3.3 Other liabilities sectors

Most of the insurance companies in Israel engage in the other liabilities insurance sub-segment.

Harel Insurance accounts for about 21.8% of the market in this sub-segment (according to figures in the reports for Q3 2023 reports).

Allocation of the market into the liabilities insurance sub-segment, based on figures published at the end of Q3 2023:



Competition in this sub-segment is affected largely by the overall competition in providing insurance cover for business insurance packages, as a considerable part of the coverages in this area of activity are sold as part of a basket of insurance cover to business customers.

The Group's principal competitors in this sector are: Menora, Migdal, Clal, The Phoenix, Hachshara and AIG.

The methods employed to address the competition are meeting high professional and service standards, and the ability to tailor the insurance cover packages to the special needs of specific business customers. Likewise, the ability to enter into reinsurance treaties for the policies offered has a marked impact on the ability to compete effectively in this sub-segment.

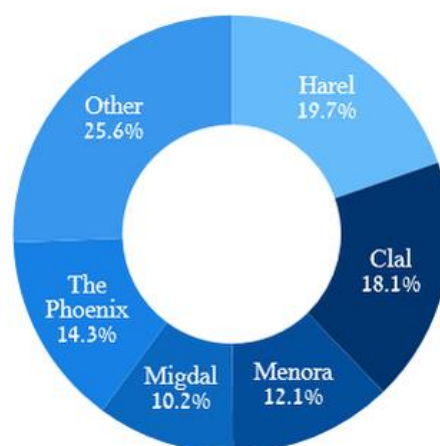
Harel Insurance has unique experience in the professional liability branch which has given it an edge on medical professional liabilities policies.

Notably, a variety of professional organizations (e.g. the Institute of Certified Public Accountants, the Bar Association, the Engineers Association, etc.) publish tender proposals from time to time for the purchase of professional liability insurance for members of the relevant organization. Organization members are not obligated to purchase insurance from the winning companies. These tenders affect competition in the professional liability insurance branch.

2.3.3.4 Property and other sectors

Most of the insurance companies are engaged in property and other insurance. According to figures published by the Israel Insurance Association, based on reports Q3 2023, Harel Insurance accounts for 19.7% of the insurance in this market. The key products in this sub-segment are fire insurance and comprehensive homeowners insurance.

Allocation of the property and other insurance sub-segment, based on figures published at the end of Q3 2023:



Comprehensive homeowners policies are subject to the conditions of the Standard Policy for homes and must be approved by the Commissioner. Consequently, there is little variance between the products offered by the different companies competing in this sector. Thus, there is considerable sensitivity in this sector to the price of the product (the premium) and the preferential conditions over those of the Standard Policy for homeowners.

The Group's principal competitors in this sector are: Menora, Shomera, Migdal, Clal, The Phoenix, IDI and AIG.

The key methods employed to deal with the competition are streamlining of operations, continuous improvement of costing and actuarial practice, emphasizing improved quality of customer service and agreements with the mortgage banks' insurance agencies.

2.3.4 Customers

2.3.4.1 Motor property (CASCO)

Distribution of gross premium revenues:

	Premiums					
	NIS million			Percent		
	2023	2022	2021	2023	2022	2021
Private policyholders and small business customers	1,169	955	692	83%	80%	73%
Collectives and large plants	233	234	261	17%	20%	27%
Total	1,402	1,189	953	100%	100%	100%

2.3.4.1.1 No single customer in this sub-segment accounts for 10% of more of all premiums in the consolidated financial statements.

2.3.4.1.2 The percentage of renewals in the motor property sector in 2023, in terms of premiums, on policies that were in force in 2022, is 73.5%, compared with 59.6% or renewals in 2022 and 62.8% in 2021 (relative to 2021 and to 2020, respectively).

Information about premiums paid in the Reporting Period, by years of seniority, in the motor property (CASCO) sector:

Number of Years of Insurance (seniority)	Premiums (NIS million)	Percentage of total income
First year of insurance (no seniority)	564	40.2%
Second year of insurance (one year seniority)	251	17.9%
Third year of insurance (two years seniority)	202	14.4%
Three years or more	385	27.5%
Total premiums (2023)	1,402	100%

2.3.4.1.3 The joint share of customers in the motor property sub-segment that the Company also insures for compulsory motor insurance was 88.8% in 2023, compared with 89% in 2022 and 86% in 2021.

2.3.4.1.4 Customer seniority in the motor-property sub-segment in terms of premium turnover is as follows: first year of insurance (new policies) – 40.2%, one year seniority – 17.9%, two years seniority – 14.4%, three years or more – 27.5%.

2.3.4.2 Compulsory motor

Distribution of gross premium revenues:

	Premiums					
	NIS million			Percent		
	2023	2022	2021	2023	2022	2021
Private policyholders and small business customers	617	602	400	85%	71%	65%
Collectives and large plants	106	241	220	15%	29%	35%
Total	723	843	620	100%	100%	100%

2.3.4.2.1 No single customer in the compulsory motor sub-segment accounts for 10% or more of all premiums in the consolidated financial statements.

2.3.4.2.2 The percentage of renewals in the compulsory motor sector in 2023, in terms of premiums, on policies that were in force in 2022, is 51.3%, compared with renewals at a rate of 66.6% in 2022 (relative to 20221) and compared with renewals at a rate of 69.3% in 2021 (relative to 2020).

Information about premiums paid during the Reporting Period, according to number of years' seniority, in the compulsory motor segment:

Number of Years of Insurance (seniority)	Premiums (NIS million)	Percentage of total income
First year of insurance (no seniority)	291	40.2%
Second year of insurance (one year seniority)	123	17.0%
Third year of insurance (two years seniority)	108	14.9%
Three years or more	201	27.9%
Total premiums (2023)	723	100%

2.3.4.2.3 The joint share of customers in the compulsory motor sub-segment that the Company also insures for motor property was 74.1% in 2023, compared with 73.3% in 2022 and 69.7% in 2021.

2.3.4.2.4 Customer seniority in the compulsory-motor sub-segment in terms of premium turnover (excluding Harel's share of the Pool) is as follows: first year of insurance (new policies) – 40.2%, one year seniority – 17%, two years seniority – 14.9%, three years or more – 27.9%.

2.3.4.3 Other liabilities sectors

Distribution of gross premium revenues:

	Premiums					
	NIS million			Percent		
	2023	2022	2021	2023	2022	2021
Private policyholders and small business customers	699	614	588	64%	58%	59%
Collectives and large plants	388	449	413	36%	42%	41%
Total	1,087	1,063	1,001	100%	100%	100%

2.3.4.4 There are several large customers in the other liabilities insurance sub-segment, although no single customer accounts for 10% or more of all the premiums in the consolidated financial statements. A significant part of the premiums originates in a small number of customers. The loss of premiums from these customers will not significantly affect profitability in this area of activity.

2.3.4.5 Property and other sectors

Distribution of income from gross premiums:

	Premiums					
	NIS million			Percent		
	2023	2022	2021	2023	2022	2021
Private policyholders and small business customers	946	908	773	66%	69%	69%
Collectives and large plants	491	402	346	34%	31%	31%
Total	1,437	1,310	1,119	100%	100%	100%

2.3.4.5.1 In the property and other sectors sub-segment, there is no dependence on a single customer or a small number of customers, the loss of which would significantly impact this area of activity.

2.3.4.5.2 No single customer accounts for 10% or more of all premiums reported in the consolidated financial statements.

2.3.4.5.3 The percentage of policy renewals in the comprehensive homeowners segment in 2023 (excluding mortgage-related structural insurance sold through the mortgage banks), in terms of premiums, of policies that were in force in 2022, is 92.5% compared with a renewal rate of 90.2% in 2022 (relative to 2021) and 88.6% in 2021 (relative to 2020).

Information about premiums paid in the Reporting Period, by number of years seniority, in comprehensive homeowners policies (excluding mortgage-related structural insurance sold through the mortgage banks):

Number of Years of Insurance (seniority)	Premiums (NIS million)	Percentage of total income
First year of insurance (no seniority)	64	17.7%
Second year of insurance (one year seniority)	47	13.0%
Third year of insurance (two years seniority)	41	11.4%
Three years or more	209	57.9%
Total premiums (2023)	361	100%

2.3.4.5.4 Customer seniority in the comprehensive homeowners policies in terms of premium turnover (excluding mortgage-related structural insurance sold through the mortgage banks) is as follows: first year of insurance (new policies) – 17.7%, one year seniority – 13%, two years seniority – 11.4%, three years or more – 57.9%.

Section 2.3, including its subsections, concerning the structure of this area of activity and applicable changes, also includes forecasts, evaluations, estimates and other information relating to future events and affairs, the materialization of which is uncertain and is not within the Company's exclusive control (forward-looking information). The principal facts and data which formed the basis for this information are those pertaining to the Company's present position and its business in this area of activity (such as the volume of sales, profit rates, manpower, business agreements, etc.), facts and data pertaining to the current situation in Israel and worldwide for this segment (such as sector-based economic developments, regulatory environment, competitors, technology developments, reinsurance market, etc.), and macro-economic facts and data (such as the economic situation in Israel and worldwide, yield rates in the capital markets, political and social developments, etc.), as they are known to the Company at the time of this report. The forward-looking information contained above in this section is based significantly, in addition to the information available to the Company, on current projections and estimates of the Company regarding future developments in each of the aforementioned parameters, and the extent to which these developments are interconnected. The Company has no certainty that its projections and estimates will in fact materialize, and the Company's performance may differ significantly from the estimated or inferred performance noted above, in part due to changes in any of the above-mentioned factors.

2.4 Insurance companies overseas

2.4.1 Products and services

Description of the insurance sectors and coverages included in this segment

The insurance coverages included in the Group's overseas insurance companies segment are non-life and health insurance in Greece through Interasco, and non-life and health insurance in Turkey through Turk Nippon.

2.4.1.1 Non-life insurance

Non-life insurance consists of sub-segments, similar to non-life insurance in Israel, with the exception of a difference in the motor vehicle sectors:

2.4.1.1.1 Compulsory motor

The insurance in accordance with the requirements of the statutory provisions in Greece and Turkey (the scope of cover is similar and meets the requirements of local law). Compulsory motor insurance covers third-party loss only - to person and property, caused as a consequence of the use of a motor vehicle. Both Turkey and Greece have a limit of liability for compulsory motor insurance cover, allocated by type of victim, category of loss and total loss. The limits to cover change from time to time according to the local regulator's instructions (in Turkey) and to the statutory provisions (in Greece which is a member of the EU).

Turk Nippon: From April 2017, a database for motor insurance was set up in Turkey, including the following categories of vehicles: taxis, minibuses, buses and trucks ("the Pool"). The Pool is managed by the Turkish Motor Insurers' Bureau (TMTB), where the Pools premiums and claim losses are shared among the insurance companies who are party to it.

To make adjustment for the volatility that might have been caused in the capital requirements of Turk Nippon as a result of the foregoing, the increase in premiums is not included in the capital requirements of Turk Nippon .

The health expenses of private and public hospitals relating to road accidents are covered by Turkey's Social Security Institute, while the insurance companies in Turkey are obligated to issue third-party policies and transfer to the Social Security Institute part of the premium collected from the customer.

In June 2021, the regulatory provisions concerning claims payments were updated. This update is expected to lead to greater clarity regarding all aspects of claims handling. Due to the inflationary environment, claims payments grew significantly in 2022 and 2023. In 2023, the regulator gradually raised the ceiling on monthly premiums in compulsory motor insurance based on market requirements.

Interasco: The insurance coverage in the compulsory motor sub-segment is in accordance with the regulatory provisions in Greece and entails compulsory cover for all owners of motor vehicles. According to local regulations in Greece, the policy covers any bodily injury, death and property loss sustained by a third-party as a consequence of damage caused by the insured vehicle.

There is no price regulation on insurance prices in these sectors in Greece.

2.4.1.1.2 CASCO/MOD (not only motor property):

Since the compulsory insurance does not cover the driver (in Greece, from June 2022 the driver is not included in the compulsory motor insurance) and other potential injured parties who are not defined as third party (in Turkey the maximum cover in compulsory motor insurance for third-party loss is limited to a low sum), an extended supplement for compulsory motor insurance may be purchased). This is an insurance sector in which the policies are voluntary. This branch covers loss (to person and property) sustained by the owner of the vehicle, first-degree relatives and/or the driver of the vehicle, as a result of an accident and/or theft and/or liability of the vehicle owner, or the driver, for damage (to property and/or person) sustained by a third party and that are over and above the limits of cover of the compulsory insurance (in Turkey: the policies also include personal accident cover for passengers in the vehicle, including the driver, with relatively low limits of liability).

Turk Nippon: From the middle of 2018, a new tariff structure was applied in this sub-segment for private and light commercial vehicles. With respect to other categories of vehicles, pricing of the premiums is closely controlled by actuarial standards.

Turk Nippon offers three categories of policy: one is an extended MOD policy with a broad service network; the second is the same MOD policy but with a more limited service network; the third and last is a policy exclusively for Total Loss events.

Like the other insurers in the motor insurance market in Turkey, Turk Nippon has been affected by significant changes in inflation and in the exchange rates, which increased the prices of spare parts in the motor sector. After the lifting of the lockdown (due to the Covid-19 pandemic), from the middle of 2021 there was a significant increase in the number and volume of claims. In an effort to cope with the negative effects of the foregoing, the average premium increased significantly in 2022.

Turk Nippon was affected by fluctuations in the economy, due to the effect on the price of spare parts and an increase in labor costs, but it balanced the portfolio by adjusting prices, controlling tariffs and other coverages as well as by designing substitute products in order to reduce costs.

Interasco: The products in this sub-branch are policies that guarantee cover for loss incurred by the vehicle owner as a result of an accident or theft, as well as certain natural perils. Additionally, the policy can be extended by purchasing riders and supplements, such as: legal defense, cover for damage to windscreens, a substitute vehicle in the event of fire or theft, towing and roadside services, as well as cover for the vehicle's sound system.

Additionally, an extension for personal accident insurance may be purchased for drivers of the vehicle who are not covered by the compulsory motor policy (see above).

2.4.1.1.3 Other liabilities sectors

These sectors consist of cover in the different liabilities sectors, similar to the existing cover in these sectors in Israel, and subject to the relevant provisions of law in Turkey and Greece.

Regarding employers' liability insurance in Greece: the policy provides cover for torts claims against an employer in respect of physical injury in the event of an accident only (and not for illness) caused to the employee during the course of his work due to the employer's negligence. The policy covers the employer's liability over and above the compensation granted by Greece's national insurance or other entities which provide similar compensation.

Substitute products

The different products in the other liabilities sub-segment are specific and unique to insurance companies and are not fully interchangeable with non-insurance products. Nevertheless, the need for insurance cover can be reduced if measures are taken to manage and mitigate the risk. Likewise, in some sectors of this area of activity, the need for insurance cover can be reduced by indemnity and exemption mechanisms (such as D&O liability or other professional liability) or through self-owned funds.

2.4.1.1.4 Other property sectors:

Property insurance consists of a broad range of coverages for damage to property (excluding vehicles) such as physical loss and/or damage to property, consequential financial loss stemming from the damage to property, comprehensive homeowners insurance, insurance for engineering equipment and construction work, insurance for goods in transit, etc.

The insurance cover in this sector is directed at private and business customers.

In Turkey there is an obligation to insure residential buildings against earthquake, for a minimum mandatory sum insured. In the framework of this insurance, the insurance liability is transferred in full to an entity called TCIP.¹¹ In this case, the insurance companies only act as the distributors and they do not bear the insurance liability, i.e., for the loss when an earthquake occurs. Accordingly, the premiums in respect of this insurance are not included in Turk Nippon's financial statements. The insurance companies in this insurance receive commissions only. On November 25, 2022, the tariff changed due to an increase in the maximum cover when renewing a policy.

At the beginning of 2023, Turkey experienced a number of earthquakes that caused severe damage to life and property. At this stage, it is impossible to estimate the effect of the foregoing on the results of Turk Nippon's activity.

The effect of the earthquake in Turkey on the insurance market was material in 2023. The TCIP determined a more detailed plan for cover for residential buildings that will enter into force in 2024, and prices were also updated. The cover also includes risks for fire, explosion, landslide, tsunami, avalanche and forest-related risks.

Insurance coverages in this sub-segment:

Fire and theft insurance

¹¹ Turkish Catastrophe Insurance Pool

The insurance coverage is similar to the cover provided by these policies in Israel. For additional information, see Section 2.3.1.4.

Comprehensive homeowners insurance

Comprehensive homeowners insurance covers the structure and/or contents of an apartment, where the insured may purchase cover for both or just one of the components. A household insurance policy includes, inter alia, cover for the following risks: fire, lightning, explosion, earthquake (in Turkey above the amount for compulsory insurance, which is fully covered by TCIP). The coverages will be extended.

Comprehensive insurance for businesses

The insurance coverage is similar to the cover provided by these policies in Israel. For additional information, see Section 2.3.1.4.

Insurance for goods in transit, insurance for electronic equipment, mechanical failure insurance, insurance for building work and range of projects by contractors

The insurance coverage is similar to the cover provided by these policies in Israel. For additional information, see Section 2.3.1.4.

Substitute products

The different products in the other property sub-segment are specific and unique to insurance companies and generally are not interchangeable with non-insurance products. Nevertheless, the need for insurance cover can be reduced if measures are taken to manage and mitigate the risk. Similarly, for some risks in this branch, the need for insurance coverage can be reduced by applying mechanisms such as a self-owned fund.

2.4.1.2 Health insurance:

The purpose of health insurance is to indemnify or compensate the insured for of medical expenses in the event that the insured's health is impaired due to illness or an accident.

Interasco: In Greece, this segment is written into public health insurance legislation which provides cover for basic health services (doctors, hospitals, medical examinations, etc.) for all the country's residents .

Greek citizens consider the country's public health system to be poor quality due to overcrowding in public hospitals and clinics, and particularly due to the long queues. However, private medical services are well developed (regarding professional treatment and availability and with regard to the standard of accommodation in case of hospitalization). Many Greek citizens therefore use private medicine for almost all their needs, from doctors' appointments, out-patient care, pregnancy and birth, hospitalization and surgery. The insurance companies provide cover for services that the customer wishes to purchase outside the public system, such as: prescription drugs, doctor's appointments, diagnostic tests, surgery and hospitalization. These coverages provided by the insurance companies serve as a substitute for coverage in the health service package provided by the Greek government.

Information about the categories of policies in the health sector that are sold by Interasco as personal lines policies:

Illness and hospitalization insurance

(a) Cover for medical expenses

Among other things, these policies offer the insured cover for surgery and hospitalization in private hospitals, in the event of surgery or hospitalization at a public hospital for cases in which the Greek government does not participate. When the insured is far away from his place of residence, evacuation to a nearby hospital in case of emergency, a private nurse for surgery in Greece and hospitalization and surgery abroad. The ambulatory coverages are given as part of a service note which is a rider to the health insurance policy.

(b) Compensation policies

Compensation in the event of surgery that is performed according to the list of operations defined in the policy as well as a compensation policy for hospitalization according to the number of days of hospitalization.

Other insurance

Personal accident - these policies offer the insured cover in the event of death, disability and work disability resulting from an accident as well as medical expenses.

Turk Nippon:

Turk Nippon markets policies for foreign workers resident in Turkey and travel insurance and insurance for tourists. Activity in these sectors slowed as a result of the COVID-19 pandemic but they recovered in 2022 and 2023. Additionally, the regulatory changes in health insurance for foreign workers are expected to lead to an increase of the average premiums and the sum total of premiums in this sector. Turk Nippon continues to focus on supplementary health insurance, which cover health expenses that are not covered or are only partially covered by public health insurance. Other than the standard supplementary health insurance policy, Turk Nippon markets an additional health policy together with Medical Park, Turkey's largest hospital chain network.

2.4.2 Changes and trends in this area of activity

Turk Nippon: The key changes that occurred in Turkey's insurance market in 2023 are: raising the premium ceiling in compulsory motor insurance (see Section 2.4.1.1.1 above) and an increase of the average premium in all other sectors due to the inflationary environment.

Notwithstanding the fierce competition and entry of new local insurance companies, the premiums for compulsory motor insurance have changed frequently in recent years, due to the effects of car prices and expenses.

Material changes anticipated by the Company in the markets and the mix of products

Interasco: No significant changes are expected in the company's share of the principal markets in relation to products and services in this operating segment.

Turk Nippon: Due to the regulatory changes and burden of compulsory motor claims, Turk Nippon is directing its marketing efforts towards health, motor property (CASCO), property

insurance, marine insurance and personal accident insurance and in parallel is cutting back its activity in compulsory third-party motor insurance.

New products

Interasco: No new products were marketed in the Reporting Period.

Turk Nippon: No new products are expected to be launched, although changes are expected in some of the existing products in different lines of business, e.g.: comprehensive homeowners insurance, MOD (motor own damage) insurance, marine cargo insurance and hull insurance, and supplementary health insurance. The health products for foreign workers were recently updated as a result of the aforementioned regulatory changes.

2.4.3 Competition

The non-life and health insurance sectors in Greece and Turkey, in which both Turk Nippon and Interasco operate, are extremely competitive sectors with a large number of insurers operating in these markets and multiple products that are offered in the Greek and Turkish insurance markets. At December 31, 2023, 5 insurance companies operate in Greece. Some of the insurance companies are owned by the banks (mostly local banks) and are authorized to market insurance products, even those issued by the companies they own. More than 50% of the insurance companies which operate in the insurance sector in Greece are owned by foreign companies, such as Allianz, Ergo, Eurolife, Generali, Groupama and NN. Interasco is a relatively small company and has a small share of the market (1.6%). Interasco's main competitors in the non-life sector are: Ethniki Asfalistikí, Ergo and Generali, and in the health insurance sector are: Eurolife and Generali. As a relatively small company, Interasco works to differentiate its status as an efficient, accessible and trustworthy company on the one hand, and as a niche company that emphasizes profitability at the expense of sales turnover on the other. Interasco assesses the competition and responds to the relevant changes in the market, with the emphasis on providing its customers with quality service. Furthermore, Interasco has close relationships with the distribution networks (insurance agencies) in Greece.

At December 31, 2023, 68 insurance companies operate in Turkey. Turk Nippon has a market share of 0.63% of the Turkish market. The international companies that operate in Turkey's insurance market in the non-life insurance sector account for 46% of the market.

2.4.4 Customers

Distribution of gross premium revenues:

	Premiums					
	NIS million			Percent		
	2023	2022	2021	2023	2022	2021
Private policyholders and small business customers	596	311	276	91%	56%	56%
Collectives and large plants	61	248	214	9%	44%	44%
Total	657	559	490	100%	100%	100%

- 2.4.4.1 No single customer accounts for 10% or more of all premiums in the consolidated financial statements.

- 2.4.4.2 The rate of renewals in the overseas insurance companies sector in 2023, in terms of premiums, on policies that were in force in 2022, is 83%, compared with a 57% rate of renewals in 2022 (relative to 2020) and a rate of 25% in 2021 (relative to 2020).
- 2.4.4.3 The rate of cancellations in terms of premiums, from long-term personal lines policies that are in force at the beginning of the year in Interasco's health insurance segment is 20% in 2023, 17% in 2022, and 17% in 2021.
- 2.4.4.4 The joint share of customers in the motor property segment that Interasco and Turk Nippon also insure for compulsory motor insurance was 59% in 2023, as against 64% in 2022 and 64% in 2021.
- 2.4.4.5 The joint share of customers in the compulsory motor segment that Interasco and Turk Nippon also insure for motor property was 40% in 2023, compared with 36% in 2022, and 11% in 2021.
- 2.4.4.6 Customer seniority in the overseas insurance companies sector in terms of premium turnover is as follows: first year of insurance (new policies) – 49%, one year seniority – 17%, two years seniority – 14%, three years seniority or more – 20%.

2.4.5 Capital Requirements

Interasco: At June 30, 2023, based on a calculation prepared by Interasco, Interasco has a capital surplus for solvency purposes in the amount of EUR 7 million (about NIS 28 million according to the exchange rate at June 31, 2023) which reflects a solvency ratio of 171.4%.

Additionally, Interasco prepared an indicative calculation at December 31, 2023, according to which it has a capital surplus for solvency purposes in the amount of EUR 5.0 million (about NIS 20.1 million according to the exchange rate at December 31, 2023 which reflects a solvency ratio of 149.4%.

In January 2023, the Greek regulator granted Interasco permission to receive a Letter of Credit (LoC) from the Company in the amount of EUR 5 million. Provision of this LoC raises the solvency ratio of Interasco enabling it to invest in assets with a higher yield potential. Under the terms of the LoC, if the solvency ratio without taking the LoC into account falls below 105% in two consecutive quarters, the amount of LoC may be converted to capital in parts of EUR 0.5 million.

Turk Nippon: At June 30, 2023, based on a calculation prepared by Turk Nippon, there is a capital deficiency for solvency purposes in the amount of GBP 140 million (about NIS 20 million according to the exchange rate at December 31, 2022) which reflects a solvency ratio of 74%.

Additionally, Turk Nippon prepared an indicative calculation at December 31, 2022, according to which it has a capital deficiency for solvency purposes in the amount of GBP 230 million (about NIS 43 million according to the exchange rate at December 31, 2022) which reflects a solvency ratio of 33%.

Notably, Turk Nippon is waiting for publication of the instructions by the regulator in Turkey, that are expected to be published as part of a series of alleviations to be given to the insurance companies in Turkey following the earthquakes that occurred at the beginning of 2023 and the economic situation in Turkey, and that will ease the Solvency calculations as

at December 2023. Following the earthquake at the beginning of 2023, the regulatory authorities made several changes to the capital adequacy calculation. A number of changes are expected to be made in the capital adequacy calculation in Q2 2024.

Section 2.4, including its subsections, concerning the structure of this area of activity and applicable changes, also includes forecasts, evaluations, estimates and other information relating to future events and affairs, the materialization of which is uncertain and is not within the Company's exclusive control (forward-looking information). The principal facts and data which formed the basis for this information are those pertaining to the Company's present position and its business in this area of activity (such as the volume of sales, profit rates, manpower, business agreements, etc.), facts and data pertaining to the current situation in Israel and worldwide for this segment (such as sector-based economic developments, regulatory environment, competitors, technology developments, reinsurance market, etc.), and macro-economic facts and data (such as the economic situation in Israel and worldwide, yield rates in the capital markets, political and social developments, etc.), as they are known to the Company at the time of this report. The forward-looking information contained above in this section is based significantly, in addition to the information available to the Company, on current projections and estimates of the Company regarding future developments in each of the aforementioned parameters, and the extent to which these developments are interconnected. The Company has no certainty that its projections and estimates will in fact materialize, and the Company's performance may differ significantly from the estimated or inferred performance noted above, in part due to changes in any of the above-mentioned factors.

2.5 Credit segment

2.5.1 Financial information for the credit segment

Segmentation of financial information

Credit segment (NIS million)	For the year ended December 31	
	2023	2022
Profit from investments, net, and financing income	289	143
Other income	28	11
Total income	317	154
General and administrative expenses	32	20
Finance expenses, net	182	70
Total expenses	214	90
Profit before taxes on income	103	64
Total comprehensive income before taxes on income	103	64
Total assets at December 31, 2023	4,152	3,405
Total liabilities at December 31, 2023	3,976	3,241

2.5.2 General and macroeconomic trends in the credit segment

In the past few years, the government and the regulators have used legislative processes and regulations to boost competition in the credit sector, in both the banking and non-bank sectors, by removing barriers to competition as well as introducing changes in the information and technology sectors. This is to encourage new entities to enter the sector and to allow customers to move more easily between the different credit providers, as well as to improve customers' ability to compare prices and products. The expectation is that these processes will cause prices to fall, improve product quality, broaden the supply of consumer credit and reduce the rationing of credit. The most prominent regulations introduced in recent years include, among others, the development of a credit data system and separation of the credit card companies from the banks and open banking. These measures are a source of growth for new or existing companies, if they are successful in leveraging the new information and regulations in this sector.

In recent years, non-bank credit activity has increased. It is unclear whether this increase is the outcome of regulatory changes in the sector or the result of Israel's strong growth in 2021 and 2022, combined with the low interest environment that prevailed during that period. In 2023, Bank of Israel interest reached its highest level since the end of 2006 and this contributed to slowing the pace of growth in the demand for credit.

Swords of Iron War

The Swords of Iron War broke out at the beginning of Q4 2023 and the subsequent security escalation along the northern border significantly increased economic uncertainty in Israel

making it difficult to make future investment decisions. The Company believes that a prolonged war and/or an expansion of the fighting to a full-scale confrontation on the northern border (or on other fronts), will cause significant and extensive harm to the economy, lead to slower growth in the credit sector and cause more serious harm to companies and households that will have difficulty making loan repayments. Growth rates in Israel in coming years and the Bank of Israel interest are also expected to affect the pace of recovery of the credit sector. The War has also raised the prospect of tax changes which could have a positive or negative impact on the demand for and supply of credit. Nonetheless, some of the Company's products in the credit sector, such as reverse mortgage could provide a temporary or permanent solution for customers in times of uncertainty given that they allow significant amounts of money to be received against a first lien on a residential home without the need for ongoing repayments.

For additional information about the effects of the Swords of Iron War on the Group's credit risks up to immediately prior to the date of publication of the Financial Statements, see Section 2.2 in Chapter 2, Board of Directors Report, in the Company's Periodic Report as well as Note 1B to the Financial Statements.

2.5.3 Products and services

2.5.3.1 The Group's activity in business financing and credit for medium businesses

The Group performs finance activity for business companies and provides mezzanine loans through Hamazpen (a subsidiary of the Company in which it has a 70% holding). Hamazpen's activity includes providing loans that rely on a business financial analysis and support by means of debt transactions of more than NIS 3,000,000 for a single credit transaction. Hamazpen also has two wholly owned subsidiaries: "Hamazpen Sipur Derech 26 Ltd.", which performs transactions that include a share of the profit - mezzanine loans; and "Effective - Connecting partners for life Ltd." which performs real partnership transactions.

The solutions offered by Hamazpen and its subsidiaries for capital purposes include: (1) the provision of debt combined with a success bonus; (2) the creation of business partnerships that include a share of the profit - mezzanine loans; and (3) the creation of real partnerships. This activity takes place while being firmly based on a full business analysis of the customer and its different activities, the formulation of a joint business plan with the customer as well as support for and monitoring its business over time, in some cases through active involvement over the life of the transaction.

Hamazpen has an extended license to provide credit from the Capital Market, Insurance and Savings Authority under the Supervision of Financial Services (Regulated Financial Services) Law, 2016 ("Supervision of Regulated Financial Services Law").

According to the Supervision of Financial Services (Regulated Financial Services) (Exemption from Licensing Obligations) Law, 2022, the activity of Hamazpen, a corporation engaged in the provision of credit exclusively to business companies that are not purchasing groups, in the amount of at least NIS 3,000,000 per single credit transaction, is exempt from mandatory licensing by law.

2.5.3.1.1 Customers

Hamazpen's activity targets business corporations and private companies from every sector of the economy (e.g. real estate, hi-tech and infrastructure) as well as private entrepreneurs operating in the Middle Market market. Hamazpen is not dependent on any single customer or small number of customers, the loss of which would significantly affect the Group's credit activity and Hamazpen has no single customer the income from which accounts for 10% or more of the Group's income.

2.5.3.1.2 Marketing and distribution

Harel Investments has no marketing and distribution activity in the areas of Hamazpen's activity.

2.5.3.1.3 Competition

Competition in Hamazpen's area of activity is affected mainly by the macroeconomic trends set out in Section 2.5.2 above, by the risk levels undertaken by the competitors as well as by interest rates, sources of finance, liquidity, quality of service and the Company's reputation. Hamazpen's advantages in addressing the terms of competition are, among others, the fact that it is part of Harel Group and as such it benefits from the financial strength of Israel's leading insurance and finance group; and by taking advantage of the considerable business experience of Hamazpen's managers and the excellent relations between Hamazpen and its customers.

The Company is unable to estimate the size of Hamazpen's activity in the market as no public information is available about the data or segmentation of similar services provided by other companies.

2.5.3.1.4 Human capital

Hamazpen has 26 employees, including a CEO, CFO, controller and risk manager. Most of the employees are academics in the finance sector who specialize in financial planning, debt investments and support for and management of companies.

Hamazpen is not dependent on any specific employee. Hamazpen invests in providing individual support for its employees and training them in line with its business vision. Hamazpen's employees are employed on personal employment contracts and their employment conditions include statutory social provisions and conditions. Based on the financial performance of Hamazpen and at the discretion of Hamazpen's management, its employees are entitled to bonuses, from time to time.

2.5.3.2 The Group's activity in providing ordinary mortgage loans and reverse mortgage loans

The Group's activity in providing ordinary mortgage loans and reverse mortgage loans takes place through Harel 60+ (a fully owned subsidiary of Harel Insurance). The combination of a number of trends in Israel (and in other countries in the western world) has created a significant rationale for utilizing real estate assets as a supplementary source of income among parts of the population after the age of retirement. As noted, macroeconomic trends in the credit sectors constantly affect the volume of activity, profitability and development of the market in this operating segment. For additional information about macroeconomic trends affecting the mortgage sector, see Section 2.5.2 above.

Harel 60+ began its operations in the reverse mortgage sector. At the end of 2022, Harel 60+ branched out into the ordinary mortgage sector as well. A “reverse mortgage” is a loan that allows a residential property to be pledged in favor of the lending entity. Unlike ordinary mortgages that are given to young borrowers with a lien placed on their homes, a reverse mortgage is a loan designated for the over 60s and it is given in return for a lien on their home. Reverse mortgages are given by financial institutions to single borrowers or to a couple aged 60 or more who have full ownership of a property. This property serves as collateral for receiving the loan and it is pledged to the lending entity that provides the money as a lump sum or in installments. The loan to value ratio is determined according to defined criterion, based on the borrower’s age and an assessor’s report on the property.

Reverse mortgage loans may be repaid on several tracks offered to customers: balloon mortgage, grace track and Spitzer loan agreement. The loan may be repaid at any time, including when the property is sold, either by the borrowers or their heirs after the borrowers have died. The loan amount bears interest and linkage paid upon repayment of the loan.

Distinction between an ordinary mortgage and reverse mortgage:

Product	Reverse mortgage	Ordinary mortgage
Population	Age 60 and above	Entire population
Purpose	Any purpose	For any purpose or to purchase a home
Provision of the loan	Flexible - can be received in several installments or as a lump sum	Generally as a lump sum, as necessary
Period of the loan	Unlimited in time - until the death of the last borrower / sale of the property	Generally up to 30 years
Repayment of the loan	Grace track - ongoing payment of linked interest, principal is linked at the end of the period Balloon mortgage - no monthly repayments - index-linked principal + interest paid at end of the period Spitzer loan agreement - principal and interest paid monthly	Monthly CPI-linked track Prime track Unlinked, fixed track Spitzer / grace + Spitzer / grace balloon

2.5.3.2.1 Customers

Harel 60+ is not dependent on any single customer or small number of customers, the loss of which would significantly affect the Group's credit activity and Harel 60+ has no single customer the income from which accounts for 10% or more of the Group's income.

Most of the customers of Harel 60+ in the reverse mortgage product are 70 - 80 years old, from the center of the country.

Most of the customers of Harel 60+ in the ordinary mortgage product are 40 - 60 years old.

2.5.3.2.2 Marketing and distribution

Harel 60+ markets its products through a number of marketing and distribution channels: via authorized marketers working for the Company and by digital advertising and the media.

2.5.3.2.3 Competition

The competitors of Harel 60+ are mostly Israel's banking entities as well as insurance companies and other non-bank entities. Competition in the mortgage and reverse mortgage sectors is generally affected by macroeconomic trends in the real-estate sector in Israel as detailed in Section 2.5.2 above, by interest rates in the economy and by the quality of service and reputation of each competitor.

2.5.4 The Group's activity in development property and project financing

The activity takes place through the development property project finance department in Harel Insurance. In Q4 2023, this department was subordinated to the Finance and Resources Division within Harel Insurance.

The development property finance department provides credit to property developers as part of project financing for construction in Israel, mainly in a "closed financing" format alongside Sale Law guarantees, both independently and jointly with the banks and non-bank entities.¹²

The developers (the borrowers) with which Harel Insurance operates are financially robust companies with rich, proven experience in the development, establishment, management and marketing of real-estate projects.

2.5.4.1.1 Customers

The customers of Harel Insurance in this operating segment are publicly traded and private companies with considerable experience in large-scale development projects. Harel Insurance is not dependent on any single customer or small number of customers, the loss of which would significantly affect the Group's credit activity and Harel Insurance has no single customer the income from which in development property and project financing accounts for 10% or more of the Group's income.

2.5.4.1.2 Marketing and distribution

¹² See Footnote 5 above

Harel Insurance has no marketing and distribution activity in development property and project financing.

2.5.4.1.3 Competition

In the Israeli market, property finance is mostly conducted through the banking system. Nevertheless, the entry of non-bank entities to this sector is a significant factor and the financial institutions' market share has gradually increased over the years.

2.5.4.2 The Group's activity in providing financial guarantees and development and operating services for mortgage portfolios

This activity takes place through the subsidiaries Harel Insurance and EMI. As part of this activity, Harel Insurance provides financial guarantees to an international reinsurer in respect of mortgage portfolios provided by Israeli banks. These guarantees are at a rate of 50% of the cost of the claims, insofar as they may be filed against that reinsurer. For its part, EMI provides development and operating services in connection with the insured portfolios, in a TPA (Third Party Administrator) format. In consideration of the aforementioned development and operating services, Harel Insurance and EMI are entitled to a commission of 50% of the net premium received by the insurer.

2.5.4.2.1 Customers

The Group has a single customer in this activity. The potential loss of this single customer will not significantly affect Harel Group's credit segment activity.

2.5.4.2.2 Marketing and distribution

The Company has no marketing and distribution activity in this operating segment.

2.5.4.2.3 Competition

The Company does not have any information about the competition conditions in this operating segment or about its position among the various competitors, if there are any.

For additional information about the Group's activity in providing financial guarantees and development and operating services for mortgage portfolios, see Note 3C2(m)(12) to the Financial Statements.

2.5.5 Information at the level of the Group's entire activity in the credit segment

2.5.5.1 Changes in the volume and profitability of activity in this segment

Changes in the volume and profitability of activity in this segment are affected mainly by macroeconomic trends in the local and global capital markets, as well as by political and defense-related events and capital and additional requirements of Israel's banks in connection with their mortgage portfolios.

For additional information about macroeconomic trends, see Section 2.5.2 above.

2.5.5.2 Substitutability

The substitutes available to businesses that require solutions for capital requirements or development property finance are generally submitting an application to the banks or insurance companies and non-bank entities operating in this sector.

2.5.5.3 Restrictions and supervision applicable to the credit operating segment

Following is a summary of the main points of the legislative restrictions and other regulations pertaining to the Group's activity in the credit sector, changes that took place in the Reporting Period and new provisions of law that were promulgated and/or published in the reporting year.

The regulations and provisions set out below are not an exhaustive list. There are numerous, additional provisions of law regulating the mode of operation of the Group and its subsidiaries, in part in the credit operating segment. On additional provisions of law, see Section 3.1. below.

Legislation

1. Supervision of Regulated Financial Services Law and subsequent regulations.

On August 1, 2016, the Supervision of Regulated Financial Services Law was published in *Reshumot*, regulating the activity of entities obligated to obtain a license to provide credit and render service in a financial asset. This legislation was an important stage in the regulation of financial services provided by entities that are not banks or financial institutions, including regulation of the non-bank credit sector. Later amendments to the law regulated the activity of additional financial service providers. Pursuant to the provisions of the law, any entity engaged in one of the areas of activity listed in the law must hold the appropriate license for its activity issued by the Capital Market, Insurance and Savings Authority.

In addition to the licensing obligation, the Supervision Law obligates providers of the different financial services to safeguard the interests of their customers from consumer perspectives, for example: prohibition on misrepresentation, fair disclosure, prohibition on exerting unfair influence, prohibition on conditioning one service on another, etc.

2. Anti-Money Laundering Law, 2000, and subsequent orders.

Provisions of law

1. Supervision of Financial Services (Regulated Financial Services) (Exemption from a Licensing Obligation) Regulations, 2022.

On October 26, 2022, Supervision of Financial Services (Regulated Financial Services) (Exemption from a Licensing Obligation) Regulations, 2022, were published in *Reshumot*. Among other things, the regulations prescribe that corporations engaged in the provision of credit exclusively to business companies that are not purchasing groups, in the amount of at least NIS 3,000,000 per single credit transaction, are exempt from the obligation to hold a license to provide credit.

Summary of the regulations or provisions of law published in the Reporting Period and up to the date of publication of the Report

Circulars

2. On April 24, 2023, an amendment was published to the circular on the management of money laundering and terror financing risks among the providers of regulated financial services.

The circular provides guidelines for the providers of financial services in adopting a risk-based approach so as to enable them to effectively address money laundering and terror financing risks. This, among other things, by formulating policy and procedures for the management of money laundering risks, appointing a person responsible for compliance with the anti-money laundering and terror financing obligations, the effective allocation of resources by providers of financial services to correspond with the identified risks, and establishing procedures for maintaining ongoing control and the proper, effective application of the KYC (Know Your Customer) procedure. This amendment abolished the obligation to report special cases to the Commissioner that had been reported to the competent authority as part of the reporting obligations.

Circulars published after the Reporting Period

1. On February 21, 2024, an amendment was published to the circular on risks among regulated financial service providers published on May 29, 2022. The circular broadens the application of the original circular so that its provisions were also applied to holders of an extended license for providing credit. The provisions of the circular instruct financial service providers to adopt risk management procedures that will help them effectively address the various risks to which they are, or might be, exposed. This, in part, by formulating risk management work procedures, appointing a risk manager, allocating the appropriate resources for risk management and establishing reporting routines.

2.5.5.4 Ordinary mortgage and reverse mortgage

Fair Credit Law, 1993;

Provisions of Chapter 4, Management of investment assets, to the Consolidated Circular regarding all aspects of "housing loans";

Proper Banking Conduct Regulations 451, regulations for providing housing loans;

Banking (Customer Service) (Proper Disclosure and Submittal of Documents) Regulations, 1992;

Banking Order (Early Repayment of a Housing Loan), 2002.

2.5.5.5 Project finance for development property

Sale Law (Homes) (Securing the Investments of Home Buyers), 1974.

Section 2.5, including its sub-sections, on the structure of this operating segment and changes therein, also includes forecasts, evaluations, estimates and other information relating to future events and affairs, the materialization of

which is uncertain and is not within the Company's exclusive control (forward-looking information). The key facts and data which formed the basis for this information are those pertaining to the Company's current position and its business in this segment (such as the volume of sales, profit rates, manpower, business agreements, etc.), facts and data pertaining to the current situation in Israel and worldwide in this operating segment (such as sector-based economic developments, regulatory environment, competitors, technology developments, reinsurance market, etc.), and macro-economic facts and data (such as the economic situation in Israel and worldwide, yield rates on the capital markets, political and social developments, etc.), as they are known to the Company at the time of this report. The forward-looking information contained above in this section is, in addition to the information available to the Company, based significantly on current projections and estimates of the Company regarding future developments in each of the aforementioned parameters, and the extent to which these developments are interconnected. The Company cannot be certain that its projections and estimates will in fact materialize, and the Company's performance may differ significantly from the estimated or inferred performance noted above, in part due to changes in any of the above-mentioned factors.

2.6 Financial services and capital market activity

Financial information about the capital market and financial services segment

Financial services and capital market (NIS million):	2023	2022	2021	Change in 2023 against 2022	Change in 2023 against 2021
Total income	365	264	254	38.26%	43.7%
Costs that are not considered income from the Company's other segments of operation	283	187	172	51.3%	64.5%
Total costs	283	187	172	51.3%	64.5%
Write-down of intangible assets	2	4	4	(50.0%)	(50.0%)
Pre-tax profit from ordinary activity	80	73	78	9.6%	2.6%
Total comprehensive income from ordinary activity before taxes on income	80	73	78	9.6%	2.6%
Total comprehensive income before taxes on income	80	73	78	9.6%	2.6%
Total assets in balance sheet	10,874	6,601	5,128	64.7%	-

2.6.1 General information about this area of activity

For general information about the segment of operations, see Section 1.2.5 above

2.6.2 Structure of the segment and the applicable changes

The Group's activity in the financial services segment takes place through Harel Finance and the companies it controls, which together form the Group's financial wing.

Harel Finance holds the following companies:

- 2.6.2.1 Harel Mutual Funds, a company licensed to manage mutual funds, that manages open mutual funds and ETFs.
- 2.6.2.2 Harel Index Trade, a company that operates as a statutory market maker for the ETFs managed by Harel Mutual Funds.
- 2.6.2.3 Harel Investment Management, a company which is a licensed portfolio manager and performs portfolio management activity for its customers.
- 2.6.2.4 Harel Finance Alternative, that functions as a general partner in limited partnerships that are foreign private equity funds registered outside Israel.
- 2.6.2.5 Harel Investment Funds, a company that functions as a general partner in limited partnerships that are private equity funds operating in joint investments with Harel Insurance.
- 2.6.2.6 Harel Exchange Traded Deposit, a company that issues marketable certificates of deposit (CDs) and is a reporting company (held through Harel Sal Currencies).

2.6.2.7 Harel Strategies, a company that performs transactions for its own account (Nostro). This activity is also performed through additional subsidiaries for their own accounts (Nostro).

2.6.2.8 Harel Operating Services Ltd., a company that provides management resources and operating services to different companies in the finance arm and provides consulting activity in foreign currency to qualifying customers.

2.6.3 Legislative restrictions, regulations and special constraints that apply to this operating segment

Activity in the financial services and capital market sector is subject to several laws, of which the most important are:

- (a) Securities Law, including the subsequent regulations, orders and directives.
- (b) Regulation of Investment Advice, Investment Marketing, and Portfolio Management Law, 1995, including subsequent regulations.
- (c) Joint Investment Trust Law, 1994, including subsequent regulations.
- (d) Prohibition on Money Laundering Law, 2000, and the Prohibition on Money Laundering (Duty of Portfolio Managers to Identify, Report and Keep Records for the prevention of Money Laundering and Financing of Terror) Order, 2010.

Moreover, other restrictions apply to the Group by virtue of other laws. For details of the regulation which applies to this area of activity, see Section 2.6.16 below.

2.6.4 Changes in the scope of operations and in profit in this segment

The financial services and capital market segment is typically extremely volatile, due to growth or recession in the global and the domestic capital markets, as well as due to political events in Israel and worldwide which affect share prices and the volume of activity in the capital market, global macroeconomic data (e.g. interest rates), and growing competition. This volatility affects the Group's performance in this segment.

Additionally, this segment is constantly subject to changes in regulation.

2.6.4.1 Management of mutual funds

The volume of AUM increased substantially during the Reporting Period. At December 31, 2023, the AUM of Harel Mutual Funds is NIS 67.7 billion, compared with AUM of NIS 43.2 billion at December 31, 2022. During the course of 2023, there was a material change in the mix of the assets under management and a shift to money-market funds at the expense of the traditional funds.

2.6.4.2 Portfolio management

In the Reporting Period, the volume of assets under management (AUM) decreased. At December 31, 2023, AUM was NIS 13.5 billion, as against AUM of NIS 14.1 billion at December 31, 2022. The decrease is mainly attributable to redemptions by private and corporate customers.

On March 1, 2021, Harel Investment Management began to manage, as an investment manager, the investments of central severance pay funds managed and operated by Harel

Pension and Provident, in the amount of NIS 250 million. At December 31, 2023, the value of the managed assets is negligible.

On October 1, 2021, Harel Investment Management, as an investment manager, began to manage the investments of investment provident funds managed and operated by Harel Pension and Provident, in the amount of NIS 500 million. At December 31, 2023, the value of the assets under management is NIS 2.4 billion, compared with NIS 2.1 billion at December 31, 2022.

2.6.4.3 Management of investments in mutual funds using computerized models

The volume of assets under management at December 31, 2023, was the same as the previous year and amounted to NIS 0.2 billion.

2.6.4.4 Management of private equity funds

At the end of 2023, Harel Finance manages, through Harel Finance Alternative, directly and indirectly through subsidiaries: (1) a real-estate investment fund in the USA, which at December 31, 2023, has AUM of USD 28 million; (2) a real-estate debt investment fund in the USA, which at December 31, 2023, has AUM of USD 223 million. The real-estate debt investment fund in the USA received the investors consent to amend the partnership agreement so that from December 17, 2023, the fund became an open fund unlimited in time; (3) a loan fund backed by real-estate in Europe which is an open fund that began to recruit investors and raise funds in the first quarter of 2022, and at December 31, 2023, has AUM of EUR 46.5 million; (4) a non-tradable credit fund that began to recruit investors and money in the first quarter of 2023, and at December 31, 2023 has AUM of USD 57 million.

Additionally, Harel Finance Alternative holds 49.9% and Harel Investments holds 50.1% of the shares of Harel Investment Funds, which is the general partner for three investment funds established in the real-estate, non-marketable credit, technology and PE sectors ("the Related Funds"). Of these funds, the non-marketable credit fund is the only fund that has begun to make investments.

2.6.4.5 Issue of marketable deposits

In 2019, 2020 and 2022,, Harel Exchange Traded Deposit issued 3 series of bonds, Series 1, Series 2 and Series 3, all three of which are backed by bank deposits deposited in highly rated banks. The total assets managed for the three series together amount to NIS 3.5 billion at December 31, 2023, compared with NIS 1.25 billion, at December 31, 2022. These series were expanded during the Reporting Period.

2.6.5 Developments in the markets of this operating segment, or changes in the characteristics of its customers

The situation in the capital markets in Israel and around the world significantly affects this operating segment as well as the volume of activity by private and institutional customers. For example:

At the conclusion of 2023, the mutual funds recorded net raisings of NIS 20 billion due to a record NIS 17 billion raised by the money-market funds.

At the conclusion of 2023, the ETFs recorded net raisings of NIS 2.7 billion.

On the repercussions and effects of the Swords of Iron War, see Section 2.2 in Chapter 2,

Board of Directors Report, in the Company's Periodic Report.

2.6.6 Critical success factors in this area of activity and the applicable changes

The Group believes that several factors are critical to the success of the financial services and capital market sector, including: state of the global capital market, state of the capital market with respect to turnover and yields, interest rates, the public's tastes, the yields generated by the investments that the Group manages for its customers, rating of mutual funds in the banks' rating software, financial risk management, portfolio retention, high level of customer service, fairness and credibility for the Group's customers, while upholding the customer's interests, effective marketing and distribution channels that allow the Group to increase its volume of business, operating and budget effectiveness, the mix and variety of products, positioning of Harel Finance as a leading investment house, and the Group's ability to leverage all the foregoing by way of creating a brand which will enhance its competitive position, while preserving values such as integrity, professionalism and a quality service experience.

Additionally, the factors critical to the Group's capital market activity are skilled, professional manpower which includes investment personnel and experienced, professional traders, marketing and financing personnel to cost the products and services offered by Harel Finance and marketing them to customers in this sector, and close, on-going working relationships with the institutional investors so as to learn their requirements and preferences.

Other critical success factors are the Group's reputation (goodwill), computer and information systems that support the management of customer relations, control and risk management.

2.6.7 Substitutes for products in this segment and the applicable changes

The substitute products and services available to customers in the portfolio management and mutual fund management segment are savings channels in financial institutions, including structured deposits, financial investment policies, investment in investment provident funds, foreign funds or investment in securities by the investor without the assistance of a professional investment manager or advisor in the pension savings channel.

2.6.8 Products and services

2.6.8.1 Management of mutual funds

Harel Mutual Funds manages mutual funds which are differentiated from one another by different investment policies. Mutual funds make it possible to invest in numerous and diverse assets, and at the same time retain a high level of distribution. Each mutual fund has an investment policy which is implemented by the fund manager who purchases securities for the fund. The mutual fund issues participation units to investors which represent their relative share of the fund's assets. The mutual fund units are purchased and redeemed via TASE Members (mainly the banks) both independently by investors and as part of the general consulting or portfolio management activity.

In specific funds and at its discretion, Harel Mutual Funds allows external fund managers, who are not part of Harel Finance Group, to administer the investments of the mutual funds based on a hosting model. In the Reporting Period, Harel Mutual Funds

continued to enter into agreement with external investment managers for the purpose of managing these investments. At the end of 2023, Harel Mutual Funds manages 8 funds on a hosting model, and the value of their assets is NIS 280 million.

The mutual funds managed by Harel Mutual Funds include: funds that track indices (open tracker funds and ETFs) and mutual funds in which the investment management is active including money market funds ("the Active Funds"), based on the investment policy of each fund. These Active Funds have diverse investment policies (foreign currency, share-based, shekel, money-market, flexible, bonds, mixed, conversion, etc.) with the purpose of providing investors with a variety of investment options based on their requirements.

A mutual hedge fund is an investment fund active as part of a broader supervised investment policy that, from April 2023, the Securities Authority permitted (in a temporary order in force until October 1, 2025) all fund managers to issue up to three mutual held funds thus allowing the broad investing public to benefit from access to the world of hedge fund investments. This move was designed to facilitate a combination of the special, flexible features of hedge funds with the advantages of supervised mutual funds. At the date of the report, Harel Funds has issued three mutual hedge funds.

Harel Mutual Funds has distribution agreements with TASE members for the purpose of distributing the mutual funds (payment to the TASE members is in accordance with the rates prescribed in the Joint Investment Trust (Distribution Fee) Regulations, 2006, depending on the category of fund). Based on these agreements, the TASE members distribute the funds managed by Harel Mutual Funds to their customers.

At December 31, 2023, Harel Mutual Funds manages 302 mutual funds of various categories, according to investment specifications and different investment channels. Mutual fund management activity is subject to the provisions of the Joint Investment Trust Law and subsequent regulations.

A mutual fund is established according to an agreement between a fund manager and a trustee ("the Fund Agreement"). The Fund Agreement sets out the fund's investment policy, the maximum wage that the fund manager may receive, and the maximum wage which the trustee may receive, the maximum supplement that the fund manager may collect from a person who purchases units in the fund, as well as technical provisions pertaining to the operation of the fund. Units in mutual funds are offered in accordance with a "new fund prospectus" or in accordance with the prospectus of a fund manager and the funds that it manages. The prospectus is valid for one year from its date of publication. The fund's prospectus is prepared in accordance with the Joint Investment Trust (Particulars of Prospectus of Fund, Structure and Form) Regulations, 2009.

2.6.8.2 Portfolio management

In the Reporting Period, Harel Finance group managed investment portfolios through two companies. one - Harel Investment Management which manages customer portfolios in a variety of investment tracks for private customers, various financial institutions and companies, and until December 27, 2023 through Alfa Tech, that uses computerized models to manage mutual funds.

The investment policy in each portfolio managed by Harel Investment Management is determined together with the customer, based on his definitions and needs (e.g. customer

specifications and activity, requested risk level, purpose of the investment, etc.). Harel Investment Management has full professional discretion in deciding upon the investments within the framework outlined by the customer. In the Reporting Period, Alfa Tech operated within the framework of the investment policy defined in the prospectus of the fund whose investments it manages.

In the Reporting Period, Harel Investment Management and Alfa Tech have or had an interest in financial assets (mutual funds) and are or were a company “associated with financial institutions” (insurers, a management company and a fund manager). They are therefore considered portfolio managers engaged in the marketing of investments (as differentiated from investment consulting).

All the employees engaged in the management or marketing of investments are licensed portfolio managers or licensed investment marketers.

Harel Investment Management has an internal investment committee whose members are employees of Harel Finance Group, which, together with analysts employed by the Group, regularly determines the investment management policy for its customers, based on the different exposure strategies and customer specifications.

Additionally, a supervisory committee operates on behalf of the board of directors of Harel Investment Management, which is charged with outlining the company’s investment management policy and investment management approach and overseeing, on a quarterly basis, compliance with the limitations prescribed by the internal investment committee. The supervisory committee receives reports on deviations from the investment procedures and investment policy of the customers and on any failure to comply with the investment limitations prescribed by the investment committee, if there are any.

Portfolio management activity typically involves direct contact and familiarity with the customers, most of whom hold assets that exceed a certain minimum amount. Customer portfolios are managed through accounts in the name of the customers, that are managed in banks and by non-bank TASE members.

In the Reporting Period, Alfa Tech had an internal investment forum which periodically examines the computerized models and analyzes the risks of the computerized models.

According to the Regulation of Investment Advice, Investment Marketing and Portfolio Management Activity (Equity and Insurance) Regulations, 2000, the capital requirement is negligible and Harel Investment Management is in compliance with the requirement:

At December 31, 2023, Harel Investment Management has equity in the amount of NIS 2.3 million.

At December 27, 2023, Alfa Tech has equity in the amount of NIS 0.5 million.

The income of Harel Finance from portfolio management activity by Harel Investment Management is attributable to management fees collected from customers and to portfolio management activity conducted through the Group’s mutual funds. In most cases, Harel Investment Management does not collect management fees from its customers for the component of the customer’s investment portfolio which is invested through mutual funds managed by Harel Mutual Funds. Harel Investment Management is entitled to a marketing and management fee from Harel Mutual Funds for the

marketing and management of the mutual funds of Harel Mutual Funds for the customer portfolios of Harel Investment Management, including for mutual funds whose investments it manages.

In the Reporting Period, Harel Finance's income from the activity of Alfa Tech was attributable to the management fees of the funds whose investments were managed by Alfa Tech as an external investment manager.

2.6.8.3 Private equity funds

In the Reporting Period, Harel Finance Alternative managed three private equity funds registered outside Israel. (1) a real-estate investment fund (REIT); (2) a loan fund backed by real-estate assets in the US; (3) a loan fund backed by real estate assets in Europe.

After the Reporting Period, Harel Finance Alternative launched a fourth investment fund - a loan fund backed by real-estate assets in Israel with joint investment activity with Harel Insurance or entities outside Harel Group. At the date of the report, the fund's investment activity has not yet commenced.

The funds are limited partnerships established in accordance with an investment agreement between the general partner (Harel Alternative or Harel Investment Funds, as applicable or a company owned by them) and the limited partners in the partnership ("the Investment Agreement"). The Investment Agreement sets out the fund's investment policy and period of operation, determines the fee of the fund manager which is the general partner, defines the rights of the limited partners and general partner, an arrangement for allocation of the fund's expenses, as well as other provisions relating to the terms of investment in the fund. The REIT is a closed fund which has not raised additional capital since the date of its closure in November 2018. The loan fund backed by real estate assets in the US recruited investors and raised money during its period of operation, all under the conditions specified in the agreement. In light of obtaining the necessary agreement of the investors to amend the partnership agreement, on December 17, 2023, the fund changed from being a closed fund to an open fund that is unlimited in time. The fund with loans backed by real-estate assets in Europe is a closed fund that began to recruit investors and raise funds during the first quarter of 2022.

Harel Investment Funds is the general partner for a non-marketable credit fund that began to recruit investors and raise money in the first quarter of 2023.

2.6.8.4 Issue of structured bonds backed by fixed / variable interest deposits, fully backed by a pledge on deposits in banks in Israel with an Aaa rating.

In 2019, Harel Exchange Traded Deposit issued Series 1 bonds backed by bank deposits deposited in banks with a high rating. The total asset managed in the Series, at December 31, 2023, including expansions that were made in 2020, 2021 and 2022, and amounts to NIS 0.8 billion.

In 2020, Harel Exchange Traded Deposit issued Series 2 bonds which are also backed by bank deposits in banks with a high rating. At December 31, 2023, the total AUM of the series is NIS 0.1 billion.

In 2022, Harel Exchange Traded Deposit issued Series 3 bonds which are also backed by bank deposits in banks with a high rating. At December 31, 2023, the total AUM of the series, including the expansions carried out in 2023, is NIS 2.7 billion.

2.6.8.5 Forex consulting

Among other things, Harel Finance provides Forex consulting services for qualifying customers.

2.6.8.6 Activity in the Nostro account

Harel Strategies is engaged in activity for its Nostro account as well as for other Harel Finance subsidiaries engaged in the same activity for their own accounts.

2.6.9 Segmentation of income for products and services

Total comprehensive income of the capital market and financial services segment was NIS 365 million in 2023. Of this amount, income from the mutual funds (including market making) and investment portfolio activity was 70%; income from the other financial products accounted for 30%.

2.6.9.1 Movement in AUM and the average management rates in the financial services and capital market segment in NIS million:

	Mutual funds			Portfolio management		
Movement in asset (NIS million)	2023	2022	2021	2023	2022	2021
Opening balance	43,211	42,950	39,067	14,962	15,885	13,672
Net accrual	20,160	3,834	(1,237)	(1,166)	*1,041	1,423
Income from management fees	(222)	(212)	(224)	(45)	*(43)	(58)
Other changes	4,565	(3,361)	5,344	1,138	*(1,921)	848
Closing balance	67,714	43,211	42,950	14,889	14,962	15,885
Average management fees	0.33%	0.41%	0.55%	0.24%	0.24%	0.24%

* The figures were restated

- The mutual fund assets acquired for customers as part of the investment portfolio activity appear in portfolio management activity and in mutual fund activity.
- Management fees in respect of the mutual fund assets acquired for customers as part of the investment portfolio activity are presented as part of the mutual fund activity.

2.6.10 New products

Harel Finance operates under variable market conditions and tailors its products to the changing needs of customers and market conditions. Harel Finance invests time in developing additional financial instruments in an effort to diversify the supply of investment channels for its customers.

Accordingly, during the course of 2023, Harel Finance offered, through Harel Mutual Funds, 8 new mutual funds, 3 mutual hedge funds, merged one mutual fund and dissolved ten mutual fund.

In the Reporting Period, Harel Investment Funds launched a credit fund in a joint investment

with Harel Insurance. For additional information see Section 2.6.8.3 above.

After the Reporting Period, a credit fund backed by real-estate assets in Israel (Magen Israel) was launched. For additional information see Section 2.6.8.3 , 2.6.8.4 above.

2.6.11 Customers

Harel Investment Management

The company's customers are private customers, financial institutions and corporations.

Customers generally have on-going agreements with Harel Investment Management, but both parties may terminate the agreement at any time, in accordance with the terms of the agreement and the provisions of the Investment Advice Law.

Harel Mutual Funds

In mutual fund activity, the fund manager does not usually have information regarding the identity of the customers who hold the units in the fund that he manages, given that it is the TASE members which distribute the funds. Harel Finance believes that the mutual fund holders include private, corporate and institutional customers .

Harel Exchange Traded Deposit

The investors who purchase certificates of deposit issued by Harel Exchange Traded Deposit are mainly money market funds and financial institutions.

Private equity funds

The investors in the private equity funds are generally "classified investors" (according to the definition of this term in the Securities Order (amendment to the First Schedule of the Securities Law), 2016, including individuals who invest directly or through IRAs.

Statutory market making

The sole customer of the market making company is Harel Mutual Funds for the ETFs that it manages.

Dependence on a single customer

In the financial services and capital market segment, the Group has no single customer which is not an affiliate, whose revenues account for 10% or more of the total revenues of Harel Finance.

2.6.12 Marketing and distribution

2.6.12.1 Marketing and distribution methods

The Harel Finance companies have several marketing and distribution channels for their products and services, the most important of which are:

- (a) Sales and marketing personnel who are employees of the Group.
- (b) Investment advisors in the banks - this is the main channel for the distribution of mutual funds. Most of the activity in mutual funds in this channel is to bring the funds to the attention of the investment advisors and to provide them with information and marketing documents accordingly.

- (c) Private portfolio managers and investment consultants.
- (d) Holding professional / marketing gatherings.
- (e) Advertising in the media and on the internet.
- (f) Marketers who are not Group employees.
- (g) Insurance agents who market Harel Group's products.

2.6.12.2 Dependence on marketing channels

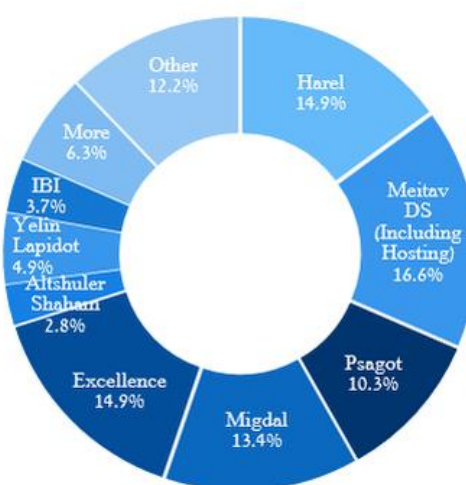
The Group is not dependent on any particular marketing channel.

2.6.13 Competition

2.6.13.1 Structure of competition in this segment and the applicable changes

The financial services and capital market sector is highly competitive, with competition from the banks and the non-bank entities, including subsidiaries of the insurance companies. The factors over which there is competition are the yield attained (relative to the risk level), level of management fees, level of commissions for the different categories of activity, variety of products and quality of service.

The following diagram shows market segments (in percentages) held by the mutual fund management companies at December 31, 2023:



2.6.13.2 Competitive conditions in the financial services and capital market segment

The Group's activity in the financial services and capital market segment is highly competitive, and this competition is ongoing despite the trend of consolidation among a number of players in the relevant markets.

In the past few years, the options for interchangeability among products in this sector have increased so that all products in this segment compete with and can be replaced by one another.

2.6.13.3 With respect to portfolio management and mutual fund management - the competition is against savings channels in financial institutions, including structured deposits, financial investment policies, foreign mutual funds or investment in securities by the investor without the assistance of a professional investment manager or advisor in the pension savings channel. Another competing factor is the possibility of investing in saving contract policies, investment funds or investment provident funds.

2.6.13.4 Key competitors in this segment

Portfolio management

The principal competitors in this segment are portfolio management companies which are controlled by private entities and insurance companies, e.g. The Phoenix, Meitav Dash, IBI, Altshuler Shaham, Yelin Lapidot, investment management companies held by the banks and other entities.

Management of mutual funds

The principal competitors in this branch are: Meitav Dash, Kesem, Psagot, Migdal, Yelin Lapidot, More, Altshuler Shaham, IBI and other entities.

Investment funds

The principal competitors in this sector are real estate investment trusts (REITs) and private and public real-estate backed loan funds.

Marketable deposits

The competitors of Harel Exchange Traded Deposit are Ella Deposits Ltd., Gilad Deposits, G.S. E. Deposits Ltd. and Pai Deposits and Structured Products Ltd.

2.6.13.5 Methods of coping with the competition

The Group's principal methods of coping with the competition are:

- (a) Use and retention of quality manpower.
- (b) Providing customers with professional, reliable service.
- (c) Increasing awareness of the quality of the investment by the Group companies, particularly among investment advisors in the banks.
- (d) Advertising and marketing activity and enhancing the Group's brand in the media.
- (e) Tailoring the basket of products offered to customer requirements and market conditions.
- (f) Use of information systems that assist in investment management.
- (g) Use of advanced digital platforms.

2.6.14 Seasonality

There are no seasonal influences in the financial services and capital market sector.

2.6.15 Service providers

2.6.15.1 The Group's companies which operate in the financial services and capital market sector have agreements with various service providers for their on-going activity, including for

financial information, banks, foreign brokers who perform transactions in foreign securities, etc.

2.6.15.2 Harel Finance Group dependence on service providers:

- Inteli trade – the Inteli trade software program is used for transmitting quotes for ETFs. To the best of the Company's knowledge, there are no other off-the-shelf software programs available on the market for ETF quotes.
- Danel – Harel Investment Management has an agreement with Danel for software services on which most of the activity of Harel Investment Management is based. Danel is a software program used by Harel Investment Management to manage and operate its customers' investment portfolios, including investment analysis and Back Office. To the best of Company's knowledge, most of the portfolio management companies in Israel are dependent on this supplier.
- A-Online - Harel Investment Management has an agreement with A-Online for the right to use the PAM investment control system.
- First International Bank of Israel Ltd. (FIBI) - Harel Mutual Funds receives operating services for the active and passive funds from FIBI. There are very few alternatives for the operation of mutual funds by entities in the market that provide this type of service.
- Bloomberg - Harel Mutual Funds and Harel Index Trade have agreements with Bloomberg, primarily for the right to use data for ETFs that track foreign indices.

2.6.16 Restrictions and supervision of this area of activity

Following is a concise summary of the statutory limitations and other legislative arrangements pertaining to the Group's activity in the financial services and capital market sector, changes which took place therein during the Reporting Period and new provisions of law which were enacted and/or published during the reporting year.

2.6.16.1 Investment management

2.6.16.1.1 Investment Advice Law

Activity in the investment management segment is regulated in the Investment Advice Law .

Under the provisions of the Investment Advice Law, activity in investment advice, in investment marketing and in portfolio management requires a license and this subject to several special exclusions which are specified in the Investment Advice Law .

Additionally, the Investment Advice Law stipulates that a portfolio manager who is associated with a financial institution - an insurer, management company or fund manager, may not engage in investment advice, but only in investment marketing. A portfolio manager which is an associate of a financial institution and engages in investment marketing, must disclose this information to the customer, and it must also disclose a list of the financial institutions with which it has a relationship. Furthermore, a portfolio manager who is associated with a financial institution and is engaged in the marketing of investments, may prefer a financial asset in which it has an interest over a similar financial asset in which it has no interest.

Additionally, the Investment Advice Law imposes certain obligations on portfolio managers, investment advisers and investment marketers, including a fidelity obligation towards the customer, duty of care towards the customer, confidentiality obligation, obligation to prepare a written agreement with the customer, obligation to provide minimum insurance and equity, and it also regulates the activity that the portfolio manager may perform for the customer and the ways in which it is to be carried out.

2.6.16.1.2 The Investment Advice, Investment Marketing and Portfolio Management (Shareholders Equity and Insurance) Regulations, 2000, prescribe a requirement to hold minimum equity and to insure portfolio managers.

2.6.16.1.3 Anti-Money Laundering (Obligation for Portfolio Managers to Identify, Report and Keep Records) Order, 2010, regulates the obligations imposed on portfolio managers in relation to identifying the customer, knowing the customer (KYC), and reporting certain activities of the customer to the Anti-Money Laundering Authority.

2.6.16.1.4 The Regulation of Investment Advice, Investment Marketing, and Portfolio Management (Reports) Regulations, 2012, regulate a portfolio manager's obligation to report to the customer and to the ISA.

2.6.16.2 Management of mutual funds

2.6.16.2.1 Joint Investment Trust Law

Mutual fund management activity is regulated in the Joint Investment Trust Law and subsequent regulation.

The Joint Investment Trust Law and its ensuing regulations regulate other matters as well, for example: (a) a requirement for the fund manager to hold minimum equity of an amount stipulated in the regulations; (b) regulation of the payment of distribution fees to distributors who are TASE members; (c) discrimination between fund managers is not permitted by the collection of differential distribution fees; (d) an obligation to take out professional liability insurance to cover the fund manager's liability on account of a negligent omission towards unit owners and to take out insurance to cover breach of trust by his employees and workers who are involved in the decision making process regarding management of the fund's investment portfolios, towards owners of the units.

2.6.16.3 Management of investment funds

2.6.16.3.1 Securities Law

The management of investment funds is regulated in the Securities Law and subsequent regulations. The law and the regulations regulate the subject of the offering of securities to the public. Additionally, the funds and the legal entities associated with the fund's activity, all of which were established in the USA, are governed by regulatory obligations according to their state of incorporation.

2.6.16.4 Issue of marketable certificates of deposit

2.6.16.4.1 Securities Law

Activity relating to the issue of marketable CDs is regulated in the Securities Law and subsequent regulations. The law and the regulations regulate, *inter alia*, the subject of the offering of securities to the public and reporting to the Securities Authority.

2.6.17 Material agreements

The companies in the finance wing have no material agreements which are not part of the normal course of business, except the agreements set out in Section 2.6.15.2 above.

2.6.18 Joint venture agreements

At the date of this report, companies in the financial services wing are not party to significant strategic joint venture agreements with entities that are not part of Harel Group.

Section 2.6, including its sub-sections, on the structure of this operating segment and changes therein, also includes forecasts, evaluations, estimates and other information relating to future events and affairs, the materialization of which is uncertain and is not within the Company's exclusive control (forward-looking information). The key facts and data which formed the basis for this information are those pertaining to the Company's current position and its business in this segment (such as the volume of sales, profit rates, manpower, business agreements, etc.), facts and data pertaining to the current situation in Israel and worldwide in this operating segment (such as sector-based economic developments, regulatory environment, competitors, technology developments, reinsurance market, etc.), and macro-economic facts and data (such as the economic situation in Israel and worldwide, yield rates on the capital markets, political and social developments, etc.), as they are known to the Company at the time of this report. The forward-looking information contained above in this section is based significantly, in addition to the information available to the Company, on current projections and estimates made by the Company regarding future developments in each of the aforementioned parameters, and the extent to which these developments are interconnected. The Company cannot be certain that its projections and estimates will in fact materialize, and the Company's performance may differ significantly from the estimated or inferred performance noted above, in part due to changes in any of the above-mentioned factors.

3. Information about the Group's overall operations

3.1 Restrictions and supervision which apply to the operations of the Group's companies

Following is a summary of the legislative arrangements and key provisions of law which significantly affect the Group's overall activity.

The arrangements and instructions mentioned below are not an exhaustive list. There are numerous, additional provisions of law regulating the mode of operation of the Group and its subsidiaries. For additional provisions of law, see Sections 2.5.5.3 and 2.6.3 above.

- (a) The Securities Law - including subsequent regulations and ISA directives.
- (b) The Companies Law - including subsequent regulations.
- (c) The Supervision Law - including its subsequent regulations and circulars published by the Commissioner under his powers according to the Supervision Law.
- (d) Contract (Insurance) Law, 1981 ("Insurance Contract Law").
- (e) Joint Investment Trust Law.
- (f) Investment Advice Law.
- (g) Anti Money Laundering Law, 2000 including the orders published by virtue of the law (mainly the Prohibition on Money Laundering (Duty of Insurers, Insurance Agents and Management Companies to Identify, Report and Keep Records to Prevent Money Laundering and Terror Financing) Order, 2017.
- (h) Protection of Privacy Law, 1981.
- (i) Law for the Encouragement of Competition and Reduction of Concentration, 2013 ("Concentration Law")

The Concentration Law was published in December 2013, based on the recommendations of the Commission to Encourage Economic Competition. The provisions of the law are intended to reduce the present concentrated structure of the Israeli economy and to increase sectoral competition through several levels of activity aimed, among other things, at: regulating the distribution of the public's assets in a way that will prevent an infringement of competition and reduce the overall economic concentration; limiting the activity of pyramid-structure business groups; segregating those who control significant real assets from those who control significant financial assets.

Accordingly, the Concentration Law limits pyramid holding structures to just two layers, and imposes restrictions in an effort to segregate significant financial entities and significant real corporations. These restrictions include that an entity that controls or holds 5% of a significant real corporation cannot continue to control a significant financial institution or hold more than 10% of such institution. For entities in which there is no control core, the percentage holding shall not be more than 5%.

It was also determined that a significant financial institution, significant real corporation and any person who belongs to a holding group that includes one of these, shall be defined under the Concentration Law as a "concentrated entity". The Commission for the Reduction of Concentration ("the Commission") publishes on the Ministry of Finance website and in *Reshumot* ("Official Gazette"), lists of the concentrated entities in the economy as well as

separate lists of significant real corporations and significant financial institutions. The published lists also include several subsidiaries of the Group, including Harel Insurance.

In September 2022, a report was published by the task force for the assessment of implementation of the provisions of Chapter 4 of the Concentration law, which addresses segregation between significant real corporations and significant financial institutions. In the report, the Commission recommended revising the list of financial institutions in the Concentration Law and also defining an insurer's bond issuing company as a financial institution to which the restrictions regarding segregation between financial institutions and significant real corporations should be applied. At the date of publication of the report, binding instructions have not yet been published with respect to such classification and the Group is therefore unable to estimate the repercussions of the Commission's recommendations.

- (j) Amendment no. 227, to the Income Tax Ordinance (New Version), 1961 (in this Section: "Amendment to the Income Tax Ordinance"); Income Tax (Application of the FATCA Agreement) Regulations, 2016 ("FATCA Regulations"); Income Tax (Application of a Common Reporting Standard and Due Diligence of Information about Financial Accounts) (Amendment) Regulations, 2023 ("CRS Regulations")

In 2014, Israel and the USA signed an agreement to improve international tax compliance and apply FATCA (Foreign Account Tax Compliance Act) ("the FATCA Agreement"). In 2015, the Commissioner published provisions to prepare for the application of this agreement.

As part of the amendment to the Income Tax Ordinance, the key arrangements for application of the agreement between Israel and the USA were written into law in an effort to improve international tax compliance and apply FATCA.

The FATCA Regulations defined provisions for application of the FATCA agreement. These included identifying the owners of accounts who are US citizens and residents, provisions for due diligence of accounts in the scope of the agreement and the transfer of information about reportable accounts to the Tax Authority for the purpose of transferring the information to the USA.

Additionally, the CRS Regulations regulate application of the convention for the Automatic Exchange of Information (AEOI) according to which financial institutions are obligated to identify account holders who fall within the scope of the regulations and to transfer information about reportable accounts to the Tax Authority for the purpose of transferring the information to the relevant country.

A failure to comply with the Regulations or to submit the necessary report could result in a declaration of non-compliance with respect to the financial institution and /or trigger the imposition of significant sanctions.

In the life assurance and long-term savings segment

- (a) Provident Funds Law – including regulations promulgated by virtue of this law and subsequent instructions published by the Commissioner under the Provident Funds Law;
- (b) Supervision of Financial Services (Pension Advice, Pension Marketing and Pension Settlement System) Law, 2005.

- (c) Income Tax (Rules for the Approval and Management of Provident Funds) Regulations, 1964.

In the health insurance segment

- (a) National Health Insurance Law, 1994 - the law prescribes that all Israeli citizens are entitled to the healthcare services which are included in the health services basket provided by the HMO in which they are registered. The healthcare services included in the basket will be provided in Israel, except for exceptional cases where the insured may be entitled to payment for certain medical services overseas. An amendment to the National Health Law from 1998 determined that the HMOs are entitled to offer their members a plan for supplementary health services.
- (b) Supervision of Financial Services (Insurance) (Conditions of an Insurance Contract for a Basic Health Policy) Provisions, 2022.
- (c) Supervision of Financial Services (Insurance) (Conditions of Insurance Contracts for Surgery and Non-surgical Treatment in Israel) Regulations, 2022.
- (d) Supervision of Financial Services (Insurance) (Group Health Insurance) Regulations, 2009.
- (e) Supervision of Insurance Business (Conditions of Insurance Contracts) (Provisions Concerning a Pre-existing Medical Condition) Regulations, 2004.
- (f) Supervision of Financial Services (Insurance) (Group Long-term Care Insurance for Health Fund Members) Regulations, 2015.

In the non-life insurance segment

Compulsory motor and motor property

- (a) Supervision of Insurance Business (Conditions of a Contract to Insure a Private Vehicle) Regulations, 1986 - see Section 2.3.1.1(a) above.
- (b) Law for the Compensation of Road Accident Victims (CRAV Law) and relevant regulations - see Section 2.3.1.2 above.
- (c) Motor Vehicle Insurance Ordinance [New Version], 1970. Motor Vehicle Insurance (Setting up and Management of Databases) Regulations, 2004.
- (d) Supervision of Financial Services (Insurance) (Conditions of a Contract for Compulsory Insurance of a Motor Vehicle) Regulations, 2010 - see Section 2.3.1.2.

Property and other sectors

- (a) Supervision of Insurance Business (Conditions of a Contract to Insure Apartments and their Contents) Regulations, 1986 - see Section 2.3.1.4 above.
- (b) Supervision of Financial Services (Insurance) (Maximum Commissions on Mortgage-related Structural Insurance) Regulations, 2012 - see Section 3.7.3.4.

In the insurance companies overseas segment

The insurance companies overseas are subject to laws and supervisory regulations that apply in the countries in which they operate (Greece and Turkey) and according to which they are required to hold a license to operate in non-life insurance and health insurance.

These laws also include regulations, inter alia, concerning the holding of the means of control in an insurer, transferring the means of control in an insurer, composition of the board of directors, minimum shareholders equity, the manner of investing the reserves, calculation of the reserves, and provisions concerning agreements with reinsurers.

Following is a summary of the legislative arrangements and main provisions of law that were published during the reporting year - up to the publication date of this report:

3.1.1 General

3.1.1.1 Swords of Iron War

In the Reporting Period In the Reporting Period and up to the date of the report, a number of regulatory provisions were published with the purpose of adjusting the work of the financial institutions to the security situation due to the Swords of Iron War and the special situation on the home front. These include:

- 3.1.1.1.1 On February 7, 2024, draft Supervision of Financial Services (Provident Funds) (Insurance cover in provident Funds) (Temporary Order - Swords of Iron War) Regulations, 2024, were published. The draft regulations prescribe as a temporary order an arrangement aimed at meeting the needs of a large number of employees who were placed on unpaid leave or their employment was terminated, and as a result deposits on their behalf for insurance cover were discontinued. Among other things, the draft regulations propose that management companies will continue to deduct the cost of the insurance cover for 12 months from the month in which the deposit period ended, unless the member has issued other instructions.
- 3.1.1.1.2 On January 25, 2024, the Prescription Law (Amendment no. 8 - Swords of Iron), 2024, was published, prescribing as a temporary order arrangements aimed at providing a response to the difficulties facing civilians in dealing with claims, in light of the emergency situation. The amendment stipulates that the prescription period for grounds of a claim will be “suspended” for six months, from October 7, 2023 through April 6, 2024 (in this section: “the Effective Period”), and this period will not be taken into account for calculating the Prescription Period. For real-estate (land) claims, it was determined that this arrangement will only apply if the claim was supposed to be prescribed during the Effective Period, due to the relatively long prescription periods in these claims. For claims that had already reached their limit during the Effective Period, an automatic “reinstatement” arrangement was determined, in which the Effective Period will not be counted as part of the Prescription Period, unless the court determines that the arrangement does not apply for special reasons to be listed.
- 3.1.1.1.3 On October 23, 2023, and on December 3, 2023, circulars were published concerning the Commissioner’s emergency instructions. The circulars prescribe as a temporary provision a series of instructions amending existing circulars or deferring their commencement date, including on the following topics: provision of service to customers, suspension of a policy at the customer’s request, flexibility in the purchase of bonds, an option to defer the submittal of reports, extension of the dates for submittal of periodic reports to the Commissioner, deferment of a report about a single asset, deferment of the obligation to send notification to insureds with a basic health policy and the automatic extension of enduring power of attorney provided to a license

holder the validity of which ended in the period between October 1, 2023 and January 1, 2024.

- 3.1.1.1.4 On October 18, 2023, the Postponement of Deadlines (Temporary Provision - Swords of Iron) (Contract, Verdict or Payment to the Authority) Law, 2023, was published. The law prescribes a temporary provision that allows certain defined populations, including soldiers, police officers and the residents of evacuated communities, to postpone by 30 days, deadlines for the implementations of actions defined in a contract or verdict, if this date falls in the period between October 7, 2023 and November 7, 2023. On November 7, 2023, an order was published extending this period to December 7, 2023, and the deferment period was extended by a further 60 days, or until December 31, 2023, whichever is earlier. On December 7, 2023, an additional order was published extending the Effective Period to December 31, 2023, and the deferment period to 85 days, or until December 31, 2023, whichever is earlier.

In view of the prolonged emergency situation, on December 31, 2023, the Postponement of Deadlines (Temporary Provision - Swords of Iron) (Contract, Verdict or Payment to the Authority) (Amendment) (Deferment of dates in the Second Effective Period) Law, 2023, was published. The law prescribes a follow-on arrangement, deferring by 145 days, or until February 29, 2024, whichever is earlier, any deadline for the implementations of actions defined in a contract or verdict, if this date falls in the period between October 7, 2023 and December 31, 2023. Furthermore, an additional arrangement was determined that applies to a more limited group of eligible persons, deferring by 31 days any deadline for the implementation of actions defined in a contract or verdict, if this date falls in the period between January 1, 2024 and February 29, 2024 (in this section: ("the Second Effective Period"). Among others, this group of eligible persons includes the residents of evacuated communities as well as those who served in special units in the Second Effective period, such as soldiers, police, prison guards and firemen.

- 3.1.1.1.5 On October 17, 2023, a letter was published addressed to the heads of financial institutions concerning guidelines for financial institutions against the backdrop of the Swords of Iron War. These include directives and emphases relating to their mode of operation in this period, with reference to how service should be provided to customers, corporate governance and risk management. On November 30, 2023, another letter on this subject was published, which included the publication of guidelines regarding dealing with requests from war victims and their relatives, broadening the ways in which mail can be sent to insureds and instructions regarding the refund of premiums and insurance continuity for conscripted vehicles

3.1.1.2 Provisions of Law

On June 6, 2023, the Economic Plan (Legislative Amendments for Implementation of the Economic Policy for Fiscal Years 2023 and 2024) Bill, 2023, Chapter 6 - Brokering Insurance and Pension Saving, was published. In this context, the Supervision of Financial Services (Pension Advice, Pension Marketing and Pension Settlement System) Law, 2005, prescribes provisions prohibiting financial institutions from discriminating between licensees with which they have an agreement, and also prohibiting financial institutions from refusing to enter into agreement with a pension advisor for performing

a transaction on behalf of a customer, or terminating such an agreement, if the refusal is unreasonable according to the presumptions defined in the law.

3.1.1.3 Circulars

3.1.1.3.1 On June 1, 2023, the Roadmap for the Adoption of IFRS 17, Insurance Contracts (“the Standard”) - Third Revision, was published which deferred by a year the initial date of application of the Standard and of IFRS 9, Financial Instruments, (“the Standards”), in Israel to January 1, 2025. Accordingly, the transition date of the Standards will occur on January 1, 2024. At this stage, there is no intention of permitting early adoption of the Standard in Israel. Likewise, the milestones for 2023 and 2024 and the steps set out for deployment for application of the Standards were revised in accordance with deferral of the initial date of application of the Standards, and guidelines were added for conducting quantitative impact studies (QIS) in line with the Standards.

3.1.1.3.2 On March 21, 2023, a circular was published amending the provisions of the Consolidated Circular on reports to be submitted to the Commissioner which sets guidelines on adjusting the insurance liabilities for the allocation of Hetz earmarked government bonds, and this following the application of IFRS 17 in Israel. The principles underlying these guidelines are: the creation of a standard methodology, wherever possible, for making the allocation, to be based on the relevant methods and instructions for the financial statements by making adjustments that will help guarantee the yield on part of the commitments towards the insureds even after the forecast in the financial statements changes, as well as making adjustment for the effects of alternative investments in determining the full amount of entitlement to the face value of Hetz bonds.

3.1.1.3.3 On February 9, 2023, a circular was published amending the provisions of the Consolidated Circular - Allocation of assets that are not at fair value when assessing insurance reserves in non-life insurance. The draft circular clarifies how the method of revaluing the assets should be taken into account when assessing the insurance reserves in non-life insurance.

3.1.2 Life assurance and long-term savings

3.1.2.1 Provisions of law

3.1.2.1.1 On July 12, 2023, provisions were published amending the Income Tax (Rules for the Approval and Management of Provident Funds) Regulations, 1964, and the Supervision of Financial Services (Provident Funds) (Transfer of Money Between Provident Funds) Regulations, 2008. The amendments limited the deposits in and transfers to an insurance fund so that they will only be permitted for amounts that exceed the maximum deposit in an annuity provident fund that is not an insurance fund. These provisions were determined in accordance with a government decision in the Arrangement Law dated February 24, 2023.

3.1.2.1.2 On April 3, 2023, draft Supervision of Financial Services (Provident Funds) (Distribution Fees for Pension Insurance Agents) Regulations, 2023, were published. The draft regulations propose establishing a mechanism for the gradual refund of the

non-recurring fees paid to agents in provident funds, if during the first six years following enrollment or the appointment of the agent, whichever is later, the money was transferred or withdrawn (other than from an investment provident fund) or appointment of the agent was cancelled. Payment of the distribution fee is conditional on that the agreement stipulates that the insurance agent will refund the non-recurring fee to the management company.

On that same date, a draft circular was published concerning discounts and cancellations in life assurance which proposes establishing a similar mechanism for the refund of non-recurring fees in life (risk) assurance. It is also proposed that if a discount is given on the insurance premium, the percentage discount will not decrease from the onset of the insurance and up to the end of the policy period.

3.1.2.2 Circular

On March 21, 2023, a circular was published amending the provisions of the Consolidated Circular on the management of investment assets (publication of a limit on external management costs as part of an advance declaration by institutional investors about their investment policy, establishment of an index tracking investment basket and reporting to the investment committee about variable management fees that were collected). Among other things, the circular sets out a standard format according to which the rate of the limit on the external management fee will be published on the financial institution's website. On July 20, 2023, a circular was published concerning the method of presenting the expected annual cost for members or insureds, which prescribes a standard formula for calculating the expected annual cost and provisions for the method of presenting them to customers.

These provisions were prescribed further to the publication of the Supervision of Financial Services (Provident Funds) (Direct Expenses for Performing Transactions) (Amendment) Regulations, 2022, dated October 30, 2022. Among other things, the Regulations also determined that the maximum rate of direct expenses that institutional investors may collect in any calendar year will be determined by the institutional investor for each investment track it manages. It was also determined that financial institutions shall inform applicants wishing to join a provident fund that direct expenses will be collected in addition to the management fees, and information must also be provided about the rate of the direct expenses that were collected on the fund's assets in the previous year and the expected overall cost to be paid by such person in the forthcoming year on account of management fees and direct expenses.

3.1.2.3 Draft circular

On September 10, 2023, a draft was published concerning a list of investment tracks. Among other things, the draft proposes amending the investment tracks that financial institutions may administer and adding tracks that incorporate bonds and have limited exposure to shares - up to 20% of the track's assets. This will broaden the supply of investment tracks in savings products in which the funds do not have to be paid in the form of annuity. The draft also proposes eliminating the flexible specialist track and updating the standardized investment policy in credit and bond tracks.

On March 19, 2024, a new draft was published on the same subject that proposes amending the investment tracks and adding tracks that incorporate bonds and have limited exposure to shares - up to a limit of 25% of the track's assets. This draft also proposes cancelling the flexible specialist track and revising the standardized investment policy on the credit and bonds track, and it also proposes amending the standardized investment policy in index-tracking tracks and determining that the track's assets will, at the very least, track three dissimilar indices, where the percentage tracking of each index will be no less than 10% and no more than 50% of the track's assets, and it also prescribes additional investment sources for the remaining assets.

3.1.2.4 Instructions and clarifications

On September 28, 2023, a letter was published to the heads of financial institutions concerning preparations for implementation of the investment tracks circular. The letter sets out several points to be emphasized when the financial institutions implement adjustment of the investment tracks in the savings products that they administer to the list of the investment tracks published as part of the circular on provident fund investments tracks dated December 20, 2022, (the "Investment Tracks Circular"), in which the range of investment tracks that may be administered by a financial institution was extended.

Notably, in view of the Swords of Iron War, and based on the understanding that the financial institutions are operating in an emergency format and also in view of the difficulty facing the investing public in making decisions relating to their pension savings at this time, the commencement date for the Investment Tracks Circular was deferred to July 1, 2024 (instead of January 1, 2024), within the context of the Commissioner's Emergency Instructions circular detailed in Section 3.1.1.1 above.

3.1.3 Health insurance

3.1.3.1 Provisions of Law

- 3.1.3.1.1 On December 4, 2023, Supervision of Financial Services (Insurance) (Group Long-term Care Insurance for HMO Members) (Amendment) Regulations, 2023, were published. These regulations amend the Supervision of Financial Services (Insurance) (Group Long-term Care Insurance for HMO Members) (Amendment) Regulations, 2015, such that, among other things, the monthly insurance benefits for insureds residing at home were reduced by 10%, in line with the insured's initial age of enrollment. The regulations also determined that the insurance benefits will be linked to the known CPI on January 1, 2024, the date of the onset of the amendment, instead of the present situation in which the insurance benefits are linked to the CPI from July 1, 2016. Additionally, the exclusion for an insured event was extended so that the policy will not include cover for an event that first occurred in the first 60 months of the insured's life and the entering into force of the provisions pertaining to the purchase of an extended long-term care layer will be deferred to January 1, 2028 (instead of July 1, 2021). On the same date, a circular was published on the same subject amending the provisions of the Consolidated Circular on Long-term care insurance and cancelling the provision that sets a minimum threshold for insurers to undertake an insurance risk.

3.1.3.1.2 On June 6, 2023, Chapter 16: Health, of the Economic Plan (Legislative Amendments for the Implementation of Economic Policy for Fiscal Years 2023 and 2024) Bill, 2023, was published (in this sections: "the Economic Plan Bill). The Bill proposes adding to the Supervision Law a chapter dealing with situations in which a person is entitled to insurance cover for surgery in Israel, both by virtue of a full coverage ("from the first shekel") policy for surgery (in this section: "Full Coverage Policy"), and by virtue of a supplementary plan offered by the HMO. This chapter stipulates, among other things, that insurance companies must transfer to the HMOs payment for private surgery in Israel that was paid for through the HMO supplementary insurance plans, and this if the person who underwent the surgery is insured in a Full Coverage Policy that includes cover for surgery, and if the doctor who performed the surgery is listed in an arrangement with the insurance company or included in a list of its specialist doctors. The amount to be transferred by the insurance company will be the price of the surgery according to the Ministry of Health price list or the price of the surgery to be determined by the Minister of Finance in an order (following the Commissioner's recommendation and with the agreement of the Ministry of Health, in accordance with the mechanism set out in the Bill), whichever is lower, and net of the deductible paid for the surgery by the member of the SHS plan. It was also determined that insurance companies will transfer their insureds with Full Coverage personal lines policies to policies for surgery offered by the supplementary health services. This transfer will take place on the date of the first-time renewal of the policy after October 1, 2023. Insureds may remain in the Full Coverage Policy or return to the policy within one year of the date of the transfer.

3.1.3.1.3 On September 28, 2023, circulars were published implementing the provisions of the Economic Plan Bill, including a circular on an online interface for surgery in Israel which details the information to be transferred between the insurance companies and the HMOs for the purpose of transferring money and insureds from a Full Coverage policy to a Supplementary Health Services policy, and it also prescribes provisions about how this information should be transferred. On the same date, an amendment to the circular on the transfer of information required on the financial institution's website was published adjusting presentation of the list of surgeons who have an arrangement with the insurance company on the company's website. On March 11, 2024, an additional circular was published amending the Consolidated Circular on the obligation to offer a plan with supplementary SHS cover, revising the rules applicable to this insurance cover.

3.1.3.2 Circulars

On May 1, 2023, supervisory provisions and circulars were published once again deferring the provisions comprising the health insurance reform (in this section and thereafter: "the Reform") to October 1, 2023, and this in view of the legislation published as part of the proposed Economic Plan detailed in Section 3.1.3.1.2 above which is due to enter into force on that date.

The Reform prescribes the following:

3.1.3.2.1 A circular amending the provisions of the on drawing up a health insurance plan, dated March 28, 2022. The circular sets out provisions which include a new structure for health insurance the main points of which provide a definition of a standard basic

health policy, where only after such a policy has been purchased, from the same company or another company, may additional health coverages and riders be purchased that were also defined in the circular. The circular also prescribes provisions concerning how a personal lines health policy should be marketed and how to present the premium to the candidate for insurance; the sale of double insurance in personal-lines indemnity policies is prohibited and a discount on the premiums may be offered to the insured at a fixed rate only and for a period of at least ten years.

On September 20, 2022, and on February 7, 2023, additional circulars on the same subject were published clarifying and amending some of the prescribed provisions and postponing the onset date for implementation of the Reform, which as noted was once again deferred, to October 1, 2023.

- 3.1.3.2.2 For the purpose of implementing these provisions, the Supervision of Financial Services (Insurance) (Conditions in an Insurance Contract for a Basic Health Policy) Regulations, 2021, were published, dated October 3, 2022. The draft regulations prescribe standard conditions for the basic health policy which will consist of three standard policies: a policy for transplants and special treatment abroad, a policy for medications which are not in the health services basket, and a policy for surgery and non-surgical treatment abroad. The draft provisions also state that insurers may only change the wording of the conditions with the Commissioner's approval.

On that same date, Supervision of Financial Services (Insurance) (Conditions of Insurance Contracts for Surgery and Non-surgical Treatment in Israel) (Amendment) Regulations, 2022, were published. Among other things, the regulations stipulate that insurance companies may issue a policy that includes an extension of a policy for surgery.

On February 8, 2023, amendments were published to the Supervision Regulations, including among others, that the onset date of the regulations, which as noted were once again deferred, was postponed to October 1, 2023.

- 3.1.3.2.3 Amendment to the circular on introducing service notes and how they may be marketed was published, dated September 20, 2022. Among other things, the amendment determines that the obligation according to which insurance companies are required to offer insureds a choice of service provider will also apply to personal accident insurance and insurance for illness and hospitalization. Additionally, an exclusion to this obligation was determined whereby insurance companies may market service notes via a single service provider, subject to the Commissioner's approval, and after presenting him with a position to the effect that the company is only able to enter into agreement with one service provider.

On February 7, 2023, a circular was published postponing the onset date of these amendments, which as noted was once again deferred to October 1, 2023.

- 3.1.3.2.4 On September 20, 2022, a circular was published concerning revised tariffs in updated health policies. Among other things, the circular sets out conditions according to which insurance companies may update the premium in personal lines medical expenses insurance plans sold after the onset of the final circular without

incurring an obligation to inform the Commissioner of the update in advance. Additionally, it was determined that insurance companies may offer insureds to reduce the amount of the premium increase by increasing the deductible or reducing the coverage, subject to the Commissioner's approval.

3.1.3.3 Draft circular

On July 10, 2023, a draft circular was published amending the provisions of the Consolidated Circular on the obligation to offer a plan with additional insurance cover through the Supplementary Health Services (SHS). The draft circular proposes updating the rules that will apply to SHS additional policies in light of the provisions of the Reform. Among other things, the draft circular proposes that insureds who move over to a follow-on policy shall be eligible for the conditions offered at the time of the transfer to a Full Coverage Policy, and it defines the instances in which the insurance company will indemnify an insured in an SHS additional policy, based on the provisions of the Reform.

3.1.4 Non-life insurance

3.1.4.1 Draft circular

On February 12, 2024, a draft circular was published on submitting insurance plans in the motor property sector. Among other things, the draft proposes provisions pertaining to reducing loss in situations where the insured repaired his car in a non-arrangement garage, according to which the maximum reduction will not exceed the rate to be approved by the Authority from the total cost of repairing the loss, and that insurance companies may deduct a deductible from the insurance benefits as if the insured had repaired his car in an arrangement garage, even if the insured took reasonable steps as instructed by the insurance company or if the loss is reduced by the insurance company. The draft circular also proposes that insurance companies shall not include an option for compensation for constructive total loss in the insurance plan.

3.2 Entry and exit barriers

3.2.1 Entry barriers

The main existing entry barriers are: obtaining permits or licenses under the Supervision Law and/or the Provident Funds Law and/or the Joint Investment Trust Law and/or the Investment Advice Law and/or the Supervision of Regulated Financial Services Law, as applicable, and compliance with the minimum equity requirements prescribed by law.

3.2.1.1 Permits and licenses

The Commissioner has broad discretion regarding the granting of an insurer's license, corporate agent or management company license or permit for control of an insurer or management company. Among the considerations employed in granting a license to an insurer, company agent, permit to hold and permit to control, the Commissioner takes into account a broad range of considerations, including, inter alia, presentation of operative plans by the applicant, whether the company officers are suited to their positions, the monetary means, experience and business background of the entities

applying for the license or permits, competition in the capital market, the government's economic policy, arrangements for reinsurance, the company's staff, etc.

In addition to the foregoing, pursuant to Section 32(C) of the Supervision Law, restrictions apply to a significant holding in the long-term savings sector. A significant holding is defined as the holding of a market segment of more than 15% of total long-term savings assets.

See Section 1.1.4 for the Company's control structure.

The Company's controlling shareholders hold a control permit from the Commissioner for their control in the Group's various financial institutions and corporate agencies. The control permit prescribes restrictions on pledging means of control in the Company or in companies in the chain of control, limitations on the transfer of means of control and on maintaining the control core clear and free, and an undertaking by the Company to supplement the equity of financial institutions that it controls.

Additionally, the Company's controlling shareholders hold a control permit from the Commissioner in respect of their control in Hamazpen. Among other things, the control permit prescribes limitations on changing the percentage holding of the controlling shareholder in Hamazpen, changing the agreements between the controlling shareholders with respect to control of Hamazpen and the agreement of the controlling shareholder to impose attachments or any other action that, in practice, might change the rights attached to the means of control.

The Company's controlling shareholders hold a permit from the ISA to control the fund manager – Harel Mutual Funds. The control permit prescribes limitations on the transfer or pledging of the means of control in the fund manager. Harel Mutual Funds has a permit from the ISA to operate as a mutual fund manager. Harel Investment Management and Alfa Tech are licensed by the ISA to operate as a portfolio management company.

3.2.1.2 Equity

3.2.1.2.1 The regulatory capital requirements from subsidiaries that are insurers, particularly in long-term activity as well as the regulatory capital required in the Solvency regime, are a significant entry barrier to activity in the different insurance sectors in which the Company operates. On the capital requirements for subsidiaries that are insurers, see Note 8 to the Financial Statements.

3.2.1.2.2 Minimum equity is required to engage in providing investment management and marketing services for customers and to issue and manage mutual funds, as prescribed in the Investment Advice Law and its regulations and in the Joint Investment Trust Law and its regulations, respectively.

3.2.1.3 Expertise and experience

Activity in the Group's areas of activity requires professional knowledge, experience, and familiarity with the markets, including the reinsurance market. Specific knowledge is required particularly for actuarial work and risk management. Experience is particularly important for setting tariffs and for underwriting new business.

3.2.1.4 Volume of activity

The Group's operations entail a large number of fixed expenses, mainly in order to comply with the numerous regulatory requirements. Consequently, a large volume of activity is necessary to cover these fixed expenses.

3.2.1.5 Limit on market segment in the long-term savings sector

Pursuant to a circular published on January 1, 2023, a person will not be permitted to hold (where a holding is according to its meaning in Section 32(C1) of the Supervision Law) more than NIS 254.71 billion of the total value of all long-term savings assets. This amount comprises the total value of long-term assets managed by that person and by all the financial institutions which he controls. Concerning a person who controls such assets together with others, the entire value of the said assets will be attributed separately to each of the controlling entities.

3.2.2 Exit barriers

3.2.2.1 Insurance segment - the principal exit barriers in the insurance industry are the settlement of all the insurance obligations. The liquidation or dissolution of an insurer's insurance business is subject to the control of the Commissioner who may instruct an insurer to operate in a particular way when dissolving business or to apply to the courts for a liquidation order to be supervised by the court, and regarding insurance companies overseas - to the approval of the relevant regulator in each of the countries in which the overseas insurance companies operate. In life assurance business, as well as in non-life assurance business where claims are typically long-tail, including the activity of EMI, the termination of activity entails an arrangement to continue handling the exercising of all the rights of the policyholders or members.

3.2.2.2 Pension funds and provident funds - the principal exit barrier to pension fund and provident fund management is obtaining the Commissioner's approval to transfer of management of the funds to other management companies, including to merge, split, discontinue management, or enter into voluntary liquidation of a management company.

3.2.2.3 Capital market - as a rule, there are no significant exit barriers in this sector. Nevertheless, a mutual fund may only be dissolved in accordance with the conditions of the fund's agreement or through the courts, and subject to the provisions of the Joint Investment Trust Law. Additionally, any sale or transfer of control or means of control of a particular rate of a fund manager requires the buyer to obtain a control permit from the ISA.

3.3 Critical success factors

The factors which are critical to the success of the Group's activity can be divided into general factors which affect all the Group's operating segments and factors which have a special impact on specific areas of the operations.

In recent years, one of the key success factors is the ability to develop digital, data-based tools.

3.3.1 General success factors

- 3.3.1.1 Changes in the state of the economy, the capital market and employment levels.
- 3.3.1.2 Regulatory changes, including price control. See Section 3.1.
- 3.3.1.3 Level of competition in the Group's operating segments. See Sections 2.1.4, 2.2.3, 2.3.3.
- 3.3.1.4 Agreements with reinsurers.
- 3.3.1.5 Success in retaining customer portfolios.
- 3.3.1.6 Quality of investment management.
- 3.3.1.7 Quality of risk management.
- 3.3.1.8 Quality of computer and technology systems.
- 3.3.1.9 The development of service-oriented technology tools for customers and agents.
- 3.3.1.10 Integration of advanced digital methods for streamlining processes.
- 3.3.1.11 Success of distribution channels, including distribution channels for increased demand and the creation of new markets. See Sections 2.6.12 and 3.7.
- 3.3.1.12 Quality of customer service (for policyholders, members and other customers).
- 3.3.1.13 Quality of service to agents.
- 3.3.1.14 Creation of integrated solutions and the tailoring of new products to changing market demand.
- 3.3.1.15 Retention and development of human capital.
- 3.3.1.16 Effectiveness of the operating and marketing systems.

3.3.2 Success factors specific to the insurance and long-term savings wing

- 3.3.2.1 The level of management fees actually collected.
- 3.3.2.2 Underwriting methods.
- 3.3.2.3 Product Pricing.
- 3.3.2.4 The number of claims and catastrophes.
- 3.3.2.5 Advertising and branding.

- 3.3.2.6 Efficient customer service.
- 3.3.2.7 Agreements with service providers.
- 3.3.2.8 Changes in life expectancy.
- 3.3.2.9 Tax benefits for the different long-term savings products.
- 3.3.2.10 Quality of investment of the assets of the insureds and members.
- 3.3.3 Success factors specific to the health insurance segment
 - 3.3.3.1 Quality of service to customers and agents.
 - 3.3.3.2 Agreements with high quality service providers in Israel and abroad.
 - 3.3.3.3 Development of new products that meet changing needs in the economy.
 - 3.3.3.4 Prices of medical services.
 - 3.3.3.5 Reliability and effectiveness of the underwriting processes.
- 3.3.4 Success factors specific to the non-life insurance segment
 - 3.3.4.1 Underwriting appropriate to the type of risk.
 - 3.3.4.2 Mix of customers.
 - 3.3.4.3 Reliability of the underwriting data.
 - 3.3.4.4 Cost of operations and marketing.
 - 3.3.4.5 Quality of investment management.
 - 3.3.4.6 Effectiveness of claims management and the cost of settling claims.
 - 3.3.4.7 The scope and prevention of fraud.
- 3.3.5 Success factors specific to the credit segment
 - 3.3.5.1 Liquidity and the ability to raise capital and debt.
 - 3.3.5.2 Skilled, professional underwriting system.
 - 3.3.5.3 Advanced technology systems in the finance - banking sector.
 - 3.3.5.4 Work system adjusted to the elderly population (Harel 60+).
 - 3.3.5.5 Broad familiarity with and understanding of the real-estate market in its entirety and the Israeli market in particular (development property finance activity).
 - 3.3.5.6 Crisis management capability.
- 3.3.6 Factors specific to the success of the capital market and financial services segment

- 3.3.6.1 Quality investment management.
- 3.3.6.2 Advanced computer systems which support activity in the financial services sector and are capable of supporting new products and services in this area.
- 3.3.6.3 Quality manpower in the investments sector and marketing sector.
- 3.3.6.4 Providing customers with professional, reliable service.
- 3.3.6.5 Awareness among investment advisors in the banks, who form the main channel for marketing and distributing the mutual funds of the quality of the investment management and range of products.
- 3.3.6.6 Adapting the basket of products offered to customers based on their needs and market conditions.

3.4 Investments

3.4.1 Structure of investment management

The Board of Directors of the Company outlines the Group's general economic policy on various subjects, including the work of the investment committee appointed by the Board. The board of directors of each subsidiary which is an insurer or provident fund management company, or pension fund management company or mutual fund management company, outlines the investment policy for its areas of activity. The investment committees which operate among the Group's insurance companies, pension fund and provident fund management companies, and mutual fund management companies determine the specific investment policy of each of the Group's entities.

The investments are managed partly through the investment division of Harel Insurance which coordinates investment activity for the insurance companies, and the pension and provident funds managed by the Group. Management of the investment activity for the mutual funds managed by Harel Mutual Funds takes place through Harel Mutual Funds.

Breakdown of assets under management (AUM) (NIS million) at December 31, 2023: ⁽¹⁾

Financial institution / subsidiary	Nostro funds	Members / clients funds (yield dependent liabilities and assets of provident and pension funds)	Total AUM
Harel Insurance	34,009	80,608	114,617
EMI	468	-	468
Interasco	164	-	164
Turk Nippon	142	-	142
Harel Pension & Provident	269	207,974	208,243
Tzva Hakeva Fund	16	6,302	6,318
LeAtid	16	1,308	1,324
Harel Finance Strategies	6,201	-	6,201
Harel Mutual Funds	18	67,714	67,732

Harel Finance Asset Management	-	13,483	13,483
Harel Finance Alternative	16	1,406	1,422
Harel Exchange Traded Deposit	3,503	-	3,503
Harel Index Trade	1	-	1
Harel Investments	3,625	-	3,625
Other	460	-	460
Total	48,908	378,795	427,703

⁽¹⁾ The table describes only significant companies that are primarily engaged in money management.

3.4.2 Material investment activity

For information about the Company's investments in investees, see Note 8 to the Financial Statements.

For information about the Company's investments in real-estate assets, see Note 9 to the Financial Statements.

For additional information about other financial investments, see Note 13 to the Financial Statements.

3.4.3 Investment management policy

On February 16, 2023, the Board of Directors approved the investment policy of the Company for the Reporting Period, and on March 6, 2024, the investment policy of the Company was approved for 2024.

In parallel, the Group's financial institutions approved the investment policy of the relevant subsidiaries.

Pursuant to the Commissioner's circular dated July 26, 2009 concerning a statement made in advance by a financial institution about its investment policy, the Company publishes information relating to the investment policy of the subsidiaries which manage pension funds, provident funds and yield-dependent obligations (for insurance companies) on its website, at the following URLs:

(a) Harel Insurance:

<https://www.harel-group.co.il/about/harel-group/harel/investor-relations/Pages/investment-policy.aspx>

(b) Management of pension and provident funds:

<https://www.harel-group.co.il/about/harel-group/harel-pensia-and-gemel/Pages/investment-policy.aspx>

(c) Leatid

<https://www.harel-group.co.il/long-term-savings/pension/funds/atidit/investment-policy.aspx#2021>

(d) Tzva Hakeva

<https://www.harel-group.co.il/long-term-savings/study-funds/plans/regular-army/Pages/investment-policy.aspx>

Harel Group, through the financial institutions it controls, is one of the largest institutional investors in the Israeli economy and as such it has influence over the economy and capital market in Israel. Consequently, and based on the growing recognition worldwide and in Israel in particular with respect to the importance of “responsible investments”, the Group and its subsidiaries resolved to include ESG¹³ considerations as part of their investment management policy. Also in this context, a materiality threshold was set for investments that are considered to be high-risk ESG investments in and outside Israel, so that investments made in these companies will require an additional review prior to their implementation.

¹³ Environmental, Social and Governance

3.5 Reinsurance

Reinsurance is a measure designed to hedge the risks of the insurance companies. The insurance companies share their risks with other reinsurance companies through reinsurance, thus reducing their exposure.

Other purposes of purchasing reinsurance are to leverage the volume of insurance obligations which an insurance company may undertake, in view of the limitations regarding its equity as well as the purchase of insurance and actuarial knowledge based on the experience and broad scope of activity of reinsurers all over the world.

The Group spreads the risks through reinsurance treaties, transferring to the reinsurers part of the insurance risk which it undertakes (so that the reinsurers undertake to pay the insurance company their share of the loss towards the insured), in consideration of sharing part of the premium collected from the insured, and subject to agreements which are signed in advance .

The Group purchases protections against two main categories of risk - catastrophe and individual risks.

The reinsurance plan of Harel Insurance is approved each year by the Board of Directors of Harel Insurance and is reported to the Commissioner.

3.5.1 General explanation about the categories of reinsurance treaties

Treaty reinsurance - an annual agreement or multi-year agreement with several reinsurers, in which the reinsurers undertake to share the risks, usually in a particular sector. There are several types of reinsurance treaties:

Quota Share treaties - a proportional reinsurance agreement, whereby the reinsurers who participate in the treaty agree to accept a fixed portion of the risk for all the insurance of a particular type that the direct insurers have undertaken. The reinsurers receive a proportionate share (quota) of the net premium received by the direct insurer, and they share payment of the insurance benefits and expenses when the insured event occurs, pro rata to the proportion stipulated in the reinsurance agreement.

Surplus Quota Share treaties - a reinsurance agreement in which the direct insurer bears the insurance risk up to a certain defined amount (on the first level - retention), or alternatively in a Quota Share treaty in which the direct insurer bears the risk up to the defined amount, and the reinsurer bears the risk above this level in portions, up to the capacity defined in the reinsurance treaty.

Excess of Loss treaties - a reinsurance treaty which defines the maximum loss that the direct insurer will bear in a particular branch, and the reinsurer will bear the loss over and above this amount, in return for a reinsurance premium which is agreed upon in advance. In Excess of Loss treaties, the insurer pays any claim up to the amount stipulated in the agreement (retention) and the reinsurer bears the costs over and above the defined amount. The direct insurer may also purchase Excess of Loss insurance for the participants in a Quota Share treaty and Excess of Loss treaty who wish to do so.

Facultative treaty - a reinsurance treaty for special businesses and insurance (usually for large business customers or those which entail special risks) in which the limits of liability exceed the amounts of the treaty agreement or where, for other reasons, it is not possible or there is no wish to include it as part of the treaty. In this case, separate reinsurance is purchased which is called facultative insurance.

Proportional treaties: these are found in the other property insurance sector (industry, businesses, household, etc.), life assurance (including work disability), as well as in health insurance (illness and hospitalization, long-term care and personal accident). In these treaties, the Group shares a proportion of the insurance risk which it undertakes with the reinsurers, for any amount of liability (Quota Share and/or Surplus) over and above the retention.

Excess of loss (non-proportional) treaties: these treaties are present in the liabilities insurance sector (third party, professional liability, etc.), in compulsory motor insurance and earthquake damages in the other motor property sector. In these contracts the Company uses reinsurance to protect itself above the amount of the loss which it has taken upon itself (retention).

The premium paid to the reinsurer is not in proportion to the risk it bears, but is calculated according to a tariff defined and calculated based on the turnover of the premiums and/or the number of vehicles and/or sums insured which are protected by the treaty. Likewise, in addition to the ordinary reinsurance, there are forms of reinsurance which hedge the retention against catastrophes, particularly large amounts of cumulative losses from a single event, such as earthquake losses in other property insurance, other natural perils, and accidents with a large number of victims. These reinsurances are applied, where necessary, in addition to the proportional (quota share) reinsurance.

Furthermore, the Group sometimes enters into facultative agreements, which are reinsurance agreements relating to concrete policies for concrete businesses/sites, or specific insureds, where due to the scope of the required insurance cover and/or its complexity and/or the sums insured for risk, they are not included or the insurance companies in the group do not wish to include them in the Company's Quota Share and Excess of Loss treaties in facultative agreements. The reinsurer decides separately for each business whether it wishes to share the risk and at what percentage. In some cases, the customer has the right to know who the Company's reinsurers are and to contact the reinsurer directly when certain conditions are met (cut-through provision).

Regarding Quota Share and Surplus reinsurance treaties, the percentage commissions received in connection with the reinsurance treaties are from the net premium and they are mostly at a flat rate. Harel Insurance does not receive commissions for Excess of Loss reinsurance treaties. In facultative agreements, Harel Insurance receives a commission from the reinsurers as determined in separate negotiations for each transaction conducted with each of the reinsurers.

3.5.1.1 Life assurance and long-term savings

The Group purchases reinsurance for the risk component of life assurance policies (risk of death, critical illness, disability, and work disability). In this segment of operation, the Company has the following reinsurances: (a) surplus treaties; (b) Quota Share treaties; (c) Aggregate Excess of Loss treaties for catastrophes .

The Group enters into reinsurance treaties to cover catastrophe events. These treaties are designed to protect the Group against cumulative losses from a single event involving large amounts, such as an accident involving a large number of victims, and to protect the Group's total retention.

In addition to the treaties described above, the Group enters into individual reinsurance agreements - facultative agreements (generally for large sums insured or those that entail special risks).

In the proportional treaties and Excess of Loss treaties, the Group is entitled to two categories of commission: flat rate commissions as a percentage of the net reinsurance premiums (and in some cases an enlarged premium in the first year) and commissions which are set as a rate of the profits of the reinsurance transaction.

3.5.1.2 Health Insurance

The Group purchases reinsurance for the risk component of health insurance policies. In this segment of operation, the Group has the following categories of reinsurance: (a) Quota Share treaties; (b) Aggregate Excess of Loss treaties for catastrophes.

The Group enters into reinsurance treaties to cover catastrophe events. These contracts are designed to protect the Group against cumulative losses from a single event involving large amounts, such as an accident involving a large number of injured persons, and to protect the Group's total retention.

In the proportional treaties, the Group is entitled to two categories of commission: flat rate commissions as a percentage of the reinsurance premiums (and in some cases an enlarged premium in the first year) and commissions which are set as a rate of the profits of the reinsurance transaction.

The Group purchased reinsurance with the purpose of providing a partial hedge against a scenario of mass cancellations.

3.5.1.3 Non-life insurance

3.5.1.3.1 Motor property (CASCO)

Reinsurance treaties in this sub-segment provide Harel Insurance with protection against catastrophe events and they are Excess of Loss treaties. Additionally, Harel Insurance has a Quota Share treaty whereby the reinsurers participate in comprehensive motor property insurance with a high value, including luxury vehicles, trucks and buses.

Harel Insurance does not receive commissions for non-proportional treaties. In proportional treaties, Harel Insurance is entitled to commissions at a flat rate of the net reinsurance premiums.

Additionally, on December 1, 2021, the insurance activity of Shirbit was transferred to Harel Insurance. Shirbit has a proportional reinsurance treaty in this sub-sector (Casco QS) which provides the Company with a variable rate of commission from the premium transferred to the reinsurers, based on profitability and this treaty was only in force until the end of 2022. The Company's retention and the share of the reinsurers are protected by an Excess of Loss treaty.

3.5.1.3.2 Compulsory motor

The reinsurance treaties in this sub-segment are Excess of Loss. A treaty of this type specifies the maximum loss to be borne by the insurer for any claim or for a single event (retention), and the reinsurer bears the costs over and above the amount

stipulated in the treaty, up to a maximum amount specified and in consideration of reinsurance premiums agreed upon in advance.

Harel Insurance does not receive commissions for non-proportional treaties.

Additionally, on December 1, 2021, the insurance activity of Shirbit was transferred to Harel Insurance. Shirbit has a proportional reinsurance treaty in this sub-sector (MBI QS) which provides the Company with a fixed rate of commission from the premium transferred to the reinsurers and this treaty was only in force until the end of 2022. The Company's retention and the share of the reinsurers are protected by an Excess of Loss treaty.

3.5.1.3.3 Other liabilities sectors

Most of the reinsurance for this area of activity takes the form of facultative agreements for specific business (mostly for large customers) and individually, and are on a Quota Share and/or Excess of Loss basis. The reinsurance treaties of Harel Insurance in this sub-sector of activity are Excess of Loss. A treaty of this type specifies the maximum loss to be borne by the insurer bears for any claim or for a single event (retention), and the reinsurer bears the costs over and above the amount stipulated in the treaty, up to a maximum amount specified and in consideration of reinsurance premiums agreed upon in advance.

Harel Insurance does not receive commissions for Excess of Loss treaties.

3.5.1.3.4 Property and other sectors

Harel Insurance's reinsurance treaties in this sub-segment are Quota Share, as well as Excess of Loss. Additionally, in this segment Harel Insurance enters into facultative agreements with the reinsurers. In most cases, the facultative agreements are on a Quota Share basis. Nevertheless, in some transactions the facultative agreement is on an Excess of Loss basis.

In proportional treaties, Harel Insurance is entitled to commissions which are mostly at a flat rate of the net reinsurance premiums. Regarding the Surety Business agreement, Harel Insurance is entitled to commissions at a flat rate of the net reinsurance premiums, and Harel Insurance also receives a profit fee from the reinsurers, which is calculated at the end of each calendar year.

3.5.1.3.5 Credit insurance for mortgages

EMI has no reinsurance arrangements.

3.5.1.4 Insurance companies overseas

3.5.1.4.1 Interasco

In compulsory motor insurance, the reinsurance treaties are Excess of Loss.

In the other property sectors, the reinsurance treaties are Quota Share and Surplus. In addition, in this segment, Interasco has facultative agreements with reinsurers for insurance cover for specific businesses, both due to the capacity of the insurance contracts and due to the nature of the insured's activity. The facultative agreements are on a proportional basis.

Commissions received in connection with the reinsurance treaties in the other property sectors are a percentage of the net premium. In the facultative agreements, Interasco receives a commission from the reinsurers as determined in the negotiations for each individual transaction.

Additionally, in other property sectors, the Excess of Loss treaties hedge the retention against catastrophes, which determine the maximum loss that the insurer bears for a single event, and the reinsurer bears the costs over and above the amount stipulated in the treaty and up to a maximum amount determined and in consideration of reinsurance premiums agreed upon in advance.

Proportional and Excess of Loss treaties are in place for liabilities sectors.

Health insurance: Interasco has an Excess of Loss treaty which defines the maximum loss that Interasco will bear in respect of a single event, and the reinsurer will be responsible for those costs over and above the amount prescribed in the treaty and up to the maximum amount stipulated, in consideration of reinsurance premiums agreed upon in advance.

3.5.1.4.2 Turk Nippon

In the motor lines of business, the company has an Excess of Loss reinsurance treaty.

In non-motor lines of business: Turk Nippon has a basket of reinsurance treaties comprising separate Quota Share and Surplus treaties for fire, engineering, liabilities and marine insurance. Additionally, Turk Nippon has three Quota Share treaties for personal accident passengers, personal accident for miners and personal accidents for travelers. The commissions received in connection with the reinsurance treaties are a percentage of the net premium on a flat rate basis. For the facultative agreements, Turk Nippon receives a commission from the reinsurers as determined in separate negotiations for each transaction.

Turk Nippon has two Excess of Loss reinsurance treaties apart from the motor sector. The most important one is CAT XoL reinsurance for cover against catastrophes that is not limited exclusively to earthquake, which is the most significant catastrophe event in Turkey. This treaty covers a catastrophe event for property, engineering, MOD and personal accident product lines up to a limit determined with the help of models. There is also a Risk XoL treaty which covers property for non-catastrophe risks, mainly fire.

3.5.2 Changes in reinsurance arrangements

There were no material changes in reinsurance arrangements in the Reporting Period in the non-life insurance, life assurance and long-term savings and insurance companies overseas segments.

3.5.3 Changes in reinsurance arrangements after the Reporting Period

3.5.3.1 After the Reporting Period, there were no material changes in reinsurance arrangements in the non-life insurance segment.

3.5.3.2 After the Reporting Period a reinsurance agreement was renewed for the cover of catastrophe events in life assurance and long-term savings so that the contract will not include cover for war and terror-related events. There were no material changes in

reinsurance arrangements in the life assurance and long-term savings segment, in health insurance, and insurance companies overseas.

3.5.4 Policy of exposure to reinsurers

General

Based on the provisions of the circular Board of Directors of a Financial Institution, the Company's Board of Directors is required to establish a policy for reinsurance, including setting a framework for the maximum exposure to a single reinsurer and group of reinsurers with a financial interest. Additionally, Insurance Circular 2003/17 concerning management of the exposure to reinsurers sets out provisions and guidelines on management of the exposure to reinsurers, a requirement to establish a policy and limits regarding exposure to reinsurers, and it also determines provisions for reporting to the Commissioner. In view of the foregoing, the policy of exposure to reinsurers and the Company's deployment for the management and control of the exposures is approved each year by the Company's Board of Directors.

The policy of the Group's insurance companies regarding their exposure to reinsurers is based on spreading the risks among a large number of financially robust, highly rated reinsurers, so that the participation rate of each reinsurer in the risk transferred to them is not large. This policy applies particularly to those sectors where the exposure transferred is for significant risks. The Company constantly tracks the rating of the reinsurers and of other information that provides an indication of the financial robustness of the reinsurers.

The need for the reinsurance, for both personal lines and group insurance, is determined by the Company's management, based on the risk appetite derived from the following parameters: probability of a large claim; probability of the accumulation of several claims to form a large amount stemming from a single event; cases where there is concern of a change in the claims trend; products where volatility may be high; a product or branch for which the accumulated insurance experience is inadequate; embarking on a new area of activity or new categories of cover, before the Company has sufficient experience to estimate the insurance cover at an adequate level of significance.

To reduce the risk entailed in exposure to the reinsurers, the Company operates according to the following principles:

- A. Financial strength - the Company reviews the financial strength of the reinsurer as it is reflected in the credit rating and it applies the following policy:
- As a rule, the Company enters into agreement with reinsurers who are rated A- and higher only.
 - Where reinsurance is required for a particular area of activity, in accordance with the procedure described above, but no reinsurers are available with the required rating for this activity, the Company may reach agreement with a reinsurer whose rating is less than A-, subject to approval in writing from the head of the non-life insurance division and an expert opinion of the Risk Manager.
 - The overall exposure to reinsurers with a rating of less than A- is limited to 8% of the equity of Harel Insurance. At present, only a small number of the reinsurers have a rating of less than (A), although the volume of cover in these treaties is relatively low and in the short term.

- In those instances where, during the course of the agreement, the reinsurer's rating falls, causing a passive deviation from the foregoing conditions, the matter is submitted to the Company's management for a review of the agreement.
- The spread policy is also applied with respect to the exposure to earthquake risk. In this context, additional limitations were defined at the level of exposure to loss events on the basis of MPL to a single reinsurer. Consideration of the insurer's rating was weighted and from this the limit to the rate of exposure vis-a-vis the reinsurer was derived, from the total exposure to an earthquake event.

Spreading (distributing) the exposure - spreading the risks among a number of financially robust reinsurers so that the total rate of exposure to each reinsurer in the ceded risk is not large, to the extent possible. It was therefore determined that other than in special cases approved by the Board of Directors, the Company's policy includes limits on the percentage of premiums payable to a single reinsurer and group of reinsurers from the total premiums paid to reinsurers during the course of the year and limitations on the level of exposure to a single reinsurer from the equity of Harel Insurance.

- B. In accordance with the rating of the reinsurers, a first-time agreement with a reinsurer is based on the business potential inherent in the joint venture, the reinsurer's expertise in the relevant area of insurance, the scope of the reinsurer's relevant activity in Israel and abroad, and a review of its financial robustness and whether it meets the A rating limitation, as mentioned above. When certain conditions that have been defined in the Company's policy are satisfied, the Risk Management Department will also be asked for its expert opinion prior to the agreement.
- C. Credit exposure to reinsurers is managed in accordance with the Company's procedures. Additionally, the Company monitors the balances and obligations of the reinsurers vis-à-vis the Company, and where necessary it makes provision for doubtful debts where relevant, on the basis of individual risk estimates and scope of the debt. Where the Company believes that there is a possible risk of insolvency on the part of the reinsurer, the share of the reinsurer that is in financial difficulty is computed according to the actuary's recommendation, which takes all the risk factors into account.

3.5.5 Life assurance and long-term savings

3.5.5.1 In 2023, reinsurance premiums in life assurance account for 4.5% of the Group's gross premium.

3.5.5.1.1 In Quota Share treaties there are no restrictions or limits to cover in respect of the reinsurer's participation in significant claims for the reporting period.

3.5.5.1.2 In light of the insurance events caused during the Swords of Iron War, a review is underway as to whether, in the catastrophe events treaty, the Group has reached the set limits in the reported periods. Notably, even if the Group has reached the set limits, the amounts for which the reinsurers are liable are not material.

3.5.5.1.3 The Group has several reinsurers whose share of the reinsurance premiums in life assurance account for 10% or more, as specified below:

Name of the reinsurer	S&P rating at date of publication of the report	Premiums for the reinsurer (NIS million)	Percent of all premiums for the reinsurers
Swiss Re	AA-	135	48%
Munich Reinsurance	AA-	107	38%

3.5.6 Health insurance

- 3.5.6.1 In 2023, reinsurance premiums in health insurance account for 5.8% of the Group's gross premium.
- 3.5.6.2 In Quota Share treaties restrictions there are restrictions or limits to cover in respect of the reinsurer's participation in claims that are insignificant.
- 3.5.6.3 In the Excess of Loss treaty for catastrophe events, the Group did not reach the limits set during the reporting periods, and it has no outstanding claims on a scale approaching the defined limits.
- 3.5.6.4 The Group has several reinsurers whose share of the reinsurance premiums in health insurance accounts for 10% or more, as specified below:

Name of the reinsurer	S&P rating at date of publication of the report	Premiums for the reinsurer (NIS million)	Percent of all premiums for the reinsurers
SCOR	A+	218	58%
Swiss Re	AA-	80	21%

3.5.7 Non-life insurance

- 3.5.7.1 In 2023, reinsurance premiums in the Group's non-life insurance account for 35% of the gross premium.
- 3.5.7.2 The Group has a reinsurer whose share of the reinsurance premiums in non-life insurance accounts for 10% or more, as specified below:

Name of the reinsurer	S&P rating at date of publication of the report	Premiums for the reinsurer (NIS million)	Percent of all premiums for the reinsurers
Zurich Insurance Co	AA	637	39%

- 3.5.7.3 In the motor property, compulsory motor and other liabilities sectors, Harel Insurance did not reach the maximum amounts determined in the reinsurance treaties during the Reporting Period and it has no outstanding claims of a scope close to the defined limits.
- 3.5.7.4 Property and other sectors:
- (a) In the Quota Share and Surplus fire treaties there are limits to exposure for cover for earthquakes to a maximum of USD 65 billion and cover of a further 10% in addition

to the above as necessary, automatically, subject to reporting to the reinsurers. Likewise, there is a limit to the cover for a single earthquake of an amount which is 5% of the above-mentioned exposure.

- (b) In a treaty for terror risks pertaining to property (a Quota Share treaty and a Surplus treaty), there is a maximum limit of USD 100 million per event and USD 120 million per year.

3.5.8 Insurance companies overseas

3.5.8.1 Interasco

3.5.8.1.1 Interasco has no reinsurance agreement in which it transfers to a reinsurer more than 10% of all the premiums of Interasco.

3.5.8.1.2 Interasco did not reach the maximum amounts determined in the reinsurance treaties during the Reporting Period and it has no outstanding claims of a scope close to the limits defined in the Excess of Loss reinsurance treaty.

3.5.8.2 Turk Nippon:

3.5.8.2.1 At December 31, 2023, there is no reinsurance company with premiums of more than 10% of the total turnover of TNS.

3.5.8.2.2 Turk Nippon did not reach the maximum amounts determined in the reinsurance treaties during the Reporting Period and it has no outstanding claims of a scope approaching the limits defined in the Excess of Loss reinsurance treaty.

3.5.9 Exposure of the reinsurers to earthquakes

The Company's policy of spreading the risks among a large number of reinsurers in those sectors where the exposure ceded to reinsurers is significant, so that each reinsurer has a relatively small share of the risk, is also applied to earthquake risks. The average Maximum Probable Loss rate ("MPL") (which represents the estimated maximum loss which may be incurred from an earthquake) is 2.63% before the deductible. When making decisions regarding the amounts of reinsurance cover for catastrophe losses, the Company relies on the results of a risk analysis which has been prepared for it several times in the past by Risk Management Services (RMS), an international company with experience in assessing earthquake risks, and Air Worldwide Corporation, which is another international company experienced in this field. The Company purchased Air Worldwide Corporation's software program and its estimates are also based on the results of a risk analysis conducted independently by the Company's actuary department using this model.

The reinsurers' exposure to earthquake risks: as noted above, the Company's policy regarding reinsurance is to spread the risks among as many reinsurers as possible, each with low participation rates. This policy is also applied to the reinsurers' exposure to earthquake risks. The reinsurers share the earthquake risks proportionally and non-proportionally, as follows: Quota Share treaty for property (a combined Quota Share and Surplus treaty) which as part of the property cover insurance, also includes cover for earthquake risks at the same rate, and in addition a facultative agreement for property transactions (mainly agreements on a proportional basis) which includes cover for earthquake risks in proportion to and at the same rate as the participation for the property risks. Likewise, the Company purchases an Excess

of Loss treaty for earthquake risks for property only, which protects the Company's retention. This treaty was not renewed. The ratings of most reinsurers for earthquake risks are A- or higher, and are rated by S&P and AM Best. When computing the MPL used by the Company, which as noted above is on average more than about 2.6% before the deductible, the sums insured at December 31, 2023 for the exposure of the proportional reinsurers for earthquakes are NIS 17,927 million and for non-proportional reinsurance (Excess of Loss) is NIS 2,395 million. Each reinsurer calculates its own MPL and bases its estimate on the professional tools available to it, and also uses companies which specialize in estimating earthquake risks all over the world. The Swiss reinsurer, Zurich, which has an AA- rating, is exposed to earthquake risks, in terms of MPL, at a rate of 32.1% of the total exposure to earthquakes for the MPL calculation.

3.5.10 Additional information

For additional information about reinsurance. See Note 36I to the Financial Statements.

3.5.11 Reinsurance results in non-life insurance (NIS million) ⁽¹⁾

2023 (NIS million)	Sub-segments:				
	Compulsory motor	Motor property	Property and other	Other liabilities	Total
Total premiums ⁽²⁾	6	25	1,123	460	1,614
Profit (loss) ^{(3) (4)}	(30)	(10)	424	(29)	355

2022 (NIS million)	Sub-segments:				
	Compulsory motor	Motor property	Property and other	Other liabilities	Total
Total premiums	115	55	1,011	435	1,616
Profit (loss)	(1)	(17)	295	115	392

2021 (NIS million)	Sub-segments:				
	Compulsory motor	Motor property	Property and other	Other liabilities	Total
Total premiums	19	19	881	412	1,331
Profit (loss)	-	(4)	305	(151)	150

- (1) The reinsurance results are calculated as noted in Note 36I to the Financial Statements. The data are computed mainly according to reinsurance premiums, net of the reinsurers' share of the claims (including reserves). Accordingly, the results of the reinsurers' activity did not take into account their investment revenues, which account for a significant component of their final performance, particularly in the liabilities sectors where there are significant amounts of reserves and claims are generally long tail.
- (2) The decrease in reinsurance premiums in 2023 in the compulsory motor sector is attributable to the non-renewal of a reinsurance agreement in previous years for Shirbit's business.
- (3) The increase in the reinsurers profit in 2023 compared with previous years in the property and others sectors is mainly attributable to the property loss sector.
- (4) The decreased profit of the reinsurers in 2023 compared with the previous year in the liabilities and other sector is mainly attributable to professional liability and third party.

The results of the reinsurers' activity in the liabilities sector can be attributed, for the most part, to the professional liability branch and particularly medical malpractice insurance. The reinsurers' profits arise mainly from cover for earthquakes, in the form of catastrophe insurance and as a component of property and other insurance.

Property and other sub-segment	2023	2022	2021
Premium in respect of proportional reinsurance	728	668	565
Premium in respect of non-proportional reinsurance	18	16	19
Premium in respect of earthquakes	377	327	297
Total	1,123	1,011	881

3.5.12 Reinsurance results in the insurance companies overseas segment

	2023	2022	2021
Total premiums	131	123	89
Profit	(130)	33	25

3.6 Human Capital

The Company's management believes that its employees are its most important strategic asset. Despite the size of the Company, management does everything possible to instill in its employees the atmosphere of a family company. The Company invests considerably in its human capital and provides employees with a warm home.

For information about the Group's organizational structure - see Section 1.1.9 above.

The Group's workforce:

At December 31, 2023, the Group (including companies which are directly or indirectly controlled by Harel Investments) had a workforce of 5,158. The Group employs staff who work in a specific operating segment, and employees who provide services to more than one operating segment. For example, the Finance Division employees provide services to more than one operating segment.

The Group's workforce at December 31, 2023, is as follows:

Company / Division / Department	Number of employees
Harel Investments	3
Harel Insurance	-
Management / HQ / Other	86
Actuarial Division	40
Non-life insurance	591
Health and life insurance	994
Investments	86
Long-term savings	386
Finance & Resources	396
Agent marketing	30
Human Resources	87
Legal Department	30
Direct Activity and Joint Ventures	668
Digital and Service	413
Total Harel Insurance (including Harel Pension & Provident)	3,807
Harel Hamishmar Computers	428
Financial services	162
EMI	5
Controlled insurance agencies	561
Total	4,966
Interasco	61
Turk Nippon	131
Total for the report	5,158

Material changes in the workforce compared with the corresponding period last year are mainly attributable to two organizational changes made in the Reporting Period: (1) transfer of employees in the non-life actuary department to the actuary division; (2) disbanding of the Shirbit department in the non-life division and transfer of employees from this department to the different units within the non-life division and the organization.

The Group's workforce at December 31, 2022, is as follows:

Company / Division / Department	Number of employees
Harel Investments	3
Harel Insurance	
Management / HQ / Other	77
Actuarial Division	23
Non-life insurance	624
Health insurance	979
Investments	84
Long-term savings	396
Finance & Resources	378
Agent marketing	30
Human Resources	73
Legal Department	26
Direct Activity and Joint Ventures	594
Digital and Service	331
Total Harel Insurance (including Harel Pension and Provident)	3,615
Harel Hamishmar Computers	334
Financial services	155
EMI	6
Controlled insurance agencies	632
Total	4,745
Interasco	58
Turk Nippon	129
Total for the report	4,932

3.6.1 Material changes in the list of senior officers

For information about changes in the list of senior Company officers in the Reporting Period, see Section 4.1 below.

3.6.2 Terms of engagement with employees

All the Group's employees are employed under personal agreements or contracts rather than collective labor agreements. The wage and terms of employment of each employee are determined in his/her personal employment agreement. The compensation under these agreements is mainly based on a fixed wage, and in marketing and retention positions, there

may also be a performance-based component. In the capital market and financial services sectors, some employees have a basic salary plus compensation derived from activity in their area of business. Based on their employment agreements, employees are entitled to pension insurance on a track of their choice (insurance, pension fund, combination of the two, etc.). Additionally, most of the employees are entitled to Company contributions to an education fund. The advance notice period given for dismissal or resignation is usually no more than 30 days, although with respect to senior management a longer advance notice period is defined.

Among other things, personal employment agreements specify the number of vacation days to which each employee is entitled (in any event, the number of days will not be less than the minimum prescribed by law). Employees are entitled to additional social benefits, in line with Israeli law: convalescence pay and sick pay.

Senior employees are entitled to a basic wage plus fringe benefits such as a company car, refund of expenses, per diem expenses, etc. Additionally, they are entitled to an annual bonus, pursuant to the policy approved by the Company's Board of Directors regarding compensation for senior officers and officeholders engaged in investment management - see relevant references below.

In addition to the aforementioned conditions, the Group's employees enjoy several other benefits: (1) Group health insurance for the Group's employees, without payment of a premium (the employee only pays the tax in respect of the benefit); (2) An option for members of the employee's family to join the group health insurance; (3) Group dental insurance for the Group's employees (the employee and family members) paid for by the employee; (4) Reduced management fees in the Harel Pension Fund (for the employee and his family).

3.6.3 Information about directors and officers

For information about directors and officers, see Regulations 26 and 26A in Chapter 5 of the Periodic Report – Additional Information about the Company.

On the compensation policy for senior officers – see Regulation 21(A)(1) in Chapter 5 – Additional Information About the Company. Additionally, the Company publishes information on the subject on its website, at the following URL:

<https://www.harel-group.co.il/about/harel-group/investor-relations/Pages/remuneration-policy.aspx>

For information about compensation paid to directors and officers, see Regulation 21 in Chapter 5 of the Periodic Report – Additional Information about the Company.

For information about indemnification and insurance, see Regulation 22 in Chapter 5 of the Periodic Report – Additional Information about the Company.

For information about indemnification and insurance, see Regulation 21 in Chapter 5 of the Periodic Report – Additional Information about the Company.

3.6.4 Employee training

Harel Insurance runs a training department for the Group companies which holds company-wide training programs in addition to courseware solutions that are customized to the needs of the business units. Every year, Harel Insurance formulates an annual training plan, derived

from the work plan for that year and the business targets outlined by the Company's management. This plan includes courseware for employee development, such as: getting to know new products, regulations in various sectors, familiarity with new / changing work processes, training to use the core systems, workshops to improve the skills required to fulfill the tasks, management development workshops, etc. Tools are also developed for training new employees, which include courseware and courses to improve familiarity with the organization.

In parallel with the training activity which is derived from these business needs, the Company holds company-wide activities offered to employees for personal enrichment and development. Harel Insurance also cooperates with colleges and academic institutions for training employees through insurance-related courses and seminars as well as studies towards a BA in insurance.

In the wake of the global COVID-19 crisis, the organizational training network was adapted to provide a rapid response to the new challenges. At the same time, frontal training sessions were converted to the virtual space, workshops were held for training employees and managers for online teaching and training and digital learning solutions were enhanced to allow for distance learning. Additionally, adjustments were made in training content and methods for organization-based personal development. These adjustments and the new learning methods, remain in use today and allow the learning processes to be developed and diversified.

In the wake of the Swords of Iron War, the Company held various categories of meetings for managers, e.g.: in-person meetings with the extended management, meetings for highlighting needs, it developed digital management aids as a an additional layer of support for regular routines, it held group management meetings on addressing management challenges in this period.

3.6.5 Code of Conduct for the Group's employees

The Group's management supports a fair business culture among its employees and managers (including its directors) for fulfillment of their duties. Accordingly, the Company adopted an ethical code. Each employee recruited by the Company signs a document confirming that he has read the ethical code and that he undertakes to act accordingly.

3.7 Marketing and distribution

3.7.1 Life assurance and long-term savings

Insurance and long-term savings products are mostly distributed and marketed through agents and agencies and through direct sales to customers, in part using digital methods. In the provident funds and pension funds, distribution activity also takes place through the pension advice system in the various banks which with the management companies have signed distribution agreements. With the exception of a small number of agencies, the Company does not own the agencies which sell the Group's products. The Group has nationwide distribution via a professional, skilled network of thousands of agents who operate through the Group's regions and sectors, and provide personal service to the highest standard for all customers. The Group takes the view that its network of agents is a strategic asset, which is an inseparable part of its operations.

3.7.1.1 Life assurance

The Group operates through thousands of agents.

The Company has marketing agreements with banking insurance agencies for the sale of mortgage-related life assurance.

The Company has no single agent whose rate of new sales in the life assurance branch in 2023 accounts for more than 10% of total sales in the long-term savings sector.

The rate of commissions paid to agents is determined in individual agreements signed with them.

The Company pays on-going commissions throughout the life of the policy. In some instances, advance payments for various periods are made on account of these commissions. Advance payments which do not comply with certain rules prescribed in the Commissioner's circular are "an unrecognized asset", which lead to an increase in the minimum required equity. Additionally, the Company pays commissions to its agents which are set in line with the volume of sales of new policies. Likewise, from time to time, the Company holds marketing campaigns in which agents receive benefits in money or the equivalent. Some of these commissions are recorded as deferred acquisition costs.

In 2023, the percentage of commissions in life assurance is 13.2% of all premiums in this operating segment, compared with 12.4% in 2022 and 12.6% in 2021.

The average rate of the commission from the new annualized premium sold in 2023 is 54.1% compared with 42.1% in 2022 and 39.2% of the annualized premium sold in 2021.

3.7.1.2 Pension funds

The Group markets the pension funds mainly through insurance agents and agencies, directly, through the marketing units of Harel Insurance. Additionally, pension funds are also distributed through pension advisors in the different banks.

On the selected default option funds for pension, see Section 2 .2.1.

There is fierce competition in the pensions sector between the pension fund management companies. This competition is reflected, principally, in the percentage discount on the management fees.

At the date of the report, Harel Pension and Provident maintains distribution agreements with most of the commercial banks.

Commissions in respect of the sale of pension products are generally paid to insurance agents as a percentage of the contributions, based on an individual agreement between the agent and the Company. From time to time, the Company holds marketing campaigns in which agents receive benefits in money or the equivalent. Some of these commissions are recorded as deferred acquisition costs.

Distribution fees paid to banks, agents fees and marketing and other acquisition costs in the pension funds for the reporting period were at a rate of 0.08% of the total assets under management in this sector.

3.7.1.3 Provident funds

The Group markets its provident funds through insurance agents and agencies, through direct activity with various entities and companies in the economy, via the marketing units of Harel Insurance and by distribution through pension agents in the banks.

The Supervision of Financial Services (Provident Funds) (Distribution Fees) Regulations, 2006, stipulate that management companies may pay distribution fees at a monthly rate which is no more than one twelfth of 0.25% of the total amounts which the customer has to his credit in his provident fund account on the last day of business of each month.

Harel Pension and Provident has distribution agreements for the provident funds with most of the banks.

Commissions paid to insurance agents for the sale of provident products are paid as a percentage of the accrual of the agent's customers. From time to time, the Company holds marketing campaigns in which agents receive benefits in money or the equivalent.

Distribution fees paid to banks and the average agents' fees in the provident funds, for the Reporting Period, were at a rate of 0.17% of the total assets under management in this sector.

3.7.2 Health Insurance

Personal lines policies in the health insurance sector are mostly marketed and distributed through insurance agents and agencies which sell the Group's products, in part using digital methods. The Group insurance is sold through insurance agents and agencies and directly to the relevant organizations.

The rate of commissions which the Group's companies pay agents for selling the policies is determined in individual agreements signed with them.

Payment of commissions on health insurance policies is spread over the life of the policy, unless another arrangement has been defined. In some instances, advance payments for various periods are made on account of these commissions. Additionally, from time to time, the Group's companies organize marketing campaigns in which, subject to meeting targets, the agents receive money or money equivalent benefits. Some of these commissions are recorded as deferred acquisition costs.

In 2023, the average rate of commissions from premiums in the health insurance segment was 12% of the total premium, as against 12.4% in 2022 and 13% in 2021.

3.7.3 Non-life insurance

3.7.3.1 Motor property

Harel Insurance markets its products in this sub-segment mainly through insurance agents and agencies as well as on digital platforms. Harel Insurance is also active in this area using the brand name "Upgrade", "Switch" and Shirbit, which is part of Harel Insurance Company.

For brokering motor property insurance transactions, the Group pays the agents a commission, in money and/or money equivalent. The commission is usually set as a percentage of the premiums, and in part is dependent on the volume of activity and/or profit of the insurance sold through the agent.

The average commission rate in the motor property sub-segment was 14.8% in 2023, similar to 2022, and 15.8% in 2021.

Harel Insurance has no single agent whose activity in the motor property and compulsory motor sub-segment accounts for 10% or more of the volume of the Group's activity in this segment.

3.7.3.2 Compulsory motor

Harel Insurance markets its products in this sub-sector through insurance agents and agencies, as well as through digital methods, in the same way as it markets products in the motor property sector (for details about the method of marketing through insurance agents and agencies - see Section 3.7.3.1 above).

Compulsory motor insurance is marketed to large groups by participating in tenders published by organized entities.

The average commission rate in the compulsory motor sub-segment was 5.3% in 2023, 4.5% in 2022, and 4.8% in 2021.

Harel Insurance has no single agent whose activity accounts for 10% or more of the volume of activity in the compulsory motor and motor property sub-segments.

3.7.3.3 Other liabilities sectors

Harel Insurance markets its products in the other liabilities sub-sector through insurance agents and agencies as well as directly, in part by participating in tenders published by business entities, and by digital methods. The direct activity is mainly in policies for particularly large enterprises. Harel Insurance has a separate department ("region") defined as the Industry Region and a designated department for special insurance risks, specializing in providing insurance solutions for large, complex enterprises with respect to the scope and class of coverages required by the customer or its advisors, as well as providing solutions for companies with international operations, and this, inter alia, by collaborating with reinsurers and foreign insurers which the Group represents in Israel, including the Swiss company Zurich.

Agents' fees are paid in money and/or money equivalent. The agents' fees are often affected by the rate of fees added to a policy and, in some instances, by the profitability of the agent's portfolio.

The average commission rate in the other liabilities sub-sector was 12% in 2023, compared with 11.7% in 2022 and 11.2% in 2021.

About 19.5% of total premiums in the other liabilities sectors are marketed through one agent, which is an associate of the Company. The loss of premiums marketed through this agency will not significantly affect profits in this sector.

3.7.3.4 Property and other sectors

Harel Insurance markets its products in this sub-segment through insurance agents and agencies as well as directly, in part by participating in business tenders and through digital methods. Direct activity is mostly with large business customers where the composition of the policies is usually more complex. Harel Insurance has a separate department ("region") which is defined as the Industry Region as well as a designated

department specializing in providing insurance solutions for large, complex enterprises with respect to the scope and class of coverages required by the customer or its advisors, as well as providing solutions for companies with international operations, and this, inter alia, by collaborating with reinsurers and foreign insurers which the Group represents in Israel, including the Swiss company Zurich. Mortgage-related structural insurance is usually sold by the mortgage banks, through designated insurance agencies, which have agreements with Harel Insurance, and in a small number of cases through insurance agents. The fee paid to agents for brokering transactions in the property and other insurance sub-sector is determined principally as a percentage of the net premium and in some cases is conditional on the volume of the agent's sales. Pursuant to the Supervision of Financial Services (Insurance) (Maximum Commissions on Mortgage-related Structural Insurance) Regulations, 2012, from January 1, 2013, the rate of the commission for brokering mortgage-related structural insurance policies was limited to 20% (including VAT) of the premiums collected by the insurer from the insured. In January 2021, this commission rate was reduced to 15% (including VAT).

The average commission rate in the property and other sub-segments was 13% in 2023. The commission rate in other business property loss (excluding the homeowners branch, including mortgages) is 11.8% of the premiums and the commission rate in the comprehensive homeowners branch, including mortgages, is 15% of the premiums in this line of business, as against 16.6% last year and 17.4% in 2021.

3.7.3.5 Mortgage insurance

As described in Section 1.2.3.5 above, due to Bank of Israel regulatory provisions, no new policies were sold in this segment during the Reporting Period.

3.7.4 Insurance companies overseas

Interasco and Turk Nippon distribute their various insurance products mainly through insurance agents and brokers. The companies do not have exclusivity agreements with any distribution channels.

Turk Nippon is the representative of Royal & Sun Alliance Insurance PLC, so that its customers in Turkey are served by Turk Nippon. This agreement has a positive impact on the volume of activity of Turk Nippon.

3.7.5 Material changes in laws relating to distribution channels that were published during the Reporting Period

There were no material changes in the laws relating to the distribution channels during the Reporting Period.

3.7.6 Key agencies controlled by the Group

The principal agencies controlled by the Group are: Yedidim Pension Arrangements Insurance Agency Ltd. (100%), Veritas Insurance Agencies Ltd. (100%) - both of which are active in all areas of insurance and long-term savings in which the Group operates, *Tichnun Mitkadem* [Advance Planning] - Pension Insurance Agency (2013) Ltd. (100%), which operates in the long-term savings sectors, Kidma Insurance Agency (2008) Ltd. (50%) and Se-Fi Insurance Agency Ltd. (70%) which operates in the insurance and long-term savings sectors.

3.7.7 Dependence on a marketing entity

The Group is not dependent on any of its marketing entities in any of its areas of activity, so that the loss of an entity is unlikely to significantly and adversely affect any particular area of activity or cause the Company significant additional costs as a result of the need to replace them.

3.8 Suppliers and service providers

3.8.1 Life assurance and long-term savings

The Group has numerous agreements with service providers in connection with this area of activity. The principal agreements are with suppliers for the payment of annuities and service providers that operate the main provident funds.

The Group companies are not dependent on any of these service providers. Regarding most of the services required by the Company in this area of activity, the Company has agreements with several service providers thus providing operational flexibility. The fact that substitute service providers are available for most of the services listed above, means that the Company is not dependent on any particular service provider.

3.8.2 Health Insurance

In the health insurance segment, the Group has several agreements with service providers in connection with coverages included in the different policies, providing it with operating flexibility and which ensure that Harel Insurance is not dependent on any particular provider. The main agreements are with private hospitals, doctors and medical service providers as well as with service note providers. The Group companies are therefore not dependent on any specific service provider.

3.8.3 Non-life insurance

3.8.3.1 Motor property

The main agreements are with car repair service providers, spare parts suppliers and service providers for service notes.

Harel Insurance is not dependent on the aforementioned service providers, as there are other suppliers in the market with which it can reach agreement within a reasonable time, taking into account the nature of the different agreements, and given that in most cases, Harel Insurance has agreements with more than one service provider. In view of the competition between the aforementioned service providers, a change in the identity of any one of the suppliers is not expected to have a negative impact on performance in the motor property sub-sector.

3.8.3.2 Compulsory motor

To streamline the process of claims settlement in compulsory insurance, utilizing economies of scale and its desire to provide quality, professional service, as well as to reduce the expenses entailed in settling the claims while paying proper compensation, Harel Insurance has agreements with service providers who include lawyers, doctors and private investigators.

Harel Insurance is not dependent on any particular supplier thanks to its agreements with a variety of suppliers all over the country.

3.8.3.3 Other liabilities sectors

To streamline claims settlement process in the liabilities insurance sub-segment, Harel Insurance entered into agreements with a long list of suppliers, including, among others, attorneys, assessors, medical institutions, private investigators, etc. Claims in respect of medical malpractice policies are handled mainly through MCI, a company fully controlled by Madanes Insurance Agency Ltd. (in which the Company has a 25% holding). Performance in this sub-sector is not expected to be negatively impacted by changes in the agreements with these or any other service providers, due to the fact that there are other service providers with which agreement can be reached within a reasonable time frame and at similar costs (and this in view of the competition between the different service providers in the relevant sectors).

3.8.3.4 Property and other sectors

In the household insurance sector, Harel Insurance markets various riders to the standard policy, through service agreements with different suppliers. Harel Insurance has signed agreements with suppliers and service providers, inter alia, in the following areas: plumbers and companies that manage a call center for the management of claims due to water damage.

Harel Insurance is not dependent on the service providers mentioned in this section, as there are other suppliers in the market with which it can reach agreement within a reasonable time, taking into account the nature of the different agreements. In view of the prevailing competition between the aforementioned service providers, a change in the identity of any one of the suppliers is not expected to have a negative impact on performance in the other property sub-segment, including in the household and mortgage line of business.

Information about other suppliers and service providers:

3.8.4 Computer and software services

Most of the Group's companies receive computer and software services from Harel Hamishmar Computers, a wholly owned subsidiary of the Company which is responsible for providing the various automation services, and where necessary, it operates software companies and providers for the computer services which it renders to the Group's companies

3.8.5 Dependence on suppliers

Except for the service providers listed in Section 2.6.15.2 above, regarding financial services, and a certain dependence on MCI (see Section 3.8.3.3), the Group companies are not dependent on any of their suppliers, and the Group is able to find alternative suppliers or solutions for each supplier, without this creating a significant additional cost.

3.9 Fixed assets

3.9.1 Offices and real estate assets

The Group's head offices are located in Harel House and *M.E.H House*, which are in the Diamond Exchange complex on the Ramat Gan –Tel Aviv border. Additionally, the Group has offices (in real estate assets which it owns and are owned by its wholly owned subsidiaries) in Harel House in Jerusalem, Tel Aviv, Haifa, Petach Tikva (where the logistics center of the Group's insurance companies is located) and in other locations around the country.

In addition to these offices, the Company has additional real-estate assets in different parts of the country. Furthermore, the Company owns 55% of the rights in a 120,000 sq. m. site in the Rothschild area which is slated for the construction of residential, office, hotels and commercial premises.

The outstanding amortized cost of these real-estate assets, which serve the Group companies, at the date of the report is NIS 1,234 million, compared with NIS 1,204 million at December 31, 2022. The Group companies also rent parking space in the vicinity of Harel House and office space in various cities in Israel.

For additional information, see Note 7 to the Financial Statements.

3.9.2 Computer and IT systems

The subsidiary Harel Hamishmar Computers Ltd. ("HHC") is responsible for providing the various automation services, and where necessary, it operates software companies and suppliers for the computer services which it provides for the Group's companies. In the past few years, Harel Hamishmar Computers has been intensively involved in the implementation of the Company's strategic plan.

For information about the Group's business targets and strategy, see Chapter 2, Section 9 in the Board of Directors' Report in the Periodic Report.

The Group attributes considerable importance to its technology capabilities, enabling it to support the Group's goals, and it has set itself a target of being a leader in the use of advanced systems in its different areas of activity. Pursuant to the foregoing, in the Reporting Period the Company invested in technology tools and products which will enable the Group to develop new business capabilities relating to digital and innovation worlds (e.g. Salesforce, cloud infrastructure, etc.). The Group also continues to invest heavily in technology and cyber infrastructures, all in addition to upgrading the core systems which constitute the foundations for implementing its advanced capabilities.

For information about the way in which the Group copes with cyber risk, see Section 3.12 below.

The Group invested NIS 359 million in computer equipment and software in 2023 compared with NIS 337 million in 2022.

For additional information about the Group's investments in computer equipment and software, see Note 5 to the Financial Statements.

3.10 Seasonality

There are no significant seasonal effects on profitability in any of the Company's operating segments. Nevertheless, please note the following:

3.10.1 Life assurance and long-term savings

In life assurance and long-term savings, there is a marked increase in the pace of sales towards the end of the year due to the purchase of products that provide tax benefits and deposits in these products.

3.10.2 Health insurance

As a rule, in health insurance, there is a seasonal increase in the number of policies sold to overseas travelers during the summer months and holiday season.

3.10.3 Non-life insurance

3.10.3.1 The turnover of premiums in the non-life insurance sectors is greater at the beginning of each calendar year, due to renewals of a large number of annual insurance contracts at the beginning of the year. This seasonality does not affect profits, given that it is regulated by changes in the reserve for unexpired risks.

3.10.3.2 In compulsory motor and motor property insurance, there is an increase in the volume of claims during the winter months, due to a larger number of road accidents, and weather-related damage.

3.10.3.3 In other property insurance, there is an increase in the volume of claims during the winter months, due to weather-related damage.

Distribution of premiums earned in the sectors of insurance, management fees from provident and pension funds, and total revenues from the capital market and financial services segment, by quarter for the last three years (NIS million):

	2023 (NIS million)			
Operating segment	Q1	Q2	Q3	Q4
Life assurance & long-term savings				
Life assurance	1,520	1,851	1,523	1,392
Provident funds & pension funds	183	190	198	200
Health	1,539	1,601	1,675	1,653
Compulsory motor	179	198	200	202
Motor property	275	301	323	345
Other liabilities sectors	254	260	269	277
Other property sectors	330	339	355	364
Mortgage insurance	1	1	-	1
Capital market & financial services	72	85	96	112
Credit	69	79	84	85
Insurance companies overseas	120	129	154	145

	2022 (NIS million)			
Operating segment	Q1	Q2	Q3	Q4
Life assurance & long-term savings				
Life assurance	2,000	1,496	1,543	1,465
Provident funds & pension funds	174	177	180	182
Health	1,407	1,456	1,538	1,527
Compulsory motor	183	187	201	210
Motor property	273	282	290	311
Other liabilities sectors	297	306	325	335
Other property sectors	260	250	261	271
Mortgage insurance	1	1	1	-
Capital market & financial services	58	63	65	78
Credit	23	32	43	56
Insurance companies overseas	91	102	124	131

	2021 (NIS million)			
Operating segment	Q1	Q2	Q3	Q4
Life assurance & long-term savings				
Life assurance	1,446	1,512	1,412	1,517
Provident funds & pension funds	146	149	154	183
Health	1,282	1,315	1,368	1,399
Compulsory motor	132	132	150	177
Motor property	210	230	238	264
Other liabilities sectors	227	235	238	258
Other property sectors	255	257	282	294
Mortgage insurance	2	-	1	2

Capital market & financial services	58	62	63	71
Credit	14	15	16	19
Insurance companies overseas	118	111	114	98

3.11 Intangible assets

Trademarks / logo

The Group companies own a trademark on the Group logo and also on the logo with the name “Harel Insurance and Finance” which is registered in the Register of Trademarks. Harel also has several brands, registered and unregistered, which benefit from the goodwill forged by the Company over the years in the insurance and finance market, such as Upgrade, Harel Switch, “Harel Insurance and Finance for your Peace of Mind”, and more.

EMI owns 5 trademarks relating to the company’s commercial name - “EMI”, the “EMI” logo and the company’s method - “EMI Method”.

Databases

The Group administers databases which are critical to management of the Company’s business in accordance with the Protection of Privacy Law, 1981.

Software and domain addresses

For the purpose of their activity, the Group companies use software programs owned by the Group companies and/or software whose licenses were purchased for their use. Additionally, the Company develops, through its employees and through various service providers, software programs for its own use in which it has copyright.

The domain address of Harel Group’s website is owned by the Group.

Licenses

The Group has licenses and permits to operate as an insurer, management company and corporate agent, as applicable, in accordance with the provisions of any law.

For information about intangible assets - see Note 5 to the Financial Statements.

3.12 Finance

The Group finances its activity mainly from external sources including the issue of promissory notes, bonds and by taking short and long-term loans from banks and non-bank entities. Total financial liabilities as at December 31 2023 are NIS 17,046 million, compared with NIS 13,191 million at December 31, 2022. The increase is mainly attributable to debt raisings and bank loans taken during the year of the report, an increase in linkage rates and increase in borrowing and short-sale transactions that were offset against a change in derivatives.

Average interest rate

The following table details the average interest rate quoted on loans from bank and non-bank sources that were in force in 2023:

Average interest rate			
	Average rate	Subordinated liabilities notes	Long-term loans
Shekel bank sources	2.37	-	2.37
Shekel off-balance sheet sources	1.95	1.95	-

For additional information about financial liabilities, see Note 24 to the Company's Consolidated Financial Statements.

3.13 Risk factors

Table of risk factors

The following table shows the Group's risk factors by quality and their possible impact, in the opinion of the Group's management, on its business:

	Risk factor	Extent of the risk factor's impact on the Company
Macro risks		
1.	Economic slowdown in Israel	Strong
2.	Market risks:	
2.1	Interest rate risk	Strong
2.2	Credit spread risk	Moderate
2.3	Inflation risk	Moderate
2.4	Exchange rate risk	Moderate
2.5	Share price risk	Strong
2.6	Prices of other assets risk	Moderate
3.	Credit risks	Moderate
4.	ESG (sustainability) risks	Small
Sector-based risks		

5.	Insurance risks:	
5.1	Longevity, including annuity TUR	Strong
5.2	Morbidity	Strong
5.3	Other insurance risks	Moderate
6.	Availability and stability of reinsurers	Moderate
7.	Catastrophe risks:	
7.1	Pandemic	Moderate
7.2	Terror or war	Moderate
7.3	Earthquake or other large-scale natural peril in Israel	Moderate
8.	Strategic risks, including competition risks, portfolio retention, change in public tastes and the business model	Strong
9.	Legislation and regulation risks	Strong
10.	Legal precedents	Strong
Risks specific to the Company		
11.	Operating risks	
11.1	Cyber and information security risks	Strong
11.2	IT risks	Strong
11.3	Risk from outsourcing and agreements with external service providers	Moderate
11.4	Other operating risks	Moderate
12.	Liquidity risks	Moderate
13.	Mismatch between assets and liabilities	Moderate
14.	Material class actions and legal proceedings	Strong
15.	Liquidity risks	Moderate
16.	Reputation risk	Moderate

Attributing the extent of the impact of the aforementioned risk factors to the Group is based on a quality, subjective assessment prepared by the Group's management, taking into account the volume and nature of its activity at the date of this report. The impact of each of the aforementioned risk factors may be affected by changes that occur in the characteristics of the Group's activity or in market conditions after the date of this report.

For additional information about risk management, see Note 36 to the Financial Statements.

Coping with cyber risk

Harel Group's approach to the management of cyber risk and information security comprises three layers: technology protection, dealing with cyber events, and regulations, organization and methods. In addition to operating deployment, the Company purchased group insurance against computer crime, including cyber events.

The Group and its subsidiaries comply with the provisions of Financial Institutions Circular: “Management of Cyber Risks by Financial Institutions”, which defines principles for the management of cyber risks in financial institutions and obligates such entities to manage these risks. In addressing these risks, and consistent with the aforementioned circular, the boards of directors of the Group's financial institutions adopted and approved a policy on the subject. The Group and its subsidiaries conduct a periodic exposure survey regarding cyber risks.

The Group allocates considerable resources to the management of cyber risks. There is an annual and multi-year cyber work plan and implementation of the plan is monitored.

Additionally, the Company and its subsidiaries operate various cyber tools and perform extensive review and control processes in an effort to reduce the cyber risks.

The Group operates a designated cyber protection system, with the help of outsourced services and experts in the field of information security. The Group has a special cyber hotline which operates round the clock to deal with cyber events.

The Group has a cyber steering committee that meets at least once a quarter. The committee's duties include: monitoring implementation of the cyber-risk management work plan; discussing the results of risk assessments and risk-mitigation plans, discussion of possible risks in the use of cloud-based systems; investigating and drawing conclusions with respect to any significant cyber event, reporting the committee's conclusions and recommendations on the topics it is authorized to address at least once a year to the board of directors of the Group and its subsidiaries.

The Company's Board of Directors, together with the boards of directors of the Group's subsidiaries, supervises the management of cyber risks and receives updates from the steering committee and relevant functionaries within the Group.

The Group has defined a designated executive as manager of the Group's cyber protection, who has proven expertise and managerial experience in the field of cyber protection. The Cyber Protection Manager is subject to a member of management.

Additionally, the Group's internal auditor conducts audits based on the multi-year work plan with respect to various aspects of cyber protection, for example: audit of the exposure to cyber attacks in cloud-based systems, surveys and tests of penetration, permissions, passwords, etc.

In addition to the cyber protection policy, the Company and its subsidiaries has comprehensive cyber procedures and proceedings in various areas, for example: management of cyber events, conducting penetration tests and surveys, information security requirements in HR processes, etc.

Based on the table of the Company's risk factors, cyber risk is a special sub-risk.

For additional information about operating risks, see Note 36 to the Financial Statements.

3.14 Material agreements and Cooperation agreements

Joint venture with the IDF's 8200 alumni association and AWS Israel - GUTS Harel Innovation Hub

With the intention of providing the best possible service and technology capabilities for the Group's customers and agents, in 2022 Harel Group rolled out a business-technology plan

together with Amazon Web Services (AWS) Israel (Amazon's cloud computing services subsidiary) and the IDF's 8200 alumni association.

This plan involves and will involve Israeli startups that develop technology solutions for the worlds of insurance, finance, health and improving the streamlining of operations in the corporate world. Among other things, these startups will benefit from access to experts in the different areas relevant to their operations, including with respect to technology and data security, access to infrastructures, advanced technology tools and products as well as an office work environment in a designated space established by the Group in M.E.H. House in Ramat Gan.

As part of the plan, the Group is reviewing the assimilation of technology solutions presented by some of the startups participating in the plan.

Agreement with an international consulting firm regarding a multi-year strategic plan - for additional information, see Section 1.1.7.9 above.

Agreements in the capital market and financial services segment – see Section 2.6.15.2 above.

3.15 Goals and Business Strategy

For information about the business strategy and goals – see Chapter 2, Section 10 of the Periodic Report, Board of Directors Report.

4. Corporate governance

4.1 External directors

The external directors serving at the date of publication of the report are: Mr. Naim Najjar, Ms. Efrat Yavetz and Ms. Ayelet Ben-Ezer.

For information about the Company's external directors – see Regulation 26 in Chapter 5 of the Periodic Report – Additional Information about the Company.

Changes in the Company's external directors in 2023 and up to the date of publication of this report

Ms. Hava Friedman Shapira stepped down as an external director in the Company on November 16, 2023.

4.2 Internal auditor

4.2.1 Information about the internal auditor and commencement of his term of office:

In December 2013, the Board of Directors appointed Ms. Osnat Manor Zisman CPA as the Company's Internal Auditor and she began to serve on February 1, 2014.

The Internal Auditor is in compliance with the provisions of Section 146(B) of the Companies Law and Section 8 of the Internal Audit Law, 1992.

The Internal Auditor is an employee of Harel Insurance and also serves as internal auditor of Harel Investments. The internal audit work is performed by employees in the Company's

internal audit department, as well as through outsourced services. The Internal Auditor is accountable to the Chairman of the Company's Board of Directors.

The Company's Internal Auditor also serves as internal auditor for two subsidiaries of the Group (Harel Insurance and EMI). The following comments on the activity of the Company's internal auditor (unless specified otherwise) therefore address the activity of the internal auditor with respect to the Company's affairs as well as to the affairs of the subsidiaries as noted.

Other subsidiaries are served by other internal auditors. Thus, for example, companies in the Harel Group which are involved in the capital market and financial services sector (Harel Finance and its subsidiaries), are served by the internal auditor Linor Dloomy CPA from Deloitte. Shai Loterbach CPA serves as the internal auditor of Harel Pension and Provident, Tzva Hakeva and LeAtid. Some of the audits for these companies are performed by the employees in the Company's internal audit department.

Some of the subsidiaries are required by law to appoint an internal auditor, even though they are not public companies. Thus, for example, insurance companies and provident fund and pension fund management companies must appoint an internal auditor and an audit committee to discuss the internal auditor's reports. Consequently, the internal auditors who serve most of the Company's subsidiaries operate in accordance with and subject to decisions made by the audit committees of those subsidiaries.

4.2.2 The audit plan

The audit plan is an annual plan, derived from the multiyear audit plan. The series of audits which are the subject of the multiyear plan are designed to ensure that over the course of four years, all subjects relevant to the Company's operations are audited. The content of the work plan is determined, among other things, on the basis of a preliminary study and findings regarding the controls in place in the procedures and based on regulatory changes.

4.2.3 Professional practices

The generally accepted professional standards applied by the internal auditor in conducting the audit, as noted in Section 4(b) of the Internal Audit Law, are as defined by the International Institute of Internal Auditors (IIA) and adopted by the Israel Institute of Internal Auditors – IIA Israel.

4.2.4 Scope of employment

The scope of the internal audit is determined at the beginning of the year, when the audit plan is approved. In 2023, 36,020 hours of audit were performed by the Group (in 2022, 36,146 hours of audit were performed). The volume of auditing hours is defined based on a four-year plan in which context all the subjects pertaining to the operations of the Company and its subsidiaries are to be audited, as noted above. The multi-year plan forms the basis for the annual audit plan, and accordingly the number of hours required for performing it.

Information about the number of hours of auditing for the Company and its investees:

The Company	Number of hours invested
Harel Insurance	24,180
Pension and provident companies*	5,310
EMI	300
Total for financial institutions	29,790
Harel Finance and subsidiaries	2,630
Turk Nippon & Interasco	3,100
Harel Investments	500
Total	36,020

* Harel Pension and Provident, Tzva Hakeva, and LeAtid

4.2.5 Compensation

The internal auditor is an employee of Harel Insurance.

The internal auditor's salary is defined in his employment agreement, in a manner that does not prejudice his professional discretion or independence.

4.2.6 Access to information

All the relevant documents requested were presented to the Internal Auditor, including constant, unmediated access to the Company's information systems and to any other information, and including financial data.

4.2.7 The Internal Auditor's report

All the Internal Auditor's reports were submitted in writing. Each report was submitted to the chain of audited entities up to the CEO and chairman of the audit committee of the audited company's board of directors. A meeting of the audit committee was held with the audited entities regarding the findings and the response of the audited entities was submitted in writing.

In all, five audit reports were submitted to the Company in the Reporting Period, and they were all discussed by the Audit Committee which convened close to their submittal date.

4.2.8 Board of Directors assessment of the Internal Auditor's work

The Board of Directors believes that the scope of the Company's internal audit, the nature and continuity and work plan of the internal auditor, are adequate under the circumstances and they are capable of achieving the objectives of the internal audit.

4.3 External Auditor

4.3.1 Particulars of the external auditor

4.3.1.1 Name: KPMG Somekh Chaikin

Service commenced: 1999

4.3.1.2 Name of the partner responsible for auditing the Company:

Ms. Taly Bisker, CPA

4.3.2 Disclosure concerning the fee paid to the auditors

Details of the fee paid to the CPA (excluding VAT) for services rendered during the period 2022-2023:

2023				
Fee (NIS thousand) excl. VAT				
	Auditing services	Other	Special tax services	Total
The Company ⁽¹⁾	747	7	-	754
Harel Insurance ⁽¹⁾	*6,344	886	1,108	8,338
Harel Pension & Provident ⁽¹⁾	1,301	-	-	1,301
Harel Finance ⁽²⁾	520	4	65	589
Other companies ⁽¹⁾	932	-	-	932
Total	9,844	897	1,173	11,914

2022				
Fee (NIS thousand) excl. VAT				
	Auditing services	Other	Special tax services	Total
The Company ⁽¹⁾	572	7	10	589
Harel Insurance ⁽¹⁾	*3,905	3,845	761	8,510
Harel Pension & Provident ⁽¹⁾	1,340	-	41	1,382
Harel Finance ⁽²⁾	500	-	50	550
Other companies ⁽¹⁾	766	-	3	769
Total	7,083	3,852	865	11,800

(1) KMPG Somekh Chaikin – (most of the amount).

(2) Kost Forer Gabbay – Ernst & Young (most of the amount).

* The amount includes an audit in respect of IFRS 17 and Solvency.

4.3.3 The Company's deployment for the application of International Financial Reporting Standards 17 - *Insurance Contracts* ("IFRS 17" or "the Standard")

The Company continues to prepare for the application and integration of the Standard in its Financial Statements from the quarterly and annual periods beginning January 1, 2025, based on the document "Roadmap for the Adoption of IFRS 17 - Third Update", published by the Capital Market, Insurance and Savings Authority on June 1, 2023.

As part of this deployment, the Company is in the process of applying and assimilating a SAP computerized system for the accounting management of the Standard's directives, with the support of Ernst & Young acting as an external consultant in this process. The Company is also reviewing the multiple repercussions of adopting IFRS 17 on its financial statements,

including a design and review of the reasonability of all the controls connected with the information systems and the new procedures resulting from application of the Standard.

4.4 Report concerning the effectiveness of the internal control over financial reporting and disclosure

For additional information about the effectiveness of internal control over financial reporting and disclosure - see Chapter 6 of the Periodic Report.

Yair Hamburger
Chairman of the Board

Nir Cohen
CEO

March 28, 2024



Harel Insurance Investments and Financial Services Ltd.

Chapter 2

Board of Directors Report

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Harel Insurance Investments and Financial Services Ltd.

Board of Directors' Report for 2023

The Board of Directors' Report in this chapter of the Periodic Report, also contains forward-looking information, as defined in the Securities Law, 1968. Forward-looking information is uncertain information concerning the future based on information in the company's possession at the time of publishing the report and which includes the company's assessments or intentions at the date of the report. Actual performance may differ substantially from the results estimated or inferred from this information. In certain instances, sections can be found that contain forward-looking information, where words such as: "the Company/the Group estimates", "the Company/the Group believes", "the Company/the Group anticipates", and the like appear, and such forward-looking information may also be worded differently.

The Board of Directors' Report at December 31, 2023, reflects the principal changes in the business position of Harel Insurance Investments and Financial Services Ltd. ("Harel Investments" or "the Company") in 2023. The Board of Directors' Report is an inseparable part of the Periodic Report in its entirety, and the entire Periodic Report should be read as a single document.

1 Description of the Company

1.1 General

Harel Insurance Investments and Financial Services Ltd. ("Harel Investments" or "the Company") is a public company, whose shares have been traded on the Tel Aviv Stock Exchange since 1982. The Company, together with its subsidiaries, ("the Group") operates principally in the following areas:

- A. In the different insurance sectors, the Company operates through the following subsidiaries: Harel Insurance Company Ltd. (fully controlled) ("Harel Insurance"); Interasco Societe Anonyme General Insurance Company S.A.G.I (in which the Company holds 94%) operating in non-life insurance in Greece; Turk Nippon (fully controlled) operating in Turkey; ICIC -Israel Credit Insurance Company Ltd. (with a 50% holding) ("ICIC") and EMI -Ezer Mortgage Insurance Company Ltd. (fully controlled) ("EMI").
- B. In the long-term savings sector, the Company operates through the following subsidiaries that are provident fund and pension fund management companies: Harel Pension and Provident Ltd. (fully controlled) ("Harel Pension & Provident"), which manages pension and provident funds; Tzva Hakeva Savings Fund - Provident Funds Management Company Ltd. (under full control) ("Tzva Hakeva Saving Fund - Provident Funds Management Company Ltd. (fully controlled) ("Tzva Hakeva") which manages an education fund for IDF career soldiers and pensioners; LeAtid Pension Funds Management Company Ltd. (in which the Company has a 79% stake), which manages an old pension fund ("LeAtid").
- C. In the financial services and capital market segment - the Company operates through the subsidiary Harel Finance Holdings Ltd. ("Harel Finance") (fully controlled by the Company) and its principal subsidiaries: Harel Mutual Funds Ltd. ("Harel Mutual Funds") - a mutual fund management company; Harel Finance Investment Management Ltd. ("Harel Finance Investments") - which is a licensed portfolio manager and manages investment portfolios; Harel Index Trade Ltd. - a company involved in market making for the ETFs managed by Harel Mutual Funds; Harel Finance Alternative Ltd., a company that serves as a general partner and investor in the partnerships Harel Alternative Real Estate and Harel Finance Alternative Hamagen, limited partnerships registered in the USA and Harel Finance

Alternative Hamagen Europe, a limited partnership registered in Luxembourg; Harel Exchange Traded Deposit Ltd., a company that issued bonds backed by deposits, and Harel Alternative Investment Funds Ltd., a company that is a general partner in limited partnerships that are private investment funds operating in joint investments with Harel Insurance.

- D. In the credit sector - through the subsidiary Hamazpen Shutaphim Laderech Ltd. (in which it has a 70% indirect holding) ("Hamazpen") that creates innovative financing solutions for quality entrepreneurs providing business management and credit to medium businesses, including the provision of mezzanine loans; through a subsidiary fully owned by Harel Insurance, Harel 60+ Ltd. ("Harel 60+") that provides ordinary mortgage loans, as well as "reverse mortgage" loans to borrowers aged 60 or more in the form of a lien on their homes; within the framework of development property finance activity carried out by Harel Insurance; and the provision of financial guarantees and entrepreneurial and operating services for mortgage portfolios guaranteed by third parties through Harel Insurance and EMI.

Credit-sector activity was previously presented within the Company's different operating segments. From the annual financial statements for 2023, the Company presents credit sector activity in a new operating segment - the credit segment.

The Company's separate activity centers on the management, control and supervision of the subsidiaries, on-going planning of the Group's operations, and initiating activity and investments, both directly and through the Group companies.

For more information about the Group's operating segments, see Section 1.2 in Chapter 1 of the Periodic Report - Description of Company Operations.

1.2 The Company's shareholders

Yair Hamburger, Gideon Hamburger and Nurit Manor are the principal shareholders in the Company (in this section: "the Shareholders"), holding 48.47% of the voting rights and the issued share capital of the Company.

The Shareholders hold the Company principally through G.Y.N. Investment Management & Economic Consulting 2017 Limited Partnership, a limited partnership fully owned and controlled by the Shareholders, which they hold, as limited partners, through private companies fully owned by them ("G.Y.N. Partnership") and they also hold the general partner in G.Y.N. Partnership.

2 Financial position and results of operations, liquidity and sources of finance

2.1 Principal changes in the Company's business

On material transactions and other changes that took place in the Reporting Period - see Section 1.1.7 in Chapter 1 of the Periodic Report - Description of Company Operations.

On changes that took place after the Reporting Period - see Section 1.1.8 in Chapter 1 of the Periodic Report - Description of Company Operations.

2.2 Swords of Iron War

On October 7, 2023, the Hamas terror organization launched a surprise, brutal attack on the State of Israel which included the firing of rockets and the infiltration of thousands of terrorists from the Gaza Strip into Israel. Following this ruthless attack, the government of Israel declared the Swords of Iron War ("the War"), called up large swathes of its reserve forces and launched

a counter offensive against Hamas operating from the Gaza Strip. In parallel, there was also a serious escalation of the security situation on Israel's northern border, facing Hezbollah, as well as an escalation of the security situation due to activity by the Houthis in Yemen and their repeated attempts to inflict damage on Red Sea shipping routes.

In the early months of the War, the impact on the Israeli economy and capital market was marked and felt, among other things, in the temporary closure of many businesses or reduction of work hours, restrictions on gatherings in the work place or large crowds at events, restrictions on the education system, etc. These measures together with the call-up of large swathes of the military reserves, evacuation of hundreds of thousands of residents from the Gaza envelope in the south and border communities in the north of Israel, led to curtailing of activity in the economy and a drop in economic activity, as well as considerable volatility in the financial markets and the shekel exchange rate vis-a-vis foreign currencies, as a result of the higher risk levels and greater uncertainty.

The effect of the war has also left its mark on Israel's credit rating. At the beginning of February 2024, Moody's rating company announced a downgrade of Israel's credit rating to A2 (from A1) and it even added a negative outlook to this downgrade. Fitch placed Israel on a negative watchlist, while S&P placed Israel on a negative debt rating outlook.

There is considerable uncertainty regarding the repercussions of the war on activity in the Israeli economy in general and specifically on the Group's business activity and performance. Due to the nature of its activity, the Group is exposed to falling prices in the financial markets, to a slowdown of business activity in the economy, as well as to other risks stemming from the War, and it is constantly assessing the ramifications of these events on the Group's activity.

At this stage it is impossible to predict the duration of the War although estimates are that it will continue for several more weeks or even months. Halfway through Q4 2023, the Israeli economy entered into a routine in the shadow of the War. Consequently, this is an evolving situation and at this stage it is impossible to estimate the full extent of the impact of the War on the Group and its results.

Below we outline the key effects of the War for the Group up to the publication of the financial reports:

A. Business continuity: The Group companies deployed rapidly to working in a hybrid format and business continuity is maintained at work, enabling them to provide a full response to customers and agents, while at the same time supporting the needs of their employees.

B. Insurance sector: Notably, at the date of publication of the financial statements there was no significant change as a result of the War in the scope of the exposure to insurance risks, as detailed below:

B.1. Life assurance and long-term savings: Most of the exposure resulting from the War is likely to be attributable to term insurance (simple life assurance), work disability and disabilities policies to the extent that claims arise in these sectors. At the time of publication of the financial statements, Harel Insurance believes that the increase in the cost of claims in these sectors is estimated at NIS 88 million before tax (NIS 58 million after tax). Furthermore, no material change was identified in the volume of withdrawals and redemptions in the wake of the War.

B.2. Health insurance, including long-term care: The scope of the exposure in the wake of the War in the health and long-term care segment is not significant at this stage. Harel Insurance believes that at the time of publication of the financial statements, the increase in the cost of claims in these sectors is estimated at NIS 9

million before tax (NIS 6 million after tax).

- B.3. **Non-life insurance:** Property losses arising from war events are generally not covered by property policies and Harel Insurance therefore believes that the scope of the exposure in the wake of the War is not significant at this stage.
- C. **Financial assets under management:** At the time of publication of the Financial Statements the War has had no material effect on the continuing growth of the Group's AUM. The estimate for management fees that will not be collected on yield-dependent policies sold between 1991 and 2003 on account of a real, aggregate negative yield until a cumulative positive yield is attained, amounts to NIS 160 million.
- D. **Changes in the risk-free interest rate and the illiquidity premium:** The War triggered an increase in the risk-free interest curve plus the illiquidity premium, which could lead to a reduction of the insurance liabilities. In contrast, the increase in the interest curve and falling prices on the capital markets could negatively impact the value of the financial and other assets in a manner that might reduce this aforesaid impact. The outbreak of the War was accompanied by sharply falling prices on Israel's capital markets, followed by an upward correction. Overall, from the date of the outbreak of the War and up to immediately prior to the date of publication of the financial statements, a positive yield was recorded in the Company's Nostro (proprietary) assets portfolio. Notably, the information described above should not be construed as an estimate of the Group's financial results. This information is only partial and it does not include other components of profit or loss from investments and other effects.
- E. **Liquidity, financial position and sources of finance:** At the date of publication of the financial statements, the War has had no material impact on the Group's liquidity. Additionally, at December 31, 2023, and at the date of publication of the financial statements, the Group is in compliance with the prescribed financial covenants with respect to its liabilities.
- F. **Cyber risks:** Since the outbreak of the War, the number of cyber attacks on Israel has increased. The Group constantly monitors the map of threats, which changes in light of the situation, and it is adjusting its level of security and required controls in line with the relevant risk level.
- G. **Credit risks:** The War might negatively affect the volume of credit losses. Immediately prior to publication of the financial statements, no increase has been observed in the scope of credit losses in the wake of the War. In view of the significant uncertainty that the War creates for the economy, at this stage the Group's management is unable to estimate and/or evaluate the scope of the War's future repercussions on the Group's credit losses. The extent of the effect will depend on a number of factors, including the duration of the War and the degree to which it affects economic activity.
- H. **Financial services:** The principal effect on financial services activity depends on the duration of the War and the time period in which the stock markets and corporate bond markets remain volatile. From the outbreak of the War and up to the date of publication of the financial statements, there was no significant change in the assets of the managed mutual funds and assets of the managed portfolios. Nonetheless, potential fluctuations in commodity prices, foreign exchange rates, availability of raw materials, availability of manpower, domestic services and access to local resources could, at a later stage, affect the Company's financial services activity in the future.
- I. **Corporate Social Responsibility:** In the wake of the Swords of Iron War and as part of

Harel's corporate responsibility, the Company has mobilized on behalf of Israeli society which is currently facing one of the most challenging crises that the State of Israel has ever known and it has accelerated its social activity, focusing on assistance for Israeli society at this time. As part of this activity, and together with other business enterprises, the Company has adopted Kibbutz Kfar Aza and is helping to raise funds through its activity centers.

The Company has also intensified its support for new ventures, initiatives and charitable organizations through the M.E.H. Foundation and the Company's corporate social responsibility system, as well as encouraging and enhancing voluntary work by employees in activities relating to the War and its repercussions for the home front and the economy. Among other things, many employees have participated in a range of agricultural volunteer work, packing equipment for kindergartens and schools for (displaced) children from the Gaza Envelope, volunteering with children from the south, helping to transport equipment to the IDF mobilization areas, helping with the elderly in retirement homes and more.

At the date of the report, the Company's activity and its charitable donations in connection with the War and its repercussions are estimated at millions of shekels.

It is emphasized that the assessments of the Group's management concerning the possible ramifications of the War on its activity are uncertain and are beyond the Group's control. These assessments are based on the Group's best knowledge at this stage. The assessments of the Group's management are forward-looking information, according to its definition in the Securities Law, 1968, based on the Group's best judgment assessments on the basis of the information available to it in the context of these topics. It is possible that all or part of the assessments will not materialize, or they may materialize differently due to factors beyond the Group's control, and specifically macroeconomic, security and political events, including a significant escalation and/or continuation of the current state of war.

2.3 Multiyear strategic plan for the Group

In August 2022, the Company entered into an agreement with a leading international strategic consulting firm.

Based on a review and collaboration between the Company and the consulting firm, in February 2023 the Company's Board of Directors resolved to adopt a multiyear strategic plan called "Harel 2030".

The Harel 2030 strategy focuses on three key layers in the Group's activity: (1) accuracy of the performance of the core operating segments; (2) relationship with the customer - enhancing and strengthening the distribution engines in the operating segments; and (3) diversification of the Group's sources of income. For additional information see Sections 2.10 and 9 below.

2.4 Dividend distribution policy and distribution of dividends

On February 28, 2021, the Company's Board of Directors approved a dividend distribution policy whereby the Company will distribute a dividend of at least 30% of comprehensive income according to its annual consolidated financial statements.

Additionally, on February 28, 2021, the board of directors of the subsidiary Harel Insurance approved a dividend distribution policy in which the Company will distribute a dividend of at least 35% of comprehensive income according to the annual consolidated financial statements of Harel Insurance, and this as long as Harel Insurance is in compliance with the minimum targets for solvency based on Solvency II. (According to a decision of the Board of Directors of Harel Insurance from May 2023, minimum solvency was set at 135% taking into account the transitional provisions, and 110% excluding the transitional measures in the transitional period).

For additional information, see an Immediate Report of the Company dated August 28, 2021, Ref. 2021-01-023829.

For information about a resolution by the Company's Board of Directors dated March 28, 2024, concerning a dividend distribution, see Note 15 to the Financial Statements.

2.5 Plan to repurchase shares

On January 30, 2024, the Company's Board of Directors approved a plan to repurchase shares of the Company in the amount of up to NIS 100 million. This plan will be implemented from time to time as will be determined by the Company's management which was authorized by the Board of Directors to purchase securities at its discretion during the period prescribed for implementation of the plan. At the date of publication of the report, the Company has made several share repurchases as part of the aforesaid plan in the total amount of NIS 21 million.

For information about a repurchase plan approved by the Company in June 2021, see an Immediate Report of the Company dated June 30, 2021, Ref. 2021-01-109800.

For information about a repurchase plan approved by the Company in August 2022, see an Immediate Report of the Company dated August 29, 2022, Ref. 2022-01-088926.

2.6 Cancellation of the agreement to acquire Isracard Ltd. ("Isracard")

On February 12, 2023, the Company entered into a binding agreement with Isracard and a fully owned special purpose subsidiary of the Company ("the Target Company") according to which the Company will acquire all (100%) of the fully diluted issued share capital of Isracard, for the total consideration of NIS 3.3 billion ("the Agreement").

As stipulated in the Agreement between the parties, completion of the transaction was subject to the fulfillment of a number of suspensive conditions, including obtaining regulatory approvals from the Commissioner of Competition, the Supervisor of Banks and the Commissioner of the Capital Market, Insurance and Savings.

The Company received two out of the three required regulatory approvals by the deadline set for completion of the transaction (approval from the Supervisor of Banks and approval from the Commissioner of the Capital Market, Insurance and Savings). On January 31, 2024, formal notice was received from the Commissioner of Competition stating that he opposed the merger between the Company and Isracard. Accordingly, the Company informed Isracard of cancellation of the Agreement.

For additional information see Immediate Reports of the Company dated: February 12, 2023, February 19, 2023, March 19, 2023, March 27, 2023, July 4, 2023, November 5, 2023, November 12, 2023, December 10, 2023, December 12, 2023, December 24, 2023, December 31, 2023, January 23, 2024, January 30, 2024 and January 31, 2024 (Reference no: 2023-01--013969, 2023-01-015745, 2023-01-024046, 2023-01-028774, 2023-01-062476, 2023-01-100666, 2023-01-102580, 2023-01-134013, 2023-01-134880, 2023-01-115723, 2023-01-143412, 2024-01-009423, 2024-01-009418, and 2024-01-012132, respectively).

2.7 Financial covenants for the issue of Series 1 bonds of the Company

As part of the issue of Series 1 bonds of the Company, the Company undertook to comply with financial covenants in which the Company's equity, according to its separate (solo), audited annual financial statements, will not be less than NIS 3 billion; and that the Company's net financial debt to asset ratio according to its separate audited annual financial statements will not be more than 50%. At December 31, 2023, the Company is in compliance with the prescribed financial covenants - the Company's equity as defined above is NIS 8.9 billion and the Company's debt to assets ratio as defined above is (20%).

2.8 Developments in the macroeconomic environment of the Group

The results of the Group's operations are significantly affected by the yields attained in the capital market and by the economic, political and security situation in Israel and worldwide.

Following are the key factors in the macroeconomic environment that affect the Group's activity:

2.8.1 General

In Q1 2023, strong growth was recorded in most of the advanced economies although the pace of economic activity worldwide moderated in subsequent quarters in light of the high interest rate, the ongoing war in Ukraine, the slowdown of global industry and slowdown in China's real-estate market. The USA and Japan were the only large economies in which growth accelerated in 2023. Geopolitical tensions rose in the Middle East as a result of the Swords of Iron War but their impact on global financial markets was moderate.

The inflation environment all over the world moderated significantly in many countries, particularly in the first half of the year, but still remained above the central bank targets. Consequently, interest rate increases continued but at a slower pace compared with 2022. In the last quarter of the year, most of the central banks left interest rates unchanged.

2.8.2 Developments in the Israeli economy

Israel's economy posted just 2% growth in 2023 (according to initial estimates), this after the Swords of Iron War caused GDP to shrink exceptionally in the last quarter of 2023.

2.8.3 Stock market

2023 was one of the best years on the global stock markets, but this followed on the heels of 2022 which was one of the worst years since 2008. Contributory factors were rising demand for artificial intelligence (AI) technologies, lower inflation worldwide and the end of rising interest rates by the major central banks. In Israel, relative performance was weaker, partially as a result of the Swords of Iron War.

The year closed with the MSCI World Index (gross in dollar terms) up 24% driven by a 43% increase in the US Nasdaq index (in comparison, in 2022 this index lost one third of its value). The corresponding Emerging Markets Index was up 10%. In Israel, the TA-125 index rose by a moderate 4%, also affected by the Swords of Iron War.

2.8.4 Bond market

Notwithstanding the continuing rise of the interest rate in 2023, Israel's key bond indices recorded a positive yield, particularly for corporate bonds. The year closed with the general bond index up 4%, where the government bond index rose by 1% and the corporate bond index rose by 6%.

2.8.5 Mutual funds

2023 closed with net raisings of NIS 34 billion by the mutual funds, mainly due to record amounts of NIS 53 billion raised by the money market funds and NIS 10 billion raised by funds specializing in foreign activity. These amounts compensated for redemptions of NIS 25 billion in the bond mutual funds.

2.8.6 ETFs

2023 closed with the ETFs raising a net NIS 16 billion, led by NIS 11 billion raised by the funds specializing in foreign shares and NIS 4 billion by the funds specializing in shares in Israel.

2.8.7 Foreign exchange market

At the end of 2023, the shekel was 2% weaker against the Bank of Israel's basket of currencies, with depreciation of 3% against the US dollar and 7% against the Euro. The rapid depreciation of the shekel recorded following the outbreak of the War in October 2023 was reversed in full, also in light of action taken by the Bank of Israel that sold dollars from the foreign exchange reserves. At the end of 2023, the Bank of Israel's reserves were higher than at the start of the War.

2.8.8 Inflation

In 2023, inflation was 3.3% (last known index at the end of 2023), a decrease compared with 5.3% at the end of 2022. Prices rose sharply in the housing, transportation and food sectors. The prices of apparel (clothing and footwear) and furniture / home appliances dropped.

2.8.9 Bank of Israel interest

The Bank of Israel continued to raise the interest rate in 2023 as well, ending in May 2023 when the interest rate rose to 4.75%, the highest level since the end of 2006. From that date, the Bank of Israel left the interest rate unchanged until the end of the year.

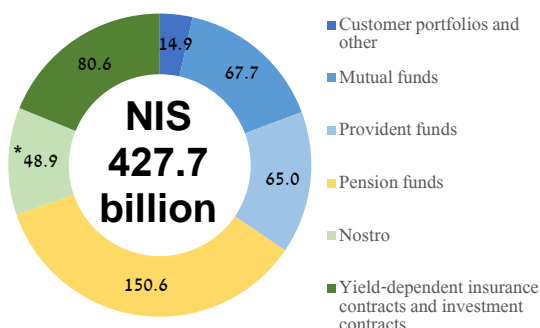
At the beginning of October 2023, in the wake of the Swords of Iron War, the Bank of Israel announced that it would sell up to USD 30 billion from its foreign exchange reserves in order to ease the pressure to depreciate the shekel, in addition to other activity including specific assistance for households and businesses that were affected, and that it would formulate a plan to ease the burden of credit on borrowers together with the commercial banks.

2.8.10 Material events after the date of the report

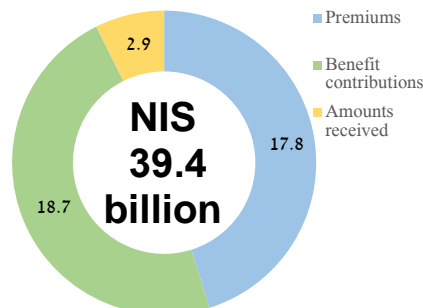
At the beginning of 2024, the Bank of Israel lowered the interest rate by 0.25% to 4.5%. Inflation in 2023, which was published in the middle of January 2024, was 3%. In February 2024, the international rating agency Moody's downgraded Israel's credit rating to A2 (from A1) and even added a "negative outlook" to the rating. As part of the revised state budget, the government announced that VAT would be increased by 1%, to 18%, effective from the beginning of 2025.

2.9 Condensed data from the consolidated financial statements of Harel Investments

The Group's AUM:



Data on gross earned premiums (GEP), benefit contributions and amounts received for investment contracts:



Assets managed by the provident funds, pension funds, mutual funds and in customers' portfolios are not included in the Company's consolidated financial statements.

* Including certificates of deposit issued by Harel Finance in the amount of NIS 9.4 billion and NIS 5.9 billion at December 31, 2023 and December 31, 2022, respectively.

Amounts received in respect of investment contracts are not included within premiums but are recognized directly in liabilities for insurance contracts and investment contracts. As a result of the high interest environment and fact that the capital markets have become less attractive than bank deposits, the amounts received in the Reporting Period for investment contracts recognized directly in investment contract reserves fell to NIS 2.9 billion, as against NIS 3.9 billion in the corresponding period last year.

2.9.1 Comprehensive income (loss) by segment (NIS million):

		<u>For the year ended December 31</u>			<u>For the three months ended December 31</u>		<u>For the year ended December 31</u>
	<u>Notes</u>	<u>2023</u>	<u>2022</u>	<u>change in %</u>	<u>2023</u>	<u>2022</u>	<u>2021</u>
Life assurance and long-term savings							
Life assurance	A	124	(793)	-	15	(32)	750
Pension	B	73	57	28	17	12	91
Provident	B	40	46	(13)	11	14	68
Total life assurance and long-term savings segment		237	(690)	-	43	(6)	909
Non-life insurance	C						
Compulsory motor		(48)	*(32)	50	(47)	*(7)	*(76)
Motor property		(2)	*(255)	(99)	39	(43)	*(62)
Property and other lines of business		154	*102	51	61	29	*118
Other liabilities lines of business		142	*164	(13)	10	* -	*59
Mortgage insurance		33	28	18	10	11	53
Total non-life insurance segment		279	7	-	73	(10)	92
Health insurance	D	129	*787	(84)	73	*427	*533
Insurance companies overseas	E	(5)	(25)	(80)	7	-	(68)
Credit sector	F	103	*64	61	27	*20	*32
Financial services	G	80	73	10	22	25	78
Not attributed to segments of operation		(2)	*(415)	(100)	14	*(54)	*587
Total before tax		821	(199)	-	259	402	2,163
Tax expenses (tax benefit)		210	(129)	-	54	117	642
Other comprehensive income (loss) after tax		611	(70)	-	205	285	1,521
Attributed to:							
Shareholders of the Company		600	(77)		203	282	1,518
Non-controlling interests		11	7		2	3	3
Return on Equity in annual terms		7%	(1%)		9%	14%	18%

*Restated as a result of first-time presentation of the credit sector, see also Section 1.1D above

The results of the Group's activity are considerably affected by changes in the capital markets that affect the Group's asset portfolios and as a consequence also affect the financial margin and management fees collected for the management of members' assets in profit-sharing policies, pension fund members and provident funds. Additionally, the Group's results are also partly affected by changes in the interest rate, regulatory reforms and changes and by actuarial studies and updates.

Results in the Reporting Period and fourth quarter were affected by an improved real proprietary Nostro yield in the capital market (positive yield in the Reporting Period and fourth quarter) compared with a real negative Nostro yield in the corresponding period last year and corresponding quarter last year.

Likewise, results in the Reporting Period and fourth quarter were affected by changes in the interest curve applied in calculating the insurance liabilities (changes in the risk-free interest curve and decrease of the illiquidity premium) and by changes in the difference between the fair value and book value of the non-marketable assets. Additionally, in the Reporting Period (in the third quarter) the interest rate applied in calculating the reserves for annuity and work disability in life assurance, as well as the reserves for claims in payment in the long-term care sector, were revised.

Results in the corresponding period and corresponding quarter last year, were affected by the rising interest curve applied in calculating the insurance liabilities (increase of the risk-free interest curve and increase of the illiquidity premium) and by changes in the difference between the fair value and book value of the non-marketable assets. Additionally, in the corresponding period last year, the interest rate applied in calculating the reserves for annuity and work disability in life assurance, and the reserves for claims in payment in the long-term care sector were revised (in the second quarter), and the interest rate applied in calculating the active reserve in the long-term care sector was revised (in the fourth quarter).

For additional information, see Section 2.9.2 (A) and (F).

- A. Life assurance - results in the Reporting Period and in the corresponding period last year were mainly affected by capital market yields as described above, and by the non-collection of variable management fees in accordance with the mechanism for the collection of fixed management fees in the legislative arrangement, as detailed below.

Income from management fees in the Reporting Period and fourth quarter amounted to NIS 502 million and NIS 124 million, respectively, as against NIS 513 million and NIS 125 million in the corresponding period and corresponding quarter last year, respectively.

In the Reporting Period, real positive yields were recorded in profit sharing policies that were sold between 1991 and 2003. Nonetheless, due to a real aggregate negative yield on these policies, Harel Insurance did not record variable management fees from the beginning of 2022, but only fixed management fees. Pursuant to the mechanism for collecting management fees set out in the legislative arrangement, insurance companies will not collect variable management fees in respect of profit-sharing policies that were sold between 1991 and 2003, until sufficient investment profits are attained in respect of assets held to cover yield-dependent liabilities, to cover the accrued investment losses. At December 31, 2023, the estimate for management fees that will not be collected due to the real aggregate negative yield until a cumulative positive yield is attained, is NIS 276 million (at December 31, 2022, NIS 415 million). Notably, immediately prior to the date of publication of the financial statements, the estimate for management fees that will not be collected as noted above, is NIS 160 million.

In the Reporting Period, underwriting improved compared with the corresponding period last year, mainly due to an increase in profit from risk products on account of the continuing growth of activity and a decrease in the number of claims in the cover for work disability. This underwriting improvement was offset in the fourth quarter by an increase in the number of claims as a result of the Swords of Iron War. The effect of the War amounted to NIS 88 million (personal lines and group) - for additional information, see Section 2.2.

Furthermore, results in the Reporting Period and fourth quarter were affected by an update of the assumptions following a study conducted by the Company in connection with the morbidity rate in the critical illness sector. The foregoing led to a reduction of the insurance liabilities. For additional information, see Section 2.9.2 (D).

Results in the corresponding period last year were affected by the application of a circular

concerning revised demographic assumptions in life assurance and for the pension funds., and a revised study relating to the retirement age and annuity take-up rate. The overall effect of the foregoing was to increase the insurance liabilities. For additional information, see Section 2.9.2 (B) - (C).

Likewise, results in the corresponding period last year in the critical illness sector were affected by an update of the rate of development of expenses in the actuarial model. The effect of the foregoing was to increase the insurance liabilities. For additional information, see Section 2.9.2 (I).

- B. Pension and provident - the results were affected by capital market yields as described above. The results include ongoing amortization of surplus costs created on October 1, 2021, following the acquisition of several provident funds and pension funds from Psagot. Additionally, results in the Reporting Period were mainly affected by an increase of the management fees resulting from the growth of the managed assets portfolio that was partially offset by an increase in marketing and other acquisition costs.

C. Non-life insurance -

1. Compulsory motor and liabilities sectors - the results were affected by capital market yields as described above.

Results in the Reporting Period and fourth quarter were affected by changes in the interest curve applied in calculating the insurance liabilities (changes in the risk-free interest curve and decrease of the illiquidity premium) and by changes in the difference between the fair value and book value of the non-marketable assets. In the Reporting Period the insurance liabilities decreased (in the fourth quarter, the insurance liabilities increased). For additional information, see Section 2.9.2 (J).

Liabilities in non-life insurance are calculated from Q2 2022 according to the Full Best Practice model. For additional information, see Note 36E4 to the Financial Statements.

Results in the corresponding period and corresponding quarter last year, were affected by a sharp rise of the interest rate applied in calculating the insurance liabilities (increase of the risk-free interest curve and increase of the illiquidity premium) and by changes in the difference between the fair value and book value of the non-marketable assets, that reduced the insurance liabilities.

Compulsory motor sector - in the Reporting Period and fourth quarter underwriting improved compared with the corresponding period and quarter last year mainly due to optimization of the portfolio and a reduction in the cost of the average claim that was offset by a negative development in respect of prior years in the number of groups and an increase in the loss for the Pool's business.

Liabilities sectors - results in the Reporting Period and fourth quarter were affected by improved underwriting compared with the corresponding period and quarter last year mainly due to a positive development in respect of prior years.

2. Motor property (CASCO), property and other sectors - the results were affected by capital market yields as described above.

Motor property (CASCO) sector - in the Reporting Period and fourth quarter, underwriting improved compared with the corresponding period last year, mainly due to an increase in the average premium and a reduction of the provision for premium deficiency (in the corresponding period last year, provision was recorded for premium deficiency). Results in the corresponding quarter last year were mainly affected by an increase in the number of claims and increased cost of the average claim that led to the recording of a premium deficiency.

Property and other sectors - results in the Reporting Period and fourth quarter were affected by improved underwriting compared with the corresponding period and quarter last year mainly in the property loss and homeowners sectors due to the growth of activity.

Additionally, results in the Reporting Period and fourth quarter were affected by a revised estimate of the insurance liabilities in the Sale Law guarantees sector, so that the liabilities will reflect the insurers' adjusted credit risks. The effect of the foregoing led to a reduction of the insurance liabilities by NIS 15 million.

D. Health insurance - the results were affected by capital market yields as described above.

1. Personal lines long-term care - results in this sector are affected partially by changes in the LAT reserve. The change in the LAT reserve is attributable, among other things, to changes in the risk-free interest curve applied in calculating the insurance liabilities, changes in the difference between the fair value and book value of the non-marketable assets, and other changes.

At December 31, 2023, the outstanding LAT reserve is zero (similar to the LAT reserve at December 31, 2022), without the need to use the retained fair value of the non-marketable assets allocated to the personal lines long-term care sector.

Results in the Reporting Period and fourth quarter were affected by an update of the assumptions following studies conducted by the Company in connection with the morbidity rate in the personal-lines long-term care sector. The effect of the foregoing was to increase the insurance liabilities. For additional information, see Section 2.9.2 (G).

In the corresponding period last year (fourth quarter last year), the steep rise of the interest curve applied in calculating the insurance liabilities (increase of the risk-free interest rate curve and increase of the illiquidity premium) led to a reset of the LAT reserve, without the need to use the retained fair value of the non-marketable assets allocated to the personal lines long-term care sector.

Furthermore, results in the corresponding period and quarter last year were affected by an update of the assumptions following studies conducted by the Company in connection with the cancellation, morbidity and mortality rate in the personal-lines long-term care sector. The effect of the foregoing was to increase the insurance liabilities.

Similarly, results in the corresponding period last year were influenced by a deterioration of underwriting due to an increase in the number of claims filed. For additional information, see Section 2.9.2 (G).

2. Health sector - in the Reporting Period, underwriting improved for group policies and also improved in the cover for medications and in the personal accident product. This was offset by an increase in the number of claims in ambulatory cover and an increase in the number of claims in accidental cover as a result of the Swords of Iron War (in the fourth quarter). The effect of the War amounted to NIS 9 million - for additional information, see Section 2.2. Results in the corresponding period last year were affected by a deterioration of underwriting in group policies and by an increase in the number of claims in the cover for medications and ambulatory care.

Additionally, results in the Reporting Period and fourth quarter were affected by an update of the assumptions following studies conducted by the Company in connection with the morbidity assumptions applied in calculating the active reserve in ambulatory cover. For additional information, see Section 2.9.2 (H).

Results in the corresponding period last year were affected by an update of the assumptions following studies conducted by the Company in connection with the

cancellation and morbidity rates in personal-lines health policies. For additional information, see Section 2.9.2 (H).

Additionally, results in the corresponding period last year were affected by the application of a circular concerning revised demographic assumptions in life assurance and for the pension funds that led to an increase of the insurance liabilities.

For additional information, see Section 2.9.2 (B).

Likewise, results in the corresponding period last year in the personal lines long-term care and personal lines health sectors were affected by an update of the rate of development of expenses in the actuarial model. The foregoing led to a reduction of the insurance liabilities. For additional information, see Section 2.9.2 (I).

- E. Insurance companies overseas - results were affected by capital market yields as described above.

Turk Nippon - the results are significantly influenced by macroeconomic factors affecting the Turkish economy, particularly rising inflation in Turkey (which reached an annual rate of 65% in the Reporting Period) and the continuing erosion of the Turkish lira exchange rate. These macroeconomic factors significantly affected the results. Results in the Reporting Period include adjustment of the financial statements for inflation as the Turkish economy became hyper-inflationary, as well as discounting of some of the insurance liabilities in light of rising inflation and interest rates in Turkey.

- F. Credit sector - the increased profitability in the Reporting Period and fourth quarter is partially attributable to the continued growth of activity and higher finance margin.

- G. Financial services segment - the results were affected by capital market yields as described above. Additionally, the money market funds continued to raise money.

In the corresponding period last year, the value of the AUM decreased due to redemptions and market impairment. Additionally, money was transferred from traditional funds and money-market funds.

2.9.2 Special effects on comprehensive income (loss) in the Reporting Period, before tax (NIS million):

The Company treats special effects as profit or loss that is not part of the normal course of the Company's business, including actuarial changes resulting from studies and changes in the actuarial models, extraordinary effects resulting from the amortization of retained costs created in the course of business combinations and extraordinary expenses due to implementation of the multiyear strategic plan "Harel 2030" that focuses on three key areas of the Group's activity: accuracy of the performance of the core operating segments; enhancing and strengthening the distribution engines in the operating segments; and diversification of the Group's sources of income ("Special Effects").

		For the year ended December 31			For the three months ended December 31		For the year ended December 31
	Notes	2023	2022	Change	2023	2022	2021
Comprehensive income (loss) for the period as published in the financial statement, before tax		821	(199)	1,020	259	402	2,163
Life assurance and long-term savings							
Update of the interest rate applied in calculating the reserves for annuity and work disability	A	176	227	(51)	-	-	-
Application of a circular on a revision of the demographic assumptions	B	-	(279)	279	-	-	-
Revised study of the retirement rate and annuity TUR	C	-	(51)	51	-	(51)	-
Revised assumptions resulting from studies - critical illness	D	90	-	90	90	-	-
Update relating to the development of expenses in the actuarial model	I	-	(23)	23	-	-	-
Health insurance							
LAT - personal lines long-term care	E	-	764	(764)	-	-	(157)
Update of the interest rate applied in calculating the reserve for claims in payment - personal lines and group long-term care	F	42	15	27	-	-	-
Update of the interest rate applied in calculating the active reserve - personal lines long-term care	F	-	763	(763)	-	763	-
Revised assumptions resulting from studies - long-term care	G	(50)	(358)	308	(50)	(358)	-
Revised assumptions resulting from studies - personal lines health	H	(24)	28	(52)	(24)	28	300
Update relating to the development of expenses in the actuarial model	I	-	178	(178)	-	-	-
Application of a circular on a revision of the demographic assumptions	B	-	(12)	12	-	-	-
Non-life insurance							
Interest effects	J	83	524	(441)	(93)	91	(202)
Actuarial updates	J	-	75	(75)	-	-	-
Extraordinary expenses due to the amortization of surplus costs created in the acquisition of operations and/or companies and implementation of the multiyear strategic plan "Harel 2030"		(98)	*(35)	(63)	(21)	*(11)	*(7)
Total effects, before tax		219	1,816	(1,597)	(98)	462	(66)
Total comprehensive income (loss) before tax, after adjustment for special effects		602	(2,015)	2,617	357	(60)	2,229

* Restated

- A. Results in the Reporting Period were affected by a reduction of the insurance liabilities by NIS 166 million before tax due to the revised interest rate applied in calculating the reserve for annuities in payment and the supplementary reserve for annuity (a NIS 91 million decrease of the liabilities for policies that include a savings component up to 1990, and a NIS 75 million

decrease of the liabilities for policies that include a non yield-dependent savings component from 2004), and a decrease of NIS 10 million before tax due to the revised interest rate applied in calculating reserves for work disability claims in payment. (Revised in Q3).

Results in the corresponding period last year were affected by a reduction of the insurance liabilities decreased by NIS 222 million before tax due to the revised interest rate applied in calculating the reserve for annuities in payment and the supplementary reserve for annuity (decrease of NIS 27 million in the liabilities for policies that include a savings component up to 1990, decrease of NIS 154 million in the liabilities for policies that include a savings component until 2003, and a decrease of NIS 41 million in the insurance liabilities for policies that include a non-yield dependent savings component from 2004), and a reduction of the insurance liabilities by NIS 5 million before tax due to the revised interest rate applied in calculating reserves for work disability claims in payment. (Revised in Q2 last year).

- B. Results in the corresponding period last year were influenced by the application of an insurance circular on “Amendment of the Provisions of the Consolidated Circular on the Measurement of Liability - Revised demographic assumptions in life assurance and pension funds” (“the Circular”). Following application of the circular, the insurance liabilities in the life assurance and long-term savings segment increased by NIS 279 million before tax (increase of NIS 80 million in the liabilities for policies that include a savings component up to 1990, increase of NIS 134 million in the liabilities for policies that include a savings component up to 2003, increase of NIS 20 million in the liabilities for policies that include a non-yield dependent savings component from 2004, and an increase of NIS 45 million in the liabilities for policies that include a yield dependent savings component from 2004), and the insurance liabilities in the health insurance segment increased by NIS 12 million before tax (revised in Q2 last year).
- C. In the corresponding period and corresponding quarter last year, the insurance liabilities increased by NIS 51 million before tax due to a revised study relating to the retirement age and annuity take-up rate (an increase of NIS 65 million in the liabilities for policies that include a savings component until 2003, and a decrease of NIS 14 million in the liabilities for policies that include a savings component until 1990).
- D. Results in the Reporting Period and fourth quarter were affected by an update of the assumptions following a study conducted by the Company in connection with the morbidity rate in the critical illness sector. The effect of the foregoing led to a reduction of the insurance liabilities by NIS 90 million before tax.
- E. Health insurance segment, personal lines long-term care sector - in the corresponding period last year (Q1 last year), the steep rise of the interest curve applied in calculating the insurance liabilities led to a reset of the LAT reserve in the amount of NIS 764 million, without the need to use the retained fair value of the non-marketable assets allocated to the personal lines long-term care sector.

The change in the LAT reserve in 2021, was mainly affected by a sharp drop in the interest curve applied in calculating the insurance liabilities and by changes in the difference between the fair value and book value of the non-marketable assets that led to an increase of NIS 936 million in the insurance liabilities. This effect was partially offset by the application of a circular on the updated formula for calculating the illiquidity premium added to the risk-free interest rate curve, that reduced the insurance liabilities by NIS 863 million. For additional information, see Note 3C(1)(G) to the Financial Statements.

- F. Health insurance, long-term care - results in the Reporting Period and third quarter were affected by a reduction of the insurance liabilities by NIS 42 million before tax due to the

revised interest rate applied in calculating the reserves for claims in payment in the personal lines and group long-term care sectors.

Results in the corresponding period and corresponding quarter last year were affected by a reduction of the insurance liabilities by NIS 763 million before tax due to the revised interest rate applied in calculating the active reserve in the personal lines long-term care sector. Additionally, results in the corresponding period last year were affected by a reduction of the insurance liabilities by NIS 15 million before tax due to the revised interest rate applied in calculating the reserve for claims in payment in the personal lines long-term care sector (revised in Q2 last year).

- G. Results in the Reporting Period and fourth quarter were affected by an update of the assumptions following studies conducted by the Company in connection with the morbidity rates in the long-term care sector. The effect of the foregoing led to an increase of the insurance liabilities by NIS 50 million before tax.

Results in the corresponding period and quarter last year were affected by an update of the assumptions following studies conducted by the Company in connection with the cancellation, morbidity and mortality rates in the long-term care sector, that increased the insurance liabilities by NIS 358 million before tax (NIS 351 million in personal lines long-term care and NIS 7 million in group long-term care).

- H. Results in the Reporting Period and fourth quarter were affected by an update of the assumptions following studies conducted by the Company in connection with the morbidity assumptions applied in calculating the active reserve in ambulatory cover. The effect of the foregoing led to an increase of the insurance liabilities by NIS 24 million before tax.

Results in the corresponding period last year were affected by an update of the assumptions following studies conducted by the Company in connection with the cancellation and morbidity rates in the personal lines health insurance sector that reduced the insurance liabilities by NIS 28 million before tax.

In 2021, a study was completed relating to the cost of claims in the personal lines health sector. The effect of the foregoing led to a reduction of the insurance liabilities by NIS 300 million before tax.

- I. In the corresponding period last year, the rate of development of expenses in the actuarial model was revised. The effect of the foregoing reduced the insurance liabilities by NIS 155 million before tax (personal lines long-term care sector - NIS 120 million reduction of the insurance liabilities, personal lines health sector - NIS 58 million reduction of the insurance liabilities, critical illness sector - NIS 23 million increase of the insurance liabilities).
- J. Non-life insurance segment - results in the Reporting Period and fourth quarter were affected by changes in the interest curve applied in calculating the insurance liabilities and by changes in the difference between the fair value and book value of the non-marketable assets.

Results in the corresponding period and corresponding quarter last year, were affected by a sharp rise of the interest curve applied in calculating the insurance liabilities and by changes in the difference between the fair value and book value of the non-marketable assets.

Results in 2021 were affected by a sharp decrease in the risk-free interest rate curve and by changes in the difference between the fair value and book value of the non-marketable assets. This effect was partially offset by the application of a circular on updating the formula for calculating the illiquidity premium added to the risk-free interest rate curve. For additional information, see Note 3C(1)(g) to the Financial Statements.

Details of the effect by segmentation according to sector:

	For the year ended December 31		For the three months ended December 31		For the year ended December 31
	2023	2022	2023	2022	2021
Changes in the interest curve and the difference between the fair value and book value of the non-marketable assets, including actuarial updates:					
Compulsory motor	13	218	(46)	35	(111)
Motor property	(1)	-	(16)	-	-
Liabilities	71	306	(31)	56	(151)
Effect of the application of circulars:					
Compulsory motor	-	-	-	-	21
Liabilities	-	-	-	-	39
Total effects on profit (loss), before tax	83	524	(93)	91	(202)
Actuarial updates:					
Compulsory motor	-	7	-	-	-
Liabilities	-	55	-	-	-
Motor property	-	13	-	-	-
Total actuarial updates	-	75	-	-	-

2.10 Implementation of the strategic plan

2.10.1 In August 2022, the Company entered into an agreement with a leading international strategic consulting firm. Based on a review and collaboration between the Company and the consulting firm, in February 2023 the Company's Board of Directors resolved to adopt a multiyear strategic plan called "**Harel 2030**".

The Harel 2030 strategy focuses on three key layers in the Group's activity: (1) accuracy of the performance of the core operating segments; (2) relationship with the customer - enhancing and strengthening the distribution engines in the operating segments; and (3) diversification of the Group's sources of income.

The Company works consistently to exercise and implement the strategic plan, and this implementation is progressing as planned. During the course of 2023, the Company launched a large number of initiatives and projects deriving from the strategic plan and it continues to launch additional projects.

The Group anticipates that implementation of the strategic plan in accuracy of the performance of the core operating segments and relationship with customers will provide an enduring boost to profit to the tune of hundreds of millions of shekels in addition to the improvement resulting from diversification of the sources of income. Measurement of progress made in implementation of the strategic plan is based on several principles, as follows: (a) an assumed real Nostro yield of 3%; and (b) special effects that are not part of the Company's normal course of business were not included, including interest effects, actuarial changes resulting from studies and changes in the actuarial models, extraordinary effects resulting from the amortization of surplus costs created in the process of business combinations and extraordinary expenses due to implementation of the strategic plan ("Special Effects").

The following diagrams present data on comprehensive income (loss) (in NIS million) and the return on the Company's equity as reported for 2021-2023, as well as data on comprehensive income (in NIS million) and the return on equity as calculated in line with the principles of the strategic plan ("adjusted profit" and "adjusted RoE"), respectively, for 2021-2023:



* Adjusted ROE is calculated on the basis of adjusted profit for the period (assuming a real Nostro yield of 3% and excluding special effects), and divided by the average adjusted equity for the period

2.10.2 To allow for measurement of the progress in implementation of the strategic plan, the adjusted profit data presented in this chapter are in accordance with the principles of the strategic plan, as set out below:

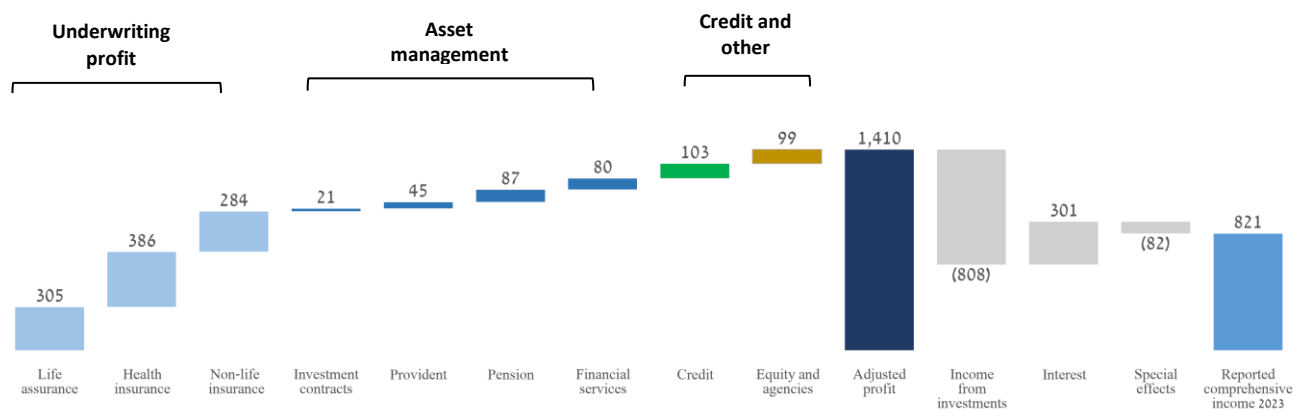
- **Profit from insurance business:**

Including profit from the life, health and non-life segments (including insurance companies overseas) and presented in accordance with the principles detailed above, i.e. - an assumed real yield of 3% and excluding special effects ("underwriting profit").

Profit in the life assurance segment includes a financial margin in yield-guaranteed policies which includes an assumed real yield of 3% on the free portion of the portfolio, and income from variable management fees in the profit-sharing portfolio between 1992 and 2003, based on the aforesaid assumed real yield. Furthermore, profit includes fixed management fees as recorded in the reported period. Profit in the life assurance segment does not include the results of investment contract activity which is presented within asset management activity.

- Additional sources of income:
 - Asset management - the profit is based on actual reported results for provident and pension activity, financial services and investment contracts, excluding special effects (extraordinary expenses that are not part of the normal course of business and after subtracting retained costs created in the course of business combinations);
 - Credit - profit is based on actual reported results for activity included within the credit segment (for additional information, see Section 1.1);
 - Other (equity and agencies) - profit includes income from capital activity investments based on an assumed real yield of 3%, as well as the results of the activity of the Group's insurance agencies, as actually recorded in the reporting period. This profit does not include special effects (amortization of surplus costs created in the process of business combinations, and extraordinary expenses resulting from implementation of the strategic plan);
- General comments:
 - Income from investments - the difference between the assumed real yield as described above and the yield actually attained. Income from investments also includes adjustment of the variable management fees as they were calculated on the basis of the assumed real yield, against the variable management fees actually collected in the Reporting Period (in 2023 and 2022 variable management fees were not collected. In 2021, variable management fees were collected over and above the variable management fees calculated according to the aforesaid assumed real yield);
 - Interest - for information about the effects of the interest rate, see Section 2.9.2;
 - Special effects (other than interest effects) - for information about the effects of the interest rate, see Section 2.9.2;
 - The data presented below are before tax.

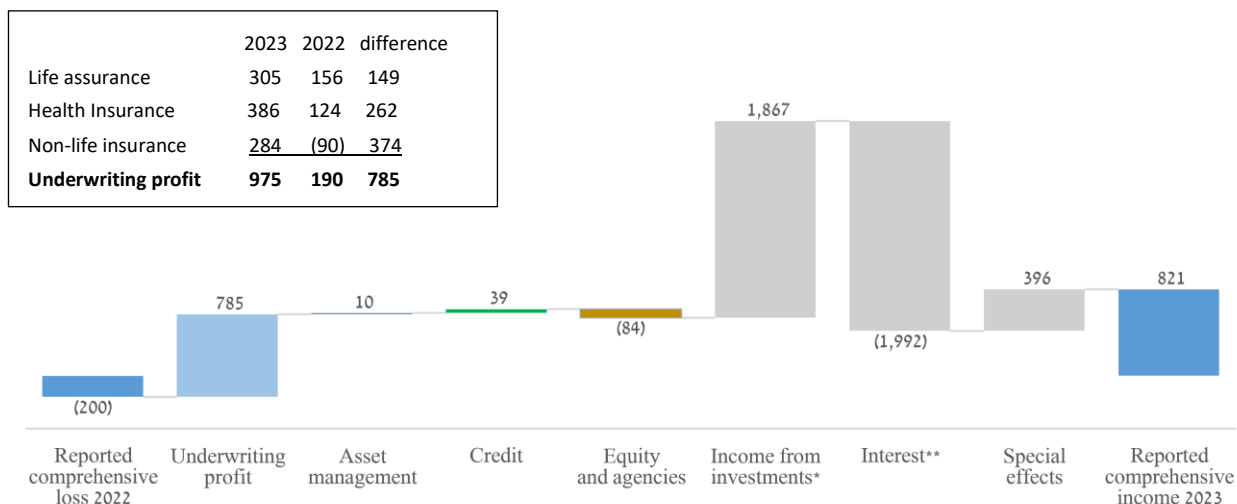
2.10.3 Information about the Company's adjusted sources of income for the Reporting Period and for 2022 and 2021, and correlation between it and the Company's reported comprehensive income (loss):



2023	305	386	284	21	45	87	80	103	99	1,410	(808)	301	(82)	821
2022	156	124	(90)	26	52	72	73	64	183	660	(2,675)	2,293	(477)	(199)
Change	149	262	374	(5)	(7)	15	7	39	(84)	750	1,867	(1,992)	395	1,020

2021	211	178	(67)	22	68	96	78	32	51	669	1,475	(275)	294	2,163
Change	(55)	(54)	(23)	4	(16)	(24)	(5)	32	132	(9)	(4,150)	2,568	(771)	(2,362)

2.10.4 Following is an analysis of the change in the Company's reported comprehensive income (loss) between 2023 and 2022:

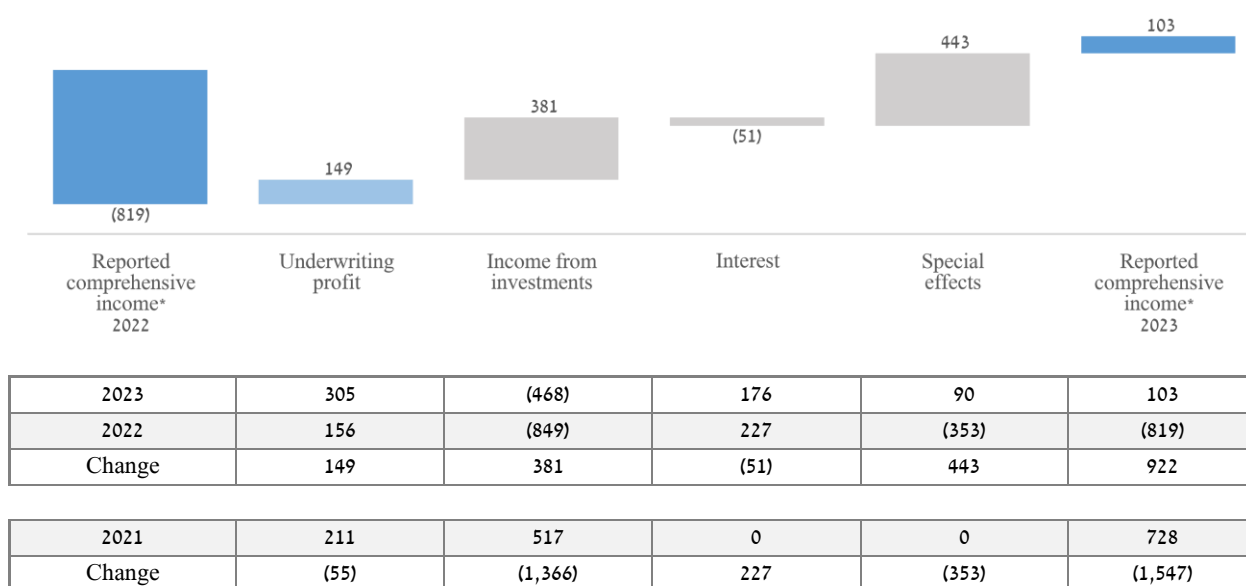


(*) In the Reporting Period real positive proprietary (Nostro) yields were recorded in the capital market compared with real negative Nostro yields in the corresponding period last year.

(**) The effects of interest in the Reporting Period were low compared with the interest effects in the corresponding period last year

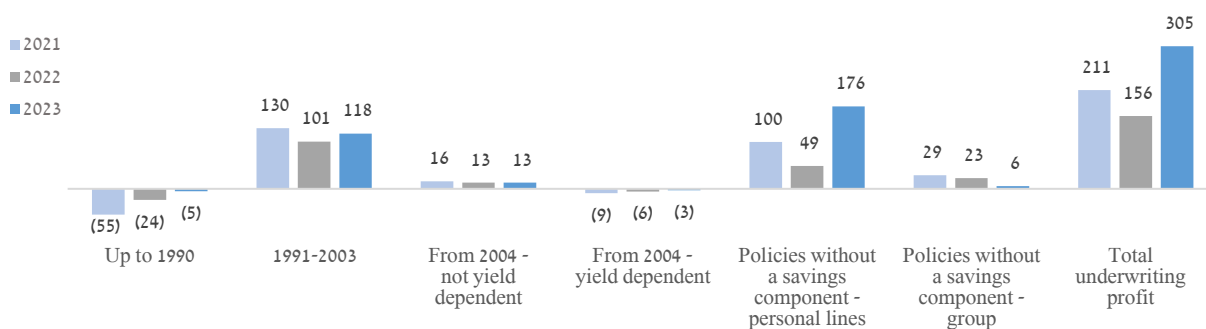
2.10.5 Following is an analysis of the change in the Company's reported comprehensive income (loss) between 2023 and 2022, by segment:

2.10.5.1 Life assurance:



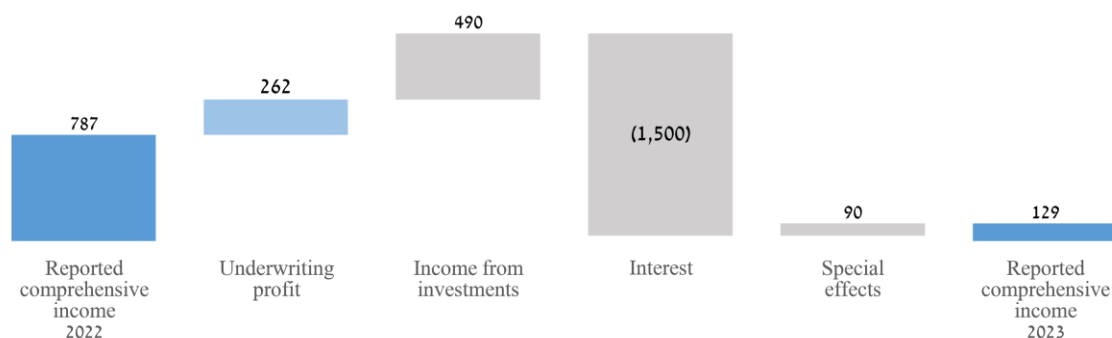
*Not including profitability from investment contract activity

Composition of underwriting profit in life assurance, by sector:



In the Reporting Period, underwriting improved compared with the corresponding period last year, mainly due to an increase in profit from risk products on account of the continuing growth of activity and a decrease in the number of claims in the cover for work disability. This underwriting improvement was offset in the fourth quarter by an increase in the number of claims as a result of the Swords of Iron War. The effect of the War amounted to NIS 88 million (personal lines and group) - for additional information, see Section 2.2.

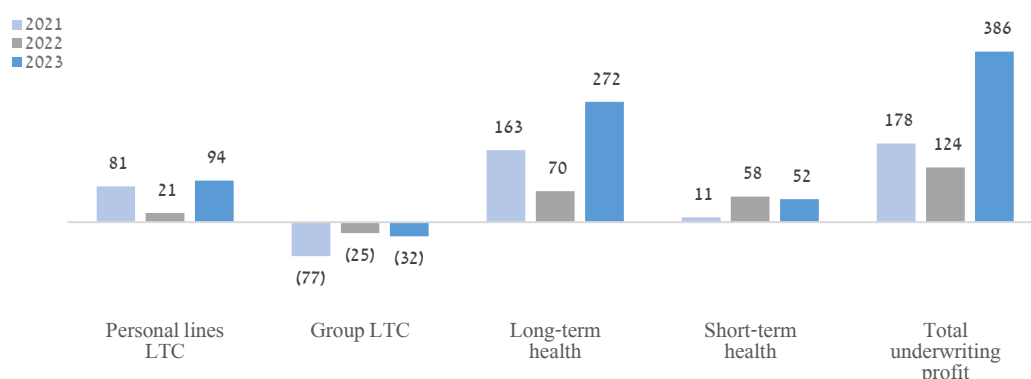
2.10.5.2 Health insurance:



2023	386	(225)	42	(74)	129
2022	124	(715)	1,542	(164)	787
Change	262	490	(1,500)	90	(658)

2021	178	128	(73)	300	533
Change	(54)	(843)	1,615	(464)	254

Composition of underwriting profit in health assurance, by sector:



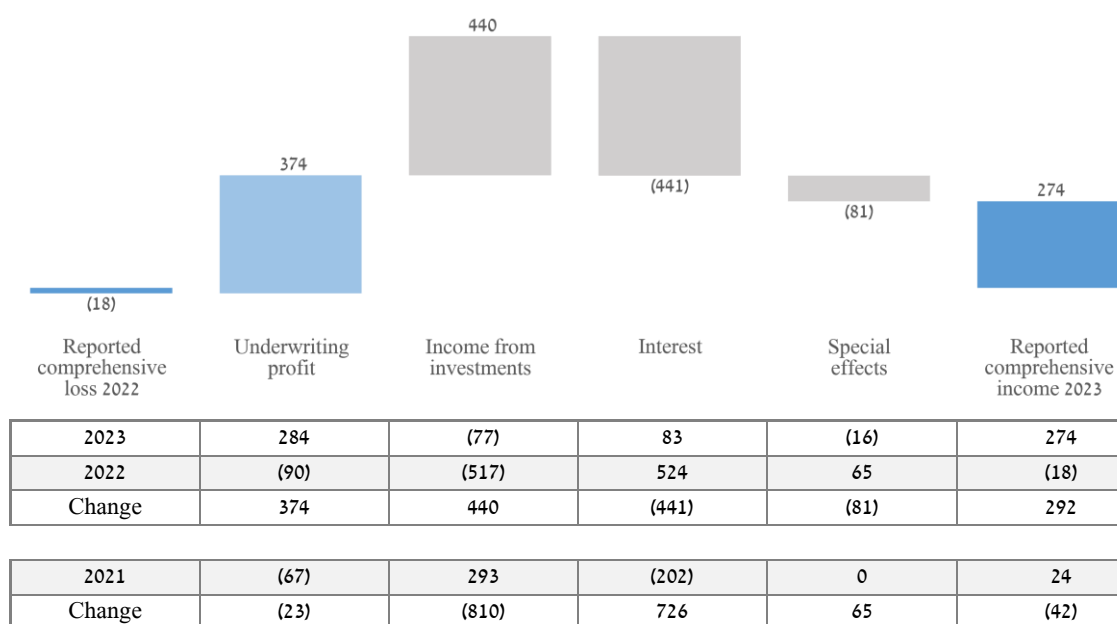
Personal lines long-term care - results in the corresponding period last year were influenced by a deterioration of underwriting due to an increase in the number of claims filed.

Group long-term care - most of the impact on the results is on account of the group long-term care policy for members of Clalit Health Services. For information about the Commissioner's permit for an agreed outline regarding this policy for a 12-month period (from January 1, 2024, through December 31, 2024) see Section 2.11.7 below.

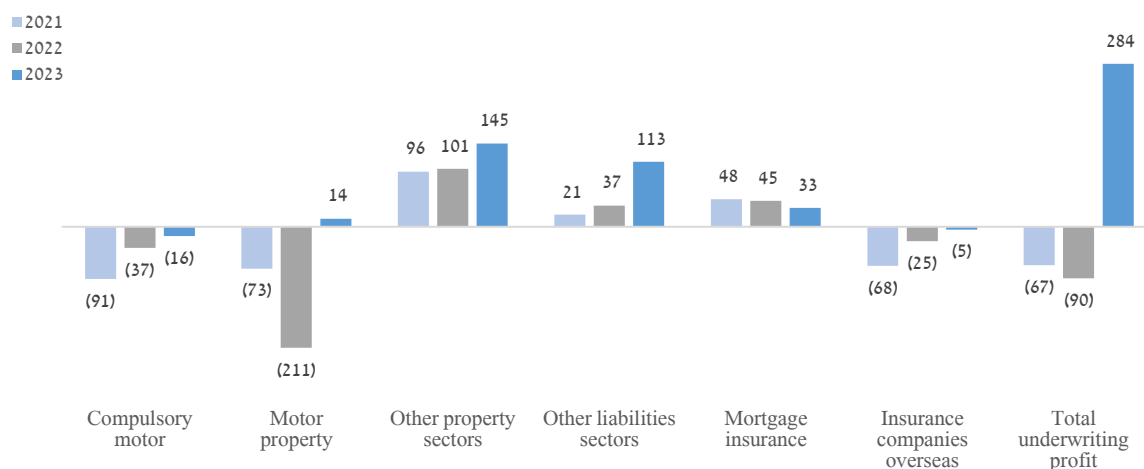
Long-term health - in the Reporting Period, underwriting improved for group policies and also improved in the cover for medications and in the personal accident product. This was offset by an increase in the number of claims in ambulatory cover and an increase in the number of claims in accidental cover as a result of the Swords of Iron War (in the fourth quarter). The effect of the War amounted to NIS 9 million - for additional information, see Section 2.2.

Results in the corresponding period last year were affected by a deterioration of underwriting in group policies and by an increase in the number of claims in the cover for medications and ambulatory care.

2.10.5.3 Non-life insurance:



Composition of underwriting profit in non-life assurance, by sector:



Compulsory motor - in the Reporting Period underwriting improved compared with the corresponding period last year mainly due to optimization of the portfolio and a reduction in the cost of the average claim that was offset by the development of claims for prior years in a number of groups and an increase in the loss for the Pool's business.

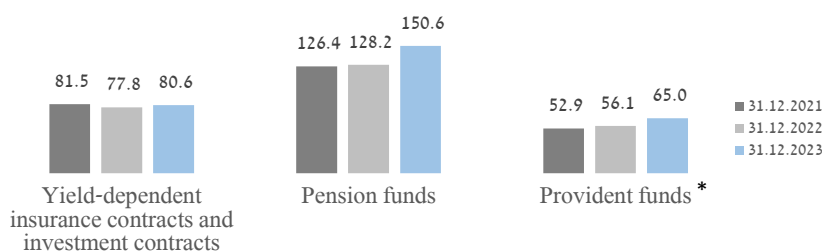
Motor property (CASCO) - in the Reporting Period, underwriting improved compared with the corresponding period last year, mainly due to an increase in the average premium and a reduction of the provision for premium deficiency (in the corresponding period last year, provision was recorded for premium deficiency).

Property and other sectors - in the Reporting Period underwriting improved compared with the corresponding period last year, mainly in the property loss and homeowners sectors due to the growth of activity. In the Reporting Period, the Company revised the estimate for the insurance liabilities in the Sale Law guarantees sector, so that the liabilities will reflect the insurers' adjusted credit risks. The effect of this revision increased pre-tax profit by NIS 15 million.

Other liabilities sectors - results in the Reporting Period were affected by improved underwriting compared with the corresponding period last year mainly due to a positive development in respect of prior years.

2.11 Other key information and effects by segment

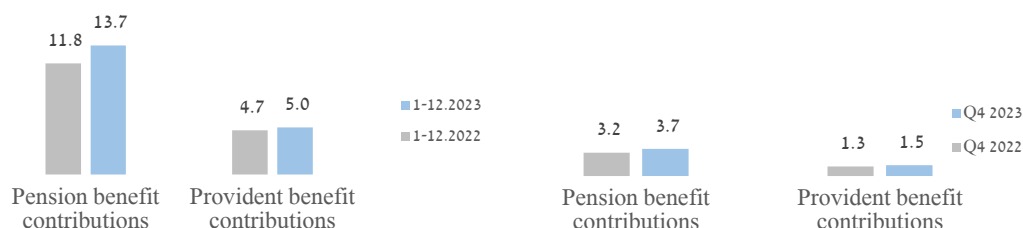
2.11.1 Assets managed for the Group's members and policyholders in the life assurance and long-term savings segment (NIS billion):



Assets managed by the provident funds and pension funds are not included in the Company's consolidated financial statements.

* Provident funds, education funds, central and personal severance pay funds, provident fund for sick pay, and a fund for non-contributory pension

2.11.2 Data on benefit contributions (NIS billion):



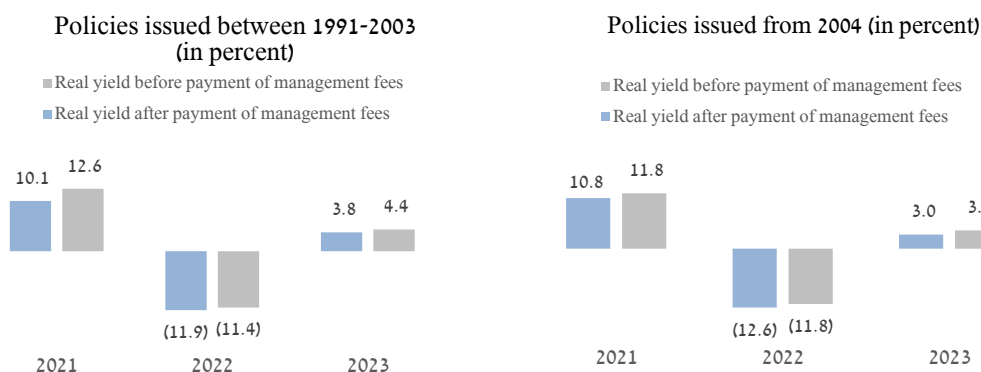
The benefit contributions in the provident funds and pension funds are not included in the Company's consolidated financial statements.

2.11.3 Life assurance:

Redemptions as a percentage of the average reserve in the Reporting Period were 5.6% compared with 4.3% in the corresponding period last year.

Redemptions as a percentage of the average reserve were 5.5% in the fourth quarter, compared with 4.3% in the corresponding quarter last year.

Yield-dependent policies:



Following is the estimated amount of investment profit (loss) and management fees included in the consolidated income statement, that were credited to or debited from insureds in yield-dependent policies, and are calculated according to the Commissioner's instructions, on the basis of the quarterly yield and balances of the average insurance reserves (NIS million):

	For the year ended December 31		
	2023	2022	2021
Profit (loss) after management fees	4,818	(5,937)	7,860
Total management fees	502	513	916

On May 30, 2021, Harel Insurance entered into an agreement with a large employer according to which a supplement will be paid for the annuity of the large employer's employees through personal lines profit-sharing annuity policies to be issued by Harel Insurance. Deposits in the policies will be made as lump-sum amounts and their purpose is to pay the retiree (and after his death, his survivors), a supplement to the monthly

annuity. In the Reporting Period and fourth quarter, deposits in the amount of NIS 499 million and NIS 19 million, respectively, were received in respect of the aforesaid agreement (in the corresponding period and corresponding quarter last year deposits in the amount of NIS 573 million and NIS 33 million, respectively, were received in respect of the aforementioned agreement).

During the course of the agreement period, which will end in 2037, deposits amounting to a total of NIS 3 billion are expected to be received. At December 31, 2023, deposits in the aggregate amount of approximately NIS 1 billion were received (at December 31, 2022, deposits in the aggregate amount of NIS 573 million were received).

2.11.4 Pension funds:

Income from management fees collected from the pension funds managed by the Group amounted to NIS 463 million in the Reporting Period, compared with NIS 430 million in the corresponding period last year.

Income from management fees collected by the pension funds managed by the Group amounted to NIS 120 million in the fourth quarter, compared with NIS 111 million in the corresponding quarter last year.

2.11.5 Provident funds:

Income from management fees collected from the provident funds managed by the Group amounted to NIS 308 million in the Reporting Period, compared with NIS 283 million in the corresponding period last year.

Income from management fees collected from the provident funds managed by the Group amounted to NIS 80 million in the fourth quarter, compared with NIS 71 million in the corresponding quarter last year.

2.11.6 Health insurance:

Commissioner's permit for the agreed outline regarding the group long-term care policy for members of Clalit Health Services:

On November 5, 2023, Clalit Health Services ("Clalit") petitioned the High Court of Justice against the Minister of Finance, Minister of Health, Director General of the Ministry of Health, the Commissioner and against Harel Insurance and two additional HMOs with a motion to issue orders nisi, with the purpose of instructing the parties to urgently formulate an outline that would allow the group long-term care policy for Clalit members through Harel Insurance, that terminated at the end of 2023, to continue. On December 13, 2023, permission was received from the Commissioner to operate the group long-term care policy for members of Clalit Health Services, in accordance with the agreed outline reached by Harel Insurance and Clalit Health Services ("the Permit" and "the Agreed Outline").

According to the aforementioned permit, the long-term care policy under the Agreed Outline is for a 12-month period (from January 1, 2024, through December 31, 2024).

For additional information about the Agreed Outline, see an Immediate Report of the Company dated December 14, 2023 (Ref. 2023-01-135924).

In addition to the group long-term care policy for members of Clalit Health Services, Harel Insurance provides long-term care insurance for several other groups.

Following is the estimated amount of investment profit (loss) included in the consolidated income statement, that was credited to or debited from insureds in profit-sharing long-term care policies (NIS million):

	For the year ended December 31		
	2023	2022	2021
Investment profits (losses) credited to insureds	348	(405)	684

2.11.7 Non-life insurance:

For information about additional financial data relating to the non-life insurance segment, by sector, see Note 4B to the Financial Statements. For information about a change in the mechanism for the settlement of accounts between the National Insurance Institute (“NII”) and the insurance companies regarding road accidents, see Note 36 to the Financial Statements.

Change in the quantity of policies in terms of exposure:

	For the year ended December 31			
	2023	2022	2021	
Compulsory motor	(6%)	26%	14%	Number of policies in terms of exposure - non-life insurance activity typically involves policies for a period of up to a year. In view of the nature of the policies, quantity is a multiple of the number of policies within the policy period during the year. In other words, if underwriting is carried out for a policy with a period of less than a year, it is multiplied by the relative part of the period so that a policy for six months is half a unit.
Motor property (CASCO)	(5%)	15%	13%	
Property and other lines of business	4%	12%	10%	
Other liabilities lines of business	7%	9%	5%	

2.11.7.1 Compulsory motor

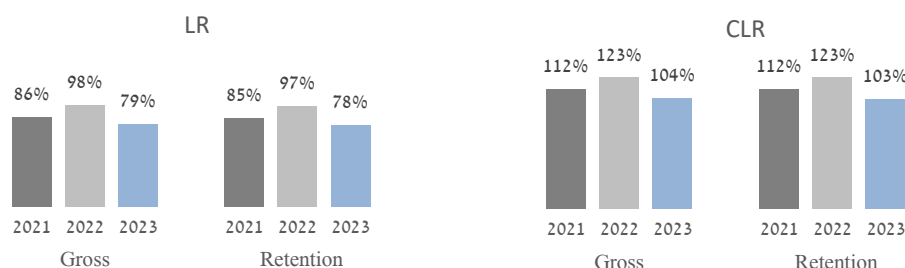
For additional information about the results for compulsory motor insurance, see Sections 2.9.1 and 2.9.2 above.

Given that car owners must insure their vehicles in accordance with the Motor Vehicle Insurance Ordinance, the owners of vehicles (usually motorcycles) who were rejected by the insurance companies may purchase insurance through the Pool (Israel pool for vehicle insurance), which operates as an insurance company to all intents and purposes. All the insurance companies which operate in the compulsory motor sector are partners in the Pool, and each company bears a share of the Pool's losses pro rata to its share of the compulsory motor insurance market for the previous year. A letter from the Pool's CEO set the temporary share of Harel Insurance in the net premiums for 2023 at 13.01% (as against 14.17% which was the Company's final share for 2022).

2.11.7.2 Motor property

For information about results for the motor property sector, see Section 2.9.1 and 2.9.2 above.

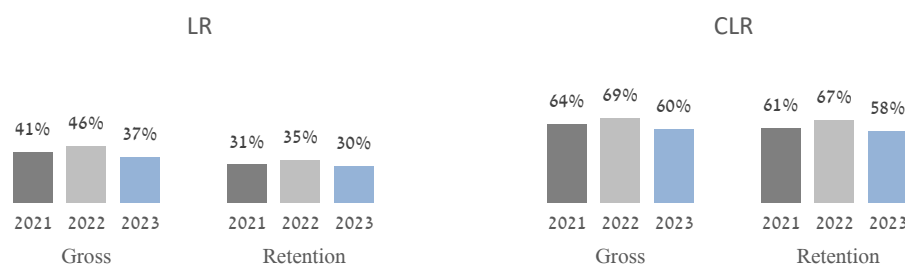
Loss ratio (LR) and combined loss ratio (CLR) in motor property insurance:



2.11.7.3 Property and other lines of business

For information about results for motor property and other lines of business, see Section 2.9.1 above.

Loss Ratio and Combined Loss Ratio in property and other lines of business:



2.11.7.4 Other liabilities lines of business

For information about the results for other liabilities sectors, see Sections 2.9.1 and 2.9.2 above.

2.11.7.5 Credit insurance for residential mortgages (EMI)

The premiums earned in credit insurance for residential mortgages are not for new sales, but in respect of sales made in the past and for which the premiums are recognized as earned premiums based on the period of coverage. EMI has no reinsurance agreements in this sector.

In February 2024, EMI received a draft updated insurer's license ("the Draft") from the Capital Market, Insurance and Savings Authority ("the Authority"). In the Draft, the current requirements in EMI's insurer's license for calculation of the insurance liabilities were cancelled. It is stipulated that the Draft has not yet passed all the internal procedures within the Authority and final approval has yet to be received. To the extent that the Draft receives final approval and becomes

binding, EMI's insurance liabilities are expected to decrease by tens of millions of shekels.

This assessment by the Company's is forward-looking information, according to its definition in the Securities Law, 1968, based on the Company's best judgment assessment on the basis of the information available to it in connection with this subject. It is possible that this estimate will not materialize or may materialize differently due to factors beyond the Company's control, and specifically, as noted above, it is dependent on obtaining final approval from the Authority and changing the conditions of the insurer's license.

2.11.8 Insurance companies overseas

The Company is the controlling shareholder (with a 94% stake) in Interasco, an insurance company operating in Greece, and it also fully controls Turk Nippon - an insurance company which operates in Turkey ("insurance companies overseas"). The insurance companies overseas operate in the non-life insurance and health insurance sectors.

Turk Nippon:

In 2022, the Company injected capital amounting to 142 million Turkish lira [TRY] (NIS 27 million) into Turk Nippon. In March 2023, the Company injected capital in the amount of 77.5 million Turkish lira [TRY] (about NIS 15 million) into Turk Nippon.

Interasco:

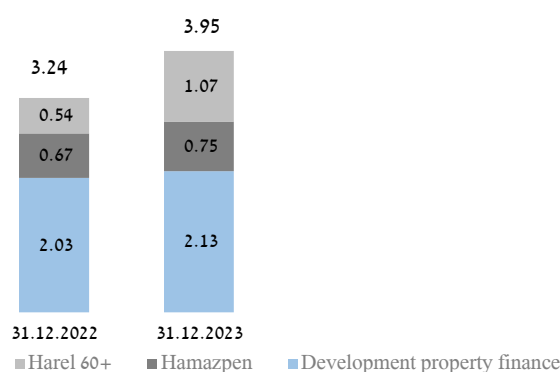
In January 2023, the Greek regulator authorized Interasco to receive a Letter of Credit (LoC) from the Company in the amount of EUR 5 million. Provision of this LoC raises the solvency ratio of Interasco enabling it to invest in assets with a higher yield potential. Under the terms of the LoC, if the solvency ratio without taking the LoC into account falls below 105% in two consecutive quarters, or falls below 100% in one quarter, the amount of LoC may be converted to capital in tranches of EUR 0.5 million that will bring the solvency ratio to 105% or 100%, respectively.

At December 31, 2023, the solvency ratio of Interasco is 149.4%.

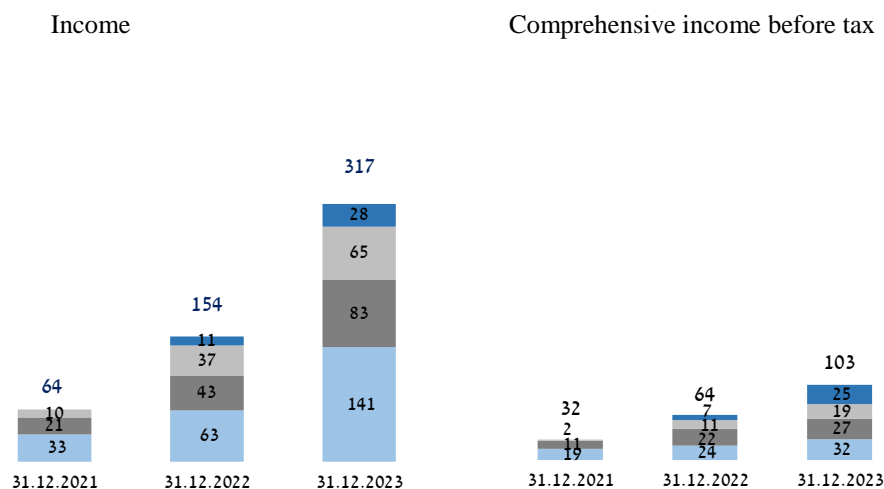
2.11.9 Credit segment

From the annual financial statements for 2023, the Company presents the results of credit activity in a separate segment – credit segment. Comparison figures were restated. See also Section 1.1 above and Note 4 to the Financial Statements.

Size of the credit portfolio (NIS billion):

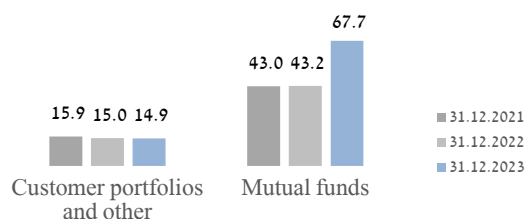


Volume of revenues and profit for the period in the credit segment (NIS million):



2.11.10 Capital market and financial services

AUM for the Group's members and policyholders (NIS billion):



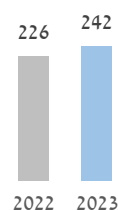
AUM in customer portfolios include financial assets that were issued by the Group and are managed in the portfolios.

Revenues in the capital market and financial services segment were NIS 365 million in the Reporting Period, compared with NIS 264 million in the corresponding period last year.

AUM in the mutual funds and in customer portfolios are not included in the Company's consolidated financial statements.

Mutual fund assets include mutual funds, ETFs and certificates of deposit (CDs)

Management fees in the financial services segment (NIS million):



2.12 Liquidity and sources of financing

2.12.1 Cash flows

Net cash flows provided by operating activities were NIS 3,472 billion in the Reporting Period. Net cash flows used in investment activity amounted to NIS 511 million. Net cash flows provided by financing activity were NIS 1,007 million. The fluctuating exchange rates had a positive impact of NIS 119 million on the cash balances. The outcome of all the above activity increased the cash balances by NIS 4,087 million.

2.12.2 Liquidity and financing of operations

The Company and its subsidiaries generally finance their ongoing operations from their independent sources.

3 Special disclosure for holders of the Company's bonds

A. Data on bonds

Series / date of issue	Series 1 bonds
Date of issue	July 2021 (expanded in June 2023)
Nominal value on date of issue (NIS)	250,000,000 (An additional 953,516,000 were issued as part of the expansion in June 2023)
Book value as at December 31, 2023 (NIS M)	937
Market value as at December 31, 2023 (NIS M)	934
Type of interest	Fixed
Nominal interest rate	1.95%
Listed for trade on the Stock Exchange	Yes
Dates of principal payment	The principal is repaid in 28 consecutive, semi-annual installments, to be paid on June 30 and December 31 in each of the years 2022-2035 (where the first payment was made on June 30, 2022 and the last payment will be made on December 31, 2035) and such that each of the first 27 payments accounts for 3.57% of the nominal value of the principal and the 28th and final payment will be 3.61% of the nominal value of the principal.
Dates of interest payments	The interest on the unsettled balance of the bond fund will be paid in consecutive, semi-annual installments, to be paid on June 30 and December 31 in each of the years 2021-2035 (where the first payment was made on December 31, 2021 and the last payment will be made on December 31, 2035).
Interest due as at December 31, 2023 (NIS million)	-
Are the liability notes convertible	No
Linkage base and terms	The principal and interest are not index linked
Pledged assets	None

Company's right to make early redemption or forced conversion	The Company has the right to early redemption, from 60 days after the date on which the Series 1 bonds are listed for trade (i.e. July 27, 2021), and the redemption may be full or partial, in accordance with the conditions set out in Section 7.2 of the Deed of Trust.
Materiality of the Series	The Series is material according to the definition of this term in Regulation 10(B)(13)(a) of the Securities Regulations (Periodic and Immediate Reports), 1970
Is there is a cross default stipulation	Yes. In the conditions listed in Section 8.1.14 of the Deed of Trust, including: calling for immediate repayment of another series listed for trade on the stock exchange or another financial debt taken from banks or financial institutions, other than non-recourse loans, the scope of which is more than 10% of the Company's total, gross financial debt, or more than NIS 125 million, whichever is higher. Other than in the event of calling a traded series for immediate repayment, the Company shall provide a 30-day grace period.

B. Information about rating

	Series 1 bonds
Name of rating company	Midroog
Rating on date of issue	Aa2.il
Present rating	Aa2.il

C. Disclosure concerning the trustee

The trustee for the Series 1 bonds is Hermetic Trust (1975) Ltd., 30 Sheshet Hayamim Way, Bnei Brak.

D. Contractual limitations and financial covenants

For information about contractual limitations and financial covenants - see Note 24H to the Financial Statements.

4 Market risks - exposure and management

4.1 General

The following report on risk management relates to the investments of the Company and its subsidiaries, excluding the Group's insurers, in accordance with the Securities (Periodic and Immediate Reports) Regulations, 1970, in relation to reporting on exposure to and management of market risks.

For information about risk management in the Company and its subsidiaries, including subsidiaries which are an insurer, see Note 36 to the Financial Statements.

Market risks are risks to the Company's revenues and equity resulting from changes in the prices of securities, real estate prices, interest rates, credit margins, exchange rates and inflation.

For additional information about the Group's credit and interest-rate risks, see Note 36 to the Financial Statements.

4.2 Head of market risk management in the Company

The head of market risk management in the Company is Ms. Adva Inbar, Harel Group's risk manager.

4.3 Description of the market risks

Market risks are risks to the Company's revenues and equity resulting from changes in prices in the financial markets.

The principal market risks to which the Company is exposed are:

Interest rate risk - a loss which might be incurred due to the possible effect of changes in the interest rate curves in Israel and abroad on the fair value or cash flows from assets and liabilities.

Currency risks - the risk of a loss arising from changes in the foreign exchange rates which affect foreign currency exposure in the Company's investment portfolio.

Share price risk - the Company is exposed to a decline in the prices of shares traded in Israel and overseas.

Inflation risks - the Company is exposed to a loss resulting from changes in the Consumer Price Index. The Company holds non-linked financial instruments the value of which may be eroded due to rising inflation.

Credit spread risk - a possible loss due to the credit margins expanding above the risk-free interest rate on debt assets revalued at fair value.

Real-estate prices risk - a risk of possible loss due to an erosion of real-estate prices.

4.4 Harel Investments market risk management policy and oversight of its implementation

The Group's policy on investments and risk management, the scope and composition of its investments, are set by the appropriate organs of each of the Group's companies. Various forums meet on a regular basis and receive on-going reports and forecasts, and they define the rates of exposure to the various investment channels accordingly.

Different companies in the capital market and financial services arm have established a policy for the management of market risk and exposure limits for the management of their liquid asset balances.

4.5 Report on linkage bases at December 31, 2023

Data concerning linkage bases - see Note 36J to the Financial Statements

4.6 Oversight and implementation of market risk management policy

On the oversight of risk management by the subsidiaries which are an insurer, see Note 36 to the Financial Statements.

The managers of the various activities in the capital market and financial services arm are responsible for monitoring activity that takes place in the units under their responsibility.

Harel Finance has a control and risk management department which provides a second line of defense and conducts timely and voluntary tests based on a plan approved by the various boards of directors and in line with events taking place within the companies, including compliance with procedures which have been set on market risks. The control department regularly reports to the Company's CEO and to the relevant boards of directors and audit committees concerning relevant findings, in accordance with the requirements of the TASE Regulations.

Mutual fund activity is monitored by means of an internal control system consisting of software that limits the ability of the investment personnel to perform unusual transactions, and this taking into account the amount of the transaction, price differences between the price of the transaction and the theoretical price and the last trade price, the quantity acquired, etc. Transactions performed by all the investment personnel are also monitored.

The boards of directors of different companies within Harel Finance Group receive periodic updates regarding significant changes in exposure to market risks for the relevant company.

Notably, the activity of Harel Finance has expanded compared with last year. Additionally, in light of the restructuring, the management company Harel Pension & Provident is now included in the results for Harel Investments.

4.7 Material Events in the Reporting Period

Interest rates continued to rise in the first half of 2023 (mainly in Israel and Europe) and the furor over the judicial reform led to a depreciation of the shekel and underperformance by Israel's stock market compared with the foreign markets. The second half of the year, and the final quarter in particular, were affected by the development of expectations that the interest rate would be lowered in the US during the course of 2024 and also by the outbreak of the Swords of Iron War. This affected the interest curves, gradients and yields. In the USA, seven technology shares posted strong performance, driving the S&P and Nasdaq indices to produce high yields (24.8% and 44.2%, respectively), whereas in Israel the TA 35 index recorded an increase of only 3.8%. Geopolitical risks in Israel and the world over rose and were a source of volatility.

4.8 Sensitivity tests

Pursuant to the directives of the Israel Securities Authority (ISA), the Company performed tests of sensitivity to key market risk factors. The risk factors and financial assets and liabilities were tested in accordance with the instructions and based on materiality. The sensitivity tests cover the Group's companies, excluding the Group's insurance companies.

The sensitivity tests tested changes in the risk factor by 5% and 10% (proportionate). In calculating the sensitivity to financial instrument and foreign currency risk factors, the maximum daily change in its absolute value was also tested, over the 10 years preceding the Reporting Period.

In light of the events of 2020, exposures to share indices in which the maximum daily scenario increased by more than 10% were also recorded. No daily change of more than 10% was found in the currency risk factor and relevant exchange rates.

Share index	Maximum change	Date
S&P 500	-12.2%	March 16, 2020
Technology shares index	-13.6%	March 16, 2020

As in previous years, according to the clarification regarding sensitivity tests required under Section 2F of the Second Schedule to the Securities (Periodic and Immediate Reports) Regulations, 1970, in addition to the scenarios defined in the Regulations, an extreme scenario of an absolute 2% change was also applied to the interest rate risk factor.

Results of analyses of sensitivity to key risk factors (NIS thousand):

4.8.1 "Capital instruments" sensitivity

Sensitive instrument	Maximum change in market factor	10% increase in market factor	5% increase in market factor	Fair value	5% decrease in market factor	10% decrease in market factor	Maximum change in market factor
Shares in Israel	5,095	9,462	4,731	94,619	(4,731)	(9,462)	(5,095)
Shares abroad	3,314	3,075	1,538	30,754	(1,538)	(3,075)	(3,314)
Options on shares in Israel	(85)	(127)	(56)	(28)	31	55	41
PE funds	8,860	5,364	2,682	53,642	(2,682)	(5,364)	(8,860)
Total	17,184	17,774	8,895	178,987	(8,920)	(17,846)	(17,228)

4.8.2 Real Estate sensitivity

Sensitive instrument	10% increase in market factor	5% increase in market factor	Fair value	5% decrease in market factor	10% decrease in market factor
Real estate	12,804	6,402	128,041	(6,402)	(12,804)
Total	12,804	6,402	128,041	(6,402)	(12,804)

4.8.3 CPI Base sensitivity

Sensitive instrument	10% increase in market factor	5% increase in market factor	Fair value	5% decrease in market factor	10% decrease in market factor
Receivables	9,754	4,877	97,542	(4,877)	(9,754)
Payables	(34)	(17)	(343)	17	34
Government bonds	(238,457)	(119,228)	(2,384,568)	119,228	238,457
Corporate bonds	6,618	3,309	66,177	(3,309)	(6,618)
Loans provided	40,307	20,153	403,070	(20,153)	(40,307)
Deposits	251,498	125,749	2,514,982	(125,749)	(251,498)
Total	69,686	34,843	696,860	(34,843)	(69,686)

4.8.4 US Dollar Base sensitivity

Sensitive instrument	10% increase in market factor	5% increase in market factor	Fair value	5% decrease in market factor	10% decrease in market factor
Cash	354	177	3,541	(177)	(354)
Foreign government bonds	(94,303)	(47,151)	(943,029)	47,151	94,303
Corporate bonds	(1)	(0)	(9)	0	1
Shares in Israel	4,758	2,379	47,581	(2,379)	(4,758)
Shares abroad	1,895	947	18,946	(947)	(1,895)
Options on foreign currency	(7)	(2)	(1)	(2)	(6)
Futures contracts	42,282	21,141	422,823	(21,141)	(42,282)
PE funds	5,052	2,526	50,519	(2,526)	(5,052)
Loans provided	834	417	8,342	(417)	(834)
Loans received	(1,108)	(554)	(11,082)	554	1,108
Deposits	29,282	14,641	292,824	(14,641)	(29,282)
Real estate	9,365	4,683	93,653	(4,683)	(9,365)
Total	(1,597)	(796)	(15,892)	792	1,584

4.8.5 Euro Base sensitivity

Sensitive instrument	10% increase in market factor	5% increase in market factor	Fair value	5% decrease in market factor	10% decrease in market factor
Cash	388	194	3,881	(194)	(388)
PE funds	312	156	3,123	(156)	(312)
Deposits	28	14	284	(14)	(28)
Total	728	364	7,288	(364)	(728)

4.8.6 GBP Base sensitivity

Sensitive instrument	10% increase in market factor	5% increase in market factor	Fair value	5% decrease in market factor	10% decrease in market factor
Cash	368	184	3,678	(184)	(368)
Receivables	1,426	713	14,265	(713)	(1,426)
Payables	(1,633)	(817)	(16,331)	817	1,633
Total	161	80	1,612	(80)	(161)

4.8.7 Other Base sensitivity

Sensitive instrument	10% increase in market factor	5% increase in market factor	Fair value	5% decrease in market factor	10% decrease in market factor
Cash	2	1	16	(1)	(2)
Shares abroad	1,093	547	10,935	(547)	(1,093)
Deposits	8	4	82	(4)	(8)
Total	1,103	552	11,033	(552)	(1,103)

4.8.8 Shekel Interest sensitivity

Sensitive instrument	Absolute increase of 2% in market factor	10% increase in market factor	5% increase in market factor	Fair value	5% decrease in market factor	10% decrease in market factor	Absolute decrease of 2% in market factor
Government bonds	26,595	5,226	2,620	(1,024,501)	(2,634)	(5,281)	(28,117)
Corporate bonds	(2,664)	(582)	(293)	59,369	299	603	3,175
Loans received	42,430	8,748	4,405	(621,429)	(4,468)	(9,000)	(48,745)
Loans provided	(6,688)	(1,377)	(693)	62,789	703	1,417	7,759
Bonds issued	90,510	19,104	9,632	(937,072)	(9,796)	(19,759)	(106,634)
Deposits	(266,763)	(51,911)	(26,093)	3,590,041	26,370	53,020	299,163
Marketable deposits	46,741	9,906	4,963	(3,531,958)	(4,982)	(9,983)	(48,601)
Futures contracts	2,195	485	243	(288,805)	(244)	(488)	(2,254)
Interest rate derivatives	(24,515)	(4,774)	(2,393)	869,059	2,407	4,826	26,006
Total	(92,159)	(15,175)	(7,609)	(1,822,507)	7,655	15,355	101,752

4.8.9 Index-linked Interest Rate sensitivity

Sensitive instrument	Absolute increase of 2% in market factor	10% increase in market factor	5% increase in market factor	Fair value	5% decrease in market factor	10% decrease in market factor	Absolute decrease of 2% in market factor
Government bonds	100,009	5,974	2,991	(2,384,568)	(2,998)	(6,004)	(107,930)
Corporate bonds	(5,571)	(401)	(201)	66,073	202	405	6,395
Loans provided	(6,846)	(383)	(191)	347,040	192	384	7,183
Deposits	(100,790)	(5,899)	(2,953)	2,514,982	2,962	5,932	109,442
Total	(13,198)	(709)	(354)	543,527	358	717	15,090

4.8.10 “Dollar interest rate” sensitivity

Sensitive instrument	Absolute increase of 2% in market factor	10% increase in market factor	5% increase in market factor	Fair value	5% decrease in market factor	10% decrease in market factor	Absolute decrease of 2% in market factor
Foreign government bonds	2,642	752	377	(340,975)	(378)	(758)	(2,715)
Corporate bonds	0	0	0	(9)	(0)	(0)	(0)
Loans provided	(211)	(52)	(26)	8,342	26	52	221
Futures contracts	(2,116)	(605)	(303)	282,828	304	609	2,173
Deposits	(202)	(59)	(29)	35,765	29	59	207
Total	113	36	19	(14,049)	(19)	(38)	(114)

4.9 Assumptions underlying the calculations

The following details the assumptions in applying the sensitivity tests and in calculating the fair value of sensitive instruments:

- 4.9.1 Instruments with less than three months to redemption are assets with a relatively low level of exposure to changes in interest rates. Their sensitivity is therefore only measured to changes in the linkage base (CPI and/or foreign exchange) and they were not included in the calculations of sensitivity to interest rates.
- 4.9.2 The fair value of debt assets was calculated using a model for discounting the cash-flows provided by those assets, while applying the appropriate interest rate for the cash flow period. The discounting interest rate was calculated based according to market interest for the period of the cash flows, plus the appropriate risk premium for the borrower or issuing entity.
- 4.9.3 The fair value of share options was calculated using the B&S model, based on market data. The calculated change is reported in terms of the effect on the value of the instrument and not in terms of exposure.
- 4.9.4 The fair value of convertible bonds was calculated by breaking down the value of the bonds into two components: (a) the bond component (costed according to Section 4.9.2 above); (b) the option component which was based on the binomial model for pricing options.
- 4.9.5 The fair value of marketable shares was taken as the market value of those shares. The linkage base of dual-listed shares is determined in accordance with the trading arena (Israel or abroad) in which most of the trade in the share takes place.
- 4.9.6 Regarding changes in interest-based risk factors, for changes of 5% or 10%, the pro-rata change of all the interest rates along the curve was assumed.
- 4.9.7 A change of 5% or 10% in the risk factors for capital instruments (including shares) was calculated as a change of 5% or 10% in the value of the asset (the same as the assumption of a 5% or 10% change in the relevant share index and sensitivity of the share relative to the relevant share index (beta) equal to 1).
- 4.9.8 The fair value of forward contract transactions in currencies was calculated as the difference between the fair value of a bond that does not bear a specified interest rate in the denominated currency of the contract, and the fair value of a bond which does not bear a specified interest rate in the original currency.

4.10 Board of Directors explanations

The Company has direct exposure to market risks through its own investments and indirectly through the investments of the subsidiaries and financial institutions that it holds and manages. Taking into account the volume of the Company's own investments and their low-risk nature, the Board of Directors believes that the Company's exposure to market risks is insignificant and that the actual risk management is consistent with the market risk management policy.

4.11 Results of an analysis of the exposure to and management of market risks

Pursuant to the instructions of the Israel Securities Authority (ISA), the Company tested sensitivity to key market risk factors. The sensitivity tests cover the Group's companies, excluding the Group's insurance companies.

Summary of tests of sensitivity to market risks (NIS thousand):

Sensitivity to market risk factors:

Risk factor	Absolute increase of 2% in market factor	10% increase in market factor	5% increase in market factor	Fair value	5% decrease in market factor	10% decrease in market factor	Absolute decrease of 2% in market factor
USD base		(1,597)	(796)	(15,892)	792	1,584	
Euro base		728	364	7,288	(364)	(728)	
GBP base		161	80	1,612	(80)	(161)	
Other base		1,103	552	11,033	(552)	(1,103)	
CPI		69,686	34,843	696,860	(34,843)	(69,686)	
Shekel interest	(92,159)	(15,175)	(7,609)	(1,822,507)	7,655	15,355	101,752
Index-linked interest	(13,198)	(709)	(354)	543,527	358	717	15,090
Dollar interest	113	36	19	(14,049)	(19)	(38)	(114)
Risk factor	Maximum increase in market factor	10% increase in market factor	5% increase in market factor	Fair value	5% decrease in market factor	10% decrease in market factor	Maximum decrease in market factor
Capital instruments	17,184	17,774	8,895	178,987	(8,920)	(17,846)	(17,228)
Real estate		12,804	6,402	128,041	(6,402)	(12,804)	

Taking into account the volume of the Company's investments and their low-risk nature, the Board of Directors believes that the Company's exposure to market risks is not significant. The Board of Directors therefore believes that its market risk management policy is consistent with actual risk management.

5 Aspects of corporate responsibility

5.1 Corporate Social Responsibility

The Company's Board of Directors and the management and employees of the Group, believe that corporate social responsibility (CSR) is an integral part of the Group's management approach and core values, and they attribute considerable importance to the integration of corporate responsibility in all levels of activity, based on the recognition that values and ethical

and proper management go hand in hand with business success and leadership, while creating added value for all the principal shareholders.

This is reflected in the fact that in 2023, for the ninth time in a row, the Group was awarded the Platinum Plus Ranking, the highest award given by Maala, which rates 150 of the largest companies in the economy for CSR.

Harel Group publishes a biennial corporate responsibility report. The report is prepared in accordance with the international Global Reporting Initiative ("GRI") standard which is the world's leading standard for corporate responsibility reports and describes the most significant topics in the corporations' spheres of influence over the environment and society. Publication of the report reflects the ongoing commitment of the Group's management and Board of Directors to promoting a worldview that supports the integration between business management and corporate responsibility, allowing the Group to present its activity transparently and credibly. The Corporate Social Responsibility report is published on the Company's website.

5.2 Community involvement - sponsorships, contributing to the wider community and voluntary activity by employees

In 2023, the Company continued to expand its community involvement projects and to deepen its ties with organizations that work in support of the community and society in a range of areas. About 68% of the Group's employees took part in voluntary activity during the course of the year, in accordance with the Group's policy.

- 5.2.1 The Group continues to promote long-term strategic partnerships based on monetary donations and employee involvement. In this context, there were collaborations with various charitable associations and organizations, including: United Hatzalah, Alon and Ella, Leket Israel, Nevet (Sandwich for Every Child), Lasova, Pitchon-Lev (Breaking the cycle of poverty), The Jaffa Institute (multi-service social agency in Jaffa); Shiur Acher [A Different Lesson] which creates a point of interaction between adult Israelis (as role models) and students; Or Shalom, and more. Within the framework of these partnerships, the Group works to assist diverse populations, including low-socioeconomic groups, soldiers (activity on behalf of soldiers includes the adoption of two IDF transport battalions as part of the Adopt a Fighter program run by YAHAD - United for Israel's Soldiers), school students (support for schools and after-school clubs) and people with disabilities and special needs.
- 5.2.2 In 2023, the Group made donations of NIS 15.5 million to charitable associations and organizations for the benefit of the community, compared with NIS 11.5 million in 2022 and NIS 10.7 million in 2021. Of these amounts, about NIS 9.7 million, NIS 6.8 million and NIS 7.5 million, respectively, were donated through the M.E.H. Foundation (Keren HaMeah - in memory of the late Margot and Ernst Hamburger), which is a public benefit company and is authorized by the tax authorities to accept donations from various entities and to distribute them among needy organizations at the discretion of the management of M.E.H. Foundation whose members are principal shareholders in the Company.
- 5.2.3 The philanthropic policy of Harel Group's management and the management of the M.E.H. Foundation is systemic - holistic. Within the context of this policy, the Group advocates providing assistance to a large number of charitable organizations in a range of fields. Over time, Harel Group has made donations to more than 300 different charitable organizations all over the country. The organizations to which Harel Group contributes are mainly: institutions of higher education, special education institutions, culture and art institutions, organization that work to reduce gaps within Israeli society, organizations providing medical assistance for the needy, organizations that support

persons with disabilities and special needs as well as organizations that treat addictions. Additionally, the Group contributes to United Hatzalah, a voluntary organization that saves lives and provides first aid, as well as to World Maccabi which works to enhance Zionist identity among Diaspora Jewry.

In 2023, money equivalent donations, reflecting hours of volunteering by the Company's employees at the expense of work hours, contributions through the use of Company facilities on behalf of the activity of the various charitable organizations and donations of equipment to the Company's employees or to charitable organizations, amounted to NIS 1.2 million.

This year, the Group continued to integrate charitable organizations that provide suitable employment for people with disabilities in social events and purchasing (e.g.: Hechatzer, Enosh (The Israel Mental Health Association), Hamelaket (gift boutique), OutBox (a platform for young designers).

5.3 Sustainability (environmental responsibility)

Like other leading insurance companies around the world, Harel Group is also active in the subject of environmental risks. In this context, in 2023 it examined the repercussions of the sustainability risks on the insurance activity and the results of the review were discussed by the Board of Directors' risk management committee.

In 2023 as well, Harel Group continued to voluntarily report on its carbon footprint to the Ministry of the Environment and it took action among its employees and managers to conserve energy, encourage the use of public transport and move over to using green vehicles. Further to measures to reduce paper consumption for office use in recent years, the Group introduced the use of recycled paper in office printers. Additionally, in 2023, the Group continued to integrate environmental considerations in its procurement processes.

Furthermore, Harel is working to enhance its activity with respect to the environment, society and corporate governance. For example, in 2023 as well, Group companies published a responsible investment policy in which ESG considerations form an integral part of the investment decision making process. Additionally, Harel's investment portfolio is broad and diverse and it also includes a large number of environmental projects such as renewable energy companies, a project to clean up contaminated soil in Akko and utilize it for construction purposes, and more. Furthermore, sustainability tracks were opened (investors in ETFs and shares the main purpose of which is to advance the fulfillment of the UN's Sustainable Development Goals (SDGs).

5.4 Ethical conduct

Maintaining a proper business culture based on ethical conduct is the cornerstone of Harel's activity and decision making. The Group's Code of Conduct reflects the significant core values that guide the Group.

The head of the ethics department works to assimilate the Code of Conduct among new employees and is available to the employees, including by means of a discrete channel of communication.

5.5 Work environment

As a finance group, the Company's employees are its most important resource, the source and strength of the organization and the key to its success. Harel Group's employees are therefore the focal point of the organization and it invests in their professional development and wellbeing, guaranteeing a pleasant, caring and facilitative environment. Harel currently has approximately 5,000 employees from all over the country, of all ages and from all sectors of the

population, including employees with disabilities. The considerable importance that Harel attributes to its employees is also reflected in its salary and compensation policy. For example, in 2016 the Group's minimum starting salary was increased to NIS 6,000, and at December 2023, this wage is approximately 8% higher than the minimum wage in the economy.

In 2023, Harel Group promoted activity on behalf of the wellbeing of the employees. This entailed the assimilation of two new programs:

5.5.1 An employee evaluation and feedback process for managers, called "It's excellent to manage. Harel". The purpose of this process is to facilitate dialog between managers and their staff on a range of management-related issues, to define common expectations and demonstrate success, while at the same time identifying strengths and points for improvement, and together to formulate personal and managerial development goals. This is a comprehensive process that helps develop the manager in a managerial competence setting, facilitating formulation and standardization, defining customized goals and conducting a measurable process to help achieve those goals. The evaluation process includes connecting with the organizational survey, allowing managers to broaden their perspectives on the staff situation. The executive development programs shall be customized as a practical needs-driven tool as part of the personal and management development goals defined for each manager in a joint discussion about the feedback process.

5.5.2 "The Campus" - the Campus is a learning portal as employees embark on new positions throughout their career in the organization and helps maintain professional, service-oriented, regulatory and organizational standards. It comprises three key learning tracks: track towards professionalism in insurance; track towards innovation and future skills; track towards management and leadership. The Campus is a home for learning, development and growth for the organization's employees and managers. Campus training provides the employees with tools, skills, knowledge and approaches that upgrade their professional and management abilities, contributing to Harel's business success.

5.6 The Group's Corporate Social Responsibility (CSR)

The Board of Directors functions include receiving ongoing reports from Ms. Liora Kavoras Hadar about performance relating to the Group's corporate CSR. In 2011, the Board of Directors appointed Liora Kavoras Hadar to promote and develop corporate responsibility within Harel. Accordingly, over the course of the reporting years, Ms. Kavoras Hadar met regularly with Mr. Adam Polachek as the Commissioner's management representative for corporate governance, as well as with other officials involved in the Company's corporate responsibility activity, to receive reports from them on the Group's activity in this area and help advance the subject. These meetings included status reports on the Group's activities based on the existing corporate responsibility plans as well as the discussion and approval of future plans of action in this field.

6 Corporate governance

6.1 Directors with accounting and financial expertise

In accordance with Section 92(A)(12) of the Companies Law, 1999 (in this section: "the Law"), the Board of Directors determined, that taking into account the category of company, its size, volume and complexity of its operations, the Company must have at least four directors with accounting and financial expertise under Section 240 of the Law. For information about serving directors in the Company who the Board of Directors has recognized as having accounting and financial expertise, see Chapter 5, Regulation 26, - Additional Information About the Company.

6.2 External Directors

For information about the Company's external directors, see Chapter 5, Regulation 26 - Additional Information About the Company.

6.3 Internal Auditor

For information about the Company's Internal Auditor, see Section 4.2 in Chapter 1 of the Periodic Report - Description of Company Operations.

6.4 External Auditors

For information about the Company's External Auditors, see Section 4.3 in Chapter 1 of the Periodic Report - Description of Company Operations.

6.5 Material changes in the list of senior officers

Mr. Michel Siboni, who served as CEO of the Company and Chairman of the Board of Directors of Harel Insurance, stepped down from his position on January 31, 2024, after more than 30 years with Harel Group. Mr. Siboni continues to serve as a director in Harel Insurance and Chairman of the Board of Hamazpen, and he was also appointed as a director in the Company commencing February 5, 2024. Further to Mr. Siboni stepping down from his position, the Company's Board of Directors approved the appointment of Mr. Nir Cohen, who is currently the CEO of Harel Insurance, as CEO of Harel Investments as well.

6.6 Disclosure about cyber risks

For information about the Company's deployment for cyber risks, see Note 36A to the Financial Statements.

7 Disclosure instructions in relation to financial reporting by the Company

7.1 Report on critical accounting estimates

Regarding critical accounting estimates, the use of which and/or reasonable change therein might significantly affect the Group's financial position and/or results of its operations, see Note 2D to the Financial Statements.

The foregoing does not refer to subsidiaries that are an insurer, including their consolidated data.

8 Disclosure concerning the economic solvency ratio

Provisions concerning application of an economic solvency regime:

A Solvency-II based economic solvency regime based applies to Harel Insurance, and this pursuant to the implementation provisions published in June 2017 and revised in October 2020 ("Provisions of the Economic Solvency Regime").

The provisions of the economic solvency regime include transitional measures which allow the reserves in respect of long-term insurance products that were sold in the past, to be increased gradually until 2032. Based on the transitional measures, insurance companies may, after obtaining the Commissioner's approval, include in the calculation of the insurance reserves in the transitional period, a deduction from the insurance reserve ("the Deduction"). The Deduction is calculated in accordance with the instructions in the Deduction Principles Letter and it is gradually reduced from a rate of 100% on the calculation of the insurance reserves at December 31, 2019, to 0% on the calculation of the insurance reserves at December 31, 2032. On November 21, 2022, the Commissioner's approval was received for recalculating the Deduction, which is performed at least once in two years. The Deduction was recalculated at June 30, 2022, in light of the material impact of the interest rate increase in the first half of 2022. Additionally, in the transitional period a reduced capital requirement is calculated which will gradually increase up to the end of 2023, for certain categories of investments, and a higher maximum recognition limitation will apply to Tier-2 capital.

On November 27, 2023, [Harel Insurance published on its website a report on its economic solvency ratio in respect of data at June 30, 2023: https://www.harel-group.co.il/about/harel-group/harel/investor-relations/Pages/repayment-ability.aspx](https://www.harel-group.co.il/about/harel-group/harel/investor-relations/Pages/repayment-ability.aspx).

Based on the transitional measures, at June 30, 2023, Harel Insurance has a capital surplus of NIS 6,274 million and without taking the transitional measures into account, the capital surplus is NIS 2,706 million.

Notably, the model in its current format is extremely sensitive to changes in market and other variables, such as changes in the interest rate, changes in investment profits, revised actuarial assumptions and changes relating to the activity of Harel Insurance and also concerning the uncertainty inherent in the actuarial and financial assumptions and forecasts used in the preparation of the report.

Calculations of the present economic capital and required capital are based on forecasts and assumptions that rely principally on past experience, and they do not necessarily reflect future performance.

The Best Estimate was determined on the basis of forecasts, assessments and estimates of future events, the materialization of which is uncertain and that are beyond the Company's control, and they should be treated as "forward looking information", according to its definition in Section 32A of the Securities Law, 1968. It is possible that all or part of these forecasts, assessments and estimates will not materialize or they may materialize differently from the manner assumed in calculating the Solvency Report. Actual performance may therefore differ from the forecast.

Economic solvency ratio and MCR:

Following is information about the solvency ratio and minimum capital requirement (MCR) at June 30, 2023, in accordance with the provisions of the economic solvency regime. The economic solvency ratio is calculated in accordance with the transitional measures which prescribe the transitional period.

A. Economic solvency ratio

	As at June 30, 2023	As at December 31, 2022
	(Unaudited)	(Audited)
	NIS million	
Equity for the purpose of SCR	15,624	15,478
Solvency capital requirement (SCR)	9,350	9,149
Surplus	6,274	6,329
Economic Solvency Ratio	167%	169%

Effect of material capital transactions that took place in the period between the date of the calculation and date of publication of the Economic Solvency Ratio Report:

Capital raising (redemption)	-	20
Equity for the purpose of SCR	15,624	15,498
Capital surplus	6,274	6,349
Economic Solvency Ratio	167%	169%

The capital position of Harel Insurance is influenced by its ongoing business development, changes in market variables, revised demographic and operating assumptions, continuous updates of models, updated regulatory instructions and capital transactions. For information about key changes that took place in the first half of 2023 in contrast with comparison figures, see Section 2 in the Economic Solvency Report.

These data concerning the solvency ratio, taking into account the capital activity, as specified above, do not include the effect of the business activity of Harel Insurance after June 30, 2023, changes in the mix and size of the insurance investments and liabilities, revised actuarial assumptions, exogenous effects and regulatory changes which affect the business environment. For information about key changes that took place after the date of the calculation, see Section 2 in the Economic Solvency Report.

After the date of the calculation, the risk-free, linked shekel interest curve rose significantly against the backdrop of the macroeconomic situation, worldwide interest trends and The Swords of Iron War in a manner that is expected to materially increase the Company's capital surplus and economic solvency ratio. Due to the nature of its activity, the Company is exposed to falling prices in the financial markets, to a slowdown of activity in the economy, as well as to other risks stemming from the War.

On the results of tests of sensitivity of the economic solvency ratio to various risk factors, including sensitivity to the interest rate, see Section 9 in the Economic Solvency Ratio Report of Harel Insurance as at December 31, 2022.

B. Minimum Capital Requirement (MCR)

	As at June 30, 2023 (Unaudited)	As at December 31, 2022 (Audited)
	NIS million	
MCR	2,943	2,869
Own funds for the purpose of MCR	11,538	11,497

C. Restrictions on the distribution of dividends

According to a letter published by the Commissioner in October 2017 (“the Letter”), insurance companies may distribute a dividend only if after the distribution is made, the company has a solvency ratio of at least 100% according to the economic solvency regime, which is calculated without taking the transitional measures into account and subject to the solvency ratio target set by the Company’s Board of Directors. This ratio will be calculated without providing any relief in respect of the original difference attributed to the purchase of provident fund activity and management companies.

It is the policy of Harel Insurance to maintain a robust capital base so as to guarantee its solvency and ability to meet its liabilities to insureds, to maintain its ability to continue its business activity and so that it is able to produce a yield for its shareholders. Harel Insurance is subject to the capital requirements and defined regulations with respect to the distribution of dividends.

On May 29, 2023, the Board of Directors of Harel Insurance approved the revised capital management plan and at this stage, threshold conditions were determined for the distribution of a dividend, which include a minimum economic solvency ratio of 135%, taking the transitional provisions into account, and a minimum solvency ratio without taking the transitional provisions into account, of 110%.

On February 28, 2021, the Company’s Board of Directors approved a dividend distribution policy whereby the Company will distribute a dividend of at least 30% of comprehensive income according to its annual consolidated financial statements. Additionally, on February 28, 2021, the board of directors of Harel Insurance approved a dividend distribution policy in which the Company will distribute a dividend of at least 35% of comprehensive income according to the annual consolidated financial statements of Harel Insurance, and this as long as Harel Insurance is in compliance with the minimum targets for solvency based on Solvency II.

The threshold conditions are intended to allow Harel Insurance to cope with crises without significantly compromising its operations and its compliance with the applicable capital requirements. Nonetheless, the foregoing is not intended to guarantee that Harel Insurance will remain in compliance with the defined threshold conditions at all times.

D. Solvency ratio without application of the transitional measures in the transitional period (TMTP) and without adjustment for equity risk

Information about the economic solvency ratio of Harel Insurance, calculated without the transitional measures and based on the solvency target determined by the board of directors of Harel Insurance with reference to the solvency ratio calculated without taking the provisions in the transitional period into account and after adjustment for equity risk, as required in the letter. This ratio is in compliance with the solvency ratio required according to the letter.

	As at June 30, 2023 (Unaudited)	As at December 31, 2022 (Audited)
	NIS million	
Equity for the purpose of SCR	13,097	12,953
Solvency capital requirement (SCR)	10,391	10,363
Retained capital	2,706	2,590
Solvency ratio (in percent)	126%	125%

Effect of material capital transactions that took place in the period between the date of the calculation and date of publication of the Economic Solvency Ratio Report:

Capital raising (redemption)	-	-
Equity for the purpose of SCR	13,097	12,953
Capital surplus	2,706	2,590
Solvency ratio (in percent)	126%	125%

Capital status after capital transactions in relation to the Board of Directors target:

Economic solvency ratio target set by the Board of Directors	110%	110%
Capital surplus relative to the target (NIS million)	1,666	1,554

E. Own Risk and Solvency Assessment (ORSA) for insurance companies

On January 5, 2022, the Commissioner published an amendment to the provisions of the Consolidated Circular concerning reports to be submitted to the Commissioner of the Capital Market - Own Risk and Solvency Assessment of Insurance Companies ("ORSA - the Amendment"). The Amendment stipulates that insurance companies shall report their Own Risk and Solvency Assessment of Insurance Companies (ORSA) to the Commissioner once a year, in January. In accordance with the Amendment, Harel Insurance will submit a report to the Commissioner that includes a summary of the results, business position and reciprocal relationships, exposure to risk, assessment of solvency and capital requirements, a forward-looking assessment and sensitivity analyses and scenarios. The Circular will be applied gradually, commencing January 1, 2023.

In the wake of the Swords of Iron War, on October 23, 2023, a circular for financial institutions was published on "Emergency Instructions of the Commissioner of the Capital Market, Insurance and Saving - October 2023" ("Commissioner's Emergency Instructions"), extending by 60 days to March 31, 2024, the date for submittal of the ORSA report and postponing the initial date for reporting the forward-looking assessment and assessment of scenarios and sensitivity analyses required as part of ORSA, from the nearest reporting date to the following reporting date that will occur in January 2025.

Harel Insurance submitted the required report to the Commissioner in March 2024.

9 Business strategy and objectives

Section 9 on business strategy and objectives, also includes forecasts, evaluations, estimates and other information relating to future events and affairs, the materialization of which is uncertain and is not within the Company's exclusive control (forward-looking information). The key facts and data which formed the basis for this information are those pertaining to the Company's present position and its business in this area of activity (such as the volume of sales, profit rates, manpower, business agreements, etc.), facts and data pertaining to the current situation in Israel and worldwide for the areas of activity in which the Company operates (such as sectoral economic developments, regulatory environment, competitors, technology developments, reinsurance market, etc.), and macro-economic facts and data (such as the economic situation in Israel and worldwide, yield rates on the capital markets, political and social developments, etc.), as they are known to the Company at the time of this report. The forward-looking information contained above in this section is based significantly, in addition to the information available to the Company, on current projections and estimates of the Company regarding future developments in each of the aforementioned parameters, and the extent to which these developments are interconnected. The Company cannot be certain that its projections and estimates will in fact materialize, and the Company's performance may differ significantly from the estimated or inferred performance noted above, in part due to changes in any of the above-mentioned factors.

- 9.1 The Company believes that the challenging business and regulatory environment requires its business strategy and conduct to be constantly adapted in order to maintain its position in the market and sustain the impressive growth it has demonstrated in recent years. The Company will make every effort to continue to be a leading, dominant player in its diverse areas of activity, at the same time preserving the Company's values as reflected in its motto:

Reliability, Customer Service, Human Capital, a Warm Home and Leadership

- 9.2 The business, economic and social situation in Israel, together with the prevailing interest-rate environment in the capital markets in Israel and abroad, constantly force the Group to reconsider and adjust its business strategy to changing circumstances.
- 9.3 The Group applies a strategy of developing non-insurance activity alongside stable insurance activity. Within the framework of its non-insurance activity, the Group concentrates different activities under the Company umbrella thus providing it with a regular flow of income which is not dependent on the Group's main insurance activity. In this context, the Group's financial activity (Harel Finance and its subsidiaries) is concentrated directly under the Company, as is the activity of EMI. Additionally, the Company develops activity directly under it, such as credit activity: through the subsidiary Hamazpen which provides credit to medium businesses, including the provision of mezzanine loans; through Harel 60+ which provides mortgage loans, including reverse mortgage loans (allowing the Third Age population with ownership of a residential apartment, to take a loan secured by the apartment, where repayment of the loan is not required during the course of the borrower's life); and in the framework of sale guarantee activity and credit for real-estate projects, as well as other investment activity. This regular flow of income to the Company, through these activities, serves to contribute to the Company's stability and its ability to distribute dividends to its shareholders on a regular basis on the one hand, while strengthening the Company's ability to support the activity of Harel Insurance, should such support be necessary in the future.
- 9.4 As part of the Company's insurance activity, its strategy is the growth of the Group's insurance activity, by expanding sales to new customers and by making additional sales to the Group's more than 4 million existing customers, as well as expanding the Group's basket of products, emphasizing activity which is customized to the customers' requirements, such as special insurance products and advanced savings products.

- 9.5 The Group has formulated a new strategy called “Harel 2030” in which, to support growth of the Group’s profit, then in addition to continuing to invest in business development and building technology infrastructure, digital infrastructure and data infrastructure, it must invest in three key layers:
- 9.5.1 Accuracy of the performance of the core operating segments - accuracy and improvement of customer experience at all points of contact, including underwriting and pricing processes, claims handling and customer service, all through the intensive addition and upgrade of computerized and automated tools in the Company’s work environment and the tools provided to the insurance agents who work with the Group.
- 9.5.2 **Relationship with the customer** - by strengthening and improving the distribution engines in the operating segments, maximizing the distribution channels by working according to customer specifications, with the emphasis on involving the insurance agents who work with the Group, in assimilating tools that will enable segmentation and personalization and increasing cross-sale activity, while continuing to lever the relationship with existing customers, improving service to agents and customers and increasing the number of Harel products held by Harel’s customers.
- 9.5.3 **Diversifying the Group’s sources of profit** - expanding outside the core insurance business by broadening existing activity and locating business opportunities in areas that generate stable cash flow, including in the credit and finance sectors.
- 9.6 The Group anticipates that implementation of the strategic plan in the accuracy of the performance of the core operating segments and relationship with customers will provide an enduring boost to profit to the tune of hundreds of millions of shekels and also lead to improvement resulting from diversification of the sources of profit.
- 9.7 Measurement of progress made in implementation of the strategic plan is based on several principles. For additional information, see also Section 2.10 above.
- 9.8 In addition to the above, Harel has made a strategic decision to invest resources in innovation. To this end, in 2022 Harel rolled out a business-technology plan together with Amazon Web Services (AWS) Israel (Amazon’s cloud computing services subsidiary) and graduates of the IDF’s 8200 unit. This plan involves and will involve Israeli startups that develop technology solutions for the worlds of insurance, finance, health and improving the streamlining of operations in the corporate world. Among other things, these startups will benefit from access to experts in the different areas relevant to their operations, including with respect to technology and data security, access to infrastructures, advanced technology tools and products as well as an office work environment in a designated space established by the Group in M.E.H. House in Ramat Gan. Additionally, as part of the plan, the Group will review the assimilation of technology solutions put forward by the startups participating in the plan.
- 9.9 The Group believes that it has attained its position in the insurance and long-term savings market, as well as in the financial services market, thanks to the unique service that it provides for its customers and agents. The Group will continue to provide such service, taking a long-term view of the good of the customer, and in the belief that claims filed by policyholders should not only be paid, but that they deserve to receive added value in the form of assistance and support in times of crisis. Implementation of the Group’s new strategy will strengthen its long-term relationships with customers and allow it to provide a service tailored to the requirements of each and every customer. It is these relationships that will continue to provide the Group with stability, offering growth engines by marketing the entire range of the Group's products to its loyal customers.

- 9.10 The Company operates to assimilate the most up-to-date technology developments in order to improve service to customers and to agents and also to bolster information security about its customers and protect their rights.
- 9.11 The Group will continue to ensure that its business expands in all the operating segments in which it is involved - in insurance and finance - taking advantage of available business opportunities and after a careful examination of the anticipated profit and growth from the new business over time.
- 9.12 The Group will continue its policy of the effective management of regulatory capital required of its subsidiaries, including reviewing transactions that will take into account the anticipated return on equity required in respect of such transactions. The Group will attempt to focus on attractive investments which are not influenced by the capital market, such as real-estate infrastructures in Israel and abroad, and investments in real, profit-making companies.
- 9.13 The Group will work consistently to improve and increase controls and management of the various risks in an effort to reduce the exposures entailed in its activity. Likewise, the Group will continue to ensure that it complies with the regulatory provisions, and to this end it will strive to further assimilate the enforcement plan.
- 9.14 Alongside the expansion of its business activity, the Group will continue its social involvement and assistance for the community at large - continuing to make donations and integrating the Group's employees in the social activities in which the Group decides to be involved.
- 9.15 The Group provides a warm home for its employees, and despite its size it has managed to preserve a unique family atmosphere. The Group's management will continue to preserve this special atmosphere through a variety of measures, based on the understanding that its quality human capital is one of the Group's most distinct advantages and which is critical to its ongoing success.

**The Board of Directors wishes to express its thanks to the
Group's employees and agents for its achievements**

Yair Hamburger
Chairman of the
Board of Directors

Nir Cohen,
CEO

March 28, 2024



HAREL INSURANCE INVESTMENTS AND FINANCIAL SERVICES LTD.

Chapter 3

Financial Statements

Financial Statements as at December 31, 2023

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Consolidated Statements of Financial Position as at December 31

		2023	2022
	Note	NIS million	NIS million
Assets			
Intangible assets	5	2,452	2,346
Deferred tax assets	34	20	21
Deferred acquisition costs	6	3,114	2,916
Fixed assets	7	1,391	1,345
Investments in equity accounted investees	8	1,516	1,556
Investment property for yield-dependent contracts	9	1,898	2,060
Other investment property	9	2,548	2,408
Reinsurance assets		5,605	5,101
Current tax assets	34	76	100
Trade and other receivables	10	1,793	3,133
Premium due	11	1,699	1,532
Financial investments for yield-dependent contracts	12	71,117	67,420
Other financial investments			
Marketable debt assets	13D	8,520	11,142
Non-marketable debt assets	13E	23,873	19,999
Shares	13H	2,131	1,814
Other	13I	4,587	3,999
Total other financial investments		39,111	36,954
Cash and cash equivalents for yield-dependent contracts	14A	6,733	6,450
Other cash and cash equivalents	14B	5,733	1,929
Total assets		144,806	135,271
Total assets for yield-dependent contracts	12	80,608	77,848

Consolidated Statements of Financial Position as at December 31 (contd.)

	Note	2023 NIS million	2022 NIS million
Equity and liabilities			
Equity	15		
Share capital and share premium		359	359
Treasury Stock		(304)	(237)
Capital reserves		540	389
Retained earnings		8,298	7,824
Total equity attributable to equity holders of the Company		8,893	8,335
Non-controlling interests		60	52
Total equity		8,953	8,387
Liabilities			
Liabilities for non-performance-based insurance contracts and investment contracts	16	32,206	31,234
Liabilities for performance-based insurance contracts and investment contracts	17	79,657	76,250
Deferred tax liabilities	34	947	924
Liability for employee benefits, net	22	263	264
Current tax liabilities	34	31	23
Trade and other payables	23	5,703	4,998
Financial liabilities	24	17,046	13,191
Total liabilities		135,853	126,884
Total equity and liabilities		144,806	135,271

Yair Hamburger
Chairman of the Board of Directors

Nir Cohen
CEO

Arik Peretz
Chief Financial Officer

Date of approval of the financial statements: March 28, 2024

Consolidated Income Statements for the Year Ended December 31

	Note	2023 NIS million	2022 NIS million	2021 NIS million
Premiums earned, gross		17,772	17,121	15,272
Premiums earned by reinsurers		2,377	2,250	1,858
Premiums earned on retention	25	15,395	14,871	13,414
Profits (losses) from investments, net, and financing income	26	7,416	(4,052)	11,912
Income from management fees	27	1,529	1,466	1,790
Income from commissions	28	442	417	347
Other revenue		92	53	11
Total income		24,874	12,755	27,474
Payments and changes in liabilities for insurance contracts and investment contracts, gross		20,674	8,149	23,127
Reinsurers' share of payments and change in liabilities for insurance contracts		2,042	1,623	1,507
Payments and changes in liabilities for insurance contracts and investment contracts in retention	29	18,632	6,526	21,620
Commissions, marketing expenses and other acquisition costs	30	3,359	3,063	2,731
General and administrative expenses	31	1,592	1,461	1,310
Other expenses	32	66	45	14
Financing expenses, net	33	475	427	281
Total expenses		24,124	11,522	25,956
Company's share of profits (losses) of equity accounted investees	8	(108)	78	180
Profit before taxes on income		642	1,311	1,698
Taxes on income	34	146	398	486
Profit for the year		496	913	1,212
Attributable to:				
Shareholders of the Company		485	906	1,209
Non-controlling interests		11	7	3
Profit for the year		496	913	1,212
Earnings per share attributable to Company shareholders (NIS)	35	2.31	4.27	5.65

Consolidated Statements of Comprehensive Income for the Year Ended December 31

	<u>2023</u>	<u>2022</u>	<u>2021</u>
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Profit for the year	496	913	1,212
Other comprehensive income items that after initial recognition as part of comprehensive income was or will be transferred to profit or loss			
Net change in fair value of financial assets classified as available-for-sale	(195)	(1,657)	920
Net change in fair value of financial assets classified as available-for-sale transferred to the statement of income	189	(132)	(461)
Loss from impairment of financial assets classified as available-for-sale transferred to the statement of income	84	85	51
Foreign currency translation differences for foreign activity	38	134	(77)
Tax benefit (taxes on income) attributable to available-for-sale financial assets	(31)	579	(166)
Tax benefit (taxes on income) for other comprehensive income items that after initial recognition as part of comprehensive income were or will be transferred to profit or loss	(14)	(36)	19
Total other comprehensive income (loss) for the year that after initial recognition as part of comprehensive income was or will be transferred to profit or loss, net of tax	71	(1,027)	286
Items of other comprehensive income that will not be transferred to profit or loss			
Revaluation reserve for fixed asset items	53	21	29
Remeasurement of a defined benefit plan	10	39	3
Taxes on income for items of other comprehensive income that will not be transferred to profit or loss	(19)	(16)	(9)
Total other comprehensive income for the year, not transferred to profit or loss, net of tax	44	44	23
Total other comprehensive income (loss) for the year	115	(983)	309
Total comprehensive income (loss) for the year	611	(70)	1,521
Attributable to:			
Shareholders of the Company	600	(77)	1,518
Non-controlling interests	11	7	3
Comprehensive income (loss) for the year	611	(70)	1,521

Consolidated Statements of Changes in Equity for the Year Ended December 31**Attributable to shareholders of the Company ****

	Share capital and premium	Capital reserves for assets available for sale	Translation reserve for foreign activity	Capital reserve for share- based payment	Treasury stock	Capital reserve for transactions with non- controlling shareholders	Capital reserve for revaluation of fixed assets	Retained earnings	Total	Non- controlling interests	Total equity
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Balance as at January 1, 2023	359	222	(154)	31	(237)	(49)	339	7,824	8,335	52	8,387
Effect of initial application of IFRS 9***	-	18	-	-	-	-	-	(18)	-	-	-
Balance as at January 1, 2023 subsequent to initial application of IFRS 9	359	240	(154)	31	(237)	(49)	339	7,806	8,335	52	8,387
Comprehensive income for the year											
Profit for the year	-	-	-	-	-	-	-	485	485	11	496
Total other comprehensive income	-	47	24	-	-	-	37	7	115	-*	115
Total comprehensive income for the year	-	47	24	-	-	-	37	492	600	11	611
Transactions with shareholders recognized directly in equity											
Share-based payment	-	-	-	25	-	-	-	-	25	-	25
Purchase of Treasury Stock	-	-	-	-	(67)	-	-	-	(67)	-	(67)
Dividend to non-controlling interests	-	-	-	-	-	-	-	-	-	(3)	(3)
Balance as at December 31, 2023	359	287	(130)	56	(304)	(49)	376	8,298	8,893	60	8,953

* Less than NIS 1 million

** For additional information see Note 15

***See Note 2H for information about Initial application of IFRS 9 - Financial Instruments, for financial instruments that do not refer to subsidiaries that meet the definition of an insurer. In accordance with the chosen transitional method, comparative figures were not restated

Consolidated Statements of Changes in Equity for the Year Ended December 31 (contd.)

	Attributable to shareholders of the Company **										
	Share capital and premium	Capital reserves for assets available for sale	Translation reserve for foreign activity	Capital reserve for share-based payment	Treasury Stock	Capital reserve for transactions with non-controlling shareholders	Capital reserve for revaluation of fixed assets	Retained earnings	Total	Non-controlling interests	Total equity
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Balance as at January 1, 2022	359	1,347	(252)	6	(163)	(49)	321	7,292	8,861	32	8,893
Total comprehensive income (loss) for the year											
Profit for the year	-	-	-	-	-	-	-	906	906	7	913
Other comprehensive income (loss)	-	(1,125)	98	-	-	-	18	26	(983)	-*	(983)
Total comprehensive income (loss) for the year	-	(1,125)	98	-	-	-	18	932	(77)	7	(70)
Transactions with shareholders recognized directly in equity											
Dividend to shareholders	-	-	-	-	-	-	-	(400)	(400)	-	(400)
Share-based payment	-	-	-	25	-	-	-	-	25	-	25
Purchase of Treasury Stock	-	-	-	-	(74)	-	-	-	(74)	-	(74)
Non-controlling interests for consolidated companies	-	-	-	-	-	-	-	-	-	13	13
Dividend to non-controlling interests	-	-	-	-	-	-	-	-	-	-*	-
Balance as at December 31, 2022	<u>359</u>	<u>222</u>	<u>(154)</u>	<u>31</u>	<u>(237)</u>	<u>(49)</u>	<u>339</u>	<u>7,824</u>	<u>8,335</u>	<u>52</u>	<u>8,387</u>
Balance as at January 1, 2021	359	1,003	(194)	1	(123)	(49)	300	6,438	7,735	19	7,754
Total comprehensive income (loss) for the year											
Profit for the year	-	-	-	-	-	-	-	1,209	1,209	3	1,212
Other comprehensive income (loss)	-	344	(58)	-	-	-	21	2	309	-*	309
Total comprehensive income (loss) for the year	-	344	(58)	-	-	-	21	1,211	1,518	3	1,521
Transactions with shareholders recognized directly in equity											
Dividend to shareholders	-	-	-	-	-	-	-	(357)	(357)	-	(357)
Share-based payment	-	-	-	5	-	-	-	-	5	-	5
Purchase of Treasury Stock	-	-	-	-	(40)	-	-	-	(40)	-	(40)
Non-controlling interests for a subsidiary	-	-	-	-	-	-	-	-	-	11	11
Dividend to non-controlling interests	-	-	-	-	-	-	-	-	-	(1)	(1)
Balance as at December 31, 2021	<u>359</u>	<u>1,347</u>	<u>(252)</u>	<u>6</u>	<u>(163)</u>	<u>(49)</u>	<u>321</u>	<u>7,292</u>	<u>8,861</u>	<u>32</u>	<u>8,893</u>

* Less than NIS 1 million

** For additional information see Note 15

Consolidated Statements of Cash Flows for the Year Ended December 31

		2023	2022	2021
	Annex	NIS million	NIS million	NIS million
Cash flows from operating activity				
Before taxes on income	A	3,602	2,494*	1,950*
Taxes paid		(130)	(518)	(464)
Net cash from operating activities		3,472	1,976	1,486
Cash flows from investing activity				
Acquisition of a subsidiary consolidated for the first time	B	(51)	(35)	(92)
Supplement of consideration for the acquisition of a subsidiary consolidated for the first time in 2021		-	(9)	-
Investment in investees		(87)	(187)	(104)
Proceeds from sale of an investment in an equity accounted associate		36	97	44
Cash paid as part of the acquisition of provident fund and pension fund management rights from Psagot		-	-	(185)
Investment in fixed assets		(81)	(35)	(49)
Investment in intangible assets		(370)	(337)	(305)
Dividend and interest from investees		30	134	55
Proceeds from sale of fixed assets and intangible assets		12	1	4
Net cash used for investing activities		(511)	(371)	(632)
Cash flows from financing activities				
Proceeds of issue of liability notes, net		1,288	-	931
Repayment of liability notes		(374)	(248)	(468)
Purchase of Treasury Stock		(67)	(74)	(40)
Short-term credit from banks, net		27	(228)	531
Loans received from banks and others		300	-	375
Repayment of loans from banks and others		(27)	(27)	(454)
Repayment of lease liabilities		(37)	(34)	(36)
Dividend paid to non-controlling interests		(3)	-	(1)
Dividend to shareholders		(100)	(400)	(257)
Net cash from (used for) financing activities		1,007	(1,011)	581
Effect of exchange rate fluctuations on cash balances and cash equivalents		119	148*	(171)*
Increase in cash and cash equivalents, net		4,087	742	1,264
Cash and cash equivalents at the beginning of the year	C	8,379	7,637	6,373
Cash and cash equivalents at the end of the year:	D	12,466	8,379	7,637

* Reclassified

** In 2022, Harel Insurance made a non-cash investment in an associate partnership (against the balance of non-marketable debt assets) in the amount of NIS 20 million

Consolidated Statements of Cash Flows for the Year Ended December 31 (contd.)

	2023	2022	2021
	NIS million	NIS million	NIS million
Annex A - Cash flows from operating activity (1) (2) (3)			
<u>Profit for the year</u>	496	913	1,212
Items that do not involve cash flows:			
Company's share in the losses (profits) of equity-accounted investees	108	(78)	(180)
Net losses (profit) from finance investments for performance-based insurance contracts and investment contracts	(4,034)	7,168*	(7,929)*
<u>Net losses (profits) from other financial investments</u>			
Marketable debt assets	(82)	(406)	(312)
Non-marketable debt assets	(455)	(515)*	(262)*
Shares	86	(153)	(299)
Other investments	98	414*	(592)*
Change in financial liabilities	883	2,759	(370)
Change in the fair value of investment property for yield-contingent contracts	(8)	(83)	(125)
Change in fair value of other investment property	(118)	(123)	(189)
<u>Amortization and depreciation</u>			
Fixed assets	125	113	116
Intangible assets	303	272	206
Total liabilities for non yield-dependent insurance contracts and investment contracts	1,112	171*	1,443
Change in liabilities for non yield-dependent insurance contracts and investment contracts	3,407	(4,266)	10,683
Change in reinsurance assets	(515)	130	(349)
Change in deferred acquisition costs	(220)	(256)	(173)
Salary income for share-based payments	25	25	5
Income tax expenses	146	398	486
Changes in other statement of financial position items:			
<u>Financial investments and investment property for yield-contingent insurance contracts and investment contracts:</u>			
Acquisition of investment property	(9)	(14)	(36)
Proceeds from sale of investment property	179	-	-
Net acquisitions of financial investments	506	(1,445)	(976)
<u>Other financial investments and investment property</u>			
Acquisition of investment property	(22)	(21)	(16)
Proceeds from sale of investment property	-	5	-
Net acquisitions of financial investments	(455)	(327)	(1,012)
Premiums collectible	(204)	(93)	(72)
Other receivables	1,067	(1,721)	(140)
Other payables	1,173	(374)*	787*
Liabilities for employee benefits, net	10	1	44
Total adjustments required to present cash flows from operating activity	3,106	1,581	738
Total cash flows from operating activity before taxes on income	3,602	2,494	1,950

(1) Cash flows from operating activities include the purchase and sale, net, of financial investments, attributable to activity for insurance contracts and investment contracts

(2) As part of the operating activities, interest received was stated at NIS 1,826 million (for 2022 and 2021, NIS 1,501 million and NIS 824 million, respectively), and interest was paid in the amount of NIS 365 million (for 2022 and 2021, NIS 119 million and NIS 180 million, respectively).

(3) As part of the operating activities, a dividend received from other financial investments was stated in the amount of NIS 457 million (for 2022 and 2021, NIS 626 million and NIS 645 million, respectively).

* Reclassified

The attached notes are an integral part of the consolidated financial statements.

Consolidated Statements of Cash Flows for the Year Ended December 31 (contd.)

	<u>2023</u>	<u>2022</u>	<u>2021</u>
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Annex B: Acquisition of a subsidiary consolidated for the first time			
Assets and liabilities of a consolidated subsidiary at the acquisition date			
Goodwill arising on acquisition	(45)	(2)	(56)
Retained cost – intangible asset for customer relations – created on acquisition	(5)	(35)	(69)
Retained cost – intangible asset for brand – created on acquisition	-	-	(15)
Other intangible assets	-	-	(10)
Deferred tax assets	-	-	(3)
Fixed assets	(1)	-	(3)
Other investment property	-	-	(5)
Reinsurance assets	-	-	(608)
Other receivables	-	-	(55)
Premiums for collection	-	-	(85)
Other financial investments	-	(5)	(595)
Liabilities for non-performance-based insurance contracts and investment contracts	-	-	1,098
Liabilities for employee benefits, net	-	1	-
Trade and other payables	-	2	305
Non-controlling interests	-	4	-
Cash derecognized due to acquisition of a subsidiary consolidated for the first time	<u>(51)</u>	<u>(35)</u>	<u>(101)</u>
From which amount paid in February 2022, after the Reporting Period, for adjustment of the proceeds	-	-	9
Total cash derecognized due to acquisition of a subsidiary consolidated for the first time	<u>(51)</u>	<u>(35)</u>	<u>(92)</u>

	<u>2023</u>	<u>2022</u>	<u>2021</u>
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Annex C - Cash and cash equivalents at the beginning of the year			
Cash and cash equivalents for yield-dependent contracts	6,450	5,012	3,452
Other cash and cash equivalents	1,929	2,625	2,921
Cash and cash equivalents at the beginning of the year	<u>8,379</u>	<u>7,637</u>	<u>6,373</u>
Annex D - Cash and cash equivalents at the end of the year			
Cash and cash equivalents for yield-dependent contracts	6,733	6,450	5,012
Other cash and cash equivalents	5,733	1,929	2,625
Cash and cash equivalents at the end of the year:	<u>12,466</u>	<u>8,379</u>	<u>7,637</u>

Notes to the Consolidated Financial Statements

Note 1 - General

A. The Reporting Entity

Harel Insurance Investment and Financial Services Ltd. ("the Company") is a company resident and incorporated in Israel. The Company's shares are traded on the Tel Aviv Stock Exchange Ltd. The official address of the company is 3 Abba Hillel St., Ramat Gan.

The company is a holding company whose principal holdings are in consolidated companies that are insurance and financial services companies. The consolidated financial statements as at December 31, 2023 include the financial statements of the company and of its subsidiaries ("the Group") as well as the Group's interests in associates and in joint arrangements.

B. Swords of Iron War

On October 7, 2023, the Hamas terror organization launched a ruthless attack on the State of Israel which included the firing of rockets and infiltration of thousands of terrorists from the Gaza Strip into Israel. Following the horrifying attack, the government of Israel declared the Swords of Iron War ("the War"), called up large swathes of its reserve forces and launched a counter offensive against Hamas operating from the Gaza Strip. In parallel, there was a serious escalation of the security situation on Israel's northern border, facing the Hezbollah terror organization, and an escalation of the security situation due to attacks by the Houthis in Yemen and repetitive attempts to compromise the security of shipping lanes in the Red Sea.

In the first two months, the War had a significant impact on the Israeli economy and on the capital market, including the temporary closure of many businesses or reduction of work hours, restrictions on gatherings in the workplace or large crowds at events, and restrictions on the education system. These measures, together with the extensive mobilization of reserve forces and the evacuation of hundreds of thousands of residents from communities bordering Gaza in the south and Lebanon in the north, led to curtailing of activity in the Israeli economy and a drop in economic activity, as well as considerable volatility in the financial markets and the rate of the shekel against foreign currencies, as a result of the higher risk levels and greater uncertainty.

The effect of the war has also left its mark on Israel's credit rating. At the beginning of February 2024, Moody's rating agency announced that it had downgraded the credit rating of Israel to A2 (from A1) with negative outlook. Fitch rating agency placed Israel on a negative watchlist, while S&P placed Israel on a negative debt rating outlook.

There is considerable uncertainty regarding the repercussions of the war on activity in the Israeli economy in general and specifically on the Group's business activity and performance. Due to the nature of its activity, the Group is exposed to falling prices in the financial markets, to a slowdown of business activity in the economy, as well as to other risks stemming from the War, and it is constantly assessing the ramifications of these events on the Group's activity.

At this stage it is impossible to predict the duration of the War, although estimates are that it will continue for several more weeks or even months. Towards the middle of the fourth quarter of 2023, the Israeli economy started to settle into a routine in the shadow of the fighting. Consequently, this is an evolving situation and at this stage it is impossible to estimate the full extent of the impact of the War on the Group and its results.

Below we outline the key effects of the War for the Group up to the publication of the financial reports:

1. Business continuity:

The Group companies quickly shifted to working in a hybrid format while maintaining business continuity at work, enabling them to provide a full response to customers and agents, while at the same time supporting the needs of their employees.

Notes to the Consolidated Financial Statements

Note 1 – General (contd.)

B. Swords of Iron War (contd.)

2. Insurance sector: Notably, in general, as at the publication date of the financial statements, the War did not result in any significant change in the scope of the exposure to insurance risks, as detailed below:

Life assurance and long-term savings: Most of the exposure resulting from the War is likely to be attributable to term insurance (simple life assurance), work disability and disabilities to the extent that claims arise in these sectors. At the time of publication of the financial statements, Harel Insurance believes that the increase in the cost of claims in these sectors is estimated at NIS 88 million before tax (NIS 58 million after tax). Furthermore, no material change was identified in the volume of withdrawals and redemptions due to the War.

Health insurance, including long-term care: The scope of the exposure resulting from the War in the health and long-term care segment is not significant at this stage. Harel Insurance believes that at the time of publication of the financial statements, the increase in the cost of claims in these sectors is estimated at NIS 9 million before tax (NIS 6 million after tax).

Non-life insurance: As a rule, property losses arising from war events are not covered by property policies so that Harel Insurance believes that the scope of the exposure due to the War is not significant at this stage.

3. Financial assets under management (AUM):

Shortly before the date of publication of the financial statements, the War had no material effect on the continued direction of growth in the Group's AUM. The estimate for management fees that will not be collected on yield-dependent policies sold between 1991 and 2003 on account of a real, aggregate negative yield until a cumulative positive yield is attained, amounts to NIS 160 million immediately prior to the date of publication of the financial statements.

4. Changes in the risk-free interest rate and the illiquidity premium:

The War triggered an increase in the risk-free interest curve plus an illiquidity premium, which could lead to a reduction of the insurance liabilities. In contrast, the increase in the interest curve and falling prices on the capital markets could negatively impact the value of the financial and other assets in a manner that might reduce this aforesaid impact. With the outbreak of the War, there were sharp declines in Israel's capital market, followed by a sharp uptick, and in total, since the outbreak of the War until shortly before the publication date of the financial statements, a positive yield was recorded in the Company's Nostro assets portfolio. Notably, the information described above should not be construed as an estimate of the Group's financial results. This information is only partial and does not include other components of gains or losses from investments and other effects.

5. Liquidity, financial position and sources of finance:

At the date of publication of the financial statements, the War has had no material impact on the Group's liquidity. Additionally, at December 31, 2023, and at the date of publication of the financial statements, the Group is in compliance with the prescribed financial covenants regarding its liabilities.

6. Credit risks:

The War could negatively affect the volume of credit losses. Immediately prior to publication of the financial statements, no increase in the scope of credit losses resulting from the War has been observed. In view of the significant uncertainty that the War creates for the economy, at this stage the Company's management is unable to estimate and/or evaluate the scope of the War's future repercussions on the Group's credit losses. The extent of the effect will depend on a number of factors, including the duration of the War and the degree to which it affects economic activity.

Notes to the Consolidated Financial Statements

Note 1 – General (contd.)**B. Swords of Iron War (contd.)****7. Financial services:**

The principal effect on financial services activity depends on the duration of the War and the period in which increased volatility in the stock market and corporate bonds market continues.

From the outbreak of the War and up to the date of publication of the financial statements, there was no significant change in the assets of the managed mutual funds and assets of the managed portfolios. Nonetheless, the potential volatility in commodity prices, foreign exchange rates, availability of raw materials, availability of manpower, domestic services and access to local resources could, at a later stage, affect the Company's financial services activity in future.

It is emphasized that the assessments of the Group's management concerning the possible ramifications of the War on its activity are uncertain and are beyond the Group's control. These assessments are based on the best knowledge of the Group's management at this stage. All or part of these estimates might not materialize or may materialize differently and even significantly differently, than expected.

C. Definitions

In these financial statements:

Interested parties	- As defined in paragraph (1) of the definition of interested parties in Section 1 of the Securities Law, 1968.
Dikla	- Dikla Insurance Company Ltd., whose insurance license was nullified commencing January 1, 2016, received a license to engage in insurance brokerage and at the same time its name was changed on January 1, 2016 to Dikla General Insurance Agency Ltd. In September 2016, the Company changed its name to Dikla Insurance Agency Ltd.
The Company	- Harel Insurance Investments & Financial Services Ltd.
The Commissioner	- Commissioner of the Capital Market, Insurance and Savings
Hamazpen	- Hamazpen Shutaphim Laderech Ltd.
Joint Arrangements	- Arrangements in which the Group has joint control that was obtained by a contractual arrangement that requires unanimous consent regarding the activities that significantly affect the returns from the arrangement.
The Group	- The Company and its subsidiaries
Harel Insurance	- Harel Insurance Company Ltd.
Harel Issues	- Harel Finance & Issues
Harel Finance	- Harel Finance Holdings Ltd.
Harel 60+	- A company fully owned by Harel Insurance which provides mortgage loans, including "reverse mortgage" which is a loan provided to borrowers aged 60 or more in the form of a lien on their homes.

Notes to the Consolidated Financial Statements

Note 1 – General (contd.)**C. Definitions (contd.)**

Liabilities for insurance contracts and investment contracts	- Insurance reserves and outstanding claims in life assurance, non-life insurance, healthcare insurance, and insurance companies overseas
Associate company	- A company, except for a consolidated company, including a partnership or a joint venture, in which the Company's investment is included, whether directly or indirectly, in the financial statements on an equity basis.
Consolidated company/subsidiary	- A company, including a partnership/joint venture, whose financial statements are fully consolidated, whether directly or indirectly, with the company's financial statements.
Investee company	- A subsidiary or associate company.
Insurance contracts	- Contracts (policies) where one party (the insurer) accepts a significant insurance risk of a counter party (the policyholder), by agreeing to compensate the policyholder if any defined uncertain future event (insured event) has a negative effect on the policyholder.
Investment contracts	- Policies that do not constitute insurance contracts.
Yield-dependent contracts [also known as unit linked]	- Insurance policies and investment contracts in which the insurer's liability, for the savings component or the risk therein, is mostly linked to the yield on the investment portfolio (policies that share in investment profit) in assets for yield-dependent contracts.
Supervision Law	- Supervision of Financial Services (Insurance) Law, 1981, and its amendments
Mirvah Hogen Ltd.	- A company providing price quotes and discount interest rates to financial institutions for revaluation of nonmarketable debt assets.
Reinsurance assets	- Reinsurers' share of the insurance reserves and outstanding claims.
Total assets for yield dependent contracts	- Total assets held against the liabilities arising from yield-dependent contracts.
Premiums	- Premiums, including fees.
Earned premiums	- Premiums relating to the Reporting Period.
Related parties	- As defined by International Accounting Standard 24 (2009) - Related Parties.
Investment Rules Regulations	- Supervision of Financial Services (Provident Funds) (Investment Rules Applicable to Financial Institutions), 2012.
EMI	- EMI Ezer Mortgage Insurance Company Ltd.

Notes to the Consolidated Financial Statements

Note 1 – General (contd.)**C. Definitions (contd.)**

- | | |
|-------------|---|
| Interasco | - Interasco Societe Anonyme General Insurance Company A.E.G.A. - a company incorporated in Greece and which holds an insurer's license in Greece. |
| Turk Nippon | - Turk Nippon Sigorta A.S. - an insurance company incorporated in Turkey, whose insurer's license in Turkey was renewed in April 2009. |

Note 2 - Basis of Preparation**A. Framework of the financial reporting**

Up to December 31, 2022, the consolidated financial statements of the Group were prepared in accordance with International Financial Reporting Standards (IFRS), including for data relating to consolidated subsidiaries that meet the definition of an insurer, as this term is defined in the Supervision Law.

Further to the information in Note 3R, on June 1, 2023, the Capital Market, Insurance and Savings Authority published a document on "Roadmap for Adoption of IFRS 17 - Insurance Contracts - Third Update" ("the Updated Roadmap"). According to the Updated Roadmap, the initial date of application of IFRS 17 and IFRS 9 for insurance companies in Israel ("the New Standards") (where their mandatory date of application by these companies according to IFRS should have been January 1, 2023) was revised and will become applicable on or after quarterly and annual periods commencing January 1, 2025. Accordingly, the transition date will be January 1, 2024. At this stage, the Updated Roadmap stipulates that there is no intention of permitting early adoption of the New Standards in Israel.

Accordingly, from January 1, 2023 until the initial date of application of the New Standards by Israel's insurance companies, as noted above, insurance companies in Israel will continue to apply the provisions of IFRS 4, Insurance Contracts, and IAS 39, Financial Instruments: Recognition and Measurement, that they have applied until now, and which were replaced by the New Standards. Any other IFRS are applied by Israel's insurance companies in accordance with the dates prescribed therein.

Consequently, and in accordance with the provisions of the Israel Securities Regulations (Preparation of Annual Financial Statements), 2010 ("the Preparation of Financial Statements Regulations"), together with Staff Accounting Position 99-10: "Applicative Issues in the Application of IFRS 17" published by the Israel Securities Authority (ISA) staff ("Staff Position 99-10"), as at January 1, 2023, the Group's consolidated financial statements are not in full conformity with IFRS, so that the data in the Company's consolidated financial statements as at December 31, 2023 and for the period then ended with respect to subsidiaries that were consolidated and meet the definition of an insurer, as defined in the Supervision Law, are prepared in accordance with the provisions established by the Commissioner under the Supervision Law, whereas the data in the Company's consolidated financial statements as at and for that year that do not relate to the aforesaid subsidiaries continue to be prepared in accordance with IFRS.

The data presented within comparative figures in the consolidated financial statements are the data actually published by the Group for those periods.

These financial statements have been prepared in accordance with the Israel Securities Regulations (Annual Financial Statements), 2010 for the holding companies of insurers.

The consolidated financial statements were approved for publication by the Company's Board of Directors on March 28, 2024.

Notes to the Consolidated Financial Statements

Note 2 - Basis of preparation**B. Functional and presentation currency**

The consolidated financial statements are presented in New Israel Shekels (NIS), which is the Company's functional currency and are rounded to the nearest million, unless specified otherwise. The shekel is the currency that represents the main economic environment in which the Company operates.

C. Basis of measurement

The financial statements were prepared on basis of the historical cost, except for the following assets and liabilities:

- Financial instruments measured at fair value through profit or loss;
- Financial instruments classified as available-for-sale measured at fair value through other comprehensive income;
- Investment property measured at fair value;
- The fixed assets group relating to land and office buildings measured at fair value (re-valuation method);
- Investments in associates and joint transactions measured at fair value;
- Deferred tax assets and liabilities;
- Assets and liabilities for employee benefits;
- Reinsurance assets;
- Insurance liabilities;
- Provisions;
- Liabilities for financial guarantees.

For additional information regarding the measurement of these assets and liabilities, see Note 3, Significant Accounting Policies.

D. Use of estimates and judgments

The preparation of the consolidated financial statements in conformity with IFRSs and/or in conformity with the requirement of the Commissioner in accordance with the Supervision Law and its related regulations requires management to make judgments, estimates and assumptions, including actuarial assumptions and estimates ("estimates"), that affect the application of accounting policies, and the reported amounts of assets, liabilities, income and expenses. It is stipulated that actual results may differ from these estimates, in part due to regulatory changes that were or are expected to be published in the insurance, pension and provident sectors and where there is a measure of uncertainty as to their ramifications and manner of application. The main estimates included in the financial statements are based, among other things, on actuarial estimates and on external valuation reports.

The preparation of accounting and actuarial estimates used in the preparation of the Group's financial statements, requires the Company's management to make certain assumptions regarding circumstances and events that involve considerable uncertainty. The Company's management bases these judgments on past experience, various facts, external circumstances and reasonable assumptions, including future expectations, to the extent that they can be estimated, regarding the circumstances appropriate for each estimate.

The estimates and underlying assumptions are reviewed regularly. Changes in the accounting estimates are recognized in the period in which they are revised and in any future periods affected. In this context, see Note 3C on the revised interest rates applied in calculating the insurance liabilities, and see also Note 36 on the effect of revised actuarial studies on life assurance, health insurance and non-life insurance.

Notes to the Consolidated Financial Statements

Note 2 - Basis of preparation (contd.)**D. Use of estimates and judgment (contd.)**

Information about critical assumptions made by the Group where there is a significant risk that a material change in them, particularly in view of the aforementioned regulatory changes, might materially change the value of the assets and liabilities in the financial statements during the course of the next fiscal year:

- Liabilities for insurance contracts - these liabilities are based on actuarial valuation methods and on estimates regarding demographic and economic variables. The actuarial valuations and various assumptions are based mainly on past experience, and are grounded on the belief that behavior and claims in the past reflect future events. Any change in risk factors, in the frequency or severity of the events, and any change in the legal position may significantly affect the amount of the liability for insurance policies (see Note 36).
- Legal claims - contingent and pending legal claims, and motions for certification of class-actions have been filed against the Group. In estimating the chances of legal claims that were submitted against the Company and its investees, the companies relied on professional opinions prepared by their legal counsel. These legal estimates are based on their best professional judgment, considering the stage at which the proceedings are at, and the accumulated legal experience with the various issues. It is emphasized that the outcomes of the claims as decided by the courts may differ from the estimates (see Note 39).
- Investments in shares and debt instruments - the fair value of investments actively traded on regulated financial markets is determined in relation to their quoted closing bid price at the closing of trade, at the date of measurement. For investments traded on the over-the-counter (OTC) market, the Group receives price quotes from recognized pricing companies. or investments for which there is no active market, the fair value is determined by external valuers using evaluation techniques. The fair value of non-marketable debt assets measured at fair value through profit or loss and of non-marketable financial debt assets for which information about their fair value is provided for explanatory purposes only, is calculated according to a model based on discounting the cash flows where the discounting interest rates and quoted prices are determined by a company that provides them to financial institutions (see Note 13). The fair value of investment funds is based on the net asset value (NAV) which is generally reported from the funds on a quarterly basis. The fund's reports are reviewed and approved by the investment manager.
- Impairment of goodwill - The Group assesses goodwill for impairment at least once a year. This requires management to assess the expected future cash flows from use of or the continued use of the cash-generating units to which goodwill has been allocated (or a group of cash-generating units). Management is also required to assess the suitable discount rates for these cash flows. An impairment loss is not reversed. Changes in the Group's assessment could lead to material changes in the carrying amount of the assets and the operating results (see Note 5).
- Determining the recoverability of deferred acquisition costs - the recoverability of the deferred acquisition costs in life assurance and long-term care and in health insurance is tested each year using guidelines for cancellation rates, mortality, incidence, and other variable factors (see Note 3C). A review of whether there has been impairment of the deferred acquisition costs in respect of asset management contracts is performed once a year (see Note 3C).
- Determining the fair value of investment property – investment property is presented at fair value at the date of the report, with changes in the fair value recognized in profit or loss. The fair value is determined by independent external appraisers using economic valuations, including assumptions regarding estimates of expected future cash flows from the asset and an estimate of the appropriate discount rate for these cash flows. The fair value is determined in relation to recent transactions of a nature and location which are similar to the estimates when this information is available (see Note 9).

Notes to the Consolidated Financial Statements**Note 2 - Basis of preparation (contd.)****D. Use of estimates and judgment (contd.)**

- Determining the fair value of owner-occupied property - owner-occupied property is presented at fair value at the reporting date where changes in the fair value beyond the cost net of depreciation are recognized in a revaluation reserve. The fair value is determined by independent, external appraisers based on estimates of economic value that include assumptions regarding estimates of future cash flows expected from similar assets and an estimate of the appropriate capitalization rate for these cash flows. The fair value is determined using a combination of several revaluation methodologies, including the comparative approach and discounting of appropriate rent from similar assets (see Note 7).

Determination of fair value

Preparation of the financial statements requires the Group to determine the fair value of certain assets and liabilities. Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. Fair value measurement assumes that the transaction to sell the asset or transfer the liability takes place in the principal market for the asset or liability, or, in the absence of a principal market, in the most advantageous market for the asset or liability. The Group uses valuation techniques suited to circumstances and where sufficient data are available for measuring fair value, while maximizing the use of relevant observable inputs and minimizing the use of unobservable inputs.

Further information about the assumptions that were used to determine fair value is included in the following notes:

- Note 7, Fixed assets
- Note 9, Investment property;
- Note 12, Assets for yield-dependent contracts;
- Note 13, Other financial investments;
- Note 24, Financial obligations.

When determining the fair value of an asset or liability, the Group uses observable market data wherever possible. There are three levels of fair value measurements in the fair value hierarchy that are based on the data used in the evaluation, as follows:

- Level 1: quoted prices (unadjusted) in active markets for identical assets or liabilities.
- Level 2: inputs other than those included within Level 1 that are observable, either directly or indirectly;
- Level 3: inputs that are not based on observable market data (unobservable inputs).

E. Reclassification

In some sections of the financial statements and some of the Notes, insignificant reclassifications of comparative figures were made. These reclassifications did not have any effect on the Company's equity and/or on profit or loss and/or comprehensive income.

F. Changes in the Consumer Price Index and in US dollar (USD) exchange rates

	Consumer Price Index		Representative USD exchange rate
	CPI for	Known CPI	
	%	%	%
For the year ended			
December 31, 2023	2.96	3.34	3.07
December 31, 2022	5.26	5.28	13.15
December 31, 2021	2.80	2.40	(3.27)

Note 2 - Basis of preparation (contd.)**G. Operating cycle and reporting structure**

The Group's activities, which are mainly financial in nature, do not have a clearly identifiable operating cycle and are generally longer than a year, particularly in relation to life assurance business, long-term savings and non-life insurance business, for which the reporting period continues long after the period of insurance coverage.

The Consolidated Statements of Financial Position are presented by order of liquidity, and not according to current and non-current classifications. The Group believes that this presentation, which complies with IAS 1, provides information that is more reliable and relevant, due to the above, and also complies with the guidelines of the Commissioner regarding presentation in the financial statements of insurance companies.

H. Initial application of new standards, amendments to standards, and interpretations**1. IFRS 9 - Financial Instruments, for financial instruments that do not refer to subsidiaries that meet the definition of an insurer**

As from January 1, 2023 ("the Initial Date of Application"), the Group applies IFRS 9, Financial Instruments ("IFRS 9" or the "Standard") instead of IAS 39, Financial Instruments: Recognition and Measurement ("IAS 39"), with respect to data that do not refer to subsidiaries that meet the definition of an insurer, as this term is defined in the Supervision Law ("Financial Assets or Financial Liabilities within the Scope of IFRS 9"). For data that refer to subsidiaries that meet the definition of an insurer as noted above, which as mentioned above in Note 2(A) are prepared in accordance with the Commissioner's instructions under the Supervision Law, the Group continues to apply the provisions of IAS 39.

The Group elected to apply IFRS 9 as noted above, from the initial date of application without altering comparison figures and with adjustment of the outstanding retained earnings and other components of equity at the initial date of application. The effects of the transition to IFRS 9 on the balance of the retained earnings and other components of equity are classification of the outstanding capital reserve for available-for-sale financial assets at January 1, 2023 in the amount of NIS 24 million before tax (NIS 18 million after tax) to the outstanding retained earnings.

Notes to the Consolidated Financial Statements

Note 2 - Basis of preparation (contd.)**H. Initial application of new standards, amendments to standards, and interpretations (contd.)**

The following table presents the original measurement groups according to IAS 39 and the new measurement groups according to IFRS 9 for each of the financial assets within the scope of IFRS 9, as at January 1, 2023:

	Original classification		Carrying amount	
	Under IAS 39	Under IFRS 9	Under IAS 39	Under IFRS 9
			NIS million	NIS million
Financial assets				
Cash and cash equivalents	Loans and receivables	Amortized cost	474	474
Other receivables	Loans and receivables	Amortized cost	16	16
Marketable debt assets	Fair value through profit or loss (FVTPL)	Fair value through profit or loss (FVTPL)	6	6
Marketable debt assets	Available for sale	Fair value through profit or loss (FVTPL)	919	919
Non-marketable debt assets	Fair value through profit or loss (designation)	Fair value through profit or loss (FVTPL)	4,631	4,631
Non-marketable debt assets	Loans and receivables	Amortized cost	2,043	2,043
Investment in shares	Available for sale	Fair value through profit or loss (FVTPL)	187	187
Investment in shares	Fair value through profit or loss (FVTPL)	Fair value through profit or loss (FVTPL)	93	93
Other investments	Available for sale	Fair value through profit or loss (FVTPL)	158	158
Other investments	Fair value through profit or loss (FVTPL)	Fair value through profit or loss (FVTPL)	70	70
Total financial assets			8,597	8,597

For further information about the main changes in the Group's accounting policy following initial implementation of IFRS 9, as set out above, see Note 3E.

2. Amendment to IAS 1, Presentation of Financial Statements: Disclosure of Accounting Policies ("the Amendment").

According to the Amendment, companies must provide disclosure of their material accounting policies rather than their significant accounting policies. According to the Amendment, accounting policy information is material if, when considered with other information disclosed in the financial statements, it can be reasonably expected to influence decisions that the users of the financial statements make on the basis of those financial statements. The Amendment to IAS 1 also clarifies that accounting policy information is expected to be material if, without it, the users of the financial statements would be unable to understand other material information in the financial statements. The Amendment also clarifies that immaterial accounting policy information need not be disclosed.

The Amendment is initially applied in the annual financial statements. Following the Amendment, certain changes were made in the Significant Accounting Policies Note in these financial statements, specifically to material accounting policies on different subjects.

Note 3 - Significant accounting policies

The accounting policies described below have been applied consistently by the Group entities for all periods presented in these consolidated financial statements, unless otherwise stated.

A. Basis of Consolidation

1. Business combinations

The Group applies the Acquisition Method to all business combinations as set out in IFRS 3, Business Combinations.

The acquisition date is the date on which the acquirer obtains control over the acquiree.

The Group recognizes goodwill at acquisition according to the fair value of the consideration transferred, including any amounts that were recognized in respect of any non-controlling interests in the acquiree as well as the fair value at the acquisition date of any pre-existing equity right of the Group in the acquiree, less the net amount attributed to identifiable assets acquired and the liabilities assumed.

2. Subsidiaries

Subsidiaries are entities controlled by the Group. The financial statements of the subsidiaries are included in the consolidated financial statements from the date of gaining control until the control ends. The accounting policies of the subsidiaries have been changed when necessary to align them with the accounting policies adopted by the Group.

The financial statements of the pension funds, provident funds, mutual funds, ETFs and investment portfolios managed by the Group, were not consolidated since the Group has no control over these entities as set out in IFRS 10, Consolidated Financial Statements.

3. Investment in associates and in joint ventures

Associates are those entities over which the Group has significant influence, but not control or joint control, over their financial and operating policies. Significant influence is presumed to exist when the Group holds between 20% and 50% of another entity. In assessing significant influence, potential voting rights that are currently exercisable or convertible into shares of the investee are taken into account. Joint ventures are joint arrangements in which the Group has the rights to the net assets of the arrangement.

Investment in associates and joint ventures are accounted for using the equity method and are recognized initially at cost. The cost of the investment includes transaction costs.

When a company first obtains significant influence or joint control in a joint arrangement that was accounted for as an available-for-sale financial asset until the date of obtaining significant influence or joint control, accumulated other comprehensive income in respect of that investment is transferred to profit or loss at that date.

The consolidated financial statements include the Group's share of the income and expenses in profit or loss and of other comprehensive income of equity accounted investees, after making the necessary adjustments to align their accounting policies with those of the Group, from the date on which significant influence or joint control commences and until the date on which significant influence or joint control ceases.

Notes to the Consolidated Financial Statements

Note 3 - Significant accounting policies (contd.)

A. Basis of consolidation (contd.)

4. Non-controlling interests

Non-controlling interests comprise the equity of a subsidiary that cannot be attributed, directly or indirectly, to the parent company.

Measurement of non-controlling interests on the date of the business combination

Non-controlling interests are measured on the date of the business combination according to their proportionate share in the identifiable assets and liabilities of the acquiree.

Allocation of other comprehensive income or loss to the shareholders

Profit or loss and any part of other component of comprehensive income are allocated to the owners of the Company and the non-controlling interests. Total profit or loss and other comprehensive income is allocated to the owners of the Company and the non-controlling interests even if the result is a negative balance of non-controlling interests.

Transactions with non-controlling interests, while retaining control

Transactions with non-controlling interests while retaining control are accounted for as equity transactions. Any difference between the consideration paid or received and the change in non-controlling interests is included in the owners' share of the Company directly in capital reserve.

B. Foreign currency

1. Foreign currency transactions

Transactions in foreign currencies are translated to the respective functional currencies of Group entities at exchange rates at the dates of the transactions.

Foreign currency differences arising on translation are generally recognized in profit or loss, except for differences which are recognized in other comprehensive income, arising on the translation of available-for-sale equity instruments (except on impairment in which case foreign currency differences that have been recognized in other comprehensive income are reclassified to profit or loss).

2. Foreign operations

The assets and liabilities of foreign operations, including goodwill and fair value adjustments arising on acquisition, are translated to NIS at exchange rates at the reporting date. The income and expenses of foreign operations are translated to NIS at exchange rates at the dates of the transactions. Income and expenses of foreign operations in a hyperinflationary economy are translated into shekels according to the exchange rate at the reporting date. Prior to translating the financial statements for foreign operations in a hyperinflationary economy, the financial statements for the current year were restated so as to reflect the changes in the purchasing power of the local currency. The restatement was prepared on the basis of the Consumer Price Index consistent with the reporting date.

Foreign currency differences for the translation are recognized in other comprehensive income and are recognized in equity in the foreign activity translation reserve.

When the foreign operation is a non-wholly-owned subsidiary of the Group, then the relevant proportionate share of the foreign operation translation difference is allocated to the non-controlling interests.

Foreign currency differences for loans received from or provided for foreign operations, including foreign operations that are subsidiaries, are generally recognized in profit or loss in the consolidated financial statements.

Foreign exchange gains and losses from loans received from or provided to a foreign operation, the settlement of which is neither planned nor likely in the foreseeable future, are considered to form part of a net investment in a foreign operation and are recognized in other comprehensive income, and are presented within equity in the translation reserve.

Notes to the Consolidated Financial Statements

Note 3 - Significant accounting policies (contd.)

C. Insurance contracts

IFRS 4, which discusses insurance contracts, allows insurers to continue to apply the accounting policy adopted prior to the date of transition to IFRS with respect to insurance contracts they issue (including related acquisition costs and related intangible assets, as well as for reinsurance contracts they purchase).

Following is a summary of the Group's accounting policy in connection with insurance contracts:

1. Life assurance and long-term savings segment and long-term care insurance

a. For income recognition, see Note 3L below.

b. Life assurance reserves:

Life assurance reserves are calculated in accordance with the instructions of the Commissioner (regulations and circulars), generally accepted accounting principles, and actuarial methods. The liabilities are calculated according to the relevant cove data, such as the age and gender of the insured, number of years of coverage, policy period, category of insurance, and sum insured.

Life assurance reserves, long-term care reserves, the reinsurers' share therein and the deferred acquisition costs on policies issued up to 31 December 1998, are determined on the basis of an actuarial evaluation, performed by the actuary responsible for life assurance and health insurance in Harel Insurance, Jonathan Brody, F.I.L.A.A. The actuary is an officer in Harel Insurance.

Life assurance reserves linked to the CPI and the investments to cover these reserves are included in the financial statements according to the last CPI published before the report date (the CPI for November). Life assurance reserves associated with policies which according to their conditions are linked semi-annually, were included in the financial statements according to the CPI for June or December, as applicable.

c. Commissioner's instructions concerning liabilities for annuity payments:

The Commissioner periodically publishes circulars concerning calculation of the liabilities for annuity payments in life assurance policies. The circulars contain instructions for calculating the provisions due to the pace of improvement in longevity that requires the adequacy of the liabilities for insurance contracts to be monitored thus allowing the annuity to be properly received and supplemented.

For additional information see Note 36.

d. Deferred acquisition costs for life assurance and long-term care contracts:

Deferred acquisition costs ("DAC") for life assurance policies and long-term care policies that were sold from 1 January 1999 include direct expenses for agents' commissions, including prizes and bonuses and expenses related to the writing of new policies, including medical examination expenses, underwriting, marketing and general and administrative expenses. The DAC is amortized at equal annual rates over the policy period but not more than 15 years. The DAC relating to cancelled policies is written off at the date of cancellation.

Every year the appointed actuary tests the recoverability of the DAC. The test is performed to ensure that the liabilities for insurance contracts net of the DAC, for policies that were sold from 1999, are expected to generate future income that will cover the balance of the DAC and the insurance liabilities, the operating expenses and commissions in respect of those policies. The test is performed collectively at the level of all personal lines products and for all the underwriting years together. The assumptions applied in this test include assumptions for cancellations, operating expenses, return on assets, mortality and morbidity, as determined by the Company's actuary every year based on reviews, past experience and current relevant studies.

Note 3 - Significant accounting policies (contd.)**C. Insurance contracts (contd.)****1. Life assurance and long-term savings segment and long-term care insurance (contd.)****e. Deferred acquisition costs for asset management contracts:**

Incremental acquisition costs such as commissions for agents, acquisition supervisors and marketing personnel, which are directly attributable to the acquisition of contracts for managing the assets of pension funds and provident funds, are discounted as DAC assets if they can be identified separately and reliably measured and they are likely to be recovered through management fees. The DAC is amortized over the period estimated for receiving the income from the management fees, including taking cancellations into account. The amortization period is assessed at least once a year.

The outstanding DAC accumulated up to December 31, 2017 is assessed for impairment every year, by comparing the total expected discounted flow from the portfolio in its entirety with the outstanding DAC at the reporting date. The outstanding DAC accumulated from January 1, 2018 is assessed for impairment every year in accordance with IFRS 15, by comparing the total expected non-discounted flow with the outstanding DAC at the reporting date. The assessment is performed on the basis of grouping transactions that were brokered by agents separately from transactions that were performed by the Company's salaried marketing personnel, and for each business (output) year separately per business and agent for output, from 2018. Where necessary, the impairment is recognized in the income statement.

f. Liability adequacy test (LAT):

Harel Insurance conducts an on-going review of the adequacy of the liabilities for life assurance and long-term care contracts (LAT). If the test shows that the premiums received are inadequate for covering the expected claims, minus the insurance reserves at the calculation date, a special provision is recorded for the shortfall. The test is performed separately for personal lines policies and group policies. For personal lines policies, the test is performed at the level of the insurance plan in the policy, including the riders that are relevant for that policy. The test for group policies is performed at the individual collective level.

The review is performed separately, according to the following allocation: (a) non-life insurance portfolio; (b) health insurance portfolio; (c) life assurance portfolio, excluding Long-term Care; (d) long-term care portfolio; and this based on groups of policies as they were defined by the Commissioner in Insurance Circular 2020-1-5 concerning an amendment to the provisions of the Consolidated Circular on the Measurement of Liabilities - Liability Adequacy Test (LAT), dated March 29, 2020. The parameters and assumptions used for these reviews include assumptions with respect to cancellations, operating expenses and fees, yield from assets, interest rates, illiquidity premiums, mortality, annuity take-up rates (TUR) and morbidity rates, and taking into account the retained fair value of the non-marketable assets compared with their carrying amount. The assumptions are determined by the actuary every year based on reviews, past experience and other relevant studies. For group policies, the reviews are conducted with respect to adequacy of the reserves based on the claims experience of the collectives.

Update of the illiquidity premium:

On February 17, 2022, a circular was published on an "Amendment to the provisions of the consolidated circular on the measurement of liability - illiquidity premium" ("the Circular") updating the formula for calculating the illiquidity premium. According to the Circular, the methodology for calculating the Volatility Adjustment component which is currently applied within the framework of an economic solvency regime (Solvency II), should be used for calculating the illiquidity premium. Harel Insurance applied the provisions of the Circular for calculating the LAT in its financial statements at December 31, 2021, as a change in the accounting estimate in accordance with International Accounting Standard (IAS) 8. Following application of the circular, in 2021 Harel Insurance reduced the insurance liabilities in the personal lines LTC sector and in the non-life insurance segment by NIS 863 million before tax and NIS 60 million before tax (NIS 21 million in the compulsory motor sector and NIS 39 million in the other liabilities sectors), respectively.

Notes to the Consolidated Financial Statements

Note 3 - Significant accounting policies (contd.)

C. Insurance contracts (contd.)

1. Life assurance and long-term savings segment and long-term care insurance (contd.)

- g. Effects of changes in the interest rate, illiquidity premium, and the difference between the fair value and carrying amount of the non-marketable assets on the insurance liabilities are detailed below:

	For the year ended December 31		
	2023	2022	2021
	NIS million	NIS million	NIS million
Life assurance – increase (decrease) of the insurance following:			
Update of the interest rate applied in calculating the reserves for annuity and work disability (1)	176	227	-
Total life assurance	176	227	-
Health insurance – increase (decrease) of the insurance following:			
LAT - personal lines long-term care (3)	-	764	(936)
Update of the interest rate applied in calculating the reserves for claims in payment - personal lines and group long-term care	42	15	-
Update of the interest rate applied in calculating the active reserve - personal lines long-term (2)	-	763	-
Effect of application of the circular on the revised illiquidity premium (Note 3C1e):	-	-	863
Total health insurance	42	1,542	(73)
Health insurance – increase (decrease) of the insurance liabilities following:			
Effects of the interest rate (4)	83	524	(262)
Effects of application of the circular on the revised illiquidity premium (Note 3C1e):	-	-	60
Total non-life insurance	83	524	(202)
Total effects on profit and comprehensive income before tax	301	2,293	(275)
Total effects on profit and comprehensive income after tax	198	1,509	(181)

Life assurance:

- (1) In view of the steady increase in the interest rate, in the Reporting Period (Q3) the interest rate applied in calculating the reserves for annuity and reserves for paid work disability loss claims was revised. Following the revision, a decrease of NIS 166 million before tax was recorded in the reserve for annuities in payment and the supplementary reserve for annuity (a decrease of NIS 91 million in the liabilities for policies that include a savings component up to 1990, decrease of NIS 75 million in the liabilities for policies that include a non yield-dependent savings component from 2004), and a decrease of NIS 10 million before tax in reserves for paid work disability claims.

In 2022 (Q2), the interest rate applied in calculating the reserves for annuity and reserves for work disability claims in payment were revised. Following the revision, a decrease of NIS 222 million in insurance liabilities before tax was recorded in the reserve for annuities in payment and the supplementary reserve for annuity (decrease of NIS 27 million in the liabilities for policies that include a savings component up to 1990, decrease of NIS 154 million in the liabilities for policies that include a savings component until 2003, decrease of NIS 41 million in the insurance liabilities for policies that include a non-yield dependent savings component from 2004), and a decrease of NIS 5 million before tax in reserves for paid work disability claims.

Notes to the Consolidated Financial Statements**Note 3 - Significant accounting policies (Contd.)****C. Insurance contracts (contd.)****1. Life assurance and long-term savings segment and long-term care insurance (contd.)**

- g. The effects of changes in the interest rate, illiquidity premium, and the difference between the fair value and carrying amount of the non-marketable assets on the updated illiquidity premium, on the insurance liabilities are detailed below: (contd.)

Health insurance:

- (2) In view of the steady increase in the interest rate, in the Reporting Period (Q3) the interest rate applied in calculating the reserves for payment in personal lines and group long-term care sectors was revised. Consequently, insurance liabilities were reduced by NIS 42 million before tax.

In 2022 (Q2), the interest rate applied in calculating the reserve for claims in payment in the personal lines long-term sector was revised. Consequently, insurance liabilities were reduced by NIS 15 million before tax.

In 2022 (Q4), in view of the steady and significant increase in the interest rate and in view of expectations that this increase will continue, the interest rate applied in calculating the active life reserve in the personal lines long-term care sector was revised. Consequently, insurance liabilities were reduced by NIS 763 million before tax.

- (3) Due to the steep rise of the interest curve applied in calculating the insurance liabilities in 2022 (Q1), the LAT reserve in the long-term care sector in the amount of NIS 764 million was reset, without the need to use the retained fair value of the non-marketable assets allocated to the personal lines long-term care sector.

In 2021, due to the sharp decrease of the risk-free interest curve applied in calculating the insurance liabilities and changes in the difference between the fair value of non-marketable assets and their carrying amount, the LAT reserve in the personal lines long-term care sector increased by NIS 936 million before tax.

Non-life insurance:

- (4) In the Reporting Period, due to changes in the interest curve applied in calculating the insurance liabilities (changes in the risk-free interest curve and a decrease in the illiquidity premium), and changes in the difference between the fair value of the non-marketable assets and their carrying amount, insurance liabilities in the non-life segment were reduced by NIS 83 million before tax.

In 2022, due to the increase in the interest curve applied in calculating the insurance liabilities (a sharp increase of the risk-free interest curve and an increase in the illiquidity premium), and changes in the difference between the fair value of the non-marketable assets and their carrying amount, insurance liabilities in the non-life segment were reduced by NIS 524 million before tax.

In 2021, due to a sharp decrease of the risk-free interest rate curve applied in the calculation of the insurance liabilities and changes in the difference between the fair value and carrying amount of the non-marketable assets, the insurance liabilities in the non-life insurance segment increased by NIS 262 million before tax.

Notes to the Consolidated Financial Statements

Note 3 - Significant accounting policies (Contd.)**C. Insurance contracts (contd.)****1. Life assurance and long-term savings segment and long-term care insurance (contd.)**

- g. The effects of changes in the interest rate, illiquidity premium, and the difference between the fair value and carrying amount of the non-marketable assets on the updated illiquidity premium, on the insurance liabilities are detailed below: (contd.)

The following table addresses the difference between the fair value and carrying amount of the non-marketable assets used for offsetting the reserves in the context of testing the adequacy of the reserves in health insurance and non-life insurance. Most of the difference is in respect of non-marketable debt assets:

	December 31			
	2023		2022	
	Health	Non-life	Health	Non-life
	NIS million	NIS million	NIS million	NIS million
Total retained value *	42	147	169	112
Amount offset from LAT reserve	-	147	-	112
Outstanding fair value to be offset	42	-	169	-

* Not including retained value of NIS 1,174 million for designated bonds (at December 31, 2022 – not including retained value of NIS 1,186 million for designated bonds).

Notes to the Consolidated Financial Statements

Note 3 - Significant accounting policies (contd.)**C. Insurance contracts (contd.)****1. Life assurance and long-term savings segment and Long-term care insurance in the health insurance segment (contd.)**

- h. Outstanding claims include mainly provision for outstanding claims for death in individual policies and in group life assurance transactions, based on notifications received about insured events and sums insured.
- i. The provisions for annuity payments and for prolonged claims in the payment of work disability and long-term care, the direct and indirect expenses relating thereto, as well as the provisions for incurred but not yet reported claims (IBNR), are included in the liabilities for insurance and investment contracts.
- j. Provision for profit sharing accrued to the right of group holders of group life assurance policies and group long-term care policyholders are included within "trade and other payables".
- k. Investment Contracts:

Receipts in respect of investment contracts are not included in the item earned premiums but are recognized directly to liabilities for insurance and investments contracts. Payment of surrenders, death and term, for these contracts are not recognized in the statement of income, but are deducted directly from the item liabilities for insurance and investments contracts.

The statement of income includes investment revenues, a change in the liabilities and payments for investment contracts on account of the insureds' share of the investment revenues, management fees agents' commissions, and general and administrative expenses.

- l. Presentation of insurance liabilities according to financial exposure:

Pursuant to the Commissioner's directive, the insurance liabilities listed below are presented according to the financial exposure arising from them:

- 1. Group LTC plan in which most of the investment risks are not imposed on the insurer.
- 2. Part of the liabilities in LTC plans in which the insurer does not bear most of the investment risk.
- 3. Part of the liabilities in P.H.I. plans in which the insurer does not bear the financial exposure.
- m. A difference in origin for future profitability incorporated in the assets and liabilities acquired was attributed to the insurance liabilities for the Eliahu transaction. This difference in origin was amortized in accordance with the period of the economic benefit.

2. Non-life and health insurance segment, excluding long-term care

- a. For revenue recognition see Note 3L below.
- b. Changes in liabilities and payments for insurance policies, both gross and retention, include settlement and direct handling costs for claims paid and outstanding claims, that occurred during the reporting year, payments and updating the provision for outstanding claims that was recorded in previous years, as well as the general and administrative expenses component for claims settlement.
- c. Provision for indirect expenses to settle outstanding claims:
Provisions for outstanding claims included in liabilities from insurance contracts include provisions for indirect expenses for settling claims.
- d. Liabilities for insurance contracts and deferred acquisition costs:

The reserve for unexpired risks and outstanding claims included in the item liabilities for insurance contracts, and the reinsurers' share therein, included in the item reinsurance assets and deferred acquisition costs for non-life insurance and health insurance were calculated in accordance with the Supervision of Insurance Business (Methods of Calculating Provisions for Future Claims in General Insurance) Regulations 1984, including amendments, the Commissioners' instructions and generally accepted actuarial methods for calculating outstanding claims, applied at the discretion of the actuaries.

Notes to the Consolidated Financial Statements

Note 3 - Significant accounting policies (contd.)**C. Insurance contracts (contd.)****2. Non-life and health insurance segment, excluding long-term care**

e. Liabilities for insurance contracts includes the following insurance liabilities:

1. Liability for unexpired risks which constitutes the balance of the unearned premium reserve at the end of the reporting period. This liability is not calculated by actuarial methods and is not dependent on any assumptions. The liability reflects the insurance premiums in respect of the insurance period after the report date and is calculated on a daily basis.
2. Provision for premium deficiency (as required), in the branches motor property, compulsory motor, comprehensive household and healthcare, which is a provision for anticipated loss and is calculated on retention, based on an actuarial estimate.
3. Insurance liability in health insurance are calculated, mostly, according to actuarial estimates.
4. For contingent claims, see Section F below.

The change in the liability for unexpired risks is included in the Statement of Income under earned premiums; the change in the other insurance liabilities is included under payments and change in liabilities for insurance contracts.

f. Contingent claims:

The contingent claims in the financial statements are calculated using the following methods:

1. Contingent claims and the re-insurers share therein, are included according to actuarial evaluation, except for the branches specified in sub-section 2 below. The actuarial calculation for general insurance in Harel Insurance is made by the actuary responsible for non-life insurance, Jeffrey Cohen, F.I.L.A.A., F.I.A. Health insurance reserves in Harel Insurance and Dikla were calculated by the actuary responsible for health insurance Jonathan Brody, F.I.L.A.A. These actuaries are officers in Harel Insurance.
2. Contingent claims in the non-statistical sectors, such as: contractors, directors' liability, natural perils and other lines of business are included according to the specific estimations of the claims made by the company's experts handling the claims, based, among other things, on the opinion received from external experts. The estimates include appropriate provisions for claims settlement and handling expenses not yet paid at the date of the financial statements. The estimates also include provisions for claims that have been incurred but not yet reported (IBNR) according to Group experience.

Notes to the Consolidated Financial Statements

Note 3 - Significant accounting policies (contd.)**C. Insurance contracts (contd.)****2. Non-life and health insurance, excluding long-term care (contd.)**

g. Best Practice principles for the calculation of insurance reserves in non-life insurance

Commencing December 31, 2015, the Company applied the Commissioner's position in the context of the Best Practice for calculating the reserves in non-life insurance. Among other things, the Commissioner's position addresses the following topics:

1. The principle of prudence, in which "a reserve adequate to cover the insurer's liabilities" means that it is fairly likely that the prescribed insurance liability in retention will be adequate to cover the insurer's liabilities. With respect to outstanding claims in the compulsory and liabilities lines of business, the "fairly likely" test refers to an estimated probability of at least 75%. Nonetheless, insofar as there is a limitation in the statistical analysis, the actuary will apply discretion and may use generally accepted actuarial methods. In this context, the random risk and systemic risk must be addressed.
2. The Company assesses the adequacy of the reserves in non-life insurance based on the best practice principles set out above. As part of the assessment, the Company discounts the future claims payments using a risk-free interest rate curve, adapting it to the illiquid nature of the insurance liabilities and taking into account the method of revaluing the assets held to cover these liabilities.
3. Grouping - to calculate margins for uncertainty in statistical sectors (according to their definition in the Commissioner's position), each sector must be treated separately, but the risks from all the underwriting (or loss) years in the sector may be grouped together. In non-statistical sectors, they may all be treated as a single unit.
4. Determining the amount of the insurance liabilities for policies sold in time periods close to the date of the report and for risks after the date of the report.

The Company reviews the adequacy of the liabilities in non-life insurance based on best practice principles to calculate the insurance reserve in non-life insurance. On an update of the calculation of the liabilities in non-life insurance based on the Full Best Practice model as from the second quarter of 2022, see also Note 36E4(e).

- h. Subrogation and salvage are taken into account in the database from which the actuarial evaluations for the outstanding claims are calculated. In non-statistical lines of business, subrogation and salvage are taken into account when assessing the risk in the claim portfolios on a claim by claim basis.
- i. Deferred acquisition costs:
 1. Deferred acquisition costs in non-life insurance include agents' commissions and part of the general and administrative expenses related to the writing of policies in respect of the retained unearned insurance premiums. The deferred acquisition costs are calculated according to the lower of actual costs or at standard rates prescribed in the Supervision Regulations, calculated as a percentage of unearned premiums for each branch separately.
 2. Deferred acquisition costs for illness and hospitalization insurance include long-term expenses resulting from the issuing of new policies, including expenses for medical examinations, underwriting commissions, marketing and general and administrative expenses.
 3. Deferred acquisition costs are amortized at equal rates over the period of the policy, but no longer than six years. Deferred acquisition costs associated with cancelled policies are written off at the cancellation date.
 4. Pursuant to the Commissioner's instructions, every year the appointed actuary tests the recoverability of the DAC. The test is performed to ensure that the reserve, net of the DAC, is adequate and that the policies are expected to generate future income to cover the amortization of DAC and the insurance liabilities, the operating expenses and commissions in respect of those policies. The test of recoverability for the reporting year showed that total future revenues from insurance policies for illness and hospitalization in respect of which deferred acquisition costs were paid, cover the outstanding deferred expenses at the reporting date.
 5. The reinsurers' share of the DAC is classified within "trade and other payables".

Notes to the Consolidated Financial Statements

Note 3 - Significant accounting policies (contd.)

C. Insurance contracts (contd.)

2. Non-life and health insurance, excluding long-term care (Contd.)

- j. Business received through the Israeli pool for motor vehicle insurance of the Israel Insurance Association ("the Pool"), from other insurance companies (including co-insurance) and underwriting agencies are included according to the accounts received up to the report date with the additional of the relevant provisions, based on the Company's rate of participation therein.
- k. Gross earned premiums include all the amounts paid by the borrowers in connection with property insurance policies written through a mortgage bank. The amounts paid to the mortgage bank for expenses are included under commission and other marketing and acquisition expenses.
- l. Provision for profit sharing credited to group health insurance policyholders is recorded on the basis of the agreements in force and is included under credit and other payables, changes therein are net of premiums.
- m. Mortgage insurance business

The subsidiary E.M.I. operates in Israel as an insurer in the credit insurance market for mortgages for residential properties (Monoline branch), and is subject to the conditions of the insurer's license issued by the Commissioner, including the definition of the branch in which EMI is authorized to operate, conditions concerning minimum equity, the unique nature of its insurance activity, the need for the Commissioner's approval of the policy conditions and conditions of the insurance plan, provisions concerning a reserve for unexpired risks (UPR), a reserve for outstanding claims (Loss Reserve), contingency reserve, reinsurance, provisions concerning an option for the policyholder to cancel the EMI policy, and provisions concerning payment of premiums by the insured. On July 1, 2021, restructuring was completed, in which context all the holdings of Harel Insurance in EMI Holdings were transferred to the Company.

Below are the principals of the significant accounting policies applied for mortgage insurance businesses through EMI:

- (1) The premiums are recorded as revenues based on monthly output reports. Premiums relate principally to insurance periods during the life of the loans. Premiums from policies that commence after the report date are recorded as advance premiums under trade and other payables.
- (2) Recorded gross premiums - the premium received for the entire policy period net of premium refunds to insureds for policies that were cancelled before the end of the original loan period.
- (3) Earned premiums - the income included in the financial statements under premiums earned are net of cancellations based on information received from the policyholders and subject to the provisions of any law, and after the deduction or addition of all the changes in the reserve for unexpired risks, and in relation to the Reporting Period.
- (4) Notably, in light of the foregoing in sub-section 11 below, EMI does not record new premiums and due to the fact that the paid-up amounts are included in gross premiums as a negative amount, the gross premium might be a negative amount.
- (5) Payments and changes in liabilities for insurance contracts includes payments for insurance contracts including direct expenses for settling claims as well as indirect expenses (general and administrative) for claims settlement and revised provision for outstanding claims and for the reserve for extraordinary risks that were recorded in previous years.
- (6) The reserve for unexpired risks, the reserve for extraordinary risks, and outstanding claims ("the insurance obligations") were calculated based on the instructions in the insurer's license, amendments included, granted to EMI under the Insurance Supervision Law ("the Insurer's License"). Accordingly, no actuarial calculation is necessary to determine the insurance obligations, and they are therefore independent of any special assumptions.

Note 3 - Significant accounting policies (contd.)**C. Insurance contracts (contd.)****2. Non-life insurance segment and health insurance segment, excluding long-term care (Contd.)****m. Mortgage insurance business (contd.)**

- (7) A difference in origin was attributed to the insurance obligations, reflecting their fair value on the acquisition date. The difference in origin in respect of the insurance obligations is amortized based on the economic life of the obligations.
- (8) The reserve for unexpired risks reflects the premium component paid to the company for policy periods that apply after the report date ("unearned premium"). In addition, a percentage of the premiums less the change in the reserve for unexpired risks ("the earned premium") is transferred to the reserve for extraordinary risks to cover loss and expenses in excess of the rate of the earned premium, net, for that year.
- (9) Based on the information in EMI's insurer's license, EMI is unable to apply subrogation against an insured, unless the insured deliberately caused the insured event.
- (10) The change in the reserve for unexpired risks appears in the Income Statement under earned premiums. The change in other insurance obligations appears under payments and changes in obligations for insurance contracts.
- (11) On November 1, 2012, the Bank of Israel published an instruction concerning limits on financing rates for housing loans (LTV ratio) which will apply to loans that are approved in principle from November 1, 2012 onwards. The new instruction is a continuation of the previous measures introduced by the Supervisor of Banks in the mortgage credit market. The instruction prescribes that a bank may not approve a mortgage with an LTV ratio of more than 70%, except for a loan for the purchase of a borrower's only apartment, for which the maximum LTV ratio will be 75%. Additionally, the provision prescribes that a bank may not approve a loan to a borrower to finance an apartment for investment purposes with an LTV ratio of more than 50%. Consequently, in 2013 the format of EMI's operations was adjusted to the existing scope of activity, at the same time continuing to deal with policies which are in force and maintaining the company's ability to resume underwriting and policy issue activity. The insurance cover sold by EMI is long-term cover, where the entire premium is received in advance when the policy is issued. Accordingly, recognition of the revenue and the profit is spread over the period of the insurance risk and EMI has an insurance commitment for many years in advance. During the Reporting Period EMI recorded a new premium of an insignificant amount and it is not expected to record any significant premium as long as the provision remains in force.
- (12) Harel Insurance entered into transactions to provide financial guarantees to an international reinsurer for mortgage portfolios that were provided by financial institutions, in the amount of 50% of the costs of any claim filed against the reinsurer. EMI, on its part, provides project and operating services in connection with the insured portfolios in a TPA (Third Party Administrator) format. In consideration of the financial guarantees and development and operating services, Harel Insurance and EMI are entitled to a fee of 50% of the net premium to be received from the reinsurer.

Notes to the Consolidated Financial Statements

Note 3 - Significant accounting policies (contd.)

D. Provision for doubtful debts

1. In respect of outstanding premiums, loans and other receivables - the provision is determined specifically in respect of debts whose collection is doubtful in the opinion of management.
2. The provision in respect of reinsurers' debts which the Group's management considers doubtful is determined on the basis of individual risk estimates. In addition, in determining the reinsurers' share in outstanding claims and insurance reserves, included in the item reinsurance assets, the Company and the consolidated companies take into account, among other things, an estimate of the chances of collection from the reinsurers. The share of those reinsurers who are having financial difficulties (if any) is calculated according to the actuary's recommendation, which takes into account all the risk factors. When reinsurers encounter financial difficulties, they are likely to raise various arguments related to acknowledgment of the debt. In these cases, the Group takes into account the reinsurers' willingness to reach cut-off agreements. The reinsurers' liabilities to the Group do not release the Company from its obligations to the insured parties under the insurance policies.

E. Financial instruments

1. Non-derivative financial assets

A. Initial recognition of financial assets

The Group initially recognizes loans, receivables and deposits at the time that they are created. All other financial assets acquired in regular way purchases, including assets designated at fair value through profit or loss, are initially recognized on the date at which the Group undertook to purchase or sell the asset. **Non-derivative financial instruments comprise investments in equity and debt securities, premiums due, and trade and other receivables, and cash and cash equivalents.**

B. Derecognition of financial assets

Financial assets are derecognized when the contractual rights of the Group to the cash flows from the asset expire, or the Group transfers the rights to receive the contractual cash flows on the financial asset in a transaction in which substantially all the risks and rewards of ownership of the financial asset are transferred. Any interest in transferred financial assets that is created or retained by the Group is recognized as a separate asset or liability.

Regular way sales of financial assets are recognized on the trade date at which the Group undertook to sell the asset.

See subsection (2) below regarding the offset of financial assets and financial liabilities.

C. Classification and measurement of financial assets

Accounting policy applied from January 1, 2023, for financial assets that do not refer to subsidiaries that meet the definition of an insurer - in accordance with IFRS 9:

Financial assets are classified at initial recognition to one of the following measurement categories: amortized cost, fair value through other comprehensive income, or fair value through profit or loss. For further information about the method of classification and measurement of financial assets that do not refer to subsidiaries that meet the definition of an insurer, as at January 1, 2023 (the initial date of application of IFRS 9), see Note 2H.

Classification of financial assets that are debt assets is based on the Group's business model for the management of financial assets and on the nature of the contractual cash flows of the financial asset. Consequently:

Notes to the Consolidated Financial Statements

Note 3 – Significant accounting policies (contd.)**E. Financial instruments (contd.)****1. Non-derivative financial assets (contd.)****C. Classification and measurement of financial assets: (contd.)**

Accounting policy applied from January 1, 2023, regarding financial assets that do not refer to subsidiaries that meet the definition of the insurer - in accordance with IFRS 9: (contd.)

- (1) Debt assets held within a business model whose objective is to hold financial assets so as to collect contractual cash flows and include solely payments of principal and interest, are measured at amortized cost. For information about recognition of impairment losses for such assets, see Note 3I regarding impairment;
- (2) Debt assets with cash flow characteristics that do not include solely payments of principal and interest are measured at fair value through profit or loss.
- (3) Debt assets whose cash flow characteristics include solely payments of principal and interest, but are held within a business model whose objective is both the sale and collection of contractual cash flows, are measured at fair value through other comprehensive income (FVTOCI). For information about the method of recognizing impairment losses for such assets, see Note 3I regarding impairment;
- (4) Debt assets whose cash flow characteristics include solely payments of principal and interest, but are financial assets held for trading and whose performance is assessed on the basis of fair value, and they are not held under one of the two business models in section (1) and (3) above, are measured at fair value through profit or loss.

The Group assesses the objective of the business model in which the financial asset is held at portfolio level, since this best reflects the way in which the business is managed and information is provided to management. The following considerations were taken into account in the assessment of the Group's business model:

- The declared policy and objectives of the portfolio and actual implementation of the policy, including whether management's strategy centers on receiving contractual interest, maintaining a specific interest profile, matching the duration of the assets to the duration of any liabilities associated with them or expected cash flows, or disposing of cash flows through sale of the assets
- How performance of the business model and the financial assets held in this model are assessed and reported to key personnel in the management;
- The risks affecting the business model's performance (and the financial assets held in that business model) and how those risks are managed; how the business managers are compensated (for example, whether the compensation is based on the fair value of the managed assets or on the collected contractual cash flows)
- The frequency, value and timing of sales of financial assets in prior periods, the reasons for the sales and expectations for future sale activity.

To assess whether the cash flows include solely principal and interest, "principal" is the fair value of the financial asset at initial recognition. 'Interest' is defined as consideration for the time value of money, for the credit risk associated with the principal amount outstanding during a particular period of time and for other basic lending risks and costs, as well as a profit margin. In assessing whether the contractual cash flows are solely payments of principal and interest, the Group considers the contractual terms of the instrument. This includes assessing whether the financial asset contains a contractual term that could change the timing or amount of contractual cash flows such that it would not meet this condition.

Notes to the Consolidated Financial Statements

Note 3 Significant accounting policies (contd.)

E. Financial instruments (contd.)

2. Non-derivative financial assets (contd.)

C. Classification and measurement of financial assets: (contd.)

Accounting policy applied from January 1, 2023, regarding financial assets that do not refer to subsidiaries that meet the definition of the insurer - in accordance with IFRS 9: (contd.)

- (5) At the initial date of recognition, the Group might designate financial assets to fair value through profit or loss, providing that the designation is intended to prevent or significantly reduce an accounting mismatch.

Investments in capital instruments are measured at fair value through profit or loss, other than investments not held for trading that the Group may choose to designate to fair value through other comprehensive income for which the amounts to be recognized in equity will not be classified to profit or loss, even if the investment is sold (except in the event of a distribution of dividends that are not a return on the investment).

The Group did not choose this designation. Consequently, investments in capital instruments classified as available for sale up to January 2023 are measured at fair value through profit or loss as from this date.

Accounting policy implemented for financial assets that do not refer to subsidiaries that meet the definition of the insurer - in accordance with IAS 39:

Financial assets that refer to subsidiaries that meet the definition of an insurer, are classified into groups as follows:

Financial assets at fair value through profit or loss

A financial asset is classified at fair value through profit or loss, if it is held for trading or if is designated as such at the time of initial recognition. Financial assets are designated at fair value through profit or loss if the Group manages this class of investment and makes purchase and sale decisions based on their fair value, in accordance with the Group's documented risk management or investment strategy. If the designation is intended to prevent an accounting mismatch or if the device includes an embedded derivative, attributable transaction costs are recognized in profit or loss as incurred. These financial assets are measured at fair value and changes therein are recognized in profit or loss.

Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. Such assets are recognized initially at fair value plus any directly attributable transaction costs. Subsequent to initial recognition loans and receivables are measured at amortized cost using the effective interest method, and net of any impairment losses.

Loans and receivables include cash and cash equivalents, premiums due, other receivables and investments in non-marketable bonds.

Cash and cash equivalents include cash balances available for immediate use and call deposits. Cash equivalents include short-term highly liquid investments (with original maturities of three months or less) that are readily convertible into known amounts of cash and are exposed to insignificant risks of change in value and are not limited by any lien.

Held-to-maturity investments

If the Group has the express intent and ability to hold debt securities to maturity, then such debt securities are classified as held-to-maturity. Held-to-maturity investments are initially recognized at fair value, plus attributable transaction costs. Subsequent to initial recognition, held-to-maturity investments are measured at amortized cost using the effective interest method, less any impairment loss.

Notes to the Consolidated Financial Statements

Note 3 – Significant accounting policies (contd.)**E. Financial instruments (contd.)****1. Non-derivative financial assets (contd.)****C. Classification and measurement of financial assets: (contd.)**

Accounting policy implemented for financial assets that do not refer to subsidiaries that meet the definition of the insurer - in accordance with IAS 39: (contd.)

Financial assets that refer to subsidiaries that meet the definition of an insurer, are classified into groups as follows: (contd.)

Available-for-sale financial assets

Available for sale financial assets are non-derivative financial assets which have been designated as available for sale financial assets or which have not been classified into one of the other categories.

The Group's investments in stocks and certain debt securities are classified as available-for-sale financial assets.

Available-for-sale financial assets are recognized initially at fair value plus any directly attributable transaction costs. In subsequent periods, they are measured at fair value and changes therein, other than impairment loss, gains or loss arising from foreign currency changes and the accrual of effective interest on available-for-sale debt instruments, are recognized directly in other comprehensive income and presented within equity in a reserve for equity instruments classified as available-for-sale. Dividends received for financial assets available for sale are recognized in profit or loss at the date of payment. When the investment is derecognized, the cumulative gain or loss in capital fund for available for sale financial assets, are transferred to profit or loss.

On the method of recognizing impairment losses in profit or loss in respect of this category of assets, see Note 3I below on impairment.

2. Non-derivative financial liabilities

The Group has the following financial liabilities that are not derivatives: loans and credit from banks and other providers of credit, marketable and non-marketable debt instruments, other suppliers and creditors (trade payables), and financial guarantees.

A. Initial recognition of financial liabilities

The Group initially recognizes debt instruments issued on the date that they originated. All other financial liabilities are recognized initially on the trade date at which the Group becomes a party to the contractual provisions of the instrument.

Financial liabilities (other than financial liabilities at fair value through profit or loss) are recognized initially at fair value plus any directly attributable transaction costs. Subsequent to initial recognition these financial liabilities, other than financial guarantees are measured at amortized cost using the effective interest method. Financial liabilities are designated at fair value through profit or loss if the Group manages such liabilities and their performance is assessed based on their fair value in accordance with the Group's documented risk management strategy, providing that the designation is intended to prevent an accounting mismatch, or the liability is a combined instrument including an embedded derivative. On the subsequent measurement of financial guarantees, see Section 5 below.

Transaction costs directly attributable to an expected issuance of an instrument that will be classified as a financial liability are recognized as an asset in the framework of deferred expenses in the statement of financial position. These transaction costs are deducted from the financial liability upon its initial recognition, or are amortized as financing expenses in the statement of income when the issuance is no longer expected to occur.

B. De-recognition of financial liabilities

Financial liabilities are derecognized when the Group's commitment, as specified in the agreement, expires or when it is settled or eliminated.

Notes to the Consolidated Financial Statements

Note 3 – Significant accounting policies (contd.)

E. Financial instruments (contd.)

2. Non-derivative financial liabilities (contd.)

C. Change of conditions of debt instruments:

A swap of debt instruments having substantially different terms, between an existing borrower and lender is accounted for as an extinguishment of the original financial liability and the recognition of a new financial liability at fair value. Furthermore, a substantial modification of the terms of the existing financial liability or part of it, is accounted for as an extinguishment of the original financial liability and the recognition of a new financial liability.

In such cases, the entire difference between the amortized cost of the original financial liability and the fair value of the new financial liability is recognized in profit or loss as financing income or expense.

The terms are substantially different if the discounted present value of the cash flows according to the new terms, including any commissions paid, less any commissions received and discounted using the original effective interest rate, is different by at least ten percent from the discounted present value of the remaining cash flows of the original financial liability.

In addition to the aforesaid quantitative criterion, the Group examines, among other things, whether there have also been changes in various economic parameters inherent in the replaced debt instruments, therefore as a rule, exchanges of CPI-linked debt instruments with unlinked instruments are considered exchanges with substantially different terms even if they do not meet the aforementioned quantitative criterion.

D. Offset of financial instruments:

Financial assets and liabilities are offset and the net amount presented in the statement of financial position when the Group currently has a legal right to offset the amounts and intends either to settle on a net basis or to realize the asset and settle the liability simultaneously.

3. Derivative financial instruments

Derivatives are recognized initially at fair value; attributable transaction costs are recognized in profit or loss as incurred. Subsequent to initial recognition, derivatives are measured at fair value, and changes therein are recognized immediately to profit or loss, as financing income or expenses.

4. The Group passed the following resolutions for asset classification:

A. Assets included in the investment portfolios of yield-dependent contracts

These assets, which include marketable and non-marketable financial instruments (including investments in associates), are designated to fair value categories through profit or loss, for the following reasons: they are separate and distinct managed portfolios, where their presentation according to fair value significantly diminishes the accounting mismatch of the presentation of financial assets and liabilities according to different measurement bases, and the portfolio management and performance are measured according to fair value based on the documented risk management strategy, and the information about the financial instruments is reported to management (the relevant investment committee) on the basis of fair value.

Non-marketable assets (not including shares) held to cover a yield-dependent group long-term care portfolio were classified to loans and receivables.

B. Non-marketable assets included in investment portfolios held to cover non yield-dependent contracts (Nostro)

These assets, which include earmarked bonds, other non-marketable bonds, commercial certificates, bank deposits and loans and other receivables, are included in the statement of financial position as non-marketable debt assets. **These assets were classified to loans and receivables.**

Non-marketable shares are classified to available-for-sale financial assets. For derivatives or embedded derivatives - see below.

Note 3 – Significant accounting policies (contd.)**E. Financial instruments (contd.)****C. Marketable assets included in investment portfolios held to cover non yield-dependent contracts (Nostro) that do not include embedded derivatives or constitute derivatives (including investment reserves)**

The marketable assets held to cover yield-guaranteed liabilities issued from 2004 were classified up to December 31, 2013 to fair value through profit or loss. From 2014, assets classified to fair value through profit or loss continue to be accounted for in the same manner until their disposal, while new assets are included in the total Nostro portfolio and accounted for as available for sale.

D. Derivatives and financial assets which include separable embedded derivatives

These assets, marketable and non-marketable, are designated to fair value through profit or loss.

E. Held-to-maturity

These assets include CPI-linked marketable bonds held against the liabilities that are not yield-dependent. These assets were classified as "held to maturity" for the following reasons: the Company intends and is able to hold these assets until their final date of maturity. In addition, these assets are held against insurance liabilities most of which are CPI-linked. By classifying the assets to this category, an accounting match is created which is sensitive to changes in the CPI between the assets and liabilities against which they are held.

5. Financial guarantees

Transactions in which Harel Insurance provides guarantees to a foreign reinsurer of mortgage portfolios that were provided by financial institutions, are accounted for as transactions for providing financial guarantees. On the initial date of recognition, a financial guarantee is recognized according to its fair value. In subsequent periods, a financial guarantee is measured at the higher of the amount recognized, if recognition is required, under the provisions of IAS 37 and the liability recognized for the first time after being amortized under the provisions of IFRS 15. Any update of a liability according to the foregoing, is recognized in profit or loss.

F. Fixed assets**1. Recognition and measurement**

Fixed asset items are measured at cost net of accumulated depreciation and accumulated impairment losses, excluding owner-occupied real estate, presented at fair value, where the changes in fair value are recorded in equity under the revaluation reserve and are recognized in other comprehensive income.

Any increase in the value of owner occupied real estate as a result of revaluation is recognized in profit or loss up to the amount at which it offsets the impairment resulting from the revaluation of that asset, which was previously recognized in profit or loss. Any subsequent, further increase is recognized in the revaluation reserve.

When performing a revaluation, depreciation accrued on the date of the revaluation is offset against the asset's gross carrying amount, and the net amount is restated according to the estimated amount of the asset. The revaluation reserve is carried over directly to surpluses when the asset is derecognized, but not earlier.

Notes to the Consolidated Financial Statements

Note 3 - Significant accounting policies (contd.)**F. Fixed assets (contd.)****2. Depreciation**

Depreciation is recognized in profit or loss on a straight-line basis (unless the amount is included in the carrying amount of another asset) over the estimated useful lives of each part of the fixed asset item, since this most closely reflects the expected pattern of consumption of the future economic benefits embodied in the asset. Freehold land is not depreciated.

The rate of depreciation, based on the estimated useful life for current and comparative periods, is as follows:

• Buildings	2% - 4%
• Fixtures and office equipment	6% - 20%
• Computers and peripherals	14% - 33%
• Leasehold improvements	10% - 25%
• Motor Vehicles	15%

Leasehold improvements are depreciated using the straight line method over the period of the lease (including an option for extension available to the Group which it intends to exercise) or based on the estimated useful life of the assets, whichever is shorter.

Depreciation methods, useful lives and residual values are reviewed at the end of each reporting year and adjusted if appropriate.

G. Intangible Assets

- (1) **Surplus costs attributable to future management fees as were expected to be received are amortized over the projected period for receiving the management fees**, reflecting the format for projected consumption of the future economic benefits inherent in the asset.
- (2) Software development costs for the Company's own use are capitalized when the preliminary design stage is complete and it is expected that the project will be completed and the software will be used for its intended use. Capitalization ceases when the software is substantially completed and ready for its intended use. These costs are amortized in a straight line over the expected period of consumption of the economic benefit.
- (3) **Implementation costs in cloud computing arrangements are capitalized insofar as the asset meets the definition of an intangible asset, and specifically to the extent that the Group controls the asset. If the Company does not recognize an intangible asset, it examines whether the services received are distinct from the cloud-computing service. If the services received by the Company are distinct from the cloud-computing services or are provided by a third-party that is not a cloud-computing service provider, the Group recognizes the expense when the implementation services are provided. Insofar as the services are not distinct, the implementation costs are recognized as an expense concurrently with the consumption of the cloud-computing services.**
- (4) Goodwill and brand that were recognized as part of the acquisition of subsidiaries or the purchase of activity, are included within intangible assets.
- (5) In subsequent periods goodwill and brand are measured at cost net of accumulated impairment loss. Goodwill and brand are not systematically amortized, but rather tested every year for impairment. As for the other intangible assets, estimates of depreciation methods, useful life and retention values are reassessed at least at the end of each reporting year and adjusted where necessary.

Notes to the Consolidated Financial Statements

Note 3 - Significant accounting policies (contd.)**H. Investment property**

Investment property is property (land or building - or part of a building - or both) held (by the Group as owner or by the lessee under a financial lease) either to earn rental income or for capital appreciation or both, but not for use or sale during the normal course of business.

Investment property is initially measured at cost. In subsequent periods the investment property is measured at fair value, while the changes therein are recognized in profit or loss.

The Group measures its investment property using the fair value model, and accordingly it measures the property under construction as follows:

- (1) At fair value, where the fair value of the property under construction can be reliably measured; and -
- (2) Where the fair value cannot be reliably measured, at cost during the construction period until either construction is completed or its fair value can be reliably measured, whichever is earlier.

When investment property which is measured at fair value becomes a fixed asset (owner-occupied property), its fair value is set at this date as cost of the fixed assets for subsequent accounting treatment.

When investment property that was previously classified as a fixed asset is sold, any related amount included in the revaluation reserve is transferred to retained earnings.

I. Impairment**1. Non-derivative financial assets**

Accounting policy implemented from January 1, 2023, regarding financial assets that do not refer to subsidiaries that meet the definition of the insurer - in accordance with IFRS 9:

The Group applies the expected credit loss model to financial assets measured at amortized cost and investments in debt assets measured at fair value through other comprehensive income, and it does not apply to investments in capital instruments.

The Group elected to measure the provision for expected credit losses in respect of customers and receivables for leasing as an amount equal to the contractual credit losses throughout the life of the instrument. For other debt assets, the Groups measures the provision for expected credit losses at the amount equal to the instrument's full lifetime expected credit losses, other than for the following provisions that are measured at an amount equal to the 12-month expected credit losses resulting from default events:

- Debt instruments that are determined as being low risk on the reporting date; and
- Other debt instruments and deposits, for which the credit risk has not increased significantly since the initial date of recognition.

When assessing whether the credit risk of a financial asset has significantly increased from its initial recognition and the assessment of expected credit losses, the Group considers reasonable and substantive information that is relevant and can be obtained without any excessive cost or effort. Such information includes quantitative and qualitative information as well as analysis, based on the Group's past experience and an assessment of the reported credit, and it includes forward looking information.

Expected credit losses are a probability-weighted estimate of credit losses. Credit losses are measured as the present value of the difference between the cash flows to which the Group is entitled according to the contract and the cash flows that the Group expects to receive. The expected credit losses are discounted at the effective interest rate of the financial asset. As at December 31, 2023, the amount of the provision for credit losses according to this model amounted to NIS 3 million.

Note 3 - Significant accounting policies (contd.)**I. Impairment (contd.)****1. Non-derivative financial assets (contd.)**

Accounting policy implemented from January 1, 2023, regarding financial assets that do not refer to subsidiaries that meet the definition of the insurer - in accordance with IFRS 9: (contd.)

At each reporting date, the Group assesses whether the financial assets measured at amortized cost and the debt instruments measured at fair value through other comprehensive income, if there are any, have been impaired due to credit risk. A financial asset is impaired as a result of credit risk when one or more of the events that negatively affects the future cash flows estimated for this financial asset occurs. For financial assets impaired due to credit risk - the interest income is calculated by applying the effective interest rate to the amortized cost of the financial asset (for non-impaired assets, the effective interest rate is applied to the financial asset's gross value).

Accounting policy applied for financial assets that do not refer to subsidiaries that meet the definition of the insurer - in accordance with IAS 39:

A financial asset not carried at fair value through profit or loss is tested for impairment when objective evidence indicates that a loss event has occurred after the initial recognition of the asset, and that the loss event had a negative effect on the estimated future cash flows of that asset that can be estimated reliably.

Objective evidence that financial assets are impaired can include default by a debtor, restructuring of an amount due to the Group on terms that the Group would not consider otherwise, indications that a debtor or the issuer of the debt will enter bankruptcy, adverse changes in the payment status of borrowers, or the disappearance of an active market for the security, or changes in the economic environment which confirm the insolvency of the debt issuers and observable data indicating a measurable decrease in expected cash flows from a group of financial assets.

When testing for impairment of available-for-sale financial assets that are equity instruments, the Group also examines the difference between the fair value of the asset and its original cost while taking into consideration the standard deviation of the instrument's price, the length of time the fair value of the asset is lower than its original cost and changes in the technological, economic or legal environment or in the market environment in which the issuer of the instrument operates. Furthermore, a significant or prolonged decline of the fair value below the original cost is objective evidence of impairment.

In accordance with Group policy, a decline of more than 20% below the original cost of the instrument, or a decline to below the original cost for more than nine months, is considered significant or prolonged, respectively.

Evidence of impairment of debt instruments

The Group assesses evidence of the impairment of financial assets at the level of the individual asset and at the collective level.

For significant financial assets, the need for impairment is assessed separately for each asset. Furthermore, where no specific impairment is identified for significant financial assets, the need for collective impairment is assessed with the purpose of locating an impairment that has occurred but has not yet been identified. The remaining financial assets are assessed collectively in groups that share similar credit risk characteristics.

Notes to the Consolidated Financial Statements

Note 3 - Significant accounting policies (contd.)

I. Impairment (contd.)

1. Non-derivative financial assets (contd.)

Accounting policy applied for financial assets that do not refer to subsidiaries that meet the definition of the insurer - in accordance with IAS 39: (contd.)

Accounting of impairment losses for financial assets

An impairment loss on a financial asset, measured at amortized cost, is calculated as the difference between the carrying amount of the asset and the present value of estimated future cash flows, capitalized at the original effective interest rate.

Losses for financial assets measured at amortized cost are recognized in profit or loss and reflected in a provision for loss against the balance of the assets. Interest income on the impaired assets is recognized using the interest rate that was used to discount the future cash flows for the purpose of measuring the impairment loss.

Impairment losses on available-for-sale financial assets are recognized by transferring the cumulative loss that has been recognized in a capital reserve to profit or loss. The cumulative loss that is classified from other comprehensive income to profit or loss is the difference between the acquisition cost, net of any principal repayment and amortization, and the current fair value, less any impairment loss previously recognized in profit or loss. Any additional impairment is recognized in profit or loss. Changes in impairment provisions attributable to application of the effective interest method are reflected as a component of net investment profit and financing income.

Reversal of impairment losses

The impairment loss is reversed if the reversal can be related objectively to an event occurring after the impairment loss was recognized. For financial assets measured at amortized cost and available-for-sale financial assets that are debt securities, the reversal is recognized in profit or loss. For available-for-sale financial assets that are debt securities, the reversal is recognized directly in profit or loss and the current cumulative difference (the difference between the fair value and cost) is recognized in other comprehensive income, if there is no objective evidence of impairment.

The reversal of an impairment loss for financial assets that are classified as available-for-sale that are capital instruments is recognized directly to other comprehensive income.

2. Non-financial assets

A. Timing of testing for impairment

The carrying amount of the Group's non-financial assets, which are not deferred acquisition costs, investment property and deferred tax assets, are reviewed at each reporting date to determine whether there is any indication of impairment. If any such indication exists, then the asset's recoverable amount is estimated.

Every year and on the same date, or more frequently if there are indications of impairment, the Group estimates the recoverable amount of each cash generating unit that contains goodwill, or intangible assets that have indefinite useful lives or are unavailable for use.

B. Determining cash-generating units

To test for impairment, assets that cannot be tested individually are grouped together into the smallest group of assets that generates cash inflows from continuing use that are largely independent of the cash inflows of other assets or groups of assets (the "cash-generating unit").

Notes to the Consolidated Financial Statements

Note 3 - Significant accounting policies (contd.)**I. Impairment (contd.)****2. Non-financial assets (contd.)****C. Allocation of goodwill to cash-generating units**

In cash-generating units to which goodwill was allocated, assets are grouped together so that the level at which the goodwill is tested reflects the lowest level of the goodwill which can be monitored for internal reporting purposes, but in any event is not greater than the operating segment (before the grouping of similar segments).

Goodwill acquired in a business combination is allocated to groups of cash-generating units, including those existing in the Group before the business combination, that are expected to benefit from the synergies of the combination.

D. Recognition of impairment loss

Impairment losses are recognized if the carrying amount of an asset or cash-generating unit exceeds its estimated recoverable amount, and is recognized in profit or loss. For cash-generating units that include goodwill, an impairment loss is recognized when the carrying amount of the cash-generating unit, after including the balance of goodwill, exceeds its recoverable amount. Impairment loss recognized in respect of cash-generating units are allocated first to reduce the carrying amount of any goodwill allocated to the units and then to reduce the carrying amounts of the other assets in the cash-generating unit on a pro rata basis.

E. Reversal of impairment loss

An impairment loss in respect of goodwill is not reversed. In respect of other assets, for which impairment loss were recognized in prior periods, an assessment is performed at each reporting date for any indications that these loss have decreased or no longer exist.

3. Investments in associates and joint ventures

After applying the equity value method, the Group determines whether it is necessary to recognize loss for impairment of the investment in affiliated companies or joint transaction. At each reporting date, the Company determines whether there is objective evidence indicating impairment of the investment in an affiliated company. Where necessary, the impairment loss is recognized as the difference between recoverable amount of the investment in the affiliate and its carrying amount. An impairment loss is recognized in profit or loss within the Company's share of the profits (losses) of equity accounted investees.

Goodwill, which accounts for part of the investment in an affiliate or joint transaction, is not recognized separately as asset and is therefore not tested separately from impairment. An impairment loss is not allocated to any specific asset, including goodwill which constitutes part of the investment in the affiliate or joint transaction.

An impairment loss is reversed only if there has been a change in the estimates used to determine the recoverable amount of the investment after the impairment loss was last recognized. The carrying amount of the investment, after the reversal of the impairment loss, must not exceed the carrying amount of the investment that would have been determined using the equity method if no impairment loss had been recognized.

Notes to the Consolidated Financial Statements

Note 3 - Significant accounting policies (contd.)**J. Employment benefits**

Employee benefits include short-term benefits, post-employment benefits, other long-term benefits and severance benefits.

1. Post-employment benefits

Israel labor and severance pay laws require the Company to make severance payments to an employee upon dismissal or retirement or to make regular deposits with a defined contribution plan, under Section 14, as noted below. The Company's liabilities for said are treated as post-employment benefits.

The calculation of the Company's liability for employee benefits is based on a binding employment agreement and on the employees' salaries, which, in the opinion of management, create the right to receive severance compensation.

Post-employment benefits are generally financed by deposits to a defined benefit plan or to a defined contribution plan, as detailed below:

A. Defined contribution plans

Part of the severance payments are subject to Section 14 of Severance Pay Law, 1963, and accordingly, regular deposits by the Company with pension funds and / or insurance policies with insurance companies, exempt it from any additional liability to employees, for which deposits were made, as noted above. These deposits and deposits with provident funds constitute defined contribution plans. The Group's obligations to make contributions to a defined contribution plan are recognized as an expense under profit or loss in the period in which the employees provided related services.

B. Defined benefit plans

Part of the severance payments which are not covered by deposits with the defined contribution plan, as stated above, are accounted for by the Group as a defined benefits plan, under which a liability for employee benefit is recorded and for which the Group deposits funds with central severance pay funds and appropriate insurance policies. The Group's net obligation in respect of defined benefit plans for post-employment benefits is calculated separately for each plan by estimating the amount of future benefit due to employees for their services in current and previous periods. This benefit is presented at current value net of the fair value of the plan's assets. The discount rate is the yield at the reporting date on high-quality CPI-linked corporate bonds, whose currency is NIS and maturity date is similar to the Group's obligations. The calculation is performed annually by a qualified actuary using the projected unit credit method.

Re-measurement of the net defined benefit liability (asset) for a defined benefit include actuarial gains and loss, the return on plan assets (excluding interest) and any change in the effect of the asset ceiling (if any, excluding interest). Re-measurements are recognized immediately directly in retained earnings through other comprehensive income. Interest costs on a defined benefit obligation and interest income on plan assets that were recognized in profit or loss are presented under payroll expenses in general and administrative expenses.

Plan assets

Interest costs on a defined benefit obligation and interest income on plan assets that were recognized in profit or loss are presented under payroll expenses in general and administrative expenses.

Insurance policies in respect of employee severance benefits, which were issued by a related party, do not constitute defined benefit plan assets and are offset against the for insurance contracts liabilities.

Note 3 - Significant accounting policies (contd.)**J. Employment benefits (contd.)****2. Short-term employee benefits**

Short-term employee benefit obligations are measured on an undiscounted basis and are expensed as the related service is provided or upon the actual absence of the employee when the benefit is not accumulated (such as maternity leave).

The provision for short-term employee benefits for a cash bonus or profit-sharing plan, is recognized for the amount expected to be paid, if the Group has a present legal or constructive obligation to pay this amount as a result of a past service provided by the employee and the obligation can be estimated reliably.

The employee benefits for measurement are classified as short-term benefits or as other long-term benefits according to the company forecast for full disposal of the benefits.

3. Share-based payment transactions

The grant date fair value of share-based payment awards to employees is recognized as a salary expense with a corresponding increase in equity, over the period that the employees become unconditionally entitled to the awards. The amount recognized as an expense in respect of share-based payment awards that are conditional upon meeting service conditions is adjusted to reflect the number of awards that are expected to vest.

For share-based payment awards that are conditional on market performance vesting conditions, the Group considers these conditions in estimating the fair value of the awarded equity instruments, and the Group therefore recognizes an expense in respect of these awards whether or not the conditions have been met.

K. Provisions

The provision for legal claims is recognized if, as a result of a past event, the Group has a present legal or constructive obligation and the Group will more likely than not require economic resources to settle the obligation, which can be reliably estimated. If the time factor is significant, the provision is measured at present value.

L. Revenue recognition**1. Premiums**

- a. Life assurance and long-term care premiums, including savings premiums and except for receipts from investment contracts are mainly recognized as income when due. Cancellations are recognized upon receipt of notice from the policyholder, or as initiated by the Group due to arrears in payment, as permitted by law. Profit sharing is deducted from the premiums.
- b. Non-life insurance premiums are mostly recognized as revenues on the basis of monthly output reports. Insurance premiums usually relate to an insurance period of one year.

Some of the insurance premiums in the sickness and hospitalization and travel insurance branches are recognized as income on a daily or monthly basis.

Premiums in the compulsory motor sector are recognized as income when they are paid, given that the insurance cover only takes effect when the premiums have been paid.

Premiums from of policies where the insurance become applicable after the report date or premiums relating to periods of more than one year from the issue of the policy, as well as life assurance premiums received prior to their due date, are included in the Statement of Financial Position under trade and other payables.

Revenues from premiums after their cancellation which were received from policyholders, and net of provisions due to non-payment of the premiums, subject to the provisions of any law, and after deduction or addition of all changes in the unearned premiums, are recorded in the statement of income under earned premiums, gross.

Profit-sharing in group insurance is deducted from the insurance premiums.

Note 3 - Significant accounting policies (contd.)**L. Revenue recognition (contd.)****2. Management fees, commissions and other financial services****a. Management fees for insurance contracts and yield-dependent investment contracts:**

Management fees are calculated according to the conditions of the contracts, and in accordance with the Commissioner's instructions based on the yield and accrual of the policyholder's savings.

Management fees for insurance contracts and investment contracts sold from January 1, 2004 are fixed management fees only.

Management fees for insurance contracts sold until December 31, 2003 include fixed and variable management fees.

Fixed management fees are calculated at fixed rates of the accrued savings and recorded on an accrual basis.

Variable management fees are calculated as a percentage of the real annual profit (from January 1 to December 31) credited to the policy, net of the fixed management fees collected from that policy. Variable management fees may be collected only from real positive yield and net of real loss accumulated in previous years.

During the year the variable management fees are recorded on an accrual based on the real monthly yield, insofar as it is positive. In months where the real yield is negative, the variable management fees are reduced to the level of the total variable management fees collected in aggregate from the beginning of the year. Negative yields in respect of which reductions were not made in the current year will be deducted, for the purpose of calculating management fees from positive yield in subsequent periods (see also Note 27).

Management fees for claims and the operation of insurance schemes for Clalit Health Services are on the basis of signed agreements. These agreements prescribe a rate of total assets and profit arising from the assets held against the plan's liabilities.

- b. Management fee revenues from pension and provident funds are calculated as a percentage of the value of their assets at the end of each month and/or from total contributions collected each month, which are recognized as accrual-based income, since the Group has a right to consideration from the customer in an amount that corresponds directly to the value to the customer of the Group's performance completed to date..
- c. Management fees from associates are recognized as income in the period in which the related services are rendered.
- d. Management fees (including from mutual funds and investment portfolios) and revenues from consulting are recognized as accrued income over the period in which the service is rendered (with a performance obligation over time) or a performance obligation at a point in time).
- e. Success fees based on periodic returns are recorded as income at the end of the reference period, since during the period, it is not highly probable that the returns, if generated up to that date, will not be subsequently reversed.
- f. Revenues from non-life insurance commissions in insurance agencies is recognized as incurred.
- g. Revenues from life assurance commissions are recognized based on the date of entitlement to receive payment of the commissions when the service is rendered according to the agreements with the insurance companies, net of the provisions for refunded commissions according to the anticipated cancellations of insurance policies for which a refund is not highly probable.
- h. Revenues from reinsurance commissions in non-life insurance, life assurance, and health insurance are recognized as incurred.
- i. Revenues from operating services for mortgage portfolios insured by third parties are recognized throughout the service period.

Note 3 - Significant accounting policies (contd.)**M. Net gains (loss) from investments, financing income and financing expenses**

Net gains (loss) from investments and financing income include interest income on amounts invested (including available-for-sale financial assets), income from dividends, gains (loss) on the sale of available-for-sale financial assets, revaluation of investment property, changes in the fair value of financial assets through profit or loss, gains and loss from exchange-rate differences on assets and gains (loss) from the sale of investments measured at amortized cost which are calculated as the difference between the proceeds from the sale, net, and the original or amortized cost and are recognized at the time of the sale. Interest income is recognized on accrual, using the effective interest method. Income from dividends is recognized on the date that the Group's right to receive payment. If dividends are received on marketable shares, the Company recognizes the income from the dividends on the ex-dividend date.

Financing expenses comprise interest expense on loans received, gains and loss from exchange rate differences on liabilities and changes in the time value of provisions. Credit costs are recognized in the statement of income.

In the cash flow reports, interest received and paid and dividends received are presented under cash flows from operating activities. Dividends paid are presented as cash flows from financing activities.

N. General and administrative expenses and costs

General and administrative expenses attributed to indirect expenses for claims settlement are classified as payments and the change in liabilities for insurance contracts and investment contracts and general and administrative expenses attributed to classified purchase costs appear under "Other purchase expenses and commissions". The classification is prepared in accordance with the Group's internal models which are based on direct expenses charged and indirect expenses which were allocated.

O. Income tax expenses

Income tax expenses comprise current and deferred tax expenses. Current tax and deferred taxes are recognized in profit or loss, , or are recognized directly in equity or in other comprehensive income to the extent they relate to items recognized directly in equity or in other comprehensive income except if the tax is relate to a business combination.

Current taxes

Current tax is the tax expected payable or receivable on the taxable income for the year, and is calculated using tax rates enacted or substantively enacted at the reporting date. Current taxes also include taxes in respect of previous years.

Uncertain tax positions

A provision for uncertain tax positions, including additional tax and interest expenses, is recognized when it is more probable than not that the Group will have to use its economic resources to pay the obligation.

Deferred taxes

Deferred tax is recognized in respect of temporary differences between the carrying amounts of assets and liabilities for financial reporting purposes and the amounts used for taxation purposes. **The Group does not recognize deferred tax for the following temporary differences: Initial recognition of goodwill; initial recognition of assets and liabilities in a transaction that is not a business combination and which does not affect accounting profit or taxable profit or loss; differences associated with investments in subsidiaries, joint arrangements and associates, to the extent that the Group is able to control the timing of the reversal of the temporary difference and it is probable that they will not reverse in the foreseeable future, either by way of selling the investments or by way of distributing dividends in respect of the investment.**

Notes to the Consolidated Financial Statements

Note 3 - Significant accounting policies (contd.)

O. Income tax expense (contd.)

Deferred taxes (contd.)

The measurement of deferred tax reflects the tax consequences that would follow the manner in which the Group expects, at the end of the reporting period, to recover or settle the carrying amount of its assets and liabilities. **For investment property that is measured at fair value, there is a rebuttable presumption that the carrying amount of the investment property will be recovered through sale.**

Deferred tax is measured at the tax rates that are expected to be applied to temporary differences when they reverse, based on the laws that have been enacted or substantively enacted by the reporting date.

A deferred tax asset is recognized for unused tax loss, tax benefits and deductible temporary differences, to the extent that it is probable that future taxable profit will be available against which they can be utilized. Deferred tax assets are reviewed at each reporting date and are reduced to the extent that it is no longer probable that the related tax benefit will be realized.

P. Earnings per share

The Group presents basic and diluted earnings per share (EPS) data for its ordinary shares.

Q. Leases

The Group accounts for contracts as lease contracts if, under the conditions of the contract, they convey the right to the Group companies to control the use of an identified asset for a period of time in exchange for consideration. For lease contracts that contain non-lease components, such as services or maintenance, that are related to a lease component, the Group elected to account for the contract as a single lease component without separating the components.

Upon initial recognition, the Group recognizes a liability at the present value of the balance of future lease payments (these payments do not include certain variable lease payments), and concurrently recognizes a right-of-use asset at the same amount of the lease liability, adjusted for any prepaid or accrued lease payments, plus direct costs incurred in respect of the lease. **Since the interest rate implicit in the Group's leases is not readily determinable, the incremental borrowing rate of the lessee is used.**

Subsequent to initial recognition, the right-of-use asset is accounted for using the cost model and is depreciated over the shorter of the lease term or useful life of the asset, whichever is earlier. **Depreciation is calculated on a straight-line basis as follows:**

- Motor vehicles: 2-5 years
- Buildings 2-8 years

When there are signs of impairment, the Group assesses impairment of a right-of-use asset in accordance with IAS 36.

The Group has elected to apply the practical expedient by which short-term leases of up to one year and/or leases in which the underlying asset has a low value, are accounted for such that lease payments are recognized in profit or loss on a straight-line basis, over the lease term, without recognizing an asset and/or liability in the statement of financial position.

Assets that the Group leases to others:

Leases in which the Group leases assets to others, which in practice do not transfer all the risks and rewards associated with ownership of the underlying asset, are classified as operating leases. The Group recognizes operating lease payments as revenue on a straight-line basis over the lease term.

Note 3 - Significant accounting policies (contd.)**R. New standards and interpretations not yet adopted by the Israeli insurance companies in the Group in accordance with the directives of the Capital Market Authority, Insurance and Savings****IFRS 17, Insurance Contracts (“the Standard” or “IFRS 17”) and IFRS 9, Financial Instruments (“IFRS 9”)**

IFRS 17 establishes principles for the recognition, measurement, presentation and disclosure of insurance contracts (including reinsurance contracts), replacing the existing instructions on this subject. The new standard could result in significant changes in the financial reporting of insurance companies and it requires substantial deployment within the information systems and the finance division.

Under IFRS 17, an entity will recognize and measure groups of insurance contracts according to the present risk-adjusted value of the future cash flows from these contracts, which relates to all the information available about the cash flows in a manner that is consistent with market observations, plus / net of the amount that represents the unrealized profit from the group of contracts (the contractual service margin). For each reporting period, revenues for insurance contracts are derived from changes in the liability for future cover associated with the different components of the payment to which the insurer is entitled for the contract, e.g. insurance acquisition costs, risk adjustment, allocating the contractual service margin to a given period, claims and expenses forecast for the period. Nevertheless, a simpler measurement model may be applied for contracts with a period of insurance cover of up to a year or where the liability is not expected to differ significantly from the application of the general model. According to the simple model, the amount allocated to services not yet provided will be measured using the premium allocation approach (PAA).

The Standard is to be applied retrospectively and where retrospective application is impractical, one of the following two approaches should be chosen: retrospective application with certain expediciencies or application based on the fair value approach.

As mentioned in Note 2A above, on June 1, 2023, the Capital Market, Insurance and Savings Authority published a document on “Roadmap for Adoption of IFRS 17 - Insurance Contracts - Third Update” (“the Updated Roadmap”).

According to the Updated Roadmap, the initial date of application of IFRS 17 and IFRS 9, for insurance companies in Israel (where their mandatory date of application by these companies according to IFRS should have been January 1, 2023) was revised and will become applicable on or after quarterly and annual periods commencing January 1, 2025. Accordingly, the transition date will be January 1, 2024. At this stage, the Updated Roadmap stipulates that there is no intention of permitting early adoption of the Standard in Israel.

Nonetheless, already in 2024, insurance companies will be required to include a special note in the financial statements, key proforma reports prepared in accordance with IFRS 17 and IFRS 9, according to the disclosure format attached in the appendix to the Updated Roadmap, as follows: In the financial statements for the third quarter of 2024, disclosure will be made for the proforma statement of financial position as at January 1, 2024 (the transition date for application of the Standard), including disclosure of the amount of the contractual service margin and the amount of the risk adjustment for each of the operating sectors separately. Additionally, in the 2024 of the annual financial statements, disclosure will also be made for certain sections of the proforma comprehensive statement of income for the six-months ended June 30, 2024 (without comparative figures). Moreover, under the Note, insurance companies will be required to provide supplementary qualitative disclosure that will refer, among other things, to the issues set out in the Updated Roadmap.

Additionally, the Updated Roadmap sets out the revised key preparatory measures and time schedules which, in the opinion of the Capital Market, Insurance and Savings Authority, are required to ensure quality deployment by Israel’s insurance companies for the proper application of the standard, including with respect to adapting their information systems and their operation, implementation and review of the adequacy of controls, project management and documentation, completion of formulating the accounting policy and deployment for the different reports required, performing quantitative tests, deployment for calculating the risk adjustment for non-financial risk (RA), and deployment for the audit of the auditors.

The Group continues to assess the implications of adopting these standards on its consolidated financial statements and is preparing to apply them within the time frame set out in the Updated Roadmap.

Notes to the Consolidated Financial Statements

Note 4 - Operating segments

The Note on Operating Segments includes several segments that constitute strategic business units of the Group. The strategic business units include different products and services and the allocation of resources and evaluation of performance are managed separately. The basic products in each segment are similar in principal with respect to their significance, the way they are distributed, the mix of customers, nature of the regulatory environment and also long-term demographic and economic characteristics that are derived from exposure whose characteristics resemble those of insurance risks. Likewise, the results of the portfolio of investments held against insurance liabilities may significantly affect profitability.

Segment performance is measured on the basis of the segmental income before taxes on income. The inter-segmental business results are eliminated as part of the adjustments made for the purpose of the preparation of the consolidated financial statements. Notably, there is no outstanding debit-credit balance from the transfer of marketable assets between the difference segments, if such transfers are made.

The Group operates in the following segments:

1. Life assurance and long-term savings

This segment includes the Group's insurance activities in the life assurance branch as well as its management of pension and provident funds.

2. Health insurance

This segment consists of the group's insurance activities in the sickness and hospitalization, personal accident, long-term care, foreign workers, travel insurance and dental lines of business. The policies sold in these branches of insurance cover a range of injuries caused to the insured party as a result of illness and / or an accident, including long-term care and dental treatment. Health insurance policies are offered to both private individuals and groups.

3. Non-life insurance

This segment comprises five sub-segments:

Motor property - includes the Group's activities in selling insurance policies in the motor vehicle insurance branch ("motor property") covering damages caused to vehicle owners as a result of accident and / or theft and / or liability of the vehicle owner, or any driver, for damage to property caused to third parties in an accident.

Compulsory motor - includes the Group's activities in this branch, according to the requirements of the Motor Vehicle Insurance Ordinance (New Version)-1970, ("compulsory motor"), which cover physical injury resulting from the use of a motor vehicle in accordance with the Compensation to Road Accident Victims Law, 1975.

Other liability - includes the Group's activities in the sale of policies that cover the insured party's liability vis-à-vis a third party (except for liability coverage in the compulsory motor sector, as explained above). Other liability includes the following branches - employer's liability, third-party liability, professional liability, directors and officers liability (D&O), and insurance for defective products (product liability).

Property and other branches - this includes the Group's insurance activities in all property branches (except for motor property), (such as: the provision of Sale Law guarantees, and homeowners insurance).

Mortgage insurance: this sector includes the Group's insurance activities in credit insurance in the homeowners' mortgage (a monoline branch). This insurance is designed to provide indemnity for loss caused as a result of non-payment of loans given against a first mortgage on a single real estate property for residential purposes only, and after disposing of the property which serves as collateral for such loans.

4. Insurance companies overseas operating segment

The overseas segment consists of the activity of Interasco and Turk Nippon, an insurance company wholly owned by the Company.

Notes to the Consolidated Financial Statements

Note 4 –Operating segments (contd.)**5. Financial services segment**

Group activities in the capital and financial markets are carried out through Harel Finance. Harel Finance is involved, through companies under its control, in the following activities:

- Management of mutual funds
- Management of securities portfolios for private individuals, entities and institutional customers in the Israeli and foreign capital markets.

6. Credit segment

From the financial statements for 2023, the Group presents a new operating segment – the credit segment. The operations included in the credit segment include the following:

- Business and credit support for medium businesses - through a subsidiary in which the Company holds 70%, Hamazpen Shutaphim Laderech Ltd., which creates innovative financing solutions for high-quality entrepreneurs providing credit to small and medium businesses, including the provision of mezzanine loans;
- Mortgage and reverse mortgage loans - through a wholly owned subsidiary of Harel Insurance, Harel 60+ Ltd. ("Harel 60+"), which provides mortgage loans, including reverse mortgage loans provided to borrowers aged 60 or more, with a lien on their home;
- Development property finance support - carried out by Harel Insurance under the development property finance division, which focuses on construction projects for residences, offices, and trade in Israel. As part of this activity, Harel Insurance provides a full financing package for developers, including financial credit and a guarantee policy under the Sales (Housing) (Assurance of Investments of Persons Acquiring Apartments) Law, 1974 ("the Sales Law"). It should be noted that the results of the activity for providing a guarantee policy under the Sales Law are included in the non-life insurance sector;
- Providing financial guarantees and development and operating services for mortgage portfolios - through Harel Insurance and EMI. For further information, see Note 3C2m12.

These operations were previously presented within the Company's different operating segments. Comparative figures in the Operating Segments Note were restated accordingly.

Segment results include, on the one hand, the contribution of investments of debt assets as part of Harel 60+ and development property finance activity, and on the other, since these investments were financed by the health insurance and non-life insurance segments, respectively segment results also include financing expenses that reflect the theoretical costs for raising credit for these activities (and in parallel, theoretical finance income was included for placing the debt assets in favor of these activities in the health insurance segment and the non-life insurance segment, respectively). Similarly, for theoretical inter-segment financing, segment liabilities include theoretical inter-segment financial liabilities with the health insurance segment and the non-life insurance segment, and on the other hand, health insurance assets and non-life insurance assets include corresponding theoretical financial debt assets.

7. Not attributed to operating segments and others

Activities not attributed to operating segments include mainly the activities of insurance agencies as well as the capital activity of the consolidated insurance companies.

Notes to the Consolidated Financial Statements

Note 4 – Operating segments (contd.)

A. Information about reportable segments (contd.)

	As at December 31, 2023								
	Life assurance and long-term savings	Health insurance	Non-life insurance	Insurance companies overseas	Financial services	Credit	Not attributed to operating segments and others	Adjustments and offsets	Total
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Assets									
Intangible assets	540	-	114	3	428	54	1,313	-	2,452
Deferred acquisition costs	1,878	799	368	70	-	-	-	(1)	3,114
Investments in equity accounted investees	373	-	579	-	-	-	564	-	1,516
Investment property for yield-dependent contracts	1,799	99	-	-	-	-	-	-	1,898
Other investment property	1,402	-	508	-	-	-	638	-	2,548
Financial investments for yield-dependent contracts	66,341	4,776	-	-	-	-	-	-	71,117
Other financial investments									
Marketable debt assets	3,319	2,079	1,435	-	81	-	1,606	-	8,520
Non-marketable debt assets	5,153	2,603	1,802	-	9,404	3,960	1,270	(319)	23,873
Shares	463	375	602	-	673	-	18	-	2,131
Other	1,019	779	1,363	-	122	-	1,304	-	4,587
Total other financial investments	9,954	5,836	5,202	-	10,280	3,960	4,198	(319)	39,111
Reinsurance assets	328	1,892	3,209	182	-	-	-	(6)	5,605
Premium due	149	535	895	120	-	-	-	-	1,699
Total assets for yield-dependent contracts	6,289	444	-	-	-	-	-	-	6,733
Other cash and cash equivalents	1,197	-	946	46	49	30	3,465	-	5,733
Other assets	973	1,144	2,748	62	117	108	1,773	(3,645)	3,280
Total assets	91,223	15,525	14,569	483	10,874	4,152	11,951	(3,971)	144,806
Total assets for yield-dependent contracts	75,069	5,539	-	-	-	-	-	-	80,608
Liabilities									
Liabilities for non yield-dependent insurance contracts and investment contracts	12,414	8,389	10,834	575	-	-	-	(6)	32,206
Liabilities for non yield-dependent insurance contracts and investment contracts	74,290	5,367	-	-	-	-	-	-	79,657
Financial liabilities	223	18	22	-	9,546	688	6,868	(319)	17,046
Other liabilities	1,587	952	2,050	88	150	3,288	2,475	(3,646)	6,944
Total liabilities	88,514	14,726	12,906	663	9,696	3,976	9,343	(3,971)	135,853

* Most of the assets presented are held to cover the equity of the Group's financial institutions. Total assets and liabilities of the activity of the insurance agencies is negligible.

Notes to the Consolidated Financial Statements

Note 4 - Operating segments (contd.)

	Year ended December 31, 2023								
	Life assurance and long-term savings	Health insurance	Non-life insurance	Insurance companies overseas	Financial services	Credit	Not attributed to operating segments and others	Adjustments and offsets	Total
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Premiums earned, gross	6,286	6,468	4,474	548	-	-	-	(4)	17,772
Premiums earned by reinsurers	283	377	1,606	115	-	-	-	(4)	2,377
Premiums earned in retention	6,003	6,091	2,868	433	-	-	-	-	15,395
Profit from investments, net, and financing income	5,929	692	339	69	122	289	140*	(164)	7,416
Income from management fees	1,273	5	-	-	242	-	12	(3)	1,529
Income from commissions	60	17	303	20	-	-	104**	(62)	442
Other revenues	29	-	-	-	1	28	34	-	92
Total income	13,294	6,805	3,510	522	365	317	290	(229)	24,874
Payments and changes in liabilities for insurance contracts and investment contracts, gross	11,127	5,812	3,193	545	-	-	-	(3)	20,674
Reinsurers' share of payments and change in liabilities for insurance contracts	196	675	949	225	-	-	-	(3)	2,042
Payments and changes in liabilities for insurance contracts and investment contracts in retention	10,931	5,137	2,244	320	-	-	-	-	18,632
Commissions, marketing expenses and other acquisition costs	1,264	1,046	942	161	-	-	8***	(62)	3,359
General and administrative expenses	760	325	59	39	189	32	193****	(5)	1,592
Other expenses	19	-	17	2	2	-	26	-	66
Financing expenses (income), net	26	72	22	(3)	94	182	244	(162)	475
Total expenses	13,000	6,580	3,284	519	285	214	471	(229)	24,124
Company's share of profits (losses) of equity accounted investees	(28)	(42)	(66)	-	-	-	28	-	(108)
Profit (loss) before taxes on income	266	183	160	3	80	103	(153)	-	642
Profit (loss) before taxes on income	(29)	(54)	119	(8)	-	-	151	-	179
Total comprehensive income (loss) before taxes on income	237	129	279	(5)	80	103	(2)*****	-	821

* Total profit from investments is in respect of the assets held to cover the equity of the Group's financial institutions

** Income from commissions includes commissions paid to insurance agencies owned by the Group. NIS 60 million of this amount is commissions paid to these agencies by the Group's financial institutions

*** For the activity of the insurance agencies that are wholly owned by the Group

**** Of total general and administrative expenses, NIS 76 million is for expenses of the activity of the Group's insurance agencies

***** Total comprehensive income before income tax for the activity of the Group's insurance agencies was NIS 16 million

Notes to the Consolidated Financial Statements

As at December 31, 2022									
	Life assurance and long- term savings	Health insurance	Non-life insurance	Insurance companies overseas	Financial services	Credit**	Not attributed to operating segments and others	Adjustments and offsets	Total
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Assets									
Intangible assets	701	- **	143	3	430	4	1,065	-	2,346
Deferred acquisition costs	1,674	839	326	78	-	-	-	(1)	2,916
Investments in equity accounted investees	402	-	648	-	-	-	506	-	1,556
Investment property for yield-dependent contracts	1,944	116	-	-	-	-	-	-	2,060
Other investment property	1,347	-	483	-	-	-	578	-	2,408
Financial investments for yield-dependent contracts	62,893	4,527	-	-	-	-	-	-	67,420
Other financial investments									-
Marketable debt assets	3,839	2,125	1,724	105	5	-	3,344	-	11,142
Non-marketable debt assets	4,575	2,878 **	1,957**	75	5,916	3,246	1,621**	(269) **	19,999
Shares	334	250	460	-	93	-	677	-	1,814
Other	991	577	1,081	38	51	-	1,261	-	3,999
Total other financial investments	9,739	5,830	5,222	218	6,065	3,246	6,903	(269)	36,954
Reinsurance assets	263	1,593	3,136	114	-	-	-	(5)	5,101
Premium due	176	523	736	97	-	-	-	-	1,532
Total assets for yield-dependent contracts	5,990	460	-	-	-	-	-	-	6,450
Other cash and cash equivalents	671	-	562	104	50	65	477 **	-	1,929
Other assets	1,340	638 **	2,947**	64	56	90	2,400**	(2,936) **	4,599
Total assets	87,140	14,526	14,203	678	6,601	3,405	11,929	(3,211)	135,271
Total assets for yield-dependent contracts	72,436	5,412	-	-	-	-	-	-	77,848
Liabilities									-
Liabilities for non yield-dependent insurance contracts and investment contracts	12,476	7,467	10,752	544	-	-	-	(5)	31,234
Liabilities for non yield-dependent insurance contracts and investment contracts	71,058	5,192	-	-	-	-	-	-	76,250
Financial liabilities	1,326	68	106	-	5,899	644	5,417**	(269) **	13,191
Other liabilities	1,475	958	2,086	74	140	2,597	1,816 **	(2,937) **	6,209
Total liabilities	86,335	13,685	12,944	618	6,039	3,241	7,233	(3,211)	126,884

* Most of the assets presented are held to cover the equity of the Group's financial institutions. Total assets and liabilities of the activity of the insurance agencies is negligible

** Restated due to initial presentation of the credit segment, see also Note 4(6)

Notes to the Consolidated Financial Statements

Note 4 – Operating segments (contd.)

A. Information about reportable segments (contd.)

	Year ended December 31, 2022								
	Life assurance and long-term savings	Health insurance	Non-life insurance	Insurance companies overseas	Financial services	Credit ¹	Not attributed to operating segments and others	Adjustments and offsets	Total
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Premiums earned, gross	6,504	5,928	4,245	448	-	-	-	(4)	17,121
Premiums earned by reinsurers	213	352	1,588	101	-	-	-	(4)	2,250
Premiums earned, gross	6,291	5,576	2,657	347	-	-	-	-	14,871
Profits (losses) from investments, net, and financing income	(4,705)	(63) ¹	168 ¹	26	38	143	408* ¹	(67) ¹	(4,052)
Income from management fees	1,226	4	-	-	226	-	13	(3)	1,466
Income from commissions	56	19	281	19	-	-	121**	(79)	417
Other revenues	29	-	-	-	-	11	13 ¹	-	53
Total income	2,897	5,536	3,106	392	264	154	555	(149)	12,755
Payments and changes in liabilities for insurance contracts and investment contracts, gross	1,402	3,440	2,964	346	-	-	-	(3)	8,149
Reinsurers' share of payments and change in liabilities for insurance contracts	136	526	915	49	-	-	-	(3)	1,623
Payments and changes in liabilities for insurance contracts and investment contracts in retention	1,266	2,914	2,049	297	-	-	-	-	6,526
Commissions, marketing expenses and other acquisition costs	1,164	1,000	862	107	-	-	9***	(79)	3,063
General and administrative expenses	710	329 ¹	62	24	174	20	147 *** ¹	(5)	1,461
Other expenses	21	-	10	2	4	-	8	-	45
Financing expenses (income), net	23	82	70	(8)	13	70	242 ¹	(65) ¹	427
Total expenses	3,184	4,325	3,053	422	191	90	406	(149)	11,522
Company's share of profits (losses) of equity accounted investees	(5)	(1)	15	-	-	-	69	-	78
Profit (loss) before taxes on income	(292)	1,210	68	(30)	73	64	218	-	1,311
Profit (loss) before taxes on income	(398)	(423)	(61)	5	-	-	(633)	-	(1,510)
Total comprehensive income (loss) before taxes on income	(690)	787	7	(25)	73	64	(415)*****	-	(199)

1. Restated due to initial presentation of the credit segment, see also Note 4(6)

* Total profits from investments are for the assets held to cover the capital of the financial institutions in the Group

** Fees from income include fees paid to insurance agencies owned by the Group. NIS 77 million including fees paid to these agencies from financial institutes in the Group

*** For the activity of the insurance agencies that are fully owned by the Group

**** Of the total general and administrative expenses, an amount of NIS 80 million is for expenses of the activity of the Group's insurance agencies

***** Total comprehensive income before income tax for the activity of the Group's insurance agencies was NIS 20 million

Notes to the Consolidated Financial Statements

Note 4 – Operating segments (contd.)

A. Information about reportable segments (contd.)

	Year ended December 31, 2021								
	Life assurance and long-term savings	Health insurance	Non-life insurance	Insurance companies overseas	Financial services	Credit ¹	Not attributed to operating segments and others	Adjustments and offsets	Total
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Premiums earned, gross	5,887	5,364	3,584	441	-	-	-	(4)	15,272
Premiums earned by reinsurers	187	307	1,285	82	-	-	-	(3)	1,858
Premiums earned, gross	5,700	5,057	2,299	359	-	-	-	(1)	13,414
Profit from investments, net, and financing income	9,611	1,090 ¹	500 ¹	58	25	64	586* ¹	(22) ¹	11,912
Income from management fees	1,548	4	-	-	228	-	11	(1)	1,790
Income from commissions	39	19	243	16	-	-	101**	(71)	347
Other revenues	10	-	-	-	1	-	-	-	11
Total income	16,908	6,170	3,042	433	254	64	698	(95)	27,474
Payments and changes in liabilities for insurance contracts and investment contracts, gross	14,549	4,966	3,216	398	-	-	-	(2)	23,127
Reinsurers' share of payments and change in liabilities for insurance contracts	123	453	892	41	-	-	-	(2)	1,507
Payments and changes in liabilities for insurance contracts and investment contracts in retention	14,426	4,513	2,324	357	-	-	-	-	21,620
Commissions, marketing expenses and other acquisition costs	1,035	917	750	93	-	-	7***	(71)	2,731
General and administrative expenses	608	287 ¹	39	22	167	11	179 **** ¹	(3)	1,310
Other expenses	6	-	-	3	4	-	1	-	14
Financing expenses (income), net	16	45	(11)	1	5	21	224 ¹	(20) ¹	281
Total expenses	16,091	5,762	3,102	476	176	32	411	(94)	25,956
Company's share of profits of equity accounted investees	20	21	40	-	-	-	99	-	180
Profit (loss) before taxes on income	837	429	(20)	(43)	78	32	386	(1)	1,698
Profit (loss) before taxes on income	72	104	112	(25)	-	-	202	-	465
Total comprehensive income (loss) before taxes on income	909	533	92	(68)	78	32	588*****	(1)	2,163

¹ Restated due to initial presentation of the credit segment, see also Note 4(6)

* Total profits from investments are for the assets held to cover the capital of the financial institutions in the Group

** Fees from income include fees paid to insurance agencies owned by the Group. NIS 96 million including fees paid to these agencies from financial institutes in the Group

*** For the activity of the insurance agencies that are fully owned by the Group

**** Of the total general and administrative expenses, an amount of NIS 69 million is for expenses of the activity of the Group's insurance agencies

***** Total comprehensive income before income tax for the activity of the Group's insurance agencies was NIS 19 million

Notes to the Consolidated Financial Statements

Note 4 - Operating segments (contd.)

B. Additional information about the non-life insurance segment

	Year ended December 31, 2023					
	Compulsory motor	Motor property	Property and other lines of business	Other liabilities lines of business	Mortgage insurance	Total
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Premiums earned, gross	723	1,402	1,437	1,087	(1)	4,648
Reinsurance premiums	6	25	1,123	460	-	1,614
Premiums in retention	717	1,377	314	627	(1)	3,034
Change in outstanding unearned premiums, in retention	(16)	166	9	11	(4)	166
Premiums earned on retention	733	1,211	305	616	3	2,868
Profit from investments, net, and financing income	127	34	24	149	5	339
Income from commissions	5	5	232	61	-	303
Total income	865	1,250	561	826	8	3,510
Payments and changes in liabilities for insurance contracts and investment contracts, gross	808	980	518	911	(24)	3,193
Reinsurers' share of payments and change in liabilities for insurance contracts	72	37	427	413	-	949
Payments and changes in liabilities for insurance contracts and investment contracts in retention	736	943	91	498	(24)	2,244
Commissions, marketing expenses and other acquisition costs	160	291	300	191	-	942
General and administrative expenses	18	16	14	9	2	59
Other expenses	8	5	3	1	-	17
Financing expenses, net	9	2	1	10	-	22
Total expenses	931	1,257	409	709	(22)	3,284
Company's share of profits of equity accounted investees	(27)	(7)	(2)	(30)	-	(66)
Profit (loss) before taxes on income	(93)	(14)	150	87	30	160
Comprehensive income before income tax	45	12	4	55	3	119
Total comprehensive income (loss) before income tax	(48)	(2)	154	142	33	279
Liabilities for insurance contracts and deferred acquisition costs	3,425	973	1,148	5,155	133	10,834
Liabilities for insurance contracts and deferred acquisition costs	2,956	953	227	3,356	133	7,625

*Property and other lines of business include mainly results from property loss and comprehensive homeowners insurance branches, operations of which account for 78% of total premiums in these branches

**Other liability branches include mainly results from third-party insurance branches and professional liability, operations of which account for 69% of total premiums in these branches

Notes to the Consolidated Financial Statements

Note 4 - Operating segments (contd.)

B. Additional information about the non-life insurance segment (contd.)

	For the year ended December 31, 2022					
	Compulsory motor	Motor property	Property and other segments*	Other liability segments**	Mortgage insurance	Total
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Gross premiums	843	1,189	1,310	1,063	(2)	4,403
Reinsurance premiums	115	55	1,011	435	-	1,616
Premiums in retention	728	1,134	299	628	(2)	2,787
Change in outstanding unearned premiums, in retention	62	38	21	14	(5)	130
Earned premiums in retention	666	1,096	278	614	3	2,657
Profit from investments, net, and financing income	57 ***	13 ***	20 ***	67 ***	11	168
Income from commissions	7	6	205	63	-	281
Total income	730	1,115	503	744	14	3,106
Payments and changes in liabilities for insurance contracts, gross	673	1,140	587	592	(28)	2,964
Reinsurers' share of payments and change in liabilities for insurance contracts	108	71	486	250	-	915
Payments and changes in liabilities for insurance contracts and investment contracts, in retention	565	1,069	101	342	(28)	2,049
Commissions, marketing expenses and other acquisition costs	132	272	279	179	-	862
General and administrative expenses	19	18	16	8	1	62
Other expenses	5	3	2	-	-	10
Financing income, net	28	5	2	35	-	70
Total expenses (income)	749	1,367	400	564	(27)	3,053
Company's share of profits of equity accounted investees	6	1	-	7	1	15
Profit (loss) before income tax	(13)	(251)	103	187	42	68
Other comprehensive income before income tax	(19)	(4)	(1)	(23)	(14)	(61)
Total comprehensive income (loss) before income tax	(32)	(255)	102	164	28	7
Liabilities for insurance contracts, gross, as at December 31, 2022	3,450	878	1,115	5,147	162	10,752
Liabilities for insurance contracts, retention, as at December 31, 2022	2,905	836	216	3,497	162	7,616

* Property and other branches include mainly results from the property loss and comprehensive homeowners sectors whose activity accounts for 71% of the premiums in these sectors

** Other liabilities branches include mainly results from the third-party and professional liability sectors whose activity accounts for 71% of the premiums in these sectors

*** Restated due to initial presentation of the credit segment, see also Note 4(6)

Notes to the Consolidated Financial Statements

Note 4 - Operating segments (contd.)

B. Additional information about the non-life insurance segment (contd.)

	For the year ended December 31, 2021					
	<u>Compulsory motor</u>	<u>Motor property</u>	<u>Property and other segments*</u>	<u>Other liability segments**</u>	<u>Mortgage insurance</u>	<u>Total</u>
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Gross premiums	620	953	1,119	1,001	(3)	3,690
Reinsurance premiums	19	19	881	412	-	1,331
Premiums in retention	601	934	238	589	(3)	2,359
Change in outstanding unearned premiums, in retention	32	11	8	17	(8)	60
Earned premiums in retention	569	923	230	572	5	2,299
Profit from investments, net, and financing income	185 ***	33***	27 ***	239***	16	500
Income from commissions	1	5	182	55	-	243
Total income	755	961	439	866	21	3,042
Payments and changes in liabilities for insurance contracts, gross	796	806	441	1,205	(32)	3,216
Reinsurers' share of payments and change in liabilities for insurance contracts	22	19	370	481	-	892
Payments and changes in liabilities for insurance contracts and investment contracts, in retention	774	787	71	724	(32)	2,324
Commissions, marketing expenses and other acquisition costs	108	236	245	161	-	750
General and administrative expenses	10	11	9	6	3	39
Financing income, net	(4)	(1)	-	(6)	-	(11)
Total expenses (income)	888	1,033	325	885	(29)	3,102
Company's share of the losses of equity accounted investees	15	3	1	21	-	40
Profit (loss) before income tax	(118)	(69)	115	2	50	(20)
Other comprehensive income, before income tax	42	7	3	57	3	112
Total comprehensive income before income tax	(76)	(62)	118	59	53	92
Liabilities for insurance contracts, gross, as at December 31, 2021	3,499	760	1,028	5,507	197	10,991
Liabilities for insurance contracts, retention, as at December 31, 2021	2,952	706	188	3,426	197	7,469

* Property and other branches consist principally of the results of property loss insurance and comprehensive homeowners' insurance, whose activity accounts for 78% of total premiums earned from these branches

** Other liabilities branches consists principally of the results of third party insurance and professional liability insurance; whose activity accounts for 73% of total premiums from these branches

*** Restated due to initial presentation of the credit segment, see also Note 4(6)

Notes to the Consolidated Financial Statement

Note 4 - Operating segments (contd.)

C. Additional information about the life assurance and long-term savings segment

	For the year ended December 31, 2023				For the year ended December 31, 2022			
	Provident	Pension	Life assurance	Total	Provident	Pension	Life assurance	Total
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Premiums earned, gross	-	-	6,286	6,286	-	-	6,504	6,504
Premiums earned by reinsurers	-	-	283	283	-	-	213	213
Premiums in retention	-	-	6,003	6,003	-	-	6,291	6,291
Profit (loss) from investments, net, and financing income	3	7	5,919	5,929	2	4	(4,711)	(4,705)
Income from management fees	308	463	502	1,273	283	430	513	1,226
Income from commissions	-	-	60	60	-	-	56	56
Other income	-	-	29	29	-	-	29	29
Total income	311	470	12,513	13,294	285	434	2,178	2,897
Payments and changes in liabilities for insurance contracts and investment contracts, gross	3	17	11,107	11,127	3	17	1,382	1,402
Reinsurers' share of payments and change in liabilities for insurance contracts	-	-	196	196	-	-	136	136
Payments and changes in liabilities for insurance contracts and investment contracts in retention	3	17	10,911	10,931	3	17	1,246	1,266
Commissions, marketing expenses and other acquisition costs	140	166	958	1,264	114	147	903	1,164
General and administrative expenses	121	193	446	760	110	186	414	710
Other expenses	5	14	-	19	6	15	-	21
Financing expenses, net	3	9	14	26	-	-	23	23
Total expenses	272	399	12,329	13,000	233	365	2,586	3,184
Company's share of losses of equity accounted investees	-	-	(28)	(28)	-	-	(5)	(5)
Profit (loss) before income tax	39	71	156	266	52	69	(413)	(292)
Other comprehensive income (loss) before income tax	1	2	(32)	(29)	(6)	(12)	(380)	(398)
Total comprehensive income (loss) before income tax	40	73	124	237	46	57	(793)	(690)

Notes to the Consolidated Financial Statement

Note 4 - Operating segments (contd.)

C. Additional information about the life assurance and long-term savings segment (contd.)

	For the year ended December 31, 2021			
	Provident	Pension	Life assurance	Total
	NIS million	NIS million	NIS million	NIS million
Premiums earned, gross	-	-	5,887	5,887
Premiums earned by reinsurers	-	-	187	187
Premiums earned in retention	-	-	5,700	5,700
Profit from investments, net, and financing income	1	3	9,607	9,611
Income from management fees	260	372	916	1,548
Income from commissions	-	-	39	39
Other income	-	-	10	10
Total income	261	375	16,272	16,908
Payments and changes in liabilities for insurance contracts and investment contracts, gross	2	14	14,533	14,549
Reinsurers' share of payments and change in liabilities for insurance contracts	-	-	123	123
Payments and changes in liabilities for insurance contracts and investment contracts in retention	2	14	14,410	14,426
Commissions, marketing expenses and other acquisition costs	102	128	805	1,035
General and administrative expenses	87	139	382	608
Other expenses	2	4	-	6
Financing expenses, net	-	1	15	16
Total expenses	193	286	15,612	16,091
Company's share of profits of equity accounted investees	-	-	20	20
Profit before income tax	68	89	680	837
Other comprehensive income (loss) before income tax	-	2	70	72
Total comprehensive income before income tax	68	91	750	909

Notes to the Consolidated Financial Statement

Note 5 - Intangible assets

A. Composition and movement

	Goodwill	Differences in origin attributed to the value of insurance portfolios	Future management fees	Brand	Computer software*	Customer relations	Other	Total
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Cost								
Balance as at January 1, 2023	1,308	337	551	29	2,629	98	42	4,994
Additions	-	-	-	-	359	-	-	359
Adjustments attributable to translation of financial statements in foreign currency	-	-	-	-	(1)	-	-	(1)
Acquisition within a business combination	45	-	-	-	-	5	-	50
Balance as at December 31, 2023	1,353	337	551	29	2,987	103	42	5,402
Amortizations and impairment losses								
Balance as at January 1, 2023	289	335	383	13	1,593	10	25	2,648
Current amortizations during the year	-	-	19	-	259	23	2	303
Adjustments attributable to translation of financial statements in foreign currency	-	-	-	-	(1)	-	-	(1)
Balance as at December 31, 2023	289	335	402	13	1,851	33	27	2,950
Carrying amount, net, as at December 31, 2023	1,064	2	149	16	1,136	70	15	2,452

* Additions for computer software in 2023 include additions for independently developed software in the amount of NIS 342 million

Notes to the Consolidated Financial Statement

Note 5 - Intangible assets

A. Composition and movement (contd.)

	<u>Goodwill</u>	<u>Differences in origin attributed to the value of insurance portfolios</u>	<u>Future management fees</u>	<u>Brand</u>	<u>Computer software*</u>	<u>Customer relations</u>	<u>Other</u>	<u>Total</u>
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Cost								
Balance as at January 1, 2022	1,300	337	551	29	2,292	69	42	4,620
Additions	-	-	-	-	337	-	-	337
Acquisition within a business combination	8**	-	-	-	-	29 **	- **	37
Balance as at December 31, 2022	<u>1,308</u>	<u>337</u>	<u>551</u>	<u>29</u>	<u>2,629</u>	<u>98</u>	<u>42</u>	<u>4,994</u>
Amortizations and impairment losses								
Balance as at January 1, 2022	289	335	360	13	1,356	-	23	2,376
Current amortizations during the year	-	-	23	-	237	10	2	272
Balance as at December 31, 2022	<u>289</u>	<u>335</u>	<u>383</u>	<u>13</u>	<u>1,593</u>	<u>10</u>	<u>25</u>	<u>2,648</u>
Carrying amount, net, as at December 31, 2022	<u>1,019</u>	<u>2</u>	<u>168</u>	<u>16</u>	<u>1,036</u>	<u>88</u>	<u>17</u>	<u>2,346</u>

* Additions for computer software in 2022 include additions for independently developed software in the amount of NIS 325 million

** In the Company's financial statements as at December 31, 2022, the "Other" column includes an amount of NIS 17 million for a business combination in 2022, which is measured in provisional amounts. In 2023, on completion of the allocation of the excess acquisition cost for the business combination by an external appraiser, the amount of NIS 6 million and NIS 11 million was adjusted retrospectively to goodwill and customer relations, respectively

Notes to the Consolidated Financial Statements**Note 5 - Intangible assets (contd.)****B. Amortization of intangible assets**

The total annual amortization is included within other expenses.

Information about amortizations of intangible assets other than computer software – based on cash generating units to which the assets are allocated:

	For the year ended December 31		
	2023	2022	2021
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Cash-generating unit:			
Provident activity	5	6	2
Pension activity	14	15	5
Harel Finance	2	3	4
Non-life insurance activity	16	10	-
Other	7	1	-
	<u>44</u>	<u>35</u>	<u>11</u>

On the amortization of intangible assets, see Note 3G.

C. Impairment testing of goodwill impairment and intangible assets with indefinite useful lives

Following is the carrying amount of goodwill, future management fees and brand allocated to each of the cash-generating units below and for which impairment was tested:

	Future management fees and brand		Goodwill	
	2023	2022	2023	2022
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Cash-generating unit:				
Provident activity (1)	35	40	366	366
Pension activity (2)	113	127	145	145
Mutual fund activity (3)	-	-	421	421
Mortgage insurance business activity (4)	-	-	20	20
Non-life insurance activity	-	-	56	-
	<u>148</u>	<u>167</u>	<u>1,008</u>	<u>1,008</u>

1. Provident activity

The recoverable amount of the provident activity was based on its useful value and determined by discounting the future cash flows from management fees net of management costs, with the help of an independent valuer. The key assumptions applied in calculating the recoverable amount are: a discounting rate after tax of 10% (similar to 2022), and a long-term growth rate of 1.75% (similar to 2022)..

2. Pension activity

The recoverable amount of the pension activity was based on its useful value and determined by discounting the future cash flows from management fees net of refunds and management costs, with the help of an independent valuer. The key assumptions applied in calculating the recoverable amount are: a discounting rate after tax of 10% (similar to 2022), cancellations based on the Company's experience and assessment of management fees and frozen accounts, taking into account the circular on consolidation of accounts.

Notes to the Consolidated Financial Statements

Note 5 - Intangible assets (contd.)**C. Impairment testing of goodwill and intangible assets with indefinite useful lives (contd.)**

3. Mutual fund activity

The recoverable amount of the mutual fund activity was based on its useful value and was determined by discounting the projected future cash flows from this cash generating unit, with the help of an independent valuer. The key assumptions applied in calculating the recoverable amount are: a discounting rate after tax of 10.1% (10% in 2022), and a long-term growth rate of 2% (similar to 2022).

4. Mortgage insurance business activity

The recoverable amount of the mortgage insurance activity was based on its useful value and was determined by discounting the future cash flows of the insurance activity in the existing portfolio only, with the help of an independent valuer. The key assumptions applied in calculating the recoverable amount are: a discounting rate in the existing portfolio which is the risk-free interest rate curve linked to the CPI, plus an illiquidity premium; the settlement rate; a future claims estimate; rate of expenses and future yield.

5. Non-life insurance activity

The recoverable amount of the non-life insurance activity was based on its useful value and was determined by discounting the projected future cash flows net of tax from this cash generating unit, with the help of an external valuer. The key assumptions applied in calculating the recoverable amount are: a nominal discounting rate of 11.5% (similar to 2022), and a nominal growth rate of 2% per annum (similar to 2022).

Notes to the Consolidated Financial Statements**Note 6 - Deferred acquisition costs****A. Composition**

	As at December 31	
	2023	2022
	NIS million	NIS million
Life assurance and long-term savings	1,878	1,674
Health insurance	799	839
Non-life insurance	368	326
Insurance companies abroad	70	78
Adjustments for inter-segment transactions	(1)	(1)
	3,114	2,916

B. Movement in deferred acquisition costs in life assurance and long-term savings and in health insurance

	Life assurance and long-term savings			Health insurance	Total
	Life assurance	Pension & provident	Total		
	NIS million				
Balance as at January 1, 2022	1,170	314	1,484	871	2,355
Additions:					
Purchase commissions	240	152	392	112	504
Other acquisition costs	170	-	170	177	347
Total additions	410	152	562	289	851
Current amortization	(137)	(50)	(187)	(241)	(428)
Write down for cancellations	(185)	-	(185)	(80)	(265)
Balance as at December 31, 2022	1,258	416	1,674	839	2,513
Additions:					
Purchase commissions	232	191	423	139	562
Other acquisition costs	196	-	196	158	354
Total additions	428	191	619	297	916
Current amortization	(141)	(62)	(203)	(255)	(458)
Write down for cancellations	(212)	-	(212)	(82)	(294)
Balance as at December 31, 2023	1,333	545	1,878	799	2,677

Notes to the Consolidated Financial Statements

Note 7 - Fixed assets**A. Determination of fair value**

Owner-occupied real estate is presented on the basis of the fair value defined in the valuation prepared by independent, external appraisers who have recognized professional qualifications and considerable experience in dealing with the location and type of real estate that was valued. External revaluations are performed regularly to ensure that the balance in the financial statements does not differ significantly from the value that would have been determined according to the fair value method on the report date.

The fair value is classified to Level 3 in the fair value hierarchy. The fair value is determined using a combination of several revaluation methodologies, including the comparative approach and capitalization of appropriate rent from similar assets. The appropriate amounts received from similar assets were discounted at rates ranging from 6.7%-7%, based on the risk level that corresponds with the asset.

The valuation for investment property under construction is based on estimating the fair value of the owner-occupied property after completion of its construction, less the present value of the estimated construction costs expected for its completion and less a reasonable entrepreneurial profit when relevant, taking into account a discount rate adjusted to the property's relevant risks and characteristics.

During the Reporting Period, Harel Insurance revalued owner occupied property in the amount of NIS 54 million before tax and NIS 38 million after tax (in 2022 - NIS 21 million before tax and NIS 18 million after tax). In accordance with the Company's significant accounting policies described in Note 3, the change in fair value was recorded in equity under the item "revaluation reserve" and was recognized in other comprehensive income in the period.

Notes to the Consolidated Financial Statements

Note 7 - Fixed assets (contd.)

B. Movements in fixed assets

	Land and office buildings*	Computers and software	Vehicles	Furniture and equipment	Leasehold improvements	Total
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Cost						
Balance as at January 1, 2023	1,256	572	64	169	166	2,227
Additions during the year	14	49	10	4	4	81
Additions to right-of-use assets	12	-	32	-	-	44
Adjustments attributed to the translation of financial statements for foreign activity	(1)	-	(2)	-	-	(3)
Revaluation	19	-	-	-	-	19
Deductions during the year	-	(2)	(4)	-	-	(6)
De-recognition of the cost of right-of-use assets	-	-	(25)	-	-	(25)
Acquisition within a business combination	1	-	-	-	-	1
Balance as at December 31, 2023	1,301	619	75	173	170	2,338
Accrued depreciation						
Balance as at January 1, 2023	52	537	32	136	125	882
Additions during the year	36	38	2	7	4	87
Depreciation for right-of-use assets	13	-	25	-	-	38
Revaluation	(34)	-	-	-	-	(34)
Deductions during the year	-	(1)	(2)	-	-	(3)
De-recognition of the depreciation of right-of-use assets	-	-	(23)	-	-	(23)
Balance as at December 31, 2023	67	574	34	143	129	947
Outstanding amortized cost of right-of-use assets as at December 31, 2023	51	-	25	-	-	76
Outstanding amortized cost as at December 31, 2023	1,234	45	41	30	41	1,391

*The lands are fully owned by the Group. Some of the ownership rights have not yet been registered in the name of the Company or its subsidiaries, mostly due to registration procedures or technical problems

Notes to the Consolidated Financial Statements

Note 7 - Fixed assets (contd.)

B. Movements in fixed assets (contd.)

	Land and office buildings*	Computers and software	Vehicles	Furniture and equipment	Leasehold improvements	Total
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Cost						
Balance as at January 1, 2022	1,269	551	67	167	160	2,214
Additions during the year	1	20	7	2	5	35
Additions to right-of-use assets	4	-	20	-	-	24
Adjustments attributed to the translation of financial statements for foreign activity	-	-	(1)	-	-	(1)
Revaluation	(6)	-	-	-	-	(6)
Deductions during the year	-	-	(2)	-	-	(2)
De-recognition of the cost of right-of-use assets	(12)	-	(27)	-	-	(39)
Acquisition within a business combination	-	1	-	-	1	2
Balance as at December 31, 2022	<u>1,256</u>	<u>572</u>	<u>64</u>	<u>169</u>	<u>166</u>	<u>2,227</u>
Accrued depreciation						
Balance as at January 1, 2022	49	500	34	129	122	834
Additions during the year	34	36	1	7	3	81
Depreciation for right-of-use assets	9	-	23	-	-	32
Revaluation	(27)	-	-	-	-	(27)
Deductions during the year	-	-	(1)	-	-	(1)
De-recognition of the depreciation of right-of-use assets	(13)	-	(25)	-	-	(38)
Acquisition within a business combination	-	1	-	-	-	1
Balance as at December 31, 2022	<u>52</u>	<u>537</u>	<u>32</u>	<u>136</u>	<u>125</u>	<u>882</u>
Outstanding amortized cost of right-of-use assets as at December 31, 2022	<u>51</u>	<u>-</u>	<u>20</u>	<u>-</u>	<u>-</u>	<u>71</u>
Outstanding amortized cost as at December 31, 2022	<u>1,204</u>	<u>35</u>	<u>32</u>	<u>33</u>	<u>41</u>	<u>1,345</u>

*The lands are fully owned by the Group. Some of the ownership rights have not yet been registered in the name of the Company or its subsidiaries, mostly due to registration procedures or technical problems

Notes to the Consolidated Financial Statements**Note 8 - Investments in investees****A. Composition of investments in equity accounted associates and joint ventures**

	Associates	
	As at December 31,	
	2023	2022
	NIS million	NIS million
Cost of shares	836	754
Company's share in profits accrued from date of purchase, net	341	470
Company's share in capital reserves accrued from date of purchase, net	(12)	(46)
	1,165	1,178
Long term loans and debit balances *	351	378
	1,516	1,556

* Regarding the terms of linkage and interest of loans to investees, see Note 13

The Group has additional interests in these entities in the context of the profit-sharing portfolio, which are included under financial investments for yield-dependent contracts. The investment in respect of these additional rights, amounted to NIS 1,550 million and NIS 2,026 million at December 31, 2023 and 2022, respectively. The Company's income (expenses) from these investments amounted to NIS (309) million, NIS 218 million, and NIS 163 million for the years ended December 31, 2023, 2022, and 2021, respectively. The Company has an additional investment of NIS 2,107 and NIS 2,434 million at December 31, 2023 and 2022, respectively, which is held by the Company's pension and provident funds and is not included in the Company's financial statements.

B. Composition of investments in equity accounted associates and joint ventures, by geographical segmentation and key categories of investment**1. Segmentation by key investment categories:**

	As at December 31	
	2023	2022
Real estate	81%	81%
Insurance	11%	10%
Other sectors	8%	9%
Total	100%	100%

Real estate:

	As at December 31	
	2023	2022
Office property	67%	70%
Residential property	18%	17%
Commercial property	15%	13%
Total	100%	100%

Notes to the Consolidated Financial Statements**Note 8 - Investments in investees (contd.)****B. Composition of investments in equity accounted associates and joint ventures, by geographical segmentation and key categories of investment (contd.)**2. Segmentation by geographical location:

	As at December 31					
	2023		2022		2021	
	Profit (loss)		Profit (loss)		Profit	
	Percent	NIS million	Percent	NIS million	Percent	NIS million
North America	44	(157)	50	(19)	50	66
Western Europe	24	(4)	22	30	25	46
Israel	32	53	28	67	25	68
Total	100	(108)	100	78	100	180

3. The tax rate applicable to the profit for investees is similar to the statutory tax rate in Israel.

C. Condensed information from the financial statements about equity accounted associates each of which is insignificant on its own, adjusted to the holding rates therein at the report date

	As at December 31		
	2023	2022	2021
	NIS million	NIS million	NIS million
Assets*	3,073	3,048	2,589
Liabilities	1,557	1,492	1,204
Carrying amount of the investment	1,516	1,556	1,385

	For the year ended December 31		
	2023	2022	2021
	NIS million	NIS million	NIS million
Group's share of net profit (loss) from ongoing activity	(108)	78	180
Group's share of other comprehensive income (loss)	45	128	(56)
Group's share of total comprehensive income (loss)	(63)	206	124
Group's share of revenues of associates	252	232	203

* Including the balance of retained costs and goodwill

Notes to the Consolidated Financial Statements**Note 8 - Investments in investees (contd.)****E. Additional information about investees**

List of significant consolidated subsidiaries:

	Primary location of the Company's activity	Group's ownership rights in the subsidiary	Loans and capital notes provided by the Company to consolidated companies (NIS million)	Scope of the investment in a consolidated company NIS million
2023				
Harel Insurance Company Ltd.	Israel	100%	390	4,436
Harel Finance Holdings Ltd.	Israel	100%	202	589
Harel Pension and Provident Ltd	Israel	100%	-	919
Interasco A.E.G.A	Greece	94%	-	42
Turk Nippon Sigorta Anonim Sirketi	Turkey	100%	-	35
EMI Ezer Mortgage Insurance Co. Ltd.	Israel	100%	-	233
2022				
Harel Insurance Company Ltd.	Israel	100%	377	4,607
Harel Finance Holdings Ltd.	Israel	100%	205	561
Harel Pension and Provident Ltd	Israel	100%	191	1,063
Interasco A.E.G.A	Greece	94%	-	41
Turk Nippon Sigorta Anonim Sirketi	Turkey	100%	-	15
EMI Ezer Mortgage Insurance Co. Ltd.	Israel	100%	-	250

Notes to the Consolidated Financial Statements

Note 8 - Investments in investees (contd.)**F. Capital requirements for consolidated companies****1. Solvency II based economic solvency regime**

An economic solvency regime based on Solvency II applies to Harel Insurance, and this pursuant to the implementation provisions published in June 2017 and revised in October 2020 (“Provisions of the Economic Solvency Regime”).

Economic solvency ratio:

The economic solvency ratio is calculated as the ratio between the recognized economic equity of Harel Insurance and the solvency capital requirement (SCR).

The recognized economic equity is defined as the sum of the equity arising from the economic balance and debt instruments which include loss-absorbing mechanisms (additional tier-1 capital, tier-2 capital instruments, subordinated tier-2 capital, hybrid tier-2 and tier-3 capital).

The economic balance items are calculated according to economic value, where the insurance liabilities are calculated on the basis of a best estimate of all the anticipated future flows from current business, excluding margins for conservatism and plus a risk margin.

The purpose of the solvency capital requirement (SCR) is to estimate the exposure of the economic shareholders equity to a series of scenarios set out in the economic solvency regime provisions which reflect insurance risks, market and credit risks as well as operational risks.

Among other things, the economic solvency regime includes transitional provisions associated with compliance with the capital requirements, which allow the economic capital to be increased by deducting from the insurance reserves the amount calculated in accordance with the provisions of the economic solvency regime (“the Deduction”). The Deduction will gradually decrease until 2032 (“the Transitional Period”), in addition to a reduced capital requirement, which will gradually increase until 2023, for certain categories of investment, with a different maximum recognition limitation for tier-2 capital.

According to the consolidated circular, the economic solvency ratio report for data as at December 31 and June 30 each year will be included in the periodic report subsequent to the period of the calculation.

On November 27, 2023, Harel Insurance published a report on the economic solvency ratio (“the Solvency Report”) in respect of data June 30, 2023, on its website: <https://www.harel-group.co.il/about/harel-group/harel/investor-relations/Pages/repayment-ability.aspx>.

According to the report, Harel Insurance has a capital surplus even without taking the transitional provisions into account.

The calculation prepared by Harel Insurance for data at June 30, 2023, was reviewed in accordance with ISAE 3000 (Revised) - Assurance Engagements Other than Audits or Reviews of Historical Information. This standard is relevant for a review of the Solvency Report of Harel Insurance and it is not part of the auditing standards applicable to financial reports. A special report prepared by the external auditors emphasized that the forecasts and assumptions are based, in principle, on past experience, as it emerges from actuarial studies conducted from time to time. In view of the reforms in the Capital Market, Insurance and Savings, and changes in the economic environment, past data do not necessarily reflect future performance. In some cases, the information is based on assumptions about future events, management activity, and the future development of the risk margin, which will not necessarily materialize or that may materialize differently from the assumptions that formed the basis for the information. Moreover, actual performance could differ significantly from the information, given that the combination of scenarios of events could materialize in a significantly different manner from the assumptions in the information.

Notes to the Consolidated Financial Statements

Note 8 - Investments in investees (contd.)**F. Capital requirements for consolidated companies (contd.)****1. Solvency II based economic solvency regime (contd.)**

The special auditors' report noted that based on the procedures that were performed, nothing had been brought to their attention that might cause them to believe that the solvency ratio calculations and method of presentation of the Solvency Report of Harel Insurance as at June 30, 2023, were not prepared in accordance with the Commissioner's instructions from all material aspects. Furthermore, attention is drawn to the information in the Solvency Report concerning the uncertainty arising from regulatory changes and exposure to contingencies, the effect of which on the solvency ratio cannot be estimated.

Notably, the model in its current format is extremely sensitive to changes in market and other variables, such as changes in the interest rate, changes in investment profits, revised actuarial assumptions and changes relating to the activity of Harel Insurance and also concerning the uncertainty inherent in the actuarial and financial assumptions and forecasts used in the preparation of the report.

Material changes after the date of the calculation:

Subsequent to the calculation date, there was a significant rise in the risk-free linked shekel interest curve on the background of the macroeconomic situation, global interest trends, and the Swords of Iron War, in manner that is expected to materially increase the Company's capital surplus and economic solvency ratio. Due to the nature of its activity, the Company is exposed to falling prices in the financial markets, a slowdown of activity in the economy, and other risks arising from the War.

2. Own Risk and Solvency Assessment (ORSA) for insurance companies

On January 5, 2022, the Commissioner published an amendment to the provisions of the Consolidated Circular on reporting to the Commissioner of the Capital Market - Own Risk and Solvency Assessment (ORSA) of insurance companies ("the Amendment"). The Amendment stipulates that insurance companies shall report their Own Risk and Solvency Assessment (ORSA) to the Commissioner once a year, in January. According to the Amendment, the Company will provide a report to the Commissioner that will include a summary of the results, business position and interrelationships, exposure to risk, assessment of solvency and capital requirements, forward-looking assessments and sensitivity analyses and scenarios. The Circular will be implemented gradually, commencing January 1, 2023.

In the wake of the Swords of Iron War, on October 23, 2023, a circular for financial institutions was published on "Emergency Instructions of the Commissioner of the Capital Market, Insurance and Saving - October 2023" ("Commissioner's Emergency Instructions"), extending the date for submission of the ORSA report by 60 days to March 31, 2024, and postponing the initial date for reporting the forward-looking assessment and assessment of scenarios and sensitivity analyses required as part of ORSA, from the nearest reporting date to the following reporting date in January 2025. For additional information, see Note 1B above.

Harel Insurance submitted the required report to the Commissioner in March 2024.

Notes to the Consolidated Financial Statements**Note 8 - Investments in investees (contd.)**

F. Capital requirements for consolidated companies (contd.)

3. Capital management policy of Harel Insurance

It is Harel Insurance's policy to hold a robust capital base to guarantee its solvency and its ability to meet its commitments towards its insureds, to ensure that Harel Insurance is capable of continuing its business activity and so that it can provide a return for its shareholders. Harel Insurance is subject to the capital requirements and defined regulations with respect to the distribution of dividends.

On May 29, 2023, the Board of Directors of Harel Insurance approved a revised capital management plan and at this stage, threshold conditions were determined for a dividend distribution, which include a minimum economic solvency ratio, taking the transitional provisions into account, at a rate of 135% and a minimum solvency ratio without taking the transitional provisions into account, at a rate of 110%.

For information about a dividend distribution policy for the Company that was approved by the boards of directors of the Company and Harel Insurance on February 28, 2021, see Note 15D.

4. Consolidated subsidiaries that manage mutual funds and investment portfolios are obligated to hold minimum equity in accordance with the directives of the Israel Securities Authority. The companies work continuously to comply with this requirement. At December 31, 2023, the subsidiaries are in compliance with these requirements.
5. The pension and provident fund management companies consolidated by the Company are subject to minimum capital requirements in accordance with the Supervision of Financial Services (Provident Funds) (Minimum Equity Required of a Management Company of a Provident Fund or Pension Fund) Regulations, 2012. As at December 31, 2023, the management companies consolidated are in compliance with these requirements.

Notes to the Consolidated Financial Statements

Note 9 - Investment property (including investment property for yield-dependent contracts)**A. Composition and movement**

	Investment property			
	For yield-dependent contracts		Other	
	2023	2022	2023	2022
	NIS million	NIS million	NIS million	NIS million
Balance as at January 1	2,060	1,963	2,408	2,269
Additions during the year				
Purchases and additions to existing assets	9	14	22	21
Acquisition within a business combination	-	-	-	-
Total additions	9	14	22	21
Deductions during the year				
Disposals	179	-	-	5
Total deductions	179	-	-	5
Adjustment to fair value	8	83	118	123
Balance as at December 31	1,898	2,060	2,548	2,408

B. Determination of fair value

Investment property is presented at fair value, as determined in an appraisal prepared by independent appraisers who are professionally recognized and who have considerable experience with respect to the location and type of real estate being appraised. External appraisals are performed every year, on different dates for various assets in the investment property portfolio. An internal review is conducted for other reporting periods with the purpose of ensuring that no significant change has taken place in the value of the asset, based on the parameters that were used for preparing the appraisal.

The estimates are classified to fair value Level 3 hierarchy.

Valuation of the property is based on net annual cash flows discounted at a rate reflecting the specific risks inherent in them. When actual rent agreements include rent payments that are different from market rent, adjustments are made to reflect the actual rent payments in the period of the contract.

The valuations take into account the type of tenants that actually occupy the leasehold or are responsible for fulfilling the rental obligations or may occupy the leasehold when available property is rented out, including a general assessment of their creditworthiness; distribution of the responsibility for the property's maintenance and insurance between the Group and the tenant; and the remaining economic life of the property, in those locations where such parameters are relevant.

The fair value is determined using several revaluation methodologies, including the comparative approach, similar assets and discounting of the future cash flow arising from the asset. The value of most of the assets is determined according to the estimated cash flows and which take into account their inherent risk, and they are mostly discounted at rates of between 5.7%-7.75% for real estate abroad and 5.25%-7.75% for real estate in Israel, depending on the appropriate level of risk in the asset.

Property under construction is valued by estimating the fair value of the completed investment property and then deducting from that amount the present value of the estimated costs to complete construction and a reasonable profit margin, when relevant, while taking into consideration a yield adjusted for the relevant risks and characteristics of the investment property.

Investment property consists mainly of office buildings and commercial property.

Notes to the Consolidated Financial Statements**Note 9 - Investment property (including investment property for yield-dependent contracts) (contd.)****C. Changes in investment property measured at level 3**

December 31, 2023								
	For yield-dependent contracts				For non yield-dependent contracts			
	Commercial property	Real estate offices	Property under construction	Total	Commercial property	Real estate offices	Property under construction	Total
	NIS million				NIS million			
Balance as at January 1, 2023	1,136	921	3	2,060	1,042	1,363	3	2,408
Purchases	5	-	4	9	8	11	3	22
Disposals	-	(179)	-	(179)	-	-	-	-
Other changes	-	-	-	-	-	-	-	-
Total profits (losses) that were recognized in profit or loss:*								
Changes in fair value	(2)	12	(2)	8	8	112	(2)	118
Balance as at December 31, 2023	<u>1,139</u>	<u>754</u>	<u>5</u>	<u>1,898</u>	<u>1,058</u>	<u>1,486</u>	<u>4</u>	<u>2,548</u>

December 31, 2022								
	For yield-dependent contracts				For non yield-dependent contracts			
	Commercial property	Real estate offices	Property under construction	Total	Commercial property	Real estate offices	Property under construction	Total
	NIS million				NIS million			
Balance as at January 1, 2022	1,041	909	13	1,963	958	1,301	10	2,269
Purchases	7	3	4	14	10	8	3	21
Disposals	-	-	-	-	-	(5)	-	(5)
Other changes	10	-	(10)	-	7	-	(7)	-
Total profits (losses) that were recognized in profit or loss:*								
Changes in fair value	78	9	(4)	83	67	59	(3)	123
Balance as at December 31, 2022	<u>1,136</u>	<u>921</u>	<u>3</u>	<u>2,060</u>	<u>1,042</u>	<u>1,363</u>	<u>3</u>	<u>2,408</u>

* Under net profit from investments and financing income

D. See Note 39 on commitments associated with the leasing of investment property.

Notes to the Consolidated Financial Statements**Note 9 - Investment property (including investment property for yield-dependent contracts) (contd.)****E. Information about rights in land that the Group uses as investment property**

Some of the owner-occupied or leased land in Israel, has not yet been recorded in the name of the Company or the various companies or subsidiaries at the Land Registry, mostly because of registration procedures or technical problems.

Information about investment property that the Group leases from the Israel Land Authority and other entities:

	Carrying amount as at December 31*		Capitalized lease up to	Option for an additional lease period	Leasing entity
	2023	2022			
	NIS million	NIS million			
HaMered Street, Tel Aviv	22	21	2032	None	ILA
Hatikvah Street, Beersheva	310	309	2050	The Group has an option for an additional lease period of 49 years from end of lease period	ILA
Haim Bar Lev Road, Neve Savyon	71	69	2041	None	ILA
Shoham shopping center	106	103	2042	None	ILA
Am Ve'Olam Street, Jerusalem	15	15	2039	None	ILA
Yigal Alon Road, Tel Aviv	483	449	2060 2059	None	ILA
Corner of Weizmann and HaSadna Streets and corner of HaManofim Road, Kfar Saba	154	152	2058	The Group has an option for an additional lease period of 49 years from end of lease period	ILA
Giborei Yisrael Avenue, Netanya	230	233	2037	None	ILA
Tuval Road, Ramat Gan	27	27		Perpetual lease	Various lessors
Corner Galgalei HaPlada and Yahalom Binyamin Streets, Kfar Saba	30	27	2067	None	ILA
Zalman Shazar Street, Netanya,	715	715	2064	The Group has an option for an additional lease period of 49 years from end of lease period	ILA
Total	2,163	2,120			

* Including the building

Notes to the Consolidated Financial Statements**Note 10 - Trade and other receivables****A. Composition**

	As at December 31	
	2023	2022
	NIS million	NIS million
Related parties	12	11
Receivables in connection with the purchase of real estate	11	4
Government authorities and institutions	3	17
Receivable income (see also Note 3C2m)	226	210
Lease fees and prepaid expenses	163	160
Advances to service providers	24	19
Advances on account of commissions to insurance agents	87	107
Loans provided to externals	22	19
	548	547
Insurance companies and brokers:		
Deposits	1	1
Other accounts	577	650
Total insurance companies and brokers	578	651
Receivable income from management fees	9	5
Excess (deductible)	8	4
Subrogation and residuals	24	23
Deposits for payment of claims	16	16
Receivables for securities*	435	1,678
Policyholders	20	18
Deposits in a sick pay fund	56	52
Other	110	141
	678	1,937
Net of provision for doubtful debts	(11)	(2)
Total trade and other receivables	1,793	3,133

* Consists mainly of sureties for financial derivatives

B. Changes in the provision for doubtful debts

	2023	2022
	NIS million	NIS million
Balance as at January 1	2	2
Change in provision in period	9	-
Balance as at December 31	11	2

Notes to the Consolidated Financial Statements**Note 11 – Premiums due****A. Composition**

	As at December 31	
	2023	2022
	NIS million	NIS million
Premiums due *	1,716	1,547
Net of provision for doubtful debts	(17)	(15)
Total premiums due	1,699	1,532
* including checks due and standing orders	556	549

B. Ageing

	As at December 31	
	2023	2022
	NIS million	NIS million
Premiums due whose value was not impaired		
Excluding arrears	1,440	1,219
In arrears :*		
less than 90 days	90	155
90-180 days	78	87
more than 180 days	56	33
Total premiums due whose value was not impaired	1,664	1,494
Premiums due whose value was impaired	35	38
Total premiums due	1,699	1,532

* Consists mainly of debts in arrears in the life assurance segment. These debts are mostly backed by the redemption value of the policies. For the linkage conditions of premiums due, see Note 36

C. Changes in the provision for doubtful debts in respect of premiums due

	NIS million
Balance as at January 1, 2021	19
Change in provision in period	<u>1</u>
Balance as at December 31, 2021	20
Change in provision in period	<u>(5)</u>
Balance as at December 31, 2022	15
Change in provision in period	<u>2</u>
Balance as at December 31, 2023	<u><u>17</u></u>

Notes to the Consolidated Financial Statements**Note 12- Assets held for yield dependent contracts****A. Assets presented at fair value**

	As at December 31	
	2023	2022
	NIS million	NIS million
Investment property	1,898	2,060
Financial investments		
Marketable debt assets	23,014	19,962
Non-marketable debt assets (*)	11,332	14,475
Shares	12,069	13,283
Other financial investments	24,702	19,700
Total financial investments	71,117	67,420
Cash and cash equivalents	6,733	6,450
Other	860	1,918
Total assets for yield-dependent contracts **	80,608	77,848
Payables	560	184
Financial liabilities ***	232	1,113
Financial liabilities for yield-dependent contracts	792	1,297
(*) Of which assets measured at amortized cost	384	407
Fair value of debt assets measured at amortized cost	383	421

** Including assets in the amount of NIS 4,750 and NIS 4,615 million at December 31, 2023 and 2022, respectively, for a liability attributable to the group long-term care portfolio, in which most of the investment risks are not imposed on the insurer

*** Mainly derivatives and future contracts

On the exposure for assets held to cover yield-dependent liabilities, see Note 36.

On the interest rates used to determine the fair value of non-marketable financial assets, see Note 13.

Notes to the Consolidated Financial Statements**Note 12 - Assets held for yield dependent contracts (contd.)****B. Non-marketable debt assets measured at fair value hierarchy for disclosure purposes only**

	As at December 31, 2023		
	Level 2	Level 3	Total
	NIS million	NIS million	NIS million
Other debt assets accounted for as loans and receivables, other than bank deposits	352	25	377
Bank deposits	6	-	6
Total	358	25	383

	As at December 31, 2022		
	Level 2	Level 3	Total
	NIS million	NIS million	NIS million
Other debt assets accounted for as loans and receivables, other than bank deposits	411	4	415
Bank deposits	6	-	6
Total	417	4	421

C. Fair value hierarchy of financial assets

The table below analyses the assets held against insurance policies and investment contracts carried at fair value through profit or loss.

	As at December 31, 2023			
	Level 1	Level 2	Level 3	Total
	NIS million	NIS million	NIS million	NIS million
Marketable debt assets	20,366	2,648	-	23,014
Non-marketable debt assets	-	10,068	880	10,948
Shares	9,626	35	2,408	12,069
Other	13,759	299	10,644	24,702
Total	43,751	13,050	13,932	70,733

	As at December 31, 2022			
	Level 1	Level 2	Level 3	Total
	NIS million	NIS million	NIS million	NIS million
Marketable debt assets	17,678	2,284	-	19,962
Non-marketable debt assets	-	13,289	779	14,068
Shares	10,484	45	2,754	13,283
Other	10,107	30	9,563	19,700
Total	38,269	15,648	13,096	67,013

Notes to the Consolidated Financial Statements**Note 12 - Assets held for yield dependent contracts (contd.)****C. Level 3 assets measured at fair value**

Fair-value measurement on report date			
Financial assets at fair value through profit or loss			
Non-marketable			
debt assets	Shares	Other	Total
NIS	NIS	NIS	NIS
million	million	million	million
Balance as at January 1, 2023	779	2,754	9,563
Total profits (losses) that were recognized:			
In profit or loss	83	(292)	551
Interest and dividend receipts	(65)	(87)	(427)
Purchases	634	400	1,486
Sales	-	(367)	(514)
Redemptions	(551)	-	(15)
Balance as at December 31, 2023	880	2,408	10,644
(*) Total profits (losses) for period included in profit or loss for assets held for the year ended December 31, 2023	82	(297)	548

Fair-value measurement on report date			
Financial assets at fair value through profit or loss			
Non-marketable			
debt assets	Shares	Other	Total
NIS	NIS	NIS	NIS
million	million	million	million
Balance as at January 1, 2022	924	2,560	7,238
Total profits (losses) that were recognized:			
In profit or loss	95	277	1,351
Interest and dividend receipts	(39)	(92)	(346)
Purchases	1,144	552	2,112
Sales	-	(543)	(765)
Redemptions	(1,285)	-	(27)
Transfers from Level 3 *	(60)	-	-
Balance as at December 31, 2022	779	2,754	9,563
(*) Total profits (losses) for period included in profit or loss for assets held for the year as at December 31, 2022	55	254	1,379

* Mainly for securities whose rating changed

Notes to the Consolidated Financial Statements**Note 13 - Other financial investments****A. Composition**

	Revalued at fair value through profit or loss	Available-for- sale	Loans and receivables	Total
	NIS million	NIS million	NIS million	NIS million
Marketable debt assets	479	8,041	-	8,520
Non-marketable debt assets	5,853	-	18,020	23,873
Shares	200	1,931	-	2,131
Other	527	4,060	-	4,587
Total	7,059	14,032	18,020	39,111

	Revalued at fair value through profit or loss	Available-for- sale	Loans and receivables	Total
	NIS million	NIS million	NIS million	NIS million
Marketable debt assets	6	11,136	-	11,142
Non-marketable debt assets	4,631	-	15,368	19,999
Shares	93	1,721	-	1,814
Other	347	3,652	-	3,999
Total	5,077	16,509	15,368	36,954

B. Fair value hierarchy of financial assets

The table below analyses financial assets carried at fair value.

The balance in the financial statements for cash and cash equivalents, premiums due, trade and other payables and current tax assets, corresponds with or approximates their fair values.

As at December 31, 2023				
	Level 1	Level 2	Level 3	Total
	NIS million	NIS million	NIS million	NIS million
Marketable debt assets	8,050	470	-	8,520
Non-marketable debt assets	-	5,853	-	5,853
Shares	1,447	9	675	2,131
Other	394	336	3,857	4,587
Total	9,891	6,668	4,532	21,091

As at December 31, 2022				
	Level 1	Level 2	Level 3	Total
	NIS million	NIS million	NIS million	NIS million
Marketable debt assets	10,623	519	-	11,142
Non-marketable debt assets	-	4,631	-	4,631
Shares	1,232	5	577	1,814
Other	460	246	3,293	3,999
Total	12,315	5,401	3,870	21,586

Notes to the Consolidated Financial Statements**Note 13 - Other financial investments (contd.)****C. Level 3 assets measured at fair value**

	Fair-value measurement on report date		
	Financial assets at fair value through profit or loss and available-for-sale assets		
	Shares	Other	Total
	NIS million	NIS million	NIS million
Balance as at January 1, 2023	577	3,293	3,870
Total profits (losses) that were recognized:			
In profit or loss (*)	4	141	145
In other comprehensive income	5	46	51
Interest and dividend receipts	(8)	(146)	(154)
Purchases	115	652	767
Sales	(18)	(124)	(142)
Redemptions	-	(5)	(5)
Balance as at December 31, 2023	<u>675</u>	<u>3,857</u>	<u>4,532</u>
(*) Total profit (loss) for period included in profit or loss for assets held as at ended December 31, 2023	<u>4</u>	<u>143</u>	<u>147</u>
	Fair-value measurement on report date		
	Financial assets at fair value through profit or loss and available-for-sale assets		
	Shares	Other	Total
	NIS million	NIS million	NIS million
Balance as at January 1, 2022	411	2,416	2,827
Total profits (losses) that were recognized:			
In profit or loss (*)	(2)	116	114
In other comprehensive income	103	458	561
Interest and dividend receipts	-	(131)	(131)
Purchases	68	664	732
Sales	(3)	(222)	(225)
Redemptions	-	(8)	(8)
Balance as at December 31, 2022	<u>577</u>	<u>3,293</u>	<u>3,870</u>
(*) Total profit (loss) for period included in profit or loss for assets held as at December 31, 2022	<u>(2)</u>	<u>116</u>	<u>114</u>

Notes to the Consolidated Financial Statements**Note 13 - Other financial investments (contd.)****D. Marketable debt assets**

	As at December 31	
	2023	2022
	NIS million	NIS million
Government bonds		
Presented at fair value through profit or loss	336	4
Available-for-sale	4,907	6,329
Total government bonds	5,243	6,333
Other non-convertible debt assets		
Presented at fair value through profit or loss	143	2
Available-for-sale	3,134	4,807
Total other non-convertible debt assets	3,277	4,809
Total marketable debt assets	8,520	11,142
Outstanding impairments recognized in profit or loss for debt assets presented as available-for-sale	9	-

Notes to the Consolidated Financial Statements

Note 13 - Other financial investments (contd.)

E. Non-marketable debt assets

	<u>Carrying amount</u>		<u>Fair value</u>	
	<u>As at December 31</u>		<u>As at December 31</u>	
	<u>2023</u>	<u>2022</u>	<u>2023</u>	<u>2022</u>
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Government bonds				
Accounted for as loans and receivables:				
Earmarked bonds	<u>5,232</u>	<u>5,031</u>	<u>6,405</u>	<u>6,217</u>
Total government bonds	<u>5,232</u>	<u>5,031</u>	<u>6,405</u>	<u>6,217</u>
Other non-convertible debt assets				
Accounted for as loans and receivables, excluding bank deposits	<u>8,906</u>	<u>8,758</u>	<u>8,885</u>	<u>8,881</u>
Bank deposits (*)	<u>9,735</u>	<u>6,210</u>	<u>9,749</u>	<u>6,229</u>
Total other non-convertible debt assets	<u>18,641</u>	<u>14,968</u>	<u>18,634</u>	<u>15,110</u>
Total non-marketable debt assets	<u>23,873</u>	<u>19,999</u>	<u>25,039</u>	<u>21,327</u>
Outstanding impairments recognized in profit or loss	<u>82</u>	<u>30</u>		
(*) Of which debt assets measured at fair value	<u>5,853</u>	<u>4,631</u>		

F. Non-marketable debt assets measured at fair value for disclosure purposes only, by level

	<u>As at December 31, 2023</u>			<u>As at December 31, 2022</u>		
	<u>Level 2</u>	<u>Level 3</u>	<u>Total</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Total</u>
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Earmarked bonds *	<u>6,405</u>	<u>-</u>	<u>6,405</u>	<u>6,217</u>	<u>-</u>	<u>6,217</u>
Other debt assets accounted for as loans and receivables, not including bank deposits	<u>8,295</u>	<u>590</u>	<u>8,885</u>	<u>7,538</u>	<u>1,343</u>	<u>8,881</u>
Bank deposits	<u>3,896</u>	<u>-</u>	<u>3,896</u>	<u>1,598</u>	<u>-</u>	<u>1,598</u>
Total	<u>18,596</u>	<u>590</u>	<u>19,186</u>	<u>15,353</u>	<u>1,343</u>	<u>16,696</u>

* The fair value of earmarked bonds was calculated according to their contractual maturity date

Notes to the Consolidated Financial Statements**Note 13 - Other financial investments (contd.)****G. Interest and linkage for debt assets**

	Linkage base	Effective interest	
		As at December 31	
		2023	2022
		%	%
Marketable debt assets			
	CPI-linked	2.2	2.1
	Shekel	4.4	4.8
	Linked to foreign currency	5.7	33.8
Non-marketable debt assets			
	CPI-linked	4.3	3.9
	Shekel	5.6	4.6
	Linked to foreign currency	14.2	7.6

H. Shares

	December 31	
	2023	2022
	NIS million	NIS million
Marketable		
Presented at fair value through profit or loss	83	93
Available-for-sale	1,373	1,144
Total marketable shares	1,456	1,237
Non-marketable		
Presented at fair value through profit or loss	117	-
Available-for-sale	558	577
Total non-marketable shares	675	577
Total	2,131	1,814
Outstanding impairments recognized in profit or loss	194	137

Notes to the Consolidated Financial Statements**Note 13 - Other financial investments (contd.)****I. Other Financial Investments**

	As at December 31	
	2023	2022
	NIS million	NIS million
Marketable		
Presented at fair value through profit or loss	82	43
Available-for-sale	306	418
Derivative instruments (see Section J below)	6	-
Total marketable financial investments	394	461
Non-marketable		
Presented at fair value through profit or loss	103	58
Available-for-sale	3,754	3,234
Derivative instruments (see Section J below)	336	246
Total non-marketable financial investments	4,193	3,538
Total other financial investments	4,587	3,999
Outstanding impairment recognized in profit or loss for other financial investments presented as available-for-sale	200	196
Derivative financial instruments presented in financial liabilities	97	325

Other financial investments consist mainly of investments in ETNs, certificates of participation in mutual funds, investment funds, future contracts, options and structured products. The fair value of non-marketable investments in investment funds and hedge funds is based mainly on the fair value of the underlying assets or on valuations.

On the Group's commitment to invest in investment funds, see Note 39.

J. Derivative instruments

Following is the net exposure to the underlying asset, presented in "Delta" terms for financial transactions at the reporting date:

	As at December 31	
	2023	2022
	NIS million	NIS million
Shares	303	436
CPI	5,263	3,989
Foreign currency	(5,017)	(5,326)
Interest	(36)	(57)

Notes to the Consolidated Financial Statements**Note 13 - Other financial investments (contd.)****K. Interest rates used to determine the fair value of non-marketable debt assets**

The fair value of non-marketable debt assets measured at fair value by way of profit or loss and of non-marketable debt assets, where information concerning the fair value is given for disclosure purposes only, is determined by discounting the estimated cash flows they are expected to produce. The discounting rates are based on dividing the market into deciles consistent with the yield to maturity of the debt asset, and determining the position of the non-marketable asset according on those deciles, and this in accordance with the risk premium derived from the prices of transactions/issuances on the non-marketable market. The price quotes and interest rates used for the discounting are determined by Mirvah Hogen, a company that provides price quotes and interest rates for financial institutions for revaluing non-marketable debt assets.

The yield curve presented below, and the average weighted interests for each of the rating groups presented in the table, are consistent with the assets included in each rating group.

	As at December 31	
	2023	2022
	% interest	% interest
AA and higher	0.8	0.8
A	5.6	5.0
BBB	7.7	6.8
Less than BBB	15.5	5.9
Not rated	4.4	4.1

The sources for the local rating level are the Maalot and Midroog rating companies. Data from Midroog were converted into rating symbols, on the basis of accepted conversion coefficients.

There are some difference between ratings in Israel and ratings abroad. The sources for foreign ratings are the rating companies approved by the Commissioner, S&P, Moody's and Fitch.

On an internal rating, see Note 36.

Notes to the Consolidated Financial Statements**Note 13 - Other financial investments (contd.)****L. Aging of investments in non-marketable debt assets****

	As at December 31	
	2023	2022
	NIS million	
Government bonds	5,232	5,031
Debt assets whose value was not impaired		
excluding arrears	18,491	14,944
In arrears :*		
more than 180 days	-	-
Total debt assets whose value was not impaired	18,491	14,944
Debt assets whose value was impaired		
Assets whose value was impaired, gross	207	37
Provision for loss	57	13
Debt assets whose value was impaired, net	150	24
Total non-marketable debt assets	23,873	19,999

* Mainly loans on policies against which there are full redemption values and/or pledges

** The above amounts do not constitute the actual amount in arrears, but the outstanding debt involved in the arrears

Notes to the Consolidated Financial Statements**Note 14 - Cash and cash equivalents****A. For yield-dependent investment contracts and insurance contracts**

	As at December 31	
	2023	2022
	NIS million	NIS million
Cash and call deposits in banks	<u>6,733</u>	<u>6,450</u>

Cash balances held in banks as at December 31, 2023 and 2022, bear daily interest at an annual rate of 4.34% and 2.85% respectively, in annual terms.

B. Other

	As at December 31	
	2023	2022
	NIS million	NIS million
Cash and call deposits	<u>2,572</u>	<u>1,619</u>
Short-term deposits	<u>3,161</u>	<u>310</u>
Cash and cash equivalents	<u>5,733</u>	<u>1,929</u>

Cash in banks at December 31, 2023 and 2022 bear daily interest at an annual rate of 4.34% and 2.85% respectively, in annual terms.

Short-term deposits held in banks are for periods of between one week and three months. The deposits bear interest at a rate of 4.64% and 3.07%, in annual terms, at December 31, 2023 and 2022, respectively.

On the linkage and interest terms of the cash and short-term deposits, see Note 36.

Notes to the Consolidated Financial Statements**Note 15 – Equity****A. Composition of share capital**

	As at December 31, 2023		As at December 31, 2022	
	Registered	Issued and Paid-up	Registered	Issued and Paid-up
Ordinary shares, NIS 0.1 par value each	500,000,000	222,836,923	500,000,000	222,836,923

B. Treasury stock

1. Company shares held by the Company and subsidiaries

	As at December 31	
	2023	2022
Percentage of issued share capital	6%	5%
Cost (NIS million)*	304	237

* At December 31, 2023 and 2022, all the Treasury stock held by the Company

2. Plans to repurchase shares

- (a) On August 29, 2022, the Company's Board of Directors approved a plan to repurchase shares of the Company in the amount of up to NIS 100 million. This plan will be implemented from time to time as will be determined by the Company's management which was authorized by the Board of Directors to purchase securities at its discretion during the period prescribed for implementation of the plan. At December 31 2023, the Company purchased 2,816,231 shares amounting to NIS 82 million. As at the publication date of the financial statements, the Company had utilized the full plan by purchasing 3,408,006 shares.
- (b) On January 30, 2024, subsequent to the reporting date, the Company's Board of Directors approved a plan to buy back shares of the Company in the amount of up to NIS 100 million. This plan will be implemented from time to time as will be determined by the Company's management which was authorized by the Board of Directors to purchase securities at its discretion during the period prescribed for implementation of the plan. As at the publication date of the report, the Company purchased 699,549 shares at a cost amounting to NIS 21 million.

C. Rights attached to shares

1. Voting rights in the general meeting, right to dividends, rights upon liquidation of the Company, and rights to appoint company directors.
2. Marketability on the Tel Aviv Stock Exchange.

Notes to the Consolidated Financial Statements**Note 15 – Equity (contd.)****D. Dividends**1. Dividend distribution policy:

On February 28, 2021, the Company's Board of Directors approved a dividend distribution policy whereby the Company will distribute a dividend of at least 30% of the comprehensive income according to its annual consolidated financial statements.

Additionally, on February 28, 2021, the board of directors of the subsidiary Harel Insurance approved a dividend distribution policy in which the Company will distribute a dividend of at least 35% of the comprehensive income according to the annual consolidated financial statements of Harel Insurance, and this as long as Harel Insurance is in compliance with the minimum targets for solvency based on Solvency II (according to the decision of the Board of Directors of Harel Insurance of May 2023, minimum solvency was set at 135% taking into account the transitional provisions, and 110% excluding the transitional provisions in the transitional period).

Distribution of the dividend by the Company could be affected, among other things, by the ability of Harel Insurance to actually distribute a dividend.

It is stipulated that this policy should not be construed as an undertaking by the Company to distribute a dividend and that any dividend distribution in practice will be subject to specific approval by the Board of Directors at its exclusive discretion. In practice, the Board of Directors may decide to distribute different (higher or lower) rates of dividend or not to distribute any dividend at all. Furthermore, any actual dividend distribution will be subject to compliance with the statutory provisions applicable to dividend distributions, including under the Companies Law, 1999, and to the financial covenants undertaken and/or that the Company may undertake in the future, to satisfying adequate amounts of distributable profits on the relevant dates and to the extent to which the Company requires cash to finance its operations, including future investments, as they may be from time to time, and/or its anticipated and/or planned future activity.

The Board of Directors may review its dividend distribution policy from time to time and may, at any time, based on business considerations and the provisions of law and regulations applicable to the Company, resolve to make changes in the dividend distribution policy, including the share of the dividend to be distributed.

2. Dividend distribution:

On March 28, 2024, together with the approval of the Company's annual financial statements, the Board of Directors approved the distribution of a cash dividend in the amount of NIS 350 million (NIS 1.69 per share). The dividend will be paid on April 16, 2024.

The Board of Directors made its decision about the distribution of the dividend, after taking into account the Company's results in accordance with the financial statements. The Board of Directors was presented with information on the distributable profits, capital surpluses of the Company's subsidiaries and the Group's cash requirements, in various scenarios. The Board of Directors reviewed the Company's compliance with the profit test and solvency test prescribed in Section 203(a) of the Companies Law. Following this review, the Board of Directors confirmed the Company's compliance with the distribution test.

E. Non-controlling interests

	As at December 31	
	2023	2022
	NIS million	NIS million
Share of balance sheet value *	60	52

* Including the part of the balance of surplus attributed costs

Notes to the Consolidated Financial Statements

Note 15 - Equity (contd.)

F. Other comprehensive income

	Capital reserve for available-for- sale assets	Translation reserve for foreign activity	Capital reserve for revaluation of fixed assets	Actuarial changes	Total	Non- controlling interests	Total equity
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
For the year ended December 31, 2023							
Net change in the fair value of financial assets classified as available-for-sale	(195)	-	-	-	(195)	*-	(195)
Net change in fair value of financial assets classified as available-for-sale transferred to income statement	189	-	-	-	189	*-	189
Loss from impairment of available-for-sale financial assets transferred to income statement	84	-	-	-	84	-	84
Foreign currency translation differences for foreign activity	-	38	-	-	38	-	38
Revaluation reserve for fixed asset items	-	-	53	-	53	-	53
Re-measurement of a defined benefit plan	-	-	-	10	10	-	10
Tax benefit (income tax) associated with components of other comprehensive income (loss)	(31)	(14)	(16)	(3)	(64)	*-	(64)
Total other comprehensive income (loss) for the period, net of tax	47	24	37	7	115	-	115
	Capital reserve for available-for- sale assets	Translation reserve for foreign activity	Capital reserve for revaluation of fixed assets	Actuarial changes	Total	Non- controlling interests	Total equity
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
For the year ended December 31, 2022							
Net change in the fair value of financial assets classified as available-for-sale	(1,657)	-	-	-	(1,657)	-*	(1,657)
Net change in fair value of financial assets classified as available-for-sale transferred to income statement	(132)	-	-	-	(132)	-*	(132)
Loss from impairment of available-for-sale financial assets transferred to income statement	85	-	-	-	85	-	85
Foreign currency translation differences for foreign activity	-	134	-	-	134	-	134
Revaluation reserve for fixed asset items	-	-	21	-	21	-	21
Re-measurement of a defined benefit plan	-	-	-	39	39	-	39
Tax benefit (income tax) associated with components of other comprehensive income (loss)	579	(36)	(3)	(13)	527	-*	527
Total other comprehensive income (loss) for the period, net of tax	(1,125)	98	18	26	(983)	-	(983)

* Less than NIS 1 million

Notes to the Consolidated Financial Statements

Note 15 - Equity (contd.)

F. Other comprehensive income (contd.)

	Capital reserve for available-for- sale assets NIS million	Translation reserve for foreign activity NIS million	Capital reserve for revaluation of fixed assets NIS million	Actuarial changes NIS million	Total NIS million	Non- controlling interests NIS million	Total equity NIS million
For the year ended December 31, 2021							
Net change in the fair value of financial assets classified as available-for-sale	920	-	-	-	920	-*	920
Net change in fair value of financial assets classified as available-for-sale transferred to income statement	(461)	-	-	-	(461)	-*	(461)
Loss from impairment of available-for-sale financial assets transferred to income statement	51	-	-	-	51	-	51
Foreign currency translation differences for foreign activity	-	(77)	-	-	(77)	-	(77)
Revaluation reserve for fixed asset items	-	-	29	-	29	-	29
Re-measurement of a defined benefit plan	-	-	-	3	3	-	3
Tax benefit (income tax) relating to components of other comprehensive income (loss)	(166)	19	(8)	(1)	(156)	-*	(156)
Total other comprehensive income (loss) for the period, net of tax	344	(58)	21	2	309	-	309

* Less than NIS 1 million

Notes to the Consolidated Financial Statements

Note 16 - Liabilities for non-yield dependent insurance and investment contracts

	As at December 31					
	2023	2022	2023	2022	2023	2022
	Gross		Reinsurance		Retention	
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Life assurance and long-term savings						
Insurance contracts	12,357	12,388	209	140	12,148	12,248
Investment contracts	143	168	-	-	143	168
	12,500	12,556	209	140	12,291	12,416
Net of amounts deposited with a consolidated subsidiary as part of a defined benefit plan for the Company's employees	(86)	(80)	-	-	(86)	(80)
Total life assurance and long-term savings	12,414	12,476	209	140	12,205	12,336
Insurance contracts included in the health insurance segment	8,389	7,467	1,861	1,561	6,528	5,906
Insurance contracts included in the non-life insurance segment	10,834	10,752	3,209	3,136	7,625	7,616
Insurance contracts included in the insurance companies overseas segment	575	544	182	114	393	430
Inter-segment adjustments and offsets	(6)	(5)	(6)	(5)	-	-
Total liabilities for non yield-dependent insurance contracts and investment contracts	32,206	31,234	5,455	4,946	26,751	26,288

The allocation between liabilities for yield-dependent insurance contracts and investment contracts and non-yield-dependent liabilities is based on the method of linkage of the insureds rights in the policy.

Notes to the Consolidated Financial Statements

Note 17 - Liabilities for yield -dependent insurance and investment contracts

	As at December 31					
	2023	2022	2023	2022	2023	2022
	Gross		Reinsurance		Retention	
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Life assurance and long-term savings						
Insurance contracts	55,311	52,074	119	123	55,192	51,951
Investment contracts	19,122	19,126	-	-	19,122	19,126
	74,433	71,200	119	123	74,314	71,077
Net of amounts deposited in a consolidated subsidiary as part of a defined benefit plan for the Company's employees	(143)	(142)	-	-	(143)	(142)
Total life assurance and long-term savings	74,290	71,058	119	123	74,171	70,935
Insurance contracts included in the health insurance segment	5,367	5,192	31	32	5,336	5,160
Total liabilities for yield-dependent insurance contracts and investment contracts	79,657	76,250	150	155	79,507	76,095

The allocation between liabilities for yield-dependent investment contracts and insurance contracts and liabilities that are not yield-dependent is based on the method of linkage of the rights of the policyholders.

Notes to the Consolidated Financial Statements

Note 18 - Liabilities for insurance contracts included in the non-life insurance segment**A. Liabilities for insurance contracts included in the non-life insurance segment****1. By category**

	As at December 31					
	2023	2022	2023	2022	2023	2022
	Gross		Reinsurance		Retention	
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
<u>Compulsory motor and motor liabilities sectors</u>						
Provision for unearned premiums	703	733	177	202	526	531
Outstanding claims and provision for premium deficiency	7,877	7,864	2,091	1,993	5,786	5,871
Total compulsory motor and motor liabilities branches (see Section B1 below)	8,580	8,597	2,268	2,195	6,312	6,402
Of this - total liabilities for compulsory motor (see Section C3 below)	3,425	3,450	469	545	2,956	2,905
<u>Property and other branches (including motor property - CASCO)</u>						
Provision for unearned premiums	1,216	1,012	438	405	778	607
Provision for premium deficiency	-	61	-	4	-	57
Outstanding claims and reserve for extraordinary risks	1,038	1,082	503	532	535	550
Total property and other branches (including motor property - CASCO) (see Section B2 below)	2,254	2,155	941	941	1,313	1,214
Total liabilities for insurance contracts included in non-life insurance segments	10,834	10,752	3,209	3,136	7,625	7,616
<u>Deferred acquisition costs</u>						
Compulsory motor and motor liabilities branches	103	108	26	28	77	80
Property and other sectors (including motor property - CASCO)	265	218	88	75	177	143
Total DAC	368	326	114	103	254	223
Liabilities for non-life insurance policies net of DAC						
Compulsory motor	3,393	3,409	469	540	2,924	2,869
Other liabilities branches	5,084	5,080	1,773	1,627	3,311	3,453
Property and other branches (including motor property - CASCO)	1,989	1,937	853	866	1,136	1,071
Total liabilities in non-life insurance contracts net of DAC	10,466	10,426	3,095	3,033	7,371	7,393

Notes to the Consolidated Financial Statements

Note 18 - Liabilities for insurance contracts included in the non-life insurance segment (contd.)**A. Liabilities for insurance contracts included in the non-life insurance segment (contd.)****2. By method of calculation**

		As at December 31					
		<u>2023</u>	<u>2022</u>	<u>2023</u>	<u>2022</u>	<u>2023</u>	<u>2022</u>
		<u>Gross</u>		<u>Reinsurance</u>		<u>Retention</u>	
		<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
<u>Actuarial estimates</u>							
Mr. Jeffrey Cohen		<u>8,659</u>	<u>8,662</u>	<u>2,454</u>	<u>2,338</u>	<u>6,205</u>	<u>6,324</u>
<u>Provision based on other estimates</u>							
Claims Department estimate for known outstanding claims		<u>165</u>	<u>230</u>	<u>140</u>	<u>190</u>	<u>25</u>	<u>40</u>
Addition to outstanding claims in respect of IBNR claims		<u>-</u>	<u>1</u>	<u>-</u>	<u>1</u>	<u>-</u>	<u>-</u>
Reserve for extraordinary risks		<u>91</u>	<u>113</u>	<u>-</u>	<u>-</u>	<u>91</u>	<u>113</u>
Provision for unearned premiums		<u>1,919</u>	<u>1,746</u>	<u>615</u>	<u>607</u>	<u>1,304</u>	<u>1,139</u>
Total liabilities for insurance contracts included in non-life insurance segment		<u>10,834</u>	<u>10,752</u>	<u>3,209</u>	<u>3,136</u>	<u>7,625</u>	<u>7,616</u>

Notes to the Consolidated Financial Statements

Note 18 - Liabilities for insurance contracts included in the non-life insurance segment (contd.)

B. Changes in liabilities for insurance contracts included in the non-life insurance segment, net of deferred acquisition costs

1. Compulsory motor and liability branches

	As at December 31					
	2023	2022	2023	2022	2023	2022
	Gross		Reinsurance		Retention	
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Balance at beginning of year	8,489	8,919	2,167	2,607	6,322	6,312
Accrued cost of claims for current underwriting year	1,202	1,455	265	385	937	1,070
Change in retained amount at beginning of year due to CPI linkage and change in exchange rate and investment profit according to the capitalization assumption embedded in the liabilities	345	439	90	124	255	315
Change in estimate of accrued cost of claims for previous underwriting years (A)	149	(568)	107	(151)	42	(417)
Total change in accrued cost of claims	1,696	1,326	462	358	1,234	968
Payments for claims settlement during the year:						
For current underwriting year	11	14	2	2	9	12
For previous underwriting years	1,697	1,742	385	796	1,312	946
Total payments for period	1,708	1,756	387	798	1,321	958
Balance at end of year	8,477	8,489	2,242	2,167	6,235	6,322

(A) The change in the estimated cumulative cost of claims for previous underwriting years, in the reporting period, was affected, in part by the changes in the interest curve applied in calculating the insurance liabilities and by changes in the difference between the fair value and the carrying amount of the non-marketable assets. The change in the estimated cumulative cost of claims in the corresponding period last year for previous underwriting years by a sharp rise in the interest curve applied in calculating the insurance liabilities and by changes in the difference between the fair value and the carrying amount of the non-marketable assets. Additionally, the change in the estimated cumulative cost of claims for previous underwriting years, in the reporting period, includes NIS 128 million, gross (NIS 61 million in retention) for output which is attributed to previous underwriting years and was recorded in the reporting period (in 2022 including NIS 86 million, gross (NIS 45 million in retention) for the period attributed to previous underwriting years that was recorded in 2022).

- * Opening and closing balances include outstanding claims plus provision for short premium, exceptional risks reserves, unearned premium reserve, net of deferred acquisition costs
- ** The aggregate cost of claims for events in the reporting year includes the balance of outstanding claims at the end of the reporting year with the addition of total claims payments in the reporting period, including direct and indirect expenses to settle claims
- *** The payments to settle claims include direct and indirect expenses to settle claims (general and administrative recorded in the claims) attributed to the loss years

Notes to the Consolidated Financial Statements

Note 18 - Liabilities for insurance contracts included in the non-life insurance segment (contd.)

B. Changes in liabilities for insurance contracts included in the non-life insurance segment, net of deferred acquisition costs (contd.)

2. Property and other branches (including motor property)

	As at December 31					
	2023	2022	2023	2022	2023	2022
	Gross		Reinsurance		Retention	
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Balance at beginning of year	1,937	1,797	866	823	1,071	974
Accrued cost of claims for events in the reporting year	1,533	1,571	446	457	1,087	1,114
Change in cost of accrued claims for events that preceded the reporting year (a)	24	128	21	103	3	25
Total change in accrued cost of claims	1,557	1,699	467	560	1,090	1,139
Payments to settle claims during the year:						
For events in the reporting year	1,040	1,062	245	258	795	804
For events preceding the reporting year	537	541	252	273	285	268
Total payments for period	1,577	1,603	497	531	1,080	1,072
Change in reserve for extraordinary risks and provision for unearned premiums, net of DAC	133	18	20	17	113	1
Change in provision for premium deficiency	(61)	26	(3)	(3)	(58)	29
Balance at end of year	1,989	1,937	853	866	1,136	1,071

(A) Change in the accrued cost of claims for events preceding the reporting year - the increase in the prior reporting year is mainly attributable to a negative development in claims from old loss years in the motor property and property loss sector

* The opening and closing balances include: outstanding claims plus provision for premium deficiency, reserve for extraordinary risks, unearned premium and net of deferred acquisition costs

** The aggregate cost of claims for events in the reporting year, includes the balance of outstanding claims at the end of the reporting year, plus total claims payments during the Reporting Period, including direct and indirect expenses for claims settlement

*** Payments for claims settlement include direct and indirect expenses for their settlement (general and administrative which are recorded in claims) allocated by the underwriting years

Notes to the Consolidated Financial Statements

Note 18 - Liabilities for insurance policies included in the non-life insurance segment (contd.)**C. Analysis of the development of estimated liabilities for insurance contracts, net of deferred acquisition costs****1. Gross in compulsory motor branches**

	As at December 31, 2022									
	Underwriting year									
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
	In NIS million adjusted to CPI*									
Claims paid (in aggregate) at end of year										
After one year	10	10	18	15	18	15	24	13	15	11
After two years	73	77	89	92	101	101	94	85	77	
After three years	179	221	237	243	266	266	262	234		
After four years	347	377	437	430	513	510	435			
After five years	528	555	629	637	750	710				
After six years	704	746	833	858	937					
After seven years	847	931	1,004	1,034						
After eight years	978	1,158	1,159							
After nine years	1,125	1,281								
After ten years	1,196									
Estimate of accrued claims (including payments incl. accrual) at end of year **(1)										
After one year	1,238	1,264	1,352	1,478	1,594	1,583	1,341	1,734	1,504	1,202
After two years	1,179	1,338	1,398	1,486	1,587	1,503	1,476	1,465	1,514	
After three years	1,247	1,392	1,418	1,483	1,560	1,668	1,384	1,476		
After four years	1,262	1,368	1,421	1,479	1,728	1,656	1,355			
After five years	1,282	1,386	1,431	1,617	1,662	1,642				
After six years	1,305	1,411	1,560	1,574	1,655					
After seven years	1,310	1,488	1,516	1,576						
After eight years	1,381	1,519	1,551							
After nine years	1,366	1,543								
After ten years	1,359									
Surplus (deficiency) relative to first year not including accumulation ***	(180)	(279)	(199)	(98)	(61)	(59)	(14)	258	(10)	(642)
Rate of deviation relative to first year not including accumulation, in percent	15.27%	22.07%	14.72%	6.63%	3.83%	3.73%	1.04%	(14.88%)	0.66%	4.93%
Cost of accrued claims as at December 31, 2023	1,359	1,543	1,551	1,576	1,655	1,642	1,355	1,476	1,514	1,202
Aggregate payments up to December 31, 2023	1,196	1,281	1,159	1,034	937	710	435	234	77	11
Balance of outstanding claims	163	262	392	542	718	932	920	1,242	1,437	1,191
Outstanding claims for years up to and including 2013 underwriting year										678
										8,477
Total liabilities for insurance contracts in compulsory motor and motor liabilities branches										8,580
Net of DAC										103
Total as at December 31, 2023										8,477

(1) Data for the last year and the two years preceding it that were added to each underwriting year also include data for the outstanding claims and claims paid of Shirbit, from the date of the acquisition of its activity on December 1, 2021

* The above amounts are presented in inflation-adjusted values to allow the development to be reviewed on the basis of real values

** The estimate of aggregate claims at the end of the first year includes the reserve for unearned premium net of deferred acquisition costs

*** The difference between the estimate of aggregate claims in the first year the first that does include the accrual and the estimate of aggregate claims at the reporting date

Notes to the Consolidated Financial Statements

Note 18 - Liabilities for insurance contracts included in the non-life insurance segment (contd.)**C. Analysis of the development of estimated liabilities for insurance contracts, net of deferred acquisition costs (contd.)****2. In self-retention in compulsory motor and liabilities branches**

2. In self-retention in compulsory motor and liabilities branches	As at December 31, 2022										
	Underwriting year										
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	Total
	In NIS million adjusted to CPI*										
Claims paid (in aggregate) at end of year (1)											
After one year	6	8	16	13	15	14	22	9	13	9	
After two years	45	56	75	79	87	83	80	63	60		
After three years	118	167	203	214	235	230	215	195			
After four years	227	289	369	379	450	425	360				
After five years	338	419	531	560	648	605					
After six years	452	559	711	744	808						
After seven years	542	697	850	894							
After eight years	624	869	981								
After nine years	722	945									
After ten years	759										
Estimate of accrued claims (including payments incl. accrual) at end of year **(1)											
After one year	749	874	1,130	1,267	1,348	1,345	1,084	1,257	1,106	937	
After two years	743	930	1,168	1,274	1,333	1,262	1,117	1,077	1,119		
After three years	787	976	1,199	1,275	1,319	1,335	1,038	1,094			
After four years	802	976	1,194	1,281	1,427	1,320	1,029				
After five years	806	988	1,195	1,341	1,372	1,313					
After six years	807	998	1,266	1,300	1,369						
After seven years	811	1,057	1,239	1,304							
After eight years	859	1,093	1,266								
After nine years	855	1,098									
After ten years	844										
Surplus (deficiency) relative to first year not including accumulation ***	(101)	(224)	(136)	(37)	(21)	32	55	163	(13)		(282)
Rate of deviation relative to first year not including accumulation, in percent	13.59%	25.63%	12.04%	2.92%	1.56%	2.38%-	5.07%-	(12.97%)	1.18%		2.78%
Cost of accrued claims as at December 31, 2023	844	1,098	1,266	1,304	1,369	1,313	1,029	1,094	1,119	937	11,373
Aggregate payments up to December 31, 2023	759	945	981	894	808	605	360	195	60	9	5,616
Balance of outstanding claims	85	153	285	410	561	708	669	899	1,059	928	5,757
Outstanding claims for years up to and including 2013 underwriting year											478
											6,235
Total liabilities for insurance contracts in compulsory motor and motor liabilities branches											6,312
Net of DAC											77
Total as at December 31, 2023											6,235

(1) Data for the last year and the two years preceding it that were added to each underwriting year also include data for the outstanding claims and claims paid of Shirbit, from the date of the acquisition of its activity on December 1, 2021

* The above amounts are presented in inflation-adjusted values to allow the development to be reviewed on the basis of real values

** The estimate of aggregate claims at the end of the first year includes the reserve for unearned premium net of deferred acquisition costs

*** The difference between the estimate of aggregate claims in the first year that does include the accrual and the estimate of aggregate claims at the reporting date

Notes to the Consolidated Financial Statements

Note 18 - Liabilities for insurance policies included in the non-life insurance segment (contd.)**C. Analysis of the development of estimated liabilities for insurance contracts, net of deferred acquisition costs (contd.)****3. Gross in compulsory motor branches**

	As at December 31, 2023									
	Underwriting year									
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
	In NIS million adjusted to CPI*									
Claims paid (in aggregate) at end of year (1)										
After one year	6	7	10	9	11	12	7	5	9	7
After two years	40	48	55	60	70	65	41	52	43	
After three years	108	149	147	163	189	181	153	172		
After four years	194	244	250	278	333	333	248			
After five years	263	319	334	376	456	429				
After six years	312	395	409	463	529					
After seven years	359	445	473	510						
After eight years	400	550	533							
After nine years	445	570								
After ten years	442									
Estimate of accrued claims (including payments incl. accrual) at end of year **(1)										
After one year	473	499	542	625	715	682	583	884	773	570
After two years	443	534	555	611	671	617	656	735	742	
After three years	486	567	586	604	680	775	618	751		
After four years	516	585	589	633	851	810	610			
After five years	504	582	600	744	827	797				
After six years	479	582	702	719	804					
After seven years	453	625	670	696						
After eight years	491	663	674							
After nine years	499	653								
After ten years	474									
Surplus (deficiency) relative to first year not including accumulation ***	<u>(31)</u>	<u>(154)</u>	<u>(132)</u>	<u>(71)</u>	<u>(89)</u>	<u>(115)</u>	<u>(27)</u>	<u>133</u>	<u>31</u>	<u>(455)</u>
Rate of deviation relative to first year not including accumulation, in percent	<u>7.00%</u>	<u>30.86%</u>	<u>24.35%</u>	<u>11.36%</u>	<u>12.45%</u>	<u>16.86%</u>	<u>4.63%</u>	<u>(15.05%)</u>	<u>(4.01%)</u>	<u>7.92%</u>
Cost of accrued claims as at December 31, 2023	474	653	674	696	804	797	610	751	742	570
Aggregate payments up to December 31, 2023	442	570	533	510	529	429	248	172	43	7
Balance of outstanding claims	<u>32</u>	<u>83</u>	<u>141</u>	<u>186</u>	<u>275</u>	<u>368</u>	<u>362</u>	<u>579</u>	<u>699</u>	<u>563</u>
Outstanding claims for years up to and including 2013 underwriting year										<u>105</u>
										<u>3,393</u>
Total liabilities for insurance contracts in compulsory motor branches										<u>3,425</u>
Net of DAC										<u>32</u>
Total as at December 31, 2023										<u>3,393</u>

(1) Data for the last two years and the year preceding it that were added to each underwriting year also include data for the outstanding claims and claims paid of Shirbit, from the date of the acquisition of its activity on December 1, 2021

* The above amounts are presented in inflation-adjusted values to allow development to be reviewed on the basis of real values

** The estimate of aggregate claims at the end of the first year includes the reserve for unearned premium net of deferred acquisition costs

*** The difference between the estimate of aggregate claims in the first year that does include the accrual and the estimate of aggregate claims at the report date

Notes to the Consolidated Financial Statements

Note 18 - Liabilities for insurance contracts included in the non-life insurance segment (contd.)

C. Analysis of the development of estimated liabilities for insurance contracts, net of deferred acquisition costs (contd.)

4. In self-retention in compulsory motor branches

4. In self-retention in compulsory motor branches	As at December 31, 2023										
	Underwriting year										
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	Total
	In NIS million adjusted to CPI*										
Claims paid (in aggregate) at end of year (1)											
After one year	5	6	10	9	11	12	7	6	7	4	
After two years	33	43	55	60	70	65	41	46	39		
After three years	88	135	147	163	189	180	136	159			
After four years	157	221	250	278	332	306	229				
After five years	212	288	334	375	439	410					
After six years	252	357	407	451	517						
After seven years	291	402	463	497							
After eight years	325	499	518								
After nine years	363	516									
After ten years	358										
Estimate of accrued claims (including payments incl. accrual) at end of year **(1)											
After one year	381	451	542	625	715	682	582	715	654	567	
After two years	358	482	555	611	671	617	568	609	635		
After three years	392	512	584	604	677	683	526	631			
After four years	416	528	583	633	786	701	532				
After five years	407	526	591	686	761	711					
After six years	387	526	643	667	753						
After seven years	366	570	620	655							
After eight years	403	603	626								
After nine years	409	592									
After ten years	385										
Surplus (deficiency) relative to first year not including accumulation ***	(27)	(141)	(84)	(30)	(38)	(29)	50	84	19		(196)
Rate of deviation relative to first year not including accumulation, in percent	7.54%	31.26%	15.50%	4.80%	5.31%	4.25%	(8.59%)	(11.75%)	(2.91%)		3.68%
Cost of accrued claims as at December 31, 2023	385	592	626	655	753	711	532	631	635	567	6,087
Aggregate payments up to December 31, 2023	358	516	518	497	517	410	229	159	39	4	3,247
Balance of outstanding claims	27	76	108	158	236	301	303	472	596	563	2,840
Outstanding claims for years up to and including 2013 underwriting year											84
											2,924
Total liabilities for insurance contracts in compulsory motor branches											2,956
Net of DAC											32
Total as at December 31, 2023											2,924

(1) Data for the last year and the two years preceding it that were added to each underwriting year also include data for the outstanding claims and claims paid of Shirbit, from the date of the acquisition of its activity on December 1, 2021.

* The above amounts are presented in inflation-adjusted values to allow development to be reviewed based on real values

** The estimate of aggregate claims at the end of the first year includes the reserve for unearned premium net of deferred acquisition costs

*** The difference between the estimate of aggregate claims in the first that does not include the accrual and the estimate of aggregate claims at the report date

Notes to the Consolidated Financial Statements

Note 18 - Liabilities for insurance contracts included in the non-life insurance segment (contd.)**C. Analysis of the development of estimated liabilities for insurance contracts, net of deferred acquisition costs (contd.)****5. Information about underwriting years in compulsory motor branch**

Underwriting year						
2023	2022	2021	2020	2019	2018	2017
NIS million						

For the year ended December 31:

Gross premiums	737	832	643	555	631	652	560
Comprehensive income (loss) in retention for underwriting year, in aggregate	25	(40)	(15)	15	(55)	(33)	(36)
Cumulative effect of investment revenues on accrued comprehensive income in retention for underwriting year	15	32	58	77	101	119	108

6. Information about underwriting years in other liabilities insurance branches

Underwriting year						
2023	2022	2021	2020	2019	2018	2017
NIS million						

For the year ended December 31:

Gross premiums	941	1,078	975	900	983	969	916
Comprehensive income (loss) in retention for underwriting year, in aggregate	71	42	62	16	65	65	36
Cumulative effect of investment revenues on accrued profit in retention for underwriting year	11	23	49	74	118	136	147

Notes to the Consolidated Financial Statements

Note 18 - Liabilities for insurance contracts included in the non-life insurance segment (contd.)**C. Analysis of the development of estimated liabilities for insurance contracts, net of deferred acquisition costs (contd.)****7. Composition of comprehensive income (loss) in compulsory motor branch**

	Comprehensive income (loss) for current underwriting year	Comprehensive income (loss) for previous underwriting years	Comprehensive income (loss) for current underwriting year	Comprehensive income (loss) for previous underwriting years
	Gross		Retention	
	NIS million			
For the year ended December 31				
2023	30	(108)	25	(73)
2022*	(55)	24	(46)	15
2021*	(46)	(31)	(57)	(20)

8. Composition of comprehensive income (loss) in other liabilities branches

	Comprehensive income (loss) for current underwriting year	Comprehensive income (loss) for previous underwriting years	Comprehensive income (loss) for current underwriting year	Comprehensive income for previous underwriting years
	Gross		Retention	
	NIS million			
For the year ended December 31				
2023	138	(27)	71	69
2022*	91	188	31	133
2021*	(2)	(91)	(29)	88

* Restated, due to initial presentation of the credit segment. See Note 4(6)

Notes to the Consolidated Financial Statements

Note 18 - Liabilities for insurance contracts included in the non-life insurance segment (contd.)

D. Analysis of the development of estimated liabilities for insurance contracts

1. Gross in property and other branches (including motor property)

	As at December 31										
	Loss Year										
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	Total
	NIS million, adjusted to CPI November 2023 *										
Claims paid (in aggregate) at end of year**:											
After first year	823	814	725	672	739	730	869	914	889	1,040	
After second year	1,100	1,141	980	865	1,033	1,009	1,144	1,257	1,291		
After three years	1,154	1,197	1,038	923	1,072	1,052	1,194	1,331			
After four years	1,183	1,221	1,051	949	1,079	1,093	1,223				
After five years	1,188	1,223	1,057	958	1,100	1,112					
After six years	1,195	1,223	1,058	961	1,118						
After seven years	1,195	1,225	1,057	964							
After eight years	1,194	1,230	1,057								
After nine years	1,194	1,237									
After ten years	1,194										
Accrued claims (including payments) at end of year**:											
After first year	1,248	1,243	1,113	1,019	1,155	1,109	1,232	1,332	1,329	1,533	
After second year	1,244	1,297	1,126	1,012	1,194	1,137	1,268	1,407	1,468		
After three years	1,226	1,320	1,126	1,002	1,164	1,126	1,270	1,406			
After four years	1,224	1,325	1,103	986	1,146	1,136	1,263				
After five years	1,218	1,296	1,096	973	1,148	1,147					
After six years	1,211	1,287	1,076	971	1,138						
After seven years	1,207	1,280	1,089	973							
After eight years	1,197	1,283	1,090								
After nine years	1,197	1,287									
After ten years	1,197										
Estimate of accrued costs, as at December 31, 2023	1,197	1,287	1,090	973	1,138	1,147	1,263	1,406	1,468	1,533	12,502
Aggregate payments up to December 31, 2023	1,194	1,237	1,057	964	1,118	1,112	1,223	1,331	1,291	1,040	11,567
Balance of outstanding claims	3	50	33	9	20	35	40	75	177	493	935
Outstanding claims for years up to and including 2013 underwriting year											12
Total as at December 31, 2023											947

* The estimate of claims for each year was calculated by loss years. The above amounts are presented in values adjusted for inflation to allow for a review of the development based on real values

** Data for the last year and the two years preceding it that were added to each loss year also include data for the outstanding claims and claims paid of Shirbit, from the date of acquisition of its activity on December 1, 2021

Notes to the Consolidated Financial Statements

Note 18 - Liabilities for insurance contracts included in the non-life insurance segment (contd.)

D. Analysis of the development of estimated liabilities for insurance contracts (contd.)

2. In self-retention in property and other branches (including motor property)

	As at December 31										
	Loss year										
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	Total
	NIS million, adjusted to CPI November 2022 *										
Claims paid (in aggregate) at end of year**:											
After first year	549	559	490	494	502	535	583	682	681	795	
After second year	692	707	613	602	634	678	708	877	927		
After three years	718	710	630	613	647	689	719	905			
After four years	730	711	635	617	648	694	727				
After five years	732	712	637	619	650	697					
After six years	733	711	637	620	652						
After seven years	733	711	637	621							
After eight years	733	712	637								
After nine years	733	713									
After ten years	733										
Accrued claims (including payments) at end of year**:											
After first year	769	752	673	681	698	696	738	915	937	1,087	
After second year	765	761	674	671	689	700	735	929	1,006		
After three years	755	746	667	648	671	700	736	927			
After four years	751	739	651	634	664	705	740				
After five years	749	723	650	626	664	704					
After six years	742	720	642	624	659						
After seven years	741	716	641	625							
After eight years	734	714	643								
After nine years	735	716									
After ten years	733										
Estimate of accrued costs, as at December 31, 2023	733	716	643	625	659	704	740	927	1,006	1,087	7,840
Aggregate payments up to December 31, 2023	733	713	637	621	652	697	727	905	927	795	7,407
Balance of outstanding claims	-	3	6	4	7	7	13	22	79	292	433
Outstanding claims for years up to and including 2013 underwriting year											11
Total as at December 31, 2023											444

* The estimate of claims for each year was calculated by loss years. The above amounts are presented in values adjusted to inflation to allow for a review of the development based on real values

** Data for the last year and the two years preceding it that were added to each loss year also include data for the outstanding claims and claims paid of Shirbit, from the date of acquisition of its activity on December 1, 2021

Notes to the Consolidated Financial Statements

Note 19 - Additional information about the life assurance and long-term savings segment

A. Liabilities for insurance contracts and investment contracts by exposure

1. Data as at December 31, 2023

1. Data as at December 31, 2023	Policies which include a savings component (incl. riders) by date of policy issue				Policies with no savings component		Total
	Up to 1990*	Up to 2003	From 2004		Risk that was sold as a stand- alone policy		
			Not yield- dependent	Yield dependent	Personal lines	Group	
By insurance exposure							
Liabilities for insurance contracts							
Annuity without guaranteed annuity options	13	160	1	6,439	-	-	6,613
Annuity with guaranteed annuity options:							
Up to May 2001	4,943	16,078	-	-	-	-	21,021
From June 2001	-	3,185	14	13,635	-	-	16,834
Annuity in payment	2,882	2,808	1,159	3,447	-	-	10,296
Capital (excl. option for annuity)	1,061	3,310	-	4,084	-	-	8,455
Supplementary reserve for annuity**	595	636	-	1	-	-	1,232
Other risk components	38	429	-	652	1,679	190	2,988
Total for insurance contracts	9,532	26,606	1,174	28,258	1,679	190	67,439
Liabilities for investment contracts	-	-	143	19,122	-	-	19,265
Total	9,532	26,606	1,317	47,380	1,679	190	86,704
By financial exposure							
Yield-dependent	175	26,474	-	47,098	504	39	74,290
Not yield-dependent ***	9,357	132	1,317	282	1,175	151	12,414
Total	9,532	26,606	1,317	47,380	1,679	190	86,704

* The products issued through 1990 (including increases in respect of these products) are mostly yield guaranteed and are backed mainly by earmarked bonds

** In addition to a supplementary reserve for annuity which is included in the liabilities for insurance contracts, there is a future liability of NIS 839 million which will be recognized in profit or loss over the remaining life of the policy until the age of retirement. For additional information, see Note 36

*** Liabilities which form an exposure for the Company in respect of a minimum guaranteed yield

Notes to the Consolidated Financial Statements

Note 19 - Additional information about the life assurance and long-term savings segment (contd.)

A. Liabilities for insurance contracts and investment contracts by exposure (contd.)

1. Data as at December 31, 2022	Policies which include a savings component (incl. riders) by date of policy issue				Policies with no savings component		Total
	Up to 1990*	Up to 2003	From 2004		Risk that was sold as a stand- alone policy		
			Not yield- dependent	Yield dependent	Personal lines	Group	
NIS million							
By insurance exposure							
Liabilities for insurance contracts							
Annuity without guaranteed annuity options	16	157	1	6,046	-	-	6,220
Annuity with guaranteed annuity options:							
Up to May 2001	4,887	15,235	-	-	-	-	20,122
From June 2001	-	3,102	13	12,598	-	-	15,713
Annuity in payment	2,650	2,310	1,291	3,189	-	-	9,440
Capital (excl. option for annuity)	1,111	3,405	-	3,964	-	-	8,480
Supplementary reserve for annuity**	647	565	-	1	-	-	1,213
Other risk components	46	449	-	686	1,659	212	3,052
Total for insurance contracts	9,357	25,223	1,305	26,484	1,659	212	64,240
Liabilities for investment contracts	-	-	168	19,126	-	-	19,294
Total	9,357	25,223	1,473	45,610	1,659	212	83,534
By financial exposure							
Yield-dependent	175	25,077	-	45,290	484	32	71,058
Not yield-dependent ***	9,182	146	1,473	320	1,175	180	12,476
Total	9,357	25,223	1,473	45,610	1,659	212	83,534

* The products issued through 1990 (including increases in respect of these products) are mostly yield guaranteed and are backed mainly by earmarked bonds

** In addition to a supplementary reserve for annuity which is included in the liabilities for insurance contracts, there is a future liability of NIS 827 million which will be recognized in profit or loss over the remaining life of the policy until the age of retirement. For additional information, see Note 36

*** Liabilities which form an exposure for the Company in respect of a minimum guaranteed yield

Notes to the Consolidated Financial Statements

Note 19 - Additional information about the life assurance and long-term savings segment (contd.)

B. Results by policy category

Data For the year ended December 31, 2023

Data For the year ended December 31, 2023	Policies which include a savings component (incl. riders) by date of policy issue				Policies with no savings component		
	Until 1990 (1)	Up to 2003	From 2004		Risk sold as a stand-alone policy		
			Not yield- dependent	Yield dependent	Personal lines	Group	Total
NIS million							
Gross premiums:							
Masorti/Meurav	7	15	-	-	-	-	22
Savings component	48	636	-	3,410	-	-	4,094
Other	12	192	-	204	1,657	113	2,178
Total	67	843	-	3,614	1,657	113	6,294
Premiums for amounts deposited in a consolidated company as part of a defined benefit plan for the Group's employees							(8)
Total							6,286
Financial margin including management fees - in terms of comprehensive income (2)	(208)	159	(58)	343	-	-	236
Payments and changes in liabilities for insurance contracts, gross	656	2,889	(12)	5,536	708	100	9,877
Payments and change in liabilities for investment contracts (3)	-	-	(1)	1,231	-	-	1,230
Profit (loss) from life assurance business	(106)	(4)	52	10	207	(3)	156
Other comprehensive income (loss) from life assurance business	(3)	-	(31)	1	1	-	(32)
Total comprehensive income (loss) from life assurance business	(109)	(4)	21	11	208	(3)	124
Profit from pension and provident							110
Other comprehensive income from pension and provident							3
Total comprehensive income from life assurance and long-term savings	-	-	-	-	-	-	237
Amounts received for insurance contracts recognized directly in insurance reserves	-	-	-	2,865	-	-	2,865
Annualized premium for insurance contracts - new business (4)	-	-	-	51	253	-	304
Single premium for insurance contracts	-	3	-	2,000	-	-	2,003
Annualized premium for investment contracts - new business (4)	-	-	-	51	-	-	51
Single premium for investment contracts	-	-	-	2,601	-	-	2,601
Transfers to Company for insurance contracts and investment contracts (5)	-	-	-	1,171	-	-	1,171
Transfers from Company for insurance contracts and investment contracts (5)	26	657	1	2,142	-	-	2,826

1. The products issued through 1990 (including increases in respect thereof) are mainly guaranteed yield and are mostly backed by earmarked bonds

2. The financial margin does not include the Company's other revenues which are collected as a percentage of the premium and it is calculated before deducting expenses for management of the investments. The financial margin in policies with a guaranteed yield is based on actual revenues from investments in the reporting year, net of a factor of the guaranteed yield percentage multiplied by the average reserve. The financial margin for non-yield dependent policies that were issued from 2004 onwards also includes the effect of the change in the discounting rates used for calculating the insurance liabilities. In this instance, investment revenues also include the change in the fair value of available-for-sale financial assets which is recognized in the statement of comprehensive income. In yield-dependent contracts, the financial margin is the total fixed and variable management fees which are calculated based on the yield and the average balance of the insurance reserves

3. The line "payments and changes in liabilities for investment contracts" only includes the amount of profits (losses) from investments for investment contracts

4. Increases in existing policies are not included as part of the premium paid for new business, but as part of the performance of the original policy

5. Not including internal movement

Notes to the Consolidated Financial Statements

Note 19 - Additional information about the life assurance and long-term savings segment (contd.)

B. Results by policy category (contd.)

Data For the year ended December 31, 2022

	Policies which include a savings component (incl. riders) by date of policy issue				Policies with no savings component	
	Until 1990 (1)	Up to 2003	From 2004		Risk sold as a stand-alone policy	
			Not yield-dependent	Yield dependent NIS million	Personal lines	Group
						Total
Gross premiums:						
Masorti/Meurav	9	17	-	-	-	26
Savings component	50	649	-	3,781	-	4,480
Other	14	200	-	210	1,476	2,008
Total	73	866	-	3,991	1,476	6,514
Premiums for amounts deposited in a consolidated company as part of a defined benefit plan for the Group's employees						(10)
Total						6,504
Financial margin including management fees - in terms of comprehensive income (2)	(393)	159	(190)	353	-	(71)
Payments and changes in liabilities for insurance contracts, gross	933	(887)	74	1,837	787	2,826
Payments and change in liabilities for investment contracts (3)	-	-	(2)	(1,442)	-	(1,444)
Profit (loss) from life assurance business	(327)	*(65)	44	*(19)	(51)	(413)
Other comprehensive loss from life assurance business	(120)	(1)	(232)	(4)	(21)	(380)
Total comprehensive income (loss) from life assurance business	(447)	(66)	(188)	(23)	(72)	(793)
Profit from pension and provident						121
Other comprehensive loss from pension and provident						(18)
Total comprehensive loss from life assurance and long-term savings	-	-	-	-	-	(690)
Amounts received for insurance contracts recognized directly in insurance reserves	-	-	-	3,936	-	3,936
Annualized premium for insurance contracts - new business (4)	-	-	-	121	245	366
Single premium for insurance contracts	-	3	-	2,228	-	2,231
Annualized premium for investment contracts - new business (4)	-	-	-	45	-	45
Single premium for investment contracts	-	-	-	3,674	-	3,674
Transfers to Company for insurance contracts and investment contracts (5)	-	-	-	1,111	-	1,111
Transfers from Company for insurance contracts and investment contracts (5)	25	496	-	1,548	-	2,069

* Reclassified

1. The products issued through 1990 (including increases in respect thereof) are mainly guaranteed yield and are mostly backed by earmarked bonds
2. The financial margin does not include the Company's other revenues which are collected as a percentage of the premium and it is calculated before deducting expenses for management of the investments. The financial margin in policies with a guaranteed yield is based on actual revenues from investments in the reporting year, net of a factor of the guaranteed yield percentage multiplied by the average reserve. The financial margin for non-yield dependent policies that were issued from 2004 onwards also includes the effect of the change in the discounting rates used for calculating the insurance liabilities. In this instance, investment revenues also include the change in the fair value of available-for-sale financial assets which is recognized in the statement of comprehensive income. In yield-dependent contracts, the financial margin is the total fixed and variable management fees which are calculated based on the yield and the average balance of the insurance reserves
3. The line "payments and changes in liabilities for investment contracts" only includes the amount of profits (losses) from investments for investment contract.
4. Increases in existing policies are not included as part of the premium paid for new business, but as part of the performance of the original policy
5. Not including internal movement

Notes to the Consolidated Financial Statements

Note 19 - Additional information about the life assurance and long-term savings segment (contd.)

B. Results by policy category (contd.)

Data For the year ended December 31, 2021

Data For the year ended December 31, 2021	Policies which include a savings component (incl. riders) by date of policy issue				Policies with no savings component		
	Until 1990 (1)	Up to 2003	From 2004		Risk that was sold as a stand-alone policy		Total
			Not yield- dependent	Yield dependent	Personal lines	Group	
Gross premiums:							
Masorti/Meurav	11	19	-	-	-	-	30
Savings component	49	638	-	3,263*	-	-	3,950
Other	18	200	-	261*	1,296	140	1,915
Total	78	857	-	3,524	1,296	140	5,895
Premiums for amounts deposited in a consolidated company as part of a defined benefit plan for the Group's employees							(8)
Total							5,887
Financial margin including management fees - in terms of comprehensive income (2)	117	573*	76	339*	-	-	1,105
Payments and changes in liabilities for insurance contracts, gross	680	4,490	47	6,752	684	108	12,761
Payments and change in liabilities for investment contracts (3)	-	-	5	1,767	-	-	1,772
Profit from life assurance business	63	438*	20	16*	116	27	680
Other comprehensive income from life assurance business	11	-	55	1	3	-	70
Total comprehensive income from life assurance business	74	438	75	17	119	27	750
Profit from pension and provident							157
Other comprehensive income from pension and provident							2
Total comprehensive income from life assurance and long-term savings	-	-	-	-	-	-	909
Amounts received for insurance contracts recognized directly in insurance reserves	-	-	14	3,925	-	-	3,939
Annualized premium for insurance contracts - new business (4)	-	-	-	158	219	-	377
Single premium for insurance contracts	-	3	-	1,784	-	-	1,787
Annualized premium for investment contracts - new business (4)	-	-	-	53	-	-	53
Single premium for investment contracts	-	-	14	3,690	-	-	3,704
Transfers to Company for insurance contracts and investment contracts (5)	-	-	-	923	-	-	923
Transfers from Company for insurance contracts and investment contracts (5)	17	493	-	1,422	-	-	1,932

* Reclassified

1. The products issued through 1990 (including increases in respect thereof) are mainly guaranteed yield and are mostly backed by earmarked bonds
2. The financial margin does not include the Company's other revenues which are collected as a percentage of the premium and it is calculated before deducting expenses for management of the investments. The financial margin in policies with a guaranteed yield is based on actual revenues from investments in the reporting year, net of a factor of the guaranteed yield percentage multiplied by the average reserve. The financial margin for non-yield dependent policies that were issued from 2004 onwards also includes the effect of the change in the discounting rates used for calculating the insurance liabilities. In this instance, investment revenues also include the change in the fair value of available-for-sale financial assets which is recognized in the statement of comprehensive income. In yield-dependent contracts, the financial margin is the total fixed and variable management fees which are calculated based on the yield and the average balance of the insurance reserves
3. The line "payments and changes in liabilities for investment contracts" only includes the amount of profits (losses) from investments for investment contracts
4. Increases in existing policies are not included as part of the premium paid for new business, but as part of the performance of the original policy
5. Not including internal movement

Notes to the Consolidated Financial Statements**Note 20 - Insurance liabilities in the health insurance segment****A. Insurance liabilities by financial exposure****Data as at December 31, 2023**

	<u>Long-term care (LTC)</u>		<u>Other</u>		<u>Total</u>
	<u>Personal lines</u>	<u>Group</u>	<u>long-term</u>	<u>short-term</u>	
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	
Yield-dependent	574	4,793	-	-	5,367
Other	5,224	1,215	1,792	158	8,389
Total	<u>5,798</u>	<u>6,008</u>	<u>1,792</u>	<u>158</u>	<u>13,756</u>

Data as at December 31, 2022

	<u>Long-term care (LTC)</u>		<u>Other</u>		<u>Total</u>
	<u>Personal lines</u>	<u>Group</u>	<u>long-term</u>	<u>short-term</u>	
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	
Yield-dependent	545	4,647	-	-	5,192
Other	4,541	1,055	1,700	171	7,467
Total	<u>5,086</u>	<u>5,702</u>	<u>1,700</u>	<u>171</u>	<u>12,659</u>

Notes to the Consolidated Financial Statements**Note 20 - Insurance liabilities in the health insurance segment (contd.)****B. Insurance liabilities by insurance exposure****Data as at December 31, 2023**

	<u>Long-term care (LTC)</u>		<u>Other</u>		<u>Total</u>
	<u>Personal lines</u>	<u>Group</u>	<u>long-term</u>	<u>short-term</u>	
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Annuity in payment	1,433	5,894	-	-	7,327
Other risk components	4,365	114	1,792	158	6,429
Total	<u>5,798</u>	<u>6,008</u>	<u>1,792</u>	<u>158</u>	<u>13,756</u>

Data as at December 31, 2022

	<u>Long-term care (LTC)</u>		<u>Other</u>		<u>Total</u>
	<u>Personal lines</u>	<u>Group</u>	<u>long-term</u>	<u>short-term</u>	
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Annuity in payment	1,274	5,028	-	-	6,302
Other risk components	3,812	674	1,700	171	6,357
Total	<u>5,086</u>	<u>5,702</u>	<u>1,700</u>	<u>171</u>	<u>12,659</u>

The principal coverages included in other short-term health insurance are foreign workers, overseas travel, and personal accidents up to 12 months.

The principal coverages included in other long-term health insurance are medical expenses, personal accidents over 12 months, critical illness, and dental treatment.

Notes to the Consolidated Financial Statements

Note 20 - Insurance liabilities in the health insurance segment (contd.)

C. Results by policy category

Data for the year ended December 31, 20233

	Long-term care (LTC)		Other**		Total
	Personal lines	Group*	long-term***	short-term***	
	NIS million	NIS million	NIS million	NIS million	
Gross premiums	<u>818</u>	<u>2,023</u>	<u>3,098</u>	<u>522</u>	<u>6,461</u>
Payments and changes in liabilities for insurance contracts, gross	<u>1,065</u>	<u>2,420</u>	<u>1,990</u>	<u>337</u>	<u>5,812</u>
Profit (loss) from health insurance business	<u>(23)</u>	<u>(52)</u>	<u>208</u>	<u>50</u>	<u>183</u>
Other comprehensive income (loss) from health insurance business	<u>(72)</u>	<u>(12)</u>	<u>29</u>	<u>1</u>	<u>(54)</u>
Total comprehensive income (loss) from health insurance business	<u>(95)</u>	<u>(64)</u>	<u>237</u>	<u>51</u>	<u>129</u>
Annualized personal lines premium - new business	<u>-</u>	<u>-</u>	<u>153</u>	<u>-</u>	<u>153</u>

** Of this, personal lines premiums in the amount of NIS 2,268 million and group premiums in the amount of NIS 1,352 million

*** The most significant cover included in other long-term health is medical expenses, and in other short-term health is travel insurance

Data for the year ended December 31, 2022

	Long-term care (LTC)		Other**		Total
	Personal lines	Group*	long-term***	short-term***	
	NIS million	NIS million	NIS million	NIS million	
Gross premiums	<u>786</u>	<u>1,756</u>	<u>2,846</u>	<u>534</u>	<u>5,922</u>
Payments and changes in liabilities for insurance contracts, gross	<u>(318)</u>	<u>1,510</u>	<u>1,905</u>	<u>343</u>	<u>3,440</u>
Profit (loss) from health insurance business	<u>1,161*</u>	<u>(66)</u>	<u>63</u>	<u>52</u>	<u>1,210</u>
Other comprehensive income (loss) from health insurance business	<u>(364)</u>	<u>(56)</u>	<u>(4)</u>	<u>1</u>	<u>(423)</u>
Total comprehensive income (loss) from health insurance business	<u>797</u>	<u>(122)</u>	<u>59</u>	<u>53</u>	<u>787</u>
Annualized personal lines premium - new business	<u>-</u>	<u>-</u>	<u>128</u>	<u>-</u>	<u>128</u>

* Restated due to initial presentation of the credit segment, see also Note 4(6)

** Of this, personal lines premiums in the amount of NIS 2,142 million and group premiums in the amount of NIS 1,238 million

*** The most significant cover included in other long-term health is medical expenses, and in other short-term health is travel insurance

Notes to the Consolidated Financial Statements**Note 20 - Insurance liabilities in the health insurance segment (contd.)****C. Results by policy category (contd.)****Data for the year ended December 31, 2021**

	Long-term care (LTC)		Other**		Total
	Personal lines	Group*	long-term***	short-term***	
	NIS million	NIS million	NIS million	NIS million	NIS million
Gross premiums	<u>763</u>	<u>1,577</u>	<u>2,650</u>	<u>379</u>	<u>5,369</u>
Payments and changes in liabilities for insurance contracts, gross	<u>1,004</u>	<u>2,232</u>	<u>1,459</u>	<u>271</u>	<u>4,966</u>
Profit (loss) from health insurance business	<u>(21)*</u>	<u>(75)</u>	<u>514</u>	<u>11</u>	<u>429</u>
Other comprehensive income from health insurance business	<u>69</u>	<u>5</u>	<u>30</u>	<u>-</u>	<u>104</u>
Total comprehensive income (loss) from health insurance business	<u>48</u>	<u>(70)</u>	<u>544</u>	<u>11</u>	<u>533</u>
Annualized personal lines premium - new business	<u>-</u>	<u>-</u>	<u>167</u>	<u>-</u>	<u>167</u>

* Restated due to initial presentation of the credit segment, see also Note 4(6)

** Of this, personal lines premiums in the amount of NIS 1,888 million and group premiums in the amount of NIS 1,141 million

*** The most significant cover included in other long-term health is medical expenses and in other short term health is travel insurance

Notes to the Consolidated Financial Statements

Note 21 - Changes in liabilities for yield-dependent and non-yield-dependent insurance contracts, investment contracts and health insurance

Balance as at January 1, 2022	<u>67,262</u>	<u>19,641</u>	<u>86,903</u>	<u>13,469</u>
Interest, linkage differences and investment profit (1)	(2,885)	(1,442)	(4,327)	(1,405)
Increase for premiums recognized in liabilities (2)	4,973	3,935	8,908	(647)
Decrease for management fees from accrual	(361)	(152)	(513)	-
Decrease for claims, redemptions and end of period	(3,853)	(2,688)	(6,541)	-
Changes on account of change in assumptions (4) (5)	352	-	352	246
Other changes (3)	<u>(1,026)</u>	<u>-</u>	<u>(1,026)</u>	<u>996</u>
Balance as at December 31, 2022	<u>64,462</u>	<u>19,294</u>	<u>83,756</u>	<u>12,659</u>
Interest, linkage differences and investment profit (1)	4,656	1,268	5,924	711
Increase for premiums recognized in liabilities (2)	4,741	2,858	7,599	(608)
Decrease for management fees from accrual	(355)	(147)	(502)	-
Decrease for claims, redemptions and end of period	(4,693)	(4,008)	(8,701)	-
Changes on account of change in assumptions (4) (5)	(90)	-	(90)	130
Other changes (3)	<u>(1,053)</u>	<u>-</u>	<u>(1,053)</u>	<u>864</u>
Balance as at December 31, 2023	<u>67,668</u>	<u>19,265</u>	<u>86,933</u>	<u>13,756</u>

- (1) This item includes interest, linkage differences and investment profit (loss) for the balance at the beginning of the year, plus interest, linkage differences and investment profit (loss) in respect of premiums for saving only which were recorded during the Reporting Period.
- (2) This premium does not include the premium recorded as an income for the Group. The premium includes the premium for saving and part of the premium on products with a fixed premium, net of management fees collected as a percentage of the premium. In the health segment, the premium includes the premium recognized in the reserve, net of the cost of the risk.
- (3) This item includes changes in the reserve for outstanding claims, reserve for time-based claims, IBNR, and annuity in payment (based on the assumptions used at the end of the previous year. This item also includes the effect of interest, linkage differences and investment profit that was not included under "interest, linkage differences and investment profit" such as: interest, linkage differences, and investment profit on claims payments and premiums that are not saving, and reducing future profitability attributed to insurance liabilities in respect of the acquisition of the Eliahu insurance portfolio.
- (4) Life assurance and long-term savings segment - The changes in 2023 were affected by a revision of the assumptions following the Company's study on the morbidity rate in the critical illness sector, which resulted in a decrease in insurance liabilities by NIS 90 million before tax. The changes in 2022 were affected by the implementation of an insurance circular on the "Amendment of the Provisions of the Consolidated Circular concerning the measurement of liability - Revised demographic assumptions in life assurance and for pension funds", by a revised study of the retirement rate and annuity take-up rate (TUR), and by an update in connection with development of the expenses in the actuarial model, that led to an increase of the insurance liabilities amounting to NIS 353 million before tax.
- (5) Health segment - the changes in 2023 were affected as follows:
Personal lines health sector - The revision of the assumptions following studies conducted by the Company in connection with the morbidity assumptions applied in calculating the active reserve in ambulatory cover resulted in an increase of NIS 24 million before tax in insurance liabilities.
Personal lines long-term care sector: The revision of the assumptions following studies conducted by the Company in connection with morbidity rates resulted in an increase of NIS 105 million before tax in insurance liabilities. For additional information see Note 36.

The changes in 2022 were affected as follows:

Personal lines health sector: by the implementation of an insurance circular on the "Amendment of the Provisions of the Consolidated Circular concerning the measurement of liability - Revised demographic assumptions in life assurance and for pension funds", by an update of the assumptions following studies conducted by the Company in connection with the cancellation and morbidity rates; and by an update relating to development of the expenses in the actuarial model, that led to a decrease of the insurance liabilities amounting to NIS 74 million before tax.

Personal lines and group long-term care sectors: by an update of the assumptions following studies conducted by the Company in connection with the cancellation, morbidity and cancellation rates; and by an update relating to development of the expenses in the actuarial model, that led to an increase of the insurance liabilities amounting to NIS 320 million before tax. The changes in 2021 were affected by the completion of a study relating to the cost of claims in the personal lines health sector that led to a reduction of the insurance liabilities by NIS 300 million before tax. For additional information see Note 36.

Notes to the Consolidated Financial Statements

Note 22 - Assets and liabilities for employee benefits

A. Defined contribution plans

Expenses incurred in respect of these defined contribution plans in 2023, 2022, and 2021 amounted to NIS 55 million, NIS 51 million, and NIS 45 million, respectively, and were included within general and administrative expenses.

B. Composition of liabilities for employee benefits, net

	As at December 31	
	2023	2022
	NIS million	NIS million
Liability for funded defined benefit plan	345	350
Liabilities for non-funded defined benefit plan - see Section C below	27	26
Net of fair value of plan's assets	109	112
Total liabilities, net, for defined benefit plans	263	264

C. Information about defined benefit plans

1. Changes in the present value of the liability and the fair value of the assets for a defined benefit plan

	Obligation for a defined benefit plan		Fair value of plans' assets		Total liability (asset), net recognized for a defined benefit plan	
	2023	2022	2023	2022	2023	2022
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Balance as at January 1	376	420	112	119	264	301
Expenses recognized in profit or loss						
Cost of interest	15	9	4	3	11	6
Cost of ongoing service	18	24	-	-	18	24
Movement in wage tax	1	*-	-	-	1	*-
Expenses (income) recognized in other comprehensive income						
Actuarial profit, attributed to changes in financial assumptions	(4)	(38)	(1)	(1)	(3)	(37)
Other actuarial profit	(4)	(11)	*-	*-	(4)	(11)
Actual yield net of interest income	(4)	1	(1)	(5)	(3)	6
Additional movements						
Benefits paid	(27)	(26)	(7)	(7)	(20)	(19)
Employer's contributions to plan	-	-	3	3	(3)	(3)
Transfers	1	-	(1)	*-	2	*-
Other	*-	(3)	-	*-	-	(3)
Balance as at December 31	372	376	109	112	263	264

* Less than NIS 1 million

Notes to the Consolidated Financial Statements

Note 22 - Assets and Liabilities for Employee Benefits (contd.)

C. Information about defined benefit plans (contd.)

2. Possible, reasonable changes at the report date for one of the actuarial assumptions, assuming that the other assumptions remain unchanged, affect the liability for a defined benefit as follows:

	As at December 31, 2023	
	One-percent increase	One-percent decrease
	NIS million	NIS million
Rate of future wage increases	7	(6)
Departure rates	(2)	3
Discount rate	(6)	8

	As at December 31, 2022	
	One-percent increase	One-percent decrease
	NIS million	NIS million
Rate of future wage increases	10	(8)
Departure rates	(3)	3
Discount rate	(8)	10

3. Key actuarial assumptions used to determine liability for the defined benefit plan

	2023	2022	2021
	%	%	%
Discount rate	2.49-2.80	2.22-2.45	(0.37)-0.01
Expected rate of salary increases (weighted average)	2.3	2.3	2.3

4. Additional information

- Actual return on the plan's assets in 2023 is 3.55% (in 2022 – (2.23%) and in 2021 – 13.2%).
- The Group's estimate of the expected deposits in 2024 in a funded, defined benefit plan is NIS 1 million.
- The Group's estimate of the plan's duration at the end of the Reporting Period is 5.41 years and for 2022 is 5.73 years.

D. Liability for a non-funded defined benefit plan

	As at December 31	
	2023	2022
	NIS million	NIS million
Liability for early retirement	8	8
Liability for adjustment period	19	18
	27	26

Notes to the Consolidated Financial Statements**Note 23 - Trade and other payables**

	As at December 31	
	2023	2022
	NIS million	NIS million
Employees and other liabilities for wages and salaries	136	130
Payable expenses	236	278
Dividend due	-	100
Suppliers and service providers	218	223
Government authorities and institutions	94	92
Related parties	9	
Reinsurer's share of DAC	122	111
Lease liabilities	76	69
	891	1,003
Insurance companies and brokers:		
Reinsurers' deposits	2,550	2,245
Other accounts	537	417
Total insurance companies and brokers	3,087	2,662
Insurance agents	443	451
Policyholders and members	464	243
Profit sharing for policyholders	32	24
Prepaid premiums	212	199
Interest and principal due - subordinated liability notes	3	4
Liabilities for investment in securities	366	255
Other	205	157
	1,725	1,333
Total other payables	5,703	4,998

For information about the assets and liabilities allocated by linkage bases, see Note 36.

Notes to the Consolidated Financial Statements**Note 24 - Financial liabilities**

This note provides information on the contractual terms of financial liabilities. Additional information regarding the Group's exposure to interest, foreign currency, and liquidity risks is presented in Note 36 - Risk management.

A. Financial liabilities

	<u>Carrying amount</u>		<u>Fair value</u>	
	<u>As at December 31</u>		<u>As at December 31</u>	
	<u>2023</u>	<u>2022</u>	<u>2023</u>	<u>2022</u>
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Financial liabilities measured at amortized cost				
Bank loans	621	348	578	300
Loans from related parties	67	-	66	-
Short-term credit from banks and others	446	313	446	313
Bonds *	9,705	6,476	9,370	6,111
Financial guarantee	39	76	37	72
	<u>10,878</u>	<u>7,213</u>	<u>10,497</u>	<u>6,796</u>
Financial liabilities measured at fair value through profit or loss				
Derivatives (1)	330	1,439	330	1,439
Short selling (2)	5,838	4,539	5,838	4,539
	<u>6,168</u>	<u>5,978</u>	<u>6,168</u>	<u>5,978</u>
Total financial liabilities	<u>17,046</u>	<u>13,191</u>	<u>16,665</u>	<u>12,774</u>
* Including subordinated liability notes issued for the purpose of compliance with the capital requirements	<u>5,236</u>	<u>4,969</u>		

- (1) Derivative instruments held to cover insurance liabilities as part of the Group's asset liability policy ("ALM"). Of the above, NIS 97 million and NIS 325 million at December 31, 2023 and 2022, respectively, are included within non-yield-dependent liabilities, and the balance is included in the Group's yield-dependent liabilities. Most of the amount stems from the management of exposure to foreign currency and the CPI by means of derivatives. Against these liabilities, the financial institutions deposited collateral under conditions prescribed in the contract. The Group's financial institutions have approved credit facilities for their derivative activity. Accordingly, the Group's financial institutions deposited NIS 287 million and NIS 1,650 million at December 31, 2023 and 2022, respectively, as collateral to cover its liabilities arising from this activity.
- (2) Harel Finance, a subsidiary of the Company, operates through subsidiaries involved in the short sale of government bonds (Israeli and foreign) and places the proceeds of the sales in deposit until the bond maturity date. In the Reporting Period, these companies posted short sales of NIS 1.4 billion as part of this activity. The outstanding backing amounts as at December 31, 2023 are NIS 4.8 billion.

B. The interest rates used to determine the fair value

	<u>As at December 31</u>	
	<u>2023</u>	<u>2022</u>
In percent		
Loans	5.76	*5.00
Bonds	4.89	3.80
Financial guarantee	1.47	*1.49

* Restated

Notes to the Consolidated Financial Statements

Note 24 - Financial liabilities (contd.)

C. Financial liabilities measured at amortized cost – additional information

Category of liability	Category of capital	Date of issue	Par value on date of issue (NIS M)	Issuing entity	Rating company	Rating	Terms of linkage	Marketable / non-marketable	Type of interest	% interest	Carrying amount as at Dec 31, 2023 (NIS M)	Fair value as at Dec31, 2023 (NIS M)	Dates of principal payments	Dates of interest payments	Final maturity date	Right to early redemption	Compliance with financial covenants	
<u>Bank loans</u>																		
Loan		05/09/2021	375	Bank			NIS	Non-marketable	Fixed	2.37%	321	278	Semi-annual	Semi-annual	05/09/2035		See also Note 24H5b	
Loan		03/05/2023	300	Bank	Maalot	AA-	NIS	Non-marketable	Fixed	5.565 %	300	300	Annual	Semi-annual	01/01/2026		See also Note 24H5b	
Total loans from banks											621	578						
<u>Loans from related parties</u>																		
Loan from the Partnership		18/06/2023	5	Principal shareholder (interested party)	Internal	AA-	NIS	Non-marketable	Variable	6.90%	5	5	Quarterly	Semi-annual	20/06/2028			
Loan from the Partnership		30/07/2023	5	Principal shareholder (interested party)	Midroog	AA3	NIS	Non-marketable	Variable	7.25%	5	5	Quarterly	Quarterly	30/07/2026			
Loan from the Partnership		12/07/2023	14	Principal shareholder (interested party)	Internal	A+	NIS	Non-marketable	Variable	7.05%	14	14	Quarterly	Quarterly	25/12/2025			
Loan from the Partnership		07/11/2023	2	Principal shareholder (interested party)	Internal	A	NIS	Non-marketable	Variable	8.75%	2	2	Monthly	Monthly	01/11/2025			
Loan from the Partnership		26/07/2023	4	Principal shareholder (interested party)	Internal	AA-	Shekel linked	Non-marketable	Fixed	4.02%	4	4	Quarterly	Quarterly	26/07/2028			
Loan from the Partnership		26/07/2023	17	Principal shareholder (interested party)	Internal	AA-	Shekel linked	Non-marketable	Fixed	3.53%	17	17	Quarterly	Quarterly	26/07/2028			
Loan from the Partnership		24/07/2023	2	Principal shareholder (interested party)			NIS	Non-marketable	Variable	8.45%	2	2	Annual	Quarterly	24/07/2026			
Loan from the Partnership		21/03/2023	2	Principal shareholder (interested party)	Internal	AA-	Shekel linked	Non-marketable	Fixed	8.35%	3	3	Quarterly	Semi-annual	22/12/2026			
Loan from the Partnership		20/12/2023	10	Principal shareholder (interested party)	Internal	A+	Shekel linked	Non-marketable	Fixed	3.67%	10	10	Annual	Quarterly	20/12/2025			
Loan from the Partnership		31/12/2023	5	Principal shareholder (interested party)	Internal	A+	NIS	Non-marketable	Variable	7.25%	5	5	Monthly	Monthly	28/01/2024			
Loan from the Partnership		25/11/2023	4	Principal shareholder (interested party)	Maalot	AA-	NIS	Non-marketable	Fixed	0.32%	-	-	Annual	Quarterly	25/11/2025			
Loan from the Partnership		16/03/2023	7.5	Principal shareholder (interested party)	Internal	AA-	NIS	Non-marketable	Fixed	0.5%	-	-	Annual	Quarterly	16/03/2025			
Total loans from related parties											67	67						
<u>Short-term credit from banks and others</u>																		
Loan		02/12/2022	199	Bank			NIS	Non-marketable	Variable	Prime +0.26%	199	198	Monthly	Monthly	30/01/2023		See also Note 24H5c	
Loan		30/12/2022	130	Bank			NIS	Non-marketable	Variable	Prime +0.26%	130	130	Monthly	Monthly	30/01/2023		See also Note 24H5c	
On-call loan		28/02/2022	117	Bank			NIS	Non-marketable	Variable	0.7%	117	117	On-call	On-call	27/01/2023		See also Note 24H5d	
Total short-term credit from banks and others											446	445						

Notes to the Consolidated Financial Statements

NOTE 24 – Financial liabilities (contd.)

C. Financial liabilities measured at amortized cost – Additional information (contd.)

Category of liability	Category of capital	Date of issue	Par value on date of issue (NIS M)	Issuing entity	Rating company	Rating	Terms of linkage	Marketable / non-marketable	Type of interest	% interest	Carrying amount at Dec 31, 2023 (NIS M)	Fair value at Dec 31, 2023 (NIS M)	Dates of principal payments	Dates of interest payments	Final maturity date	Right to early redemption	Compliance with financial covenants
Bonds																	
Series 7 bonds	Hybrid Tier-3	04/04/2012 01/01/2013 20/07/2013 29/01/2014 05/06/2014	250	Harel Finance & Issues	Maalot	AA-	Shekel linked	Marketable	Fixed	3.85%	288	288	On maturity date	Semi-annual	31/05/2026	31/05/2024	
Series 9 bonds	Hybrid Tier-2	07/01/2015 19/01/2017	295	Harel Finance & Issues	Maalot	AA-	Shekel linked	Marketable	Fixed	2.4%	321	334	On maturity date	Semi-annual	31/12/2028	30/06/2024 31/12/2025	
Series 10 bonds	Hybrid Tier-2	07/01/2015 19/01/2017	295	Harel Finance & Issues	Maalot	AA-	Shekel linked	Marketable	Fixed	2.4%	319	334	On maturity date	Semi-annual	31/12/2029	30/06/2024 31/12/2026	
Series 11 bonds	Hybrid Tier-2	02/09/2015 21/09/2015	300	Harel Finance & Issues	Maalot	AA-	NIS	Marketable	Fixed	4.36%	298	301	On maturity date	Semi-annual	31/12/2030	30/06/2024 31/12/2027	
Series 12 bonds	Hybrid Tier-2	03/04/2016 25/07/2016	240	Harel Finance & Issues	Maalot	AA-	NIS	Marketable	Fixed	3.95%	237	234	On maturity date	Semi-annual	31/12/2031	30/06/2024 31/12/2028	
Series 13 bonds	Hybrid Tier-2	03/04/2016 25/07/2016	240	Harel Finance & Issues	Maalot	AA-	NIS	Marketable	Fixed	3.95%	236	232	On maturity date	Semi-annual	31/12/2032	30/06/2024 31/12/2029	
Series 14 bonds	Tier-2	25/01/2018 05/12/2018 02/12/2019	729	Harel Finance & Issues	Maalot	AA-	NIS	Marketable	Fixed	3.05%	728	646	On maturity date	Semi-annual	31/12/2033	30/06/2024 31/12/2030	
Series 15 bonds	Tier-2	25/01/2018 05/12/2018 13/12/2020	683	Harel Finance & Issues	Maalot	AA-	NIS	Marketable	Fixed	3.05%	681	591	On maturity date	Semi-annual	31/12/2034	30/06/2024 31/12/2031	
Series 16 bonds	Tier-2	18/04/2019	600	Harel Finance & Issues	Maalot	AA-	NIS	Marketable	Fixed	2.91%	598	582	On maturity date	Semi-annual	30/06/2029	30/06/2024 30/06/2026	
Series 17 bonds	Tier-2	02/12/2019	350	Harel Finance & Issues	Maalot	AA-	NIS	Marketable	Fixed	1.79%	348	316	On maturity date	Semi-annual	31/12/2030	31/12/2025 31/12/2027	
Series 18 bonds	Tier-2	14/12/2021	694	Harel Finance & Issues	Maalot	AA-	NIS	Marketable	Fixed	2.63%	686	568	On maturity date	Semi-annual	31/12/2035	31/12/2030 31/12/2032	
Series 12 bonds	Tier-2	22/01/2023	500	Harel Finance & Issues	Maalot	AA-	NIS	Marketable	Fixed	4.380 %	496	490	On maturity date	Semi-annual	31/12/2032	31/12/2027 31/12/2029	
*Harel Deposit Series 1 bonds		05/08/2019 11/09/2019 07/11/2019 10/02/2020 07/02/2021 09/03/2022	1,754	Harel Exchange Traded Deposit Ltd.	Midroog	AAA	NIS	Marketable	Variable	Bank of Israel interest + 0.24\$ = 4.99%	772	772	On maturity date	Annual	04/08/2024	At any given moment with 37 days advance notice	

Notes to the Consolidated Financial Statements

Category of liability	Category of capital	Date of issue	Par value on date of issue (NIS M)	Issuing entity	Rating company	Rating	Terms of linkage	Marketable / non-marketable	Type of interest	% interest	Carrying amount at Dec 31, 2023 (NIS M)	Fair value at Dec 31, 2023 (NIS M)	Dates of principal payments	Dates of interest payments	Final maturity date	Right to early redemption	Compliance with financial covenants
Harel Deposit Series 2 bonds		23/01/2020	110	Harel Exchange Traded Deposit Ltd.	Midroog	AAA	NIS	Marketable	Fixed	1.2%	115	105	On maturity date	Annual	24/01/2027		
Harel Deposit Series 3 bonds		01/12/2022	2,526	Harel Exchange Traded Deposit Ltd.	Midroog	AAA	NIS	Marketable	Variable	Bank of Israel interest + 0.15 = 4.9%	2,645	2,649	On maturity date	Annual	01/12/2028	At any given moment with 37 days advance notice	
Harel Investments Bonds 1		26/07/2021	1,094	Harel Investments	Midroog	AA	NIS	Marketable	Fixed	1.95%	937	928	On maturity date	Semi-annual	31/12/2035	30/06/2024	See also Note 24H5b
Total bonds											9,705	9,370					
Financial guarantee																	
Financial guarantee 1 Canada Life		01/04/2022		Canada Life Insurance Company			NIS	Non-marketable	Variable		9	8			01/04/2037	01/04/2030	
Financial guarantee 2 Canada Life		01/07/2022		Canada Life Insurance Company			NIS	Non-marketable	Variable		9	9			01/07/2037	01/07/2030	
Financial guarantee 3 Canada Life		01/10/2022		Canada Life Insurance Company			NIS	Non-marketable	Variable		7	7			End of portfolio life	When the portfolio reaches a balance of 12%	
Financial guarantee 4 Canada Life		01/01/2023		Canada Life Insurance Company			NIS	Non-marketable	Variable		7	6			End of portfolio life	When the portfolio reaches a balance of 12%	
Financial guarantee 5 Canada Life		01/07/2023		Canada Life Insurance Company			NIS	Non-marketable	Variable		7	7			End of portfolio life	When the portfolio reaches a balance of 15%	
Total financial guarantee											39	37					
Total											10,878	10,497					

The bonds include a condition whereby Harel Finance & Issues may make early repayment of the bonds, or part thereof.

Notes to the Consolidated Financial Statements

NOTE 24 – Financial liabilities (contd.)

C. Financial liabilities measured at amortized cost – Additional information (contd.)

Category of liability	Category of capital	Date of issue	Par value on date of issue (NIS M)	Issuing entity	Rating company	Rating	Terms of linkage	Marketable / non-marketable	Type of interest	% interest	Carrying amount a Dec 31, 2022 (NIS M)	Carrying amount a Dec 31, 2022 (NIS M)	Dates of principal payments	Dates of interest payments	Final maturity date	Right to early redemption
Bank loans																
Loan		05/09/2021	375	Bank			NIS	Non-marketable	Fixed	2.37%	348	300	Semi-annual	Semi-annual	05/09/2035	
Total loans from banks											348	300				
Short-term credit from banks and others																
Loan		02/12/2022	150	Bank			NIS	Non-marketable	Variable	Prime +0.26%	150	150	Monthly	Monthly	30/01/2023	
Loan		30/12/2022	149	Bank			NIS	Non-marketable	Variable	Prime +0.26%	148	148	Monthly	Monthly	30/01/2023	
On-call loan		28/02/2022	15	Bank			NIS	Non-marketable	Variable	0.7%	15	15	On-call	On-call	27/01/2023	
Total short-term credit from banks and others											313	313				
Bonds																
Series 6 bonds	Hybrid Tier-3	04/04/2012 08/05/2012 01/01/2013 29/01/2014 05/06/2014	240	Harel Finance & Issues	S&P Maalot	AA-	Shekel linked	Marketable	Fixed	3.85%	267	271	On maturity date	Semi-annual	31/05/2025	31/05/2023
Series 7 bonds	Hybrid Tier-3	04/04/2012 01/01/2013 20/07/2013 29/01/2014 05/06/2014	250	Harel Finance & Issues	S&P Maalot	AA-	Shekel linked	Marketable	Fixed	3.85%	280	289	On maturity date	Semi-annual	31/05/202	31/05/2024
Series 9 bonds	Hybrid Tier-2	07/01/2015 19/01/2017	295	Harel Finance & Issues	S&P Maalot	AA-	Shekel linked	Marketable	Fixed	2.4%	308	327	On maturity date	Semi-annual	31/12/2028	31/12/2025 30/06/2022
Series 10 bonds	Hybrid Tier-2	07/01/2015 19/01/2017	295	Harel Finance & Issues	S&P Maalot	AA-	Shekel linked	Marketable	Fixed	2.4%	305	325	On maturity date	Semi-annual	31/12/2029	31/12/2026 30/06/2022
Series 11 bonds	Hybrid Tier-2	02/09/2015 21/09/2015	300	Harel Finance & Issues	S&P Maalot	AA-	NIS	Marketable	Fixed	4.4%	298	298	On maturity date	Semi-annual	31/12/2030	31/12/2027 30/06/2022
Series 12 bonds	Hybrid Tier-2	03/04/2016 25/07/2016	240	Harel Finance & Issues	S&P Maalot	AA-	NIS	Marketable	Fixed	3.95%	236	232	On maturity date	Semi-annual	31/12/2031	31/12/2028 30/06/2022
Series 13 bonds	Hybrid Tier-2	03/04/2016 25/07/2016	240	Harel Finance & Issues	S&P Maalot	AA-	NIS	Marketable	Fixed	3.95%	236	228	On maturity date	Semi-annual	31/12/2032	31/12/2029 30/06/2022
Series 14 bonds	Tier-2	25/01/2018 05/12/2018 02/12/2019	729	Harel Finance & Issues	S&P Maalot	AA-	NIS	Marketable	Fixed	3.1%	728	638	On maturity date	Semi-annual	31/12/2033	31/12/2030 31/12/2022
Series 15 bonds	Tier-2	25/01/2018 05/12/2018 13/12/2020	683	Harel Finance & Issues	S&P Maalot	AA-	NIS	Marketable	Fixed	3.1%	681	592	On maturity date	Semi-annual	31/12/2034	31/12/2031 31/12/2022
Series 16 bonds	Tier-2	18/04/2019	600	Harel Finance & Issues	S&P Maalot	AA-	NIS	Marketable	Fixed	2.9%	597	573	On maturity date	Semi-annual	30/06/2029	30/06/2026 30/06/2024
Series 17 bonds	Tier-2	02/12/2019	350	Harel Finance & Issues	S&P Maalot	AA-	NIS	Marketable	Fixed	1.8%	348	308	On maturity date	Semi-annual	31/12/2030	31/12/2025 31/12/2027
Series 18 bonds	Tier-2	14/12/2021	694	Harel Finance & Issues	S&P Maalot	AA-	NIS	Marketable	Fixed	2.6%	685	569	On maturity date	Semi-annual	31/12/2035	31/12/2032 31/12/2030
*Harel Deposit Series 1 bonds		05/08/2019 11/09/2019 07/11/2019 10/02/2020 07/02/2021	1,754	Harel Exchange Traded Deposit Ltd.	Midroog	AAA	NIS	Marketable	Variable	Bank of Israel interest + 0.24%	736	737	On maturity date	Annual	04/08/2024	At any given moment with 37 days advance notice
Harel Deposit Series 2 bonds		23/01/2020	110	Harel Exchange Traded	Midroog	AAA	NIS	Marketable	Fixed	1.2%	113	100	On maturity date	Annual	24/01/2027	

Notes to the Consolidated Financial Statements

Category of liability	Category of capital	Date of issue	Par value on date of issue (NIS M)	Issuing entity	Rating company	Rating	Terms of linkage	Marketable / non-marketable	Type of interest	% interest	Carrying amount a Dec 31, 2022 (NIS M)	Carrying amount a Dec 31, 2022 (NIS M)	Dates of principal payments	Dates of interest payments	Final maturity date	Right to early redemption
Harel Deposit Series 3 bonds		01/12/2022	427	Deposit Ltd. Harel Exchange Traded Deposit Ltd.	Midroog	AAA	NIS	Marketable	Variable	Bank of Israel interest + 0.15%	428	428	On maturity date	Annual	01/12/2028	At any given moment with 37 days advance notice
Harel Investments Bonds 1		26/07/2021	250	Harel Investments	Midroog	Aa2	NIS	Marketable	Fixed	2.0%	230	196	On maturity date	Semi-annual	31/12/2035	31/03/2022
Total bonds											6,476	6,111				
Financial guarantee																
Financial guarantee 1 Canada Life		01/04/2022		Canada Life Insurance Company			NIS	Non-marketable	Variable		22	21			01/04/2037	01/04/2030
Financial guarantee 2 Canada Life		01/07/2022		Canada Life Insurance Company			NIS	Non-marketable	Variable		25	23			01/07/2037	01/07/2030
Financial guarantee 3 Canada Life		01/10/2022		Canada Life Insurance Company			NIS	Non-marketable	Variable		29	28			End of portfolio life	When the portfolio reaches a limit of 12%
Total financial guarantee											76	72				
Total											7,213	6,796				

The bonds include a condition whereby Harel Finance & Issues may make early repayment of the bonds, or part thereof. The exercising of this right is subject to meeting one of the following conditions: (a) obtaining the Commissioner's approval; or (b) Harel Insurance must have surplus capital so that the recognized capital after the repayment is 120% of the required capital; or (c) concurrent with the early repayment, Harel Finance & Issues will issue a capital instrument of the same or superior quality.

Notes to the Consolidated Financial Statements

Note 24 - Financial liabilities (contd.)

A. Financial liabilities measured at fair value hierarchy for disclosure purposes only

As at December 31, 2023			
	Level 1	Level 2	Total
	NIS million	NIS million	NIS million
Bonds	9,370	-	9,370
Loans from related parties	-	66	66
Short-term credit from banks and others	-	446	446
Bank loans	-	578	578
Financial guarantees	-	37	37
Total	9,370	1,127	10,497

As at December 31, 2022			
	Level 1	Level 2	Total
	NIS million	NIS million	NIS million
Bonds	6,111	-	6,111
Short-term credit from banks and others	-	313	313
Bank loans	-	300	300
Financial guarantees	-	72	72
Total	6,111	685	6,796

E. Financial liabilities presented at amortized cost – information about linkage and interest

	Effective interest	
	As at December 31	
	2023	2022
Linkage bases		
CPI-linked	3.4%	3.4%
Shekel	3.7%	2.6%

Notes to the Consolidated Financial Statements**Note 24 - Financial liabilities (contd.)****F. Fair value hierarchy of financial liabilities measured at fair value via profit or loss**

The table below presents financial liabilities measured at fair value. The different levels have been defined as follows:

Level 1:	quoted prices (unadjusted) in active markets for identical instruments
Level 2:	inputs other than quoted prices included within Level 1 that are observable, either directly or indirectly
Level 3:	inputs that are not based on observable market data (unobservable inputs).

	As at December 31, 2023		
	Level 1	Level 2	Total
	NIS million	NIS million	NIS million
Derivatives	76	254	330
Short selling	4,895	943	5,838
Total financial liabilities stated at fair value through profit or loss	4,971	1,197	6,168

	As at December 31, 2022		
	Level 1	Level 2	Total
	NIS million	NIS million	NIS million
Derivatives	476	963	1,439
Short selling	4,081	458	4,539
Total financial liabilities stated at fair value through profit or loss	4,557	1,421	5,978

	As at December 31, 2021		
	Level 1	Level 2	Total
	NIS million	NIS million	NIS million
Derivatives	11	154	165
Short selling	3,020	196	3,216
Total financial liabilities stated at fair value through profit or loss	3,031	350	3,381

G. Financial liabilities measured at fair value – interest rates used to determine the fair value

The fair value of the derivatives is measured using assessment techniques which include a method for discounting future cash flows determined by a company that provides interest rate quotes.

Notes to the Consolidated Financial Statements**Note 24 - Financial liabilities (contd.)****H. Additional Information****1. Midroog rating**

- a) On January 30, 2023, Midroog announced affirmation of a financial strength rating for Harel Insurance of Aa1.il, rating outlook stable, and ratings of Aa2.il(hyb) for subordinated (hybrid tier-3 capital), Series 6-8 bonds issued by Harel Finance & Issues, and ratings of Aa3.il(hyb) for subordinated liability notes (secondary capital and tier-2 capital) that were issued by Harel Finance & Issues as part of Series 9 - 18 bonds, with stable outlook.
- b) On March 6, 2023, Midroog announced affirmation of the Company's rating of Aa2.il with stable outlook and affirmation of the Aa2.il rating for Series 1 bonds issued by the Company.
- c) On February 8, 2024, after the Reporting Period, Midroog announced a financial strength rating for Harel Insurance of Aa1.il, with stable outlook, and ratings of Aa2.il(hyb) for subordinated liability notes (hybrid tier-3 capital), Series 7 bonds issued by Harel Finance & Issues, and ratings of Aa3.il(hyb) for subordinated liability notes (secondary capital and tier-2 capital) that were issued by Harel Finance & Issues as part of Series 9-18 bonds, with stable outlook.
- d) On March 13, 2024, after the Reporting Period, Midroog announced affirmation of the Company's rating of Aa2.il with stable outlook and affirmation of the Aa2.il rating for Series 1 bonds issued by the Company.

2. Maalot rating

On December 4, 2023, Maalot announced affirmation of the iIAA+/stable rating for Harel Insurance. The rating announcement included affirmation of the -iIAA rating for tier-2 capital issued by Harel Finance & Issuing as part of the Series 7 and Series 9-18 bonds. The rating outlook remained stable.

3. Issue of Series 1 bonds of the Company by way of a series expansion

In the Reporting Period, the Company published a shelf offering report according to a shelf prospectus dated July 23, 2020.

As part of the shelf offering report, the Company issued NIS 953,516,000 million par value Series 1 bonds by way of the expansion of a new series of bonds, for a total (gross) consideration of NIS 800 million. The bonds were offered to the public, in a uniform offering, by way of a tender on the price per unit, which, for the purpose of the tender, was set at NIS 839. The Series 1 bonds were offered to the public in units, each comprising NIS 1,000 par value Series 1 bonds ("the Units"). The Series 1 bond offering was not secured by underwriting. Qualified investors made a preliminary undertaking to submit applications to purchase 953,516 units, in the quantities and at rates of interest specified in the shelf offering report. As part of the tender, a total of 115 bids were received to purchase 1,190,344 units (of which 40 were bids to purchase 236,828 units from the public and 75 were bids for the purchase of 953,516 units from qualified investors), in the total amount of NIS 998.7 million.

Based on the information in the shelf offering report and in view of the fact that according to the results of the tender, the total applications received, as noted above, reflected a par value of the Series 1 bonds of the Company exceeding NIS 953,516,000 par value Series 1 bonds of the Company, the Company elected to issue as part of the issue under the offering report, a total of NIS 953,516,000 par value Series 1 bonds. The surplus amount is therefore NIS 146,484,000 par value Series 1 bonds and the allotment to the bidders who responded to the aforementioned tender was made at a ratio (pro rata) of the quantity issued to the public to the bids actually received for the Series 1 bonds, so that each bidder whose application would have been accepted according to the results of the tender conducted according to the shelf offering was allotted 86.68% of the scope of the allotment (based on the following calculation: $953,516,000 / 1,100,000,000$).

The discount rate in the present expansion of the Series 1 bonds is 16.77413% and the weighted discount rate is 12.50740%.

Notes to the Consolidated Financial Statements

Note 24 - Financial liabilities (contd.)

H. Additional Information (contd.)

3. Issue of Series 1 bonds of the Company by way of a series expansion (contd.)

As part of the deed of trust of the Company's Series 1 bonds, the Company undertook that as long as the Series 1 bonds have not been fully repaid, it will not create a floating charge on all its assets, unless it received, in advance, the consent of the bond holders or, alternatively, at that date the Company creates such a lien for the Series 1 bond holders as well, of the same ranking. Additionally, with respect to the Series 1 bonds, the Company undertook limitations pertaining to the distribution of a dividend, expansion of the Series 1 bond, and it also undertook to meet certain financial covenants. See section 5B below. For the purpose of this issuance, on May 30, 2023, Midroog announced a rating of Aa2.il with stable outlook, for the expansion of the Series 1 bonds in the amount of up to NIS 600 million par value ("the Issue Rating") and on May 31, 2023, Midroog announced an update to the Issue Rating so that the rating applied to an amount of up to NIS 1,000 million par value.

4. Issue of Series 19 bonds of Harel Finance & Issues

In January 2023, Harel Finance & Issues raised NIS 500 million as part of a public offering of a new series of bonds (Series 19 bonds) in accordance with a shelf offering report of Harel Finance & Issues dated January 18, 2023, which was published according to a shelf prospectus of Harel Finance & Issues bearing the date February 25, 2020, as extended on February 21, 2022 ("the Shelf Offering Report" and "Shelf Prospectus", respectively). Under the conditions set out in the Shelf Prospectus and the Shelf-Offering Report, the amount raised was deposited with Harel Insurance, to be used at its discretion and for which it is responsible, and Harel Insurance has an undertaking towards the trustee for the bonds to comply with the payment conditions of the bonds. Additionally, the issued bonds were recognized by the Commissioner of the Capital Market, Insurance and Savings Authority as a tier-2 capital instrument held by Harel Insurance, all as detailed in the Shelf Prospectus and in the Shelf Offering Report. For the purpose of this issue, S&P Maalot announced a rating of 'ilAA-' for the Series 19 bonds.

5. Financial covenants

- (a) On September 5, 2021, the Company took a bank loan in the amount of NIS 375 million with a carrying amount of NIS 324 million. As part of the aforementioned loan agreement, the Company undertook to comply with the following financial covenants: (1) an undertaking not to pledge material assets; (2) not to transfer control in material companies; (3) the ratio of net financial debt to investment in investee companies will not be more than 0.35; (4) the ratio of net financial debt to equity will not be more than 0.5; (5) cash balances, investments in Makam (short-term), shekel and/or government funds and government bonds must be maintained in the amount of NIS 100 million; if the Company falls below this amount, it undertakes to deposit within seven business days from the date of breach of this undertaking, shekel deposits the principal of which is not less at any time than the amount equal to the limit of the current maturities (principal and interest) for the 12 months following the date of the breach. At December 31, 2023, and at the date of publication of the financial statements, the Company is in compliance with the prescribed financial covenants.
- (b) As part of the deed of trust of the Company's Series 1 bonds, the Company undertook that as long as the Series 1 bonds have not been fully repaid, it will not create a floating charge on all its assets, unless it received, in advance, the consent of the bond holders or, alternatively, at that date the Company creates such a lien for the Series 1 bond holders as well, of the same ranking. Additionally, regarding the Series 1 bonds, the Company undertook limitations pertaining to the distribution of a dividend, expansion of the Series 1 bond series and it also undertook to meet financial covenants in which the Company's equity, according to its financial statements, will not be less than NIS 3 billion and that the Company's net debt to asset ratio according to its separate financial statements will not be more than 50%. As at the date of publication of the report, the Company is in compliance with the prescribed financial covenants. At the publication date of the report, the Company is in compliance with the prescribed financial covenants. At December 31, 2023 and the publication date of the financial statements, the Company is in compliance with the prescribed financial covenants.

Notes to the Consolidated Financial Statements**Note 24 - Financial liabilities (contd.)****H. Additional Information (contd.)****5. Financial covenants (contd.)**

- (c) In December 2023, a subsidiary of the Company took short-term loans from a bank in the total amount of NIS 199.5 million bearing variable interest and a short-term loan from a bank of NIS 130 million, renewable every month and bearing variable interest. Within the framework of these loans, the subsidiary undertook to comply with certain financial covenants, as follows: (1) the subsidiary's tangible equity, according to its definition in the loan agreement, shall not, at any time, be less than NIS 25 million; (2) the percentage of the subsidiary's tangible equity, according to its definition in the loan agreement, shall not, at any time, fall below 15%; (3) provision for credit losses shall not at any time be more than 2.5%; (4) the rate of the subsidiary's financial debt to the bank from the subsidiary's financial debt, according to its definition in the loan agreement, shall not, at any time be more than 40%. At December 31, 2023, and at the date of publication of the financial statements, the subsidiary is in compliance with the prescribed financial covenants.
- (d) In February 2022, Harel Finance, a wholly owned subsidiary of the Company, entered into an agreement with a bank for a credit facility in the amount of up to NIS 50 million at variable interest. Under the credit facility agreement, Harel Finance undertook to comply with the following financial covenants: (1) the equity of Harel Finance will not fall below NIS 450 million; (2) the amount of income from management fees for mutual funds and investment portfolios as presented in the Consolidated Financial Statements of Harel Finance will not fall below NIS 150 million; (3) the ratio between the net financial debt of Harel Finance as presented in its separate financial statements and the net profit of Harel Mutual Funds Ltd., is a wholly owned subsidiary of Harel Finance, will not exceed 5 at any time. As at December 31, 2023, Harel Finance utilized an amount of NIS 43 million from the credit facility. At December 31, 2023, and at the date of publication of the financial statements, the Harel Finance is in compliance with the prescribed financial covenants.

6. Full, early redemption of Series 6 bonds of Harel Finance & Issues

On May 31, 2023, Harel Finance & Issues, a wholly owned subsidiary of Harel Insurance, at its own initiative, made full, early redemption of the Series 8 bonds it had issued.

7. Partial redemption of Series 1 bonds of the Company

In 2023, the Company made partial redemption of a total of 91,165,790 Series 1 bonds of the Company, in accordance with the terms of these bonds.

8. Partial repayments of a loan to the Company from Bank Hapoalim

On March 5, 2023 and September 5, 2023, the Company made partial redemption of in the total amount of NIS 35 million of a loan to the Company from Bank Hapoalim, in accordance with the loan schedule.

9. Bonds issued by a second-tier subsidiary of the Harel Finance

- (a) On May 24, 2023, Harel Exchange Traded Deposit Ltd. (a second-tier subsidiary fully owned by Harel Finance), issued NIS 810 million par value Series 3 bonds to the public by means of the shelf offering in accordance with a prospectus dated August 17, 2023. The proceeds of the bond issue were NIS 826 million.
- (b) On October 29, 2023, Harel Exchange Traded Deposit Ltd. (a second-tier subsidiary fully owned by Harel Finance), issued NIS 1,289 million par value Series 3 bonds to the public, by means of a shelf offering report in accordance with a prospectus dated August 17, 2022. The proceeds from the bond issue were NIS 1,345 million.

10. Shelf prospectus of the Company

On July 26, 2023, the Company published a shelf prospectus dated July 27, 2023. By virtue of this shelf prospectus, the Company will be able to issue different categories of securities, in accordance with the statutory provisions. This shelf prospectus replaced a previous shelf prospectus of the Company from July 2020, which was in force until July 2023.

Notes to the Consolidated Financial Statements**Note 24 - Financial liabilities (contd.)****H. Additional Information (contd.)****11. Shelf prospectus - Harel Finance & Issues**

On February 27, 2023, Harel Finance & Issues published a shelf prospectus bearing the date February 28, 2023. By virtue of this shelf prospectus, Harel Finance & Issues will be able to place different categories of securities, in accordance with the statutory provisions. This shelf prospectus replaced a previous shelf prospectus of Harel Finance & Issues from February 2020, which was in force until February 2023.

12. Bank credit taken by a subsidiary, Harel Pension and Provident Ltd. ("Harel Pension & Provident Ltd.")

On May 4, 2023, Harel Pension & Provident, a wholly owned subsidiary of the Company, repaid a loan from the Company in the amount of NIS 193 million (including interest and index linkage).

On May 3, 2023, Harel Pension & Provident took a loan in the amount of NIS 300 million from a banking corporation. The loan bears variable interest which is paid every six months. The loan is due for repayment on January 1, 2026. As noted, the balance of the loan as at December 31, 2023, is NIS 303 million.

Compliance with financial covenants

To secure repayment of the loan, Harel Pension & Provident undertook to maintain certain financial ratios. Among other things, Harel Pension & Provident undertook that the ratio of its financial debt to EBITDA during the four consecutive quarters preceding the end of the quarter will not exceed 3 and that the value of the assets managed by the funds that it manages will not fall below NIS 150 billion. As at December 31, 2023, Harel Pension & Provident is in compliance with the prescribed financial covenants.

I. Unamortized issuance expenses

The outstanding liability notes at December 31, 2023 and 2022, are net of issuance and discounting expenses, for which the outstanding amounts are NIS 204 million and NIS 52 million, respectively (issuance and discounting expenses are amortized according to the effective interest method).

J. Maturity dates

	As at December 31	
	2023	2022
	NIS million	
First year	1,555	694
Second year	455	1,061
Third year	713	44
Fourth year	541	951
Fifth year and thereafter	7,614	4,463
Total	10,878	7,213

On the maturity dates of non-capitalized financial liabilities, see Note 36.

Notes to the Consolidated Financial Statements**Note 25 - Earned premiums**

	For the year ended December 31, 2023		
	Gross	Reinsurance	Retention
	NIS million	NIS million	NIS million
Premiums in life assurance	6,286	283	6,003
Premiums in health insurance	6,461	375	6,086
Premiums in non-life insurance	4,648	1,614	3,034
Premiums in foreign insurance	657	131	526
Inter-segment adjustments and offsets	(4)	(4)	-
Total premiums	18,048	2,399	15,649
Net of - change in outstanding unearned premiums	(276)	(22)	(254)
Total earned premiums	17,772	2,377	15,395

	For the year ended December 31, 2022		
	Gross	Reinsurance	Retention
	NIS million	NIS million	NIS million
Premiums in life assurance	6,504	213	6,291
Premiums in health insurance	5,922	352	5,570
Premiums in non-life insurance	4,403	1,616	2,787
Premiums in foreign insurance	559	123	436
Inter-segment adjustments and offsets	(4)	(3)	(1)
Total premiums	17,384	2,301	15,083
Net of - change in outstanding unearned premiums	(263)	(51)	(212)
Total earned premiums	17,121	2,250	14,871

	For the year ended December 31, 2021		
	Gross	Reinsurance	Retention
	NIS million	NIS million	NIS million
Premiums in life assurance	5,887	187	5,700
Premiums in health insurance	5,369	307	5,062
Premiums in non-life insurance	3,690	1,331	2,359
Premiums in foreign insurance	490	89	401
Inter-segment adjustments and offsets	(4)	(3)	(1)
Total premiums	15,432	1,911	13,521
Net of - change in outstanding unearned premiums	(160)	(53)	(107)
Total earned premiums	15,272	1,858	13,414

Notes to the Consolidated Financial Statements

Note 26 - Net profit (loss) from investments, and financing income

	For the year ended December 31		
	2023	2022	2021
	NIS million	NIS million	NIS million
Profits (losses) from assets held to cover yield-dependent insurance liabilities			
Investment property	128	203	225
Financial investments:			
Marketable debt assets	984	(694)	820
Non-marketable debt assets	758	(148)	652
Shares	196	(1,484)	4,019
Other	3,301	(3,934)	3,789
Cash and cash equivalents	347	282	(112)
Total profits (losses) from assets held to cover yield-dependent liabilities, net	5,714	(5,775)	9,393
Profits (losses) from assets held to cover liabilities that are not yield-dependent, capital and other			
Income from investment property:			
Revaluation of investment property	118	123	189
Current revenues for investment property	101	133	118
Total income from investment property	219	256	307
Profits (losses) from financial investments, other than interest and linkage differences, exchange rate differences and dividends for:			
Available-for-sale assets (A)	(152)	123	577
Assets presented at fair value through profit or loss (B)	(27)	(28)	299
Assets presented as loans and receivables (C)	(52)	7	19
Total profits (losses) from financial investments, excluding interest and linkage differences, exchange rate differences and dividends	(231)	102	895
Income from interest ¹ and linkage differences from financial assets that are not measured at fair value through profit or loss	1,804	1,653	1,083
Income (expenses) from interest and linkage difference from financial assets measured at fair value through profit or loss	26	-	(10)
Profit (loss) from exchange rate differences *	(167)	(354)	159
Income from dividends	51	66	85
Total profits (losses) from investments, net, and financing income	7,416	(4,052)	11,912
⁽¹⁾ The aforementioned revenues include interest for financial assets that are not presented at fair value through profit or loss whose value was impaired	4	1	-

* On exchange rate differences in respect of financial liabilities, see Note 33

Notes to the Consolidated Financial Statements

Note 26 - Net profit (loss) from investments, and financing income (contd.)**A. Net profit (loss) from investments for available for sale assets**

	For the year ended December 31		
	2023	2022	2021
	NIS million	NIS million	NIS million
Net profit (losses) from securities sold	(82)	221	601
Impairment recognized in profit or loss	(70)	(98)	(24)
Total profit (losses) from investments for available-for-sale assets	(152)	123	577

B. Profit (loss) from investments in respect of assets presented at fair value through profit or loss

	For the year ended December 31		
	2023	2022	2021
	NIS million	NIS million	NIS million
Changes in fair value, net, including profit from sale:			
for assets designated upon initial recognition	(36)	(43)	82
for assets held for trade	9	15	217
Total profits (losses) from investments for assets presented at fair value through profit or loss	(27)	(28)	299

C. Profit (loss) from investments for assets presented as loans and receivables

	For the year ended December 31		
	2023	2022	2021
	NIS million	NIS million	NIS million
Net increases in value (impairments) recognized in profit or loss	(52)	7	19
Total profits (losses) from investments for assets presented as loans and receivables	(52)	7	19

D. Movements in the capital reserve in respect of available-for-sale assets

	For the year ended December 31		
	2023	2022	2021
	NIS million	NIS million	NIS million
Opening balance	222	1,347	1,003
Effect of initial application of IFRS 9*	18	-	-
Balance as at January 1, 2023 subsequent to initial application of IFRS 9	240	1,347	1,003
Unrealized profits (losses)	(195)	(1,657)	920
Profit, net, from sale of securities	189	(132)	(461)
Impairment losses (profits) recognized in profit or loss	84	85	51
Effect of tax	(31)	579	(166)
Closing balance	287	222	1,347

Notes to the Consolidated Financial Statements

Note 27 - Income from management fees

	For the year ended December 31		
	2023	2022	2021
	NIS million	NIS million	NIS million
Management fees in provident branch	308	283	260
Management fees in pension branch	463	430	372
Mutual fund management fees	189	182	192
Fixed management fees for life assurance contracts	355	361	362
Variable management fees for life assurance contracts*	-	-	416
Management fees for investment contracts	147	152	138
Total management fees from members and policyholders	1,462	1,408	1,740
Other management fees	67	58	50
Total income from management fees	1,529	1,466	1,790

* Due to a cumulative negative real return in profit sharing policies sold between 1991 and 2003, Harel Insurance did not record variable management fees from the beginning of 2022, but only fixed management fees. Under the mechanism for collecting management fees set out in the legislative arrangement, insurance companies will not collect variable management fees in respect of profit-sharing policies that were sold between 1991 and 2003, until sufficient investment profits are attained in respect of assets held to cover yield-dependent liabilities, to cover the accrued investment losses. At December 31, 2023, the estimate for management fees that will not be collected due to the cumulative real negative yield until a cumulative positive yield is attained, is NIS 276 million. For additional information see Note 3L(2)

Note 28 - Income from commissions

	For the year ended December 31		
	2023	2022	2021
	NIS million	NIS million	NIS million
Reinsurance commission, net of the change in DAC, in respect of reinsurance	401	375	318
Insurance agencies' commission	37	37	25
Other commissions	4	5	4
Total income from commissions	442	417	347

Notes to the Consolidated Financial Statements

Note 29 - Payments and changes in liabilities for insurance and investment contracts in retention

	For the year ended December 31		
	2023	2022	2021
	NIS million	NIS million	NIS million
For life assurance contracts			
Claims paid and outstanding, cases of death, disability and other	1,454	1,394	1,197
Net of reinsurance	126	137	104
	1,328	1,257	1,093
Policies redeemed	3,965	3,006	2,856
Policies ended	206	201	219
Annuity	754	668	597
Total claims and other payments	6,253	5,132	4,765
Increase (decrease) in liabilities for life assurance contracts (excluding change in outstanding) in retention	3,595	(2,271)	8,026
Increase (decrease) in liabilities for investment contracts due to yield component and related expenses	1,083	(1,595)	1,635
Total change in liabilities and payments for insurance contracts and investment contracts in retention	10,931	1,266	14,426
Total payments and change in liabilities for non-life insurance policies			
Gross	3,193	2,964	3,216
Reinsurance	949	915	892
Retention	2,244	2,049	2,324
Total payments and change in liabilities for health insurance contracts			
Gross	5,812	3,440	4,966
Reinsurance	675	526	453
Retention	5,137	2,914	4,513
Total payments and change in liabilities for insurance contracts abroad			
Gross	545	346	398
Reinsurance	225	49	41
Retention	320	297	357
Total payments and change in liabilities for insurance contracts and investment contracts in retention	18,632	6,526	21,620

Notes to the Consolidated Financial Statements

Note 30 - Commissions, marketing, and other acquisition costs

	For the year ended December 31		
	2023	2022	2021
	NIS million	NIS million	NIS million
Acquisition commissions	1,274	1,139	995
Other acquisition expenses	803	765	659
Change in DAC	(198)	(249)	(154)
Total acquisition costs	1,879	1,655	1,500
Other current commissions	1,277	1,226	1,072
Other marketing expenses	203	182	159
Total commissions, marketing expenses and other acquisition costs	3,359	3,063	2,731

Note 31 - General and administrative expenses

	For the year ended December 31		
	2023	2022	2021
	NIS million	NIS million	NIS million
Payroll and related expenses	1,645	1,557 *	1,383
Computerization expenses	173	174	157
Maintenance of buildings and equipment	99	103 *	81
Depreciation and amortization	384	350	310
Office operation expenses	29	32	24
Advertising and marketing	84	93	75
Professional and legal advice	159	111	105
Operating expenses	2	2	1
Stock exchange and distribution commissions	64	50	50
Bank expenses	55	53	48
Operating expenses for group policy	57	58	50
Other	155	127	98
Total general and administrative expenses	2,906	2,710	2,382
Net of:			
Amounts classified under Change in liabilities and payments for insurance contracts	308	302	254
Amounts classified under Commissions, marketing expenses and other acquisition costs	1,006	947	818
Total general and administrative expenses	1,592	1,461	1,310
General and administrative expenses include expenses for automation in the amount of	505	495	428

* Reclassified

Notes to the Consolidated Financial Statements**Note 32 - Other expenses**

	For the year ended December 31		
	2023	2022	2021
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Amortization of intangible assets	44	35	11
Expenses for veterinary services of a consolidated subsidiary	18	8	-
Other	4	2	3
Total other expenses	<u>66</u>	<u>45</u>	<u>14</u>

Note 33 - Financing expenses

	For the year ended December 31		
	2023	2022	2021
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Interest and linkage difference expenses for subordinated liability notes and liabilities to banks	371	**258	228
Interest and linkage difference expenses for reinsurers	90	109	61
Net exchange rate differences for liabilities *	18	67	(12)
Interest expenses on lease liabilities	3	2	3
Other commissions and financing expenses	(7)	**(9)	1
Total financing expenses, net	<u>475</u>	<u>427</u>	<u>281</u>

*On exchange rate differences in respect of financial investments, see Note 26

**Reclassified

Notes to the Consolidated Financial Statements

Note 34 - Taxes on income**A. Tax laws applicable to Group companies****General**

Harel Insurance, Dikla Insurance Agency, EMI and the pension fund management companies, provident fund management companies and other companies in the group are "financial institutions" according to the definition of that term in the Value Added Tax Law, 1975 ("the VAT Law").

Taxes on income applicable to financial institutions include corporate tax and profit tax, as defined in the Value Added Tax Law.

Revenues earned by the company and the other investee companies are subject to corporate tax, according to its definition in the Income Tax Ordinance.

B. Special tax arrangements for the insurance sector**1. Agreement with the tax authorities**

On February 21, 2024, subsequent to the Reporting Period, the Israel Insurance Association and the Tax Authority signed sector-based agreements for 2020-2022 ("the Sector-based Agreements"). There are no changes to the Sector-based Agreements compared with agreements from previous years, other than the issue of the reserve for extraordinary risks in life assurance, as set out below:

The Sector-based Agreement for 2006 stipulated that cancellation of the outstanding reserve for extraordinary risks in life assurance as at March 31, 2007 ("the Reserve"), and its reclassification as equity held to cover the provision of a capital requirement in respect thereof as defined in the agreement "the Old Capital Requirement"), was tax-exempt, under a temporary provision. It was further stipulated that should the capital requirement be abolished or reduced, the parties will discuss the resulting tax implications, if there are any. On June 1, 2017, the Capital Market Authority published Insurance Circular 2017-1-9 concerning "Application of an Economic Solvency Ratio based on Solvency II" which entered into force on June 30, 2017 ("the New Capital Requirements"), and abolished the Old Capital Requirement regarding the Reserve. Regarding the tax implication arising from cancellation of the Old Capital Requirement from 2007 and its replacement with the New Capital Regulations from 2017, it was agreed that in 2020, income will be recorded due to a reduction of 0.01% of the amount at risk in the New Capital Regulations compared with the Old Capital Requirement. It was further agreed that if the New Capital Regulations are canceled or reduced compared with the components referring to special risks in life assurance, the parties will discuss the resulting tax consequences, if any. These Sector-based Agreements did not affect and are not expected to have a significant effect on the Group's financial results.

2. For information about the approval of the VAT Order, see Note 40.

C. Tax rates applicable to revenues of the Group companies

Current taxes for the reported period are calculated in accordance with the tax rates below.

The statutory tax rates applicable to financial institutions, including the subsidiaries which are financial institutions, from 2018 onwards are as follows: corporate tax at a rate of 23%, profit tax at a rate of 17%, in other words - a weighted tax rate of 34.19%.

D. Final tax assessments

Final tax assessments up to and including the 2018 tax year were issued for the Company and additional consolidated subsidiaries.

E. Carry-forward losses for tax purposes

As at December 31, 2023 and 2022, the subsidiaries have carry-forward business losses for tax purposes amounting to NIS 133 million and NIS 128 million, respectively. For these balances, deferred taxes amounting to NIS 25 million were recorded in the financial statements for 2023. As at December 31, 2023, the Company and the subsidiaries have carry-forward capital losses for tax purposes amounting to NIS 104 million. For these balances, deferred taxes amounting to NIS 9 million were recorded in the financial statements for 2023.

Notes to the Consolidated Financial Statements

Note 34 - Taxes on income (contd.)

F. Composition of income tax expenses (income)

	For the year ended December 31		
	2023	2022	2021
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Current taxes	201	375	416
Deferred taxes relating to creation and reversal of temporary differences (see also Section H below)	(34)	30	88
Taxes for previous years	(21)	(7)	(18)
	<u>146</u>	<u>375</u>	<u>416</u>

Notes to the Consolidated Financial Statements

Note 34 - Taxes on Income (contd.)

G. Deferred taxes

1. Composition and movement of deferred taxes

	<u>DAC, net</u>	<u>Employee benefits</u>	<u>Financial instruments</u>	<u>Intangible assets</u>	<u>Losses for tax purposes</u>	<u>Carryforward capital losses</u>	<u>Other property</u>	<u>Total</u>
	NIS million							
Outstanding deferred tax asset (liability) as at January 1, 2022	(132)	35	(622)	(212)	33	-	(534)	(1,432)
Changes recognized in profit or loss	3	7	9	(7)	(4)	-	(38)	(30)
Changes recognized in other comprehensive income	-	(13)	579	-	-	-	(7)	559
Outstanding deferred tax asset (liability) as at December 31, 2022	(129)	29	(34)	(219)	29	-	(579)	(903)
Changes recognized in profit or loss	-	5	40	5	(4)	9	(21)	34
Changes recognized in other comprehensive income	-	(3)	(31)	-	-	-	(24)	(58)
Outstanding deferred tax asset (liability) as at December 31, 2023	(129)	31	(25)	(214)	25	9	(624)	(927)

Notes to the Consolidated Financial Statements**Note 34 - Taxes on Income (contd.)****G. Deferred taxes (contd.)****2. Deferred taxes are presented in the statement of financial position as follows:**

	As at December 31	
	2023	2022
	NIS million	NIS million
Deferred tax assets	20	21
Deferred tax liabilities	947	924
	(927)	(903)

H. Reconciliation between the theoretical tax on the pre-tax profit and tax expenses

The reconciliation between the tax that would have been applicable had all income and expenses, profit or loss in the income statement been tax liable at the statutory rates applicable to financial institutions, and taxes on income recognized in the income statement:

	For the year ended December 31		
	2023	2022	2021
	NIS million	NIS million	NIS million
Profit before taxes on income	642	1,311	1,698
Total statutory tax rate applicable to financial institutions	34.19%	34.19%	34.19%
Tax computed according to statutory tax rate	219	448	581
Write-down for non-application of profit tax on companies that are not a financial institution	(27)	(18)	(14)
	192	430	567
<u>Increase (decrease) in taxes on income attributable to the following:</u>			
Expenses that cannot be deducted for tax purposes	21	25	9
Group's share of profits of associates	36	(27)	(61)
Taxes for partnerships and foreign companies	(53)	22	42
Differences in basis of measurement	(29)	(45)	(50)
(Decrease) in losses for tax purposes for which deferred taxes were not recognized in the past	(1)	(1)	(2)
Taxes for previous years	(21)	(7)	(18)
Other	1	1	(1)
Taxes on income	146	398	486
Average effective tax rate	22.74%	30.36%	28.62%

Notes to the Consolidated Financial Statements**Note 35 - Profit per share****A. Basic profit per share**

The calculation of basic and diluted earnings per share for the years ended December 31, 2023, 2022, and 2021, was based on the profit attributable to the Company's ordinary shareholders in the amount of NIS 485 million, NIS 906 million, and NIS 1,209 million, respectively, divided by a weighted average of the number of ordinary shares in circulation in each of the years, as follows:

Weighted average of the number of ordinary shares

	For the year ended December 31		
	<u>2023</u>	<u>2022</u>	<u>2021</u>
	<u>Number of shares in thousands</u>		
Balance as at January 1	212,107	214,114	214,379
Effect of repurchase of shares, net	(1,994)	(2,007)	(265)
Weighted average of the number of ordinary shares used for calculating basic earnings per share	<u>210,113</u>	<u>212,107</u>	<u>214,114</u>

B. Diluted profit per shareWeighted average of the number of ordinary shares (diluted)

	For the year ended December 31		
	<u>2023</u>	<u>2022</u>	<u>2021</u>
	<u>Number of shares in thousands</u>		
Weighted average of number of ordinary shares used to calculate basic earnings per share	<u>210,113</u>	<u>212,107</u>	<u>214,114</u>
Weighted average of number of ordinary shares used to calculate diluted earnings per share	<u>210,113</u>	<u>212,107</u>	<u>214,114</u>

Profit attributed to holders of ordinary shares (diluted)

	For the year ended December 31		
	<u>2023</u>	<u>2022</u>	<u>2021</u>
	<u>NIS million</u>		
Diluted profit attributed to the Company's shareholders	<u>485</u>	<u>906</u>	<u>1,209</u>

Notes to the Consolidated Financial Statements

Note 36 - Risk management**General**

The Group's activity exposes it to a variety of risks, the most important of which are:

- Macro risks, including the state of the economy and rate of employment
- Market risks, including ALM
- Liquidity risks
- Credit and counterparty risks
- Insurance risks, including pricing and underwriting risks, demographic risks, and climate and environmental risks
- Operational risks, including cyber risks, information system risks, outsourcing risks, and embezzlement and fraud risks
- Legal risks, including legal precedents and class actions
- Regulation and compliance risks
- Reputational risk
- Business risks, including competition risks, a change in public tastes, and portfolio retention level.

Catastrophe events, such as an earthquake, pandemic, and war, have lateral consequences on the various risks. The Group is also exposed to developing risks, for which there is greater uncertainty regarding the timing of their materialization for all the occurrences that have a material effect on the Group, such as ESG risks arising from climate and environmental risks.

This Note includes a concise description of the risk-management policy, work processes for identifying, measuring, and managing the risks and the existing controls in connection with the risks to which the Group is exposed.

A. Risk management policy and processes

The Group's risk management policy is based on an enterprise risk management concept, which ensures the existence of processes to identify, evaluate and measure, control and reduce, monitor, and report the risks, proactively and planned, to protect the Group from unexpected losses and to ensure controlled exposure to these risks, while complying with regulatory requirements and maintaining the Group's business goals, reputation, and financial robustness.

The Group's risk management policy is based on:

- Corporate governance, which is built on three lines of defense: management of the business segments, control and risk management entities, and internal controls.
- A risk management culture that reflects the continuous review of material decision-making processes by control and risk management factors
- Determining limitations and exposure limits to risks.
- Defining an equity management plan, including a safety net over and above the capital requirements.
- Implementation of a risk management framework which includes activity to identify, measure, estimate and monitor risks and new points of risk.
- Maintaining a reasonable internal control environment which is written into clear procedures and arrangement of oversight and risk control, allowing for the distribution, offsetting, and/or transfer of risks to another entity, and limiting them to a pre-defined level.

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)**A. Risk management policy and processes (contd.)**

Harel manages its risks taking a group view and the risk manager is responsible for the risk management of Harel Insurance and the financial institutions it controls as well as the risk management of Harel Finance. The risk manager works independently of the business units, taking an objective view of the risks, and works in conjunction with other support units.

The functions of the risk manager include responsibility to ensure that work processes are in place to identify, evaluate, measure and report the risks, and to address the risks that are inherent in the operating segments and new products and in significant transactions

The Board of Directors and the boards of the subsidiaries supervise the business activities that involve risk-taking and the Company's risk management procedures by establishing risk management policy and strategy. Risk management includes risk-management procedures and limits to exposure to risks, as well as the manner of compliance with defined procedures and exposure limitations.

The Board of Directors regularly receives reports, and examines information associated with risk management in the various sectors. This information includes risk studies and controls, and the degree of exposure to the various risks vis-à-vis limitations and significant changes in the Company's risk profile. In addition, the Board of Directors receives reports on quantitative indices of the risks and estimates their potential effect on the Company's future financial position and the equity it is required to hold against these risks. These effects are calculated using internal models, extreme tests, and sensitivity analyses.

The Group has separate risk management board committees for insurance and for pension and provident, which discuss risk management and capital management issues and submit recommendations to the Board of Directors. The committees operate in compliance with the provisions in Article K of Financial Institutions Circular 2018-9-31 regarding "Board of Directors of a Financial Institution".

The Group's financial institutions hold a quarterly reporting procedure in which officers in the various areas of activity report on material changes in the Group's risk profile to the risk manager and she in turn reports to management and the Board of Directors.

The methods and work procedures employed in relation to risk management are regularly examined and revised, taking into account the Group's risk-management policy, changes in the business environment in Israel and worldwide, and the instructions and requirements of the regulator.

Capital requirements apply to the Group's insurance companies by virtue of the Solvency II-based economic solvency regime. In the context of the rules governing the distribution of a dividend, the Board of Directors established a capital buffer over and above the regulatory capital requirements, to enable the companies to absorb unforeseen losses that might occur in equity and in the capital requirements, due to changes in the key risk factors to which the Company is exposed. The safety net was created, taking into account the nature of the activity of Harel Insurance, the experience accumulated in periods of crisis and also taking into account various loss scenarios.

The Group makes efforts to improve the tools it uses to monitor the different forms of risk and many of the Group's work procedures are regulated by means of detailed procedures. Furthermore, the Group invests considerable resources in the training and allocation of manpower, computerization and work procedures associated with risk management, in compliance with published, binding regulations, and by implementing the Group's risk management goals and objectives.

The following describes policy and work procedures relating to the identification, measurement and assessment, control and amortization, monitoring and reporting of the different risks to which the Group is exposed.

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)**A. Risk management policy and processes (contd.)****Market and liquidity risks**

The Company's investments are in compliance with the provisions of the law and the investment policy defined by the Board of Directors. The financial risks are managed by distributing them between investment channels, lines of business, issuers and among assets in Israel and foreign assets, reviewing and analyzing the assets before an investment decision is made and during the life of the investment, and by meeting the exposure limitations.

Various limitations to the exposure to market risks, which are designed to limit the loss which may be caused as a result of unforeseeable changes in markets, relate, among other things, to the maximum amounts to be invested in shares, real-estate funds, to maximum exposure to corporate bonds consistent with their rating, to maximum exposure to an individual investment, exposure to linkage sectors and interest exposure. Market risk management policy is subject to the Investment Regulations.

Market risks were quantified and assessed using an automated system in the risk management department. The calculations relate to market risks in members' portfolios and in the Nostro investment portfolios of the Group's financial institutions from the accounting and economic perspective. The main instrument used for measuring market risk is various extreme scenarios that provide an indication of possible loss in the Nostro investment portfolios and in members' portfolios. These scenarios are based on historical or hypothetical events and their underlying assumptions are periodically revised in line with changes in the economic environment, the risk factors and characteristics of the portfolios.

In members' portfolios, the different investment portfolios are assessed against benchmark portfolios, by means of various risk indices.

In the Nostro portfolio, exposure stemming from the characteristics of assets is addressed separately from those of liabilities (ALM). The review and management of the correlation between the assets and liabilities include an analysis of sensitivity to different market scenarios.

Reports concerning the risk and exposure indices as against the set limitations are presented to the investment committees and support the decision-making and investment management processes.

The liquidity risk is managed at investment portfolio level by means of limitations that are consistent with the type and size of the portfolio and liquidity indices that include warning thresholds.

The assessment of liquidity risk exposure is based on a review of liquidity sources compared with liquidity requirements in different scenarios.

Moreover, the audit unit and investment division conduct ongoing audits regarding compliance with the investment regulations and investment policy of the different investment portfolios.

The investment policy and restrictions concerning the Nostro investments of companies in the capital market and financial services wing that manage the Nostro portfolios, is determined by the relevant boards of directors and supervised by the various control entities. Furthermore, regarding companies in the capital market and financial services wing, the investment policy is set taking into account, among other things, the needs of the customers, regulation, and prospectus-related commitments.

For information about sensitivity to market risks, see Section C below.

For information about sensitivity to liquidity risks, see Section D below.

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)**A. Description of risk management methods and processes (contd.)****Insurance risks****Credit risks**Credit risks in investment activity

The Company's policy for the management of credit risk is based on distributing and diversifying the credit portfolio and controlled management of the risks, with the purpose of attaining an appropriate return for the risk taken, based on defined limitations, while at the same time understanding the Company's risk management profile and detailing the areas of responsibility of the entities involved in the process of identifying, measuring, monitoring and controlling the credit risk. The framework for providing and management credit also includes procedures and methodologies, which must be followed.

The credit activity performed by the investment division is subject to the Investment Regulations and Commissioner's circulars on credit risk management and based on policy defined by the boards of directors of the Group's financial institutions. The Investment Regulations prescribe exposure limits to a single borrower and group of borrowers, as well as the providing of credit according to categories of collateral. The Commissioner's circulars on credit risk management provide a framework for procedural, professional, and operating support and their purpose is to ensure that control and oversight mechanisms are in place for management of the credit risks to which the financial institution is exposed.

A specific estimate of the credit risk for a non-marketable debt is prepared in the credit system in the investment division, using rating models based on a methodology similar to that used by the rating companies.

The different models were tested for compliance with the requirements of the Consolidated Circular - Part 4, Section 5 - Management of Investment Assets, and were approved by the credit committee, which was authorized for this purpose by the Board of Directors.

The risk management division assesses and verifies the rating of new loans in the investment division.

At the level of the overall portfolio, the Risk Management Department quantifies the credit risks inherent in the investment assets by reviewing the average rating of the non-governmental debt in these portfolios, and estimating and presenting the Expected Loss (EL) and the Unexpected Loss (UL) in respect of the non-marketable credit risks. At individual transaction level - an expert risk management opinion is received for new areas of activity and significant large or complex transactions, based on the defined parameters.

In the investment division, the non-marketable credit management unit that undertakes the risk is segregated from the independent unit that controls the activity. The process of monitoring borrowers' solvency and the quality of collateral is carried out as part of the work processes for approving credit approved by the boards of directors. Regarding marketable credit, solvency, the quality of the collateral and problematic debts are monitored.

Reinsurer counterparty risks

Regarding reinsurer credit risks, the exposure policy for reinsurers is approved every year by the boards of directors of the Group's insurance companies. The policy includes limits to ensure adequate distribution between reinsurers based on their rating.

The risk management division gives an opinion on new reinsurers, based on the criteria determined by the Board of Directors.

For information about the exposure to credit risks, see Section G below.

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)**A. Description of risk management methods and processes (contd.)****Insurance risks**

Insurance risks are managed in accordance with the risk management policy determined by the Board of Directors. Insurance risks are dispersed, reduced, or limited, among other things, through underwriting procedures, pricing and business rules, and through reinsurance arrangements.

The insurance risk management processes include: actuarial pricing and assessment of insurance liabilities, pricing of new products and collective agreements, underwriting procedures and limits in the various business units, claims handling procedures, determining and managing reinsurance, and monitoring the profitability of the policy coverages. New and existing actuarial risks are identified and controlled through risk surveys and periodic reports from the appointed actuaries.

In addition, comprehensive periodic studies and tests are performed to assess the Group's exposure to risks, such as earthquake in the non-life insurance sector, and past experience studies for risks such as mortality, morbidity, and cancellations in life and health insurance.

A quantitative assessment of the insurance risks is performed by assessing scenarios for key risk factors to which the Company is exposed.

The Group's exposure to earthquake risk in Israel is assessed through an international model and the insurance company hedges risk based on this assessment.

The risk management department assesses significant insurance transactions and new insurance products before they are approved.

For further information about the exposure to insurance risks, see section E below.

Operating risks

Operating risk is an integral part of all activities, products, systems and work processes carried out in the Company. Awareness and management of the operating risk at all levels is therefore important.

The boards of directors in the Group defined individual policies for various operational risk categories, including embezzlement and fraud, cyber risks, business continuity, outsourcing, and compliance. The policy documents take into consideration the relevant regulatory guidelines.

Managers at the Company's different management echelons are responsible for the ongoing management of operating risk and taking action to minimize the risk. The managers receive professional support from the risk management. Some of the operating risks are managed by other control entities, for example head of the SOX, compliance and enforcement department, the head of information security and head of business continuity. Additionally, the internal auditor conducts audits in various operating segments, which are exposed to operational risks, and assesses the quality and effectiveness of the applied controls.

The Company routinely assesses its exposure to operating risks and takes measures to reduce them. The risk management department conducts an independent assessment of operating risks, with particular emphasis on fraud and embezzlement risks, IT and cyber risks, and business continuity risks.

An information system for the management of operating risk supports all the risk management processes: management of the process of reporting and investigating events, conducting risk studies based on a risk assessment methodology, ongoing update of risk maps, management of amortization and control plans by means of reports

In addition to the on-going control activity of work procedures, the Group has designated control units which test compliance with procedures by different entities, with the limits defined and provisions of law, and which assist the operations managers to meet their operating risks responsibilities.

There are also automated controls in the operating systems aimed at limiting exposure to operating risk.

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)**A. Description of risk management methods and processes (contd.)****Operating risks (contd.)**

The nature of the activity, organizational structure and hierarchy of powers that set the Company apart, as well as the volume of funds that it manages, also expose it to the possibility of fraud and embezzlement by entities within and outside the Company. Regarding the management of fraud and embezzlement risks, the Company operates in accordance with the provisions of Section 5, Part 3, Chapter 1 of the Consolidated Circular concerning fraud and embezzlement. The Company has defined a policy that includes a methodical work framework to prevent, detect, report and respond to fraud and embezzlement that mitigates losses from such events. The key policies are reflected in the Company's work processes, actual work procedures and ethical code, the purpose of which is to guide the Company's employees regarding conduct, discipline and ethics in the work place. Expanding the use of digital may result in increased exposure to insurance fraud risks. The Group invests considerable resources in identifying and mitigating these risks in routine activities and targeted monitoring.

Regarding legal risks, including compliance risks, the Company's Corporate Counsel is responsible for managing the legal risk, and where necessary she takes legal advice from outside sources and provides support and answers for all the legal aspects of the Company's activity. In this context, ongoing management of the legal risk is reflected mainly in providing ongoing legal advice to the Company's competent organs on the different subjects entailed in its operations, in preparing agreements and insurance policies, in managing the Company's legal knowledge, including updating the relevant entities of changes in the various statutory provisions and regulations that may affect the work of the Company, in adapting agreements and procedures to these changes, and routinely revising the agreements and documents that the Company uses, and in coordinating class actions against the Company and supervising the professional entities that handle these actions on the Company's behalf.

In order to satisfy the Company's responsibility for compliance with the requirements of the Law, the Company has appointed a Compliance and Enforcement Officer who assists Company employees in fulfilling their responsibility to comply with the provisions relevant to them. The Company defined a compliance plan \ and it appointed entities to be responsible for implementing and overseeing implementation of the plan.

Pursuant to the provisions of the Prohibition on Money Laundering Order and Financial Institutions Circular on the subject of the management of money laundering risks, the Company established a risk management policy on the subject and appointed an official to take responsibility for fulfilling obligations, based on the regulatory requirements, so as to ensure that an appropriate organizational infrastructure and measures to mitigate the risk are in place. The Company also formulated procedures for the implementation of a policy to manage money laundering and terror financing risks, and it updated relevant procedures to ensure that they address, among other things, the KYC process, classification of accounts that are high-risk for money laundering and terror financing, ensure that ongoing controls are in place and that records and reports are kept properly. Additionally, the Company adopted a risk-based approach so as to identify, estimate and effectively deal with money laundering and terror financing risks, in which context a survey was conducted to identify and assess the money laundering and terror financing risks in its different activities.

The IT system is a key component of the Company's proper management and operation. The Company's Board of Directors approved a policy document on the subject of IT management.

IT risks are routinely assessed both in relation to the management of significant IT processes and to the information and infrastructure systems. Risks arising from significant IT processes are handled as part of the control approach applied by Harel Hamishmar Computers, pursuant to Financial Institutions Circular on "Management of Information Technologies by Financial Institutions". The risk management department, together with Harel Hamishmar Computers, perform periodic studies to assess the potential impact of IT risks on the Company's core processes.

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)**A. Description of risk management methods and processes (contd.)****Operating risks (contd.)**

The Company's activity is exposed to cyber risks that could arise from unauthorized users, disruption of activity as a result of tampering with network activity or the shutdown of services, damage to systems, theft of digital assets, penetration of malicious codes or malware, penetration of the system or the divulging of information. The Company's approach to the management of cyber risks and data security consists of three layers: technology protection, the handling of events, and a layer of regulation, organization and methods (O&M). In addition to operating deployment, the Company has purchased insurance cover against loss from cyber events. The Company operates in accordance with the provisions of a financial institutions circular on "Management of Cyber Risks by Financial Institutions" that defines principles for the management of cyber risks by financial institutions and mandates the management of such risks.

The regulations address the following, among others: corporate governance - positions and areas of responsibility, risk assessment, cyber protection, detection and control, system security, communications and operation, user and password management, outsourcing, cloud computer services, physical and environmental security, security of channels of communication with customers and outside entities.

Regarding information security and cyber risks, and consistent with the circular on "Management of Cyber Risks by Financial Institutions", the boards of directors of the Group's financial institutions adopted and approved a policy on the management of cyber risks. The risk management department, together with Harel Hamishmar Computers, performs a periodic study of the Company's exposure to cyber risks.

Pursuant to a Financial Institutions Circular on the subject of outsourcing, the Company established a policy and formulated work processes which, among other things, include guidelines and criteria for defining activity as significant, principles for entering into outsourcing agreements and mechanisms to effectively oversee, monitor and control significant activities that are outsourced.

The Group's deployment for further DRP activity and business continuity takes place at two levels: deployment for a failure of the computer systems, deployment for a catastrophe at head office and deployment for a situation involving the unavailability of employees. Furthermore, the Group drills potential catastrophe events in which selected logistic and businesses processes are tested and key systems and software programs are run from the alternative site.

The Company has automation and operation ability to facilitate extensive business continuity and work from home.

Business and others

The insurance industry operates in a highly competitive environment, which requires dynamic management and an appropriate business strategy. The Company is exposed to intense competition in all operating segments, including due to structural changes in the market and the entry of new competitors - manufacturers as well as distribution channels. Growing competition is also affected by changes in regulation and the lowering of entry barriers. These changes may impair the Company's profitability, both due to their direct effect on the profitability of the Group's products and services and due to the increase in operating, marketing, and distribution costs. Harel's business strategy aims to address business risks as well.

ESG factors in general, and specifically climate risks, are a developing risk for insurance companies, due to the growing expectation of substantial changes in the preferences and expectations of interested parties, including customers, investors, and supervisory authorities. The Group attributes importance to the promotion of risk activity and management in this context and has adopted an ESG investment policy for management of all investment portfolios, in compliance with the Supervisor's requirements. In addition, the insurance company assessed its exposure to ESG risks in insurance activity. The Group monitors developing ESG risks and regulatory developments on the subject and revises risk management accordingly.

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)**B. Regulatory requirements**

Management of the Group's insurance and financial risks is guided by regulatory requirements which have been published in recent years, and include, among others:

- Provisions of the Consolidated Circular, Chapter 10 - Risk Management
- Provisions of a financial institutions circular regarding the board of directors of a financial institution which includes a requirement to establish a policy on exposure to risks, exposure limits, procedures and instruments for the measurement and control of risks
- Provisions of the Consolidated Circular on credit risk management and on the management of exposure to reinsurers
- Provisions of the Solvency II based economic solvency regime in Israel.
- The Commissioner's circular concerning the principles for implementing an Own Risk and Solvency Assessment (ORSA)
- Provisions concerning the handling of specific categories of operating risks: embezzlement and fraud, management of cyber risks and IT risks, business continuity management, compliance risks, money laundering, outsourcing, and control over financial reporting (SOX).
- Asset investment regulations and rules
- Various instructions included in the TASE Regulations.

C. Market risks

Market risk is the risk that the fair value or future cash flows of financial assets, financial liabilities, or insurance liabilities will change as a result of changes in market prices. Market risks include risks relating to interest rates, share price, credit margins, real estate prices, changes in the CPI and foreign currency.

1. Yield-dependent contracts

Yield-dependent liabilities are liabilities for contracts where the insurance benefits to which the beneficiary is entitled are dependent on the yield generated by certain investments made by the Company, net of management fees, as follows:

- Regarding policies issued until 2004 - fixed management fees and variable management fees of 15% on the real yield after deduction of fixed management fees.
- Regarding policies issued in or after 2004 - fixed management fees.

Regarding the assets and liabilities in respect of these products, the insurance companies do not have direct exposure for changes in the interest rate, in the fair value of investments or the CPI, other than a possible effect on the K factor in profit-sharing policies. This exposure was included in the table in Section 2 below. The effect of the financial results on the insurance company's profit is limited to the exposure derived from variable management fees which change according to fluctuations in yields credited to the policyholders (for policies issued until 2004), and the overall volume of liabilities, from which the fixed management fees of the insurer regarding all yield dependent products are derived.

In view of the foregoing, the sensitivity tests and repayment dates of the liabilities specified in the following sections do not include yield-dependent contracts.

Any 1% change in the real return on the investments which are part of the yield-dependent contracts issued until 2004, for which the volume of liabilities at December 31, 2023 is NIS 26 billion, affects management fees by about NIS 36 million. The effect of this change on policies issued in or after 2004 is insignificant.

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)

C. Market risks (contd.)

2. Sensitivity tests associated with market risks

The following is a sensitivity analysis in relation to the effect of changes in these variables on profit (loss) for the period, and equity. The sensitivity analysis is based on the carrying amount and not on the economic value.

The sensitivity analysis is conducted with respect to financial assets, financial liabilities, and insurance and investment contract liabilities for the relevant risk variable, at each reporting date, assuming that all other variables remain constant. Thus, for example, a change in interest assumes that all other parameters are unchanged. The sensitivity analysis does not include the effect of yield dependent contracts as noted above. In addition, said changes do not reflect any significant or a lasting impairment in value of assets presented at amortized cost or of available-for-sale assets, and accordingly impairment loss were not included in respect of these assets.

The sensitivity test reflects only direct effects, without any secondary effects.

Notably, the sensitivities are not linear, such that changes which are greater or smaller than those described below are not necessarily a simple extrapolation of the effect of those changes.

	As at December 31, 2023							
	Interest rates (1,2)		Investments in capital instruments (4,7)		% change in CPI CPI (8)		% change in foreign currency exchange rate (6)	
	1%+	1%-	10%+	10%-	1%+	1%-	10%+	10%-
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Profit or loss	535	(1,507)	21	(21)	(52)	52	(187)	187
Comprehensive income (equity) (3)	(59)	(818)	503	(503)	(52)	52	78	(78)

	As at December 31, 2022							
	Interest rates (1,2)		Investments in capital instruments (4,7)		% change in CPI CPI (8)		% change in foreign currency exchange rate (6)	
	1%+	1%-	10%+	10%-	1%+	1%-	10%+	10%-
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Profit or loss	454	(1,518)	29	(29)	(41)	41	(175)	175
Comprehensive income (equity) (3)	(180)	(778)	470	(470)	(41)	41	58	(58)

- (1) The sensitivity analysis with respect to changes in the interest rate also refers to instruments at fixed interest and instruments with variable interest. Regarding fixed-interest instruments, the sensitivity analyses are in relation to the carrying amount of the instruments, and regarding the instruments with variable interest, the sensitivity analyses refer to the effect on performance during the current year
- (2) According to the instruction in the circular on testing the adequacy of the reserve (LAT), the interest rate curves applied in calculating sensitivity are based on a risk-free interest rate curve at the report date. This curve is based on yields to redemption for marketable government bonds which are published by Mirvah Hogen, which was awarded the tender for price quotes. The interest rate curves are the same as those published by that company, up to the LLP point in the 25th year. Beyond this point, interest rate curves are determined by extrapolation based on the Smith-Wilson method as far as the last Ultimate Forward Rate (UFR), which was determined at 60 years. From this point on, the forward rate is fixed

Notes to the Consolidated Financial Statements**Note 36 - Risk management (contd.)****C. Market risks (contd.)****2. Sensitivity tests associated with market risks (contd.)**

- (3) The analysis of sensitivity to interest rates also included the possible effect on the insurance liabilities. The effect of a 1% decrease in the interest rate on profit and comprehensive income for insurance liabilities that are included in the sensitivity test is estimated at NIS 1,482 million (NIS 1,493 million at December 31, 2022). The effect of a 1% increase in the interest rate on profit and comprehensive income for insurance liabilities that are included in the sensitivity test is estimated at NIS 510 million (NIS 429 million at December 31, 2022)

As part of the calculation of the insurance liabilities, from time to time the Group tests the interest rates used for calculating the insurance liabilities, in relation to the characteristics of the liability, the relevant average duration, and the appropriate interest rate for each category of liability. Additionally, there is exposure to changes in the discounting interest rates due to a test of the adequacy of the reserves which is included in the calculation of the insurance liabilities in life and health insurance and application of the best practice in calculating the insurance liabilities in non-life insurance

An analysis of the sensitivity to interest rate changes included the effects of changes in the said discounting interest rates. The sensitivity analysis also included fixed and variable interest marketable bonds, non-marketable debt assets and variable interest financial liabilities, derivative instruments and structured products. The note on direct risk below includes cash, debt assets, liabilities for insurance policies and other investment contracts and financial liabilities

The percentage of assets out of all assets that are not yield dependent to which a sensitivity test was applied is 26.5%

- (4) Investments in instruments which have no fixed cash flow, or alternatively where the Company has no information on cash flow (based on the definitions in IFRS 7, do not include investments in associates)
- (5) Sensitivity analyses in relation to equity also give expression to the effect on profit or loss for the period
- (6) The main foreign currency is the US dollar, as noted in the linkage balance in Section I below
- (7) In view of the Finance Ministry's instructions in Insurance Circular 2011-1-1, mutual funds that invest in debt assets were included in the sensitivity to investments in capital instruments
- (8) Pursuant to the Finance Ministry's instructions in Insurance Circular 2011-1-1, the test of sensitivity to the CPI does not include the reserve for unearned premium

3. Direct interest rate risk

Direct interest risk is the risk that a change in the market interest rate will cause a change in the fair value or cash flows from the asset or liability. This risk refers to assets that are settled in cash. The addition of the word "direct" emphasizes the fact that a change in the interest rate can also affect other types of assets, but not directly, such as the effect of a change in the interest rate on share prices.

Notes to the Consolidated Financial Statements**Note 36 - Risk management (contd.)****C. Market risk (contd.)****3. Direct interest rate risk (contd.)**

Following is a list of the assets and liabilities by exposure to interest rate risks:

	As at December 31, 2023		
	Not yield- dependent (1)	Yield dependent	Total
	NIS million	NIS million	NIS million
Assets with direct interest risk			
Marketable debt assets	8,520	23,014	31,534
Non-marketable debt assets			
Hetz bonds	5,232	108	5,340
Other	18,641	11,224	29,865
Other financial investments	365	621	986
Cash and cash equivalents	5,733	6,733	12,466
Reinsurance assets	5,455	150	5,605
Total assets with direct interest risk	43,946	41,850	85,796
Assets without direct interest risk (2)	20,252	38,758	59,010
Total assets	64,198	80,608	144,806
Liabilities with direct interest risk			
Financial liabilities	16,290	232	16,522
Liabilities for insurance contracts and investment contracts (3)	32,206	79,657	111,863
Other	263	-	263
Total liabilities with direct interest risk	48,759	79,889	128,648
Liabilities without direct interest risk (4)	6,644	561	7,205
Equity	8,953	-	8,953
Total equity and liabilities	64,356	80,450	144,806
Total assets net of liabilities and equity	(158)	158	-
Off-balance sheet risk	2,136	1,814	3,950

- (1) In non-yield-dependent life assurance, most of the liability is for yield-guaranteed policies which are partially backed by Hetz designated bonds issued by the Bank of Israel throughout the policy period. The Company therefore has overlapping financial cover for part of the liabilities with respect to interest and linkage over the life of the policies. At December 31, 2023, the designated bonds cover 56.1% of all the non-yield-dependent liabilities in life assurance that were issued until 1990.

For the Company's other investments in life assurance business, there is exposure to the interest rates that may apply when refinancing the investments whose duration might be less than the average lifespan of the insurance liabilities. For these products and for ongoing claims in payment in work disability insurance, calculation of the insurance liability is based on the tariff interest rate.

- (2) Assets with no direct interest rate risk include shares, funds, fixed assets and land for rent, deferred acquisition costs and other property as well as balance sheet groups of financial assets for which the interest rate risks is relatively low (premiums due, current balances of insurance companies, and trade and other receivables).
- (3) The method of determining the discounting interest rate applied in calculating the insurance liabilities in life assurance and non-life assurance is detailed in subsection E in this Note in the section relating to key assumptions made for the purpose of the actuarial assessment.
- (4) Liabilities without direct interest rate risk include reserves for tax, various debit and credit balances.

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)

C. Market risk (contd.)

3. Direct interest rate risk (contd.)

	As at December 31, 2022		
	Not yield- dependent (1)	Yield dependent	Total
	NIS million	NIS million	NIS million
Assets with direct interest risk			
Marketable debt assets	11,142	19,962	31,104
Non-marketable debt assets:			
Hetz bonds	5,031	160	5,191
Other	14,968	14,315	29,283
Other financial investments	283	113	396
Cash and cash equivalents	1,929	6,450	8,379
Reinsurance assets	4,946	155	5,101
Total assets with direct interest risk	38,299	41,155	79,454
Assets without direct interest risk (2)	19,124	36,693	55,817
Total assets	57,423	77,848	135,271
Liabilities with direct interest risk			
Financial liabilities	12,069	1,113	13,182
Liabilities for insurance contracts and investment contracts (3)	31,234	76,250	107,484
Other	264	-	264
Total liabilities with direct interest risk	43,567	77,363	120,930
Liabilities without direct interest risk (4)	5,770	184	5,954
Equity	8,387	-	8,387
Total equity and liabilities	57,724	77,547	135,271
Total assets net of liabilities and equity	(301)	301	-
Off-balance sheet risk	2,035	2,641	4,676

- (1) In non-yield-dependent life assurance, most of the liability is for yield-guaranteed policies which are partially backed by Hetz designated bonds issued by the Bank of Israel throughout the policy period. The Company therefore has overlapping financial cover for part of the liabilities with respect to interest and linkage over the life of the policies. At December 31, 2022, the designated bonds cover 54.9% of all the non-yield-dependent liabilities in life assurance that were issued until 1990.

For the Company's other investments in life assurance business, there is exposure to the interest rates that may apply when refinancing the investments whose duration might be less than the average lifespan of the insurance liabilities. For these products and for ongoing claims in payment in work disability insurance, calculation of the insurance liability is based on the tariff interest rate.

- (2) Assets with no direct interest rate risk include shares, funds, fixed assets and land for rent, deferred acquisition costs and other property as well as balance sheet groups of financial assets for which the interest rate risks is relatively low (premiums due, current balances of insurance companies, and trade and other receivables).
- (3) The method of determining the discounting interest rate applied in calculating the insurance liabilities in life assurance and non-life assurance is detailed in subsection E in this Note in the section relating to key assumptions made for the purpose of the actuarial assessment.
- (4) Liabilities without direct interest rate risk include reserves for tax, various debit and credit balances.

Notes to the Consolidated Financial Statements**Note 36 - Risk management (contd.)****D. Liquidity risks**

Liquidity risk is the risk that the Company may be forced to dispose of its assets at an inferior price in order to meet its obligations.

The Group is exposed to risks associated with uncertainty regarding the date on which it will be required to pay claims and other benefits to its policyholders relative to the volume of money available for this purpose at that time. However, a significant part of its insurance liabilities in the life assurance segment is not exposed to liquidity risks because of the nature of the insurance policies, as described below. It should be noted, however, that the possible need to raise funds unexpectedly and within a short period, may require rapid disposal of significant assets at sale prices which do not necessarily reflect their market values.

Yield dependent policies - life assurance – according to the conditions of the contracts, their owners are entitled to receive the value of said investments and nothing more. Accordingly, if the value of the investments decreased for any reason whatsoever, there will be a similar decrease in the Company's liabilities. Accordingly, the Group is not exposed to any liquidity risks.

Contracts which are not yield-dependent – in life assurance – 12.7% of the life assurance portfolio is policies which are not yield dependent but guarantee an agreed yield. These policies are backed partially by earmarked bonds issued by the Bank of Israel. The Company may sell these bonds when redemption of these policies is required.

The Group's liquidity risk is therefore mainly attributable to outstanding assets that are not earmarked bonds and are not assets against yield-dependent contracts. At the report date, these assets account for 23% (NIS 33 billion) of all Group assets. Of these asset balances, about NIS 5.6 billion are marketable securities available for immediate disposal.

1. Management of assets and liabilities

The Group manages its assets and liabilities in accordance with the Insurance Supervision Law and subsequent regulations.

The following tables summarize the maturity dates of undiscounted insurance and financial liabilities of the Group since the amounts are not discounted, they are not consistent with the balance of insurance and financial liabilities in the Statement of Financial Position.

The maturity dates of life assurance and health liabilities are included in the tables as follows:

- Savings money based on their contractual maturity dates, namely - retirement age, excluding cancellation discounts, assuming that the entire saving will be withdrawn as lump sum and not as an annuity.
- Liabilities for annuities in payment, work disability in payment, long-term care in payment and healthcare based on the projected payment dates according to the actuarial estimate.
- The liability in respect of outstanding claims and the risk reserves in respect of life assurance and health insurance contracts are reported in the column "no defined repayment date".
- Maturity dates of non-life insurance liabilities were included in the tables in accordance with projected maturity dates, based on the Group's actuarial estimates.
- Insurance liabilities in grouped property branches and in branches not signed by the actuary are included in the column with a repayment date of "up to 3 years".
- Maturity dates of financial and investment contract liabilities were included on the basis of their contractual maturity dates. If the counter-parties to these contracts are entitled to choose the timing of the settlement, the liability is included on the basis of the earliest date when the Group may be required to settle its liability.

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)

D. Liquidity risks (contd.)

2. Liabilities for life assurance* and health insurance contracts

	<u>Up to one year</u> <u>NIS million</u>	<u>More than one and up to 5 years</u> <u>NIS million</u>	<u>More than 5 and up to 10 years</u> <u>NIS million</u>	<u>More than 10 and up to 15 years</u> <u>NIS million</u>	<u>More than 15 years</u> <u>NIS million</u>	<u>With no definite maturity date</u> <u>NIS million</u>	<u>Total</u> <u>NIS million</u>
As at December 31, 2023	4,323	5,117	3,072	1,436	964	6,967	21,879
As at December 31, 2022	4,106	4,854	3,179	1,474	1,021	6,420	21,054

*Not including flow for yield-dependent contracts

3. Liabilities for non-life insurance contracts

	<u>Up to 3 years</u> <u>NIS million</u>	<u>More than 3 and up to 5 years</u> <u>NIS million</u>	<u>More than 5 years</u> <u>NIS million</u>	<u>With no definite maturity date</u> <u>NIS million</u>	<u>Total</u> <u>NIS million</u>
As at December 31, 2023	6,957	2,023	2,468	133	11,581
As at December 31, 2022	6,861	2,038	2,348	162	11,409

4. Financial liabilities and liabilities for investment contracts

	<u>Up to one year</u> <u>NIS million</u>	<u>More than one and up to 5 years</u> <u>NIS million</u>	<u>More than 5 and up to 10 years</u> <u>NIS million</u>	<u>More than 10 and up to 15 years</u> <u>NIS million</u>	<u>More than 15 years</u> <u>NIS million</u>	<u>Total</u> <u>NIS million</u>
As at December 31, 2023						
Financial liabilities	6,636	3,883	3,717	86	-	14,322
Liabilities for investment contracts *	19,267	-	-	-	-	19,267
As at December 31, 2022						
Financial liabilities	6,233	3,808	4,097	91	7	14,236
Liabilities for investment contracts *	19,296	-	-	-	-	19,296

* Liabilities of up to one year include liabilities for yield-dependent investment contracts. At December 31, 2023 and 2022, these outstanding liabilities amounted to NIS 19,122 million and NIS 19,126 million, respectively, and are due for repayment upon request (on-call). These liabilities were classified as repayable up to a year, despite the fact that in practice their actual repayment dates could be many years later

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)

D. Liquidity risks (contd.)

5. Liabilities for lease contracts

	Average effective interest rate	<u>Up to one year</u> <u>NIS</u> <u>million</u>	<u>1-5 years</u> <u>NIS million</u>	<u>More than 5 months</u> <u>NIS million</u>	<u>Total</u> <u>NIS</u> <u>million</u>
	%				
At December 31, 2023					
Lease liabilities	1.4% - 6.07%	29	44	4	77
At December 31, 2022					
Lease liabilities	1.4% - 2.7%	26	38	9	73

E. Insurance risks

The insurance risk includes:

Underwriting risks: The risk of incorrect pricing because of deficiencies in the underwriting process, and the gap between the risk when pricing and determining the premium, and actual occurrence, such that the premiums collected are not sufficient to cover future claims and expenses. These differences may result from random changes in business results and changes in the average cost of claims and/or claim frequencies, as a result of various factors.

Reserve risks: The risk of incorrect evaluation of insurance liabilities, which may lead to a situation where the actuarial reserves are inadequate to cover all liabilities and claims. The actuarial models are used by the Group to evaluate its insurance liabilities, are based on the assumptions that patterns of conduct and past claims are an indication of future events. The Company's exposure consists of the following risks:

1. Model risk - the risk of choosing an incorrect model for pricing and/or evaluating insurance liabilities.
2. Parameter risk - the risk of using incorrect parameters, including a risk that the amount that will be paid for settlement of the company's insurance liabilities, or that the date of settlement of the insurance liability, will be different than expected.

Catastrophe risk: Exposure to an isolated event of great significance (catastrophe) such as natural perils and disasters, war, terror or earthquake that will result in accumulated loss on a large scale. The most significant catastrophe to which the Group is exposed to an earthquake in Israel.

At the date of the report, the maximum anticipated loss in non-life insurance business as a result of exposure to single large loss or accumulative loss for a particularly large event, under a maximum probable loss (MPL) of 2.6% is NIS 20,506 million gross and NIS 183 million in self-retention. In accordance with the Company's risk management policy, the Company acquires more extensive reinsurance cover to cover a particularly large loss with the probability of maximum loss and accordingly, the actual cover is higher than the maximum loss noted above.

For information about the various insurance products for which the insurer has exposure to insurance risk, see details of insurance liabilities, by insurance risk, in Note 3C - Additional information about the non-life insurance sector.

Notes to the Consolidated Financial Statements

Note 36- Risk management (contd.)**E. Insurance risks (contd.)****1. Insurance risk in life assurance and health insurance policies****A. General**

The following is a description of the various insurance products and assumptions that are used for calculating the liabilities, by product type.

As a rule, and in accordance with the Commissioner's provisions, insurance liabilities are calculated by the actuary, using accepted actuarial methods and consistent with previous years. These liabilities are calculated in accordance with relevant coverage data such as age and sex of the insured party, policy period, commencement date of the insurance, type of insurance, periodic premium, and the sum insured.

B. Actuarial methods for calculating insurance liabilities**1. "Adif" and "Investment Track" plans.**

These policies have an identified savings' component. The basic and principal reserve is the amount of accumulated savings accrued plus yield in accordance based on the policy conditions, as follows:

- Fund linked to the return on the investment portfolio (yield dependent contracts).
- Fund linked to the CPI plus a guaranteed fixed interest or entitlement to a guaranteed yield, against matching assets (guaranteed yield policies).

With respect to other insurance components attached to these policies (such as disability, death, and long-term care) - the insurance liability is calculated separately as stated below.

2. "Me'urav" policies and the like (plans of the "Traditional" type)

"Me'urav" and similar policies combine a savings component in the event that the insured party is still alive at the end of the policy term, with a risk component for death over the policy term. The insurance liability for these products is calculated for all coverage, using discounted cash flows for expected claims, including payment at the end of the term, less expected future premiums. This calculation is based on the assumptions used in pricing the products and/or assumptions based on claims experience, including interest rates ("tariff interest") and mortality or morbidity tables, (see also sub-section e.2 below). The calculation was made using the "Net Premium Reserve" method which does not include under expected receipts, the component that was included in the premium tariff to cover commissions and expenses, and on the other hand, does not deduct expected expenses and commissions. The reserve for yield-dependent traditional products is calculated in accordance with returns actually earned less management fees.

3. Liabilities for annuities in payment out are calculated pursuant to life expectancy, based on updated mortality tables which were prepared after considering the group's experience, with the help of data published by the Ministry of Finance actuary in a circular issued by the Commissioner. For additional information, see Note 3C above
4. Liabilities for whole-life annuities in respect of policies in force (in payment and paid up) that have not yet reached the exercising of the annuity stage, or have reached the age of retirement but payment has not yet commenced, is calculated in accordance with the probability of withdrawal of the annuity for the anticipated life expectancy, on the basis of updated mortality tables. When updating the mortality tables, there is a gradual increase of the liability for annuity taking into account expected profit from the policies, until the insureds reach retirement age, in accordance with circulars issued by the Commissioner. The lower the guaranteed annuity coefficients in the policies, the greater the required increase. For additional information, see Note 3C above.

Notes to the Consolidated Financial Statements

Note 36- Risk management (contd.)**E. Insurance risks (contd.)****1. Insurance risk in life assurance and health insurance policies (contd.)****B. Actuarial methods for calculating insurance liabilities (contd.)**

5. Other life assurance policies and health policies insurance include pure risk products (such as work disability, death, long-term care, critical illness, and incapacity) which are sold as stand-alone policies or are attached to basic policies such as "Adif," Investment Track or "Masorti". Liabilities for these policies are calculated using actuarial methods. For some of these policies, the calculation is made using the Gross Premium Reserve in which the expected flow of receipts includes all premium components less expected commissions and expenses. Regarding on-going claims, in work disability insurance, the insurance liability is calculated based on the anticipated duration of the payment period, discounted using the tariff interest.
6. The insurance liability in the long-term care policies purchased as part of the transaction to acquire the operations of Eliahu is calculated using the Net Premium Reserve Method, in view of the different specifications of this policy, relative to Harel's existing plans.
7. Liabilities for ongoing claims in payment in long-term care (LTC) and work disability (P.H.I.) insurance are calculated on the basis of individual assessments for each claim, based on the following parameters: amount of monthly compensation, the maximum period for payment of the claim, seniority of the claim and status of the claim. A reserve for IBNR is added to this amount, which is calculated statistically on the basis of past experience.
8. Insurance liabilities for group insurance include a reserve for IBNR (claims incurred but not yet reported), a provision for continuity and a provision for future loss, as necessary.
9. Liabilities for outstanding claims in health insurance are calculated based on the Company's experience.
10. Liabilities for outstanding life-assurance claims consist principally of provisions for outstanding claims for death, based on the sum at risk.
11. The liabilities for outstanding claims in respect of IBNR claims in life assurance and health insurance are usually calculated based on the Company's experience.
12. Special provision is recorded if the Liability Adequacy Test, described in Note 3C shows that it is necessary.

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)**E. Insurance risks (contd.)****1. Insurance risk in life assurance and health insurance policies (contd.)****C. Key assumptions used for calculating insurance liabilities****1. Discounting rate**

For Meurav and similar insurance policies ("Traditional") (see 1B above) and pure risk products with fixed premiums, the interest rate that serves for discounting is as follows:

- For insurance policies backed partially by earmarked bonds, tariff interest of between 3% and 5%, CPI-linked.
- For yield-dependent products, issued from 1991 onwards, tariff interest of 2.5%, linked. In accordance with terms of the policies, changes in interest rates will be charged to the insured parties.
- For the active life reserve in personal lines long-term health and LTC products – a tariff interest rate of 2.5% for health, 3% for LTC, linked.

The discounting interest rate may change due to significant changes in the interest rate in the economy for the long term.

On the updated discounting interest rates and their effect on the financial statements, see Section E2.

2. Mortality and morbidity rates

- A. The mortality rates used in the calculation of insurance liabilities for death of policyholders before they reach retirement age (i.e. not including the death of insureds who receive annuities and monthly compensation for work disability or long-term care) are generally the same as the rates used in determining the tariff.
- B. The liability for whole-life annuity payments for insureds who are already receiving an annuity is calculated in accordance with revised mortality tables published by the actuary in the Finance Ministry. These tables are also used for the mortality calculations for insureds who have not yet begun to receive an annuity from the expected date for receiving the annuity. Up to the anticipated date for receiving the annuity, a revised mortality table is used which is calculated on the basis of the Company's experience.
- C. The mortality tables published by the Finance Ministry's actuary are also used when conducting a Liability Adequacy Test, described in Note 3C.
- D. An increase in the assumption of mortality rates, due to an increase in the actual mortality rate, to a level that exceeds the existing assumption, will lead to a reduction in the insurance liabilities for all-life annuity payments. It should be noted that the last few decades have seen an opposite trend of increases in longevity and decreases in mortality. The mortality assumption which is used to calculate annuity liabilities takes into account a discount for future increases in longevity.
- E. Morbidity rates consider the frequency of claims for critical illness, work disability, long-term care, operations and hospitalization, incapacity because of accident, among other things. These rates were set on the basis of the Company's experience.
- F. An increase in the assumptions for morbidity rates will result in an increase in the insurance liability for incidence from critical illness, disability, long-term care, operations, hospitalization and incapacity due to accidents.

Notes to the Consolidated Financial Statements

Note 36- Risk management (contd.)**E. Insurance risks (contd.)****1. Insurance risk in life assurance and health insurance policies (contd.)****C. Key assumptions used for calculating insurance liabilities (contd.)****3. Annuity take-up rates**

Life assurance contracts, which include a savings component, were managed, for money deposited up to 2008, in two tracks: a capital track and an annuity track. From 2008, all policies are annuity based. In some policies, the insured party may choose the track upon retirement. As the amount of insurance liability is different in each of the two tracks, the Company must determine the percentage of insurance plans in which the policyholders choose the annuity track. This rate is set in accordance with the instructions of the Capital Market, Insurance and Savings Authority, with adjustments for the Company's experience.

From time to time, Harel Insurance carries out a study regarding the age of retirement and annuity take-up rate integrated with the age-dependent model. For additional information see Section E2 below.

4. K Factor

The supplementary reserve for annuity is accumulated gradually for money accrued in policies up to the end of the Reporting Period, taking into account the expected profits from the policies until the insureds reach retirement age.

The gradual provision is made using the K factor which is derived from the rate of future income. The higher the K factor, the lower the liability for supplementing the reserve for annuity that will be recognized in the financial statements and the amount to be deferred and recorded in the future will be higher.

As instructed by the Commissioner, the actuary of Harel Insurance determines two separate K values, one for the liability for the yield-dependent savings component and the other for the liability for the yield-guaranteed savings component.

The Company's policy is for the K value to be fixed and it will only be reduced if it cannot be justified. At December 31, 2023 and December 31, 2022, the K value for yield-guaranteed policies is 0% and for the profit-sharing policies it is 0.935%. The outstanding reserve for the annuity supplement included in the financial statements at December 31, 2023 and December 31, 2022, was NIS 1,233 million and NIS 1,213 million, respectively. The reserve expected to be recognized in the financial statements by applying the K factor at December 31, 2023, and December 31, 2022, was NIS 839 million, and NIS 827 million, respectively.

5. Cancellation Rates

The rate of cancellation affects the insurance liabilities, in respect of some health insurance contracts and all-life annuity contracts during the period before payments begin. Cancellation of insurance policies could result from cancellation initiated by the Company because the payment of premiums has ceased, or due to surrender by the policyholders. The assumptions regarding cancellation rates are based on the Company's experience, the type of product, the lifespan of the product and sales trends.

Notes to the Consolidated Financial Statements**Note 36- Risk management (contd.)****E. Insurance risks (contd.)****2. Effect of changes in the key assumptions applied in calculating the insurance liabilities in the life assurance and health insurance sectors**

	<u>2023</u>	<u>2022</u>	<u>2021</u>
	<u>NIS</u>	<u>NIS</u>	<u>NIS</u>
	<u>million</u>	<u>million</u>	<u>million</u>
<u>Life assurance</u>			
Revised assumptions following a study (A)	90	-	-
Revised study of the retirement rate and annuity	-	(51)	-
Update relating to the development of expenses in the actuarial model (C)	-	(23)	-
Application of a circular on revised demographic assumptions (B)	-	(279)	-
Total effect of changes in the key assumptions in the life assurance segment	90	(353)	-
<u>Health insurance</u>			
Personal lines health			
Revised assumptions resulting from research - long-term care (E)	(24)	28	300
Update relating to the development of expenses in the actuarial model (C)	-	58	-
Application of a circular on revised demographic assumptions (B)	-	(12)	-
	(24)	74	300
Long-term care			
Update relating to the development of expenses in the actuarial model (C)	-	120	-
Revised assumptions resulting from research (D)	(50)	(358)	-
	(50)	(238)	-
Total effect of changes in the key assumptions in the health insurance segment	(74)	(164)	300
Total effect of changes in the key assumptions in the life and health insurance segment before tax	16	(517)	300
Total effect of changes in the key assumptions in the life and health insurance segment after tax	11	(340)	197

Changes in 2023:

- A. The effect of the revised assumptions following studies conducted by the Company in connection with the morbidity rate in the critical illness sector. The effect of the foregoing led to a reduction in insurance liabilities of NIS 90 million before tax.
- B. The effect of the revised assumptions following studies conducted by the Company in connection with the morbidity assumptions applied in calculating the active reserve in the personal lines health sector. The effect of the foregoing led to an increase in insurance liabilities of NIS 24 million before tax.
- C. The effect of the revised assumptions following studies conducted by the Company in connection with the morbidity rates in the personal lines long-term care sector. The effect of the foregoing led to an increase in insurance liabilities of NIS 50 million before tax.

Notes to the Consolidated Financial Statements**Note 36- Risk management (contd.)****E. Insurance risks (contd.)****3. Sensitivity tests in life assurance and health insurance**

The sensitivity tests refer to the assumptions underlying the calculation of the insurance liabilities in the financial statements.

As at December 31, 2023								
	Cancellation rates (Redemptions, settlements, reductions)		Morbidity rate		Mortality rate		Annuity take-up rate*	
	10%+	10%-	10%+	10%-	10%+	10%-	5%+	5%-
	NIS million							
Profit (loss)	<u>64</u>	<u>(73)</u>	<u>(368)</u>	<u>327</u>	<u>838</u>	<u>(991)</u>	<u>(75)</u>	<u>74</u>
As at December 31, 2022								
	Cancellation rates (Redemptions, settlements, reductions)		Morbidity rate		Mortality rate		Annuity take-up rate*	
	10%+	10%-	10%+	10%-	10%+	10%-	5%+	5%-
	NIS million							
Profit (loss)	<u>57</u>	<u>(66)</u>	<u>(346)</u>	<u>302</u>	<u>739</u>	<u>(892)</u>	<u>(64)</u>	<u>65</u>

* For the amount of the supplementary reserve for annuity, see Note 19A

4. Insurance risk in non-life insurance policies

The following is a description of various insurance products, methods and assumptions used in calculating liabilities in accordance with product type.

The Group has insurance contracts in the field of non-life insurance, mainly in the compulsory motor sectors, liabilities, motor property (CASCO), and property insurance.

Compulsory motor insurance policies cover the policyholder and the driver for all liabilities that they may incur under the Compensation for Road Accident Victims Law, 1975, due to physical injury as a result of the use of the motor vehicle, to the driver, to passengers of the vehicle, or to pedestrians injured by the vehicle. Compulsory motor vehicle claims are "long tail", that is – a long time lag from the date of the event until final settlement of the claim.

Liability insurance is geared to cover debts of an insured party for damage that he may cause to a third party. The main types of insurance include - third party, employers' liability, professional liability, product liability, and directors and officers (D&O) liabilities. The timing of submitting the claim and settlement is affected by a number of factors such as type of coverage, policy terms, legislation, and legal precedents. Generally, liability claims are "long tail".

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)**E. Insurance risks (contd.)****4. Insurance risk in non-life insurance policies (contd.)**

Policies that insure against motor vehicle damage and third party motor property damage grant the insured party coverage for property damage. The coverage is generally limited to the value of the vehicle that was damaged. The premium for motor vehicle property insurance requires approval, as does the policy in general, by the Commissioner, and is an actuarial and partially differential rate (which is not uniform for all insured parties and is adjusted for risk). Said tariff is based on a number of parameters, those related to the vehicle of the insured policyholder (such as type of vehicle and year of manufacture), and those related to the specifications of the insured party (such as age of the driver and claims experience). The underwriting process is performed partially by means of the actual tariff and through a set of procedures designed to check the insured's claims experience, which include presentation of proof of "no-claims" from the previous insurer for the last three years, proof of updated protection, which are integrated automatically during the issue of the policies.

In most cases, motor vehicle insurance policies are issued for a period of one year. In addition, in most cases, claims against these policies are settled close to the date of the insurance event.

Property insurance is intended to grant the insured party coverage against physical damage to his property and loss of profit following damage to his property.

The main risks that are covered by the policies are - risk of fire, explosions, burglary, earthquakes and natural perils. Property insurance sometimes includes cover for loss of profit following physical damage to the property. Property insurance is an important part of residential, business, engineering, and cargo (maritime, land, air) insurance policies. In most cases, claims against these policies are settled close to the date of the insurance event.

A. Principles for calculating the actuarial estimate in non-life insurance**General**

(a) Liabilities for non-life insurance contracts include the following key components:

- provision for unearned premiums
- premium deficiency
- outstanding claims
- and net of - deferred acquisition costs

The provision for unearned premiums and deferred acquisition costs is calculated independent of any assumptions, and accordingly is not exposed to any reserve risk. Regarding the manner of calculating the provisions, see Note 3.

- (b) In accordance with the Commissioner's instructions, in the grouped and non-grouped branches, outstanding claims are calculated by the actuary responsible for non-life insurance, using accepted actuarial methods consistent with the previous year. The actuary has the discretion to choose the appropriate actuarial method for all insurance branches, and for each event year/underwriting year, based on the extent to which the method is appropriate for the branch. Sometimes a combination of methods is used. The evaluations are based primarily on experience with developments in claims payments and/or developments in the amount payments and individual evaluations. The evaluations include assumptions regarding the cost of an average claim, claim handling costs, and frequency of claims. Additional assumptions may relate to changes in interest rates, timing of payments, payments of claims including direct and indirect costs to settle claims, less subrogation and deductibles.
- (c) The use of actuarial methods based on claim development is appropriate mainly when there is stable and adequate information on claims payments and/or individual evaluations in order to evaluate the total estimated cost of the claim. If information on actual claims experience is not sufficient, the actuary, occasionally, makes use of a weighted calculation, taking into account known estimates (in the company and/or the branch) and actual claims development. A greater weight is given to an estimation based on experience gained over time and additional information on claims.

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)**E. Insurance risks (contd.)****4. Insurance risk in non-life insurance policies (contd.)****A. Principles for calculating the actuarial estimate in non-life insurance (contd).**General (contd.)

- (d) Qualitative evaluations and discretion are also used regarding the possibility that past trends will not continue in the future. For example - following a non-recurring event, internal changes such as a change in the portfolio mix, in underwriting policy, and procedures on handling claims, and for the effect of external factors such as legal decisions, and legislation. When these changes are not fully reflected in past experience, the actuary updates the models and/or makes specific provisions on the basis of statistical and/or legal evaluations, as relevant.
- (e) In other branches where an actuarial model is not applied, the provision is based (gross and on retention) on professional opinions prepared by company experts, and on recommendations of legal counsel.
- (f) The re-insurers' share of outstanding claims is estimated taking into account the type of treaty (proportionate/not proportionate), actual claims experience and the premium that was transferred to the reinsurer.
- (g) The estimate of outstanding claims for the Company's share of the Pool, in incoming business and co-insurance received from other insurance companies (leading insurers) was based on a calculation made by the Pool or by the other insurers.

B. Actuarial methods used in the key insurance sectors

Actuarial estimates are based mainly on information in respect of claims paid and individual estimates that also include direct expenses for claims settlement, net of subrogation and deductibles. Notably, in accordance with instructions of the Commissioner of Insurance, the provisions must also include indirect costs for claims settlement for all underwriting years.

- A. Property loss sector (excluding insurance for the work of building contractors, natural perils and terror damages) and comprehensive household (including mortgage banks) branches

The models used by the group include - a payments development model, outstanding claims development model, a quantitative claims model (with use of the following methods - "Link Ratios", "Chain Ladder") and averages for a development period up to two and a half years, plus a tail for any subsequent development period. For old, open claims, (with a loss year before two and half years ago), the Group takes the contingent claims as they were valued by the claims department in non-life insurance. Extraordinary events are treated separately.

In the comprehensive homeowners sector (including mortgage banks), a stochastic model is used to estimate the reserve (Bootstrap model) for the purpose of compliance with the Commissioner's position on the best practice for calculating non-life insurance reserves.

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)**E. Insurance risks (contd.)****4. Insurance risk in non-life insurance policies (contd.)****B. Actuarial methods used in the key insurance sectors (contd.)****B. Motor property sector****1. Accidents**

The models used by the group include - a payments development model, outstanding claims development model, a quantitative claims model (using the following methods - "Link Ratios", "Chain Ladder") and averages for development terms up to two and a half years, plus a tail for any subsequent development period.

In respect of old and open claims (where damage was more than two and a half years ago), the group accepts the outstanding claims as evaluated by the non-life insurance claims division.

Extraordinary events are treated separately.

2. Total loss/theft

In respect of known claims, the outstanding claims are as they were estimated by the non-life claims department.

Regarding unreported claims, the number of claims not yet reported is determined using the Link Ratios and Chain Ladder methods. The cost of claims is determined by the averages method. The calculation is made on a gross basis, before the reinsurer's share. The reinsurer's share in proportional contracts is calculated in accordance with the reinsurance treaties.

In the motor property sector, a stochastic model is used to estimate the reserve (Bootstrap model) for the purpose of compliance with the Commissioner's position on the best practice for calculating non-life insurance reserves.

C. Compulsory motor

The models used by the group include - a payments development model, outstanding claims development model, a quantitative claims model (with use of the following methods - "Link Ratios", "Chain Ladder"), and averages for development periods of up to 17 years, plus a tail for subsequent periods of development. For later underwriting years the company uses the Bornhuetter - Ferguson (BF) method. In addition, the standard deviation is calculated using the Thomas Mach method.

In respect of old and open claims the company includes the amount of outstanding claims, as estimated by the non-life insurance claims division. The reserve for the company's share in the residual insurance arrangement ("the Pool") is based on a calculation prepared by the Pool.

A stochastic model is used to estimate the reserve (Bootstrap model) for the purpose of compliance with the Commissioner's position on the best practice for calculating non-life insurance reserves.

Notes to the Consolidated Financial Statements**Note 36 - Risk management (contd.)****E. Insurance risks (contd.)****4. Insurance risk in non-life insurance policies (contd.)****B. Actuarial methods used in the key branches of insurance (contd.)**

- D. Liabilities branches - employers' liability, third party liability (including facultative claims), professional liability (including doctors and managers liability) and product liability.

The models used by the group include - a payments development model, outstanding claims development model, a quantitative claims model (using the following methods - "Link Ratios", "Chain Ladder"), and averages for development periods of up to 17 years, plus a tail for subsequent periods of development. For later underwriting years the company uses the Bornhuetter-Ferguson (BF) method. In addition, standard deviations are calculated using the Thomas Mack method.

In respect of old open claims, outstanding claims are included as estimated by the non-life insurance claims division. In the liabilities sectors, excluding third party liability, the provision in respect of facultative claims is the maximum between total of outstanding claims, as estimated individually by the non-life insurance claims division, and total outstanding claims calculated using said actuarial model. In the third party liability the provision for facultative claims is made based on a separate actuarial model.

The calculation is made gross, before the reinsurers' share. The reinsurers' share is calculated in accordance with the agreements. In XOL reinsurance - the company takes into consideration the estimates of the known big claims, as well as the premium paid to reinsurers in recent years.

A stochastic model is used to estimate the reserve (Bootstrap model) for the purpose of compliance with the Commissioner's position on the best practice for calculating non-life insurance reserves.

- E. Provisions based on other evaluations (non-actuarial)

In accordance with the Commissioner's instructions, Harel Insurance also examined the calculation of the actuarial provisions for the following sectors: work performed by building contractors, natural perils, terror losses and sale guarantees. Due to a lack of statistically significant information, an actuarial model was not applied in these branches. The outstanding claims with respect to these branches were included based on estimates that included the following components:

1. Known outstanding claims, including an appropriate provision for settlement and handling expenses up to the end of the period, and which have not yet been paid at the date of the financial statements. This provision is based, mainly, on an individual evaluation of each claim according to an opinion received from the Company's attorneys and its experts handling the claims.
2. Provision for claims incurred but not yet reported (IBNR) and provision for claims incurred but not enough reported (IBNER) is based on Harel Insurance's actual experience.

C. Key assumptions used in preparing the actuarial evaluations

1. The actuarial models are based on data adjusted to the date of the report, under the basic assumption that in future, the cost of claims will increase by the amount of the increase in the CPI and provisions will be discounted in accordance with the best practice instructions and the risk-free interest rate curve adjusted to the non-liquid nature of the liabilities, and taking into account the difference between the fair value and carrying amount of the non-marketable assets.
2. A supplement is included for the risk margin in the liabilities branches which is based on a calculation of standard deviation using the Thomas Mack method.
3. Claims development tail - use is made of a tail, as described above.

Notes to the Consolidated Financial Statements**Note 36 - Risk management (contd.)****E. Insurance risks (contd.)****4. Insurance risk in non-life insurance policies (contd.)****D. Arrangement with the National Insurance Institute concerning compensation under the National Insurance Law**

In July 2021, a consensual arrangement was formulated between the insurance companies, including Harel Insurance, and the National Insurance Institute (“the Agreement” and “the NII” respectively) concerning application of the NII’s right of subrogation under Section 328 of the National Insurance Institute [Consolidated Version] Law, 1995 (“the Law”) in those cases in which a third party is obligated to pay compensation under the Compensation for Road Accident Victims Law, 1975 (“CRAV Law”). The Agreement stipulates that the parties will continue to apply the existing mechanism for litigation and settlement of accounts between them with respect to events that occurred and will occur in the period from January 1, 2014 through December 31, 2022, that obligated and will obligate the NII to pay a benefit under the Law, and which also serve as grounds for obligating Harel Insurance to pay compensation under the CRAV Law; and it also stipulates that each insurance company will pay an advance to the NII by December 31, 2021, on account of such cases, which is equal to 4.06% of the premiums it collected between 2014 and 2018, from which the aforesaid NII claims will be offset, subject to the information in the Agreement. Based on the foregoing, at the end of 2021 Harel Insurance paid an advance of NIS 140 million (of which NIS 33 million is for Shirbit’s activity).

Additionally, pursuant to the information in the Agreement, part of the legislation relating to the economic plan for fiscal years 2021 and 2022 (“the Arrangements Law”) included cancellation of the obligation to pay the global sum which had originally been regulated in the Economic Efficiency (Legislative Amendments to Achieve the Budgetary Targets for the 2019 Fiscal Year), 2018, for cases that occurred between 2014 and 2018. The Arrangements Law also prescribed a fixed percentage of the premiums to be paid to the NII by all insurers for road accidents that may occur in 2023 and thereafter, and this in lieu of individual subrogation of the claims. Based on the provisions prescribed in the Arrangements Law, the percentage of premiums to be collected each year and transferred to the NII will be as follows: in 2023 and 2024 - 10% of the premiums; from 2025 and thereafter - 10.95% of the premiums. The Company believes that the arrangements detailed above regarding the past are not expected to significantly affect its financial results.

E. Updates on the insurance liabilities in non-life insurance:

In view of the provisions of the circular on “The method of allocating assets not at their fair value when calculating the LAT” (see also Note 3C), and in light of the steep rise of the risk-free interest rate curve and the fact that as a consequence Harel Insurance does not have an LAT reserve in long-term care, in Q2 2022, Harel Insurance updated the procedure for the allocation of non-marketable assets. Accordingly, Harel Insurance may make transfers from time to time, as necessary, between the assets attributed to the different segments so as to take maximum advantage of the retained value, subject to the asset limitation. According to the Circular, the updated procedure for the allocation of non-marketable assets was accounted for as a change of estimate in accordance with International Accounting Standard (IAS) No. 8.

Additionally, in the second quarter of 2022, and as experience was gained in the application of the Best Practice model, the method of applying the model was revised so that the base reserves are measured on a Best Practice basis, and the assumptions in the actuarial model were updated, including in connection with taking into account the absence of full correlation between the different sectors, as permitted in the Commissioner’s position on Best Practice.

Following these updates, in 2022 (Q2) the insurance liabilities in the non-life sector were reduced by NIS 75 million before tax (NIS 7 million before tax in the compulsory motor sector, NIS 13 million before tax in the motor property sector, and NIS 55 million before tax in the other liabilities sectors). Of this amount, NIS 84 million before tax was attributable to additional retained fair value of non-marketable assets that in the past were allocated to the health insurance segment and are now allocated to the non-life insurance segment.

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)**F. Risks involved in financial activities**

Financial activity exposes the group to various risks the most important of which are: market risk (including foreign currency risk and fair value risk in respect of interest rates, and index risks), credit risk, liquidity risk and operating risk.

1. Market risk

The Company's subsidiaries in the financial services sector are directly or indirectly involved in such areas as investment management, portfolio management, financial products, mutual fund management and hedge fund management, and therefore operate in a capital market characterized by fluctuations, arising, among other things, from the effects of political, governmental, security and economic factors in Israel and the world, over which the Group has no control. Such fluctuations, together with the fact that some of the companies cover their obligations with derivatives, which are more volatile, influence the scope of public activity in the capital markets and the prices of securities. Market risk is defined as "the risk of losses on and off balance-sheet positions attributable to changes in market prices".

2. Credit risk

The companies are exposed to the credit risks of various bodies, including institutions in which cash and securities have been deposited and subsequently used to borrow securities that are assets of the subsidiaries, or their customers, as well as bodies that have issued derivatives that are purchased by the subsidiary. When subsidiaries deposit securities with a foreign bank or broker, the exposure arises from the fact that should the foreign bank or broker become insolvent, a significant amount of time may pass before the subsidiaries are able to retrieve the securities that were deposited, as above, if at all.

3. Operating risks

An operating risk is defined as "the risk of loss resulting from inadequate or failed internal processes, people and systems or from external events".

Operating risk is an integral part of all activities, products, systems and work processes carried out in the Company. Awareness and management of the operating risk at all levels is therefore important.

Managers at the Company's different management echelons are responsible for the ongoing management of operating risk and taking action to minimize the risk, with professional support from the risk management and control department. Some of the operating risks are managed by other control entities, for the compliance officer, the head of information security and head of deployment for crisis management.

The Company routinely assesses its exposure to operating risks and takes measures to reduce them.

4. Liquidity risk

Harel Finance Group works to maintain the existing balance between the ongoing financing it receives and existing flexibility, by using overdraft facilities and loans from banks and others.

Liquidity risk reflects the exposure to a situation in which there is a shortage of cash or available sources of credit for the purpose of conducting activity, at times when the issuer has an immediate need for liquid assets.

5. Interest rate risk

Likewise, there are risks in operations involving financial instruments that stem from changes in the interest rates. Sometimes, interest rates are a parameter in pricing derivative financial instruments, and are used by the Group to manage its investments. An unexpected change in the interest rate may cause the Group a gain or loss attributable to its holding of financial instruments, the prices of which changed as a result of the interest rate change.

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)**F. Risks involved in financial activities (contd.)****6. Risk in respect of changes in the underlying assets and indices**

In their activity in securities, commodities, financial instruments and derivative assets, the Company and the subsidiary aim to hedge the exposure to changes in the underlying assets (share indices, bond indices, stocks, commodities and/or futures contracts), although such activity is not risk free. As noted above, in this activity the Company is exposed to changes in the underlying assets, the most important of which are outlined below:

Changes in the price of the underlying assets - a change in the price of the underlying assets exposes the Company and/or the subsidiary to losses or profits on amounts in which the Company is exposed from time to time to those underlying assets.

Sharp fluctuations in the underlying asset - sharp fluctuations in the underlying asset of derivative assets in the short term cause an increase in the premiums paid on the purchase of options, which reflect the market uncertainty and might affect the scope of the assets and liabilities of the Company and/or the subsidiary for options that are created and/or acquired, and this in turn may positively or negatively affect the business results stemming from this activity.

Suspension of trade and trading difficulties - the suspension of trade and/or other trading difficulties in the underlying assets or options or future contracts, such as low volumes of trade, may make it impossible to perform transactions and/or conversions and may create a situation in which open positions cannot be closed and daily balancing operations cannot be performed.

7. Interest rate changes

Activity in financial instruments includes risks arising from changes in the interest rates in Israel and/or abroad and from changes in the interest rates on deposits in Israel and/or abroad. Interest rates are one of the parameters used to price derivative financial instruments, and may be used by the Group for managing its investments. Unexpected changes in the interest rates may cause the Company and/or the subsidiary a gain or loss arising from the holding of financial instruments, the prices of which change as a result of these interest rate changes. To reduce the Company's exposure to interest rate changes, the Company reserved the right to change the interest rates which are subtracted from or added to the price of the ETNs that the Company issues to the public.

8. Change in standard deviation (SD)

Changes in the SD inherent in options on the indices that are tracked by the ETNs issued by the Company or on any component of the futures contracts or on shares that are tracked by the ETNs issued by the Company, might, in the event of a purchase or a sale, affect the business results arising from this activity. These changes are sometimes caused by an excess or absence of volatility in the underlying asset. To reduce the Company's exposure to changes in the SD, the Company hedges and limits its risk in the activity by means of options that are not part of whole contracts.

9. Compromising the tracking of changes in the underlying asset

Compromising the Company's ability to track the changes in the underlying asset or securities included in the underlying asset, as applicable, might create a situation in which the Company is unable to hedge the exposure to changes in the underlying asset. In light of the fact that this damage may occur, in part due to a failure of the computer systems used by the Company, the Company attempts to reduce this exposure, in part by means of backup systems.

10. Change in weight of securities in the index in index-related events

On pre-arranged dates, the TASE adjusts the weights and changes the mix of the index in accordance with criteria known in advance. When the Company does not make the necessary weight adjustment, an exposure may be created for the Company which might cause losses.

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)**F. Risks involved in financial activities (contd.)****11. Changes in the return on cash surpluses**

The use of derivative instruments to cover the Company's obligations towards ETN holders creates cash surpluses that are invested in financial instruments which provide a different return depending on the pricing of the derivative assets. A change in the return received on the cash balances, whether due to a reduction and/or increase in interest rates in Israel and/or abroad, or to a change in the interest rate margins applied in Israel and/or abroad, might have a positive or negative impact on the Company's business results and on ability to pay for the conversion or sale to ETN holders of any particular series. To reduce the Company's exposure to interest rate changes, the Company reserved the right to change the interest rates which are subtracted from or added to the price of the ETNs that the Company issues to the public.

12. Changes in the players and improvement of the capital market

Subject to the limitations that apply to the activity of the Company and/or the subsidiary in the financial instruments sector, the Company and/or the subsidiary attempt to take advantage of opportunities such as price differences arising from the lack of sophistication of the capital market. The expected entry of additional entities to trading in financial instruments and improvement of the capital market might limit such opportunities, and this may negatively affect the Company's business results.

13. Price discrepancies between derivative assets and the underlying assets

On index products (and for their underlying assets) for which there are derivative assets and the Company is fully or partially covered in relation to these index products by means of the aforementioned derivatives, there is a risk of creating discrepancies between the prices of the derivative assets on the relevant underlying assets and the relevant underlying assets. A direct outcome could be that the Company's business results are compromised and it is unable to pay the conversion or exercised amounts or the proceeds of the conversion to the holders of these index products.

14. Short trading

Short trading increases the Company's exposure to securities with low tradability, suspension of trading or other marketable difficulties. To reduce this risk, the Company adopted a policy of reducing its exposure to securities and underlying assets.

15. Unexpected conversion or sale by a significant part of the ETN holders

If a significant part of the holders of ETNs of a particular series wish to convert / sell the ETNs on a date not foreseen by the Company, there is a risk of the Company's ability to convert / exercise all the assets and transfer to the ETN holders the full proceeds of the conversion / sale on that date.

16. Breach event relating to one series of ETNs

The risk that a breach event relating to one series of ETNs will affect the holders of ETNs in the other series. To reduce the serious exposure, the Company takes action to create legal segregation between the Company's obligations towards the holders of each series of index products that it issues, in part by pledging the relevant assets for each series in favor of the Company's obligations in connection with that series.

17. Business licenses

Given that the Company's activity involves the holding of financial instruments that track indices or futures contracts, the use of the index or futures contracts requires a license. Expiry of the license to use any particular index or futures contract might cause the Company to perform a forced conversion or forced sale, as applicable, of the relevant ETNs.

Notes to the Consolidated Financial Statements**Note 36 - Risk management (contd.)****F. Risks involved in financial activities (contd.)****18. Change in the leverage of complex certificates**

In notes that are leveraged in points, the percentage change is volatile - it is reduced when the underlying asset increases and increases when the underlying asset decreases. These complex certificates might create market exposure and cause losses as a result of a sharp change in the underlying asset. Additionally, in ETNs that are comprised of several underlying assets, an increase in one asset may cause an increase in its relative weight in the total value of the ETN and reduce the weight of the other underlying assets, and vice versa. This could create a mix that differs from the basic mix of the note and as a result change the risk entailed in holding the note. Furthermore, on the quarterly balancing date, the Company is required to take action to adjust the weights of the backing asset in accordance with the basic weights. If such action is not taken on time, an exposure is created to the underlying asset.

19. Risk due to regulatory changes

The advertising and distribution of the Company's products among investors are subject to regulatory restrictions that may delay expansion of the Company's activity and penetration of its products among private investors. Furthermore, changes in legislation and standards relating to securities in general and financial products in particular might compromise the Company's ability to operate in this operating segment and adversely affect the Company's profitability in this segment, including as a result of costs incurred by the Company due to these regulatory changes, as in the case of a requirement to provide additional equity.

20. Currency exposure

In ETNs in which the underlying asset is not traded in shekels, there may be surplus or short currency exposure that could cause losses or gains (in shekel terms) as a result of fluctuating exchange rates. Additionally, currency adjusted notes are typically characterized by quanto risk - for information see paragraph 21 below.

21. Risk of exposure in respect of quanto

Where the backing asset is not linked to the currency of the note, changes in the price of the backing asset or the currency to which it is linked create positions in the underlying asset or the currency to which the backing asset is linked.

G. Information about credit risks**1. Distribution of debt assets, by location**

	As at December 31, 2023		
	Marketable	Non-marketable	Total
	NIS million	NIS million	NIS million
In Israel	8,051	23,015	31,066
Abroad	469	858	1,327
Total debt assets	8,520	23,873	32,393

	As at December 31, 2022		
	Marketable	Non-marketable	Total
	NIS million	NIS million	NIS million
In Israel	10,632	19,328	29,960
Abroad	510	671	1,181
Total debt assets	11,142	19,999	31,141

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)

G. Information about credit risk (contd.)

2. Assets by rating levels

1. Debt assets in Israel

	Local rating*				
	As at December 31, 2023				
	AA- and higher	A+ to BBB-	Less than BBB-	Not rated	Total
	NIS million	NIS million	NIS million	NIS million	NIS million
Debt assets in Israel					
Marketable debt assets					
Government bonds	5,119	-	-	-	5,119
Corporate bonds	2,526	385	-	21	2,932
Total debt assets marketable in Israel	7,645	385	-	21	8,051
Non-marketable debt assets					
Government bonds	5,232	-	-	-	5,232
Corporate bonds	460	8	-	-	468
Deposits in banks and financial institutions	9,333	-	89	3	9,425
Other debt assets by collateral:					
Mortgages	-	-	-	1,362	1,362
Loans on policies	-	-	-	11	11
Loans for which shares that confer control are pledged	24	40	-	-	64
Other sureties	1,719	3,548	88	1,088	6,443
Not secured	-	-	-	10	10
Total debt assets not marketable in Israel	16,768	3,596	177	2,474	23,015
Total debt assets in Israel	24,413	3,981	177	2,495	31,066
Of this - internally rated debt assets **	708	877	88	-	1,673

* The sources for the rating level in Israel are the rating companies approved by the Commissioner. The rating data were converted to the rating symbols of S&P, based on generally accepted conversion coefficients. Each rating incorporates the entire range, e.g.: an A rating comprises A- to A+

** Pursuant to the Commissioner's circulars 2007-9-15 and 2007-9-16, the Group has the organizational and management infrastructure for credit management. In this context, the Company monitors and reviews all the debt assets in which it invests. The Group prepares an internal rating for debt assets where no external rating is issued by a rating company, see Section G3 below

The debt assets presented in the tables below as internally rated debt assets are those for which there is no external rating.

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)

G. Information about credit risk (contd.)

2. Assets by rating levels (contd.)

1. Debt assets in Israel (contd.)

	Local rating*				
	As at December 31, 2022				
	AA- and higher	A+ to BBB-	Less than BBB-	Not rated	Total
	NIS million	NIS million	NIS million	NIS million	NIS million
Debt assets in Israel					
Marketable debt assets					
Government bonds	6,231	-	-	-	6,231
Corporate bonds	3,946	452	-	3	4,401
Total debt assets marketable in Israel	10,177	452	-	3	10,632
Non-marketable debt assets					
Government bonds	5,031	-	-	-	5,031
Corporate bonds	462	10	9	-	481
Deposits in banks and financial institutions	6,134	-	-	-	6,134
Other debt assets by collateral:					
Mortgages	-	-	-	1,202	1,202
Loans on policies	-	-	-	10	10
Loans for which shares that confer control are pledged	42	40	-	-	82
Other sureties	1,779	3,485	29	1,095	6,388
Not secured	-	-	-	-	-
Total debt assets not marketable in Israel	13,448	3,535	38	2,307	19,328
Total debt assets in Israel	23,625	3,987	38	2,310	29,960
Of this - internally rated debt assets **	689	2,660	38	-	3,387

* The sources for the rating level in Israel are the rating companies approved by the Commissioner. The rating figures were converted to the rating symbols used by S&P, based on generally accepted conversion coefficients. Each rating incorporates the entire range, e.g.: an A rating comprises A- to A+

** Pursuant to Commissioner's circulars 2007-9-15 and 2007-9-16, the Group has organizational and administrative credit management infrastructure. In this context the Company monitors and assesses all the debt assets in which it invests. Debt assets which do not have an external rating from a rating company are rated internally by the Group, see Section G3 below

The debt assets presented in the tables below as internally rated assets are those for which there is no external rating.

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)

G. Information about credit risk (contd.)

2. Assets by rating levels (contd.)

2. Debt assets abroad

International rating *				
As at December 31, 2023				
A- and higher	BBB to BBB+	Less than BBB-	Not rated	Total
NIS million	NIS million	NIS million	NIS million	NIS million
Debt assets abroad				
Marketable debt assets				
Government bonds	116	7	-	123
Corporate bonds	34	256	56	346
Total debt assets marketable abroad	150	263	56	469
Non-marketable debt assets				
Corporate bonds	-	-	11	11
Deposits in banks and financial institutions	289	-	21	310
Other debt assets	104	118	214	537
Total debt assets not marketable abroad	393	118	122	858
Total debt assets abroad	543	381	178	1,327
Of this – internally rated debt assets **	104	118	101	323
International rating *				
As at December 31, 2022				
A- and higher	BBB to BBB+	Less than BBB-	Not rated	Total
NIS million	NIS million	NIS million	NIS million	NIS million
Debt assets abroad				
Marketable debt assets				
Government bonds	48	7	-	102
Corporate bonds	49	321	38	408
Total debt assets marketable abroad	97	328	38	510
Non-marketable debt assets				
Corporate bonds	-	-	10	10
Deposits in banks and financial institutions	26	-	50	76
Other debt assets	227	105	207	585
Total debt assets not marketable abroad	253	105	96	671
Total debt assets abroad	350	433	134	1,181
Of this - internally rated debt assets **	227	105	47	379

* The sources for the rating level abroad are the rating companies approved by the Commissioner – Moody's S&P, and Fitch. Each rating incorporates the entire range, e.g.: an A rating comprises A- to A+

** Pursuant to the Commissioner's circulars 2007-9-15 and 2007-9-16, the Group has the organizational and management infrastructure for credit management. In this context, the Company monitors and reviews all the debt assets in which it invests. The Group prepares an internal rating for debt assets where no external rating is issued by a rating company, see Section G3 below

The debt assets presented in the following table as internally rated debt assets are those for which there is no external rating

Notes to the Consolidated Financial Statements**Note 36 - Risk management (contd.)****G. Information about credit risk (contd.)****2. Assets by rating level (contd.)****3. Credit risk on other assets in Israel**

	Local rating*				
	As at December 31, 2023				
	AA- and higher	A+ to BBB-	Less than BBB-	Not rated	Total
	NIS million	NIS million	NIS million	NIS million	NIS million
Loans to equity accounted investees **	-	-	-	42	42
Other receivables (1)	250	-	114	1,372	1,736
Deferred tax assets	20	-	-	-	20
Current tax assets	76	-	-	-	76
Other financial investments	301	-	-	988	1,289
Cash and cash equivalents	5,600	37	-	-	5,637
	<u>6,247</u>	<u>37</u>	<u>114</u>	<u>2,402</u>	<u>8,800</u>
	Local rating*				
	As at December 31, 2022				
	AA- and higher	A+ to BBB-	Less than BBB-	Not rated	Total
	NIS million	NIS million	NIS million	NIS million	NIS million
Loans to equity accounted investees **	-	-	-	27	27
Other receivables (1)	1,545	-	-	1,448	2,993
Deferred tax assets	21	-	-	-	21
Current tax assets	100	-	-	-	100
Other financial investments	160	-	-	1,058	1,218
Cash and cash equivalents	1,734	49	-	-	1,783
	<u>3,560</u>	<u>49</u>	<u>-</u>	<u>2,533</u>	<u>6,142</u>

* The sources for the rating level in Israel are the rating companies approved by the Commissioner. The rating data were converted to the rating symbols of S&P, based on generally accepted conversion coefficients. Each rating incorporates the entire range, e.g.: an A rating comprises A- to A+

** Included within investment in equity accounted investees

(1) Of this amount, NIS 424 million and NIS 1,411 million at December 31, 2023 and 2022, respectively, are in respect of assets for yield-dependent contracts

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)

G. Information about credit risk (contd.)

2. Assets by rating level (contd.)

4. Credit risk for other assets abroad

	International rating *				
	As at December 31, 2023				
	A- and higher	BBB to BBB+	Less than BBB-	Not rated	Total
	NIS million	NIS million	NIS million	NIS million	NIS million
Loans to equity accounted investees **	-	-	-	309	309
Other receivables (1)	37	-	(8)	28	57
Other financial investments	58	-	-	3,240	3,298
Cash and cash equivalents	56	1	39	-	96
	<u>151</u>	<u>1</u>	<u>31</u>	<u>3,577</u>	<u>3,760</u>

	International rating *				
	As at December 31, 2022				
	A- and higher	BBB to BBB+	Less than BBB-	Not rated	Total
	NIS million	NIS million	NIS million	NIS million	NIS million
Loans to equity accounted investees **	-	-	-	351	351
Other receivables	106	-	-	34	140
Other financial investments	90	-	-	2,691	2,781
Cash and cash equivalents	72	1	73	-	146
	<u>268</u>	<u>1</u>	<u>73</u>	<u>3,076</u>	<u>3,418</u>

* The sources for the rating level abroad are the rating companies approved by the Commissioner - Moody's, S&P and Fitch. Each rating incorporates the entire range, e.g.: an A rating comprises A- to A+

** Included within investment in equity accounted investees

(1) Of this amount, NIS 37 million at December 31, 2023 is in respect of assets for yield-dependent contracts

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)

G. Information about credit risk (contd.)

2. Assets by rating level (contd.)

5. Credit risks for off balance-sheet instruments in Israel

	Local rating*				
	As at December 31, 2023				
	AA- and higher	A+ to BBB-	Less than BBB-	Not rated	Total
	NIS million	NIS million	NIS million	NIS million	NIS million
Unutilized credit facilities****	275	1,641	43	127	2,086
Financial guarantees provided that are not accounted for as insurance contracts****	5,921**	36	-	-	5,957
Total credit exposure for guarantees and unutilized credit facilities	<u>6,196</u>	<u>1,677</u>	<u>43</u>	<u>127</u>	<u>8,043</u>
	Local rating*				
	As at December 31, 2022				
	AA- and higher	A+ to BBB-	Less than BBB-	Not rated	Total
	NIS million	NIS million	NIS million	NIS million	NIS million
Unutilized credit facilities****	444	1,234	12	287	1,977
Financial guarantees provided that are not accounted for as insurance contracts****	4,048**	39	-	-	4,087
Total credit exposure for guarantees and unutilized credit facilities	<u>4,492</u>	<u>1,273</u>	<u>12</u>	<u>287</u>	<u>6,064</u>

* The sources for the rating level in Israel are the rating companies approved by the Commissioner. The rating data were converted to the rating symbols of S&P, based on generally accepted conversion coefficients. Each rating incorporates the entire range, for example, an A rating comprises A- to A+

Regarding off-balance-sheet credit exposure, it is noted that this table does not include guarantees issued by banks, at the request of companies of the group, in favor of third parties, to comply with commitments vis-à-vis tenders in which the companies participated, and as part of their regular operations

** Regarding transactions entered into by Harel Insurance to provide financial guarantees and operating services for mortgage portfolios that were provided by a financial institutions and insureds by a foreign reinsurance company, see also Note 3C2(m). The maximum exposure is backed by real-estate assets at a loan-to-value (LTV) rate of 50%

*** Most of the securities are internally rated

**** No guarantees were provided for foreign companies

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)

G. Information about credit risk (contd.)

2. Assets by rating level (contd.)

6. Credit risks for off balance-sheet instruments abroad

	International rating *				
	As at December 31, 2023				
	A- and higher	BBB to BBB-	Less than BBB-	Not rated	Total
	NIS million	NIS million	NIS million	NIS million	NIS million
Unutilized credit facilities	1	47	1	1	50
	<u>1</u>	<u>47</u>	<u>1</u>	<u>1</u>	<u>50</u>

	International rating *				
	As at December 31, 2022				
	AA- and higher	A+ to BBB-	Less than BBB-	Not rated	Total
	NIS million	NIS million	NIS million	NIS million	NIS million
Unutilized credit facilities	13	37	2	6	58
	<u>13</u>	<u>37</u>	<u>2</u>	<u>6</u>	<u>58</u>

* The sources for the rating level abroad are the rating companies approved by the Commissioner - Moody's, S&P, and Fitch. Each rating incorporates the entire range, e.g.: an A rating comprises A- to A+

3. Additional information about credit risks

- Pursuant to the Commissioner's approval from November 11, 2015, Harel Insurance will be able to allocate capital on account of non-marketable debt assets that were rated in accordance with the internal credit rating model under the Supervision of Financial Services (Insurance) (Minimum Equity Required of an Insurer), 1998, as of the fourth quarter of 2015

The Commissioner's approval dated November 11, 2015 further stipulated that the Company's internal rating is not valid for estimating non-marketable credit for financial institutions, including banks and insurance companies; credit backed by an underlying asset; credit provided to companies involved in real-estate construction and non-marketable credit for financing projects, and that for all the above, Harel Insurance will not be permitted to reduce the surplus equity allocation

The approval further stipulates that if the loan is rated by an external source, capital must be allocated according to the lower of the ratings

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)**G. Information about credit risk (contd.)****3. Additional information about credit risks (contd.)**

2. There is a difference in the rating scales for debt assets in Israel and debt assets abroad. In 2009, the rating companies published a conversion scale between the local rating and the international rating
3. Information about credit risks in this note does not include assets yield-dependent contracts that are presented in a separate note
4. On reinsurers' balances, see Section I – reinsurance assets
5. On the balance of outstanding premiums due, see Note 11
6. On November 26, 2020, financial institutions circular 2020-9-19 was published concerning an amendment to the Consolidated Circular - Chapter 4, Section 5 - Management of Investment Assets - Internal Rating Model" ("the Circular"). The main points of the amendment are intended to promote credit rating professionalism and expertise within the financial institutions. Among other things, the Circular stipulates that a financial institution that satisfies the conditions set out in the Circular will treat their rating model as an internal rating model which has been approved by the Commissioner. This is with the exception of categories of credit for which an internal rating model is not recognized, because a high level of skill is required for their rating or because they have an increased risk level (among other things, credit to a bank or other financial institution, and a loan institutional body and a loan to member or an insured). The Circular also stipulates that the board of directors of the financial institution will be allowed to appoint a committee that will be charged with approving and supervising the internal rating model. The financial institutions in the Group have developed and approved several internal rating models, and can and will continue to develop and approve additional models

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)

G. Information about credit risk (contd.)

4. Exposure to economic sectors for investments in marketable and non-marketable financial debt assets

	As at December 31, 2023			As at December 31, 2022		
	Balance sheet credit risk		Off-balance sheet	Balance sheet credit risk		Off-balance sheet
	NIS million	% of Total	NIS million	NIS million	% of Total	NIS million
Economic branch						
Industry	472	1.5%	3	414	1.3%	-
Construction and real estate	6,557	20.2%	1,944	6,957	22.3%	1,669
Electricity and water	822	2.5%	37	962	3.1%	121
Commerce	144	0.4%	29	179	0.6%	31
Hotels and tourism	97	0.3%	6	91	0.3%	7
Transportation and storage	91	0.3%	4	127	0.4%	4
Communications and computer services	141	0.4%	13	184	0.6%	46
 Banks	10,720	33.1%	-	7,999	25.7%	-
Financial services	686	2.1%	36	605	1.9%	25
Other business services	610	1.9%	64	747	2.4%	132
Public services	95	0.3%	-	101	0.3%	-
Private individuals	1,465	4.5%	-	1,397	4.5%	-
Other	18	0.2%	-	14	0.1%	-
	21,918	67.7%	2,136	19,777	63.5%	2,035
 State bonds	10,475	32.3%	-	11,364	36.5%	-
	<u>32,393</u>	<u>100%</u>	<u>2,136</u>	<u>31,141</u>	<u>100%</u>	<u>2,035</u>

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)

G. Information about credit risk (contd.)

5. Exposure to economic branches for investments in equity instruments

	As at December 31, 2023					
	Listed on TA-125	Listed on Yeter share index	Non- marketable	Abroad	Total	% of total
	NIS million					
Economic branch						
Industry	190	18	138	11	357	16.8%
Construction and real estate	192	26	122	72	412	19.3%
Electricity and water	121	7	-	15	143	6.7%
Commerce	66	4	-	-	70	3.3%
Communications and computer services	201	-	110	122	433	20.3%
Banks	377	-	-	-	377	17.7%
Financial services	156	10	5	14	185	8.7%
Other business services	41	17	96	-	154	7.2%
Total	1,344	82	471	234	2,131	100%

	As at December 31, 2021					
	Listed on TA-125	Listed on Yeter share index	Non- marketable	Abroad	Total	% of total
	NIS million					
Economic branch						
Industry	155	13	124	11	303	16.7%
Construction and real estate	204	9	90	76	379	20.9%
Electricity and water	105	-	-	17	122	6.7%
Commerce	81	8	-	-	89	4.9%
Communications and computer services	130	-	95	99	324	17.9%
Banks	332	-	-	-	332	18.3%
Financial services	87	14	5	14	129	6.6%
Other business services	49	22	74	-	145	8.0%
Total	1,143	66	388	217	1,814	100%

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)

H. Geographical risks

As at December 31, 2023

	Government bonds	Corporate bonds	Shares	ETFs	Mutual funds	Investment property	Other investments (*)	Total balance sheet exposure	Derivatives in delta terms	Total
NIS million										
List of countries / regions to which the exposure is more than 1% of the total investments										
Britain	-	43	(1)	-	1	107	445	595	11	606
United States	(943)	107	347	-	278	38	4,022	3,849	219	4,068
Israel	5,982	3,477	1,115	17	13	2,403	23,801	36,808	-	36,808
Other	123	127	146	21	35	-	7,149	7,601	66	7,667
Total	5,162	3,754	1,607	38	327	2,548	35,417	48,853	296	49,149

As at December 31, 2022

	Government bonds	Corporate bonds	Shares	ETFs	Mutual funds	Investment property	Other investments (*)	Total balance sheet exposure	Derivatives in delta terms	Total
NIS million										
List of countries / regions to which the exposure is more than 1% of the total investments										
Britain	-	51	-	-	-	108	427	586	17	603
United States	(458)	131	358	-	320	44	2,850	3,245	322	3,567
Israel	7,190	4,967	1,254	5	52	2,256	16,895	32,619	16	32,635
Other	102	151	193	14	37	-	6,362	6,859	96	6,955
Total	6,834	5,300	1,805	19	409	2,408	26,534	43,309	451	43,760

* Other investments include reinsurance assets, investments in associate companies, cash and other financial investments that were not included in the other columns

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)**I. Reinsurance****1. General**

The Group insures part of its business with reinsurers, most of which are foreign reinsurance companies. However, reinsurance does not release the direct insurers from their obligations to their policyholders under the insurance policies.

The Group is exposed to risks from uncertainty regarding the ability of the reinsurers to pay their share of liabilities for insurance policies (reinsurance assets) and their debts for claims paid. This exposure is managed by regularly monitoring the position of the reinsurers in the global market and whether they meet their financial commitments.

The Group is exposed to a concentration of credit risk to a single reinsurer, because of the structure of the reinsurance market and the limited number of reinsurers holding appropriate ratings.

In accordance with guidelines issued by the Commissioner, the boards of directors of the Group's insurance companies, set out, each year, a framework for maximum exposure to reinsurers, with whom the Group has and/or will have agreements, based on international ratings. The Group manages its exposure by evaluating each re-insurer separately.

Additionally, the Group's exposure is well distributed among the various reinsurers, and the primary reinsurers hold high international ratings.

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)

I. Reinsurance (contd.)

2. Information about exposure to credit risks of reinsurers

As at December 31, 2023

	Rating	Total premiums to reinsurers for 2023	Debit (credit) balances net (B)	Reinsurance assets				Reinsurers' deposits	Total Exposure (A) (C)	Debts in arrears	
				in life assurance	in health insurance	in property insurance	in liabilities insurance			Between six months and a year	More than a year
NIS million											
Rating group (D)											
AA- and higher											
Zurich Insurance Company	AA	643	(46)	-	3	332	1,013	72	1,230	-	-
Swiss Re	AA-	275	73	152	279	53	77	405	229	24	-
National Indemnity	AA+	9	(2)	-	-	1	142	31	110	-	-
Gen Re	AA+	36	(9)	-	-	16	46	1	52	-	-
Other		440	(119)	162	416	148	161	551	217	1	-
		1,403	(103)	314	698	550	1,439	1,060	1,838	25	-
A											
LEXINGTON	A+	216	241	-	1,179	7	79	1,119	387	-	-
Scor	A+	157	(23)	-	1	111	82	69	102	-	-
Korean Re	A	-	9	-	-	-	81	-	90	-	-
Somers	A-	-	9	-	-	-	63	-	72	-	-
Other		449	(89)	13	12	283	370	180	409	1	*-
		822	147	13	1,192	401	675	1,368	1,060	1	-
BBB											
		-	-	*-	*-	*-	*-	*-	-	-	-
Less than BBB- or not rated											
		174	(21)	1	2	133	187	122	180	1	*-
		2,399	23	328	1,892	1,084	2,301	2,550	3,078	27	-

* Less than NIS 1 million

- (a) Total exposure to the reinsurers is: net debit (credit) balances, reinsurance assets, net of deposits and net of the letters of credit received from the reinsurers to guarantee their liabilities. The balances do not include balances of insurance companies for co-insurance
- (b) After deducting provision for doubtful debts in the amount of NIS 4.1 million
- (c) Total provisions for doubtful debts plus reduction of the reinsurers' share of the outstanding claims and reserves is NIS 4.1 million, accounting for 0.13% of the total exposure
- (d) The ratings were determined in accordance with a rating issued by recognized rating companies such as S&P and Moody's. The different ratings were converted to the S&P rating scale according to a key defined in the Ways of Investment Regulations
- (e) Total exposure of the reinsurers to earthquake events with an MPL of 2.6% is NIS 20,323 million, of which the most significant reinsurer accounts for 32.1%
- (f) There are no other reinsurers in addition to those listed above which account for more than 10% of the overall exposure of the reinsurers or which account for more than 10% of the total reinsurance premiums for 2023
- (g) The unrated group includes balances for outstanding claims through brokers up to and including 2003 for whom the exposure is NIS 5 thousand

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)

I. Reinsurance (contd.)

2. Information about exposure to credit risks of reinsurers (contd.)

As at December 31, 2022

Rating	Total premiums to reinsurers for 2022	Debit (credit) balances net (B)	Reinsurance assets				Reinsurers' deposits	Total Exposure (A) (C)	Debts in arrears		
			in life assurance	in health insurance	in property insurance	in liabilities insurance			Between six months and a year	More than a year	
NIS million											
Rating group (D)											
AA- and higher											
Zurich Insurance Company	AA	523	(22)	-	3	273	883	52	1,085	-	-
Swiss Re	AA-	282	355	141	240	74	79	363	526	-	-
National Indemnity	AA+	8	9	-	-	2	172	46	137	-	-
Gen Re	AA+	70	(27)	29	3	22	61	45	43	-	-
Other		321	(91)	66	345	137	103	402	158	1	2
		1,204	224	236	591	508	1,298	908	1,949	1	2
A											
LEXINGTON	A+	-	-	-	-	-	92	-	92	-	-
Scor	A+	244	160	16	986	10	85	949	308	-	-
Korean Re	A	145	(43)	-	1	93	80	65	66	-	-
Somers	A-	-	1	-	-	-	61	-	62	-	-
Other		535	(109)	10	12	320	439	208	464	4	-
		924	9	26	999	423	757	1,222	992	4	-
BBB											
		4	-	-	-	-	-	-	-	-	-
Less than BBB- or not rated											
		169	(9)	1	4	85	173	115	139	5	-
		2,301	224	263	1,594	1,016	2,228	2,245	3,080	10	2

- (a) Total exposure to the reinsurers is: net debit (credit) balances, reinsurance assets, net of deposits and net of the letters of credit received from the reinsurers to guarantee their liabilities. The balances do not include balances of insurance companies for co-insurance
- (b) After deducting provision for doubtful debts in the amount of NIS 9.4 million
- (c) Total provision for doubtful debts plus reduction of the reinsurers' share of the outstanding claims and reserves is NIS 9.4 million, accounting for 0.3% of the total exposure
- (d) The ratings were determined in accordance with a rating issued by recognized rating companies such as S&P, and Moody's. The different ratings were converted to the S&P rating scale according to a key defined in the Ways of Investment Regulations
- (e) Total exposure of the reinsurers to earthquake events with an MPL of 2.5% is NIS 18,608 million, of which the most significant reinsurer accounts for 28.2%
- (f) There are no other reinsurers in addition to those listed above which account for more than 10% of the overall exposure of the reinsurers or which account for more than 10% of the total reinsurance premiums for 2022
- (g) The unrated group includes balances for outstanding claims through brokers up to and including 2003 for whom the exposure is NIS 7 thousand

Notes to the Consolidated Financial Statements

Note 36 – Risk management (contd.)

J. Assets and liabilities according to linkage bases

	As at December 31, 2023					
	In NIS unlinked	In NIS CPI- linked	In foreign currency or linked to FC *	Non financial and other items	Liabilities for yield- dependent contracts	Total
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Assets						
Intangible assets	-	-	-	2,452	-	2,452
Deferred tax assets	-	-	-	20	-	20
Deferred acquisition costs	-	-	70	3,043	1	3,114
Fixed assets	-	-	-	1,391	-	1,391
Investments in equity accounted investees	-	-	-	1,516	-	1,516
Investment property for yield-dependent contracts	-	-	-	-	1,898	1,898
Other investment property	-	-	-	2,548	-	2,548
Reinsurance assets	615	4,664	176	-	150	5,605
Trade and other receivables	688	140	503	-	462	1,793
Current tax assets	-	76	-	-	-	76
Premiums due	-	1,282	170	-	247	1,699
Financial investments for yield-dependent contracts	-	-	-	-	71,117	71,117
Other financial investments:						
Marketable debt assets	2,632	5,355	533	-	-	8,520
Non-marketable debt assets	11,432	11,705	736	-	-	23,873
Shares	-	-	-	2,131	-	2,131
Other	108	193	-	4,286	-	4,587
Total other financial investments	14,172	17,253	1,269	6,417	-	39,111
Cash and cash equivalents for yield-dependent contracts	-	-	-	-	6,733	6,733
Other cash and cash equivalents	5,335	-	398	-	-	5,733
Total assets	20,810	23,415	2,586	17,387	80,608	144,806

* Most of the policies issued by the Group are denominated in shekels and the exposure to changes in exchange rates is insignificant. Where there is exposure to exchange rates, it is mainly the result of exposure to the dollar and euro

Notes to the Consolidated Financial Statements

Note 36 – Risk management (contd.)

J. Assets and liabilities according to linkage bases (contd.)

	As at December 31, 2023				
	<u>In NIS unlinked</u>	<u>In NIS CPI- linked</u>	<u>In foreign currency or linked to FC *</u>	<u>Non financial and other items</u>	<u>Liabilities for yield- dependent contracts</u>
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>Total</u>
					<u>NIS million</u>
Total equity	-	-	-	8,953	-
Liabilities					
Liabilities for non yield-dependent insurance contracts and investment contracts	2,008	29,535	663	-	-
Liabilities for yield-dependent insurance contracts and investment contracts	-	-	-	-	79,657
Deferred tax liabilities	-	-	-	947	-
Liabilities for employee benefits, net	263	-	-	-	-
Trade and other payables	2,312	2,319	512	-	560
Current tax liabilities	-	31	-	-	-
Financial liabilities	11,881	3,426	975	531	233
Total liabilities	16,464	35,311	2,150	1,478	80,450
Total equity and liabilities	16,464	35,311	2,150	10,431	80,450
Total balance sheet exposure, net	4,346	(11,896)	436	6,956	158
Exposure to underlying assets through derivatives in delta terms	(108)	5,093	(5,281)	296	-
Total exposure	4,238	(6,803)	(4,845)	7,252	158

* Most of the policies issued by the Group are denominated in shekels and its exposure to changes in exchange rates is insignificant. Where there is exposure to exchange rates, it is mainly the result of exposure to the dollar and euro

Notes to the Consolidated Financial Statements

Note 36 – Risk management (contd.)

J. Assets and liabilities according to linkage bases (contd.)

	As at December 31, 2022				
	In NIS unlinked	In NIS CPI- linked	In foreign currency or linked to FC *	Non financial and other items	Liabilities for yield- dependent contracts
	NIS million	NIS million	NIS million	NIS million	Total NIS million
Assets					
Intangible assets	-	-	-	2,346	-
Deferred tax assets	-	-	-	21	-
Deferred acquisition costs	-	-	78	2,836	2
Fixed assets	-	-	-	1,345	-
Investments in equity accounted investees	-	-	-	1,556	-
Investment property for yield-dependent contracts	-	-	-	-	2,060
Other investment property	-	-	-	2,408	-
Reinsurance assets	642	4,161	143	-	155
Trade and other receivables	689	349	573	-	1,522
Current tax assets	-	100	-	-	-
Premiums due	-	1,163	130	-	239
Financial investments for yield-dependent contracts	-	-	-	-	67,420
Other financial investments:					
Marketable debt assets	2,583	7,959	600	-	-
Non-marketable debt assets	8,253	10,893	853	-	-
Shares	-	-	-	1,814	-
Other	9	258	2	3,730	-
Total other financial investments	10,845	19,110	1,455	5,544	-
Cash and cash equivalents for yield-dependent contracts	-	-	-	-	6,450
Other cash and cash equivalents	1,559	-	370	-	-
Total assets	13,735	24,883	2,749	16,056	77,848

* Most of the policies issued by the Group are denominated in shekels and the exposure to changes in exchange rates is insignificant. Where there is exposure to exchange rates, it is mainly the result of exposure to the dollar and euro

Notes to the Consolidated Financial Statements

Note 36 – Risk management (contd.)

J. Assets and liabilities according to linkage bases (contd.)

	As at December 31, 2022				
	In NIS unlinked	In NIS CPI- linked	In foreign currency or linked to FC *	Non financial and other items	Liabilities for yield- dependent contracts
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>Total</u> <u>NIS million</u>
Total equity	-	-	-	8,387	-
Liabilities					
Liabilities for non yield-dependent insurance contracts and investment contracts	1,909	28,682	643	-	-
Liabilities for yield-dependent insurance contracts and investment contracts	-	-	-	-	76,250
Deferred tax liabilities	-	-	-	924	-
Liabilities for employee benefits, net	264	-	-	-	-
Trade and other payables	2,492	1,828	494	-	184
Current tax liabilities	-	23	-	-	-
Financial liabilities	8,148	3,317	575	38	1,113
Total liabilities	<u>12,813</u>	<u>33,850</u>	<u>1,712</u>	<u>962</u>	<u>77,547</u>
Total equity and liabilities	<u>12,813</u>	<u>33,850</u>	<u>1,712</u>	<u>9,349</u>	<u>77,547</u>
Total balance sheet exposure, net	<u>922</u>	<u>(8,967)</u>	<u>1,037</u>	<u>6,707</u>	<u>301</u>
Exposure to underlying assets through derivatives in delta terms	<u>1,432</u>	<u>3,765</u>	<u>(5,648)</u>	<u>451</u>	<u>-</u>
Total exposure	<u>2,354</u>	<u>(5,202)</u>	<u>(4,611)</u>	<u>7,158</u>	<u>301</u>

* Most of the policies issued by the Group are denominated in shekels and its exposure to changes in exchange rates is insignificant. Where there is exposure to exchange rates, it is mainly the result of exposure to the dollar and euro

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)

K. Information about financial investments for yield-dependent contracts

1. Composition of investments by linkage bases

	As at December 31, 2023				
	in NIS	in NIS	in foreign	Non-	Total
	unlinked	CPI-linked	or linked	financial	
	<u>NIS million</u>	<u>NIS million</u>	<u>to FC</u>	<u>and other</u>	
			<u>NIS million</u>	<u>items</u>	<u>NIS million</u>
Investment property	-	-	-	1,898	1,898
Cash and cash equivalents	3,966	-	2,767	-	6,733
Marketable debt assets	7,228	13,029	2,757	-	23,014
Non-marketable debt assets	4,489	4,778	2,065	-	11,332
Shares	-	-	-	12,069	12,069
Other financial investments	296	66	7	24,333	24,702
Other	708	151	-	1	860
Total assets	16,687	18,024	7,596	38,301	80,608
Exposure to underlying assets through derivative instruments in delta terms	12,845	240	(21,638)	8,553	-

	As at December 31, 2022				
	in NIS	in NIS	in foreign	Non-	Total
	unlinked	CPI-linked	or linked	financial	
	<u>NIS million</u>	<u>NIS million</u>	<u>to FC</u>	<u>and other</u>	
			<u>NIS million</u>	<u>items</u>	<u>NIS million</u>
Investment property	-	-	-	2,060	2,060
Cash and cash equivalents	5,244	-	1,206	-	6,450
Marketable debt assets	5,797	11,783	2,382	-	19,962
Non-marketable debt assets	7,033	5,298	2,144	-	14,475
Shares	-	-	-	13,283	13,283
Other financial investments	32	60	6	19,602	19,700
Other	1,761	155	-	2	1,918
Total assets	19,867	17,296	5,738	34,947	77,848
Exposure to underlying assets through derivative instruments in delta terms	14,433	253	(24,780)	10,094	-

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)

K. Information about financial investments for yield-dependent contracts (contd.)

2. Credit risk for assets in Israel

	Local rating*				
	As at December 31, 2023				
	AA- and higher	A+ to BBB-	Less than BBB-	Not rated	Total
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Debt assets in Israel:					
Government bonds	14,764	-	-	-	14,764
Other debt assets - marketable	4,148	1,567	-	42	5,757
Other debt assets - not marketable	3,539	3,905	84	2,077	9,605
Total debt assets in Israel	22,451	5,472	84	2,119	30,126
Of which – internally rated debt assets	2,861	2,140	84	-	5,085

	Local rating*				
	As at December 31, 2022				
	AA- and higher	A+ to BBB-	Less than BBB-	Not rated	Total
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Debt assets in Israel:					
Government bonds	13,063	-	-	-	13,063
Other debt assets - marketable	3,424	1,289	-	115	4,828
Other debt assets - not marketable	4,000	4,374	12	4,245	12,631
Total debt assets in Israel	20,487	5,663	12	4,360	30,522
Of which – internally rated debt assets	1,334	2,396	12	-	3,742

The carrying amount is an approximation of the maximum credit risk. Consequently the “total” column represents the maximum credit risk.

* The sources for the rating level in Israel are the Maalot and Midroog rating companies. Data from Midroog was transferred to rating symbols according to accepted conversion coefficients. Each rating incorporates the entire range, e.g. A comprises A- to A+

Notes to the Consolidated Financial Statements

Note 36 - Risk management (contd.)

K. Information on financial investments for yield-dependent contracts (contd.)

3. Credit risks for assets abroad

	International rating *				
	As at December 31, 2023				
	A- and higher	BBB to BBB+	Less than BBB-	Not rated	Total
	NIS million	NIS million	NIS million	NIS million	NIS million
Debt assets abroad:					
Total debt assets abroad	849	2,250	754	367	4,220
Of which – internally rated assets	355	656	241	-	1,252

	International rating *				
	As at December 31, 2022				
	A- and higher	BBB to BBB+	Less than BBB-	Not rated	Total
	NIS million	NIS million	NIS million	NIS million	NIS million
Debt assets abroad:					
Total debt assets abroad	1,041	1,972	504	398	3,915
Of which – internally rated assets	732	443	113	-	1,288

The carrying amount is an approximation of the maximum credit risk. Consequently the “total” column represents maximum credit risk.

* The sources for the rating level abroad are the rating companies approved by the Commissioner – Moody’s, S&P, and Fitch. Each rating incorporates the entire range, e.g. A comprises A- to A+

Notes to the Consolidated Financial Statements**Note 37 - Balances and transactions with interested and related parties****A. Controlling shareholders and subsidiaries**

At the date of the report, the Company's controlling shareholders, Yair Hamburger, Gideon Hamburger, and Nurit Manor ("the Controlling Shareholders"), hold 48.47% of the Company's voting rights and issued share capital. The controlling shareholders hold the Company through G.Y.N. Financial Consulting & Investment Management 2017 LP, which they fully own and control, and which they hold, as limited partners, through private, companies, wholly owned by each of the Controlling Shareholders ("the GYN Partnership") and they also hold the general partner in the GYN Partnership.

During the normal course of business, the Company and its investees perform transactions with the entities who are considered the controlling shareholders or in which those entities considered to be the controlling shareholders have a personal interest, including transactions with companies in which the Company's controlling shareholders have a personal interest, as well as commitments to perform transactions that are under ordinary commercial conditions, as part of the rendering of services by the Group to the controlling shareholders and their investee companies (e.g. insurance, long-term savings products and financial services) to the extent that these transactions constitute negligible transactions in accordance with the procedure adopted by the Company, as defined in Article 41(A3)(1) to the Securities (Annual Financial Reports) Regulations, 2010, they are not detailed separately in these reports.

On March 20, 2024 and March 28, 2024, the Audit Committee and Board of Directors, respectively, determined that a transaction with a controlling shareholder will be deemed a negligible transaction if it meets all the following conditions:

- (a) It is not an extraordinary transaction (according to the meaning of this term in the Companies Law).
- (b) In respect of insurance transactions, long-term savings and finances: the rules relating to benefits applied to the controlling shareholders are also applied to all the Group's employees, as approved by the Board of Directors.
- (c) The sum insured in the Company's self-retention in each policy does not exceed NIS 10 million and the sum insured in each policy does not exceed NIS 50 million. This limitation does not apply to savings policies.
- (d) Other agreements, the cumulative cost of which for the Group is not more than NIS 100,000.

It is stipulated that any transaction for the rendering of services by a controlling shareholder or his relative will not be classified as a negligible transaction. It is further stipulated that separate transactions, which are interdependent, so that in practice they are part of the same transaction, will be considered a single transaction.

Transactions that meet the above negligibility transactions do not require special approval.

B. Benefits and bonuses for key management personnel (including directors)

The Group's senior officers are entitled, in addition to their salaries, to non-cash benefits (such as a company car). The Group deposits funds on their behalf with a defined benefit plan and defined contribution plan for the purpose of post-employment benefit payments.

When the general meeting approved the Company's compensation policy on November 30, 2023, it was stipulated that the policy applies to incumbent directors in the Company and/or its subsidiaries, such that they are entitled to compensation for serving on the Board of Directors and the committees it appoints, as defined in the Companies (Rules Concerning Compensation and Expenses for External Directors) Regulations, 2000 ("External Directors Compensation Regulations") and they are not entitled to any additional bonus or compensation. In addition to the provisions prescribed in the External Directors Compensation Regulations, the compensation for external directors serving the Company and its subsidiaries, is also subject to the provisions prescribed in Regulation 2 of the Companies (Matters Not Constituting an Interest) Regulations, 2006 ("Interest Regulations"). The limitation prescribed in Regulation 2 of the Interest Regulations does not apply to directors who serve the Company and its subsidiaries and who are not external directors. If a director is appointed to another position which is not membership of the Board of Directors and/or committees appointed by the Board of Directors, the compensation will be determined in accordance with the nature of the position and will be submitted for the approval of the general meeting.

Note 37 - Balances and transactions with interested and related parties**B. Benefits and bonuses for key management personnel (including directors) (contd.)**

The salaries of directors who are not external directors will not be more than the salaries of the Company's external directors, other than directors who are controlling shareholders in the Company and their employment conditions are approved by the Company's general meeting, as specified in Section 3 below.

1. The Company's compensation policy

In view of the experience gained regarding the Company's compensation policy, on November 30, 2023, after having been approved by the Compensation Committee and Board of Directors, the Company's general meeting approved the revised compensation policy of the Company ("Compensation Policy"). The Compensation Policy is in compliance with the limitations prescribed in the Compensation for Executives of Financial Institutions (Special Approval and Non-allowance of an Expense for Tax Purposes on account of Extraordinary Compensation) Law, 2016 ("the Salary Cap Law").

The purpose of the compensation policy is to motivate and direct the senior managers in line with the Company's goals and strategic plan, emphasizing increased competition in the recruitment and retention of quality manpower in the Group's senior management positions. All this with the goal of creating long-term economic value for the Company and its shareholders. The compensation policy was devised, taking into account, among other things, the size of the Company and the nature of its operations, advancement of the Company's goals, strategy, long-term work plan and risk-management policy, as well as the employment conditions and bonuses that were Company practice in previous years, generally accepted salary and compensation levels among Israel's insurance and finance companies and other large companies in the Israeli economy, and also on the basis of other organizational considerations.

The compensation policy relates to different categories of officers, and also the manner of compensating the Company's serving directors.

The compensation policy addresses a range of employment conditions for officers who are not directors, including the following components: (a) the compensation to be determined for each officer in line with his seniority, knowledge, experience, qualifications and contribution to the Group's results, and based on the defined benchmark group; (b) it was determined that a margin will be maintained between the CEO's salary and that of the other officers who are subordinate to the CEO; (c) minimum ratios were defined between the fixed components in the employment conditions and the overall employment conditions; (d) it was determined that a fixed salary component may be paid which does not entitle the recipient to social benefits; (e) provisions were prescribed concerning performance-linked annual bonuses, including the maximum amount of such bonuses for the CEO and for officers who are subordinate to the CEO; (f) provisions were prescribed concerning the possibility of paying special bonuses, which are not related to the annual bonuses, for outstanding performance in special projects. (g) provisions were prescribed concerning a capital (lump-sum) bonus, which is intended to encourage the officers to continue working for the Company and identify with the Company's interests; (h) provisions were prescribed concerning insurance and indemnity for officers and directors; (i) the compensation policy includes a limitation on the maximum cost of employment of the Company's officers; (j) provisions were prescribed concerning termination of employment conditions, including with respect to the following components: (i) severance pay at a maximum rate of up to 200% (double that required by law), subject to meeting conditions of seniority and other conditions; (ii) an advance notice period (of termination) of no more than 6 months; (iii) an adjustment bonus of up to 6 monthly salaries; (iv) compensation for a non-competition commitment. It was determined that a non-competition agreement will be drawn up in exceptional cases only and subject to the conditions set out in the compensation policy.

Information about the annual bonuses: the annual performance-linked bonus plan will consider the Company's financial position. Accordingly, payment of the annual bonus will be contingent on satisfying the threshold conditions set out in the Compensation Policy. Furthermore, to prevent the taking of short-term risks, the scope of the performance-linked bonuses was limited by a multiple of the salaries. It was also determined that the annual performance-linked bonus will be based, among other things, on long-term measurement. The Compensation Policy therefore stipulates that some of the parameters, as will be determined in advance, will be measured with respect to the current annual bonus (50%) and also with respect to the two years preceding it (30% for the previous year and 20% for the year before that).

Notes to the Consolidated Financial Statements

Note 37 - Balances and transactions with interested and related parties (contd.)**B. Benefits and bonuses for key management personnel (including directors) (contd.)****1. The Company's compensation policy (contd.)**

The annual performance-linked bonus includes a discretionary component which provides for a supplement of 20% of the normative (performance-linked) amount of the bonus. The sum of this component will not exceed three monthly salaries and it may also be paid even if the threshold conditions for payment of the performance-linked bonus are not satisfied.

The compensation policy includes a provision whereby the Company will generally honor existing agreements, even where they deviate from the compensation policy, unless the compensation policy contains a different specific instruction.

The Company's compensation policy stipulates that it will serve as a guideline (but is not binding) also for the Company's key subsidiaries. For information about the compensation policy that was adopted by the Group's financial institutions, see section 2 below.

2. Compensation policy for the Group's financial institutions

The Company's subsidiaries that are financial institutions ("the Financial Institutions"), adopted a compensation policy which is based on the Company's compensation policy. The compensation policy of the Group's financial institutions was revised several times, over the years, in accordance with the updated regulatory provisions that were published, including publication of a Commissioner's circular amending the provisions of the Consolidated Circular, Part 1, Section 5, Chapter 5, entitled "Compensation" ("the Circular"), which updates and abolishes the circular "Compensation Policy in Financial Institutions" and the circular "Compensation Policy in Financial Institutions - Amendment" ("Compensation Policy Circular"), and integrates them in the Consolidated Circular, in accordance with the relevant regulations formulated in this sector, including in accordance with the provisions of the Salary Cap Law and its subsequent regulations, and the directives of the Supervisor of Banks that were revised accordingly.

The compensation policy of the financial institutions also applies to some of the executives in the Company who also serve as officers in the subsidiaries that are financial institutions.

Main points of the Compensation Policy of the financial institutions:

The Compensation Policy addresses the employment conditions of the officers and functionaries in their entirety, including the following components: (a) the fixed compensation to be determined for each officer and key functionary will be determined in accordance with his seniority, knowledge, experience and qualifications and his contribution to the Group's results, and based on the defined benchmark group; (b) the compensation may comprise several key components: fixed salary, annual, performance-linked bonus, guaranteed bonus, lump-sum bonus, special bonuses as well as indemnification and insurance costs; (c) minimum ratios were defined between the fixed components of the employment conditions and the total employment conditions; (d) provisions were prescribed concerning the composition of the annual bonus consisting of a measurement-based component as well as a discretionary component which allows a supplement of up to 20% of the amount of the performance-linked the bonus; (e) provisions were prescribed concerning the possibility of paying special bonuses, which are unrelated to the annual bonuses, for exceptional performance on special projects. (f) provisions were prescribed regarding a lump-sum bonus the purpose of which is to encourage continuation of the work of the Company officers and to create a sense of identity with the Company's interests; (g) provisions were prescribed concerning insurance and indemnity for officers and directors; (h) the policy includes provisions concerning the nature of the spread and deferral of the annual bonus as well as provisions concerning reimbursing the Company for amounts that were paid as annual bonuses; (i) the Compensation Policy includes a limitation on the maximum cost of employment for officers and key functionaries in the Company; (j) provisions were prescribed concerning termination of the employment conditions, which include reference to the following components: (1) severance pay will be at a maximum rate of up to two 200%) (100% over and above the amount required by law), subject to meeting certain seniority and other conditions; (2) an advance notice period which will not be more than 6 months; (3) an adjustment bonus of up to 6 salaries; and (4) compensation for a non-competition undertaking.

Notes to the Consolidated Financial Statements

Note 37 - Balances and transactions with interested and related parties (contd.)**B. Benefits and bonuses for key management personnel (including directors) (contd.)****2. Compensation policy for the Group's financial institutions (contd.)**

Information about the annual bonuses: the annual performance-linked bonus plan will consider the Company's financial position. Accordingly, payment of the annual bonus will be contingent on satisfying the threshold conditions set out in the Compensation Policy. Furthermore, to prevent the taking of short-term risks, the scope of the performance-linked bonuses was limited by a multiple of the salaries. It was also determined that the annual performance-linked bonus will be based, among other things, on long-term measurement. The Compensation Policy therefore stipulates that some of the parameters, as will be determined in advance, will be measured with respect to the current annual bonus (50%) and also with respect to the two years preceding it (30% for the previous year and 20% for the year before that).

Additionally, the policy includes provisions concerning compensation for Company directors as well as compensation for Company employees who are not officers or key functionaries.

The Compensation Policy prescribes a provision whereby as a rule, the Company will honor existing agreements and employment conditions, even if they deviate from the Compensation Policy, unless the Compensation Policy specifically prescribes a different provision.

In view of the experience gained in applying the Compensation Policy of the financial institutions, in 2023 the Compensation Committee and boards of directors of the financial institutions approved updates to their compensation policies. The updated compensation policy of the financial institutions appears on Harel's website.

3. Employment conditions of the Controlling Shareholders

The Company's General Meeting, which took place on November 30, 2023, re-approved the employment conditions of the Company's controlling shareholders. The approval of the general meeting was preceded by the approval of the Compensation Committee and Board of Directors on October 23, 2023 and October 25, 2023, respectively. The re-approval did not involve any change in the employment conditions of the controlling shareholders. The employment conditions that were approved are consistent with the Company's compensation policy. The provisions of the new employment conditions for the controlling shareholders will be effective from December 1, 2023, for an unlimited period. Notwithstanding the foregoing, the parties may terminate the agreement at any time, by giving 30 days advance notice.

Under present law at the date of this report, the agreement with Yair Hamburger, Gideon Hamburger and Yoav Manor must be re-approved three years after the commencement of the agreement (December 1, 2023), given that they are controlling shareholders in the Company, unless the law changes and/or Yair Hamburger, Gideon Hamburger and Yoav Manor are no longer included among the controlling shareholders.

(a) Employment conditions - Yair Hamburger:

Yair Hamburger has been head of Harel Insurance and Finance Group since its establishment. Yair Hamburger has served as Chairman of the Company's Board of Directors since its establishment and as a director in Harel Insurance.¹ Additionally, Yair Hamburger holds the following positions in Harel Group: member of the board of directors of Interasco Societe Anonyme General Insurance Company SAGI (which holds an insurer's license in Greece and focuses on elementary and health insurance); member of the board of directors of Turk Nippon Sigorta SA (which holds an insurer's license in Turkey and focuses on non-life insurance, including non-life business insurance).

Yair Hamburger's salary: For serving the Company, and in accordance with his employment conditions approved by the Company's general meeting on November 30, 2023, Yair Hamburger is entitled to a monthly salary of NIS 160,000 (NIS 170,450 correct to the reporting date). The monthly salary is CPI-linked and revised in accordance with the increase in the CPI once a year, for the January salary each year. Linkage to the CPI is possible subject to the restrictions of the Compensation of Company Officers Law. The current salary does not reflect the full increase in the CPI due to the restrictions of the Compensation of Company Officers Law.

¹ Yair Hamburger served as Chairman of the Board of Harel Insurance until June 30, 2021

Notes to the Consolidated Financial Statements

Note 37 - Balances and transactions with interested and related parties (contd.)**B. Benefits and bonuses for key management personnel (including directors) (contd.)****3. Employment conditions – the controlling shareholders (contd.)****(a) Employment conditions – Yair Hamburger (contd.)**

Fringe benefits: Yair Hamburger is entitled to a Company car at a cost of up to NIS 650,000, linked to the CPI of December 2011 (NIS 747,136 at December 31, 2023). Should Hamburger choose to buy a more expensive car, he will pay the difference in cost. Yair Hamburger is not entitled to full grossing up of the cost of his vehicle. The Company makes provision for social benefits in respect of the monthly salary according to generally accepted standards for pension, severance pay and work disability or, if he so chooses, pays the value of these social benefits. Likewise, Yair Hamburger is entitled to contributions to an education fund in respect of his salary (7.5% of his salary at the employer's expense, and 2.5% at the employee's expense). Yair Hamburger is entitled to 13 days convalescence a year and to 22 days paid vacation a year. Unutilized vacation days, including in respect of the period of Yair Hamburger's employment from the commencement date of his employment for the Company will be accumulated and may be redeemed when his employment terminates. Yair Hamburger is entitled to 30 days annual paid sick leave, and these days may also be accumulated, although he will not be entitled to redeem them when his employment for the Company terminates. Yair Hamburger is not entitled to participate in the Company's stock options plan. Additionally, it is stipulated that Yair Hamburger is not entitled to any additional remuneration for serving as a director in Group companies. Yair Hamburger is entitled to a letter of indemnity which was first granted to him as part of the resolutions passed by the Company and approved by the general meeting in July 2006 and like the Company's other senior officers, and it is included in the D&O insurance drawn up by the Company, under the same conditions as the Company's other directors and senior officers.

Annual bonus: Yair Hamburger is not entitled to an annual bonus.

Post-employment conditions: Upon termination of the employment relationship for any reason whatsoever, Yair Hamburger will be entitled to compensation in the amount of severance to which he is entitled by law in the event of dismissal, less any amounts accrued on his behalf for severance pay in the provident fund/managers' insurance policy, and ownership of the provident fund/managers insurance fund into which the contributions were paid will be transferred to Yair Hamburger ("Severance Pay"). Upon terminating his employment in the Company for any reason whatsoever, Yair Hamburger is entitled to double severance pay, which is an additional 100% compensation (over and above the statutory compensation).

Pursuant to the provisions of the compensation policy for the Group's financial institutions, part of the additional compensation (over and above the 100%) ("retirement bonus") that is accrued for the period of employment after December 31, 2016, will be paid in installments, based on the provisions of the compensation policy for the Group's financial institutions as follows: a third of the deferred amount will be paid 12 months from the end of the year in which Yair Hamburger retires; a third of the deferred amount will be paid 24 months from the end of the year in which Yair Hamburger retires; a third of the deferred amount will be paid 42 months from the end of the year in which Yair Hamburger retires. Deferred amounts will be paid on the dates noted above, subject to meeting all the following conditions: (1) no errors are found in the calculation of the amount of the bonus and it did not emerge that the bonus was given based on a risk level that, in retrospect, was found did not materially reflect the actual exposure of the financial institution or the members' monies; (2) based on the last financial statements published before the date of payment, Harel Insurance is in compliance with the capital requirements that apply to it; (3) Harel Insurance presented comprehensive income in the last financial statements (quarterly or annual) published prior to the date of payment. If either of the last two conditions noted above are not met, the payment will be postponed to such time as the conditions are met. It is stipulated that the advance notice period is 30 days only. Yair Hamburger is not entitled to an adjustment period or adjustment fee.

Non-competition undertaking: Yair Hamburger undertook not to compete with the Company and its business, including through employment by or the rendering of services to a corporation in competition with the Company, for a period of 36 months from the termination of his employment in the Company.

Notes to the Consolidated Financial Statements

Note 37 - Balances and transactions with interested and related parties (contd.)**B. Benefits and bonuses for key management personnel (including directors) (contd.)****3. Employment conditions – the controlling shareholders (contd.)****(b) Employment conditions – Gideon Hamburger:**

Gideon Hamburger has held senior positions in Harel Group since its establishment. Gideon Hamburger currently holds the following key positions in Harel Group: member of the Company's Board of Directors and Company president; member of the board of directors of Interasco Societe Anonyme General Insurance Company S.A.G.I. (an insurance company with a insurer license in Greece, focusing on non-life and health insurance) ; member of the board of directors of Harel Finance Holdings Ltd.; member of the board of directors of Harel Finance & Issues. Additionally, Gideon Hamburger is involved in reinsurance matters both for Harel Insurance and the Group's other insurance companies.

Gideon Hamburger serves the Company and its subsidiaries in a full-time capacity and does not hold any other business positions other than those in Harel Group.

Gideon Hamburger's salary: For serving the Company, and in accordance with his employment conditions approved by the Company's general meeting on November 30, 2023, Gideon Hamburger is entitled to a monthly salary of NIS 127,000 (NIS 136,909 correct to the reporting date). The monthly salary is CPI-linked and revised in accordance with the increase in the CPI once a year, for the January salary each year. Linkage to the CPI is possible subject to restrictions of the Compensation of Company Officers Law..

Fringe benefits: Gideon Hamburger is entitled to a Company car at a cost of up to NIS 650,000, linked to the CPI of December 2011 (NIS 747,136 at December 31, 2023). Should Gideon Hamburger choose to buy a more expensive car, he will pay the difference in cost. Gideon Hamburger is not entitled to full grossing up of the cost of his vehicle. The Company makes provision for social benefits in respect of the monthly salary according to generally accepted standards for pension, severance pay and work disability or, if he so chooses, pays the value of these social benefits. Likewise, Gideon Hamburger is entitled to contributions to an education fund in respect of his salary (7.5% of his salary at the employer's expense, and 2.5% at the employee's expense). Gideon Hamburger is entitled to 13 days convalescence a year and to 22 days annual paid vacation. Unutilized vacation days, including in respect of the period of Gideon Hamburger's employment from the date his employment for the Company commenced, will be accumulated and may be redeemed when his employment terminates. Gideon Hamburger is entitled to 30 days annual paid sick leave, and these days may also be accumulated, although he will not be entitled to redeem them when his employment for the Company terminates. Gideon Hamburger is not entitled to participate in the Company's stock options plan. Additionally, it is stipulated that Gideon Hamburger is not entitled to any additional remuneration for serving as a director in Group companies. Gideon Hamburger received a letter of indemnity as part of the resolutions passed by the Company and approved by the general meeting in July 2006 and it is included in the D&O insurance drawn up by the Company, under the same conditions as the Company's other directors and senior officers.

Annual bonus: Gideon Hamburger is not entitled to an annual bonus.

Notes to the Consolidated Financial Statements

Note 37 - Balances and transactions with interested and related parties (contd.)**B. Benefits and bonuses for key management personnel (including directors) (contd.)****3. Employment conditions – the controlling shareholders (contd.)****(b) Employment conditions - Gideon Hamburger (contd.)**

Post-employment conditions: Upon termination of the employment relationship for any reason whatsoever, Gideon Hamburger will be entitled to compensation in the amount of severance to which he is entitled by law in the event of dismissal, less any amounts accrued on his behalf for severance pay in the provident fund/managers' insurance policy, and ownership of the provident fund/managers insurance fund into which the contributions were paid will be transferred to Hamburger ("Severance Pay").

Upon termination of his employment in the Company, Gideon Hamburger is entitled to double severance pay, which is an additional 100% compensation (over and above the compensation stipulated by law). Pursuant to the provisions of the compensation policy of the Group's financial institutions, part of the additional compensation (over and above the 100%) ("retirement bonus") that is accrued for the period of employment after December 31, 2016, will be paid in installments, based on the provisions of the compensation policy for the Group's financial institutions as follows: a third of the deferred amount will be paid 12 months from the end of the year in which Gideon Hamburger retires; a third of the deferred amount will be paid 24 months from the end of the year in which Gideon Hamburger retires; a third of the deferred amount will be paid 42 months from the end of the year in which Gideon Hamburger retires. Deferred amounts will be paid on the dates noted above, subject to meeting all the following conditions: (1) no errors are found in the calculation of the amount of the bonus and it did not emerge that the bonus was given based on a risk level that, in retrospect, was found did not materially reflect the actual exposure of the financial institution or the members' monies; (2) based on the last financial statements published before the date of payment, Harel Insurance is in compliance with the capital requirements that apply to it; (3) Harel Insurance presented comprehensive income in the last financial statements (quarterly or annual) published prior to the date of payment. If either of the last two conditions noted above are not met, the payment will be postponed to such time as the conditions are met. It is stipulated that the advance notice period is 30 days only. Gideon Hamburger is not entitled to an adjustment period or any adjustment fee.

Non-competition undertaking: Gideon Hamburger undertook not to compete with the Company and its business, including through employment by or the rendering of services to a corporation in competition with the Company, for a period of 36 months from the termination of his employment in the Company.

(c) Employment conditions – Yoav Manor:

Yoav Manor has held senior positions in Harel Group since its establishment. He currently holds the following positions in Harel Group: Acting Chairman of the Board of Directors of Harel Hamishmar Computers Ltd., member of the Company's Board of Directors; member of the Board of Harel Insurance Ltd., member of the Board of Harel Finance Holdings Ltd., member of the Board of Harel Finance & Issues, and a director in other Group companies. .

Yoav Manor serves the Company and its subsidiaries full time and he holds no other business positions other than those in Harel Group.

Yoav Manor's salary: For serving the Company, and in accordance with his employment conditions approved by the Company's general meeting on November 30, 2023, Yoav Manor is entitled to a monthly salary of NIS 127,000 (NIS 136,909 correct to the reporting date). The monthly salary is CPI-linked and revised in accordance with the increase in the CPI once a year, for the January salary each year. Linkage to the CPI is possible subject to restrictions of the Salary Cap Law.

Notes to the Consolidated Financial Statements

Note 37 - Balances and transactions with interested and related parties (contd.)**B. Benefits and bonuses for key management personnel (including directors) (contd.)****3. Employment conditions – the Controlling Shareholders (contd.)****(c) Employment conditions – Yoav Manor (contd.)**

Fringe benefits: Yoav Manor is entitled to a Company car at a cost of up to NIS 650,000, linked to the CPI of December 2011 (NIS 747,136 at December 31, 2023). Should Yoav Manor choose to buy a more expensive car, he will pay the difference in cost. Yoav Manor is not entitled to full grossing up of the cost of his vehicle. The Company makes provision for social benefits in respect of the monthly salary according to generally accepted standards for pension, severance pay and work disability or, if he so chooses, pays the value of these social benefits. Likewise, Yoav Manor is entitled to contributions to an education fund in respect of his salary (7.5% of his salary at the employer's expense, and 2.5% at the employee's expense). Yoav Manor is entitled to 13 days convalescence a year and to 22 days annual paid vacation. Unutilized vacation days, including in respect of the period of Yoav Manor's employment from the commencement date of his employment for the Company, will be accumulated and may be redeemed when his employment terminates. Yoav Manor is entitled to 30 days paid sick leave a year, and these days may also be accumulated, although he will not be entitled to redeem them when his employment for the Company terminates. Yoav Manor is not entitled to participate in the Company's stock options plan. Additionally, it is stipulated that he is not entitled to any additional remuneration for serving as a director in Group companies. Yoav Manor received a letter of indemnity as part of the Company's decisions as approved by the general meeting in July 2006 and he is included in the directors and officers insurance (D&O) drawn up by the Company, under the same conditions as the other directors and officers of the Company.

Annual bonus: Yoav Manor is not entitled to an annual bonus.

Post-employment conditions: Upon termination of the employment relationship for any reason whatsoever, Yoav Manor will be entitled to the severance pay due by law if he is dismissed, net of the amounts accrued on his behalf in respect of severance pay in provident funds / managers insurance, and ownership of the provident funds / managers insurance into which payments were made on his behalf will be transferred to him ("Severance Pay"). Upon termination of his employment in the Company, Yoav Manor is entitled to double severance pay, which is an additional 100% compensation (over and above the compensation stipulated by law). Pursuant to the provisions of the compensation policy of the Group's financial institutions, part of the additional compensation (over and above the 100%) ("Retirement Bonus") that is accrued in the period of employment after December 31, 2016, will be paid in installments, based on the provisions of the compensation policy for the Group's financial institutions as follows: a third of the deferred amount will be paid 12 months from the end of the year in which Yoav Manor retires; a third of the deferred amount will be paid 24 months from the end of the year in which Yoav Manor retires; a third of the deferred amount will be paid 42 months from the end of the year in which Yoav Manor retires. Deferred amounts will be paid on the dates noted above, subject to meeting all the following conditions: (1) no errors are found in the calculation of the amount of the bonus and it did not emerge that the bonus was given based on a risk level that, in retrospect, was found did not materially reflect the actual exposure of the financial institution or the members' monies; (2) based on the last financial statements published before the date of payment, Harel Insurance is in compliance with the capital requirements that apply to it; (3) Harel Insurance presented comprehensive income in the last financial statements (quarterly or annual) published prior to the date of payment. If either of the last two conditions noted above are not met, the payment will be postponed to such time as the conditions are met. It is stipulated that the advance notice period is 30 days only. Yoav Manor is not entitled to an adjustment period or any adjustment fee.

Non-competition undertaking: Yoav Manor undertook not to compete with the Company and its business, including through employment by or the rendering of services to a corporation in competition with the Company, for a period of 36 months from the termination of his employment in the Company.

Notes to the Consolidated Financial Statements

Note 37 - Balances and transactions with interested and related parties (contd.)**B. Benefits and bonuses for key management personnel (including directors) (contd.)****4. Employment conditions of Michel Siboni, who served as the CEO of Harel Insurance up to January 31, 2024**

In the reporting period, Michel Siboni served as CEO of the Company and chairman of the Board of Directors of Harel Insurance.

On January 31, 2024, Michel Siboni stepped down from his position after more than 30 years with Harel Group. Under the agreement with Michel Siboni, the advance notice period began on February 1, 2024.

On December 27, 2023 and December 28, 2023, the compensation committee and the Company's Board of Directors, respectively, approved all payments to Michel Siboni after the end of his active term as CEO of the Company, at the end of January 2024.

Michel Siboni continues to serve as a director in Harel Insurance and as chairman of the board of directors of Hamazpen – Shutaphim Laderech Ltd., a subsidiary that provides credit for medium-sized businesses, and Michel Siboni was appointed as a director in the Company from February 5, 2024.

On February 5, 2024, the Company's general meeting approved an amendment to the termination conditions of Michel Siboni's employment, which extended the advance notice period to nine months (the six months set out in Michel Siboni's employment agreement have passed). The other termination conditions of Michel Siboni's employment (set out below) remain unchanged.

In addition, Michel Siboni is entitled to directors' compensation for his position as a director in the Company and in Harel Insurance, starting from the termination date of his employment as CEO of the Company (February 1, 2024).

Michel Siboni's employment conditions were approved by the Company's general meeting on June 30, 2021, for his term of office that began on July 1, 2021. The employment conditions were approved in view of the organizational change in his position in the Group at the time, when Michel Siboni ended his term as CEO of Harel Insurance at the end of June 2021 and was appointed Chairman of the Board of Directors of Harel Insurance from July 1, 2021 (together with the continuation of his position as CEO of the Company). The employment conditions that time were approved without any change from Michel Siboni's current terms, for the organizational change.

Details of Michel Siboni's employment conditions:

Employment period: The provisions of the employment agreement apply to an indefinite period. The advance notice period is nine months. It should be clarified that the Company's general meeting approved the extension of the advance notice period to nine months (six months have passed) on February 5, 2024.

Current salary: Michel Siboni's monthly salary is NIS 248,000.

Notes to the Consolidated Financial Statements

Note 37 - Balances and transactions with interested and related parties (contd.)**B. Benefits and bonuses for key management personnel (including directors) (contd.)****4. Employment conditions of the CEO of the Company and CEO of Harel Insurance - Michel Siboni (contd.)**

Fringe benefits: Michel Siboni is entitled to a refund of reasonable expenses incurred while fulfilling his duties, including costs of a telephone / mobile phone, membership fees of professional organizations, subscription to newspapers and professional literature, professional liability insurance, periodic medical examinations, group health / dental insurance for Harel Group employees, group term (life) assurance policy for senior Harel Group executives, group work disability policy for Harel Group employees, attending in-house training and incentive trips for agents (with spouse), wellbeing activities as accepted in Harel Group (such as pre-festival gifts, vacation, meals, and team-building activities), purchase of Harel Group insurance products under conditions offered to the Group's employees, purchase of Harel Finance financial products under conditions offered to Group employees.

Michel Siboni is entitled, at all times, to receive a company car from Harel Insurance, as generally accepted for the Company's CEO. Should he decide to accept a company car for his own use, the tax value will be recognized as part of his ongoing salary and it will constitute part of the base for provisions under the provisions of the employment agreement.

The Company will make provision for social benefits according to generally accepted standards for pension, severance pay and work disability. Likewise, Michel Siboni is entitled to contributions to an education fund in respect of his salary (7.5% of his salary at the employer's expense, and 2.5% at the employee's expense).

Michel Siboni is entitled to 10 days convalescence a year according to the tariff published by the Coordinating Bureau of Economic Organizations. Michel Siboni is entitled to 35 days paid vacation a year. Michel Siboni is entitled to 30 days paid sick leave a year, and he may accumulate these days up to a total of 180 days, although he will not be entitled to redeem them when his employment for the Company terminates.

Michel Siboni was granted an indemnity note, as part of the Company's decisions as approved by the general meeting in July 2006 and by a general meeting in March 2012.

Post-employment: Michel Siboni is entitled to a salary for an 8-month adjustment period.

Michel Siboni will be entitled to severance pay of 200% (double the statutory severance pay) for the period commencing August 1, 2009 until the date of the revision of the employment agreement (October 2016). For the period from the start of his employment in the Company and up to July 31, 2009 (the date of his appointment as CEO of Harel Insurance), Siboni will be entitled to 150% severance pay.

Michel Siboni undertook not to compete with the Company when his employment ends, for a period of 7 years from the termination of his employment in the Company, in return for a non-competition bonus of NIS 5,000,000. Under the non-competition commitment, Michel Siboni undertook that during the non-competition period he will not serve as the CEO of an insurance company in Israel, either as a salaried employee or as a service provider, and he also undertook not to utilize the knowledge he gained and will gain in the Company in the area of health insurance, and accordingly he undertook not to serve as a consultant to insurance companies in the field of health insurance.

Based on the Company's compensation policy, Michel Siboni will be entitled, together with members of his family, to continue to be included in the group insurance policy of Harel employees even after his employment ends, for payment of the premiums, according to the standard amounts for all Group employees.

Past rights accumulated by Michel Siboni in his position as CEO of Harel Insurance and for which provision was made in the past in the financial statements of Harel Insurance, in respect of the increased severance pay to which Siboni is entitled up to the revision date as well as the adjustment fees, were deposited in trust in a savings policy on behalf of Siboni, and they will be released when his entitlement to receive this money is satisfied, upon termination of his employment by Harel Insurance. Upon making this deposit, Harel Insurance was exempted from all its obligations towards Michel Siboni in connection with these amounts, when the date of termination of his employment is reached.

Notes to the Consolidated Financial Statements

Note 37 - Balances and transactions with interested and related parties (contd.)**B. Benefits and bonuses for key management personnel (including directors) (contd.)****4. Employment conditions of the CEO of the Company and CEO of Harel Insurance - Michel Siboni (contd.)**

Stock options: Within the framework of a stock options plan for officers and employees of the Group that was approved in August 2021, 180,000 stock options were granted to Michel Siboni which may be exercised for up to 180,000 ordinary NIS 0.1 par value shares of the Company, subject to adjustments, without any cash consideration. For additional information see Note 38.

5. Employment conditions of Nir Cohen, who serves, as at the publication date of this report, as CEO of the Company and CEO of Harel Insurance:

The Company's Board of Directors approved the appointment of Nir Cohen, who is currently the CEO of Harel Insurance, as CEO of the Company as well. Nir Cohen's appointment entered into force on February 1, 2024. Nir Cohen agreed to assume the position of CEO of the Company as well, without any further compensation for this additional office². Nir Cohen has served as CEO of Harel Insurance since July 1, 2021. Prior to his appointment as CEO of Harel Insurance, he served as head of the HQ Division and Deputy CEO of Harel Insurance. Before that, he served as Senior Deputy Commissioner and Deputy Commissioner of the Capital Market, Insurance and Savings. The employment conditions of Nir Cohen as CEO of Harel Insurance were approved by the relevant organs of Harel Insurance prior to his appointment.

Nir Cohen also serves as chairman of the board of directors of the following financial institutions in Harel Group: Harel Pension & Provident Ltd. and the Tzva Hakeva Savings Fund - Provident Funds Management Company Ltd., and also he serves in a number of other private companies in Harel Group. On February 5, 2024, the Company's general meeting (after approval from the compensation committee and the Company's Board of Directors) approved the terms of Nir Cohen's compensation, which remain unchanged, for the period beginning on February 1, 2024, in which he will also serve as the CEO of the Company. Details of Nir Cohen's employment conditions:

Employment period: The provisions of the employment agreement apply to an indefinite period. Notwithstanding the foregoing, each of the parties may terminate the agreement at any time, by giving nine months advance notice.

Current salary: Nir Cohen receives a monthly salary of NIS 222 thousand (linked to the CPI). Nir Cohen's salary was calculated according to the maximum salary cost that may be approved, under the provisions of the Compensation of Officers Law, such that the cost of Nir Cohen's salary is equal to a ratio of 35 times the projected annual expense for to the lowest compensation, according to the cost of a full-time position paid to an employee of Harel Insurance, in the calendar year preceding the year for which Nir Cohen's projected employment cost is calculated. Any increase to Nir Cohen's salary, according to his employment conditions and in according to the limit of the maximum employment cost, will be approved solely by the Company's compensation committee and Board of Directors.

Fringe benefits: Nir Cohen is entitled to a refund of reasonable expenses incurred while fulfilling his duties, including costs of a telephone / mobile phone, membership fees of professional associations, subscription to newspapers and professional literature, professional liability insurance, periodic medical examinations, group health / dental insurance for Harel Group employees, group term (life) assurance policy for senior Harel Group executives, group work disability policy for Harel Group employees, attending in-house training and incentive trips for agents (with partners), wellbeing activities as is standard in Harel Group (such as pre-festival gifts, vacation, meals, and team-building activities), purchase of Harel Group insurance products under conditions offered to the Group's employees, and purchase of Harel Finance financial products under conditions offered to Group employees.

²Accordingly, Nir Cohen's compensation will not change if, for any reason, Nir Cohen is no longer CEO of the Company and continues to serve as CEO of Harel Insurance

Notes to the Consolidated Financial Statements

Note 37 - Balances and transactions with interested and related parties (contd.)**B. Benefits and bonuses for key management personnel (including directors) (contd.)****5. Employment conditions of Nir Cohen, who serves, as at the publication date of this report, as CEO of the Company and CEO of Harel Insurance: (contd.)**

Car: Nir Cohen is entitled, at all times, to receive a company car, as is standard for the Company's CEO. Should he decide to accept a company car for his own use, the tax value will be recognized as part of his ongoing salary and it will constitute part of the base for contributions under the provisions of the employment agreement.

Contributions for social benefits: The Company will make contributions for social benefits according to generally accepted standards for pension, severance pay, and work disability. Likewise, Nir Cohen is entitled to contributions to an education fund in respect of his salary (7.5% of his salary at the employer's expense, and 2.5% at the employee's expense).

Convalescence days: Nir Cohen is entitled to 10 convalesce days per year according to the rate published by the Coordinating Bureau of Economic Organizations

Vacation and sick days: Nir Cohen is entitled to 30 days annual paid vacation. Nir Cohen is entitled to 30 days annual paid sick leave, and these days may also be accumulated up to a total of 180 days, although he will not be entitled to redeem them when his employment with the Company ends.

Indemnity and insurance: Nir Cohen received a letter of indemnity as part of the resolutions passed by the Company and approved by the general meeting in July 2006 and March 2012. In addition, Nir Cohen is included in the collective D&O liability insurance policy.

Termination of employment: Nir Cohen is entitled to a salary for a three-month adjustment period and an additional month for each year of employment as the CEO of Harel Insurance. The adjustment period will not exceed five months. It should be clarified that the entire adjustment payment is conditional upon the projected annual expense to the Company for the adjustment during his term of office as CEO being permitted for payment in accordance with the total projected annual cost of all compensation components under the Salary Cap Law. Nir Cohen will be entitled to compensation of 150% (including a seniority supplement until June 30, 2021). From July 1, 2021, the compensation amounts to 100%. Nir Cohen undertook that for two years from the end of his employment at Harel Insurance, he will not serve as CEO of an insurance company, in consideration of a grant in the amount of NIS 5,000,000. In the five-year period starting on January 1, 2023, Harel Insurance has the right and the discretion to exercise or not to exercise the arrangement, if the CEO leaves the Company voluntarily in this period. Under the Company's compensation policy, Nir Cohen will be entitled, together with his family members, to continue to be included in the group insurance policies of Harel employees, after termination of employment, while paying the premiums, based on standard amounts for all Group employees.

Equity award: Under the stock options plan for officers and employees of the Group that was approved in August 2021, 180,000 stock options were granted to Nir Cohen, exercisable for 180,000 ordinary shares of Harel Investments of NIS 0.1 par value shares each, subject to adjustments, without a cash consideration.

In addition, in September 2023, the Company's Board of Directors approved a private allotment of 180,000 stock options to Nir Cohen, exercisable for up to 180,000 ordinary shares of Harel Investments of 0.1 NIS par value each subject to adjustments, without a cash consideration.

Notes to the Consolidated Financial Statements**Note 37 - Balances and transactions with interested and related parties (contd.)****B. Benefits and bonuses for key management personnel (including directors) (contd.)**

- Benefits and bonuses for the employment of key management personnel (including the chairman), include:**
- 6.**

For the year ended December 31						
2023		2022		2021		
No. of people	NIS million	No. of people	NIS million	No. of people	NIS million	
Short-term employee benefits*	13	27	13	26	11	24
Post-employment benefits	12	5	12	6	11	4
Share-based payments	10	4	10	3	8	1
Total payroll costs		36		35		29
End-of-year balances for loans to key management personnel	3	1	4 **	2 **	1	1

* The above information includes an estimate of the bonus for the key group accordance with the compensation policy for the reporting year. The final calculation of the bonus amounts for the reporting year will be prepared in June, after the Company has comparison figures for other companies (such as EV, return on equity and Nostro yield). Consequently, there may be a difference between the estimate and the final calculation of the amount of the bonuses

** Restatement of comparative figures

- Benefits and bonuses for key management personnel who are directors that are not employed by the company:**
- 7.**

For the year ended December 31						
2023		2022		2021		
No. of people	NIS million	No. of people	NIS million	No. of people	NIS million	
Directors' fees	8	3	8	3	7	2

* Refers to directors fees received directly from the Company only

- The Company participates (for itself and for the Group companies) in D&O insurance which is acquired from Harel Insurance:**
- 8.**

Amount paid for the company and for Group companies:

For the year ended December 31			
2023	2022	2021	
NIS million	NIS million	NIS million	
For D&O insurance	5	5	4

Notes to the Consolidated Financial Statements**Note 37 - Balances and transactions with interested and related parties (contd.)****C. Balances with interested and related parties**

	<u>As at December 31, 2023</u>	
	<u>Controlling shareholder</u>	<u>Principal shareholders* and other related parties</u>
	<u>NIS million</u>	<u>NIS million</u>
Assets		
Trade and other receivables	-	12
Financial investments for yield-dependent contracts	-	415
Other financial investments		
Non-marketable debt assets	-	109
Liabilities		
Financial liabilities	-	67
Liabilities for employee benefits, net	14	37

	<u>As at December 31, 2022</u>	
	<u>Controlling shareholder</u>	<u>Principal shareholders* and other related parties</u>
	<u>NIS million</u>	<u>NIS million</u>
Assets		
Trade and other receivables	-	11
Financial investments for yield-dependent contracts	-	562
Other financial investments		
Non-marketable debt assets	-	113
Liabilities		
Liabilities for employee benefits, net	12	35

* The highest debt asset balance during the year of interested parties was NIS 1,035 million (in 2022, NIS 933 million)

Notes to the Consolidated Financial Statements**Note 37 - Balances and transactions with interested and related parties (contd.)****D. Transactions with interested and related parties**

	Controlling shareholder	Principal shareholders* and other related parties
	NIS million	NIS million
For the year ended December 31, 2023		
Losses from investments, net, and financing income	-	18
Income from management fees	-	11
Commissions, marketing expenses and other acquisition costs	-	60
General and administrative expenses	9	43
For the year ended December 31, 2022		
Profits from investments, net, and financing income	-	26
Income from management fees	-	11
Commissions, marketing expenses and other acquisition costs	-	62
General and administrative expenses	8	43
For the year ended December 31, 2021		
Profits from investments, net, and financing income	-	13
Income from management fees	-	10
Commissions, marketing expenses and other acquisition costs	-	65
General and administrative expenses	7	34

* Senior officers of the Company may periodically purchase insurance contracts, investment contracts or other financial products issued by the Group under market conditions and during the normal course of business. Insofar as these transactions come under the definition of “negligible transactions”, they are not specified in the financial statements

Note 37 - Balances and transactions with interested and related parties (contd.)**E. Agreements with controlling shareholders and executives****1. Agreement with an architect**

In January 2011, the Company entered into an agreement (which was amended in January 2016, December 2017, December 2018, December 2019, December 2020, December 2021, and December 2022) to obtain architectural services from Miki Kornhauser, who is the brother-in-law of Yair Hamburger, the controlling shareholder and Chairman of the Board of Directors of the Company (“the Agreement” and/or “the Engagement”). Under the Agreement, Kornhauser provides on-going architectural services to the Company and its subsidiaries in various projects undertaken by the Company.

The Company's Audit Committee and Board of Directors approved an amendment to the Agreement whereby the agreement period will be extended to December 31, 2024, and the monthly consideration for the architecture services will remain at NIS 28,000.

2. Bonus for senior officers for 2023

In April 2024, after the Reporting Period, the bonuses for officers of the Company and officers who were included in the compensation plan will be submitted for the approval of the Compensation Committees and Boards of Directors of the Company and its subsidiaries. The bonuses included in this report were calculated on the basis of actual data and based on estimates relating mainly to comparison figures for the results of the operations of other insurance companies included in the comparison group. The final calculation and approval of the bonuses will be prepared by the end of April 2024.

3. Bonus for senior officers for 2022

In April 2023, the compensation committees and boards of directors of the Company and the subsidiaries that are financial institutions, approved bonuses for the Company officers and functionaries in the Company and the subsidiaries who are included in the compensation plan. The bonuses were calculated on the basis of actual data and based on estimates relating mainly to comparison figures for the results of the operations of other insurance companies included in the comparison group.

4. D&O liability insurance

The D&O liability policy applies to currently serving senior executives in the Company and its subsidiaries as well as to those who have served the Company and/or its subsidiaries from time to time (including senior officers in the Company or subsidiaries who are considered controlling shareholders or their family members).

In accordance with the provisions of the Company's compensation policy, the Compensation Committee and Board of Directors approved renewal of the agreement between the Company and the subsidiary Harel Insurance regarding a D&O liability insurance policy, commencing October 31, 2023 for one year, which covers directors and officers of the Company and other companies in Harel Group, including individuals who may be considered controlling shareholders in the Company so that the sum insured will be USD 220 million. The cost of the annual premium for this cover and the deductible are in accordance with market conditions and were determined on the basis of proposals that Harel Insurance received from reinsurers. The cost is not material for the Company.

Notes to the Consolidated Financial Statement

Note 37 - Balances and transactions with interested and related parties (contd.)**E. Agreements with controlling shareholders and executives (contd.)**

5. Commitment to indemnify Company officers and directors

On January 29, 2012, and on January 30, 2012, the Audit Committee and Board of Directors of the Company, respectively, approved amended indemnity notes for its senior officers and directors, including directors who are controlling shareholders of the Company. On March 5, 2012, the General Meeting approved the granting of the amended indemnity notes to the Company's senior officers and directors, including to controlling shareholders. There is no change to the Company's limit of liability in the amended indemnity notes, but they include an option for indemnity based on the permitted indemnity under the Administrative Enforcement Powers Law. The indemnity notes will be given to the senior officers currently serving the Company and those who may serve the Company from time to time (including senior officers who are deemed controlling shareholders or their relatives, as well as senior officers where a controlling shareholder of the Company may be construed as having a personal interest in granting them the indemnity notes). It is stipulated that the decision to approve the amended indemnity notes does not cancel the existing indemnity notes, but is in addition to them.

6. Entering into an agreement with a grandson of the Company's controlling shareholder

On May 22, 2023, May 29, 2023, and July 5, 2023, the compensation committees and boards of directors of the Company and Harel Insurance and the general meeting of the Company, respectively, approved the revised employment conditions for Idan Tamir, a relative of Yair Hamburger, one of the Company's controlling shareholders.

The agreements stipulated that Idan Tamir will receive a gross monthly salary of NIS 18 thousand. The Company may adjust the salary at a rate of up to 5% of the amount of salary in that year. In addition, Idan Tamir is entitled to fringe benefits as is standard in the Company, including an annual bonus, annual vacation, travel expenses, convalescence pay, contributions to an education fund, health insurance, meals, parking payment, and a mobile phone.

7. Changes in the composition of the Company's Board of Directors:

On November 16, 2023, Hava Friedman-Shapira stepped down after serving as an external director of the Company for nine years.

F. Additional transactions

1. Agreements to provide services

- (a) Under an agreement between the Company and some of its subsidiaries, the Company is entitled to management fees of 0.5% of the premiums collected by the insurance companies, 3% of the management fees collected by the provident fund management company, and management fees of 0.5% of the contributions received by the comprehensive pension fund managed by the management company, up to a maximum of NIS 50 million, and this in return for management and consulting services rendered by the Company to the said companies with respect to marketing, finance, business planning, participation in the board of directors, and other areas of management. The agreement has been in force since January 1, 2009 and it can be canceled at the end of each calendar year. According to the terms of the agreement, the management fees at an annual rate of 0.5% of the annual contributions are not paid for contributions to be received from the IDF.

Notes to the Consolidated Financial Statement

Note 37 - Balances and transactions with interested and related parties (contd.)**F. Additional transactions (contd.)**

1. Agreements to provide services (contd.)

- (b) On March 23, 2016, and on March 22, 2016, the boards of directors of Harel Insurance and Harel Pension, respectively, approved a revised agreement between Harel Insurance and Harel Pension for operating services that Harel Insurance provides to Harel Pension. Under this revised agreement, the management and operating fees will be determined on the basis of the actual expenses incurred by Harel Insurance for these services. The new management agreement includes an allocation of direct expenses and indirect expenses based on a certain percentage of the volume of the assets under management. . The agreement will be applied retroactively from January 2016. The amendment to the agreement sets out a more reasonable allocation of expenses for each agreement year. Nonetheless, the amendment to the agreement does not have a material long-term effect. On January 1, 2023, an amended agreement was signed, whereby Harel Pension & Provident will bear ownership at a fixed rate of 0.04% (annual) of the members' assets in the new pension funds under its management based on revaluation of the value of the assets at the end of each calendar month. The calculation of members' assets does not include the assets of members in the IDF pension arrangement, provided they are active members in the arrangement and are entitled to the management fees set out therein. The agreement further stipulates that the management fees will be paid to Harel Insurance in four equal annual payments at the end of each calendar year, bearing interest in accordance with Section 3J of the Income Tax Ordinance.
- (c) In April 2013, Harel Insurance entered into agreement with the Israel Credit Insurance Company Ltd. ("ICIC"), according to which Harel Insurance provides ICIC with various services, including legal advice, back-office services, risk management, and customer relations. ICIC undertook to pay Harel Insurance NIS 80,000 per month for these services. The agreement is for a period of five years, where each party has the right to cancel the agreement by giving 90-days advance notice. In August 2016, a supplement to this agreement was approved so that it also includes logistics services, which include mainly services such as: post, vehicle servicing, leasing and telephony in respect of which an additional NIS 8,000 per month will be paid to Harel Insurance. In January 2019, a further supplement to the agreement was approved in which the agreement period was extended for an additional five years and it was determined that: (1) from November 2018, the services that Harel Insurance will provide to ICIC will not include the writing of meeting minutes, coordination of board meetings and board committees and the distribution of background material to these meetings; (2) the total monthly payment that ICIC will pay Harel Insurance for all the services it renders in this agreement will be NIS 80,000. In March 2019, an additional supplement to the agreement was approved, in which Harel Insurance allocated to ICIC a 75% position for risk management. Pursuant to the foregoing, the monthly consideration that ICIC will pay Harel Insurance for all the services provided to it was updated to NIS 91,000. In December 2021, the agreement was signed again a way that corresponds with the provisions of Financial Institutions Circular 2018-9-35: Outsourcing in Financial Institutions, and it currently includes services provided to ICIC - Israel Credit Insurance Company Ltd. by Harel Insurance. In addition, in March 2022, the total monthly consideration was revised, amounting to NIS 92,000.
- (d) On March 23, 2016, the Board of Directors of Harel Insurance approved an agreement with Harel Finance and ICIC, both sister companies of Harel Insurance, was presented for the approval of the Board of Directors of Harel Insurance. Accordingly, Harel Insurance will enter into rental agreements with Dikla, ICIC and Harel Finance to rent office space and shops in Beit Hameah, a property that is owned by Harel Insurance.

Notes to the Consolidated Financial Statement

Note 37 - Balances and transactions with interested and related parties (contd.)**F. Additional transactions (contd.)**

1. Agreements to provide services (contd.)

(e) Agreement to provide claims settlement services

Claims in respect of medical malpractice policies are mostly handled by MCI, which is fully controlled by Madanes Insurance Agency Ltd. (in which the Company has a 25% stake), in view of the special knowledge and experience that this company has in handling medical malpractice claims. Commencing December 2015, some of the medical malpractice (medical professional liability) claims for certain underwriting years were settled by Vectis Claims Services Ltd. ("Vectis"), a company jointly owned by Harel (5%) and the reinsurers Swiss Re (75%) and Munich Re (20%). As of September 2019, Swiss Re acquired Munich Re's share of the Company so that Harel continues to hold 5% of the Company and the balance is held by Swiss Re. On December 31, 2022, an agreement was signed between Harel and Swiss Re in which from January 1, 2023, Harel will bear full responsibility for most of the claims handled by Vectis for Swiss Re and Harel will continue to manage the claims that were handled by Vectis. The Company has a certain dependence on MCI and the jointly held company, nonetheless, the Company has sufficient knowledge and experience to undertake the handling of these claims independently, within a relatively short time frame.

(f) In 2021, an agreement was signed with Harel Insurance, regulating all the services provided by the Group companies to ICIC - Israel Credit Insurance Company Ltd., including computing services by Harel Hamishmar.

(g) Pursuant to an agreement which was approved by the Board of Directors of the Company on March 30, 2014, EMI pays the Company annual management fees of NIS 250,000 for a variety of services that it receives from the Company and for officers in Harel Investments who serve as directors in EMI. This agreement replaces a previous agreement relating to management fees that came to an end on December 31, 2013 and was not renewed.

2. Providing a credit facility to a subsidiary - Hamazpen - Shutaphim Laderech Ltd." ("Hamazpen")

In December 2019, Hamazpen entered into agreement with Harel Insurance to receive a credit facility in the amount of NIS 150 million for the purpose of providing credit to its customers. In September 2020 the credit facility was increased by a further NIS 100 million, in November 2021, the credit facility was increased by an additional NIS 50 million and in December 2022, the credit facility was increased by a further NIS 50 million. As collateral for providing this credit facility, the Company signed a letter of undertaking to invest the required amounts in Hamazpen's capital from time to time so as to ensure that, at all times, Hamazpen's equity will not fall below 15% of the total balance sheet of Hamazpen up to a maximum investment amount of NIS 100 million. As at December 31, 2023, the outstanding credit provided by Harel Insurance to Hamazpen was NIS 319 million. As at the Reporting Date, the outstanding credit provided by Harel Insurance to Hamazpen was NIS 330 million.

Notes to the Consolidated Financial Statement**Note 38 – Share-based payment****A. The expense recognized in the financial statements**

The expense recognized in the consolidated financial statements in 2023 for share-based payments amounted to NIS 24 million.

B. Stock options plan for Group executives and employees

On August 23 and 25, 2021, and on August 30, 2021, the Company's Compensation Committee and Board of Directors, respectively, approved a stock options plan for executives and employees of the Group. Under the stock options plan, the Company published an outline plan which includes an allotment of up to 8,548,000 stock options which may be exercised for 8,548,000 ordinary NIS 0.1 par value shares of the Company, subject to adjustments, with no consideration.

The options will vest in three portions, subject to continuation of the recipient's employment in the Group. The plan was approved on a capital taxation track, under Section 102 of the Income Tax Ordinance.

On the exercise date, the Company will allot the exercisable shares according to the number of exercisable shares multiplied by the difference between the share price on the Stock Exchange at the exercise date and the exercise price, divided by the price of the share on the Stock Exchange.

The options include a benefit cap, according to which the maximum benefit that may be derived by the recipients from exercising each option shall not exceed 180% of the Company's share price as it was on the trading day preceding the Grant Date.

The fair value at the Grant Date was calculated according to a valuation received from an external appraiser who used the binomial model.

For information about the private allotment to Nir Cohen, CEO of Harel Insurance, see Note 37B(5).

For information about the outline plan for employees approved subsequent to the reporting date, see Note 40.

Assumptions applied in measuring the fair value of the options on the grant date:

Grant date	No. of options	No. of recipients	Fair value	Price per share	Exercise supplement	Annual standard deviation	Discounting rate
			NIS M	NIS	NIS	%	%
October 17, 2021	7,673,000	159	71.02	36.47	33.40	28.42 - 29.91	0.65 - 0.97
January 26, 2022	906,000	32	7.84	36.56	36.56	28.20 - 29.76	0.87 - 1.14
April 28, 2022	20,000	1	0.20	40.69	40.69	28.47 - 29.84	1.98 - 2.17
June 22, 2022	267,000	7	2.28	33.27	33.27	29.01 - 30.58	2.69 - 2.78
July 27, 2022	124,000	2	1.07	34.21	34.21	29.09 - 30.76	2.31 - 2.40
February 16, 2023	180,000	5	1.63	34.04	34.04	31.14 - 29.29	3.65 - 3.56
April 27, 2023	460,000	23	3.91	31.50	31.50	31.65 - 29.77	3.93 - 3.9
September 12, 2023	180,000	1	1.36	28.00	28.00	32.12 - 30.05	3.87 - 3.86
October 25, 2023	120,000	6	0.91	24.60	24.60	32.59 - 30.39	4.33 - 4.14

(a) Expected fluctuation in the share price

The expected fluctuation (standard deviation) is based on the historic volatility of the Company's share price (by daily spreads). The expected fluctuation of the share price reflects the assumption that the historic volatility of the share price is a good indication of expected fluctuations in the future.

(b) Risk-free interest rate

The interest rate applied for calculating the value of the options to the recipients was calculated on the basis of a nominal risk-free yield to redemption curve, based on the yield for unlinked shekel government bonds with fixed interest.

Notes to the Consolidated Financial Statement**Note 38 – Share-based payment (contd.)****B. Stock options plan for Group executives and employees (contd.)****(c) Churn rate (after the vesting period)**

The model assumed a 7% churn rate for the period between the vesting date and expiration of the option. The model made no assumption for a churn rate during the vesting period.

(d) Dividend

The exercise price of the options in the plan is adjusted for dividends. Calculation of the value of the options therefore ignores any future dividend distribution.

C. Movement during the year

The following table includes the movement in the number of stock options:

	For the year ended December 31					
	2023		2022		2021	
	Number of options	Adjusted weighted average exercise price	Number of options	Adjusted weighted average exercise price	Number of options	Adjusted weighted average exercise price
Options for shares at the beginning of the year	8,114,667	31.57	7,510,000	32.93	-	-
Stock options granted during the year	940,000	30.44	1,317,000	34.29	7,673,000	32.93
Stock options forfeited during the year	(215,000)	31.05	(712,333)	31.28	(163,000)	32.93
Options for shares at the end of the year	8,839,667	31.46	8,114,667	31.57	7,510,000	32.93
Options for shares exercisable at the end of the year	2,397,333	31.05	-	-	-	-

D. The outstanding contractual lifespan of the stock options at December 31, 2023, is 4.2 years.

E. Allotment of options to an officer in a private subsidiary

On August 23 and 25, 2021, and on August 30, 2021, the Company's Compensation Committee and Board of Directors, respectively, approved a plan to grant 309 stock options to Company officers which may be exercised for 309 ordinary NIS 1 par value shares in a private subsidiary of the Group, with no consideration.

On November 17, 2021 ("the Grant Date") the options were actually allotted.

The options may be exercised from two years after the Grant Date and up 7 years after the Grant Date (the expiration date), subject to that the value of the subsidiary at the exercise date does not fall below a defined threshold. The plan was approved on a capital taxation track, under Section 102 of the Income Tax Ordinance.

The fair value at the Grant Date was calculated according to a valuation received from an external appraiser who applied the Monte Carlo method. The total value of the allotted options was estimated at that time at NIS 1.2 million.

Note 39 - Contingent liabilities and commitments**A. Contingent liabilities**

There is a general exposure which cannot be evaluated and/or quantified resulting, among other things, from the complexity of the services provided by the Group to its insured and its clients. The complexity of these arrangements contain, among other things, a potential for interpretative and other claims, among other reasons due to information gaps between the Group and other parties to the insurance contracts, and the Group's other products, associated with a series of commercial and regulatory conditions, including claims relating to the method of investing the money of insureds and members. It is impossible to predict the types of claims which may be raised in this sector and the resulting exposure in connection with the Group's products, which are raised during the course of various legal proceedings, among other things, through the litigation mechanism prescribed in the Class Actions Law.

New interpretations of the information in insurance policies and long-term term pension products may, in some instances, affect the Group's future profit in respect of the existing portfolio, in addition to the exposure inherent in requirements to compensate customers for past activity. Likewise, there is an element of exposure in all regulatory changes and instructions issued by the Commissioner, in circulars that are in force and in draft circulars that are still under discussion, as well as "Superintendent's position papers", "rulings in principal" on various matters, some of which have far-reaching legal and operational ramifications. This exposure is particularly strong in pension savings and long-term insurance, including health insurance. In these sectors, the agreements with the policyholders, members and customers are over a period of many years during which changes may occur in policies, regulations and legal trends, including through court rulings. These rights are managed through complex automated systems, and in view of these changes they must be constantly adjusted. All these create considerable operational and mechanization exposure in these areas of activity. The Group's financial institutions have an enforcement plan according to which they operate to review compliance with the regulatory provisions and rectify any deficiencies found.

Furthermore, there is a general exposure due to complaints filed from time to time to the Capital Market, Insurance and Savings Authority against the Group's financial institutions, regarding the rights of insureds associated with the insurance policies and/or the law. These complaints are handled on a current basis by the Company's public complaints division. The decisions of the Capital Market, Insurance and Savings Authority regarding these complaints, if and to the extent that any decision is made, might also be given as broad rulings that apply to extensive groups of insureds. Additionally, sometimes the complaining entities even threaten to take steps regarding their complaints in the form of a class action. At this time, it is impossible to estimate whether there is exposure for such complaints nor is it possible to gauge whether the Commissioner will issue a cross-the board decision on these complaints and/or whether class actions will be filed as a result of these steps and it is therefore impossible to estimate the potential exposure to such complaints. Consequently, no provision for this exposure has been included. Additionally, as part of the policy applied by the Ministry of Finance Capital Market, Insurance & Savings Authority to enhance the controls and audits of financial institutions, from time to time the Capital Market, Insurance and Savings Authority conducts in-depth audits of various areas of activity performed by the Group's financial institutions.

As a result of these audits, the Ministry of Finance may impose fines and/or financial penalties and it may also instruct that changes should be made with respect to various operations, both with respect to the past and the future. Regarding instructions with respect to past activity, the Capital Market, Insurance and Savings Authority may request the restitution of money or a change in conditions vis-à-vis policyholders and/or fund members in a manner that might impose financial liabilities on the Company's subsidiaries and/or increase the exposure of the subsidiaries that are insurers to a broader range of insurance events to be covered on account of these instructions, in policies that were issued.

As part of audits conducted by the various regulatory authorities, including the Capital Market, Insurance and Savings Authority, during the Reporting Period a number of in-depth audits were and are being conducted on pension and provident, health insurance, non-life insurance, claims settlement in the life assurance and long-term care, information systems and computerized databases, customer service and customer complaints, and also on the collection of statistical information (claims).

Note 39 - Contingent liabilities and commitments (contd.)**A. Contingent liabilities (contd.)**

On March 17, 2024, Harel Insurance received a demand for a refund according to which Harel Insurance and Shirbit Insurance Ltd. (whose insurance activity is merged into Harel Insurance) are required to refund amounts of premiums in cases where the companies produced more than one compulsory motor insurance policy for the same vehicle. The refund demand is the result of an audit by the Capital Market, Insurance and Savings Authority at several insurance companies. A preliminary review shows that the recovery amounts are not expected to be substantial.

Within the context of investments in debt assets by the Group companies, the investing companies are signed on indemnity notes of unlimited amounts vis-a-vis the trustees of the debt assets. In these indemnity notes, the Group companies (as well as the other investors in those debt assets), undertook towards the trustees to indemnify the trustees for any expense that may be imposed on them during the handling of the debt arrangements, insofar as they handle such arrangements and insofar as the said expense is not paid by the company which owns the assets. The Group companies hold several debt assets that are in an arrangement process. The exposure relating to the indemnity notes that were given in respect of these debt assets is insignificant.

In connection with a merger of the insurance activity of Dikla into Harel Insurance, and in accordance with a request by Clalit Health Services which is Dikla's main customer and where, as part of the agreement with Clalit Dikla provides operating and management services for the Supplementary Health Services Plan and the Long-term Care plan for Clalit's members, Harel Insurance signed an indemnity note in which it undertook to indemnify Clalit Health Services for losses sustained by Clalit if and insofar as any losses are sustained, as a result of the split of operations, under the conditions set out in the indemnity note.

On December 1, 2021, Harel Insurance acquired the insurance activity of Shirbit, including the rights and obligations incorporated therein.

Following are details of the exposure for class actions and motions for their recognition as class actions filed against the Company and/or companies in the Group.

In the motions for certification of actions as class actions set out below, in which, based, among other things, on expert legal opinions that it received, management believes that it is more likely than not that the defense arguments of the Company (or subsidiary) will be dismissed and certification of the action as a class action will be accepted, or where there is 50% or more chance that in the final event the arguments of the Company (or subsidiary) will be accepted, that it is likely that a proposed compromise settlement, that does not include an obligation for a monetary payment which is not negligible will be accepted no provision was included in the financial statements.

In motions to approve a legal action as a class action regarding a claim, fully or partly, where it is more reasonable that the defense arguments will be rejected, provision was made in the financial statements to cover the exposure estimated by the Company's management and/or the managements of subsidiaries.

In the motions to approve an action as a class action, in Sections 34, 42, 44, 45, 46, 47, 48, 49, 50, 51, 53, and 54, at this early stage it is impossible to estimate the chances of the applications to be approved as a class action and therefore no provision has been included in the financial statements for these claims.

Note 39 - Contingent liabilities and commitments (contd.)**A. Contingent liabilities (contd.)**

1. In January 2008, an action was filed in the Tel Aviv District Court against the subsidiary Harel Insurance and against four additional insurance companies (hereinafter together: "the Defendants") together with a motion for its certification as a class action. The subject of the action is the allegation that the respondents unlawfully collected a "sub-annual factor fee" (a fee that insurance companies are allowed to collect when the amount of the annual premium is actually paid in installments). The plaintiffs claim damages in the amount of NIS 1,683.54 for each insurance year. The plaintiffs estimate that the total claim for the entire class that they wish to represent against all defendants is about NIS 2.3 billion, of which about NIS 307 million is against Harel Insurance. On February 1, 2010, the court approved a request for a procedural arrangement between the parties, according to which the plaintiff will strike out the claim that Harel Insurance collected a sub-annual factor fee exceeding the rate permitted in policies that were issued before 1992 as well. As instructed by the court, the plaintiff submitted an amended claim and request for its certification as a class action. On December 29, 2013 the Commissioner filed a position supporting the position of the defendants that there is no reason to charge a sub-annual policy factor on the savings component of life insurance combined savings and other risk policies, including nursing, work disability and accidental disability. On July 19, 2016, the Tel Aviv District Court approved the claim as a class action in connection with the collection of a sub-annual factor on the premium component which is known as the policy factor and on the savings component in combined savings and life assurance policies, and in connection with the collection of a sub-annual policy factor in health, disability, critical illness, work disability and long-term care policies. In December 2016, an application was filed for permission to appeal the decision of Tel Aviv District Court. Following the Supreme Court ruling in January 2017, the respondents responded to the application for permission to appeal the decision to approve the action as a class action and the application was heard by a panel of judges. In April 2017, the Supreme Court accepted the request for a stay of implementation that was filed by the Defendants and it determined that the hearing would be put on hold until a decision has been made on the application for permission to appeal and on the appeal. On May 31, 2018, the Supreme Court accepted the motion for permission to appeal, heard it as an appeal and accepted it, reversing the ruling of the District Court and dismissing the motion for certification of the action as a class action. On June 26, 2018, a motion was served to Harel Insurance to hold a further hearing on the judgment, that the plaintiffs filed in the Supreme Court. In its decision dated July 2, 2019, the Supreme Court instructed that another hearing on the judgment should take place before a panel of seven judges. In November 2019, the Attorney General announced that he would appear at the proceeding in person and in February 2020 he submitted his position supporting the judgment and the trend it reflects to strengthen the weight that should be given to the regulator's professional position in the interpretation of his instructions and that in his view, there should be no involvement in the decision made in the judgment which is the subject of the proceeding with respect to adopting the interpretive position of the Capital Market Authority.

In July 2020, another hearing took place on the judgment before a panel of seven judges and on July 4, 2021, a ruling was handed down in the additional hearing whereby the decision of the District Court, which determined that the motion for certification was accepted, it will remain unchanged and the case will be returned to the District Court for a hearing on the class action. The parties are in mediation.

Note 39 - Contingent liabilities and commitments (contd.)**A. Contingent liabilities (contd.)**

2. In May 2011, a claim was filed at the Central District Court against the subsidiary Harel Insurance and three other insurance companies (hereinafter together: "the Defendants"), together with an application for recognition as a class action. The subject of the claim is an allegation that the respondents allegedly unlawfully collect a payment called a "policy factor" and/or "other management fees" at a considerable rate of the premium paid without their consent or knowledge and without compliance with a condition that enables such collection in the policy instructions. The claimants allege that according to instructions issued by the Commissioner in the Capital Market, Insurance and Savings Division Authority ("the Commissioner"), companies may charge a policy factor under certain conditions; however they also claim that in addition to the Commissioner's authorization, the respondents must stipulate collection of the policy factor in a contractual agreement with the policyholder. According to the Plaintiffs, the total loss claimed for all members of the group against all the respondents' amounts to NIS 2,325 million, and against Harel Insurance, consistent with its share of the market, to NIS 386 million. On June 10, 2015, the parties filed an application in the court to approve a compromise settlement. The court appointed a reviewer for the compromise settlement. Under the proposed compromise settlement, the Defendants undertook to reimburse the class members with a total amount of one hundred million shekels for the collection of a policy factor in the past. Harel Insurance's share of this amount is NIS 14 million. Furthermore, each of the Defendants undertook to deduct the future collection for the policy factor from the members of this group at a rate of 25% relative to the amount actually collected. The Defendants also undertook to pay compensation to the class plaintiff and cover the cost of his lawyer's fees, of an amount to be decided upon by the court.

In its decision from November 21, 2016, the court dismissed the compromise settlement and approved litigation of part of the claim as a class action on the grounds of a breach of the insurance policy on account of collection of the policy factor fee with no legal basis in a manner that compromises the insured's accrued savings, starting from seven years prior to the date of filing the claim. The relief to be claimed as part of the class action will be a remedy of the breach by way of revising the insured's accrued savings by the additional amount of savings that would have been accrued if the policy factor had not been collected or by compensating the insured by the aforesaid amount. In addition, from now on, the policy factor will no longer be collected. The group in whose name the class action is litigated is insureds of the defendants who have combined life assurance and savings policies that were drawn up between 1992-2003, where the savings accrued by the insureds was compromised on account of the collection of the policy factor. In May 2017, the Defendants filed an application in the Supreme Court for permission to appeal this decision in which context the compromise settlement was dismissed and the motion to certify the claim as a class action was partially approved. In September 2018, the Attorney General's response was filed to the motion for permission to appeal, according to which his position is that the Central District Court was correct in its decision not to approve the compromise settlement and to partially approve the motion to certify the action as a class action. In February 2019, the motion for permission to appeal was struck out, after the Defendants accepted the Supreme Court's recommendation to withdraw the motion for permission to appeal, while maintaining all their arguments and rights. The parties conducted a mediation process in parallel with the litigation of the class action. On September 23, 2022, a decision was handed down according to which the court's position is that the lower threshold for compromise purposes should be 40% and not less. On June 20, 2023, the class plaintiffs and Harel Insurance together with five additional insurance companies filed a motion in the court to certify a compromise settlement ("the Compromise Settlement"). As part of the Compromise Settlement, the following were agreed: (a) Harel Insurance will reimburse the class members (as they are defined in the Compromise Settlement) for the past (the period commencing from seven years before the motion for certification was filed) and up to the commencement of the future collection (as specified in section B below - a lump sum at a rate of 42% of the total collection of the policy factor, which it is argued should have been transferred to saving. (b) Harel Insurance will subtract the future collection of the policy factor from the relevant class members, by way of reducing the policy factor to be collected by 50%, as noted in the Compromise Settlement.

Notes to the Consolidated Financial Statement**Note 39- Contingent liabilities and commitments (contd.)****A. Contingent liabilities (contd.)**

3. In May 2013, an action was filed in the Tel Aviv District Court together with an application for its certification as a class action against the subsidiary Harel Insurance. The subject of the action is the claim that Harel Insurance allegedly refrains from paying insurance benefits to its policyholders together with linkage differences and interest, from the date of occurrence of the insured event up to the payment date of the insurance benefits. The total loss claimed for all members of the group amounts to sums varying from NIS 168 million to NIS 807 million. The mediation process conducted by the parties was unsuccessful and the hearing of the action returned to the court. On August 30, 2015, the Tel Aviv District Court partially accepted the motion for certification, such that conducting of the claim as a class action was approved with respect to the argument concerning non-payment of interest as required under Section 28(A) of the Insurance Contract Law ("the Law"), and the motion was dismissed insofar as it relates to the argument that Harel Insurance does not link the insurance benefits in accordance with the provisions of Section 28(A) of the Law. The plaintiffs estimate that the overall loss claimed for all members of the group in relation to the Company according to the amended statement of claim amounts to NIS 120 million. In October 2015, a motion was filed for permission to appeal the decision to certify the application as a class action. As recommended by the court, in August 2016, the Defendants withdrew the motion for permission to appeal. On February 28, 2021, a partial ruling was given on the action (the "Partial Ruling") adopting the ruling in the certification decision according to which the class action was accepted. According to the Partial Ruling the group is defined as any eligible person (insured, beneficiary or third party) who in the period commencing three years prior to filing the action and its termination on the day of giving the Partial Ruling, received from Harel Insurance, not in accordance with a ruling on his affairs, insurance compensation without the inclusion of interest by law. Furthermore, the court stipulated that for the purpose of exercising the ruling, an expert will be appointed to determine the method of refunding the group members and calculating the amount of the refund, and it also determined that expenses will be paid to the representative plaintiffs and legal costs to their attorneys. In May 2021, Harel Insurance filed an appeal on the partial ruling in the Supreme Court. In June 2021, the Supreme Court accepted the Defendants' motion to stay implementation of the partial ruling in the sense that the proceeding to appoint an expert for implementation of the partial ruling will be delayed until a decision is made on the appeal proceeding. On November 9, 2022, the Supreme Court denied the appeal on the partial ruling, in the absence of grounds for judicial intervention in the interim decision. It was also stipulated that the appropriate place to investigate the appeal arguments is in the form of an appeal on the final judgment.
4. In April 2014, an action was filed in the Tel Aviv District Court, together with an application for its certification as a class action, against the subsidiary Harel Insurance. The subject of the action is the allegation that Harel Insurance pays the holders of Hiyunit profit-sharing policies for work disability and long-term care insurance ("the Policy") monthly compensation (which consists of monthly compensation and the outstanding bonus), which is ostensibly calculated in contravention of the Policy provisions, and that Harel Insurance, allegedly, does not pay the policyholders the bonus they have accrued up to the date of payment of the first monthly compensation according to the Policy. The total loss claimed for all members of the Group that the Plaintiff wishes to represent amounts to NIS 381 million. In March 2019, the Tel Aviv District Court certified litigation of the claim as a class action ("the Decision"). The class in whose name the class action is to be litigated is all insureds in profit-sharing life-assurance policies managed by Harel Insurance, in which the insurance benefits are paid based on an Rm formula. On July 17, 2019, Harel Insurance filed an application for permission to appeal the decision in the Supreme Court. On July 22, 2019, Harel Insurance was served with an appeal in the Supreme Court which was filed by the plaintiff in the motion for certification, on that part of the decision in which the District Court ruled not to certify litigation of the claim as a class action on the grounds of deception and that the definition of the class in the class action did not also include past insureds, including beneficiaries and heirs of insureds in the insurance policies in respect of which the claim had been certified as a class action. At the hearing, which took place in the Supreme Court on September 13, 2021, it was agreed that the group for which the class action was approved would be reduced and it was stipulated that it also includes past insureds and that the prescription period in respect of the insurance benefits is 3 years. Subject to this, with the consent of the parties, the motion for permission to appeal and the appeal were dismissed.

Note 39 - Contingent liabilities and commitments (contd.)**A. Contingent liabilities (contd.)**

5. In June 2014, an action was filed in the Tel Aviv District Court, together with an application for its certification as a class action, against the subsidiary Dikla Insurance Agency Ltd. (formerly called "Dikla Insurance Company Ltd.") ("Dikla"). The subject of the action is the argument that under the provisions of the group long-term care insurance policy for members of Clalit Health Services Supplementary Long-term Care Plus ("the Policy"), Dikla fails to pay insureds who require long-term care insurance benefits for the days in which they were hospitalized in a general or rehabilitation hospital, and that these days are not included in the number of days for calculating the waiting period determined in the policy, and this ostensibly in contravention of the instructions of the Commissioner and the provisions of the law. The Plaintiff estimates the total loss claimed for all members of the Group that it wishes to represent at NIS 35 million. The court passed the motion to accept the position of the Commissioner relating to the disputes that are the subject of the motion for certification of the action as a class action. In January 2016, the position of the Commissioner of Insurance was submitted which stated that the policy definition of the insured event does not violate the instructions of the Capital Market, Insurance and Savings Authority, and that the policy which is the subject of the claim was approved separately by the Capital Market, Insurance and Savings Authority. In December 2018, the court dismissed the motion to certify the claim as a class action on the grounds that non-payment of the insurance benefits in respect of the hospitalization period is contrary to the Commissioner's instructions, but it approved the conducting of the action as a class action on the grounds of a breach of an insurance circular on the subject of fair disclosure to insureds when they are enrolled in a health insurance policy. The class in whose name the class action is to be conducted is all Dikla policyholders who purchased long-term care insurance after October 1, 2001, who were entitled to claim insurance benefits in the period between May 29, 2011 and May 29, 2014, and where the proper disclosure form attached to the purchased policy does not mention or refer to the section that states that the date of occurrence of the insured event is the date on which the insured first becomes eligible, or the date on which the insured was discharged from a general or rehabilitation hospital, whichever is later. In May 2019, Dikla filed a motion in the Supreme Court for permission to appeal the decision. In June 2019, the plaintiff in the motion for certification filed an appeal in the Supreme Court against the District Court's ruling not to certify litigation of the claim as a class action on the grounds that non-payment of the insurance benefits for the hospitalization period contravenes the Commissioner's instructions and also that, as argued by the plaintiff, the court did not rule on the additional argument of breach of contract. At the hearing, which was held at the Supreme Court on May 10, 2021, the motion for permission to appeal and the appeal were dismissed, after the parties accepted the Supreme Court's recommendation to withdraw them, while preserving all their arguments. In January 2022, the parties informed the court of their agreement to enter into a mediation process. The mediation between the parties was unsuccessful and the hearing of the action was returned to the court.

Note 39 - Contingent liabilities and commitments (contd.)**A. Contingent liabilities (contd.)**

6. In July 2014, a motion was filed in the Lod-Center District Court to certify a claim as a class action against the subsidiary Harel Pension & Provident and against four other pension funds (hereinafter together: “the Defendants”). The subject of the action is the argument that the Defendants increase the management fees paid by the pension fund members from the accrued savings (accrued balance) to the maximum rate permitted by law, when the members become pensioners, begin to receive their retirement benefit and are no longer able to move their pension savings. The Defendants thus exercise the contractual right granted to them under the provisions of the pension fund articles, in an unacceptable manner, in bad faith and in contravention of the statutory provisions. The plaintiffs estimate the total loss claimed for all members of the class they wish to represent in the amount of NIS 48 million against all the Defendants. The court submitted the application to obtain the Commissioner’s position on questions arising from the motion for certification. In September 2017, the Commissioner’s position was filed supporting the Defendants’ position according to which the management fee rate collected in the savings period should not be compared with the management fee rate collected from annuity recipients after their retirement as these are different periods with different characteristics. Post-retirement management fees are reset at the time of retirement unrelated to the management fee rate prior to retirement and are therefore not considered an increase of the management fees but rather determining the management fee rate for the retirement period. The “Management Fees Circular” which addresses the obligation of management companies to inform members does not in any way apply with respect to determining management fees for pensioners, and the obligation to provide notice of a change in the management fees under the circular does not apply to the management companies with respect to annuity recipients. The mediation process conducted by the parties was unsuccessful and the hearing of the action was returned to the court. On March 18, 2022, the Lod-Center District Court certified litigation of the claim as a class action. The class in whose name the class action is to be litigated is anyone who is a member of a comprehensive pension fund which is listed as one of the Defendants, and who is eligible to receive an old-age pension and/or may in future be eligible to receive an old-age pension. In February 2024, the parties informed the court of their agreement to mediation.
7. In September 2015, an action was filed in the Lod-Center District Court, together with a motion for its certification as a class action, against the subsidiaries Harel Insurance and Dikla Insurance Agency Ltd. (under its previous name Dikla Insurance Company Ltd.) (“Dikla”) and against three other insurance companies (hereinafter together: “the Defendants”). The subject of the action is the allegation that the Defendants allegedly adopted an interpretive position in that for the purpose of recognizing an insured within the framework of investigating a long-term care claim in which the insured satisfies the definition of being “unable to control bowel and bladder functions”, this condition must be exclusively the outcome of an illness or urological or gastroenterological disorder. This, ostensibly, in contravention of the provisions of the insurance policy. The plaintiffs have not quantified the loss claimed for all members of the class they wish to represent, but they estimate it to be hundreds of millions of shekels. The mediation process conducted by the parties was unsuccessful and the hearing of the action was returned to the court. In April 2020, the Central District Court approved litigation of the claim as a class action against Harel Insurance, Dikla and against two other insurance companies, on the grounds of breach of the long-term care insurance contract that resulted in non-payment or under payment of the long-term care benefits due to the failure to recognize the insureds as being eligible to points for the ADL of control of bowel and bladder function. The group in whose name the class action is being conducted is anyone who had long-term care insurance that was sold by one of the Defendants against whom the action was approved as a class action and who suffered from an inability to independently control bowel or bladder functions as a result of a combination of defective control of these functions that has not reached the stage of organic loss of control with deteriorated functional condition, and nevertheless did not receive from the Defendants against whom the claim was approved as a class action (as applicable) points for the ADL of “control of bowel and bladder function” in an assessment of their claim for receiving long-term care benefits, in a manner that led to an infringement of their rights to insurance compensation in the period between September 8, 2012 and the date of approval of the action as a class action. The parties are conducting a mediation process.

Notes to the Consolidated Financial Statement

Note 39 - Contingent liabilities and commitments (contd.)**A. Contingent Liabilities (contd.)**

8. In September 2015, an action was filed in the Tel Aviv District Court, together with a motion for its certification as a class action against the subsidiary Harel Pension & Provident and against four other companies ("the Defendants"). The subject of the action is the argument that the Defendants were allegedly in breach of their fiduciary obligations towards members of the provident funds that they manage in that they paid commissions to the insurance agents at a rate derived from the management fees which they collect from the members and thus compensated the agents by an amount that increases in line with the increase in the management fees. The plaintiffs further argue that the Defendants also practiced unjust enrichment by allegedly creating a mechanism with the purpose of increasing the management fees in order to benefit the agents and management companies. The plaintiffs estimate the loss for all members of the class they wish to represent in the amount of NIS 300 million per annum since 2008 and NIS 2 billion in total. On November 22, 2022, the Tel Aviv District Court denied the motion for certification of the action as a class action. On January 19, 2023, the subsidiary Harel Pension & Provident was served with an appeal on the judgment that was filed in the Supreme Court by plaintiffs in the motion for certification.

9. In August 2016, an action was filed in the Lod-Center District Court together with a motion for its certification as a class action against the subsidiary Harel Pension & Provident. The subject of the action is the allegation that in addition to management fees, Harel Pension & Provident ostensibly collects from its members payment for a component relating to investment management expenses (direct expenses component for performing transactions), which is permissible by law, but for which there is no contractual provision allowing it to do so. The plaintiff argues that Harel Pension & Provident is therefore in breach of the provisions of the pension fund's Articles of Association and the heightened fiduciary and disclosure obligations applicable to it, that it negotiates in bad faith and provides its customers with a misleading description. The plaintiff estimates the total loss claimed for all members of the class it wishes to represent in the amount of NIS 132 million. In April 2017, the court instructed that hearing of the motion should be transferred to the Tel Aviv District Labor Court. In February 2018, the court instructed the Commissioner to submit his position on the proceeding. In June 2018, the position of the Capital Market Authority supporting the position of Harel Pension and Provident was submitted. In September 2020, the court instructed a stay of proceedings in the case until a ruling is given on the motion for permission to appeal in the matter of direct expenses in Migvan Personal Investments savings policies, in which context the district court approved litigation of the action as a class action against Harel Insurance. In its judgment from June 22, 2023, the Supreme Court accepted the motion for leave to appeal, in the matter of direct expenses in Migvan Personal Investments savings policies, and consequently, dismissed the motion for certification underlying the appeal. On July 10, 2023, the plaintiffs filed a motion to order the continuation of the hearing in the procedure and completion of arguments in writing following the Supreme Court judgment. On July 25, 2023, the court accepted the motion of the plaintiffs, and ordered the submission of completion of arguments. The parties submitted completions of arguments. On January 18, 2024, the court handed down a ruling ordering the case to be transferred for a ruling/judgment.

Notes to the Consolidated Financial Statement**Note 39 - Contingent liabilities and commitments (contd.)****B. Contingent Liabilities (contd.)**

10. In October 2016, an action was filed in the Tel Aviv District Court, together with a motion for its certification as a class action against the subsidiary Harel Insurance. The subject of the action is the claim that Harel Insurance allegedly neglected to disclose to its insureds, who purchased a long-term care policy with a variable premium, what premium would be collected from them from the age of 65 and this prior to the annual reporting for 2015, and despite the fact that, according to the plaintiff, at the age of 65 the premium in this policy becomes hundreds of percent more expensive. The plaintiff argues that Harel Insurance is therefore in breach of a statutory obligation, in breach of the disclosure obligation, in violation of an agreement, that it acts in bad faith, practices unjust enrichment and is negligent. The plaintiff further claims that billing insureds for the payment of future premiums based on tariffs that are unknown to them is a discriminatory condition in a standard contract. The plaintiff has not quantified the total loss claimed for all members of the class that it wishes to represent against Harel Insurance, although it estimates the amount at millions of shekels. In July 2017, the court approved the plaintiff's motion to amend the motion for certification so that it will also refer to the argument that Harel Insurance apparently neglected to present to its insureds prior to their enrollment, the premium they will pay from age 65 even though it is obligated to do so according to the Commissioner's circular. In August 2017, an amended motion was filed for certification the action as a class action. The subject of the amended motion is the argument that Harel Insurance allegedly neglected to present to its insureds in a long-term care policy with a variable premium the premium they would pay from the age of 65 onwards, prior to their enrollment in the insurance as part of the enrollment form and/or in the general conditions document. In March 2019, the court ordered the transfer of the application for obtaining the Commissioner's position with respect to the dispute which is the subject of the motion for certification. In November 2019, the Commissioner's position was received according to which the provisions of Circular 2001/9 "Proper Disclosure for Insureds Enrolling in Health Insurance Policies" ("the Circular") issued by the Authority as well as the statutory provisions, obligate insurers to inform candidates for insurance at the time of purchasing the insurance of the way in which premiums may change, but the text of the Circular does not address the question of how this obligation must be fulfilled prior to enrollment and whether the obligation must be fulfilled in writing. The mediation process conducted by the parties was unsuccessful and the hearing of the action returned to the court. On February 22, 2023, the parties informed the court that they had reached agreements in principle. On November 5, 2023, the motion for certification for hearing the parties' evidence was scheduled in light of the plaintiff's request.
11. In October 2016, an action was filed in the Jerusalem District Labor Court together with a motion for its certification as a class action against the second-tier subsidiary Tzva Hakeva. The subject of the action is the allegation that Tzva Hakeva ostensibly collects investment management expenses from the fund's members, which is permissible by law, but for which there is no contractual agreement in the fund's articles of association allowing it to collect these expenses. According to the plaintiff, Tzva Hakeva therefore operated in contravention of the provisions of law and the special fiduciary obligation applicable to it. The plaintiff estimates the overall loss claimed for all members of the group it wishes to represent at NIS 30.1 million. In January 2018, it was decided to consolidate the hearing together with additional motions to certify pending class actions on the subject of direct expenses in provident funds and education funds. In February 2018, the court ruled that the Commissioner's opinion on the proceeding should be obtained. In May 2018, the Commissioner's opinion was submitted supporting the position of the Defendants in which financial institutions are permitted to collect direct expenses from the members or insureds, even if this is not explicitly mentioned in the institution's articles, and provided that this is done in accordance with the Supervision of Financial Services (Provident Funds) (Direct Expenses for Performing Transactions) Regulations, 2008 ("the Regulations"). In his position, the Commissioner noted that it is also relevant, with the necessary changes, for insurance companies that manage yield-dependent insurance. On September 18, 2023, the court handed down a ruling whereby the parties are required to submit completion of arguments on the consequences of the motions for certification of the Supreme Court judgment, which accepted the motion for leave to appeal in the matter of direct expenses in Migvan Personal Investment savings policies. The parties submitted completions of arguments. On February 20, 2024, the plaintiffs filed a notice with the court stating that in the coming days, an agreed motion for withdrawal will be filed with the court. On March 17, 2024, an agreed motion was filed with the court for the plaintiffs' abandonment of the motion for certification and the other consolidated motions, in which the court is asked to approve the plaintiffs' abandonment of the motion for certification and to instruct that their personal claim is denied.

Note 39 - Contingent liabilities and commitments (contd.)**C. Contingent Liabilities (contd.)**

12. In January 2017, an action was filed in the Lod-Center District Court together with a motion for its certification as a class action against the subsidiary Harel Insurance. The subject of the action is the allegation that Harel Insurance does not disclose (itself or through its insurance agents) to its motor insurance insureds, who are on the verge of crossing an age or driving seniority bracket in the policy period that they are able to update the driver's age or driving seniority and receive a premium refund, and that as a result these insureds overpay the premium due to not having updated the premium in the policy period as a result of changing the age or seniority bracket. The plaintiffs estimate the loss caused to members of the class they wish to represent in the amount of at least NIS 12.25 million. On February 16, 2022, a judgment was handed down by the Central District Court in which context a class action which had been filed against another insurance company on a similar matter ("the corresponding claim") was dismissed. In March 2022, the District Court ordered a stay of proceedings until a decision is given on an appeal to be filed in the corresponding claim.
13. In March 2017, an action was filed in the Jerusalem District Labor Court, together with a motion for its certification as a class action, against the subsidiary Harel Pension & Provident. The subject of the action is the allegation that until the end of 2015, Harel Pension & Provident ostensibly collected from the members of Harel Otzma Taoz Provident Fund investment management expenses, which is permissible by law, which is permissible by law, but for which there is no contractual agreement in the fund's articles of association allowing it to collect these expenses. The plaintiff estimates the loss caused to all members of the group it wishes to represent at NIS 127.1 million. In January 2018, it was decided to consolidate the hearing with additional motions to certify pending class actions on the subject of direct expenses in provident funds and education funds. In February 2018, the court ruled that the Commissioner's opinion on the proceeding should be obtained. In May 2018, the Commissioner's opinion was submitted supporting the position of the Defendants in which financial institutions are permitted to collect direct expenses from the members or insureds, even if this is not explicitly mentioned in the institution's articles, and provided that this is done in accordance with the Supervision of Financial Services (Provident Funds) (Direct Expenses for Performing Transactions) Regulations, 2008 ("the Regulations"). In his position, the Commissioner noted that it is also relevant, with the necessary changes, for insurance companies that manage yield-dependent insurance. On March 17, 2024, an agreed motion was filed with the court for the plaintiffs' abandonment of the motion for certification and the other consolidated motions, in which the court is asked to approve the plaintiffs' abandonment of the motion for certification and to instruct that their personal claim is denied.
14. In December 2017, an action was filed in the Jerusalem District Court, together with a motion for its certification as a class action, against the subsidiary Harel Insurance, against two other insurance companies, against Clalit Health Services ("Clalit") and against Maccabi Healthcare Services ("Maccabi") (hereinafter together: "the Defendants"). The subject of the action is the allegation that the Defendants allegedly refuse to provide long-term care insurance for people on the autism spectrum or they set out unreasonable conditions for accepting them to the insurance, without their decisions being based on any statistical actuarial or medical data that is relevant to the insured risk and without providing a reason for their decision, as required by law. The plaintiffs have not quantified the loss claimed for all members of the class they wish to represent, however they estimate it to be tens or even hundreds of millions of shekels. In June 2019, the court ordered the application to be submitted for obtaining the position of the Attorney General on questions arising from the motion for certification. In January 2020, the Attorney General announced that his position was the same as the position he had submitted in a parallel case and which supports the arguments of Harel Insurance. On February 6, 2023, the Jerusalem District Court denied the motion for certification of the action as a class action. On April 17, 2023, Harel Insurance was served with an appeal on the judgment which the plaintiffs in the motion for certification filed in the Supreme Court.

Note 39 – Contingent liabilities and commitments (contd.)**A. Contingent liabilities (contd.)**

15. In June 2018, a claim was filed in the Jerusalem District Court together with a motion for its certification as a class action against the subsidiary Harel Insurance and against another insurance company (hereinafter together: “the Defendants”). The subject of the action is the allegation that the Defendants refuse to recognize surgery performed for which there is a medical need as an insured event under the conditions of their health insurance policies, on the grounds that it is preventive surgery. The plaintiff has not estimated the total loss claimed by all members of the class that it wishes to represent. In September 2020, the court instructed that the Commissioner’s position on the issues arising from the motion for certification should be accepted. In February 2021, the Commissioner’s position was accepted according to which, based on the proper and appropriate interpretation of the definition of the term “surgery” according to Insurance Circular 2004/20 relating to the definition of medical procedures in health insurance (“the Surgery Circular”), which was issued by the Commissioner of Insurance, a private health insurance policy provides the insured with a safety net against the illnesses listed in the policy, which also includes cover for surgery which will prevent these illnesses from developing or occurring. In January 2022, the Jerusalem District Court certified litigation of the action as a class action. The group in whose name the class action is to be conducted is any person who entered into a health insurance contract with the Defendants, which includes insurance cover for surgery, and whose claim for performing surgery was dismissed on the grounds that the surgery is preventive and is not covered in the policy (even if the reason was presented differently in the letter of dismissal). On May 24, 2022, the subsidiary Harel Insurance filed a motion for permission to appeal the decision in the Supreme Court. On January 7, 2024, the Supreme Court dismissed the motion for leave to appeal and the motion for leave to appeal filed by the additional defendant, on the grounds that it is reasonably possible that the issues arising in the motion for approval will be ruled in favor of the Group and allowed its management as a class action. The parties are conducting a mediation process.
16. In February 2019, an action was filed in the Lod-Center District Court together with a motion for its certification as a class action against the subsidiary Harel Insurance. The subject of the action is the allegation that Harel Insurance asked insureds in a group policy for the employees of Israel Electric, who received insurance benefits from which tax was not withheld at source, to return the amounts it had paid for these tax payments. The plaintiff does not quantify the total loss caused to all members of the class it seeks to represent but it estimates the loss at more than NIS 3 million. In July 2020, Harel Insurance filed a motion for summary abandonment of the motion for certification of the claim as a class action. In September 2020, the court accepted the motion filed by Harel Insurance for summary abandonment of the motion for certification of the action as a class action, and it instructed that the motion for certification should be summarily dismissed. On November 8, 2020, Harel Insurance was served with an appeal on the judgment which the plaintiff filed in the Supreme Court. Following a hearing that was held before the Supreme Court in February 2022, the court instructed the Attorney General to submit his position on a subject of principle arising from the appeal. On September 18, 2022, the Attorney General submitted her position according to which approval should not be given to conduct a class defense by way of judicial legislation, but only by way of primary legislation. Nonetheless, in appropriate cases, a class action may be conducted for declarative relief. On January 30, the Supreme Court accepted the appeal and returned the hearing to the Central District Court for it to hear the motion for certification of the action as a class action from the beginning.
17. In June 2019, an action was filed in the Tel Aviv District Labor Court, together with a motion for its certification as a class action, against the subsidiary Harel Insurance. The subject of the action is the allegation that Harel Insurance ostensibly collects payment from insureds in life assurance policies that include insurance in the event of death and a savings component (“Managers Insurance”), for a component relating to “investment management expenses”, the collection of which is permissible by law, but without contractual agreement in the policy conditions allowing it to collect this component. The plaintiff estimates the overall loss caused to all members of the class it wishes to represent in the amount of NIS 365.3 million.

Note 39 – Contingent liabilities and commitments (contd.)**A. Contingent liabilities (contd.)**

18. In June 2019, an action was filed in the Tel Aviv-Jaffa District Court, together with an application for its certification as a class action, against the subsidiary Harel Insurance and against three other insurance companies (hereinafter together: “the Defendants”). The subject of the action is the allegation that the Defendants ostensibly refrain from paying interest on insurance benefits to their insureds, from 30 days after the claim is filed. This action and application covers the same grounds as those in a previous action and application for certification as a class action (“the First Claim”) which was partially certified as a class action on August 30, 2015 (“the Certification Decision”) by the Tel Aviv District Court and is currently being heard in its own right (see Section (A)() above), but they refer to a different period from the one for which the First Claim was certified and it was filed by the plaintiffs for reasons of caution and in parallel with their request to broaden the group represented in the First Claim also to the period from the issuing of the Certification Decision until the judgment is actually given. The plaintiffs estimate the total loss claimed for all members of the class they wish to represent against Harel Insurance at about NIS 90 million, and against all the Defendants in the amount of NIS 264.4 million. In July 2020, the Tel Aviv District Court ordered a stay of proceedings until a verdict is issued on the First Claim.
19. In January 2020, an action was filed in the Central District Court, together with a motion for its certification as a class action, against the subsidiary Harel Insurance and against two other insurance companies and a roadside assistance / breakdown service company (hereinafter together: “the Defendants”). The action alleges that the Defendants ostensibly provide their customers with substitute windshields that are not original and are not standard certified, and this ostensibly in contravention of their undertakings towards their customers in the agreements with them. The plaintiffs do not quantify the overall loss claimed for all members of the classes they wish to represent, but they estimate that it is substantially more than NIS 2.5 million.
20. In April 2020, an action was filed in the Haifa District Court, together with a motion for its certification as a class action, against the subsidiary Harel Insurance and against eleven other insurance companies (hereinafter together: “the Defendants”). The subject of the action is the allegation that the Defendants do not refund the holders of their compulsory motor, comprehensive and third-party insurance policies premiums that were ostensibly overpaid by the policyholders in view of the supposedly substantial reduction of the risk level to which the Defendants are exposed from March 2020 in view of the contraction of economic activity due to the outbreak of the COVID-19 pandemic and subsequent reduced volume of traffic. The plaintiffs estimate the total loss claimed for all members of the class they wish to represent against Harel Insurance in the amount of NIS 130 million, and against all the Defendants in the amount of NIS 1.2 billion. In June 2020, the court instructed that hearing of the motion should be transferred to the Tel Aviv District Court. In October 2021, the Tel Aviv District Court ordered a stay of proceedings in the proceeding being heard by the court and this until after the ruling on the proceeding regarding a refund of premiums to insureds in policies for insuring business premises, employers liability insurance and third-party insurance on account of an alleged reduction of the risk to which the Defendants are exposed following the outbreak of COVID-19 and the restrictions on economic activity, in which context the Haifa District Court denied the motion to certify the action as a class action against Harel Insurance and other insurance companies, becomes absolute (“Judgement in the Additional Proceeding”) or insofar as an appeal on the ruling in the Judgement in the Additional Proceeding is filed in the Supreme Court - until a ruling is given on the appeal. In December 2021, the District Court ordered the stay of proceedings to be lifted, after the judgement in the additional proceeding had become absolute.

Note 39 – Contingent liabilities and commitments (contd.)**A. Contingent liabilities (contd.)**

21. In April 2020, an action was filed in the Central District Court, together with a motion for its certification as a class action against the subsidiary Harel Insurance, against six other insurance companies and against the company that manages the pool for compulsory motor insurance (“the Pool”) (hereinafter together: “the Defendants”). The subject of the action is the allegation that the Defendants do not refund the holders of their compulsory motor, comprehensive and third-party insurance policies premiums that were ostensibly overpaid by the policyholders in view of the supposedly drastic reduction of the risk level to which the Defendants are exposed in light of the dramatic decrease in the number of claims filed with the Defendants due to the contraction of economic activity as a result of the outbreak of the COVID-19 pandemic and alleged subsequent reduced volume of traffic on the roads and percentage of road accidents in Israel. The plaintiffs estimate the total loss claimed for all members of the class they wish to represent against Harel Insurance in the amount of NIS 110 million, and against all the Defendants in the amount of NIS 720 billion. In June 2020, the court instructed that hearing of the motion should be transferred to the Tel Aviv District Court. In October 2021, the Tel Aviv District Court ordered a stay of proceedings in the proceeding being heard by the court and this until after the ruling on the proceeding regarding a refund of premiums to insureds in policies for insuring business premises, employers liability insurance and third-party insurance on account of an alleged reduction of the risk to which the Defendants are exposed following the outbreak of COVID-19 and the restrictions on economic activity, in which context the Haifa District Court denied the motion to certify the action as a class action against Harel Insurance and other insurance companies, becomes absolute (“Judgement in the Additional Proceeding”) or insofar as an appeal on the ruling in the Judgement in the Additional Proceeding is filed in the Supreme Court - until a ruling is given on the appeal. In December 2021, the District Court ordered the stay of proceedings to be lifted, after the judgement in the additional proceeding had become absolute.
22. In May 2020, an action was filed in the Tel Aviv District Court, together with a motion for its certification as a class action against the subsidiary Harel Pension & Provident and against thirteen other management companies (hereinafter together: “the Defendants”). The subject of the action is the allegation that the Defendants ostensibly classify part of the provisions for their customers to the education funds that they manage as tax-liable provisions, despite the fact that they are not such. The plaintiffs have not quantified the loss claimed for all members of the class they wish to represent, but they estimate it, on the low side, in the amount of hundreds of millions of shekels. In April 2021, a motion was filed for permission to file a third-party notice against the Tax Authority. In August 2021, the Tax Authority responded to the motion and argued, among other things, that according to its position, the motion for certification should have been filed in an appropriate proceeding against the Tax Authority and not against the defendants and that there is no place to approve the motion in the manner in which it was filed. Furthermore, the court asked to instruct that the Tax Authority should be included as a respondent to the proceeding and to instruct it to submit its position on the arguments set out in the motion for certification. In February 2022, the court instructed that the Tax Authority should be included as a respondent in the proceeding. The Tax Authority submitted its response in August 2022 and, among other things, argued that the proceeding is inconsistent with investigation as a class proceeding and that the respondents operate in these contexts as a “conduit” to transfer money. The Authority rejected the applicants’ position whereby the calculation should be annual, stated that the statutory calculation should be monthly, and explained that in its circulars, over the years, it allowed the calculation to be made on an aggregate monthly basis. The parties are in mediation.

Note 39 – Contingent liabilities and commitments (contd.)**A. Contingent liabilities (contd.)**

23. In June 2020, an action was filed in the Central Region District Court together with a motion for its certification as a class action against the subsidiaries Harel Insurance and Harel Pension & Provident (hereinafter together “the Defendants”). The subject of the action is the allegation that as part of loan agreements between the Defendants and their customers, in loans that are linked to the Consumer Price Index (“the CPI”), it was allegedly determined that if the CPI decreases, principal and interest payments will not fall below their value as specified in the loan repayment schedule. This, ostensibly, in contravention of the law and which constitutes, as argued by the plaintiff, a discriminatory condition in a standard contract. The plaintiff does not quantify the total loss caused to all members of the class it seeks to represent but it estimates the loss at more than NIS 3 million. The mediation proceeding conducted by the parties was unsuccessful. In October 2022, the court instructed the Commissioner to provide his opinion on the issues in dispute. On March 13, 2023, the Commissioner’s position was submitted according to which if it is determined that the linkage mechanism failed to meet the statutory provision, and the excess payment must be refunded, the restitution may be made from the provident fund monies or from the insureds monies. In accordance with the court’s decision, on April 23, 2023, the hearing was transferred to the Tel Aviv District Labor Court.
24. In July 2020, an action was filed in the Lod-Center District Court, together with an application for its certification as a class action, against the subsidiary Harel Insurance and against four other insurance companies (hereinafter together: “the Defendants”). The subject of the action is the allegation that the Defendants ostensibly do not reduce the insurance premiums for insureds determined with exclusions on account of a pre-existing medical condition despite the fact that the exclusions allegedly reduce the insurance risk relative to the risk in policies for insureds for whom similar exclusions were not determined. The plaintiffs estimate the total loss claimed for all members of the class they wish to represent against Harel Insurance in the amount of NIS 760 million, and against all the Defendants in the amount of NIS 1.9 billion.
25. In August 2020, an action was filed in the Lod-Center District Court together with a motion for its certification as a class action against the subsidiary Harel Insurance. The subject of the action is the allegation that Harel Insurance ostensibly conditions the investigation of claims for disability in personal accident policies on the submittal of a medical opinion for the insureds and that it refuses to reimburse the insureds for the cost of the professional opinion and this, ostensibly in contravention of the policy provisions and also the allegation that Harel Insurance assesses each of the claim components separately, in contravention of the statutory provisions. The plaintiffs have not quantified the loss claimed for all members of the group they wish to represent, but they estimate that it is more than NIS 3 million. The parties conducted a mediation process. On November 23, 2023, the parties filed a motion in the Lod-Center District Court to approve a compromise settlement in which context it was agreed that part of the cost of the expert opinion submitted by the class members, as they are defined in the compromise settlement, will be paid to the class members.
26. In September 2020, an action was filed against the subsidiary Harel Insurance in the Tel Aviv District Court, together with a motion for its certification as a class action. The subject of the action is the allegation that Harel Insurance allegedly does not disclose to its travel insurance policyholders that the limitation associated with baggage insurance with respect to the maximum amount of compensation for loss or theft of an item also applies to the loss or theft of a valuable item. The plaintiffs estimate the total loss claimed for all the class members they wish to represent in the amount of NIS 447 million. In December 2021, the court transferred the motion to obtain the Commissioner’s position in relation to the dispute which is the subject of the motion to certify the action as a class action. In March 2022, the Commissioner’s position was submitted according to which Harel’s interpretation is inconsistent with the simple wording of the policy.

Note 39 – Contingent liabilities and commitments (contd.)**A. Contingent liabilities (contd.)**

27. In December 2020, an action was filed in the Tel Aviv Jaffa District Court, together with a motion for its certification as a class action, against the subsidiary Harel Pension & Provident. The subject of the action is the allegation that Harel Pension & Provident does not, ostensibly, comply with the statutory provisions relating to the location of members with whom contact has been lost and relating to the location and notification of beneficiaries and heirs of deceased members. It is further alleged that Harel Pension & Provident ostensibly collected excess management fees in a manner contrary to the statutory provisions. The plaintiffs have not quantified the loss claimed for all members of the class they wish to represent, but they estimate it to be tens and even hundreds of millions of shekels. On September 4, 2022, the Tel Aviv District Court partially certified litigation of the claim as a class action. The class in whose name the class action will be litigated is all the lawful beneficiaries and/or heirs of deceased members, as well as all members with whom contact has been severed and from whose accounts Harel Pension & Provident collected management fees at a rate in excess of the rate permitted by law, and this, from 2006 and up to the date of filing the motion for certification. The parties are conducting a mediation process.
28. In March 2021, an action was filed in the Central District Court together with a motion for its certification as a class action against the subsidiary Harel Insurance. The subject of the action is the allegation that Harel Insurance ostensibly unlawfully rejects claims by insureds in personal accident policies for payment of compensation for hospitalization days in a medical center which is not a general hospital, on the grounds that the policy defines a “hospital” as a general hospital only, and that the policy is ostensibly worded in a misleading manner and in contravention of the law, while violating Circular 2001/9 of the Commissioner of Insurance on the subject of “proper disclosure for insureds when enrolling in a health insurance policy”. The plaintiff does not quantify the total loss caused to all members of the class it seeks to represent but it estimates the loss at more than NIS 2.5 million. The parties are in mediation.
29. In March 2021, an action was filed in the Tel Aviv District Court, together with a motion for its certification as a class action against the subsidiary Harel Insurance and against two other insurance companies (hereinafter together: “the Defendants”). The subject of the action is the allegation that the Defendants ostensibly reject claims by health insurance policyholders, which include cover for medications that are not included in the health services basket, in respect of the costs of medical cannabis, despite the fact that it is argued that medical cannabis ostensibly meets the definition of “medication” in the policies. The plaintiffs estimate the total loss claimed for all members of the class they wish to represent against all the Defendants in the amount of NIS 79 million. The parties are in mediation.
30. In April 2021, an action was filed in the Tel Aviv District Court, together with a motion for its certification as a class action, against the Company and against 14 different financial institutions - banks, insurance companies, investment houses, credit companies and credit card companies (hereinafter together: “the Defendants”). The subject of the action is the allegation that personal information about the Defendants’ customers who utilize the digital services on the Defendants websites and apps is ostensibly passed on to third parties, particularly to Google and its advertising services, without the customers’ explicit consent. The plaintiffs have not quantified the loss claimed for all members of the class they wish to represent, but they estimate it to be millions of shekels. The mediation between the parties was unsuccessful and the hearing on the action was returned to the court

Notes to the Consolidated Financial Statement

Note 39 – Contingent liabilities and commitments (contd.)**A. Contingent liabilities (contd.)**

31. In July 2021, an action was filed in the Tel Aviv District Court, together with a motion for its certification as a class action, against the subsidiary Harel Insurance and against six other insurance companies (hereinafter together: “the Defendants”). The subject of the action is the argument that when calculating the monthly benefit paid to insureds in life assurance policies which include profit sharing from the investment portfolio, the Defendants allegedly deduct interest from the monthly return accrued to the insureds, without any appropriate stipulation to this effect in the policy conditions and without the rate of interest being specified in the policies. The plaintiffs have not quantified the loss claimed for all members of the group they wish to represent, but they estimate that it is more than NIS 2.5 million.
32. In September 2021, an action was filed in the Jerusalem District Court together with a motion for its certification as a class action against the subsidiaries Harel Pension & Provident and Harel Insurance (hereinafter together: “the Defendants”). The subject of the action is the allegation that the Defendants allegedly send advertisements by SMS and email and this, ostensibly, without obtaining the recipient’s consent to receive such advertisements, without specifying that it is advertising, without including a message concerning the right to refuse to receive advertisements and without providing an option to refuse. This ostensibly in contravention of the Communications (Telecommunications and Broadcasts) Law, 1982. The plaintiffs estimate the total loss claimed for all members of the class they wish to represent in the amount of NIS 10 million. The parties are in mediation.
33. In October 2021, an action was filed in the Lod-Center District Court, together with an application for its certification as a class action, against the subsidiary Harel Insurance and against an additional insurance company (hereinafter together: “the Defendants”). The subject of the action is the allegation that the Defendants ostensibly and unlawfully dismiss insurance claims for special-needs children, in the context of a long-term care policy, despite the fact that, according to the plaintiffs, they meet the definition of “cognitively impaired” according to the policy, and this without conducting any examination as to whether their condition corresponds with this definition. The plaintiffs estimate the total loss claimed for all members of the class they wish to represent against both defendants together in the amount of NIS 2.97 billion.
34. In October 2021, an action was filed in the Tel Aviv District Court, together with a motion for its certification as a class action, against the subsidiary Harel Insurance. The subject of the action is the allegation, in part, that Harel Insurance ostensibly does not pay insureds in profit-sharing life assurance policies, according to which the insurance benefits are paid on the basis of an Rm formula, the full payment for the investment profits according to the policy instructions and that it ostensibly fails to calculate the yield rate in accordance with the policy instructions. This action addresses grounds which correspond partially with those addressed in a previous action and motion for certification as a class action - the Ben Ezra case (“the First Claim”), which was partially certified for litigation as a class action on March 27, 2019, by the Tel Aviv District Court (“the Certification Decision”) and the application of which was limited by the Supreme Court to a number of specific policies only (see Section (A)(4) above). As a result, this action and motion for its certification as a class action was filed in relation to the other policies which are no longer included in the First Claim. The plaintiff estimates the overall loss caused to all members of the class it wishes to represent in the amount of NIS 1.4 billion.
35. In November 2021, an action was filed in the Tel Aviv District Labor Court, together with a motion for its certification as a class action, against the subsidiary Harel Insurance. The subject of the action is the allegation that Harel Insurance ostensibly refuses to provide insurance cover for partial work disability for its insureds in group medical insurance, and this ostensibly in contravention of the policy instructions. The plaintiff has not estimated the total loss claimed by all members of the class that it wishes to represent.

Notes to the Consolidated Financial Statement

Note 39 – Contingent liabilities and commitments (contd.)**A. Contingent liabilities (contd.)**

36. In December 2021, an action was filed in the Lod-Center District Court together with a motion for its certification as a class action against the subsidiary Harel Insurance. The subject of the action is the allegation that Harel Insurance allegedly increases the premiums collected from its insureds in home structural insurance policies when they are renewed without obtaining their express agreement in advance to raise the premiums. The plaintiffs have not quantified the loss claimed for all members of the group they wish to represent, but they estimate that it is more than NIS 2.5 million.. The mediation process conducted by the parties was unsuccessful and the hearing of the action returned to the court.
37. In March 2022, an action was filed against the subsidiary Harel Insurance, together with a motion for its certification as a class action, in the Tel Aviv District Court. The subject of the action is the allegation that Harel Insurance allegedly unlawfully collected and collects from the insureds a premium for insurance cover for preventive surgery. The plaintiff does not quantify the total loss claimed for all members of the class it wishes to represent but it estimates the loss to be substantially more than NIS 2.5 million.
38. In April 2022, an action was filed in the Central District Court together with a motion for its certification as a class action against the subsidiary Harel Insurance. The subject of the action is the allegation that Harel Insurance is in breach of its lawful obligation to pay linkage differences in respect of insurance benefits paid in the non-life insurance sectors for the period between the date on which the insured event occurs and the date of payment of the insurance benefits. The plaintiff does not quantify the loss claimed for all members of the class it wishes to represent. On January 12, 2023, a hearing took place in which the parties informed the court that they had decided to enter into a mediation process.
39. In August 2022, an action was filed against the Company in the Tel Aviv District Court, together with an application for its certification as a class action. The subject of the action is the allegation that the Company's website is not accessible for people with disabilities, in contravention of the provisions of the law. The plaintiff does not quantify the loss claimed for all members of the class it wishes to represent. On December 21, 2023, the parties filed a motion with the Tel Aviv District Court to approve the compromise settlement, in which context it was agreed that the Company would apply several measures to increase accessibility for people with disabilities, including a donation to the association as set out in the agreement.
40. In August 2022, an action was filed in the Tel Aviv District Court, together with a motion for its certification as a class action against the subsidiary Harel Insurance. The subject of the action is the allegation that Harel Insurance ostensibly saves and sends personal information about its customers, in contravention of the statutory provisions and in an infringement of their privacy. The amount of the action is estimated at more than NIS 500 million (estimate only until additional data is received).
41. In September 2022, an action was filed in the Tel Aviv District Court, together with a motion for its certification as a class action, against the subsidiary Harel Insurance and four other insurance companies. The subject of the action is the allegation that the Defendants only indemnify women insureds for expenses for prenatal tests and examinations for newborns, thus ostensibly discriminating against male insureds in their health policies. The plaintiff does not estimate the overall loss caused to all members of the class it wishes to represent but he estimates it to be more than NIS 2.5 million.
42. In September 2022, an action was filed in the Tel Aviv District Court, together with a motion for its certification as a class action, against the subsidiary Harel Insurance. The subject of the action is the allegation that Harel Insurance ostensibly neglects to pay in the Preferred Bonus health policy ("the Policy") the full cumulative premiums, in contravention of the policy instructions, and that Harel Insurance allegedly collects excess premiums from the insureds in this policy. The plaintiff does not estimate the overall loss caused to all members of the class it wishes to represent.

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Note 39 – Contingent liabilities and commitments (contd.)**A. Contingent liabilities (contd.)****Actions filed in the Reporting Period**

43. In February 2023, an action was filed in the Central District Court together with a motion for its certification as a class action against the subsidiary Harel Insurance. The subject of the action is the allegation that Harel Insurance allegedly does not pay its insureds who have motor and third party insurance, the full fee for the assessor who prepared the loss assessment for the vehicle, in contravention of the provisions of the policy and the law. The plaintiff does not quantify the total loss claimed for all members of the class it wishes to represent.
44. In May 2023, an action was filed in the Tel Aviv District Court, together with a motion for its certification as a class action, against the subsidiary Harel Insurance. The subject of the action is the allegation that although Harel Insurance ostensibly marketed a health insurance policy stipulating that the fourth child onwards will receive free insurance cover, it still charged payment for a health policy for the fourth child onwards born after 2016. The plaintiffs have not quantified the loss claimed for all members of the class they wish to represent, but they estimate that it is more than NIS 2.5 million.
45. In June 2023, an action was filed in the Tel Aviv District Court together with a motion for its certification as a class action against the subsidiaries, Harel Insurance Company, Harel Pension & Provident, against two additional insurance companies, and against two additional management companies "the Defendants"), on the grounds that the Defendants allegedly withheld tax from the "recognized annuity" component that was tax exempt, thus ostensibly reducing the amount of the annuity received by the class members, in contravention of the law. The plaintiffs estimate the total loss claimed for all members of the class they wish to represent at NIS 297 million.
46. In July 2023, an action was filed in the Central District Court together with a motion for its certification as a class action against the subsidiary Harel Insurance. The subject of the action is the allegation that Harel Insurance ostensibly transfers money to its insureds by check rather than by bank transfer or a credit card credit, and this ostensibly in contravention of the provisions of the law. The plaintiff quantifies the total loss claimed by all members of the class that it wishes to represent at more than NIS 3 million.
47. In September 2023, an action was filed in the Central District Court together with a motion for its certification as a class action against the subsidiary Harel Insurance. The subject of the action is the allegation that Harel Insurance ostensibly approves claims filed by insureds who have become long-term care patients from the date of submittal of the claim and not from the earlier date, on which they became long-term care patients, thus ostensibly avoiding the payment of insurance benefits for which it is liable and it collects premiums to which it is not entitled, in contravention of the provisions of the policy and the law. The plaintiffs have not quantified the loss claimed for all members of the class they wish to represent, but they estimate that it is more than NIS 2.5 million.
48. In September 2023, an action was filed in the Central District Court together with a motion for its certification as a class action against the subsidiary Harel Insurance and against an additional insurance company "the Defendants"). The subject of the action is the allegation that when purchasing travel insurance, the Defendants allegedly collect a dollar-linked payment at an exchange rate that is not the representative dollar rate as agreed in the policy conditions. The plaintiff estimates the loss for all members of the class it wishes to represent against Harel Insurance in the amount of NIS 12.25 million and against the additional insurance company in the amount of NIS 2.1 million.
49. In September 2023, an action was filed in the Tel Aviv District Labor Court, together with a motion for its certification as a class action, against the subsidiary Harel Insurance and against Clalit Health Services "the Defendants"). The subject of the action is the allegation that the Defendants collect payment from parents for long-term care insurance for their children who have reached the age of 19, and this ostensibly without express permission or consent prior to starting the charge and without notifying, warning and/or informing as required by law. The plaintiffs do not quantify the loss claimed for all members of the class they wish to represent.

Note 39 – Contingent liabilities and commitments (contd.)**A. Contingent liabilities (contd.)****Actions filed in the Reporting Period**

50. In September 2023, an action was filed in the Central District Court together with a motion for its certification as a class action against the subsidiary Harel Insurance. The subject of the action is the allegation that Harel Insurance rejects, ostensibly unlawfully, claims for the cover of expenses for treatment with injections under fluoroscopy (contrast media injections) for insureds in health insurance policies, alleging that the treatment is an injection not included in the definition of surgery according to the policies and this, ostensibly, in a misleading manner and in contravention of the law. The plaintiff does not quantify the total loss caused to all members of the class it seeks to represent but it estimates the loss at more than NIS 2.5 million.
51. In September 2023, an action was filed in the Central District Court together with a motion for its certification as a class action against the Company and against Marpet Ltd., in which the Company is the controlling shareholder “the Defendants”). The subject of the action is the allegation that the Defendants ostensibly market medical services for pets in a misleading manner and in contravention of the law. The plaintiff does not quantify the total loss caused to all members of the class it seeks to represent but it estimates the loss at more than NIS 2.5 million.
52. In September 2023, an action was filed in the Tel Aviv District Court, together with a motion for its certification as a class action, against the subsidiary Harel Insurance and seven other insurance companies “the Defendants”). The subject of the action is the allegation that the Defendants ostensibly refuse to provide towing services for insureds with policies that include a service note for the provision of vehicle towing services, and this ostensibly without disclosing this in the text of the service notes. The plaintiffs estimate the total loss claimed for all members of the class they wish to represent in the amount of NIS 80 million.
53. In September 2023, an action was filed in the Tel Aviv District Court, together with a motion for its certification as a class action, against the subsidiary Harel Insurance and seven other insurance companies “the Defendants”). The subject of the action is the allegation that in extreme scenarios such as the Swords of Iron War, the risk is expected to drop sharply and a large, unplanned profit might be created in future for the insurance companies, this without appropriate relief that includes a significant cut in premiums for insureds in policies in which the risk components were reduced significantly and in some cases do not exist at all if premiums continue to be collected without any change. The plaintiffs estimate the total loss claimed for all members of the class against all the Defendants in the amount of NIS 10.02 million.
54. In December 2023, an action was filed in the Tel Aviv District Labor Court, together with a motion for its certification as a class action, against the subsidiary Harel Insurance and against Clalit Health Services “the Defendants”). The subject of the action is the allegation that the defendants allegedly mislead members of Clalit Health Services by publishing on the website of Clalit Health Services that the prescription period for a claim for payment of long-term care insurance benefits is three years from the occurrence of the insurance event and not five years, which is in contravention of the provisions of the law . The plaintiff quantifies the total loss claimed at over NIS 3 million against the two Defendants. On January 22, 2024, the plaintiff filed a motion with the Tel Aviv District Labor Court to strike out the class action and petitioned the court to order the claim and the motion for certification as a class action against the Defendants to be struck out and to close the case without an order for costs.

Notes to the Consolidated Financial Statement

Note 39 – Contingent liabilities and commitments (contd.)**B. Contingent liabilities - Shirbit**

Below is information about the exposure for class actions and motions for recognition of actions as class actions that were filed against Shirbit Insurance Company Ltd. (“Shirbit”), whose insurance activity was acquired by Harel Insurance on December 1, 2021.

1. In September 2015, an action was filed in the Tel Aviv District Court, together with a motion for its certification as a class action, against Shirbit and against another insurance company. The subject of the action is the allegation that Shirbit allegedly refrains from paying insurance benefits to its insureds, together with interest and linkage differences, for the period from the occurrence of the insured event until the time of payment of the insurance payments, and alternatively, for the period commencing from 30 days after the insurance claim is filed and up to the actual date of payment of the insurance benefits. The total loss claimed for members of the class against Shirbit is NIS 10 million. On May 26, 2021, the Tel Aviv District Court accepted the motion for certification. According to the ruling, the group is defined as any eligible person (insured, beneficiary or third party) who in the period commencing three years prior to filing the action and its termination on the day of certification of the action as a class action, received insurance benefits from Shirbit, not in accordance with a judgement given on his case, without the inclusion of interest by law. In September 2021, Shirbit, together with other insurance companies who were sued in a number of motions for certification on the same grounds (“the Defendants”), filed a motion for a stay of proceedings on the action, until a ruling is given on an appeal filed in the Supreme Court as part of another class action that was approved on an identical matter against other insurance companies, including Harel Insurance (see Section (A)(4) above). In October 2021, the court denied the motion for a stay of proceedings. In January 2022, the Defendants filed another motion for a stay of proceedings. In March 2022, the District Court ordered a stay of proceedings until a ruling is given on an appeal filed in the Supreme Court on the corresponding claim and it instructed that the action should be litigated jointly following the ruling on the appeal. In November 2022, the Supreme Court denied the appeal on the partial ruling in the corresponding claim, in the absence of grounds for judicial intervention in an interim decision. It was also stipulated that the appropriate place to investigate the appeal arguments is in the form of an appeal on the final judgment. In May 2023, the court revoked its decision concerning a joint proceeding for the action with a corresponding claim and it instructed that the claims should be heard separately.
2. In January 2017, an action was filed in the Lod-Center District Court together with a motion for its certification as a class action against the Shirbit. The subject of the action is the allegation that Shirbit does not disclose to its motor insurance insureds, who are on the verge of crossing an age or driving seniority bracket that it applies in the policy period, that they are able to update the driver’s age or driving seniority, and receive a surplus premium, and that as a result these insureds overpay the premium due to not having updated the premium in the policy period as a result of changing the age or seniority bracket. The plaintiffs estimate the loss caused to members of the class they wish to represent in the amount of NIS 43.31 million. On February 16, 2022, a judgment was handed down by the Central District Court in which a class action which had been filed against another insurance company on a similar matter (“the corresponding claim”) was dismissed. In March 2022, the District Court ordered a stay of proceedings until a decision is given on an appeal to be filed in the corresponding claim.

Note 39 – Contingent liabilities and commitments (contd.)**B. Contingent liabilities – Shirbit (contd.)**

3. In April 2020, an action was filed in the Haifa District Court, together with a motion for its certification as a class action, against Shirbit and against eleven other insurance companies (hereinafter together: “the Defendants”), including Harel Insurance (see Section (A)(23) above). The subject of the action is the allegation that the Defendants do not refund the holders of their compulsory motor, comprehensive and third-party insurance policies premiums that were ostensibly overpaid by the policyholders in view of the supposedly substantial reduction of the risk level to which the Defendants are exposed from March 2020 in view of the contraction of economic activity due to the outbreak of the COVID-19 pandemic and subsequent reduced volume of traffic. The plaintiffs estimate the total loss claimed for all members of the class they wish to represent against Shirbit in the amount of NIS 38 million, and against all the Defendants in the amount of NIS 1.2 billion. In June 2020, the court instructed that hearing of the motion should be transferred to the Tel Aviv District Court. In October 2021, the Tel Aviv District Court ordered a stay of proceedings in a proceeding being heard by the court and this until after a ruling on a proceeding to which Shirbit is not a party regarding a refund of premiums to insureds in policies for insuring business premises, employers liability insurance and third-party insurance on account of an alleged reduction of the risk to which the Defendants are exposed following the outbreak of COVID-19 and the restrictions on economic activity, in which context the Haifa District Court denied the motion to certify an action as a class action that had been filed against other insurance companies, becomes absolute (“Judgement in the Additional Proceeding”) or insofar as an appeal on the ruling in the Judgement in the Additional Proceeding is filed in the Supreme Court - until a ruling is given on the appeal. In December 2021, the District Court ordered the stay of proceedings to be lifted, after the judgement in the additional proceeding had become absolute.
4. In December 2020, four motions to certify actions as class actions were filed against Shirbit (three motions to certify actions as class actions were filed in the Lod-Center District Court and one motion was filed in the Tel Aviv District Court), on similar grounds of a data security failure against the backdrop of a cyber security attack on Shirbit’s servers by hackers and the publication of personal information about Shirbit’s customers. In June 2021, the plaintiffs in the four motions to certify actions as class actions, filed a consolidated motion for certification. The subject of the consolidated action is the allegation that alleged security omissions in Shirbit caused the leak of information and data in Shirbit’s possession. The plaintiffs have not quantified the loss claimed for all members of the class they wish to represent, but they estimate that it is more than NIS 2.5 million. In January 2022, the parties informed the court of their agreement to enter into a mediation process. On June 29, 2023, the parties filed a motion in the Lod-Center District Court to approve a compromise settlement in which it was agreed, among other things, that the subsidiary Harel Insurance Company Ltd. will pay financial compensation to the class members, as they are defined in the compromise settlement, regarding whom “sensitive information” and/or “non-sensitive information”, according to their definition in the compromise settlement, was published.

Notes to the Consolidated Financial Statement

Note 39 – Contingent liabilities and commitments (contd.)**B. Contingent liabilities – Shirbit (contd.)****Summary table:**

The following table summarizes the amounts claimed as part of the pending motions for the approval of class actions, actions that were certified as a class action, and other significant claims against the Company and/or subsidiaries and/or Shirbit, as specified by the plaintiffs in the pleadings they filed. It is stipulated that the amount claimed does not necessarily constitute the sum of the exposure estimated by the Company, given that these are the plaintiffs' estimates and they will be clarified during the litigation process.

<u>Type</u>	Number of claims	Amount claimed in NIS million
<u>Actions that were certified as a class action:</u>		
Amount pertaining to the Company and/ or consolidated subsidiaries is specified	6	1,239
Claim relates to several companies and no specific amount was attributed to the Company and/ or consolidated subsidiaries	1	48
Claim amount is not specified	3	
<u>Pending motions for certification of actions as class actions:</u>		
Amount pertaining to the Company and/ or consolidated subsidiaries is specified	16	4,207
Claim relates to several companies and no specific amount was attributed to the Company and/ or consolidated subsidiaries	6	5,436
Claim amount is not specified	26	

The total provision for claims filed against the Company and against Shirbit as noted above at December 31, 2023, and December 31, 2022, amounts to NIS 158 million and NIS 156 million, respectively.

Note 39 – Contingent liabilities and commitments (contd.)**C. Petition filed in the High Court of Justice in the Reporting Period**

In November 2023, Clalit Health Services ("Clalit") filed a petition at the Supreme Court sitting as the High Court of Justice, against the Minister of Finance, the Minister of Health, the Director General of the Ministry of Health, the Capital Market, Insurance and Savings Authority "Respondents 1-4"), the subsidiary Harel Insurance, Maccabi Health Services, Meuhedet Health Fund, and Leumit Health Fund (all three together: "the HMOs"). In this petition, the court was asked to grant orders nisi (conditional orders) against Respondents 1-4 the main points of which are to instruct them to take urgent action to draw up a plan of action to facilitate the continuation of group long-term care insurance in Israel for the HMO insureds, including those insured by Clalit. In view of the foregoing, and taking note of the fact that Harel Insurance (as noted above, as the insurer for Clalit members with group long-term care insurance) informed Clalit that the group long-term care agreement for Clalit members is due to expire at the end of December 31, 2023 and will not be extended for an additional period under the present conditions, and Clalit informed Harel Insurance that it disputes this position and that it has the right to extend the agreement, the court is also requested to issue a temporary interim order against Harel Insurance obligating it to continue the long-term term care insurance in its present format for an interim period of an additional six months at least - up to June 30, 2024. This relief was requested according to Clalit, so that the principal petition against Respondents 1-4 will not become pointless. On November 5, 2023, the court handed down a ruling according to which at this stage, an interim order is inappropriate. The court ordered all the Respondents to submit a preliminary response to the petition and to the motion to issue an interim order by November 30, 2023, and the court also instructed that the petition will be scheduled for a hearing no later than January 12, 2024. On December 13, 2023, a permit was received from the Capital Market, Insurance and Savings Authority to operate the policy for a period of 12 months (from January 1, 2024 to December 31, 2024), after Harel and Clalit Health Services ("Clalit") signed an agreed outline for a 12-month extension of the policy period. Under the outline, Clalit waived all its claims related to the non-extension of the policy for a period of three years. The outline between Harel and Clalit includes the cancellation of the insurance risk limit of Harel Insurance; a reduction in the amount of insurance benefits (in accordance with the guidelines of the Capital Market, Insurance and Savings Authority), and an increase in insurance premiums.

Note 39 – Contingent liabilities and commitments (contd.)**D. Claims that were settled in the Reporting Period**

1. In November 2020, an action was filed in the Central District Court together with a motion for its certification as a class action against the subsidiary Harel Insurance. The subject of the action was the allegation that Harel Insurance ostensibly does not allow service notes in a policy to be cancelled separately from the other components of the insurance plan, and that ostensibly it does not provide proper disclosure prior to entering into the agreement concerning the cancellation of service notes. On December 22, 2022, the applicant filed an agreed motion for abandonment of the motion for certification against Harel Insurance in the Central District Court in which the court was asked to approve the applicant's abandonment of the motion for certification and to instruct that the applicant's personal claim be dismissed. As part of the motion for abandonment, Harel Insurance agreed to provide disclosure about the option to cancel the service note only at any time. On January 9, 2023, the District Court approved the plaintiff's motion to abandon the motion for certification, and it ordered the dismissal of the plaintiff's personal claim.
2. In April 2020, an action was filed in the Tel Aviv District Court, together with a motion for its certification as a class action, against the subsidiary Harel Insurance and against twelve other insurance companies (hereinafter together: "the Defendants"). The subject of the action was the allegation that the Defendants must refund to holders of their motor insurance and homeowners insurance policies part of the premiums which they ostensibly overpaid, in view of the alleged significant reduction of the risk that the Defendants undertook when they determined the premiums in these policies. This following the outbreak of the Covid-19 pandemic and the subsequent restrictions on movement and activity that were imposed and which allegedly led to a much lower volume of traffic and travel and consequently a significant decrease in bodily injury and damage to property. In February 2021, the court ordered dismissal of the motion concerning the motor insurance with respect to Harel Insurance and the other respondents (except for one insurance company) and that the motion will continue to be heard on the homeowners insurance policies. The court instructed that the plaintiffs should consider their next steps regarding the method of litigating the motion for certification, in view of the decision. In April 2021, the plaintiffs filed an appeal in the Supreme Court against the decision of the District Court. In October 2021, the Tel Aviv District Court ordered a stay of proceedings in the proceeding being heard by the court and this until after the ruling on the proceeding regarding a refund of premiums to insureds in policies for insuring business premises, employers liability insurance and third-party insurance on account of an alleged reduction of the risk to which the Defendants are exposed following the outbreak of Covid-19 and the restrictions on economic activity, in which context the Haifa District Court denied the motion to certify the action as a class action against Harel Insurance and other insurance companies, becomes absolute ("Judgement in the Additional Proceeding") or insofar as an appeal on the ruling in the Judgement in the Additional Proceeding is filed in the Supreme Court - until a ruling is given on the appeal. In December 2021, the District Court ordered the stay of proceedings to be lifted, after the judgement in the additional proceeding had become absolute. On February 22, 2023, an agreed motion for abandonment of the motion for certification against the Defendants by the plaintiffs was filed in the Tel Aviv District Court, in which the court was asked to approve the plaintiffs' abandonment of the motion for certification and to order the dismissal of their personal claim. On February 27, 2023, the Tel Aviv District Court approved the plaintiff's motion to abandon the motion for certification, and it ordered the dismissal of the plaintiffs' personal claim.

Notes to the Consolidated Financial Statement

Note 39 – Contingent liabilities and commitments (contd.)**D. Claims that were settled in the Reporting Period (contd.)**

3. In December 2020, an action was filed in the Central District Court together with a motion for its certification as a class action against the subsidiary Harel Insurance. The subject of the action was the allegation that Harel Insurance ostensibly links the premiums and insurance benefits for insureds in the group long-term care policy for members of Clalit Health Services - Supplementary Plus LTC, to an erroneous index and this, ostensibly, in contravention of the Supervision of Financial Services (Insurance) (Group Long-term care insurance for HMO members) Law, 2015. In March 2022, the court instructed that issues in dispute should be submitted to the Commissioner for his position. In August 2022, the Commissioner's position was submitted in which regarding the issue of linkage of the insurance benefits, insofar as the court finds that payment was in fact deficient, these amounts must be returned to the eligible insureds. On February 22, 2022, an agreed motion for the plaintiffs' abandonment of the motion for certification against Harel Insurance was filed in the Lod-Center District Court in which the court is asked to approve the plaintiffs' abandonment of the motion for certification and to instruct that their personal claim be denied and that the motion for certification should be struck out. As part of the motion for abandonment, Harel Insurance agreed to present the premium tariffs after their linkage to the relevant index and to refund the insurance benefits that had been underpaid. On March 2, 2023, the Central District Court approved the plaintiff's motion to abandon the motion for certification, and it ordered the dismissal of the plaintiffs' personal claim.
4. In July 2021, an action was filed in the Tel Aviv District Court, together with a motion for its certification as a class action, against the second-tier subsidiary Harel Finance & Issues Ltd. ("Harel Finance & Issues"). The subject of the action was the allegation that Harel Finance & Issues allegedly does not make its reports accessible on the internet-based information systems operated by the Israel Securities Authority and the Tel Aviv Stock Exchange (the Magna and Maya systems, respectively), thus ostensibly preventing or limiting the possibility of people with disabilities from receiving information from these reports. This, ostensibly in contravention of the Equal Rights for Persons with Disabilities Law, 1998 and the Equal Rights for Persons with Disabilities (Service Accessibility Adjustments) Regulations, 2013. On March 5, 2023, the Tel Aviv District Court denied the motion for certification of the action as a class action.
5. In February 2022, an action was filed in the Central District Court together with a motion for its certification as a class action against the subsidiary Harel Insurance. The subject of the action was the allegation that Harel Insurance allegedly pays insureds in group health policies for members of the Teachers Union a partial refund of the difference between the full amount paid for a specialist consultation and the amount of participation by the HMOs of which the insureds are members. At the hearing which took place on May 1, 2023, the Central District Court accepted the plaintiff's request to abandon the action and motion for its certification as a class action, and accordingly it instructed that the motion for certification be struck out and that the plaintiff's personal claim should be denied.
6. In January 2020, an action was filed in the Beersheba District Court, together with a motion for its certification as a class action, against the subsidiary Harel Insurance and against Kranot Hashotrim B'Israel Ltd. (Israel Police Funds). The subject of the action was the allegation that Harel Insurance ostensibly failed to provide its insureds who hold group life assurance with a copy of the insurance policy and that ostensibly neglected to disclose to them changes that were made in the policy incidental to renewal of the policy. In December 2020, the motion for certification with respect to Israel Police Funds was dismissed outright and the action and the motion were litigated exclusively against Harel Insurance. In September 2021, the court sent the motion to the Commissioner to obtain his position on questions arising from the motion for certification. In January 2022, the Commissioner's position was submitted supporting the position of the Defendants to the effect that insofar as the Israel Police Funds transferred the policies and the policy schedule by e-mail and by regular mail, as chosen by the insured and as arises from the pleadings, then the Israel Police Funds and Harel Insurance have in fact complied with the Authority's requirements regarding the method of informing the insureds that the new insurance policy had entered into force. On May 30, 2022, the Beersheba District Court denied the motion for certification of the action as a class action. On July 28, 2022, Harel Insurance was served with an appeal on the judgment which the plaintiffs in the motion for certification filed in the Supreme Court. On June 8, 2023, the Supreme Court denied the appeal.

Note 39 – Contingent liabilities and commitments (contd.)**D. Claims that were settled in the Reporting Period (contd.)**

7. In September 2016, an action was filed in the Lod-Center District Court together with a motion for its certification as a class action against the subsidiary Harel Insurance. The subject of the action was the claim that Harel Insurance allegedly collects payment from holders of Harel Migvan Personal Investments savings policies for a component relating to “investment management expenses”, the collection of which is permissible by law, but for which there is no contractual agreement in the policy conditions allowing it to collect this component. According to the plaintiff, Harel Insurance is therefore in fundamental breach of the policy provisions, in breach of its fiduciary obligation, and misleads its insureds. In May 2019, the Tel Aviv District Court approved litigation of the claim as a class action on the grounds of a breach of the insurance policy due to the unlawful collection of investment management expenses. The class in whose name the class action is to be litigated is all holders of the Migvan Personal Investment policy of Harel Insurance at the present time and in the seven years preceding the date of filing the motion. In September 2019, Harel Insurance filed a motion for leave to appeal the ruling in the Supreme Court. In November 2019, the Supreme Court ruled that a response must be submitted to the motion for leave to appeal and it instructed the Attorney General to submit his position on the motion in writing. In August 2020, the Attorney General announced that he would appear at the motion for leave to appeal and he submitted his position on the motion for leave to appeal to the effect that the plaintiffs should be granted leave to appeal, the motion for leave to appeal and the actual appeal should be accepted, the ruling approving litigation of the claim as a class action should be nullified, and the motion for certification should be dismissed. In June 2021, notice was filed on behalf of the Attorney General, in which an update was provided whereby on June 28, 2021, a draft report on the subject of a review of the direct expenses prepared by the advisory committee to the Commissioner of the Capital Market was published for public comment. In this notice, the Attorney General made it clear that in his opinion, the contents of the report will not have any repercussions on the decision in the legal proceeding nor will they change his legal position, and he asked to submit a statement setting out his position with respect to the contents of the report. In July 2021, the Supreme Court accepted the Attorney General’s request. On January 2, 2022, the Attorney General submitted his comments regarding the repercussions of the report on the legal proceeding, according to which the information in the report will not change his position as submitted in the proceeding, whereby the motion to appeal and the actual appeal should be accepted, and the motions to certify litigation of the actions as class actions should be denied; nothing in the information in the report will influence the judicial decision in the proceeding; nor does it in any way contradict his position as submitted in the proceeding and the information therein even reinforces his position from certain perspectives. In its judgment from June 22, 2023, the Supreme Court accepted the motion for permission to appeal, revoked the decision and instructed denial of the motion for certification.
8. In January 2018, an action was filed in the Lod-Central District Court, together with an application for its certification as a class action, against the subsidiary Harel Insurance and against five other insurance companies (hereinafter together: “the Defendants”). The subject of the action was the allegation that the Defendants ostensibly unlawfully refrain from paying insurance benefits to insureds, to third parties, and to beneficiaries for the VAT component that applies to the cost of damages in those instances where the damage was not actually repaired. The grounds of the action and motion for certification are the same as those for which a previous action and motion for its certification were filed against the Defendants. On January 3, 2018 the Supreme Court dismissed an appeal on a ruling of the Lod-Center District Court dated February 20, 2017, in which the motion was struck out. On January 4, 2022, the Lod-Center District Court denied the motion for certification of the action as a class action. On April 11, 2022, the plaintiff filed an appeal in the Supreme Court against the decision of the District Court. At the hearing, which took place in the Supreme Court on September 27, 2023, the appeal was dismissed, after the appellant accepted the Supreme Court’s recommendation to withdraw it.

Note 39 – Contingent liabilities and commitments (contd.)**D. Claims that were settled in the Reporting Period (contd.)**

9. In December 2021, an action was filed in the Haifa District Labor Court, together with a motion for its certification as a class action, against the subsidiary Harel Insurance. The subject of the action was the allegation that Harel Insurance allegedly collects amounts for a “withdrawal fine” from its insureds in life assurance policies when the savings in the policy is withdrawn or moved, and this ostensibly in contravention of the provisions of the law and the policy and without giving any warning to this effect prior to moving the money. On August 9, 2023, an agreed motion was filed in the Haifa District Labor Court for the plaintiff’s abandonment of the motion for certification against Harel Insurance in which the court is asked to approve the plaintiff’s abandonment of the motion for certification and to instruct that his personal claim be denied. As part of the motion for abandonment, Harel Insurance agreed to provide, ex gratia, disclosure whereby the outstanding accrued savings balance might differ from the redemption value received upon withdrawal or redemption. Additionally, Harel Insurance agreed to pay the plaintiff and his attorney compensation and lawyers’ fees of insignificant amounts. On October 15, 2023, the District Labor Court in Haifa approved the plaintiff’s motion to abandon the motion for certification, and it ordered the dismissal of the plaintiffs’ personal claim.
10. In August 2022, an action was filed in the Tel Aviv District Court, together with a motion for its certification as a class action against the subsidiary Harel Insurance. The subject of the action was the allegation that Harel Insurance ostensibly misleads its insureds by stating, in a misleading manner, that a campaign conducted by it is for a short time only, and that ostensibly, it markets a campaign that does not provide the product presented in the advertisement. The parties negotiated a compromise settlement. On June 6, 2023, the parties filed a motion in the Tel Aviv District Court to certify a compromise settlement in which it was agreed, among other things, that Harel Insurance will credit any class member who purchased insurance from Shirbit Insurance Company Ltd., as part of the “two month gift” bonus for period of one year and more and that was in force throughout the policy period, at a cost of one month, based on the policy he purchased. On October 17, 2023, the Tel Aviv District court validated the compromise settlement as a judgment.
11. In December 2018, an action was filed in the Tel Aviv District Court, together with a motion for its certification as a class action against the subsidiary Harel Insurance, against two other insurance companies (hereinafter together: “the Defendant Insurance Companies”), and against four banks (hereinafter together: “the Defendant Banks”). The subject of the action was the allegation that the Defendant Insurance Companies ostensibly issue structural insurance policies to the owners of buildings that are pledged for the purpose of a mortgage guarantee, despite the fact that when the policies are issued a policy insuring the same building with respect to the same period already exists, whether through the same insurance company or through another insurance company. This, ostensibly, in breach of the explicit statutory provisions while misleading the insureds. On April 30, 2023, Harel Insurance and six of the defendants filed a motion in the Tel Aviv District Court to certify a compromise settlement in which it was agreed, among other things, that if insureds are found who insured a property for structural insurance through Harel Insurance, with more than one policy for the same period, Harel Insurance will be awarded the cheaper of the premiums that were paid in that period. On October 22, 2023, the Tel Aviv District court validated the compromise settlement as a judgment.

Notes to the Consolidated Financial Statement

Note 39 – Contingent liabilities and commitments (contd.)**D. Claims that were settled in the Reporting Period (contd.)**

12. In April 2020, an action was filed in the Tel Aviv District Labor Court, together with a motion for its certification as a class action, against the subsidiary Harel Insurance and against an additional insurance company (hereinafter together: “the Defendants”). The subject of the action was the allegation that the Defendants ostensibly refuse to extend the validity of the insurance cover for insureds in work disability insurance (P.H.I.) purchased before 2017 and in which the policy period terminates at the age of 65, and to pay them insurance benefits up to the age of retirement, which in 2004 rose to 67 for salaried employees and 70 for the self-employed. On April 18, 2022, the Tel Aviv District Labor Court denied the motion for certification of the action as a class action. In May 2022, Harel Insurance was served with an appeal on the judgment which was filed by the plaintiff in the motion for certification filed in the National Labor Court. On February 12, 2023, the National Labor Court denied the appeal. On May 29, 2023, a petition was filed in the Supreme Court sitting as the High Court of Justice (HCJ) to grant a decree nisi, in which context HCJ was asked to issue an order revoking the judgment on the appeal and instruct investigation of the petitioner’s case and the class he wishes to represent. Alternatively, HCJ is asked to cancel the costs that were imposed on the petitioner in the two lower courts. On November 27, 2023, the High Court dismissed the petition for an order nisi, stating that there was no ground for its intervention.
13. In July 2019, an action was filed in the Jerusalem District Labor Court, together with a motion for its certification as a class action, against the subsidiary Harel Pension & Provident. The subject of the action was the allegation that in addition to management fees, Harel Pension & Provident ostensibly collects payment from the members of Harel Education Fund for a component relating to investment management expenses, which is permissible by law, but is not supported in the agreement in the education fund articles. On December 3, 2023, the District Labor Court in Jerusalem approved the plaintiff’s motion to abandon the motion for certification, and it ordered the dismissal of the plaintiffs’ personal claim.
14. In April 2021, an action was filed in the Central District Court together with a motion for its certification as a class action against the subsidiary Harel Insurance. The subject of the action was the allegation that Harel Insurance ostensibly marketed personal accident policies in an unacceptable and misleading manner and in contravention of the provisions of circulars issued by the Commissioner of the Capital Market, which regulate the process of enrolling insureds in the insurance. On December 13, 2023, the plaintiff filed a motion for abandonment of the motion for certification against Harel Insurance in the Central District Court in Lod in which the court was petitioned to approve the plaintiff’s abandonment of the motion for certification and to instruct that the plaintiff’s personal claim be dismissed. On December 21, 2023, the Lod-Center District Court approved the plaintiff’s motion to abandon the motion for certification, and it ordered the dismissal of the plaintiff’s personal claim.

E. Claims that were settled after the Reporting Period

1. In March 2023, an action was filed in the Haifa District Court together with a motion for its certification as a class action against the subsidiary Harel Insurance and against an additional insurance company (jointly below: “the Defendants”). The subject of the action was the allegation that the Defendants collected from their insureds who have work disability insurance, monthly premiums for the last few months corresponding with the last possible waiting period defined in each insurance contract for work disability, a period in which, according to the insurance contracts, the Defendants are not liable to pay any insurance compensation. On January 15, 2024, the Haifa District Court approved the application to abandon the motion for certification, and it ordered the dismissal of the personal claim and to strike out the motion for certification.

Notes to the Consolidated Financial Statement

Note 39 – Contingent liabilities and commitments (contd.)**E. Claims that were settled after the Reporting Period (contd.)**

2. In December 2019, an action was filed in the Tel Aviv District Court together with a motion for its certification as a class action against the subsidiary Harel Insurance. The subject of the action is the allegation that, at the time of the purchase, Harel Insurance ostensibly only disclosed to its policyholders who purchased Magen 1 life assurance policies with a variable premium and/or Harel LeAtid work disability policies, the premium to be paid only for a few years and not for the entire policy period. In March 2020, the parties informed the court of their agreement to enter into a mediation process. The mediation between the parties was unsuccessful and the hearing of the action was returned to the court. In September 2021, the court submitted the motion to the Commissioner to obtain his position in relation to the disputes underlying the motion for certification of the action as a class action. In April 2022, the Commissioner's position was submitted stipulating that the insurance companies are obligated to disclose the information concerning the premiums payable by the insured throughout the policy period. The parties renewed the mediation process. In October 2022, the parties filed a motion in the court to approve a compromise settlement in which it was agreed, among other things, that Harel Insurance will pay the class members a lump-sum amount of compensation based on the mechanism set out in the compromise settlement. On January 22, 2024, the Tel Aviv District Court validated the compromise settlement as a judgment, in which context it was agreed, among other things, that Harel Insurance will pay members of the class compensation according to the mechanism set out in the compromise settlement.
3. In April 2018, an action was filed in the Lod-Center District Court together with a motion for its certification as a class action against the subsidiary Harel Insurance. The subject of the action was the allegation that Harel Insurance ostensibly pays insureds who have policies for surgery that do not provide compensation at a rate of half the expenses saved if the surgery is performed by the HMOs, but they receive an undertaking for payment of this compensation for amounts that are actually less than half of the expenses subsequently saved by the company, and it is therefore ostensibly in breach of its undertaking towards them. The parties conducted a mediation process. On January 16, 2023, the parties filed a motion in the Lod-Center District Court to approve a compromise in which context it was agreed that the Group members, as they are defined in the compromise settlement, will receive a supplement to the compensation paid to them based on the cost of the components of each operation. On February 25, 2024, the Lod-Center District court validated the compromise settlement as a judgment.
4. In March 2021, an action was filed against the subsidiary Harel Insurance, together with a motion for its certification as a class action, in the Tel Aviv District Court. The subject of the action was the allegation that Harel Insurance ostensibly unlawfully rejects claims for insurance benefits in respect of cover for a medical device by insureds in a group health insurance policy for members of the Israel Teachers Union, arguing that the maximum cover in the policy has been utilized and this, ostensibly, based on a clause in the policy which the plaintiff argues did not exist in the original policy and was applied retroactively. On January 3, 2023, the parties filed a motion in the Tel Aviv District Court to certify a compromise settlement according to which it was agreed, among other things, that additional insurance benefits for the purchase of medical equipment would be paid to the class members, as they are defined in the compromise settlement, had the insurance limit not been applied. On March 24, 2024, the Tel Aviv District court validated the compromise settlement as a judgment.

Note 39 – Contingent liabilities and commitments (contd.)**F. Claims settled after the Reporting Period - Shirbit**

1. In April 2020, an action was filed in the Tel Aviv District Court, together with a motion for its certification as a class action, against Shirbit and against twelve other insurance companies (hereinafter together: "the Defendants"), including Harel Insurance (see Section (D)(4) above). The subject of the action was the allegation that the Defendants must refund to holders of their motor insurance and homeowners insurance policies part of the premiums which they ostensibly overpaid, in view of the alleged significant reduction of the risk that the Defendants undertook when they determined the premiums in these policies. This following the outbreak of the Covid-19 pandemic and the subsequent restrictions on movement and activity that were imposed and which allegedly led to a much lower volume of traffic and travel and consequently a significant decrease in bodily injury and motor property loss. In February 2021, the court ordered abandonment of the motion concerning the motor insurance with respect to Shirbit and the other respondents (except for one insurance company) and that the motion will continue to be heard on the homeowners insurance policies. The court instructed that the plaintiffs should consider their next steps regarding the method of litigating the motion for certification, in view of the decision. In April 2021, the plaintiffs filed an appeal in the Supreme Court against the decision of the District Court. In October 2021, the Tel Aviv District Court ordered a stay of proceedings in a proceeding being heard by the court and this until after a ruling on a proceeding to which Shirbit is not a party regarding a refund of premiums to insureds in policies for insuring business premises, employers liability insurance and third-party insurance on account of an alleged reduction of the risk to which the Defendants are exposed following the outbreak of Covid-19 and the restrictions on economic activity, in which context the Haifa District Court denied the motion to certify the action as a class action against other insurance companies, becomes absolute ("Judgement in the Additional Proceeding") or insofar as an appeal on the ruling in the Judgement in the Additional Proceeding is filed in the Supreme Court - until a ruling is given on the appeal. In December 2021, the District Court ordered the stay of proceedings to be lifted, after the judgement in the additional proceeding had become absolute. On February 22, 2023, an agreed motion for abandonment of the motion for certification against the Defendants by the plaintiffs was filed in the Tel Aviv District Court, in which the court was asked to approve the plaintiffs' abandonment of the motion for certification and to order the dismissal of their personal claim. On February 27, 2023, the Tel Aviv District Court approved the plaintiff's motion to abandon the motion for certification, and it ordered the dismissal of the plaintiffs' personal claim.
2. In January 2018, an action was filed in the Lod-Central District Court, together with an application for its certification as a class action, against Shirbit and against five other insurance companies (hereinafter together: "the Defendants") including Harel Insurance (see section (D)(8) above). The subject of the action was the allegation that the Defendants ostensibly unlawfully refrain from paying insurance benefits to insureds, to third parties, and to beneficiaries for the VAT component that applies to the cost of damages in those instances where the damage was not actually repaired. The grounds of the action and motion for certification were filed on the same grounds as those for which a previous action and motion for its certification were filed against the Defendants. On January 3, 2018 the Supreme Court dismissed an appeal on a ruling of the Lod-Center District Court dated February 20, 2017, in which the motion was struck out. On January 4, 2022, the Lod-Center District Court denied the motion for certification of the action as a class action. In April 2022, the plaintiff filed an appeal in the Supreme Court against the decision of the District Court. At the hearing, which took place in the Supreme Court on September 27, 2023, the appeal was dismissed, after the appellant accepted the Supreme Court's recommendation to withdraw it.

Notes to the Consolidated Financial Statement**Note 39 – Contingent liabilities and commitments (contd.)****G. Commitments**

1. Commissioner's permit for the agreed outline regarding the group long-term care policy for members of Clalit Health

On November 5, 2023, Clalit Health Services ("Clalit") petitioned the High Court of Justice against the Minister of Finance, Minister of Health, Director General of the Ministry of Health, the Commissioner and against Harel Insurance and two additional HMOs with a motion to issue orders nisi, with the purpose of instructing the parties to urgently formulate an outline that would allow the group long-term care policy for Clalit members through Harel Insurance, that terminated at the end of 2023, to continue. On December 13, 2023, permission was received from the Commissioner to operate the group long-term care policy for members of Clalit Health Services, in accordance with the agreed outline reached by Harel Insurance and Clalit Health Services ("the Permit" and the "Agreed Outline").

According to the aforementioned permit, the long-term care policy under the Agreed Outline is for a 12-month period (from January 1, 2024, through December 31, 2024).

2. Termination of agreements between Harel Insurance and Dikla

On January 15, 2022, Harel Insurance informed Dikla that during the course of 2022 Harel Insurance intends to terminate the various engagements with Dikla in relation to the insurance activity that Dikla carries out for Harel Insurance. Notice of the final date for termination of the agreements will be provided to Dikla at least 14 days in advance.

3. Agreement for the sale of Dikla to Clalit Health Services ("Clalit")

In November 2022, an agreement was signed between the Company and Clalit for the sale of 51% of Dikla's shares. Completion of the transaction is subject to the fulfillment of various suspensive conditions that had not been completed at the time of publication of the financial statements.

4. Undertaking to invest in investment funds

The Company and its subsidiaries have an undertaking to invest in investment funds in the amount of NIS 20,052 million, of which NIS 18,286 million is from money in profit-sharing policies, pension and provident activity.

5. For information about an agreement to enter into transactions to provide financial guarantees and operating services for mortgage portfolios insured by third parties through Harel Insurance and EMI, see Note 3C(2).
6. On August 1, 2023, a transaction was completed in which Harel Group purchased 10% of the shares of Tidhar Group Ltd. in consideration of NIS 389 million (NIS 30 million from the Nostro funds and the balance from member funds).

H. Leases in which the Group is the lessor

The minimum lease fees due to be received in future for non-cancellable commercial lease contracts as at December 31, 2023 and 2022, are:

	<u>2023</u>	<u>2022</u>
	<u>NIS million</u>	<u>NIS million</u>
First year	219	229
Second year to five years	494	512
More than 5 years	240	179
	<u>953</u>	<u>920</u>

Note 40 – Material events after the Reporting Period

1. Cancellation of the agreement for the acquisition of Isracard Ltd. (“Isracard”)

On February 12, 2023, the Company entered into a binding agreement with Isracard and a fully owned special purpose subsidiary of the Company (“the Target Company”) by virtue of which the Company will acquire all (100%) of the fully diluted issued share capital of Isracard for a total consideration of NIS 3.3 billion (“the Agreement”).

As stipulated in the Agreement between the parties, completion of the transaction was subject to the fulfillment of a number of preconditions, including obtaining regulatory approvals from the Commissioner of Competition, the Supervisor of Banks and the Commissioner of the Capital Market, Insurance and Savings.

The Company received two out of the three required regulatory approvals by the deadline set for completion of the transaction (approval from the Supervisor of Banks and approval from the Commissioner of the Capital Market, Insurance and Savings. On January 31, 2024, formal notice was received from the Commissioner of Competition stating that he opposed the merger between the Company and Isracard. Accordingly, the Company informed Isracard of cancellation of the Agreement.

2. Further to the information in Note 27, immediately prior to the date of publication of the financial statements, the estimate for management fees that will not be collected due to the real, negative yield until a cumulative positive yield is attained, amounts to NIS 160 million.
3. On stock options granted to Group executives and employees as part of a stock options plan, see Note 38.
4. On the affirmation of a Midroog rating concerning the financial strength of Harel Insurance and subordinated liability notes that were issued by Harel Finance & Issues, see Note 24.
5. Termination of the term of office of the Company's CEO and appointment of a new CEO
6. For information about the share buyback plan approved by the Company's Board of Directors, see Note 15.
7. Special General Meeting

On February 5, 2024, a special general meeting of the Company was convened, the agenda of which included the following topics: Appointment of Michel Siboni as a director of the Company; approval of the conditions for termination of employment of the CEO Michel Siboni; approval of the employment conditions of the incoming CEO Nir Cohen. The general meeting approved all the items that were listed on the agenda.

8. Completion of a transaction for the purchase of the shares of Se-Fi Insurance Agency Ltd.

On January 1, 2024, a transaction was completed for the purchase of 70% of the shares of Se-Fi Insurance Agency Ltd., after fulfilling all of the preconditions set out in the agreement, including obtaining approval from the Competition Commissioner and a control permit from the Commissioner of the Capital Market. The consideration of the purchase was set at NIS 31 million and the agreement set out an adjustment mechanism for the consideration based on the fixed profit of Se-Fi for 2023 and the net financial gap as at the completion date as set out in the agreement.

9. For information about the affirmation of the rating for the Company by Midroog, see Note 25H above.
10. For information about the decision concerning the distribution of a dividend in the amount of NIS 350 million, see Note 15.

Note 40 – Material events after the Reporting Period (contd.)**11. Approval of the Value Added Tax Order**

In March 2024, the Knesset approved the Value Added Tax Order (Tax Rate on NPOs and financial institutions) (Amendment), 2024 ("the Order"), according to which, from January 1, 2025, the rate of salary tax and capital gains tax due on activities of a financial institution in Israel will be 18% of the salary it paid and the gains it generated, instead of the current rate of 17%. The deferred tax balance included in the Company's consolidated financial statements as at December 31, 2023 are calculated according to the tax rate in effect at the reporting date and do not take into account the effects that may arise from the increase in the tax rate. These effects will be included in the financial statements for the periods from the date in which legislation of the order is completed, meaning from the financial statements for the first quarter of 2024.

The Company's management believes that the increased tax rate will result in an increase in the deferred tax liability as at January 1, 2024 in the amount of a few millions, which will be credited to the statement of income for the first quarter of 2024.

12. Employee outline plan

On March 26, 2024 and on March 28, 2024, the compensation committee and the board of directors, respectively, approved another outline plan based on the option plan approved in August 2021. Under the outline, 994,000 options were offered to 29 employees in the Company's subsidiaries. In addition, 2,500,000 options were approved as a "reserve" for additional future allocations.



HAREL INSURANCE INVESTMENTS & FINANCIAL SERVICES LTD.

Annexes to the Financial Statements

Annexes to the Consolidated Financial Statements

Annex A - Harel Insurance Company Ltd., additional information about other financial investments ***A. Marketable debt assets**

	As at December 31			
	2023	2023	2022	2022
	Carrying amount	Amortized cost	Carrying amount	Amortized cost
	NIS million	NIS million	NIS million	NIS million
Government bonds				
Available-for-sale	4,815	5,512	5,726	6,238
Total government bonds	<u>4,815</u>	<u>5,512</u>	<u>5,726</u>	<u>6,238</u>
Other debt assets				
Non-convertible				
Available-for-sale	3,070	3,326	4,294	4,644
Total other non-convertible debt assets	<u>3,070</u>	<u>3,326</u>	<u>4,294</u>	<u>4,644</u>
Total marketable debt assets	<u>7,885</u>	<u>8,838</u>	<u>10,020</u>	<u>10,882</u>
Outstanding impairments recognized in profit or loss for debt assets presented as available-for-sale	<u>9</u>		<u>-</u>	

B. Shares

	As at December 31			
	2023	2023	2022	2022
	Carrying amount	Cost	Carrying amount	Cost
	NIS million	NIS million	NIS million	NIS million
Marketable	1,336	1,162	999	895
Non-marketable	<u>558</u>	<u>363</u>	<u>498</u>	<u>312</u>
Total shares	<u>1,894</u>	<u>1,525</u>	<u>1,497</u>	<u>1,207</u>
Outstanding impairments recognized in profit or loss for shares presented as available-for-sale	<u>190</u>		<u>128</u>	

* The Annex refers to Harel Insurance separate financial statements and to investee companies that are not insurance companies

Annexes to the Consolidated Financial Statements**Annex A - Harel Insurance Company Ltd., additional information about other financial investments* (contd.)****C. Other financial investments**

	<u>As at December 31</u>			
	2023	2023	2022	2022
	Carrying amount	Cost	Carrying amount	Cost
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Marketable				
Presented at fair value through profit or loss designated upon initial recognition	22	21	24 **	24
Available for sale	305	258	270	264
Derivative financial instruments	6	-	-	-
Total marketable financial investments	<u>333</u>	<u>279</u>	<u>294</u>	<u>288</u>
Non-marketable				
Presented at fair value through profit or loss designated upon initial recognition	24	18	27	22
Available-for-sale	3,724	2,754	3,189 **	2,263
Derivative financial instruments	272	-	226	-
Total non-marketable financial investments	<u>4,020</u>	<u>2,772</u>	<u>3,442</u>	<u>2,285</u>
Total other financial investments	<u>4,353</u>	<u>3,051</u>	<u>3,736</u>	<u>2,573</u>
Outstanding impairments for other financial investments presented as available-for-sale	<u>200</u>		<u>191</u>	
Derivative financial instruments presented in financial liabilities	<u>37</u>		<u>247</u>	

* The Annex refers to Harel Insurance separate financial statements and investee companies that are not insurance companies

** Reclassified

Annexes to the Consolidated Financial Statements

Annex B - E.M.I. - Ezer Mortgage Insurance Company Ltd., additional information about other financial investments**A. Marketable debt assets**

	As at December 31			
	2023	2023	2022	2022
	Carrying amount	Amortized cost	Carrying amount	Amortized cost
	NIS million	NIS million	NIS million	NIS million
Government bonds				
Available-for-sale	<u>92</u>	<u>95</u>	126	134
Total government bonds	<u>92</u>	<u>95</u>	126	134
Other debt assets non-convertible				
Available-for-sale	<u>64</u>	<u>65</u>	71	73
Total other non-convertible debt assets	<u>64</u>	<u>65</u>	71	73
Total marketable debt assets	<u>156</u>	<u>160</u>	197	207

B. Shares

	As at December 31			
	2023	2023	2022	2022
	Carrying amount	Cost	Carrying amount	Cost
	NIS million	NIS million	NIS million	NIS million
Marketable shares	<u>37</u>	<u>33</u>	37	32
Total shares	<u>37</u>	<u>33</u>	37	32
Outstanding impairments recognized in profit or loss for shares presented as available-for-sale	<u>4</u>		3	

Annexes to the Consolidated Financial Statements

Annex B - E.M.I. - Ezer Mortgage Insurance Company Ltd., additional information regarding other financial investments (contd.)**C. Other financial investments**

	As at December 31			
	2023	2023	2022	2022
	Carrying amount	Cost	Carrying amount	Cost
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Marketable				
Available-for-sale	<u>1</u>	<u>-</u>	<u>5</u>	<u>5</u>
Total marketable financial investments	<u>1</u>	<u>-</u>	<u>5</u>	<u>5</u>
Non-marketable				
Available-for-sale	<u>28</u>	<u>8</u>	<u>29</u>	<u>8</u>
Total non-marketable financial investments	<u>28</u>	<u>8</u>	<u>29</u>	<u>8</u>
Total other financial investments	<u>29</u>	<u>8</u>	<u>34</u>	<u>13</u>
Outstanding impairments for other financial investments presented as available-for-sale	<u>-</u>		<u>1</u>	



Harel Insurance Investments and Financial Services Ltd.

Chapter 4

Separate Financial Information for the Company

Separate Financial Information

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Harel Insurance Investments and Financial Services Ltd.

Financial information from the Consolidated Statements of Financial Position as at December 31

	<u>Note</u>	<u>2023</u> <u>NIS million</u>	<u>2022</u> <u>NIS million</u>
Assets			
Intangible assets		2	2
Fixed assets		18	21
Investments in equity accounted investees		6,101	6,098
Loans to investees	7	673	881
Investment property		34	29
Other receivables		63	929
Assets for employee benefits		27	26
Other financial investments	4		
Marketable debt assets		-	630
Non-marketable debt assets		96	13
Shares		112	183
Other		36	133
Total other financial investments		244	959
Cash and cash equivalents	3	3,092	175
Total assets		<u>10,254</u>	<u>9,120</u>
Equity			
Share capital and share premium		359	359
Treasury stock		(304)	(237)
Capital reserves		540	389
Retained earnings		8,298	7,824
Total equity		<u>8,893</u>	<u>8,335</u>
Liabilities			
Deferred tax liabilities	6	2	5
Liabilities for employee benefits		41	38
Trade and other payables		44	153
Current tax liabilities	6	14	2
Financial liabilities	5	1,260	587
Total liabilities		<u>1,361</u>	<u>785</u>
Total liabilities and equity		<u>10,254</u>	<u>9,120</u>

Yair Hamburger
Chairman of the Board of Directors

Nir Cohen
CEO

Arik Peretz
CFO

Date of Approval of the Financial Statements: March 28, 2024

Financial information from the Consolidated Statements of Income for the year ended December 31

	<u>Note</u>	<u>2023</u> <u>NIS million</u>	<u>2022</u> <u>NIS million</u>	<u>2021</u> <u>NIS million</u>
Profit from investments, net, and financing income		125	35	44
Income from management fees		144	140	130
Total income		269	175	174
General and administrative expenses		50	45	16
Financing expenses		37	14	34
Total expenses		87	59	50
Company's share of profits of equity accounted investees		340	823	1,116
Profit before taxes on income		522	939	1,240
Taxes on income	6	37	33	31
Profit for the year attributed to shareholders of the Company		485	906	1,209

Financial information from the Consolidated Statements of Comprehensive Income (Loss) for the year ended December 31

	<u>2023</u>	<u>2022</u>	<u>2021</u>
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Profit for year	485	906	1,209
Other comprehensive income (loss) items that after initial recognition as part of comprehensive income were or will be transferred to profit or loss			
Net change in fair value of financial assets classified as available-for-sale	-	(73)	62
Net change in fair value of financial assets classified as available-for-sale transferred to the statement of income	-	(4)	(5)
Loss from impairment of financial assets classified as available for sale transferred to the statement of income	-	8	-
Foreign currency translation differences for foreign activity	(9)	11	(24)
Group's share of comprehensive income (loss) of investees	86	*(958)	*266
Tax benefit (taxes on income) attributable to available-for-sale financial assets	-	16	(13)
Taxes on income attributable to other items of other comprehensive income	-	*(1)	-
Total other comprehensive income (loss) for the year that after initial recognition as part of comprehensive income was or will be transferred to profit or loss, net of tax	77	(1,001)	286
Other comprehensive income (loss) items that will not be transferred to profit or loss			
Revaluation reserve for fixed asset items in investees	53	20	29
Remeasurement of a defined benefit plan	1	1	2
Taxes on income for other comprehensive income items that will not be transferred to profit or loss	(16)	*(3)	*(8)
Other comprehensive income for the year that will not be transferred to profit or loss, net of tax	38	18	23
Other comprehensive income (loss) for the year, net of tax	115	(983)	309
Total comprehensive income (loss) for the year attributed to shareholders of the Company	600	(77)	1,518

* Restated

Financial information from the Statements of Changes in Equity

	Share capital and premium	Capital reserve for assets available for sale	Translation reserve for foreign activity	Capital reserve for share- based payment	Treasury Stock	Capital reserve for transactions with non- controlling shareholders	Capital reserve for revaluation of fixed assets	Retained earnings	Total
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Balance as at January 1, 2023	359	222	(154)	31	(237)	(49)	339	7,824	8,335
Effect of initial application of IFRS 9*	-	18	-	-	-	-	-	(18)	-
Balance as at January 1, 2023 subsequent to initial application of IFRS 9	359	240	(154)	31	(237)	(49)	339	7,806	8,335
Total comprehensive income for the year									
Profit for year	-	-	-	-	-	-	-	485	485
Other comprehensive income	-	47	24	-	-	-	37	7	115
Total comprehensive income for the year	-	47	24	-	-	-	37	492	600
Share-based payment	-	-	-	25	-	-	-	-	25
Purchase of treasury stock	-	-	-	-	(67)	-	-	-	(67)
Balance as at December 31, 2023	359	287	(130)	56	(304)	(49)	376	8,298	8,893

* See Note 2H to the consolidated financial statements regarding initial application of IFRS 9, Financial Instruments. In accordance with the chosen transitional method, comparative figures were not restated

Financial information from the Statements of Changes in Equity (contd.)

	Share capital and premium	Capital reserve for assets available for sale	Translation reserve for foreign activity	Capital reserve for share-based payment	Treasury Stock	Capital reserve for transactions with non- controlling shareholders	Capital reserve for revaluation of fixed assets	Retained earnings	Total
	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million	NIS million
Balance as at January 1, 2022	359	1,347	(252)	6	(163)	(49)	321	7,292	8,861
Total comprehensive income (loss) for the year									
Profit for the year	-	-	-	-	-	-	-	906	906
Other comprehensive income (loss)	-	(1,125)	98	-	-	-	18	26	(983)
Total comprehensive income (loss) for the year	-	(1,125)	98	-	-	-	18	932	(77)
Dividends for shareholders	-	-	-	-	-	-	-	(400)	(400)
Share-based payments	-	-	-	25	-	-	-	-	25
Purchase of Treasury Stock	-	-	-	-	(74)	-	-	-	(74)
Balance as at December 31, 2022	<u>359</u>	<u>222</u>	<u>(154)</u>	<u>31</u>	<u>(237)</u>	<u>(49)</u>	<u>339</u>	<u>7,824</u>	<u>8,335</u>
Balance as at January 1, 2021	359	1,003	(194)	1	(123)	(49)	300	6,438	7,735
Total comprehensive income (loss) for the year									
Profit for the year	-	-	-	-	-	-	-	1,209	1,209
Other comprehensive income (loss)	-	344	(58)	-	-	-	21	2	309
Total comprehensive income (loss) for the year	-	344	(58)	-	-	-	21	1,211	1,518
Dividends for shareholders	-	-	-	-	-	-	-	(357)	(357)
Share-based payments	-	-	-	5	-	-	-	-	5
Purchase of Treasury Stock	-	-	-	-	(40)	-	-	-	(40)
Balance as at December 31, 2021	<u>359</u>	<u>1,347</u>	<u>(252)</u>	<u>6</u>	<u>(163)</u>	<u>(49)</u>	<u>321</u>	<u>7,292</u>	<u>8,861</u>

The accompanying Notes are an integral part of the separate financial information

Financial information from the Consolidated Statements of Cash Flows for the year ended December 31

	<u>Annex</u>	<u>2023</u> <u>NIS million</u>	<u>2022</u> <u>NIS million</u>	<u>2021</u> <u>NIS million</u>
Cash flows from operating activity				
Before taxes on income	A	145	144	80
Taxes paid		(28)	(33)	(27)
Net cash provided by operating activities		117	111	53
Cash flows from investing activities				
Investment in investees		(50)	(72)	(79)
Proceeds from sale of an investment in an equity-accounted investee		-	20	-
Investment in fixed assets		(1)	(1)	-
Proceeds from sale of fixed assets		-	1	1
Dividend and interest from investees		1,028	317	70
Financial investments, net		1,107	70	229
Repayment (provision) of loans and capital notes provided to investees		221	40	(165)
Net cash provided by investment activity		2,305	375	56
Cash flows from financing activity				
Buyback of Company shares by the Company		(67)	(74)	(40)
Proceeds of issue of liability notes, net		793	-	247
Repayment of loans from banks and others		(27)	(27)	(454)
Loans received from banks and others		-	-	375
Repayment of liability notes		(101)	(9)	-
Repayment of lease liabilities		(3)	(3)	(3)
Dividend to shareholders		(100)	(400)	(257)
Net cash from (used for) financing activity		495	(513)	(132)
Net increase (decrease) in cash and cash equivalents		2,917	(27)	(23)
Cash and cash equivalents at beginning of the period		175	202	225
Cash and cash equivalents at end of the period		3,092	175	202

Financial information from the Consolidated Statements of Cash Flows for the year ended December 31 (contd.)

	2023	2022	2021
	NIS	NIS	NIS
	million	million	million
Annex A - Cash flows from operating activity			
Profit for year	485	906	1,209
Items that do not involve cash flows:			
Company's share of profits of equity accounted investees	(340)	(823)	(1,116)
Net profits (losses) from financial investments	1	17	(17)
Profit from sale of fixed assets	-	-	(1)
Change in fair value of investment property	(5)	(3)	(1)
Financing expenses (income), net	2	(18)	(12)
Taxes on income	37	33	31
Depreciation and amortization	3	3	2
Changes in other statement of financial position items			
Trade and other receivables	(34)	22	(20)
Trade and other payables	(6)	7	7
Liabilities for employee benefits, net	2	-	(2)
Total adjustments required to present cash flows from operating activity	(340)	(762)	(1,129)
Total cash flows from operating activity before taxes on income	145	144	80

Notes to the Company's Separate Financial Statements as at December 31, 2023**NOTE 1 - General**

Below is a summary of financial information from the Group's Consolidated Financial Statements at December 31, 2023 ("Consolidated Financial Statements"), published as part of the Periodic Report, pertaining to the Company itself ("Separate Financial Information"), which is presented pursuant to Regulation 9C ("the Regulation") and the Tenth Schedule to the Securities (Periodic and Immediate Reports) Regulations, 1970 ("the Tenth Schedule"), with respect to separate financial information for the Company. This separate financial information should be read together with the Consolidated Financial Statements.

In this Separate Financial Information -

The Company - Harel Insurance Investments & Financial Services Ltd.

Investee companies - Subsidiaries and companies, including partnerships where the Company's investment therein is included, directly or indirectly, in the financial statements on the equity basis.

The Commissioner - The Commissioner of Insurance, according to its meaning in the Supervision Law, or the Commissioner, according to its meaning in the Provident Funds Law, as applicable.

Date of the Report - The date of the Statement of Financial Position

NOTE 2 - Significant accounting policies applied in the Separate Financial Information

The accounting policies that were specified in the Consolidated Statements were applied consistently by the Company for all the periods presented in the Separate Financial Information, including the method for classifying financial information in the Consolidated Statements, with the necessary changes:

A. Presentation of the financial information**1. Information about the financial position**

These data include information about the amounts of the assets and liabilities included in the Consolidated Financial Statements attributable to the Company itself (other than for investees) according to categories of assets and liabilities. Additionally, these data also include information about the net amount, based on the Consolidated Financial Statements, attributable to the Company's owners, of the total assets, net of the total liabilities in respect of investees, including goodwill.

2. Information about profit and loss and other comprehensive income

These data include information about the amounts of the assets and liabilities included in the Consolidated Financial Statements, allocated between profit or loss and other comprehensive income, attributable to the Company itself (other than in respect of investees), while specifying the categories of income and expenses. Furthermore, the data include information about the net amount, based on the Consolidated Financial Statements, attributable to the Company's owners, of total income net of total expenses in respect of the operating results of investees, including impairment of goodwill, impairment of an investment in an associate or its reversal and impairment of an investment in an equity accounted jointly controlled entity or its reversal.

Notes to the Company's Separate Financial Statements as at December 31, 2023

NOTE 2 - Significant accounting policies applied in the separate financial information (contd.)**A. Presentation of the financial information (contd.)****3. Information about cash flows**

These data include information about the cash flows included in the separate consolidated financial statements (other than for investees), based on the consolidated statement of cash flows, classified according to flows from operating activities, investment activity and financing activity with details of their composition. Cash flows from operating activities, investment activity and financing activity in respect of transactions with investees are presented separately on a net basis, as part of the relevant type of activity, based on the nature of the transaction.

B. Transactions between the Company and investees**1. Presentation**

Intra-group balances and income and expenses arising from intra-group transactions, that were eliminated in the preparation of the Consolidated Financial Statements, were presented separately from the balance for investees and the profit relating to investees, together with similar third-party balances. Unrealized gains and losses attributed to transactions between the Company and its investees, were presented as part of the balance relating to investees and as part of the profit relating to investees.

2. Measurement

Transactions between the Company and its subsidiaries were measured in accordance with the principles of recognition and measurement set out in International Financial Reporting Standards ("IFRS"). These principles outline the accounting treatment for third-party transactions.

NOTE 3 - Cash and cash equivalents

	As at December 31	
	2023	2022
	NIS million	NIS million
Cash and call deposits in banks	185	175
Short-term deposits	2,907	-
	<u>3,092</u>	<u>175</u>

Cash in banks at December 31, 2023 and 2022 bear daily interest at an annual rate of 4.34% and 2.85% respectively, in annual terms.

Short-term deposits deposited in banks are for periods of between one week and three months. The deposits bear interest at a rate of 4.64% and 3.07% in annual terms at December 31, 2023 and 2022 respectively.

Notes to the Company's Separate Financial Statements as at December 31, 2023

NOTE 4 - Financial instruments**A. Segmentation by groups of financial assets**

All the Company's other financial investments are classified as available for sale.

B. Information about linkage

	As at December 31, 2023				
	Non-monetary financial instruments	NIS unlinked	NIS CPI-linked	Foreign currency or linked to FC	Total
	NIS million	NIS million	NIS million	NIS million	NIS million
Non-marketable debt assets	-	63	13	20	96
Marketable shares	112	-	-	-	112
Other financial investments	31	5	-	-	36
Total	143	68	13	20	244

	As at December 31, 2022				
	Non-monetary financial instruments	NIS unlinked	NIS CPI- linked	Foreign currency or linked to FC	Total
	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>	<u>NIS million</u>
Marketable debt assets	-	138	491	1	630
Non-marketable debt assets	-	-	13	-	13
Marketable shares	183	-	-	-	183
Other financial investments	125	-	8	-	133
Total	308	138	512	1	959

Notes to the Company's Separate Financial Statements as at December 31, 2023

NOTE 5 – Financial liabilities

	Carrying amount		Fair value	
	As at December 31		As at December 31	
	2023	2022	2023	2022
	NIS million	NIS million	NIS million	NIS million
Bank loans	321	348	278	300
Bonds	937	230	928	196
Derivatives	2	9	2	9
	1,260	587	1,208	505

1. Issue of Series 1 bonds of the Company by way of a series expansion

In the Reporting Period, the Company published a shelf offering report according to a shelf prospectus dated July 23, 2020.

As part of the shelf offering report, the Company issued NIS 953,516,000 million par value Series 1 bonds by way of the expansion of a new series of bonds, for a total (gross) consideration of NIS 800 million. The bonds were offered to the public, in a uniform offering, by way of a tender on the price per unit, which, for the purpose of the tender, was set at NIS 839. The Series 1) bonds were offered to the public in units, each comprising NIS 1,000 par value Series 1 bonds of the Company ("the Units"). The Series 1 bond offering was not secured by underwriting. Qualified investors made a preliminary undertaking to submit applications to purchase 953,516 units, in the quantities and at rates of interest specified in the shelf offering report. As part of the tender, a total of 115 bids were received to purchase 1,190,344 units (of which 40 were bids to purchase 236,828 units from the public and 75 were bids for the purchase of 953,516 units from qualified investors), in the total amount of NIS 998.7 million.

Based on the information in the shelf offering report and in view of the fact that according to the results of the tender, the total applications received, as noted above, reflected a par value of the Series 1 bonds of the Company exceeding NIS 953,516,000 par value Series 1 bonds of the Company, the Company elected to issue as part of the issue under the offering report, a total of NIS 953,516,000 par value Series 1 bonds. The surplus amount is therefore NIS 146,484,000 par value Series 1 bonds and the allotment to the bidders who responded to the aforementioned tender was made at a ratio (pro rata) of the quantity issued to the public to the bids actually received for the Series 1 bonds, so that each bidder whose application would have been accepted according to the results of the tender conducted according to the shelf offering was allotted 86.68% of the scope of the allotment (based on the following calculation: $1,100,000,000 \setminus 953,516,000$).

The discount rate in the present expansion of the Series 1 bonds is 16.77413% and the weighted discount rate is 12.50740%.

Within the context of the deed of trust for the Company's Series 1 bonds, the Company undertook that as long as the Series 1 bonds have not been fully paid up, it will not create a floating charge on all its assets, unless it received, in advance, the consent of the bond holders or, alternatively, at that date the Company creates such a lien for the Series 1 bond holders as well, of the same ranking. Additionally, with respect to the Series 1 bonds, the Company undertook limitations pertaining to the distribution of a dividend, expansion of the Series 1 bond, and it also undertook to meet certain financial covenants. See section 4B below. For the purpose of this issuance, on May 30, 2023, Midroog announced a rating of Aa2.il with stable outlook, for the expansion of the Series 1 bonds in the amount of up to NIS 600 million par value ("the Issue Rating") and on May 31, 2023, Midroog announced an update to the Issue Rating so that the rating applied to an amount of up to NIS 1,000 million par value.

Notes to the Company's Separate Financial Statements as at December 31, 2023

NOTE 5 – Financial liabilities (contd.)**2. Partial redemptions of Series 1 bonds of the Company**

In 2023, the Company made partial redemption of a total of 91,165,790 Series 1 bonds of the Company, in accordance with the terms of these bonds.

3. Partial redemption of a loan to the Company from Bank Hapoalim

On March 5, 2023 and September 5, 2023, the Company made partial redemption in the total amount of NIS 27 million of a loan to the Company from Bank Hapoalim, in accordance with the loan schedule.

4. Financial covenants

- A. On September 5, 2021, the Company took a bank loan in the amount of NIS 375 million, with a carrying amount of NIS 324 million. As part of the aforementioned loan agreement, the Company undertook to comply with the following financial covenants: (1) an undertaking not to pledge material assets; (2) not to transfer control in material companies; (3) the ratio of net financial debt to investment in investee companies will not be more than 0.35; (4) the ratio of net financial debt to equity will not be more than 0.5; (5) cash balances, investments in Makam (short-term), shekel and/or government funds and government bonds must be maintained in the amount of NIS 100 million; if the Company falls below this amount, it undertakes to deposit within seven business days from the date of breach of this undertaking, shekel deposits the principal of which is not less at any time than the amount equal to the limit of the current maturities (principal and interest) for the 12 months following the date of the breach. At December 31, 2023, and at the date of publication of the financial statements, the Company is in compliance with the prescribed financial covenants.
- B. As part of the deed of trust of the Company's Series 1 bonds, the Company undertook that as long as the Series 1 bonds have not been fully paid up, it will not create a floating charge on all its assets, unless it received, in advance, the consent of the bond holders or, alternatively, at that date the Company creates such a lien for the Series 1 bond holders as well, of the same ranking. Additionally, regarding the Series 1 bonds, the Company undertook limitations pertaining to the distribution of a dividend, expansion of the Series 1 bond series and it also undertook to meet financial covenants in which the Company's equity, according to its financial statements, will not be less than NIS 3 billion and that the Company's net debt to asset ratio according to its separate financial statements will not be more than 50 percent. At the date of publication of the report, the Company is in compliance with the prescribed financial covenants. At December 31, 2023, and at the date of publication of the financial statements, the Company is in compliance with the prescribed financial covenants.

NOTE 6 - Income tax**A. Composition of income tax expenses**

	For the year ended December 31		
	2023	2022	2021
	NIS million	NIS million	NIS million
Current tax expenses	40	31	27
Deferred taxes relating to the creation and reversal of temporary differences (see also Section B below)	(3)	1	4
Taxes for previous years	-	1	-
	37	33	31

Notes to the Company's Separate Financial Statements as at December 31, 2023

NOTE 6 - Income tax (contd.)

B. Deferred tax assets and liabilities that were recognized

	Employee benefits	Securities	Carryforward capital losses	Property and other	Total
	NIS millions	NIS millions	NIS millions	NIS millions	NIS millions
Outstanding deferred tax asset (liability) as at January 1, 2022	3	(14)	-	(9)	(20)
Changes recognized in profit or loss	-	2	-	(3)	(1)
Changes recognized in equity	-	16	-	-	16
Outstanding deferred tax asset (liability) as at January 1, 2022	3	4	-	(12)	(5)
Changes recognized in profit or loss	-	(4)	9	(2)	3
Outstanding deferred tax asset (liability) as at December 31, 2023	3	-	9	(14)	(2)

NOTE 7 - Material relationships, agreements and transactions with investees

A. Principal loans and capital notes provided by the Company to the investees

Borrowing company	Grant date	Par value as at December 31, 2023	Balance as at December 31	
			2023	2022
			NIS million	NIS million
Bar Tavai Property Company Ltd. (1)	June 30, 2010	1	1	1
Harel Finance Holdings Ltd. (1)	July 1, 2004	61	61	61
Harel Finance Holdings Ltd. (1)	March 20, 2012	16	16	16
Harel Finance Holdings Ltd. (1)	January 1, 2012	17	17	20
Harel Finance Holdings Ltd. (1)	April 4, 2013	108	108	108
Harel Mutual Funds Ltd. (1)	September 9, 2008	80	80	107
Harel Insurance Company Ltd. (2)	March 31, 2014	50	56	54
Harel Insurance Company Ltd. (2)	December 15, 2014	300	334	323
Harel Pension and Provident Ltd. (2)	September 29, 2021	-	-	191
		633	673	881

(1) Not linked and bearing no interest

(2) CPI-linked and bearing interest

Notes to the Company's Separate Financial Statements as at December 31, 2023**NOTE 7 - Material relationships, agreements and transactions with investees (contd.)****B. Material transactions with investees**

1. Loans and capital notes for investee companies
 - A. In the Reporting Period, Harel Mutual Funds Ltd., a subsidiary of Harel Finance, a company wholly owned by the Company, made partial repayment of a capital note in the amount of NIS 27 million. The repayment was made from the independent sources of Harel Mutual Funds Ltd.
 - B. In the Reporting Period, Harel Finance, a company wholly owned by the Company, made partial repayment of a capital note in the amount of NIS 3 million. The repayment was made from the independent sources of Harel Finance.
 - C. On May 5, 2023, Harel Pension and Provident Ltd. made early repayment of a loan to the Company in the amount of NIS 192 million.
2. On agreements for the provision of services, see Note 37 to the Consolidated Financial Statements.
3. Distribution of a dividend to the Company
 - A. In June 2023, Mortgage Holdings Ltd. distributed a dividend in the amount of NIS 60 million. The dividend was paid in cash on July 2, 2023.
 - B. In June 2023, Mortgage Holdings Ltd. distributed a dividend in the amount of NIS 450 million. The dividend was paid in cash on Monday, July 3, 2023.
 - C. On January 4, 2023, May 4, 2023, July 18, 2023, and November 21, 2023, Harel UK distributed dividends in the amount of USD 302 thousand, USD 378 thousand, USD 321 thousand, and USD 63 thousand, respectively. The dividends were paid on January 4, 2023, May 5, 2023, August 10, 2023, and December 7, 2023, respectively.
 - D. On November 28, 2023, ICIC distributed a dividend of NIS 7.5 million. The dividend was paid on December 13, 2023.
 - E. On March 3, 2024, subsequent to the Reporting Period, Marpet (a subsidiary held by the Company at a rate of 51%) distributed a dividend in the amount of NIS 2 million. The dividend is expected to be received on April 9, 2024.

NOTE 8 - Equity requirements for investees

In accordance with a permit to control and hold the means of control in insurers and fund management companies, the Company undertook, at all times, to supplement the equity of the insurance companies that are included among the financial institutions it controls, including ICIC, to the amount prescribed in the Supervision of Financial Services (Insurance) (Minimum Equity Required of Insurers) Regulation, 1998, or any other regulation or law that may replace them, and also to supplement at all times the equity of the provident fund and pension fund management companies it controls, to the amount prescribed in the Income Tax (Rules for the Approval and Management of Provident Funds) Regulations, 1965, or any other regulation or law that may replace them. This undertaking is irrevocable and will remain in force as long as the Company controls the financial institutions, directly or indirectly.

Notes to the Company's Separate Financial Statements as at December 31, 2023

NOTE 9 – Material events in the Reporting Period

1. On plans to buy back shares, see Note 15 to the Consolidated Financial Statements.
2. On affirmation of a rating for the Company and Series 1 bonds issued by the Company, by Midroog, see Note 24 to the Consolidated Financial Statements.
3. On the partial redemption of Series 1 bonds of the Company, see Note 24 to the Consolidated Financial Statements.
4. On the partial redemptions of a loan to the Company from Bank Hapoalim, see Note 24 to the Consolidated Financial Statements.
5. On the publication of the Company's shelf prospectus, see Note 24 to the Consolidated Financial Statements.
6. On an issue of options to Nir Cohen, who serves as CEO of the Company and CEO of Harel Insurance, see Note 37 to the Consolidated Financial Statements.
7. On an agreement for the sale of Dikla to Clalit Health Services, see Note 39 to the Consolidated Financial Statements.
8. On an agreement with an architect, see Note 37 to the Consolidated Financial Statements.
9. On approval to extend a D&O liability insurance policy, see Note 37 to the Consolidated Financial Statements.
10. On a bonus for 2023 and 2022 for Company officers, see Note 37 to the Consolidated Financial Statements.
11. On the changes in the composition of the Company's Board of Directors, see Note 37 to the Consolidated Financial Statements.
12. On the termination of office of Michel Siboni, the Company's CEO, and approval of the appointment of Nir Cohen, who is currently the CEO of Harel Insurance, as CEO of Harel Investments as well, see Note 37 and Note 40 to the Consolidated Financial Statements.
13. On a revised compensation policy for the Company, see Note 37 to the Consolidated Financial Statements.
14. On a revised compensation policy for the financial institutions, see Note 37 to the Consolidated Financial Statements.
15. On approval of the employment conditions of the Company's controlling shareholders, see Note 37 to the Consolidated Financial Statements.

Notes to the Company's Separate Financial Statements as at December 31, 2023

NOTE 10 – Material events after the Reporting Period

1. On plans to buy back shares, see Note 15 to the Consolidated Financial Statements.
2. On cancellation of the agreement to acquire Isracard Ltd., see Note 40 to the Consolidated Financial Statements.
3. On completion of the transaction for the purchase of shares of Se-Fi Insurance Agency Ltd., see Note 40 to the Consolidated Financial Statements.
4. Dividend distribution

On March 28, 2024, together with the approval of the Company's annual financial statements, the Board of Directors approved the distribution of a cash dividend in the amount of NIS 350 million (NIS 1.69 per share). The dividend will be paid on April 16, 2024.

The Board of Directors made its decision about the distribution of the dividend, after taking into account the Company's results in accordance with the financial statements. The Board of Directors was presented with information on the distributable profits, capital surpluses of the Company's subsidiaries and the Group's cash requirements, in various scenarios. The Board of Directors reviewed the Company's compliance with the profit test and solvency test prescribed in Section 203(a) of the Companies Law. Following this review, the Board of Directors confirmed the Company's compliance with the distribution test.



Harel Insurance Investments and Financial Services Ltd.

Chapter 5

Additional Information about the Company

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Additional Information about the Company

Name of the Company: **Harel Insurance Investments and Financial Services Ltd.**

Company Registration Number: 52-003398-6

Address: 3 Abba Hillel Street, Ramat-Gan, Israel

Telephone: 03-7547575

Fax: 03-7547100

Date of Statement of Financial Position: December 31, 2023

Date of Report: March 28, 2024

Regulation 10A - Quarterly Financial Statements

Condensed Consolidated Quarterly Statements of Income for 2023 (NIS million)

	2023	Q4	Q3	Q2	Q1
Premiums earned, gross	17,772	4,378	4,498	4,679	4,217
Premiums earned by reinsurers	2,377	587	609	572	609
Premiums earned in retention	15,395	3,791	3,889	4,107	3,608
Profits from investments, net, and financing income	7,416	2,141	492	3,254	1,529
Income from management fees	1,529	396	394	376	363
Income from commissions	442	89	117	111	125
Other income	92	26	23	22	21
Total Income	24,874	6,443	4,915	7,870	5,646
Payments and changes in liabilities for insurance contracts and investment contracts, gross	20,674	5,184	3,606	6,976	4,908
Reinsurers' share in payments and changes in liabilities for insurance contracts	2,042	499	517	464	562
Payments and changes in liabilities for insurance contracts and investment contracts, in retention	18,632	4,685	3,089	6,512	4,346
Commissions, marketing expenses and other acquisition costs	3,359	855	849	841	814
General and administrative expenses	1,592	407	397	364	424
Other expenses	66	19	14	16	17
Financing expenses, net	475	81	143	122	129
Total expenses	24,124	6,047	4,492	7,855	5,730
Company's share in profits (losses) of equity-accounted investees	(108)	(31)	11	(104)	16
Profit (loss) before income tax	642	365	434	(89)	(68)
Income tax (tax benefit)	146	82	130	(43)	(23)
Profit (loss) for period	496	283	304	(46)	(45)

Condensed Consolidated Statements of Comprehensive Income (Loss) for 2023 (NIS million)

	<u>2023</u>	<u>Q4</u>	<u>Q3</u>	<u>Q2</u>	<u>Q1</u>
Profit (loss) for period	496	283	304	(46)	(45)
Other comprehensive income (loss) items that after initial recognition under comprehensive income were or will be transferred to profit or loss					
Net change in fair value of financial assets available for sale	(195)	(81)	(129)	130	(115)
Net change in fair value of financial assets available for sale transferred to statement of income	189	9	28	41	111
Loss from impairment of financial assets classified as available for sale transferred to statement of income	84	18	16	21	29
Foreign currency translation difference for foreign operations	38	(55)	30	22	41
Tax benefit (taxes on income) attributed to available-for-sale financial assets	(31)	15	31	(66)	(11)
Tax benefit (taxes on income) attributed to other components of comprehensive income that after initial recognition under comprehensive income were or will be transferred to profit or loss	<u>(14)</u>	<u>14</u>	<u>(8)</u>	<u>(9)</u>	<u>(11)</u>
Total other comprehensive income (loss) for the period that after initial recognition under comprehensive income was or will be transferred to profit or loss, net of tax	<u>71</u>	<u>(80)</u>	<u>(32)</u>	<u>139</u>	<u>44</u>
Other comprehensive income (loss) items that will not be transferred to profit or loss					
Revaluation fund for fixed asset items	53	-	1	-	52
Re-measurement of a defined benefit plan	10	3	2	3	2
Income tax for other comprehensive income items that will not be transferred to profit or loss	<u>(19)</u>	<u>(1)</u>	<u>(1)</u>	<u>-</u>	<u>(17)</u>
Other comprehensive income for the period that will not be transferred to profit or loss, net of tax	<u>44</u>	<u>2</u>	<u>2</u>	<u>3</u>	<u>37</u>
Total other comprehensive income (loss) for the period	<u>115</u>	<u>(78)</u>	<u>(30)</u>	<u>142</u>	<u>81</u>
Total comprehensive income for the period	<u>611</u>	<u>205</u>	<u>274</u>	<u>96</u>	<u>36</u>

Regulation 11 - List of investments in subsidiaries and related companies

Information about investments in subsidiaries and related companies whose value in the separate financial statement at December 31, 2023, is more than NIS 1 million:

Company name		Class of shares	Number of shares (thousands)	Par value (thousands)	Value in the separate FS (NIS million)	Percentage holding (%)
Harel Insurance Company Ltd.	Shares	Ord.	104,291	104,291	3,656	100
	Capital notes		-	-	390	-
Yehuda Insurance Company Ltd.		Ord.	4.5	0.5	14	100
A. B. C. Automotive Ltd.	Shares	Ord.	0.5	0.5	30	50
	Loan		-	-	1.8	-
	Capital note		-	-	0.4	-
Advance Planning - Pension Insurance Agency (2013) Ltd.		Ord.	100	1	3	100
Tzva Hakeva (regular army) Savings Fund - Provident Fund Management Company Ltd.		Ord.	44	44	17	100
Eldan Pituach Mifaley Tiyyarut Ltd.		Ord.	825	825	9	25
Leatid Pension Funds Management Company Ltd.		Ord.	8	8	13	79
HAREL SURREY STREET COMPANY (Nostro) 1 LMT		Ord.	0.1	0.01	20	100
HAREL SURREY STREET COMPANY (Nostro) 2 LMT		Ord.	0.1	0.01	8	100
Harel Leipzig BV		Ord.	18	324	171	100
Harel 3990 ESSEX LP		Partnership - no shares	-	-	8	28
Harel IDS Minneapolis		Partnership - no shares	-	-	57	36
Harel 200 West Monroe LP		Partnership - no shares	-	-	9	17
Harel 50 Beale Street SF, LP		Partnership - no shares	-	-	177	60
Harel Westwood NJ, LP		Partnership - no shares	-	-	59	100
Harel 1515 Market, LP		Partnership - no shares	-	-	8	21
HGHQK 2 Sarl		Ord.	6	6	55	41
Harel 7700 Parmer LP		Partnership - no shares	-	-	30	10
Logistic Development Club S.C.A		Ord.	276	276	2	3
Harel Acc LP		Partnership - no shares	-	-	10	11
Leonardo Haymarket Ltd		Ord.	1	1	6	5
Harel LPKC		Partnership - no shares	-	-	33	21
Harel Turtle Creek LP		Partnership - no shares	-	-	14	8

Company name	Class of shares	Number of shares (thousands)	Par value (thousands)	Value in the separate FS (NIS million)	Percentage holding (%)
Harel Fuse 9 LP	Partnership - no shares	-	-	61	100
Harel Student Housing Corp.	Ord.	0.1	0.1	10	6
Harel - 20 Times Square - General Partnership	Partnership - no shares	-	-	22	8
Harel MSP Portfolio Blocker LP	Partnership - no shares	-	-	45	4
Fattal European Partnership II LP	Partnership - no shares	-	-	43	3
Harel Mill Creek VAF Blocker LP	Partnership - no shares	-	-	18	6
Vitania	Ord.	2,271	23	53	5
Azo-Rit Bilu Center	Ord.	1	0.001	72	8
Everest	Partnership - no shares	-	-	26	5
All You Need Ltd.	Ord.	0.75	0.75	74	20
Harel 55 2nd LP	Partnership - no shares	-	-	9	17
Harel Market Center	Partnership - no shares	-	-	1	7
LRC RE-2	Partnership - no shares	-	-	12	3
Europa UK Debt II LP	Partnership - no shares	-	-	7	8
ALMOG CDAY LTD	Ord.	0.2	0.2	15	2
Almog C.D.A. Y housing for rent limited partnership	Partnership - no shares	-	-	1	3
ETZ HASHAKED NADLAN LTD	Ord.	32	32	9	2
Harel Tidhar Menivim Ltd.	Ord.	0.4	0.001	28	4
CDH UK Holdings	Partnership - no shares	-	-	3	4
JH&H Venture RH LP	Partnership - no shares	-	-	8	17
LRC RE-3	Partnership - no shares	-	-	24	2
Mortgage Holdings Israel Ltd.	Ord.	10	1	37	100
EMI – Ezer Mortgage Insurance Company Ltd.	Ord.	13	1	196	100
Harel Pension and Provident Ltd.	Ord.	13,291	13,291	919	100
ICIC Israel Credit Insurance Company Ltd.	Ord.	7,782	7,782	147	50
Interasco Societe Anonyme General Insurances S.A.G.I	*	*	*	42.2	94
Turk Nippon Sigorta A.S	*	*	*	35	100
Hamishmar Insurance Agency Ltd.	Ord.	26	26	10	100

<u>Company name</u>		<u>Class of shares</u>	<u>Number of shares (thousands)</u>	<u>Par value (thousands)</u>	<u>Value in the separate FS (NIS million)</u>	<u>Percentage holding (%)</u>
Dikla Insurance Agency Ltd.		Ord.	30,000	1	39	100
Harel Finance Holdings Ltd.						
	Shares	Ord.	226	1	306	100
	Capital Notes		-	-	282	-
Harel Traded Indexes Ltd.		Ord.	1	1	26	100
Harel Sal Madbeot Ltd.		Ord.	2	1	2	100
Harel Mutual Funds Ltd.		Ord.	808	1	384	100
Harel Finance Investment Management Ltd.		Ord.	23	1	2	100
Harel Finance Operating Services Ltd.		Ord.	1	1	5	100
Harel Finance Strategies Ltd.		Ord.	3	1	50	100
Harel Finance Alternative Ltd.		Ord.	1	0.01	50	100
Harel Exchange Traded Deposit Ltd.		Ord.	0.1	1	2	100
Harel UK Ltd.		*	*	*	2	100
Madanes Insurance Agency Ltd.		Ord.	345	345	16	24.7
S. Madanes Insurance Agency (1989) Ltd.		Ord.	0.3	0.3	4	24.7
Medical Consultants International (M.C.I.) Ltd.		Ord.	1	1	7	24.7
Zion Holdings Ltd.		Ord.	709	1	52	100
Zion Real Estate Ltd.		Ord.	43	0.001	52	100
Bar Tavai Property Company Ltd.		Ord.	60	0.1	52	100
Yedidim Pension Arrangements Insurance Agency Ltd.		Ord.	1	1	26	100
Kidma Y.N. Insurance Agency (2008) Ltd.		Ord.	0.1	1	4	51
Omri Insurance Agency Ltd.		Ord.	22	1	9	36
Beit Yisrael LeNeemanut Ltd.		Ord.	0.2	0.2	2	100
Hamazpen Shutaphim Laderech Ltd.		Ord.	1	1	111	70
Effective Nechaber Shutaphim LeHaim Ltd.		Ord.	0.1	0.1	34	70
Harel Security Building LP		Partnership - no shares	-	-	54	100
Harel Greenwich Studio LP		Partnership - no shares	-	-	40	100
Marpet Ltd.		Ord.	1	0.01	24	51

(*) Not applicable - foreign company.

Regulation 12 - Changes in investments in subsidiaries and related companies

See Note 8 to the Financial Statements.

Regulation 13 - Revenues of subsidiaries and related companies and the Company's income from them (NIS million)

Information about profit (loss), before and after tax, dividends, management fees and interest and linkage received by the Company, or which it is entitled to from subsidiaries and related companies whose value in the separate financial statement at December 31, 2023, is more than NIS 1 million:

Company name	Profit (loss) for year (A) before tax	Other comprehensive income (loss) (A) before tax	Comprehensive income (loss) (A) After tax	Dividend (B)	Management fees	Interest and linkage
Harel Insurance Company Ltd.	160	181	245	450	84	-
Yehuda Insurance Company Ltd.	1	-	0.5	-	-	-
A. B. C. Automotive Ltd.	6	-	5	-	-	-
Advance Planning - Pension Insurance Agency (2013) Ltd.	0.2	-	0.1	-	-	-
Tzva Hakeva (regular army) Savings Fund - Provident Fund Management Company Ltd.	1	0.2	0.8	-	0.4	-
Eldan Pituach Mifaley Tiyyarut Ltd.	1	-	1	-	-	-
Leatid Pension Funds Management Company Ltd.	4	0.1	3	-	-	-
HAREL SURREY STREET COMPANY (Nostro)1 LMT	(1)	-	(1)	-	-	1
HAREL SURREY STREET COMPANY (Nostro) 2 LMT	(0.3)	-	(0.3)	-	-	0.3
Harel Leipzig BV	15	-	15	-	-	-
Harel 3990 ESSEX LP	(7)	-	(7)	-	-	-
Harel IDS Minneapolis	(11)	-	(11)	0.01	-	2
Harel 200 West Monroe LP	(48)	-	(48)	-	-	-
Harel 50 Beale Street SF, LP	(105)	-	(105)	1	-	3
Harel Westwood NJ, LP	10	-	10	0.003	-	-
Harel 1515 Market, LP	(48)	-	(48)	-	-	-
HGHQK 2 Sarl	(6)	-	(6)	-	-	2
Harel 7700 Parmer LP	(23)	-	(23)	-	-	-
Logistic Development Club S.C.A	135	-	135	1	-	2
Harel Acc LP	(25)	-	(25)	-	-	2
Leonardo Haymarket Ltd	14	-	14	-	-	0.1
Harel LPKC	(4)	-	(4)	-	-	1
Harel Turtle Creek LP	(62)	-	(62)	-	-	0.1
Harel Fuse 9 LP	(0.3)	-	(0.3)	1	-	-
Harel Student Housing Corp.	9	-	9	-	-	-
Harel - 20 Times Square - General Partnership	(15)	-	(15)	-	-	-

Company name	Profit (loss) for year (A) before tax	Other comprehensiv e income (loss) (A) before tax	Comprehensive income (loss) (A) After tax	Dividend (B)	Management fees	Interest and linkage
Harel MSP Portfolio Blocker LP	(124)	-	(124)	0.1	-	0.2
Fattal European Partnership II LP	168	-	168	0.02	-	-
Harel Mill Creek VAF Blocker LP	(52)	-	(52)	0.04	-	0.5
Vitania	122	-	122	2	-	-
Azo-Rit Bilu Center	117	-	117	-	-	-
Everest	129	-	129	-	-	3
All You Need Ltd.	57	-	57	8	-	-
Harel 55 2nd LP	(76)	-	(76)	-	-	-
Harel Market Center	(107)	-	(107)	0.002	-	0.3
LRC RE-2	(123)	-	(123)	-	-	-
Europa UK Debt II LP	10	-	10	0.3	-	0.1
ALMOG CDAY LTD	(109)	-	(109)	-	-	-
ETZ HASHAKED NADLAN LTD	(84)	-	(84)	-	-	-
Harel Tidhar Menivim Ltd.	(4)	-	(4)	-	-	1
CDH UK Holdings	(10)	-	(10)	-	-	-
JH&H Venture RH LP	(4)	-	(4)	-	-	0.3
LRC RE-3	59	-	59	-	-	-
Mortgage Holdings Israel Ltd.	59	7	43	60	-	-
EMI – Ezer Mortgage Insurance Company Ltd.	58	7	43	-	0.3	-
Harel Pension and Provident Ltd.	68	3	48	-	52	-
ICIC Israel Credit Insurance Company Ltd.	72	-	47	8	-	-
Interasco Societe Anonyme General Insurances S.A.G.I	(5)	6	(1)	-	-	-
Turk Nippon Sigorta A.S	12	(14)	3	-	-	-
Hamishmar Insurance Agency Ltd.	2	-	1	-	-	-
Dikla Insurance Agency Ltd.	2	(1)	2	-	-	-
Harel Finance Holdings Ltd.	2	-	1	-	-	-
Harel Traded Indexes Ltd.	5	-	3	-	-	-
Harel Sal Madbeot Ltd.	3	-	2	-	-	-
Harel Mutual Funds Ltd.	45	-	30	-	-	-
Harel Finance Investment Management Ltd.	4	-	4	-	-	-
Harel Finance Operating Services Ltd.	1	-	0.1	-	-	-
Harel Finance Strategies Ltd.	8	-	5	-	-	-
Harel Finance Alternative Ltd.	14	-	11	-	-	-
Harel Exchange Traded Deposit Ltd.	0.3	-	0.3	-	-	-
Harel UK Ltd.	3	-	2	4	-	-

<u>Company name</u>	<u>Profit (loss) for year (A) before tax</u>	<u>Other comprehensiv e income (loss) (A) before tax</u>	<u>Comprehensive income (loss) (A) After tax</u>	<u>Dividend (B)</u>	<u>Management fees</u>	<u>Interest and linkage</u>
Madanes Insurance Agency Ltd.	11	-	7	-	0.5	-
S. Madanes Insurance Agency (1989) Ltd.	0.3	-	0.2	-	-	-
Medical Consultants International (M.C.I.) Ltd.	(1)	-	(1)	-	-	-
Zion Holdings Ltd.	6	-	6	-	-	-
Zion Real Estate Ltd.	6	-	6	-	-	-
Bar Tavai Property Company Ltd.	8	-	6	-	-	-
Yedidim Pension Arrangements Insurance Agency Ltd.	0.2	2	2	-	-	-
Kidma Y.N. Insurance Agency (2008) Ltd.	6	-	4	-	-	-
Omri Insurance Agency Ltd.	(0.8)	-	(0.8)	-	-	-
Beit Yisrael LeNeemanut Ltd.	(0.002)	-	(0.002)	-	-	-
Hamazpen Shutaphim Laderech Ltd.	27	-	20	-	-	-
Effective Nechaber Shutaphim LeHaim Ltd.	(1)	-	(1)	-	-	-
Harel Security Building LP	3	-	3	-	-	-
Harel Greenwich Studio LP	6	-	6	-	-	-
Marpet Ltd.	8	-	6	1.5	-	-

(A) Reflects the investee's profits (losses) in full.

(B) A dividend distributed by the investee directly to the Company.

Regulation 20 - Trade on the Stock Exchange - securities listed for trade - dates and reasons for the suspension of trading

In the reporting year no securities issued by the Company were listed for trading, and there was no suspension of trading on the Stock Exchange.

Subsequent to the reporting period, the Company's shares arising from the exercise of options granted to Company employees under the outline published in August 2021 were listed for trading.

Regulation 21A – Compensation for interested parties and senior officers

(1) Compensation for senior officers of the Company

Particulars of the compensation recipient				Compensation for services ^{1,2}							Other compensation			
Name	Title	Scope of position	Percentage holding in company equity ⁽³⁾	Salary	Bonus	Share-based payment ⁽⁴⁾	Management fees	Consulting fees	Commission	Other ⁽⁵⁾	Interest	Rental	Other	Total
Michel Siboni	Company CEO (up to January 31, 2024)	100%		2,684		545				248				3,477
Nir Cohen	Company CEO (from February 1, 2024) and CEO of Harel Insurance	100%		2,505		702				219				3,426
Yair Hamburger	Chairman of the Company's Board of Directors and Director in Harel Insurance	100%	19.61%	2,559						765				3,324
Alon Eliraz	Deputy CEO of Harel Insurance and Head of Health and Life Division at Harel Insurance	100%		2,219		545				503				3,267
Arik Peretz	Company CFO, Deputy CEO of Harel Insurance, and Head of Finance & Resources Division in Harel Insurance.	100%		2,025	643	315				278				3,261

(2) Compensation for other interested parties

Particulars of the compensation recipient				Compensation for services ^{1,2}							Other compensation			
Name	Title	Scope of position	Percentage holding in company equity ⁽³⁾	Salary	Bonus	Share-based payment ⁽⁴⁾	Management fees	Consulting fees	Commission	Other ⁽⁵⁾	Interest	Rental	Other	Total
Yoav Manor	Director in the Company, Director in Harel Insurance, and Chairman of Harel Hamishmar Computers	100%	14.43%	2,106						900				3,006
Gideon Hamburger	Director in the Company and President of Harel Group	100%	14.43%	2,110						900				3,010

Notes to tables

- (1) Guaranteed bonuses and other fixed compensation components are included as part of salaries.
- (2) The compensation listed in the table is for holding office in all Harel Group companies. Some of the officers receive their salary from subsidiaries that are a “financial institution”. The above data do not include wage tax paid by the financial institutions.
- (3) The holding is mostly through G.Y.N. Financial Consulting & Management Ltd. 2017, Limited Partnership. For additional information see Regulation 21A below.
- (4) In accordance with the stock options plan approved by the Group, as specified in Section 9 below, options were granted to officers for which the accounting cost was calculated by an external appraiser. For additional information about the stock options plan, see Note 38 to the Financial Statements.
- (5) The amount includes provision for adjustment fees, severance pay and the cost of increasing the severance factor which was approved for the Deputy CEOs of Harel Insurance under the Company’s compensation policy.

Compensation policy and general employment conditions

1. The Company's compensation policy for senior officers

In view of the experience gained regarding the Company’s compensation policy, on November 30, 2023, after having been approved by the Compensation Committee and Board of Directors, the Company’s general meeting approved the revised compensation policy of the Company (“Compensation Policy”). The Compensation Policy is in compliance with the limitations prescribed in the Compensation for Executives of Financial Institutions (Special Approval and Non-allowance of an Expense for Tax Purposes on account of Extraordinary Compensation) Law, 2016 (“Wage Limitation Law”).

The purpose of the compensation policy is to motivate and direct the senior managers in line with the Company's goals and strategic plan, emphasizing increased competition in the recruitment and retention of quality manpower in the Group's senior management positions. All this with the goal of creating long-term economic value for the Company and its shareholders. The compensation policy was devised, taking into account, among other things, the size of the Company and the nature of its operations, advancement of the Company's goals, strategy, long-term work plan and risk-management policy, as well as the employment conditions and bonuses that were Company practice in previous years, generally accepted levels of salary and compensation among Israel's insurance and finance companies in Israel and other large companies in the Israeli economy, and based on additional organizational considerations.

The compensation policy relates to different categories of officers, and also the manner of compensating the Company’s serving directors.

The compensation policy addresses a range of employment conditions for officers who are not directors, including the following components: (a) the compensation to be determined for each officer in line with their seniority, knowledge, experience, qualifications and contribution to the Group's results, and based on the defined benchmark group; (b) it was determined that a margin will be maintained between the CEO's salary and that of the other officers who are subordinate to the CEO; (c) minimum ratios were defined between the fixed components in the employment conditions and the overall employment conditions; (d) it was determined that a fixed salary component may be paid which does not entitle the recipient to social benefits; (e) provisions were prescribed concerning performance-linked annual bonuses, including the maximum amount of such bonuses for the CEO and for officers who are subordinate to the CEO; (f) provisions were prescribed regarding the possibility of paying special bonuses that are not connected with the annual bonuses, and this for exceptional performance on special projects; (g) provisions were prescribed regarding a lump-sum bonus the purpose of which is to encourage continuation of the work of the officers and to create a sense of identifying with the Company’s interests; (h) provisions were prescribed concerning insurance and indemnity for officers and directors; (i) the Compensation Policy includes a limitation on the maximum cost of employment for officers in the Company; (j) provisions were prescribed concerning termination of employment conditions, including with respect to the following components: (i) severance pay at a maximum rate of up to 200% (double that required by law), subject to meeting conditions of seniority and other conditions; (ii) an advance notice period (of termination) of no more than 6 months; (iii) an adjustment bonus of up to 6 monthly

salaries; (iv) compensation for a non-competition commitment. It was determined that a non-competition agreement will be drawn up in exceptional cases only and subject to the conditions set out in the compensation policy.

Information about the annual bonuses: the annual performance-linked bonus plan will consider the Company's financial position. Accordingly, payment of the annual bonus will be contingent on satisfying the threshold conditions set out in the Compensation Policy. Furthermore, to prevent the taking of short-term risks, the scope of the performance-linked bonuses was limited by a multiple of the salaries. It was also determined that the annual performance-linked bonus will be based, among other things, on long-term measurement. The Compensation Policy therefore stipulates that some of the parameters, as will be determined in advance, will be measured with respect to the current annual bonus (50%) and also with respect to the two years preceding it (30% for the previous year and 20% for the year before that).

The annual performance-linked bonus includes a discretionary component which allows a supplement of 20% of the amount of the (performance-linked bonus. The sum of this component will not exceed three monthly salaries and it may also be paid even if the threshold conditions for payment of the performance-linked bonus are not satisfied.

Under the Compensation Policy, as a rule, the Company will honor existing agreements, even if they deviate from the Compensation Policy, unless the Compensation Policy specifically prescribes a different provision.

For additional information about the Company's Compensation Policy, including the revisions made to it, see the Company's immediate reports of October 25, 2023 and November 14, 2023, Ref.: 2023-01-098035 and 2023-01-124170, respectively).

The Company's compensation policy stipulates that it will serve as a guideline (but not binding) also for the Company's key subsidiaries. For information about the compensation policy that was adopted by the Group's financial institutions, see Section 2 below.

2. Compensation policy of the Group's Financial Institutions

The Company's subsidiaries that are financial institutions ("the Financial Institutions"), adopted a compensation policy which is based on the Company's compensation policy. The compensation policy for the Group's financial institutions has been revised several times over the years in accordance with updated regulatory provisions that were published, including the publication of a Commissioner's circular amending the provisions of the Consolidated Circular, Part 1, Section 5, Chapter 5, entitled "Compensation" ("the Circular"), which updated and abolished the circular "Compensation Policy in Financial Institutions" and the circular "Compensation Policy in Financial Institutions - Amendment" ("Compensation Policy Circular"), and integrates them in the Consolidated Circular, in accordance with the relevant regulations formulated in this sector, including in accordance with the provisions of the Wage Limitation Law and its regulations, and the directives of the Supervisor of Banks that were revised accordingly.

The compensation policy of the financial institutions also applies to some of the executives in the Company who also serve as senior officers in the subsidiaries that are financial institutions.

Following are the main points of the Compensation Policy of the financial institutions:

The Compensation Policy addresses the employment conditions of the officers and functionaries in their entirety, including the following components : (a) the fixed compensation to be determined for each officer and key functionary will be determined in accordance with their seniority, knowledge, experience and qualifications and their contribution to the Group's results, and based on the defined benchmark group; (b) the compensation may comprise several key components: fixed salary, annual, performance-linked bonus, guaranteed bonus, lump-sum bonus, special bonuses as well as indemnification and insurance costs; (c) minimum ratios were defined between the fixed components of the employment conditions and the total employment conditions; (d) provisions were prescribed concerning the composition of the annual bonus consisting of a measurement-based component as well as a discretionary component which allows a supplement of up to 20% of the amount of the performance-linked bonus; (e) provisions were prescribed concerning the possibility of paying special bonuses, which are unrelated to

the annual bonuses, for exceptional performance on special projects; (f) provisions were prescribed regarding a lump-sum bonus the purpose of which is to encourage continuation of the work of the Company officers and to create a sense of identity with the Company's interests; (g) provisions were prescribed concerning insurance and indemnity for officers and directors; (h) the policy includes provisions concerning the nature of the spread and deferral of the annual bonus as well as provisions concerning reimbursing the Company for amounts that were paid as annual bonuses; (i) the Compensation Policy includes a limitation on the maximum cost of employment for officers and key functionaries in the Company; (j) provisions were prescribed concerning termination of the employment conditions, which include reference to the following components: (1) severance pay will be at a maximum rate of up to two 200%) (100% over and above the amount required by law), subject to meeting certain seniority and other conditions; (2) an advance notice period which will not be more than 6 months; (3) an adjustment bonus of up to 6 salaries; and (4) compensation for a non-competition undertaking.

Information about the annual bonuses: the annual performance-linked bonus plan will consider the Company's financial position. Accordingly, payment of the annual bonus will be contingent on satisfying the threshold conditions set out in the Compensation Policy. Furthermore, to prevent the taking of short-term risks, the scope of the performance-linked bonuses was limited by a multiple of the salaries. It was also determined that the annual performance-linked bonus will be based, among other things, on long-term measurement. The Compensation Policy therefore stipulates that some of the parameters, as will be determined in advance, will be measured with respect to the current annual bonus (50%) and also with respect to the two years preceding it (30% for the previous year and 20% for the year before that).

Additionally, the policy includes provisions concerning compensation for Company directors as well as compensation for Company employees who are not officers or key functionaries.

The Compensation Policy prescribes a provision whereby as a rule, the Company will honor existing agreements and employment conditions, even if they deviate from the Compensation Policy, unless the Compensation Policy specifically prescribes a different provision.

In view of the experience gained in applying the Compensation Policy of the financial institutions, in 2023 the Compensation Committee and boards of directors of the financial institutions approved updates to the compensation policies. The updated compensation policy of the financial institutions appears on Harel's website.

3. Employment conditions – the Controlling Shareholders

The Company's General Meeting, which took place on November 30, 2023, re-approved the employment conditions of the Company's controlling shareholders. The approval of the general meeting was preceded by the approval of the Compensation Committee and Board of Directors on October 23, 2023 and October 25, 2023, respectively. The re-approval did not involve any change in the employment conditions of the controlling shareholders. The employment conditions that were approved are consistent with the Company's compensation policy. The provisions of the new employment conditions for the controlling shareholders will be valid from December 1, 2023, for an unlimited period. Notwithstanding the foregoing, the parties may terminate the agreement at any time, by giving 30 days advance notice.

Under existing law at the date of this report, the agreement with Yair Hamburger, Gideon Hamburger and Yoav Manor must be re-approved three years after the commencement of the agreement (December 1, 2023), given that they are controlling shareholders in the Company, unless the law changes and/or Yair Hamburger, Gideon Hamburger and Yoav Manor are no longer included among the controlling shareholders.

A. Employment conditions – Yair Hamburger

Yair Hamburger has been head of Harel Insurance and Finance Group since its establishment. Yair Hamburger has served as Chairman of the Company's Board of Directors since its establishment and as a director in Harel Insurance.¹ Additionally, Yair Hamburger holds the following positions in

¹ Yair Hamburger served as Chairman of the Board of Directors of Harel Insurance until June 30, 2021.

Harel Group: member of the board of directors of Interasco Societe Anonyme General Insurance Company S.A.G.I. (an insurance company with an insurer license in Greece focusing on non-life and health insurance); member of the board of directors of Turk Nippon Sigorta S.A. in Turkey (an insurance company with an insurer license in Turkey, focusing on non-life insurance, including non-life business insurance); Chairman of the board of directors of Harel Finance & Issues; member of the board of directors of Harel Finance Holdings Ltd.; member of the board of directors of Harel Mutual Funds Ltd.; member of the non-yield dependent (Nostro) investment committee of the Group's financial institutions and a director in other companies in the Group. Yair Hamburger serves the Company and its subsidiaries in a full-time capacity and does not hold any other business positions beyond those in Harel Group.

Yair Hamburger's salary: For serving the Company, and in accordance with his employment conditions approved by the Company's general meeting on November 30, 2023, Yair Hamburger is entitled to a monthly salary of NIS 160,000 (NIS 170,450 correct to the date of the report). The monthly salary is CPI-linked and revised in accordance with the increase in the CPI once a year, for the January salary each year. Linkage to the CPI is possible subject to the restrictions of the Compensation of Company Officers Law. The current salary does not reflect the full increase in the CPI due to the restrictions of the Compensation of Company Officers Law.

Fringe benefits: Yair Hamburger is entitled to a Company car at a cost of up to NIS 650,000, linked to the CPI of December 2011 (NIS 747,136 at December 31, 2023). Should Hamburger choose to buy a more expensive car, he will pay the difference in cost. Yair Hamburger is not entitled to full grossing up of the cost of his vehicle. The Company makes provision for social benefits in respect of the monthly salary according to generally accepted standards for pension, severance pay and work disability or, if he so chooses, pays the value of these social benefits. Likewise, Yair Hamburger is entitled to contributions to an education fund in respect of his salary (7.5% of his salary at the employer's expense, and 2.5% at the employee's expense). Yair Hamburger is entitled to 13 days convalescence a year and to 22 days paid vacation a year. Unutilized vacation days, including in respect of the period of Yair Hamburger's employment from the commencement date of his employment for the Company will be accumulated and may be redeemed when his employment terminates. Yair Hamburger is entitled to 30 days annual paid sick leave, and these days may also be accumulated, although he will not be entitled to redeem them when his employment for the Company terminates. Yair Hamburger is not entitled to participate in the Company's stock options plan. Additionally, it is stipulated that Yair Hamburger is not entitled to any additional remuneration for serving as a director in Group companies. Yair Hamburger is entitled to a letter of indemnity which was first granted to him as part of the resolutions passed by the Company and approved by the general meeting in July 2006 and like the Company's other senior officers, and it is included in the D&O insurance drawn up by the Company, under the same conditions as the Company's other directors and senior officers..

Annual bonus: Yair Hamburger is not entitled to an annual bonus.

Post-employment conditions: Upon termination of the employment relationship for any reason whatsoever, Yair Hamburger will be entitled to compensation in the amount of severance to which he is entitled by law in the event of dismissal, less any amounts accrued on his behalf for severance pay in the provident fund/managers' insurance policy, and ownership of the provident fund/managers insurance fund into which the contributions were paid will be transferred to Hamburger ("Severance Pay"). Upon terminating his employment in the Company, Yair Hamburger is entitled to double severance pay, such as an additional 100% compensation (over and above the statutory compensation). Pursuant to the provisions of the Compensation Policy of the Group's financial institutions, part of the additional compensation (over and above the 100%) ("retirement bonus") that is accrued for the period of employment after December 31, 2016, will be paid in installments, in accordance with the provisions of the Compensation Policy of the Group's financial institutions, as follows: a third of the deferred amount will be paid 12 months from the end of the year in which Yair Hamburger retires; a third of the deferred amount will be paid 24 months from the end of the year in which Yair Hamburger retires; a third of the deferred amount will be paid 42 months from the end of the year in which Yair Hamburger retires. Deferred amounts will be paid on the dates noted above,

subject to meeting all the following conditions: (1) no errors are found in the calculation of the amount of the bonus and it did not emerge that the bonus was given based on a risk level that, in retrospect, was found did not materially reflect the actual exposure of the financial institution or the members' monies; (2) based on the last financial statements published before the date of payment, Harel Insurance is in compliance with the capital requirements that apply to it; (3) Harel Insurance presented comprehensive income in the last financial statements (quarterly or annual) published prior to the date of payment. If either of the last two conditions noted above are not met, the payment will be postponed to such time as the conditions are met. It is stipulated that the advance notice period is 30 days only. Yair Hamburger will not be entitled to any adjustment period or adjustment fee.

Non-competition undertaking: Yair Hamburger undertook not to compete with the Company and its business, including through employment by or the rendering of services to a corporation in competition with the Company, for a period of 36 months from the termination of his employment in the Company.

B. Employment conditions - Gideon Hamburger:

Gideon Hamburger has held senior positions in Harel Group since its establishment. Gideon Hamburger currently holds the following key positions in Harel Group: member of the Company's Board of Directors and Company president; member of the board of directors of Interasco Societe Anonyme General Insurance Company S.A.G.I. (an insurance company with an insurer license in Greece focusing on non-life and health insurance); member of the board of directors of Harel Finance Holdings Ltd.; member of the board of directors of Harel Finance & Issues. Additionally, Gideon Hamburger is involved in reinsurance matters both for Harel Insurance and the Group's other insurance companies. Gideon Hamburger serves the Company and its subsidiaries in a full-time capacity and does not hold any other business positions other than those in Harel Group.

Gideon Hamburger's salary: For serving the Company, and in accordance with his employment conditions approved by the Company's general meeting on November 30, 2023, Gideon Hamburger is entitled to a monthly salary of NIS 127,000 (NIS 136,909 correct to the reporting date). The monthly salary is CPI-linked and revised in accordance with the increase in the CPI once a year, for the January salary each year. Linkage to the CPI is possible subject to the restrictions of the Compensation of Company Officers Law.

Fringe benefits: Gideon Hamburger is entitled to a Company car at a cost of up to NIS 650,000, linked to the CPI of December 2011 (NIS 747,136 at December 31, 2023). Should Gideon Hamburger choose to buy a more expensive car, he will pay the difference in cost. Gideon Hamburger is not entitled to full grossing up of the cost of his vehicle. The Company makes provision for social benefits in respect of the monthly salary according to generally accepted standards for pension, severance pay and work disability or, if he so chooses, pays the value of these social benefits. Likewise, Gideon Hamburger is entitled to contributions to an education fund in respect of his salary (7.5% of his salary at the employer's expense, and 2.5% at the employee's expense). Gideon Hamburger is entitled to 13 days convalescence a year and to 22 days annual paid vacation. Unutilized vacation days, including in respect of the period of Gideon Hamburger's employment from the date his employment for the Company commenced, will be accumulated and may be redeemed when his employment terminates. Gideon Hamburger is entitled to 30 days annual paid sick leave, and these days may also be accumulated, although he will not be entitled to redeem them when his employment for the Company terminates. Gideon Hamburger is not entitled to participate in the Company's stock options plan. Additionally, it is stipulated that Gideon Hamburger is not entitled to any additional remuneration for serving as a director in Group companies. Gideon Hamburger received a letter of indemnity as part of the resolutions passed by the Company and approved by the general meeting in July 2006 and it is included in the D&O insurance drawn up by the Company, under the same conditions as the Company's other directors and senior officers.

Annual bonus: Gideon Hamburger is not entitled to an annual bonus.

Post-employment conditions: Upon termination of the employment relationship for any reason whatsoever, Gideon Hamburger will be entitled to double the severance pay he is entitled to by law,

in the event of dismissal, net of any amounts accrued on his behalf for severance pay in the provident fund/managers' insurance policy, and ownership of the provident fund/managers insurance fund into which the contributions were paid will be transferred to Gideon Hamburger ("Severance Pay"). Upon termination of his employment in the Company, Gideon Hamburger is entitled to double severance pay, such as an additional 100% compensation (over and above the compensation stipulated by law). Pursuant to the provisions of the revised compensation policy for the Group's financial institutions, part of the additional compensation (over and above the 100%) ("retirement bonus") that is accrued for the period of employment after December 31, 2016, will be paid in installments, as follows: a third of the deferred amount will be paid 12 months after the end of the year of Gideon Hamburger's retirement; a third will be paid 24 months after the end of the year of his retirement, and a third will be paid 42 months from the end of the year of his retirement. Deferred amounts will be paid on the dates noted above, subject to meeting all the following conditions: (1) no errors are found in the calculation of the amount of the bonus and it did not emerge that the bonus was given based on a risk level that in retrospect was found did not materially reflect the actual exposure of the financial institution or the members' monies; (2) based on the last financial statements published before the date of payment; (3) Harel Insurance is in compliance with the capital requirements applicable to it; Harel Insurance presented comprehensive income in the last financial statements (quarterly or annual) published prior to the date of payment. If either of the last two conditions noted above are not met, the payment will be postponed to such time as the conditions are met. It is stipulated that the advance notice period is only 30 days. Gideon Hamburger will not be entitled to any adjustment period or adjustment fee.

Non-competition undertaking: Gideon Hamburger undertook not to compete with the Company and its business, including through employment by or the rendering of services to a corporation in competition with the Company, for a period of 36 months from the termination of his employment in the Company.

C. Employment conditions - Yoav Manor:

Yoav Manor has held executive positions in the Group since its establishment. Yoav Manor holds the following positions in Harel Group: Executive Chairman of the board of directors of Harel Hamishmar Computers Ltd.; member of the board of directors of the Company; member of the board of directors of Harel Insurance Ltd.; member of the board of directors of Harel Finance Holdings Ltd.; member of the board of directors of Harel Finance & Issues and a director in other Group companies. Yoav Manor serves in the Company and its subsidiaries in a full-time capacity and does not hold any other business positions beyond those in Harel Group.

Yoav Manor's salary: For serving the Company and in accordance with his employment conditions approved by the general meeting on November 30, 2023, Yoav Manor is entitled to a monthly salary of NIS 127,000 (NIS 136,909 correct to the reporting date). The monthly salary is CPI-linked and revised in accordance with the increase in the CPI once a year, for the January salary each year. Linkage to the CPI is possible subject to the restrictions of the Compensation of Company Officers Law.

Fringe benefits: Yoav Manor is entitled to a Company car at a cost of up to NIS 650,000, linked to the CPI of December 2011 (NIS 747,136 at December 31, 2023). Should Yoav Manor choose to buy a more expensive car, he will pay the difference in cost. Yoav Manor is not entitled to full grossing up of the cost of his vehicle. The Company makes provision for social benefits in respect of the monthly salary according to generally accepted standards for pension, severance pay and work disability or, if he so chooses, pays the value of these social benefits. Likewise, Yoav Manor is entitled to contributions to an education fund in respect of his salary (7.5% of his salary at the employer's expense, and 2.5% at the employee's expense). Yoav Manor is entitled to 13 days convalescence a year and to 22 days annual paid vacation. Unutilized vacation days, including in respect of the period of Yoav Manor's employment from the commencement date of his employment for the Company, will be accumulated and may be redeemed when his employment terminates. Yoav Manor is entitled to 30 days annual paid sick leave, and these days may also be accumulated, although he will not be entitled to redeem them when his employment in the Company terminates. Yoav Manor

will not be entitled to participate in the Company's stock options plan. Additionally, it is stipulated that he is not entitled to any additional remuneration for serving as a director in Group companies. Yoav Manor received a letter of indemnity as part of the Company's decisions as approved by the general meeting in July 2006 and he is included in the directors and officers insurance (D&O) drawn up by the Company, under the same conditions as the other directors and officers of the Company.

Annual bonus: Yoav Manor is not entitled to an annual bonus.

Post-employment conditions: Upon termination of the employment relationship for any reason whatsoever, Yoav Manor will be entitled to the severance pay due by law if he is dismissed, less the amounts accrued on his behalf in respect of severance pay in provident funds / managers insurance, and ownership of the provident funds / managers insurance into which payments were made on his behalf will be transferred to him ("Severance Pay"). Upon termination of his employment in the Company, Yoav Manor is entitled to double severance pay, such as an additional 100% compensation (over and above the compensation stipulated by law). Pursuant to the provisions of the Compensation Policy of the Group's financial institutions, part of the additional compensation (over and above the 100%) ("the Retirement Bonus") that is accrued in the period of employment after December 31, 2016, will be paid in installments, in accordance with the provisions of the revised compensation policy of the Group's financial institutions, as follows: a third of the deferred amount will be paid 12 months after the end of the year of Yoav Manor's retirement; a third will be paid 24 months after the end of the year of his retirement, and a third will be paid 42 months after the end of the year of his retirement. Deferred amounts will be paid on the dates noted above, subject to meeting all the following conditions: (1) no errors are found in the calculation of the amount of the bonus and it did not emerge that the bonus was given based on a risk level that in retrospect was found did not materially reflect the actual exposure of the financial institution or the members' monies; (2) based on the last financial statements published before the date of payment, Harel Insurance is in compliance with the capital requirements applicable to it; (3) Harel Insurance presented comprehensive income in the last financial statements (quarterly or annual) published prior to the date of payment. If either of the last two conditions noted above are not met, the payment will be postponed to such time as the conditions are met. It is stipulated that the advance notice period is only 30 days. Yoav Manor will not be entitled to any adjustment period or adjustment fee.

Non-competition undertaking: Yoav Manor undertook not to compete with the Company and its business, including through employment by or the rendering of services to a corporation in competition with the Company, for a period of 36 months from the termination of his employment in the Company.

4. Employment conditions of Michel Siboni, who served as CEO of the Company and chairman of Harel Insurance until January 31, 2024

In the reporting period, Michel Siboni served as the CEO of the Company and chairman of the board of Harel Insurance. On January 31, 2024, Michel Siboni stepped down from his position after more than 30 years with Harel Group. Under the agreement with Michel Siboni, the advance notice period began on February 1, 2024.

On December 27, 2023 and December 28, 2023, the compensation committee and the Company's Board of Directors, respectively, approved all payments to Michel Siboni after the end of his active term as CEO of the Company, at the end of January 2024.

Michel Siboni continues to serve as a director in Harel Insurance and as chairman of the board of directors of Hamazpen – Shutaphim Laderech Ltd., a subsidiary that provides credit for medium-sized businesses, and Michel Siboni was appointed as a director in the Company from February 5, 2024.

On February 5, 2024, the Company's general meeting approved an amendment to the termination conditions of Michel Siboni's employment, which extended the advance notice period to nine months (the six months set out in Michel Siboni's employment agreement have passed). The other termination conditions of Michel Siboni's employment (set out below) remain unchanged.

In addition, Michel Siboni is entitled to directors' compensation for his position as a director in the Company and in Harel Insurance, starting from the termination date of his employment as CEO of the Company (February 1, 2024).

Michel Siboni's employment conditions were approved by the Company's general meeting on June 30, 2021, for his term of office that began on July 1, 2021. The employment conditions were approved in view of the organizational change in his position in the Group at the time, when Michel Siboni ended his term as CEO of Harel Insurance at the end of June 2021 and was appointed Chairman of the Board of Directors of Harel Insurance from July 1, 2021 (together with the continuation of his position as CEO of the Company). The employment conditions that time were approved without any change from Michel Siboni's current terms, for the organizational change.

Details of Michel Siboni's employment conditions:

Employment period:

The provisions of the employment agreement apply to an indefinite period. The advance notice period is nine months. It should be clarified that the Company's general meeting approved the extension of the advance notice period to nine months (six months have passed) on February 5, 2024.

Current salary:

Michel Siboni's monthly salary is NIS 248,000.

Fringe benefits:

Michel Siboni is entitled to a refund of reasonable expenses incurred while fulfilling his duties, including costs of a telephone / mobile phone, membership fees of professional organizations, subscription to newspapers and professional literature, professional liability insurance, periodic medical examinations, group health / dental insurance for Harel Group employees, group term (life) assurance policy for senior Harel Group executives, group work disability policy for Harel Group employees, attending in-house training and incentive trips for agents (with spouse), wellbeing activities as accepted in Harel Group (such as pre-festival gifts, vacation, meals, and team-building activities), purchase of Harel Group insurance products under conditions offered to the Group's employees, purchase of Harel Finance financial products under conditions offered to Group employees.

Michel Siboni is entitled, at any time, to receive a company car from Harel Insurance, as generally accepted for the Company's CEO. Should he decide to accept a company car for his own use, the tax value will be recognized as part of his ongoing salary and it will constitute part of the base for provisions under the provisions of the employment agreement.

The Company will make provision for social benefits according to generally accepted standards for pension, severance pay and work disability. Likewise, Michel Siboni is entitled to contributions to an education fund in respect of his salary (7.5% of his salary at the employer's expense, and 2.5% at the employee's expense).

Michel Siboni is entitled to 10 days convalescence a year according to the tariff published by the Coordinating Bureau of Economic Organizations.

Michel Siboni is entitled to 35 days paid vacation a year. Michel Siboni is entitled to 30 days paid sick leave a year, and he may accumulate these days up to a total of 180 days, although he will not be entitled to redeem them when his employment for the Company terminates.

Michel Siboni was granted an indemnity note, as part of the Company's decisions as approved by the general meeting in July 2006 and by a general meeting in March 2012.

Termination of employment:

Michel Siboni is entitled to a salary for an 8-month adjustment period.

Michel Siboni will be entitled to severance pay of 200% (double the statutory severance pay) for the period commencing August 1, 2009 until the date of the revision of the employment agreement (October 2016). For the period from the start of his employment in the Company and up to July 31, 2009 (the date of his appointment as CEO of Harel Insurance), Michel Siboni will be entitled to 150% severance pay.

Michel Siboni undertook not to compete with the Company when his employment ends, for a period of 7 years from the termination of his employment in the Company, in return for a non-competition bonus

of NIS 5,000,000. Under the non-competition commitment, Michel Siboni undertook that during the non-competition period he will not serve as the CEO of an insurance company in Israel, either as a salaried employee or as a service provider, and he also undertook not to utilize the knowledge he gained and will gain in the Company in the health insurance segment, and accordingly he undertook not to serve as a consultant to insurance companies in the health insurance sector.

Based on the Company's compensation policy, Michel Siboni will be entitled, together with members of his family, to continue to be included in the group insurance policy of Harel employees even after his employment ends, for payment of the premiums, according to the standard amounts for all Group employees.

Past rights accumulated by Michel Siboni in his position as CEO of Harel Insurance and for which provision was made in the past in the financial statements of Harel Insurance, in respect of the increased severance pay to which Michel Siboni is entitled up to the revision date as well as the adjustment fees, were deposited in trust in a savings policy on behalf of Michel Siboni, and they will be released when his entitlement to receive this money is satisfied, upon termination of his employment in Harel Insurance. Upon making this deposit, Harel Insurance was exempted from all its obligations towards Michel Siboni in connection with these amounts, when the date of termination of his employment is reached.

Stock options:

Within the framework of a stock options plan for officers and employees of the Group that was approved in August 2021, 180,000 stock options were granted to Michel Siboni which may be exercised for 180,000 ordinary NIS 0.1 par value shares of the Company, subject to adjustments, without any cash consideration. For additional information, see an Immediate Report of the Company dated August 30, 2021 (Ref. 2021-01-073378) and Section 9 below.

5. Employment conditions of Nir Cohen, who serves, as at the publication date of this report, as CEO of the Company and CEO of Harel Insurance:

The Company's Board of Directors approved the appointment of Nir Cohen as CEO of the Company. Nir Cohen's appointment entered into force on February 1, 2024. Nir Cohen, who serves as CEO of Harel Insurance, agreed to assume the position of CEO of the Company as well, without any further compensation for this additional office².

Nir Cohen has served as CEO of Harel Insurance since July 1, 2021. Prior to his appointment as CEO of Harel Insurance, he served as head of the HQ Division and Deputy CEO of Harel Insurance. Before that, he served as Senior Deputy Commissioner and Deputy Commissioner of the Capital Market, Insurance and Savings. The employment conditions of Nir Cohen as CEO of Harel Insurance were approved by the relevant organs of Harel Insurance prior to his appointment.

Nir Cohen also serves as chairman of the board of directors of the following financial institutions in Harel Group: Harel Pension & Provident Ltd. and the Tzva Hakeva Savings Fund - Provident Funds Management Company Ltd., and also he serves in a number of other private companies in Harel Group. On February 5, 2024, the Company's general meeting (after approval from the compensation committee and the Company's Board of Directors) approved the terms of Nir Cohen's compensation, which remain unchanged, for the period beginning on February 1, 2024, in which he will also serve as the CEO of the Company.

Details of Nir Cohen's employment conditions:

Employment period:

The provisions of the employment agreement apply to an indefinite period. Notwithstanding the foregoing, each of the parties may terminate the agreement at any time, by giving nine months advance notice.

Accordingly, Nir Cohen's compensation will not change if, for any reason, Nir Cohen is no longer CEO of the Company and continues to serve as ² CEO of Harel Insurance

Current salary:

Nir Cohen receives a monthly salary of NIS 222 thousand (linked to the CPI). Nir Cohen's salary was calculated according to the maximum salary cost that may be approved, under the provisions of the Compensation of Officers Law, such that the cost of Nir Cohen's salary is equal to a ratio of 35 times the projected annual expense for to the lowest compensation, according to the cost of a full-time position paid to an employee of Harel Insurance, in the calendar year preceding the year for which Nir Cohen's projected employment cost is calculated. Any increase to Nir Cohen's salary, according to his employment conditions and in according to the limit of the maximum employment cost, will be approved solely by the Company's compensation committee and Board of Directors.

Fringe benefits:

Nir Cohen is entitled to a refund of reasonable expenses incurred while fulfilling his duties, including costs of a telephone / mobile phone, membership fees of professional associations, subscription to newspapers and professional literature, professional liability insurance, periodic medical examinations, group health / dental insurance for Harel Group employees, group term (life) assurance policy for senior Harel Group executives, group work disability policy for Harel Group employees, attending in-house training and incentive trips for agents (with partners), wellbeing activities as is standard in Harel Group (such as pre-festival gifts, vacation, meals, and team-building activities), purchase of Harel Group insurance products under conditions offered to the Group's employees, and purchase of Harel Finance financial products under conditions offered to Group employees.

Car:

Nir Cohen is entitled, at all times, to receive a company car, as is standard for the Company's CEO. Should he decide to accept a company car for his own use, the tax value will be recognized as part of his ongoing salary and it will constitute part of the base for contributions under the provisions of the employment agreement.

Contributions for social benefits:

The Company will make contributions for social benefits according to generally accepted standards for pension, severance pay, and work disability. Likewise, Nir Cohen is entitled to contributions to an education fund in respect of his salary (7.5% of his salary at the employer's expense, and 2.5% at the employee's expense).

Convalescence days:

Nir Cohen is entitled to 10 convalesce days per year according to the rate published by the Coordinating Bureau of Economic Organizations

Vacation and sick days:

Nir Cohen is entitled to 30 days annual paid vacation. Nir Cohen is entitled to 30 days annual paid sick leave, and these days may also be accumulated up to a total of 180 days, although he will not be entitled to redeem them when his employment with the Company ends.

Indemnity and insurance:

Nir Cohen received a letter of indemnity as part of the resolutions passed by the Company and approved by the general meeting in July 2006 and March 2012. In addition, Nir Cohen is included in the collective D&O liability insurance policy.

Termination of employment:

Nir Cohen is entitled to a salary for a three-month adjustment period and an additional month for each year of employment as the CEO of Harel Insurance. The adjustment period will not exceed five months. It should be clarified that the entire adjustment payment is conditional upon the projected annual expense to the Company for the adjustment during his term of office as CEO being permitted for payment in accordance with the total projected annual cost of all compensation components under the Salary Cap Law.

Nir Cohen will be entitled to compensation of 150% (including a seniority supplement until June 30, 2021). From July 1, 2021, the compensation amounts to 100%.

Nir Cohen undertook that for two years from the end of his employment at Harel Insurance, he will not serve as CEO of an insurance company, in consideration of a grant in the amount of NIS 5,000,000. In

the five-year period starting on January 1, 2023, Harel Insurance has the right and the discretion to exercise or not to exercise the arrangement, if the CEO leaves the Company voluntarily in this period.

Under the Company's compensation policy, Nir Cohen will be entitled, together with his family members, to continue to be included in the group insurance policies of Harel employees, after termination of employment, while paying the premiums, based on standard amounts for all Group employees.

Equity award:

Under the stock options plan for officers and employees of the Group that was approved in August 2021, 180,000 stock options were granted to Nir Cohen, exercisable for 180,000 ordinary shares of Harel Investments of NIS 0.1 par value shares each, subject to adjustments, without a cash consideration.

In addition, in September 2023, the Company's Board of Directors approved a private allotment of 180,000 stock options to Nir Cohen, exercisable for up to 180,000 ordinary shares of Harel Investments of 0.1 NIS par value each subject to adjustments, without a cash consideration.

6. Other senior officers:

6.1 Arik Peretz

Arik Peretz serves as the CFO of the Company, Deputy CEO of Harel Insurance, and Head of Finance & Resources Division in Harel Insurance. Arik Peretz also serves as CEO and director of Harel Finance & Issues, chairman of the board of EMI, director in Harel 60+, director in Mitzpen, and a director in other subsidiaries of the Harel Group. The annual bonus of Arik Peretz is determined in accordance with the parameters set out in the compensation policy and based on meeting various targets, including long-term targets set out in compensation policy.

6.2 Alon Eliraz

Alon Eliraz is Deputy CEO of Harel Insurance and Head of the Health and Life Insurance Division in Harel Insurance. The annual bonus for Alon Eliraz was determined in accordance with the parameters set out in the compensation policy and based on meeting various targets, including long-term targets set out in the compensation policy.

7. Non-competition arrangements

As prescribed in the compensation policy, new non-competition arrangements will be signed only in exceptional cases, in the event of concern for business impairment in the Company. In February 2023, the Compensation Committee and Board of Directors of Harel Insurance approved non-competition arrangements for a number of senior officers in Harel Insurance, subject to upholding the defined non-competition conditions.

8. Salary of directors who do not also serve as Company officers

The total salary paid to directors who serve the Company during the Reporting Period, for their service non the Company's Board of Directors and on the various Board of Directors committees, amounted to NIS 2.9 million. This amount does not include payments to principal shareholders (Yair Hamburger, Gideon Hamburger, and Yoav Manor), who also serve as officers of the Company and its subsidiaries.

When the general meeting approved the Company's compensation policy on November 30, 2023, it was stipulated that the policy applies to directors serving in the Company and/or its subsidiaries, so that they are entitled to compensation for their service on the board of directors and on committees appointed by the board of directors, as defined in the Companies (Rules for the Compensation and Expenses of External Directors) Regulations, 2000, ("Compensation for External Directors Regulations") and they are not entitled to any bonus or additional compensation. In addition to the provisions prescribed in the Compensation for External Directors Regulations, the for external directors serving the Company and its subsidiaries, is also subject to the provisions prescribed in Regulation 2 of the Companies (Matters Not Constituting an Interest) Regulations, 2006 ("Interest Regulations"). Regarding directors who serve the Company and its subsidiaries and who are not external directors, the limitation prescribed in Regulation 2 of the Interest Regulations does not apply. If a director is appointed to another position

which is not membership of the Board of Directors and/or committees appointed by the Board of Directors, the compensation will be determined in accordance with the nature of the position and will be submitted for the approval of the general meeting.

The salaries of directors who are not external directors will not be more than the salaries of the Company's external directors, other than directors who are controlling shareholders in the Company and their employment conditions are approved by the Company's general meeting, as specified in Section 3 above.

9. Stock options plan for senior officers and employees of the Group

On August 23 and 25, 2021, and on August 30, 2021, the Company's Compensation Committee and Board of Directors, respectively, approved a stock options plan for senior officers and employees of the Group. Under the plan, an outline plan was published which includes up to 8,548,000 stock options which may be exercised for 8,548,000 ordinary NIS 0.1 par value shares of the Company, subject to adjustments, without any cash consideration.

7,548,000 of all the options included in this stock options outline were offered to 158 employees, of which four are senior officers in the Company. The remaining options that were not allotted to specific recipients will allow for an additional allotment to other senior officers and employees in the future ("Reserve").

On the date of approval by the Company's Board of Directors and Compensation Committee, as noted above, an allotment of 250,000 options was approved to another executive with whom the Company has a consulting agreement, as well as to another advisor to the Company. These options are not part of the stock options outline or part of the allocation reports included in the plan, however the conditions for exercising these options are the same as those for exercising the options for the Group's senior officers and employees.

For additional information, see an Immediate Report of the Company dated August 30, 2021 (Ref. 2021-01-073378).

During and after the Reporting Period, allotments of stock options from within this Reserve were approved for additional Company employees.

Additionally, on the date of approval by the Company's Board of Directors and Compensation Committee, as noted above, the Compensation Committee and Board of Directors approved an allotment of options for the Company's senior officers, which may be exercised for 3% of the shares in a private subsidiary.

On September 6, 2023, the Company's Board of Directors approved a private allotment of 180,000 options for Nir Cohen (who served at that time as CEO of Harel Insurance and currently serves as CEO of the Company) the same conditions as those of the 2021 options plan, as set out in Note 37 to the financial statements. The options were allotted on September 12, 2023, after receiving the approval of the Tel Aviv Stock Exchange Ltd.

On March 26, 2024 and on March 28, 2024, the compensation committee and the board of directors, respectively, approved another outline plan based on the option plan approved in August 2021. Under the outline, 994,000 options were offered to 29 employees in the Company's subsidiaries. In addition, 2,500,000 options were approved as a "reserve" for additional future allocations.

Regulation 21A - Control of the Corporation

The Company's controlling shareholders, Yair Hamburger, Gideon Hamburger and Nurit Manor ("the Controlling Shareholders"), hold 48.47% of the Company's voting rights and issued share capital. The Controlling Shareholders hold the Company through G.Y.N. Financial Consulting & Investment Management 2017 LP, which they fully own and control, and which they hold, as limited partners, through private, companies, wholly owned by each of the Controlling Shareholders ("GYN Partnership") and they also hold the general partner in the GYN Partnership.

Regulation 22 - Transactions with a controlling shareholder

Following is information, to the best of the Company's knowledge, about transactions with the Company's Controlling Shareholders or which the Controlling Shareholders have a personal interest in approving, in which the Company and/or the Group's companies entered into agreement during the reporting year or on a date after the end of the reporting year and up to the date of publishing this report, or that were approved before the Reporting Period, and are in force during the Reporting Period.

1. Agreement with an architect

In January 2011, the Company entered into an agreement (which was amended in January 2016, in December 2017, December 2018, December 2019, December 2020, December 2021, and December 2022) to obtain architectural services from Miki Kornhauser, who is the brother-in-law of Yair Hamburger, the controlling shareholder and Chairman of the Board of Directors of the Company ("the Agreement" and/or "the Engagement"). Under the Agreement, Miki Kornhauser provides on-going architectural services to the Company and its subsidiaries in various projects undertaken by the Company.

The Company's Audit Committee and Board of Directors approved an amendment to the Agreement whereby the agreement period will be extended to December 31, 2024, and the monthly consideration for the architecture services will remain at NIS 28,000. For additional information about the Agreement, see an Immediate Report of the Company dated December 28, 2023 (Ref: 2023-01-143085).

2. Entering into an employment agreement with a grandson of the controlling shareholder

Idan Tamir, the grandson of Yair Hamburger, one of the controlling shareholders of the Company, has been employed by Harel Group since March 2019. As from this date, Idan Tamir is employed in a full time business development and marketing position at Harel Insurance.

On May 22, 2023, May 29, 2023, and July 5, 2023, the compensation committees and boards of directors of the Company and Harel Insurance and the general meeting of the Company, respectively, approved the revised employment conditions for Idan Tamir.

The agreements stipulated that Idan Tamir will receive a gross monthly salary of NIS 18 thousand. The Company may adjust the salary at a rate of up to 5% of the amount of salary in that year. In addition, Idan Tamir is entitled to fringe benefits as is standard in the Company, including an annual bonus, annual vacation, travel expenses, convalescence pay, contributions to an education fund, health insurance, meals, parking payment, and a mobile phone.

For further information about the arrangement, see the Company's notice of a general meeting (Ref. 2013-01-057276).

3. Transactions listed in Section 270(4) of the Companies Law

For information about the terms of employment of the controlling shareholders, see Regulation 21 above.

3.1 Directors and Officers liability insurance (D&O)

The Directors & Officers liability insurance policy (D&O) policy applies to incumbent senior officers of the Company and its subsidiaries and officers who may serve the Company and/or the subsidiaries from time to time (including senior officers who are deemed controlling shareholders or their relatives).

In accordance with the provisions of the Company's Compensation Policy, the Compensation Committee and Board of Directors approved renewal of the agreement between the Company and the subsidiary Harel Insurance regarding a D&O liability insurance policy, commencing October 31, 2023 for one year, which covers directors and officers of the Company and other companies in Harel Group, including individuals who may be considered controlling shareholders in the Company so that the sum insured will be USD 220 million. The cost of the annual premium for this cover and the deductible are in accordance with market conditions and were determined on the basis of proposals that Harel Insurance received from reinsurers. The cost is not material for the Company.

The main reasons given by the Compensation Committee and Board of Directors were: (a) the premium is defined according to the cost of the reinsurance of Harel Insurance, to which the insurance risk is transferred, so that by definition it reflects market conditions; (b) purchase of this policy is for the Company's good, given that it limits the Company's exposure on account of the letters of indemnity given to the directors and officers, and it allows the officers to fulfill their duties properly and for the benefit of the Company, taking into account the risks entailed and the responsibility that they bear by law; (c) the policy provides reasonable cover under the circumstances, when considering the size of the Company, scope and areas of its operations and its business plans; (d) this insurance cover was made in the normal course of the Company's business and it is accepted practice in public companies in Israel and in companies involved in insurance and financial services in particular; (e) purchase of the policy is consistent with the Company's compensation policy; (f) the cover will be given to all the directors and officers serving the Group companies, under the same conditions, including with respect to the controlling shareholders and their relatives; (g) the agreement is at market conditions and it will not significantly affect the Company's profitability, property or undertakings.

3.2 Indemnity

On July 12, 2006, a general meeting of the Company's shareholders approved several amendments to the Company's articles, including amendments pertaining to letters of indemnity for senior officers of the Company. Likewise, further to the approval of the Audit Committee and Board of Directors, the general meeting also approved giving an advance undertaking to indemnify the Company's officers and directors. The undertaking for indemnity is only after the rights under the insurance policy have been exhausted. The amount of indemnity is limited to 20% of the shareholders' equity in the last financial statements published before payment of the indemnity.

In January 2011, the Administrative Enforcement Law was published which, among other things, allows the Israel Securities Authority, to enforce the provisions of the Securities Law through various proceedings, including to impose various sanctions on the senior officers and directors of a company. Among other things, the Administrative Enforcement Law stipulates that despite the prohibition on insuring and indemnifying a senior officer in respect of financial penalties or fines that are imposed within the framework of administrative enforcement, a person can be insured or indemnified in respect of the following two categories of payment: (i) payment of compensation to the victims of a breach of the Securities Law imposed as part of an administrative enforcement procedure; (ii) expenses incurred by a person in connection with an administrative enforcement procedure that is conducted against him, including reasonable litigation expenses, and including lawyers' fees. The indemnity may also be given by way of giving an advance undertaking. The law stipulates that to enable the Company to insure or indemnify the aforementioned senior officers, the Company's articles must be amended to include the possibility of giving such insurance and indemnity.

As mentioned above, pursuant to a resolution of the Company's general meeting from July 12, 2006 (after being approved by the Audit Committee and Board of Directors), from time to time the Company gave its senior officers letters of indemnity in which it gave an advance undertaking to provide indemnity in respect of the matters specified therein, and subject to conditions stipulated therein, where the amount of the indemnity is limited to 20% of the Company's equity according to the last financial statement published prior to the actual date of payment of the indemnity, and this to the senior officers severally and together, for an individual case and in aggregate.

On January 29, 2012 and January 30, 2012, the Company's Audit Committee followed by the Board of Directors, respectively, approved amended letters of indemnity for its senior officers and directors, including directors who are the controlling shareholders of the Company. On March 5, 2012, the general meeting approved the granting of the amended letters of indemnity to the Company's senior officeholders and directors, including to controlling shareholders. There is no change to the Company's limit of liability in the amended letters of indemnity, but they include an option for indemnity based on the indemnity permitted under the Administrative Enforcement Powers Law. The letters of indemnity will be given to senior officers currently serving the Company and those who may serve the Company from time to time (including senior officers who are deemed controlling

shareholders or their relatives, as well as senior officers where a controlling shareholder of the Company may be deemed to have a personal interest in granting them the letters of indemnity).

It is stipulated that the decision to approve the amended letters of indemnity does not nullify the previous letters of indemnity, but adds to them. Subsequent to the aforementioned decisions, letters of indemnity were issued for the Company's directors and senior officeholders, the text of which was approved as noted above.

4. Procedures for approval of transactions with controlling shareholders

The Companies Law prescribes procedures for approving extraordinary transactions with a company's controlling shareholders and for approving transactions in which an officer of the company (including a director) has a personal interest. Accordingly, the Company and its subsidiaries approved work procedures that make it easier to identify transactions with such controlling shareholders, and prescribe the process for approving them, as follows:

4.1. Transactions defined as negligible

During the normal course of business, the Company and its investees perform transactions with the controlling shareholders as part of the services rendered by the Company to the controlling shareholders and their investees (for example: insurance, long-term savings products, and various financial services). On March 20, 2024 and March 28, 2024, respectively, the Company's Audit Committee and Board of Directors, respectively, determined that a transaction with a controlling shareholder shall be deemed negligible if it meets all the following conditions:

- (a) It is not an extraordinary transaction (according to the meaning of this term in the Companies Law) and as noted in Section 4.2 below).
- (b) Regarding insurance transactions, long-term savings and financial services: the same rules apply to these transactions as to the benefits given to all Group employees, as approved by the Board of Directors.
- (c) The sum insured in the Company's self-retention in each policy is no more than NIS 10 million, and the sum insured in each policy is no more than NIS 50 million. This limitation does not apply to savings policies.
- (d) Other agreements, for which the cumulative annual cost to the Group is no more than NIS 100,000.

It is stipulated that any transaction for services provided by a controlling shareholder or his or her relative will not be classified as a negligible transaction.

It is further stipulated that separate transactions, which are interdependent, so that in practice they are part of the same agreement, shall be construed as a single transaction. Transactions that fall within the parameters of negligible transactions do not require special approval.

4.2. Non-extraordinary transactions

Pursuant to the provisions of Section 117 of the Companies Law, the audit committee of a public company is the organ authorized to make decisions concerning the categorization of transactions under Section 270 of the Companies Law, as extraordinary transactions or non-extraordinary transactions.

To the extent that the Audit Committee determined that this is not an extraordinary transaction, the Audit Committee will be the competent entity for approving the entering into such a transaction.

Pursuant to the provisions of Section 117(1A) of the Companies Law, the Audit Committee may decide whether to classify transactions as extraordinary or non-extraordinary transactions, based on criteria to be determined once a year, in advance.

Accordingly, on March 20, 2024, the Audit Committee of Harel Insurance and the Company determined that the following transactions with the Company's controlling shareholder or with companies that it controls or transactions with senior officers of the Company or with companies in

which officers of the Company serve as directors or officers ("the principal shareholders / interested parties") including the relative of each of them, shall not be deemed an "extraordinary transaction" according to the meaning of this term in the Companies Law, and this – subject to a combination of the conditions listed below:

- 4.2.1. The transaction is one of the following: (1) commitments with the principal shareholders for the issue of insurance policies, in any of the policy categories offered by the Company, through the Company's subsidiaries (including group policies); (2) engagements with principal shareholders for the purchase of long-term savings products, including pension funds and provident funds; and including pension advice services carried out by agencies owned by the Group; (3) the opening of accounts for the principal shareholders in a portfolio management company that is part of the Group's companies; (4) investment in investment funds managed by the Group's companies; (5) entering into an agent's agreement; (6) entering into a supplier's agreement (it is stipulated that regarding a service provider who is a controlling shareholder in the Company or its relative, the approval of the Company's audit committee and board of directors must be given, notwithstanding that mentioned in this clause); (7) loans provided to principal shareholders, including reverse mortgage loans; (8) the leasing of real estate assets owned by the Group.

These transactions are performed during the normal course of the Company's on-going business. The scope of each of the aforementioned transactions is insignificant to the Company, and the scope of the aforementioned transactions (excluding the group transactions) in aggregate is also not significant for the Company. It is stipulated that when calculating the scope of such transactions, all the consideration, premiums, commissions and management fees to be paid to the Company in connection with these transactions in the relevant year will be taken into account. In view of the volume of the Company's business, these aforementioned transactions do not significantly affect the Company's profits, assets or liabilities. It is clarified that a "significant amount for the Company" will be considered 5% of the annual profit (after taxes) of Harel Insurance.

Furthermore, when referring to the agreements mentioned in Section 4.2.1(6) above (supplier's agreement) - the reference is to an agreement whose cost to the Company does not exceed NIS 1 million if it is a one-time agreement or, for an ongoing agreement, whose cost to the Company does not exceed NIS 5 million. The aforementioned limits of NIS 1 million and NIS 5 million do not apply when the reference is to an engagement with a law firm, firm of assessors or firm of investigators.

- 4.2.2. The transaction is to be performed under market conditions. In this instance, market conditions will be defined as follows:

- 4.2.2.1. Concerning the agreements noted in Sections 4.2.1 (1), (2) and (3) above, (issue of insurance policies, sale of long-term savings products, including pension and provident funds; opening principal shareholder accounts with a portfolio management company and pension advisor) - a transaction under market conditions shall be deemed a transaction the conditions of which are: (1) they are under the same rules of benefit as those given to all Group employees who wish to purchase the same product ("Group employee conditions"), or they are not more advantageous for the principal shareholder than the aforementioned conditions. It is stipulated that Group employee conditions are the same for all employees of the Group, and that the Group has agreements with business customers who receive benefits that are superior to those of the Group's employees. The Group therefore regards the Group employee conditions as market conditions. The conditions from which all Group employees benefit are prescribed in a resolution passed by the Audit Committee and approved by the Company's Board of Directors, or (2) in the Company's official price list. It is stipulated that the head of the relevant business division has the power to approve a 10% deviation from the price list defined for the employees, as accepted in negotiations, and to approve an overall deviation of 25% from the price list if there

is a counter offer from another insurance company/ pension representative, provided that the price given is not less than the counter offer; or (3) on agreements as noted in Section 4.2.1(1) above, in relation to business insurance or insurance for luxury vehicles, a transaction at market conditions shall be deemed a transaction that the relevant manager (according to its definition in the Company's procedures) confirms in writing is at market conditions, namely - at least one of the following conditions is satisfied: (1) he has at least two examples of similar transactions with unrelated parties, under the same conditions; or (2) there is a competing offer from another entity, under conditions that are not better for the insurer compared with the company's offer; or (3) the transaction is covered by facultative reinsurance, under reasonable conditions; or (4) concerning commitments as noted in Section 4.2.1(1) above with respect to a group policy, a transaction under market conditions shall be deemed a transaction that the relevant manager (according to its definition in the Company's procedures) confirms in writing is under market conditions, namely - at least two of the following examples of similar transactions with unrelated parties, under the same conditions

- 4.2.2.2. With respect to agreements as noted in Section 4.2.1(4) above (investment in investment funds managed by the Group's companies) - these transactions, when performed vis-a-vis the management company and when performed vis-a-vis the subsidiary as coordinated transactions during the course of trade on the stock exchange, are performed at the same price for the principal shareholder and for any other investor. These transactions will therefore be deemed transactions under market conditions.
- 4.2.2.3. With respect to agreements as noted in Section 4.2.1(5) above (engagement in an agent's agreement) - these engagements were made under conditions similar to the agreements with agents who are not an interested party, that the relevant manager (according to its definition in the Company's procedures) confirmed were market conditions.
- 4.2.2.4. With respect to agreements as noted in Section 4.2.1(6) above (supplier's agreement) - such agreements are made under conditions that are similar to the conditions in which the Company enters into agreement with suppliers for other similar services, who are not interested parties in the Company, there is at least one offer or expert opinion from a third party, for providing the aforementioned service, under conditions that are not better for the Company. With respect to agreements with law firms, firm of assessors or firm of investigators, it will not be necessary to receive a competing offer or expert opinion, and in this case written confirmation from the that the relevant manager (according to its definition in the Company's procedures) that the conditions are market conditions will be sufficient.
- 4.2.2.5. With respect to agreements as noted above in Section 4.2.1(7) above (Loans provided to interested parties (including "reverse mortgage" loans)), such loans are provided under the same conditions as the loans provided to the Company's employees and subject to that the CEO / Head of Department documents in writing that there at least two transactions under similar conditions to entities that are not interested parties.
- 4.2.2.6. With respect to agreements as noted above in Section 4.2.1(8) (leasing of real estate assets) – these assets will be leased under the same conditions as real estate assets of the Group are leased to unrelated third parties, as approved by the head of the assets division in the investment division.

Transactions that take place within the range described above, and in accordance with the Company's procedures concerning interested party agreements, will not require individual approval by the Company's competent organs, and this for a limited period until the end of the year from the date of this approval. Any other transactions that are not extraordinary and not

negligible must be approved individually, as noted in Section 4.3 below.

Notably, as mentioned in the procedure on agreements with interested parties in the Company: (1) the payment of bonuses in accordance with the compensation plan approved by the Company's Board of Directors and Board of Directors of Harel Insurance, as well as ongoing salary updates at rates which according to the Company's compensation policy do not require special approval, will not be deemed an extraordinary transaction and will not require special approval in addition to the approvals required under the Company's compensation policy and in accordance with the law; (2) the payment of a claim to an interested party by virtue of an existing policy in the Company which does not deviate from the policy conditions will not be deemed an agreement with an interested party and will not require special approval. Payment of a claim ex gratia in accordance with accepted claims settlement practice does not require individual approval, as long as the approval is for an amount of up to NIS 5,000. Any payment of a claim to an interested party that is not in accordance with the policy conditions and exceeds NIS 5,000 must be submitted for the approval of the Audit Committee prior to payment.

4.3. Transaction that is neither negligible nor extraordinary

Section 117(2A) of the Companies Law prescribes, among other things, that the Audit Committee must prescribe the manner of approving transactions that are not negligible, including transactions of this kind that may require its approval. On this, a "non-negligible transaction" is an extraordinary transaction between a public company and a controlling shareholder therein or with another person in which the controlling shareholder has a personal interest regarding which the Audit Committee has resolved that it is a non-extraordinary transaction and has categorized it as a non-negligible transaction.

On March 20, 2024, the Company's Audit Committee determined that transactions with controlling shareholders that are not extraordinary and are not negligible must be approved exclusively by the Company's Audit Committee. On the manner of approval and a competitive process that must be held - see Section 4.4 below.

It is stipulated that the foregoing is not intended to derogate from that mentioned in Section 4.2 above, concerning transactions approved in advance by the Audit Committee and Board of Directors, and that do not require additional approval, beyond the annual master approvals.

4.4. Holding a competitive process (tender) for transactions with a controlling shareholder

Section 117(1B) of the Companies Law stipulates that the audit committee must define the types of transaction with a controlling shareholder or in which the controlling shareholder has a personal interest, even if they are not extraordinary transactions, for which a competitive process (tender) must be held, under the supervision of the committee or the entity prescribed for this purpose, and the criteria that apply to the competitive process, or it must stipulate that "other procedures" were applied as defined by the audit committee before entering into a transaction, depending on the type of transaction. In this instance, the audit committee may define the criteria once a year in advance.

The amendment to the law does not include a definition of the substance of the competitive process, and it leaves this to the discretion of the audit committee. Even if the audit committee decides to conduct other processes, it must give these other processes content that corresponds with the purpose of the new obligation, which is to define a mechanism that ensures that the transaction entered into serves the best interests of the company, including that it examines the other options available to the company alongside the option proposed by the controlling shareholder.

The approval processes defined by the Audit Committee and Board of Directors:

It was determined that transactions between the Company and the controlling shareholders or with any other person in which the controlling shareholder has a personal interest, excluding transactions that are defined as negligible transactions (as noted in Section 4.1 above), and excluding transactions that were approved in advance as transactions that are not extraordinary and do not require additional approval (as noted in Section 4.2 above), will be approved as set out below:

If the total cost of the agreement to the Company, including the cost in respect of an option or extension period, is not more than NIS 10 million, the following provisions apply:

- When the transaction involves goods or services for which several suppliers can provide the service to the same standard, availability and other parameters, as a rule the competitive process will take place through the relevant department in Harel contacting at least two additional suppliers for written price quotes. It is noted that the contact will be made in parallel (wherever possible) and in a manner that facilitates a proper, effective process to determine the price quote for the relevant agreement.
- If, due to the character or quality of the goods and services or due to considerations of quality, it is problematic to contact suppliers for written offers, one of the following options will be chosen:
 - An opinion will be obtained from two, expert independent entities in the relevant field with respect to the market conditions (who did see the price quote of the controlling shareholder or his or her relative beforehand).
 - Suppliers in the field will be contacted, giving weight in advance to quality parameters to be defined before the process begins by the Company's CFO.

Subsequent to this process, the Audit Committee will be required to approve the transaction. The Audit Committee discussion will take place after the competitive process has been conducted by the entity in the Company or the subsidiary that initiated the agreement.

Whenever the agreement involves more than NIS 10 million, the following provisions will apply:

- The Audit Committee will hold a preliminary discussion to determine the competitive process or the other process to be chosen in advance by the Audit Committee, for the purpose of reviewing the agreement.
- The competitive process or the other process defined by the Audit Committee will be carried out and it will be administered by the person charged with this responsibility in a resolution passed by the Audit Committee.
- The results of the competitive process will be submitted to the Audit Committee, which will discuss the agreement based on the results of the process that was carried out.
- After receiving the Audit Committee's approval, the agreement will be submitted for the approval of the Board of Directors and the general meeting, if required.

Regulation 24 - Shares held by interested parties and senior officers in the Company

A. Company shares held by interested parties (principal shareholders)

See information in a report published by the Company on the Magna website on January 3, 2024, ref.: 2024-01-001416.

B. Agreements between interested parties of the Company

There are no agreements between the interested parties of the Company (except for partnership agreements that arrange the holdings of the controlling shareholders (indirectly) in the GYN Partnership). The controlling shareholders of the Company are Yair Hamburger, Gideon Hamburger and Nurit Manor. For additional information, see Regulation 21A above.

C. Shares and other securities held by an interested party of the Company, in subsidiaries and related companies

See information in a report which the Company published on the Magna website on January 4, 2024, ref.: 2024-01-001944.

D. Holdings in the Company by senior officers

See information in a report which the Company published on the Magna website on January 3, 2024, ref. .2024-01-001416 .

Regulation 24A - Registered capital, issued capital and convertible securities

The Company's registered share capital is 500,000,000 ordinary NIS 0.1 shares.

At the publication date of the report, the Company's issued share capital is 222,837,399 ordinary shares each of NIS 0.1 par value, of which 15,409,719 are dormant shares that do not confer any rights. The Company's issued share capital net of the dormant shares is 207,427,204 ordinary shares of NIS 0.1.

For information about the stock options plan for employees and officers, see Section 9 in Regulation 21 above.

Regulation 24B - Register of shareholders of the Corporation

Name of registered shareholder	I.D. / company no.	Address	Class of share	Par value	Number of shares	Whether held as trustee
The Tel Aviv Stock Exchange Nominee Company Ltd.	515736817	2 Ahuzat Bayit, Tel Aviv	Ordinary	NIS 0.1	138,780,159	Yes
Gideon Hamburger	7048663	64 Pinkas St., Tel Aviv	Ordinary	NIS 0.1	680	No
Yair Hamburger	7048671	29 Derech Haganim, Kfar Shmaryahu	Ordinary	NIS 0.1	690	No
Nurit Manor	51171312	62 Pinkas St., Tel Aviv	Ordinary	NIS 0.1	680	No
G.Y.N. Financial Consulting and Investment Management 2017 LP	550272587	3 Abba Hillel Silver St., Ramat Gan	Ordinary	NIS 0.1	84,054,570	No
Yehudah Barlev	64837123	3A Tolkovsky St., Tel Aviv	Ordinary	NIS 0.1	410	No
Jacob Schlusel	54072079	52 Bilu St., Raanana, POB 453	Ordinary	NIS 0.1	10	No
Shaul Pasternak	1069144079	82 Herzl St., Lod	Ordinary	NIS 0.1	50	No
Michael Neumann	58463365	Yozma Insurance Agency, POB 2114, Jerusalem 91020	Ordinary	NIS 0.1	50	No
Arie Lavie	65385276	14 Nachshon St., Ramat Hasharon	Ordinary	NIS 0.1	50	No
Israel Pnini	10644995	53 HaEshel St., Herzliya	Ordinary	NIS 0.1	20	No
Amoren Gabrieli	059111195	8/8 Israel Galil St., Tel Aviv	Ordinary	NIS 0.1	30	No
Total					222,837,399	

Regulation 26 - The Company's directors

In this Regulation:

- 1) The Group companies - the Company and its investees.
- 2) "Professional qualifications" and "financial and accounting expertise", as defined in the Companies Regulations (Conditions and Examinations regarding a Director with Accounting and Financial Expertise and a Director with Professional Qualifications), 2005 ("the Qualifications Regulations).

Name:	Yair Hamburger
I.D. no.	7048671
Date of birth:	June 27, 1946
Address for serving court documents:	29 Derech Haganim, Kfar Shmaryahu
Citizenship:	Israeli.
Membership of Board of Directors committees:	Yes. Committee for Non-yield-dependent investments (Nostro).
External Director:	No.
Does he have accounting and financial expertise:	Yes.
Is he an employee of the Company, a subsidiary, related company or interested party:	Yes. Chairman of the Company's Board of Directors, director in Harel Insurance, Chairman of the Board of Harel Finance & Issues, director in Harel Finance, director in Harel-Mutual Funds, director in Interasco, chairman of the board of directors in Turk Nippon, director other companies in Harel Group.
Date of commencement of office:	April 20, 1982
Qualifications:	BA in Economics and Political Science, The Hebrew University of Jerusalem.
Occupation over the last five years:	Chairman of the Board of Directors of Harel Insurance (until June 2021) and served in Harel Group companies as detailed above.
Corporations in which he serves as a director (other than the Group's companies):	Chairman of Kadid Ltd., Chairman of Kaydan Ltd., Board of Governors of Tel Aviv University, member of the managing committee of Educating for Excellence (E4E), deputy chair of the German-Israeli Future Forum Foundation, Chairman of the Association of Life Insurance Companies and Honorary President of Maccabi World Union, member of the executive council of the Juvenile Diabetes Foundation in Israel
Is he related to other principal shareholders in the Company:	Brother of Gideon Hamburger and Nurit Manor, brother-in-law of Yoav Manor.

The Company's Board of Directors has determined that Yair Hamburger has financial and accounting expertise, in accordance with the Qualifying Regulations, in light of his professional education and experience.

Name:	Gideon Hamburger
I.D. no.	7048663
Date of birth:	June 9, 1944
Address for serving court documents:	64 Pinkas St., Tel Aviv
Citizenship:	Israeli.
Membership of Board of Directors committees:	No.
External Director:	No.
Does he have accounting and financial expertise::	No.
Is he an employee of the Company, a subsidiary, related company or interested party:	Yes. Director of the Company, President of Harel Insurance and Finance Group, director in Harel Finance, director in Harel Finance & Issues, director in Interasco, director in other Harel Group companies.
Date of commencement of office:	April 20, 1982
Qualifications:	Academic. FCII – graduate and Fellow of the London Chartered Insurance Institute.
Occupation over the last five years:	Served in Harel Group companies as noted above.
Corporations in which he serves as a director (other than the Group's companies):	HG SBT Ltd., H. G. Hamburger Investments Ltd., Weizmann Institute, member of the Board of Governors of Bar Ilan University, President of Israel Switzerland & Liechtenstein Chamber of Commerce, Honorary President and member of management of Variety Israel.
Is he related to other principal shareholders in the Company:	Brother of Yair Hamburger and Nurit Manor, brother-in-law of Yoav Manor.
Name:	Yoav Manor
I.D. no.	00551168
Date of birth:	January 4, 1950
Address for serving court documents:	62 Pinkas St., Tel Aviv
Citizenship:	Israeli.
Membership of Board of Directors committees:	No.
External Director:	No.
Does he have accounting and financial expertise:	No.
Is he an employee of the Company, a subsidiary, related company or interested party:	Yes. Director of the Company, Chairman of the Board of Directors of Harel Hamishmar Computers, director in Harel Insurance, director in Harel Finance, director in Harel Finance & Issues, director in other Harel Group companies.
Date of commencement of term of office:	April 20, 1982
Qualifications:	B.Sc. in Electronic & Computer Engineering, Tel Aviv University.

Occupation over the last five years:	Served in Harel Group companies as noted above.
Corporations in which he serves as a director (other than the Group's companies):	Manorim Ltd., I Dream GR Ltd., Kidvay Ltd., Metzudat Shimshon Ltd., The Lebanon Forest Ltd., Manox Ltd., Between the Alleys Ltd., The House in Plonit Alley Ltd., Funzing Israel F.I. Ltd., and Salute Rehab Ltd,
Is he related to other principal shareholders in the Company:	Husband of Nurit Manor and brother-in-law of Yair Hamburger and Gideon Hamburger.

Name:	Doron Cohen
I.D. no.	069418945
Date of birth:	August 9, 1964
Address for serving court documents:	2 Egoz St., Reut 71908
Citizenship:	Israeli.
Membership of Board of Directors committees:	Audit Committee.
External Director:	No.
Does he have accounting and financial expertise:	Yes.
Is he an employee of the Company, a subsidiary, related company or interested party:	No.
Date of commencement of office:	July 12, 2006
Qualifications:	BA in Economics and Business Management, MBA (majored in financing), The Hebrew University of Jerusalem.
Occupation over the last five years:	Director in the Company, director in Harel Finance, deputy chairman of Yield-Dependent (Members) Investment Committee of Harel Group, director in Harel Finance Alternative, Chairman of the Board in Harel Alternative Investment Funds Ltd., director in Emcol Ltd. (until March 31, 2021), director in El Al Israel Airlines Ltd. (until August 2021), financial consulting and management.
Corporations in which he serves as a director (other than the Group's companies):	Mivne Ltd., Champion Motors Ltd., Trigger D.C. Holdings Ltd., and Trigger D.C. Ltd.
Is he related to other principal shareholders in the Company:	No.

The Board of Directors has determined that Doron Cohen has financial and accounting expertise in accordance with the Qualifications Regulations, in light of his professional qualifications and experience.

Name:	Joseph Ciechanover
I.D. no.	5991468
Date of birth:	October 1, 1933
Address for serving court documents:	12 Amirim St., Savyon
Citizenship:	Israeli.
Membership of Board of Directors committees:	No.
External Director:	No.
Does he have accounting and financial expertise:	No.
Is he an employee of the Company, a subsidiary, related company or interested party:	No.
Date of commencement of office:	January 21, 1995
Qualifications:	MJuris in Law, The Hebrew University of Jerusalem, LL.M Berkeley University, California, Graduate in Business Administration, The Hebrew University of Jerusalem (final paper not submitted). Ph.D in Philosophy, Boston University.
Occupation over the last five years:	Director in the Company, director in Harel Finance Alternative, director in Harel Finance, director in Azrieli Group Ltd. (until 2019).
Corporations in which he serves as a director (other than the Group's companies):	Israel Museum (Public Benefit Corporation), Israel Aerospace Industries (IAI), Israel Science Foundation, Chairman and President of Atidim Fund Management Ltd., Chairman and President of I.Y.Z. Investments Ltd., , Jacob Isler Foundation Chairman, Head of the Board of Governors at the Dayan Center, Tel Aviv University, chairman of J.C. Atara Ventures Ltd., member of the Association for Clinical Genetics.
Is he related to other principal shareholders in the Company:	No.

Name:	Ben Hamburger
I.D. no.	032254625
Date of birth:	March 14, 1975
Address for serving court documents:	13 HaTikva, Ramat HaSharon
Citizenship:	Israeli.
Membership of Board of Directors committees:	Non-yield-dependent (Nostro) Investment Committee.
External Director:	No.
Does he have accounting and financial expertise:	Yes.

Is he an employee of the Company, a subsidiary, related company or interested party:	No.
Date of commencement of office:	January 17, 2017
Qualifications:	BA in Economics and Accounting, Tel Aviv University. MBA specializing in financing, Columbia Business School, NY.
Occupation over the last five years:	Deputy Chairman of the Company's Board of Directors, director in Harel Insurance, CEO of HLO Advisory Limited – a family real-estate firm in England.
Corporations in which he serves as a director (other than the Group's companies):	Director in other family real-estate firms in England.
Is he related to other principal shareholders in the Company:	Is the son of Gideon Hamburger and nephew of Yair Hamburger and Nurit Manor. Yair Hamburger, Gideon Hamburger and Nurit Manor are the Company's controlling shareholders.

The Board of Directors has determined that Ben Hamburger has financial and accounting expertise in accordance with the Qualifications Regulations, in light of his professional qualifications and experience.

Name:	Eli Defes
I.D. no.	052016631
Date of birth:	July 31, 1953
Address for serving court documents:	24 HaZayit, Mazkeret Batya
Citizenship:	Israeli.
Membership of Board of Directors committees:	Audit Committee.
External Director:	No.
Does he have accounting and financial expertise:	Yes.
Is he an employee of the Company, a subsidiary, related company or interested party:	No.
Date of commencement of office:	May 2, 2018
Qualifications:	BA in Political Science, Sociology and Anthropology, Bar Ilan University in Ramat Gan and MA in Political Science / National Security from Haifa University and the IDF Israel National Defense College.
Occupation over the last five years:	Director in the Company, director in Harel Insurance, Chairman of the Board of Directors of El Al Israel Airlines Ltd. (until 2020).
Corporations in which he serves as a director (other than the Group's companies):	Chairman of the Board of Directors' of Raphael Hospitals Ltd.
Is he related to other principal shareholders in the Company:	No.

The Board of Directors has determined that Eli Defes has financial and accounting expertise in accordance with the Qualifications Regulations, in light of his professional qualifications and experience.

Name:	Naim Najjar
I.D. no.	028162824
Date of birth:	October 6, 1970
Address for serving court documents:	5093/20 Street, Nazareth
Citizenship:	Israeli.
Membership of Board of Directors committees:	Audit Committee and Compensation Committee.
External Director:	Yes.
Does he have accounting and financial expertise:	Yes.
Is he an employee of the Company, a subsidiary, related company or interested party:	No.
Date of commencement of office:	June 1, 2020
Qualifications:	BA in Accounting and Economics – The Hebrew University of Jerusalem, MBA – Haifa University. Graduate of course "Training for Directors in Corporations" on behalf of the Institute of Certified Public Accountants in Israel.
Occupation over the last five years:	External Director in the Company, Managing Partner in CPA firm Gerst, Sadeh, Kirson, Najjar, founder and CEO of investment consultancy N.N. Nazareth Ltd., member of the Bank of Israel's Supervisory Council, CFO in Polyphony Education Ltd., chairman of Al-Ittihad Football Club, Nazareth.
Corporations in which he serves as a director (other than the Group's companies):	Chairman of the Board of Directors' of Raphael Hospitals Ltd.
Is he related to other principal shareholders in the Company:	No.

The Board of Directors has determined that Naim Najjar has financial and accounting expertise in accordance with the Qualifications Regulations, in light of his professional qualifications and experience.

Name:	Efrat Yavetz
I.D. no.	058677881
Date of birth:	1964
Address for serving court documents:	71 HaVradim, Yahud
Citizenship:	Israeli.
Membership of Board of Directors committees:	Audit Committee and Compensation Committee.
External Director:	Yes.

Does she have accounting and financial expertise:	Yes.
Is she an employee of the Company, a subsidiary, related company or interested party:	No.
Date of commencement of office:	January 7, 2021
Qualifications:	B.Sc. (Cum Laude) in Biochemistry and Nutrition – The Hebrew University of Jerusalem, Faculty of Agriculture. MBA, Tel Aviv University as part of the Executive MBA program, Investment Consulting Diploma from the Israel Securities Authority.
Occupation over the last five years:	External Director in the Company, strategic advisor at Tack Growth Strategies Ltd.
Corporations in which she serves as a director (other than the Group's companies):	None
Is she related to other principal shareholders in the Company:	No.

The Board of Directors has determined that Efrat Yavetz has financial and accounting expertise in accordance with the Qualifications Regulations, in light of her professional qualifications and experience.

Name:	Ayelet Ben-Ezer
I.D. no.	058129842
Date of birth:	June 8, 1963
Address for serving court documents:	12 HaNarkissim, Kfar Shmaryahu
Citizenship:	Israeli.
Membership of Board of Directors committees:	Audit Committee, Compensation Committee
External Director:	Yes.
Does she have accounting and financial expertise:	No.
Is she an employee of the Company, a subsidiary, related company or interested party:	No.
Date of commencement of office:	September 5, 2022
Qualifications:	LL.B., LL.M. and Ph.D. from Tel Aviv University.
Occupation over the last five years:	Director in the Company, CEO and Vice President at Reichman University (IDC Herzliya), Chair of the Audit Committee of Habima - National Theater of Israel (Municipal Corporation), independent director in Shufersal Ltd. (until 2022)
Corporations in which she serves as a director (other than the Group's companies):	None.
Is she related to other principal shareholders in the Company:	No.

Director appointed subsequent to the reporting year:

Name:	Michel Siboni
I.D. no.	027065697
Date of birth:	April 9, 1959
Address for serving court documents:	44 Usshiskin St., Tel Aviv
Nationality:	Israeli.
Membership of Board of Directors committees:	No.
External Director:	No.
Does he have accounting and financial expertise:	Yes.
Is he an employee of the Company, a subsidiary, related company or interested party:	Yes. Director in the Company, director in Harel Insurance.
Date of commencement of office:	February 5, 2024 (served in various positions in Harel Group since 1993)
Education:	BA in Natural Sciences - Physics and Atmosphere, Hebrew University of Jerusalem, and diploma in Business Management for Engineers
Occupation over the last five years:	CEO of the Company and Chairman of the Board of Harel Insurance (until January 2024); CEO of Harel Insurance (until June 2021), Chairman of the Board of Harel Pension and Provident and Tzva Hakeva Saving Fund (until August 2021), Chairman of the Board and shareholder in Hamazpen Shutaphim Laderech Ltd., director in Interasco, Chairman of the Board in Turk Nippon, and director in other Harel Group subsidiaries.
Corporations in which he serves as a director (other than the Group's companies):	None.
Is he related to other principal shareholders in the Company:	No.

The Company's Board of Directors has determined that Michel Siboni has financial and accounting expertise, in accordance with the Qualifying Regulations, in view of his professional education and experience.

External director who terminated her service in the Reporting Period:

Name:	Hava Friedman-Shapira
I.D. no.	026742155
Date of commencement of office:	November 17, 2014
Date of termination of office	November 16, 2023

Regulation 26A - Senior officers of the Company (other than directors)

Name:	Nir Cohen
I.D. no.	27969484
Date of birth:	March 17, 1971
Date of commencement of office:	February 1, 2024 (has held various positions in Harel Group since 2011)
Position in the Company, a subsidiary, or principal shareholder therein:	CEO of the Company, CEO of Harel Insurance Company Ltd.; Chairman of the Board of Harel Pension and Provident Ltd., Chairman of the Board of Tzva Hakeva Saving Fund - Provident Fund Management Company Ltd., director in other Harel Group companies
Is he related to any other senior officer in the Company:	No.
Qualifications:	BA in Economics and Management from the College of Management, MA in Economics from the Hebrew University of Jerusalem.
Occupation over the last five years:	CEO of Harel Insurance, Deputy CEO and Head of the HQ Division in Harel Insurance Ltd. (until July 2021), Chairman of the Board of LeAtid (until July 2021), director in additional Harel Group companies.

Name:	Gilad Shapiro
I.D. no.	016843385
Date of birth:	March 31, 1974
Date of commencement of office:	June 1, 2022
Position in the Company, a subsidiary, or principal shareholder therein:	Chief Legal Counsel, Deputy CEO of Harel Insurance Company Ltd.
Is he related to any other senior officer in the Company:	No.
Qualifications:	LL.B. from Bar Ilan University. MBA, The Technion.
Occupation over the last five years:	Legal Counsel for the Investment Division of Harel Insurance Company Ltd. (until 2022).

Name:	Sami Babecov
I.D. no.	58378985
Date of birth:	September 10, 1963
Date of commencement of office:	2007
Position in the Company, a subsidiary, or principal shareholder therein:	Head of investments in Harel Group, Deputy CEO and head of the Investment Division in Harel Insurance, director in companies in Harel Group.
Is he related to any other senior officer in the Company:	No.
Qualifications:	MBA, Bar Ilan University. BA in Economics, Tel Aviv University.
Occupation over the last five years:	Served in Harel Group as specified above.

Name:	Hagit Levin
I.D. no.	58424144
Date of birth:	September 13, 1963
Date of commencement of office:	November 1, 2022
Position in the Company, a subsidiary, or principal shareholder therein:	CEO of Harel Finance Holdings Ltd., director in companies in the finance arm of Harel Group.
Is she related to any other senior officer in the Company:	No.
Qualifications:	BA and MA in Economics from Tel Aviv University.
Occupation over the last five years:	CEO of ICIC Israel Credit Insurance Company Ltd. (up to 2022)

Name:	Arik Peretz
I.D. no.	031761257
Date of birth:	July 22, 1974
Date of commencement of office:	April 15, 2017
Position in the Company, a subsidiary, or principal shareholder therein:	CFO of the Company, Head of Finance & Resources Division in Harel Insurance and Deputy CEO of Harel Insurance, Chairman of the Board of EMI, Chairman of the Board of Harel 60+ Ltd., director in other Harel Group companies.
Is he related to any other senior officer in the Company:	No.
Qualifications:	BA in Accounting and Economics, MBA, LL.B., LL.M, The Hebrew University of Jerusalem
Occupation over the last five years:	Served Harel Group as detailed above.

Name:	Osnat Manor Zisman
I.D. no.	23096233
Date of birth:	November 19, 1967
Date of commencement of office:	February 1, 2014
Position in the Company, a subsidiary, or principal shareholder therein:	Internal auditor of the Company and companies in Harel Group.
Is she related to any other senior officer in the Company:	No.
Qualifications:	BA in Economics and Business Administration, Tel Aviv University, qualified CPA, LL.M. from The Academic College of Law and Science.
Occupation over the last five years:	Serves in Harel Group companies as detailed above.

Name:	Tomer Goldberg
I.D. no.	026660951
Date of birth:	May 27, 1980
Date of commencement of office:	March 1, 2021
Position in the Company, a subsidiary, or principal shareholder therein:	Head of Strategic Investments and Alternatives.
Is he related to any other senior officer in the Company:	No.
Qualifications:	LL.B Haifa University, MA in Management and Strategy, Columbia University, New York
Occupation over the last five years:	Served in Harel as set out above, investment manager in Cisco (until 2020).

Senior officers who terminated their service after the reporting year:

Name:	Michel Siboni
I.D. no.	027065697
Position in the Company, a subsidiary, or principal shareholder therein:	CEO of the Company, Chairman of the Board of Directors of Harel Insurance
Date of commencement of office:	2009 (served in various positions in Harel Group since 1993)
Date of termination of office:	January 31, 2024

As set out in Regulation 26 above, Michel Siboni currently serves as a director of the Company as well as other positions in Harel Group.

Regulation 26B - Company's Authorized Signatories

The company does not have independent authorized signatories.

Regulation 27 - The Company's CPA

Somekh Chaikin

Millennium Tower, 17 Haarba'ah St., Tel Aviv 64739

Regulation 28 - Changes in the Articles and Memorandum of Incorporation

In the reporting year, no changes were made in the Memorandum or Articles of Incorporation of the Company.

Regulation 29 - Recommendations of the Board of Directors and an Extraordinary General Meeting

A. Resolutions of the Board of Directors which are not subject to the approval of the General Meeting

On the distribution of dividends – see Note 15 to the Financial Statements.

B. Resolutions of the General Meeting that were passed not in accordance with the recommendations of the Board of Directors

None.

C. Resolutions passed by Extraordinary General Meetings

On May 8, 2023, a special general meeting of the Company was convened, with the following items on the agenda: Approval of the reappointment of Naim Najar as an external director in the Company for a three-year term starting on June 1, 2023.. The general meeting approved the appointment of Naim Najar. For further information about these resolutions, see the Company's immediate report dated May 30, 2023, Ref.: 2023-01-031525.

On July 5, 2023, a special general meeting of the Company was convened, with the following items on the agenda: (1) discussion of the Periodic Report for 2022; (2) reappointment of external auditors and appointing the Company's Board of Directors to determine their fee; (3) reappointment of the Company's incumbent directors, who are not external directors, for a further term of office (Yair Hamburger, Gideon Hamburger, Ben Hamburger, Yoav Manor, Doron Cohen, Josef Ciechanover and Eli Defes); (4) revised employment conditions for Idan Tamir, the controlling shareholder's relative. The meeting approved all the items that were listed on the agenda. For further information about these resolutions, see the Company's immediate report dated May 29, 2023, Ref.: 2023-01-057276.

On November 30, 2023, a special general meeting of the Company was convened, with the following items on the agenda: (1) the appointment of Efrat Yavetz for a further term of office as external director; (2) approval of the amendment to the Company's compensation policy; (3) approval of employment conditions - Yair Hamburger; (4) approval of employment conditions - Gideon Hamburger; (5) approval of employment conditions - Yoav Manor. The general meeting approved all the items that were listed on the agenda. For further information about these resolutions, see the Company's immediate report dated October 25, 2023, Ref.: 2023-01-098035 and Regulation 21 above.

On February 5, 2024, a special general meeting of the Company was convened, with the following items on the agenda: (1) Appointment of Michel Siboni as a director of the Company; (2) approval of the conditions for termination of employment of the outgoing CEO, Michel Siboni; (3) approval of the employment conditions of the incoming CEO, Nir Cohen. The meeting approved all the items that were listed on the agenda. For further information about these resolutions, see the Company's immediate report dated December 31, 2023, Ref.: 2023-01-144024 and Regulation 21 above.

Regulation 29 A - Corporate decisions

The Company has entered into insurance contracts, whereby the senior officers and directors of the Company and its subsidiaries have Directors and Officers liability insurance (D&O). The Sum Insured is up to USD 220 million per event or in aggregate for the policy period. At the date of approval of the report, the insurance policy is in force until October 30, 2024.

Ramat Gan, March 28, 2024

Harel Insurance Investments & Financial services Ltd.

By:

Yair Hamburger, Chairman of the Board of Directors

Nir Cohen, CEO



Harel Insurance Investments and Financial Services Ltd.

Corporate governance questionnaire

CORPORATE GOVERNANCE QUESTIONNAIRE¹

BOARD OF DIRECTORS INDEPENDENCE

		YES	NO
1.	<p>Throughout the Reporting Year, two or more external directors served the Company.</p> <p><i>You may reply "Yes" to this question if the period in which two external directors did not hold office in the Company did not exceed 90 days, as noted in Section 363A.(b)(10) of the Companies Law; nevertheless, for both replies (yes/no), the period (in days) in which two or more external directors did not hold office in the Company in the Reporting Year must be specified (including a term of office approved retroactively, while differentiating between the various external directors);</i></p> <p>Director A: Hava Friedman Shapira (until November 16, 2023) Director B: Naim Najjar Director C: Efrat Yavetz Director D: Ayelet Ben-Ezer</p> <p>Number of external directors who serve in the Company at the date of publication of this questionnaire: 3</p>	✓	
2.	<p>Percentage² of independent directors³ serving the Company at the date of publication of this questionnaire: 3/11.</p> <p>Percentage of independent directors defined in the Corporation's Articles of Association:^{4 5} the Articles stipulate that the percentage of external directors shall be as defined in the Companies Law. The Companies law stipulates that at least two external directors shall serve in a public company.</p> <p><input type="checkbox"/> Not applicable (no provision specified in the Articles).</p>	_____	_____

¹ Published as part of legislative bills to improve company reports on 16.3.2014.

² In this questionnaire, "percentage" – a particular number out of the total. For example 3/8.

³ Including External Directors as they are defined in the Companies Law.

⁴ Regarding this questionnaire – "Articles" including in accordance with specific statutory provisions that apply to the corporation (e.g. for banks – the instructions of the Supervisor of Banks).

⁵ Bond issuing companies are not required to answer this section.

3.	During the Reporting Year, a survey was conducted of the external directors (and the independent directors) which found them to be in compliance with the provisions of Section 240(b) and (f) of the Companies Law regarding the absence of a “connection” between the external (and independent) directors holding office in the Company and that they are in compliance with the relevant conditions for holding office as an external (or independent) director.	✓	
4.	<p>None of the directors who served the Company in the Reporting Year are subordinate⁶ to the general manager [CEO], directly or indirectly (other than a director who represents the employees, if the Company has employee representation).</p> <p>If your reply is “No” (i.e. the director is subordinate to the CEO) – please specify the number of directors who did not comply with this restriction: _____ .</p>	✓	
5.	<p>None of the directors who stated that they have a personal interest in approving a transaction on the agenda of the meeting, attended the meeting or cast a vote (other than a discussion and/or vote under circumstances that were satisfied under Section 278(b) of the Companies Law):</p> <p>If your reply is “No”-</p> <p>Was this to present a specific topic as noted at the end of Section 278(a) of the Companies Law :</p> <p><input type="checkbox"/> yes <input type="checkbox"/> no</p> <p>Please specify the rate of attendance by directors at meetings and/or who cast votes, except for those circumstances noted in subsection A: _____</p>	✓	
6.	<p>The controlling shareholder (including his relative and/or representative) who is not a director or any other senior officer in the Company did not attend Board of Directors meetings held during the Reporting Year.</p> <p>If your reply is “No” (i.e. the controlling shareholder and/or his relative and/or representative who is not a Board member and/or senior officer in the Company attended the Board meetings) – please provide the following information about the presence of any other person at the Board meetings:</p> <p>Identity _____ .</p>	✓	

⁶ Regarding this question - serving as a director of an investee (subsidiary) company which is controlled by the Company, will not be considered “subordinate”. In contrast, a director who is an officer (other than a director) and / or employee in an investee company controlled by the Company would be considered "subordinate" for the purpose of this question.

	<p>Position in the Company (if any) _____ .</p> <p>Details of the relationship with the controlling shareholder (if the attendee was not the actual controlling shareholder): _____ .</p> <p>Was this due to the presentation of a particular topic: <input type="checkbox"/> yes <input type="checkbox"/> no</p> <p>His rate of attendance⁷ at Board meetings held during the Reporting Year for the purpose of presenting a particular topic: _____.</p> <p>Other attendance: _____.</p> <p><input type="checkbox"/> <i>Not applicable (the Company has no controlling shareholder).</i></p>		
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DIRECTORS' QUALIFICATIONS AND COMPETENCE				YES	NO
7.		<p>The Company's Articles of Association contain no provision limiting the possibility of the immediate termination of service of all Company directors who are not external directors (in this context – a resolution passed by an ordinary majority is not deemed a limitation).⁸</p> <p>If your reply is "No" (i.e. there is such limitation), please specify --</p>		✓	
	A.	The term of office for a director specified in the Articles of Association: _____.			
	B.	The required majority defined in the Articles of Association for terminating the service of directors: _____.			
	C.	The quorum for a general meeting defined in the Articles of Association for terminating the service of directors: _____.			
	D.	The majority required to change these provisions in the Articles of Association: _____.			

⁷ Differentiating between a controlling shareholder, his relative and / or his representative.

⁸ A bond issuing company is not required to answer this section.

8.		<p>The Company has a training program for new directors, for its business activities and the laws applicable to the Company and its directors, as well as a plan for follow-up training for serving directors, which is tailored, <i>inter alia</i>, to the director's position in the Company.</p> <p>If your reply is “Yes” – please specify whether the program was run during the Reporting Year:</p> <p><input checked="" type="checkbox"/> YES</p> <p><input type="checkbox"/> NO</p>	✓	
9.	A.	<p>The Company has defined the minimum number of Board directors who must have accounting and financial expertise.</p> <p>If your reply is “Yes” please specify the minimum number defined: 4</p>	✓	
	B.	<p>Number of directors who served the Company in the Reporting Year:</p> <p>With accounting and financial expertise:⁹ 7</p> <p>With professional qualifications:¹⁰ 11</p> <p>If changes were made in the number of directors, as aforementioned, in the Reporting Year, please provide the lowest number (except for the 60-day period from the date of the change) of each class of directors who held office during the Reporting Year.</p>		
10.	A.	<p>Throughout the Reporting Year, both men and women served on the Board of Directors.</p> <p>If your reply is “No” – please specify the time period (in days) in which this was not the case: _____.</p> <p>You may reply “Yes” to this question if the Company's Board of Directors did not include men and women for a period that did not exceed 60 days, however all replies (Yes / No) must specify the period (in days) in which the Board did not consist of both men and women: _____</p>	✓	

⁹ After an assessment by the Board of Directors, based on the provisions of the Companies (Conditions and Examinations for Directors with Accounting and Financial Expertise and Directors with Professional Qualifications) Regulations, 2005.

¹⁰ See Footnote 9.

		B.	At the date of publication of this questionnaire, the number of directors of each gender serving on the Board of Directors is: Men:9, Women: 2 .	_____	_____
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BOARD OF DIRECTORS MEETINGS (AND CONVENING OF A GENERAL MEETING)

							YES	NO					
11.		A.	<p>Number of Board meetings held in each quarter of the Reporting Year:</p> <p>Q1 (2023): 10</p> <p>Q2: 4</p> <p>Q3: 7</p> <p>Q4: 9</p>					_____	_____				
		B.	<p>Next to each of the names of the Board members who served the Company in the Reporting Year, please specify their rate¹¹ of attendance at Board meetings (in this subsection – including meetings of Board of Directors' committees on which they are members, and as noted below) which took place in the Reporting Year (and with reference to their term of office):</p> <p><i>(Please insert additional lines according to the number of directors).</i></p> <p>A table listing the requirements of this section is attached to the questionnaire as Appendix A.</p> <table> <tr> <th>Director's name</th> <th>Rate of attendance at Board meetings</th> <th>Rate of attendance at meetings of the Audit Committee¹²</th> <th>Rate of attendance at meetings of the Committee for the Review of the Financial Statements¹³</th> <th>Rate of attendance at meetings of the Compensation Committee¹⁴</th> <th>Rate of participation at meetings of other Board committees of which s/he is a member (specifying the name of the committee)</th> </tr> </table>					Director's name	Rate of attendance at Board meetings	Rate of attendance at meetings of the Audit Committee ¹²	Rate of attendance at meetings of the Committee for the Review of the Financial Statements ¹³	Rate of attendance at meetings of the Compensation Committee ¹⁴	Rate of participation at meetings of other Board committees of which s/he is a member (specifying the name of the committee)
Director's name	Rate of attendance at Board meetings	Rate of attendance at meetings of the Audit Committee ¹²	Rate of attendance at meetings of the Committee for the Review of the Financial Statements ¹³	Rate of attendance at meetings of the Compensation Committee ¹⁴	Rate of participation at meetings of other Board committees of which s/he is a member (specifying the name of the committee)								

¹¹ See Footnote 2.

¹² For a director who is a member of this committee.

¹³ For a director who is a member of this committee.

¹⁴ For a director who is a member of this committee.

12.		In the Reporting Year, the Board of Directors held at least one meeting concerning management of the Company's business by the CEO and his subordinate officers, at which they were not present, and they were given an opportunity to express their opinion.							✓	

SEGREGATION OF DUTIES OF THE CEO [GENERAL MANAGER] AND CHAIRMAN OF THE BOARD				
			YES	NO
13.		Throughout the Reporting Year the Company was served by a Chairman of the Board. You may reply “Yes” to this question if the period in which the Company had no Chairman of the Board did not exceed 60 days, as noted in Section 363(a)(2) of the Companies Law, however all replies (Yes / No) must specify the period (in days) in which there was no serving Chairman of the Board: _____.	✓	
14.		Throughout the Reporting Year the Company had a CEO. You may reply “Yes” to this question if the period in which the Company had no CEO did not exceed 90 days, as noted in Section 363(a)(6) of the Companies Law, however all replies (Yes / No) must specify the period (in days) in which there was no serving CEO: _____.	✓	
15.		In a company in which the Chairman of the Board is also the company’s CEO and/or exercises his powers, this dual service was approved in accordance with the provisions of Section 121(c) of the Companies Law. ¹⁵	Not applicable	Not applicable

¹⁵ In bond issuing companies – approval under Section 121(d) of the Companies Law.

		✓ <i>Not applicable (insofar as there is no dual service of this kind in the Company).</i>		
16.		<p>The CEO <u>is not</u> a relative of the Chairman of the Board.</p> <p>If your reply is "No" (i.e. – the CEO is related to the Chairman of the Board) -</p>	✓	
	A.	Please specify the family relationship between the parties: _____.	_____	_____
	B.	<p>The office was approved under Section 121(c) of the Companies Law:¹⁶</p> <p><input type="checkbox"/> YES</p> <p><input type="checkbox"/> NO</p>	_____	_____
17.		<p>The Company's controlling shareholder or his relative <u>does not</u> hold the position of CEO or senior officer, other than a director.</p> <p><input type="checkbox"/> Not applicable (the Company has no controlling shareholder).</p>	✓	

THE AUDIT COMMITTEE				
			YES	NO
18		The following <u>did not serve</u> on the Audit Committee in the Reporting Year -	_____	_____
	A.	<p>Controlling shareholder or his relative.</p> <p><input type="checkbox"/> Not applicable (the Company has no controlling shareholder).</p>	✓	

¹⁶ In bond issuing companies – approval under Section 121(d) of the Companies Law.

	B.	Chairman of the Board.	✓	
	C.	Director employed by the Company or by the Company's controlling shareholder or by another company controlled by him.	✓	
	D.	A director who regularly provides services to the Company or the controlling shareholder or a company controlled by him.	✓	
	E.	A director whose principal source of income is from the controlling shareholder. <input type="checkbox"/> Not applicable (the Company has no controlling shareholder).	✓	
19.		Meetings of the Audit Committee were not attended by any person who is not eligible to be a member of the Audit Committee, including a controlling shareholder or his relative, during the Reporting Year, other than in accordance with the provisions of Section 115(e) of the Companies Law.	✓	
20.		The quorum for discussing and passing resolutions at all meetings of the Audit Committee held during the Reporting Year was a majority of the committee's members, where a majority of those present were independent directors and at least one of them was an external director. If your reply is "No" – please specify the percentage of meetings at which this requirement was not satisfied: _____.	✓	
21.		The Audit Committee held at least one meeting in the Reporting Year concerning flaws in the Company's business administration which was attended by the Internal Auditor and external auditors and from which senior officers of the Company who are not Committee Members were absent.	✓	
22.		At all meetings of the Audit Committee that were attended by persons who are not eligible to be a committee member, this was done with the approval of the committee chairman and/or as requested by the committee (with respect to the Corporate Counsel and Company Secretary who are not a controlling shareholder or his relative).	✓	
23.		In the Reporting Year, arrangements were in force determined by the Audit Committee with respect to the manner of handling complaints by Company employees in connection with flaws in its business administration and the defense to be provided to employees who filed such complaints.	✓	

24.	The Audit Committee (and/or the Committee for the Review of the Financial Statements) was satisfied that the scope of the external auditors' work and their fee in relation to the financial statements in the Reporting Year were reasonable for conducting a proper audit and review.	✓	
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DUTIES OF THE COMMITTEE FOR THE REVIEW OF THE FINANCIAL STATEMENTS ("THE COMMITTEE") PRIOR TO THE APPROVAL OF THE FINANCIAL STATEMENTS				
** The Company's Audit Committee serves as the Committee for the Review of the Financial Statements **			YES	NO
25.	A.	Please specify the time period (in days) determined by the Board as reasonable for submitting the Committee's recommendations in preparation for the Board meeting to approve the financial statements: 2.	_____	_____
	B.	The actual number of days which passed between submittal of the recommendations to the Board of Directors and the date of the Board meeting at which the financial statements were approved: Q1 (2023): 5 Q2: 7 Q3: 7 Annual report: 8	_____	_____
	C.	The number of days which passed between submittal of the draft financial statements to the directors and the date of the Board meeting at which the financial statements were approved: Q1 (2023): 5 Q2: 6 Q3: 4 Annual report: 7		

26.	The Company's external auditor attended all meetings of the Committee and Board of Directors that discussed the Company's financial statements relating to the periods included in the Reporting Year. If your reply is "No", please specify his rate of attendance: _____		✓	
27.	Throughout the Reporting Year, until the publication of the annual report, the Committee was in compliance with all the following conditions:		_____	_____
	A.	The number of Committee members was not less than three (on the date of the Committee meeting and approval of the statements).	✓	
	B.	The Committee satisfied all the conditions prescribed in Section 115(b) & (c) of the Companies Law (with respect to serving Audit Committee members).	✓	
	C.	The Audit Committee chairman is an external director.	✓	
	D.	All the Audit Committee members are directors, and the majority are independent directors.	✓	
	E.	All the Committee's members are capable of reading and understanding financial statements and at least one of the independent directors has accounting and financial expertise.	✓	
	F.	The Committee members provided declarations prior to their appointment.	✓	
	G.	The quorum for discussing and passing resolutions by the Committee is a majority of its members, provided that the majority of those present were independent directors, including at least one external director.	✓	
	If you reply "No" to one or more of the sub-sections in this question, please specify in relation to which report (Periodic / quarterly) the aforementioned condition was not met and the condition that was not met: _____.		_____	_____

COMPENSATION COMMITTEE

			YES	NO
28.		In the Reporting Year, the Committee included at least three members and the external directors formed a majority of the members (on the date of the Committee meeting). <input type="checkbox"/> Not applicable (no meetings were held).	✓	
29.		The conditions of the service and employment of all members of the Compensation Committee in the Reporting Year are in accordance with the Companies (Rules Concerning Compensation and Expenses for External Directors) Regulations, 2000.	✓	
30.		In the Reporting Year, the following did not serve on the Compensation Committee -	—	—
	A.	The controlling shareholder or his relative. <input type="checkbox"/> Not applicable (the Company has no controlling shareholder).	✓	
	B.	Chairman of the Board of Directors	✓	
	C.	A director employed by the Company or by the Company's controlling shareholder or by another company controlled by him.	✓	
	D.	A director who regularly provides services to the Company or to the Company's controlling shareholder, or to a company under his control.	✓	
	E.	A director whose principal source of income is from the controlling shareholder. <input type="checkbox"/> Not applicable (the Company has no controlling shareholder).	✓	
31.		In the Reporting Year, the controlling shareholder or his relative did not attend meetings of the Compensation Committee, unless the Committee chair determined that one of them was required to attend to present a specific topic.	✓	

32.		<p>The Compensation Committee and Board of Directors did not exercise their powers under Sections 267a(c), 272(c)(3) and 272(c1((1)(c) to approve a transaction or compensation policy, despite the objection of the general meeting.</p> <p>If your reply is "No", please specify –</p> <p>The type of transaction approved: _____</p> <p>The number of times in the Reporting Year that such powers were exercised: _____</p>	✓	
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INTERNAL AUDITOR		
		<div>YES</div> <div>NO</div>
33.	The Chairman of the Board of Directors or CEO of the Company is the entity within the organization responsible for the Internal Auditor.	✓
34.	<p>The Chairman of the Board of Directors or the Audit Committee approved the work plan in the Reporting Year.</p> <p>Additionally, please specify the audit subjects in which the Internal Auditor was involved in the Reporting Year:</p> <p>Harel Group's audit topics are derived from the multi-year work plan of Harel Investments and the subsidiaries. The multi-year work plan is based on risk surveys conducted periodically and on the results of audits, organizational changes and events, regulatory updates, etc. in Harel Group. The subjects include the Group's different operating segments which include life assurance, non-life insurance, investments, financial services, information systems, and more.</p>	✓
35.	<p>Scope of employment of the Company's Internal Auditor in the Reporting Year (in hours):¹⁷</p> <p>Full-time position.</p>	_____
	A meeting was held in the Reporting Year (in the Audit Committee or Board of Directors) to discuss the Internal Auditor's findings.	✓
36.	The Internal Auditor is not an interested party in the Company, his relative, external auditor or any entity acting on their behalf, nor does he have any material business relationships with the Company, its controlling shareholder, his relative or companies under their control.	✓

¹⁷ Including work hours invested in investee companies and in audits outside Israel, as applicable.

TRANSACTIONS WITH INTERESTED PARTIES

		YES	NO
37.	<p>The controlling shareholder or his relative (including a company under its control) are not employed by the Company and does provide it with management services.</p> <p>If your reply is “No” (i.e. the controlling shareholder or his relative <u>is</u> employed by the Company or provides it with management services) please specify –</p> <ul style="list-style-type: none"> - the number of relatives (including the controlling shareholder) employed by the Company (including companies under their control and/or controlled through a management company): 4 - whether the said employment agreements and/or management services were approved by the organs prescribed by law: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable (the Company has no controlling shareholder). 		✓
38.	<p>To the best of the Company’s knowledge, the controlling shareholder has no other business in the Company’s area of activity (in one or more sectors).</p> <p>If your reply is “No” – please specify whether any arrangement is in place to delineate activity between the Company and its controlling shareholder:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable (the Company has no controlling shareholder). 	✓	

Appendix A - The rate of participation of the directors in the meetings of the board of directors and its committees during the reporting year.

Director's name	Board of Directors *	Audit Committee	Compensation Committee
Yair Hamburger	30/30	Not a serving member	Not a serving member
Gideon Hamburger	26/30	Not a serving member	Not a serving member
Yoav Manor	30/30	Not a serving member	Not a serving member
Ben Hamburger	30/30	Not a serving member	Not a serving member
Yosef Ciechanover	29/30	Not a serving member	Not a serving member
Doron Cohen	30/30	6/6	Not a serving member
Eli Defes	30/30	6/6	Not a serving member
Ayelet Ben-Ezer	29/30	6/6	6/6
Naim Najjar	26/26	6/6	6/6
Efrat Yavetz	28/30	6/6	6/6
Hava Friedman Shapira (until November 16, 2023)	26/27	4/4	5/5

** The Audit Committee also functions as the Committee for the Review of the Financial Statements.

Yair Hamburger, Chairman of the Board: _____

Naim Najjar, Chairman of the Audit Committee: _____



Harel Insurance Investments and Financial Services Ltd.

Chapter 6

**Report concerning the effectiveness of the
internal control over financial reporting
and disclosure**

Annual report concerning the effectiveness of the internal control over financial reporting and disclosure in accordance with Regulation 9B (a):

Management, under the oversight of the Board of Directors of Harel Insurance Investments and Financial Services Ltd. ("the Company"), is responsible for defining and maintaining due internal control over the Company's financial reporting and disclosure.

In this instance, the members of management are:

1. Mr. Nir Cohen - CEO of the Company, CEO of Harel Insurance Company Ltd.
2. Mr. Arik Peretz - the Company's VP Finance, Deputy CEO and Head of the Finance and Resources Division of Harel Insurance Company Ltd.
3. Mr. Gilad Shapiro - General Counsel to the Company and the Group's companies, deputy CEO of Harel Insurance Company Ltd.
4. Mr. Sami Babecov -VP of the Company and manager of the Group's investments, deputy CEO and manager of the investment division of Harel Insurance Company Ltd.
5. Ms. Osnat Manor Zisman - Internal Auditor of the Company and companies in the Group.
6. Ms. Hagit Chitayat Levin - CEO of Harel Finance Holdings Ltd.
7. Mr. Tomer Goldberg - Head of Strategic Investments and Alternatives.

Internal control over financial reporting and disclosure includes the Company's existing controls and procedures that were planned by the general manager and the most senior financial officer or under their oversight, or by the person who actually performs these duties, under the oversight of the Company's board of directors. The purpose of the controls and procedures is to provide a reasonable measure of assurance certainty regarding the reliability of financial reporting and preparation of the financial statements pursuant to the provisions of the law, and to ensure that information that the Company is required to disclose in its published reports in accordance with the provisions of the law, is collected, processed, summarized and reported on the dates and in the format prescribed by law.

Among other things, the internal control consists of controls and procedures designed to ensure that the information that the Company is required to disclose, as noted, is accumulated and submitted to the Company's management, including to the CEO and most senior financial officer, or to the person who actually performs these duties, so as to ensure that decisions are made at the appropriate time, with respect to the disclosure requirement.

Due to its inherent limitations, internal control over financial reporting and disclosure is not intended to provide absolute assurance that a misstatement or omission of information in the report can be prevented or detected.

Management, under the oversight of the board of directors, has performed a review and assessment of the internal control over the Company's financial reporting and disclosure and its effectiveness; the assessment of the effectiveness of the internal control over financial reporting and disclosure carried out by management, under the supervision of the Board of Directors, included the implementation of the guiding principles for assessing the effectiveness of internal control over financial reporting and disclosure by management, published by the Israel Securities Authority on 23 November 2010, with reference to the following control components:

For the Company: Cash, financial liabilities and other financial investments (based on that

carried out within the framework of Harel Insurance Company Ltd.).

For the consolidated statement: Entity Level Controls (ELC), preparation of financial statements, ITGC (IT General Controls designed to support the management and control of information technology and computer related activity).

For the subsidiary - Harel Finance Holdings: ELC, preparation of financial statements, and ITGC.

For Harel Exchange Traded Deposits, which is a reporting company: ELC, preparation of financial statements, ITGC and the exercising / conversion of liability notes.

For Harel Finance & Issues, which is a reporting company: ELC, preparation of financial statements, ITGC and liability notes.

Harel Insurance Company Ltd. EMI – Ezer Mortgage Insurance Ltd. and Harel Pension and Provident Ltd., subsidiaries of the Company, are financial institutions to which the instructions of the Commissioner of the Capital Market, Insurance and Savings in the Ministry of Finance apply with respect to the assessment of the internal control over financial reporting.

With respect to the aforementioned subsidiaries, under the supervision of the Board of Directors, management performed a review and assessment of the internal control over financial reporting and its effectiveness, based on:

- Financial Institutions Circular 2010-9-7 from November 2010 - "Internal control over financial reporting – certifications, reports, and disclosures";
- Financial Institutions Circular 2010-9-6 from November 2010 – "Management's responsibility for the internal control over financial reporting - Amendment" (amendment to Financial Institutions Circular 2009-9-10);
- Financial Institutions Circular 2009-9-10, from June 2009 – "Management's responsibility for the internal control over financial reporting".

Based on this assessment, the Company's Board of Directors and management concluded that the internal control over financial reporting, with respect to the internal control in the financial institutions at December 31, 2023, is effective.

Based on the assessment of effectiveness conducted by management, under the oversight of the Board of Directors, as stated above, the Company's Board of Directors and management concluded that the internal control over the financial reporting and disclosure at December 31, 2023, is effective.

Certification

I, Nir Cohen, hereby certify that:

- (1) I have reviewed the Periodic Report of Harel Insurance Investments and Financial Services Ltd. ("the Company") for 2023 ("the Reports").
- (2) Based on my knowledge, the Reports contains no misstatement of a material fact nor do they omit any statement of a material fact necessary to ensure that the statements that they contain, in light of the circumstances under which such statements were included, shall not be misleading with respect to the period covered in the Reports;
- (3) Based on my knowledge, the financial statements and other financial information contained in the Reports reasonably reflect, in all material respects, the financial position, results of operations, and cash flows of the Company at the dates and periods covered in the Reports;
- (4) Based on my most recent assessment of the internal control over financial reporting and disclosure, I disclosed to the Company's auditors, to the Board of Directors and the Audit Committee and Financial Reports Committee:
 - (a) Any significant deficiencies and material weaknesses in the determination or application of the internal control over financial reporting and disclosure that might reasonably compromise the Insurance Company's ability to record, process, summarize and report financial information in a manner that may cast doubt on the reliability of the financial reporting and preparation of the financial reports in accordance with the statutory provisions; and –
 - (b) Any fraud, whether material or immaterial, that involves the General Manager (CEO) or any person directly accountable to him or other employees who hold a significant role in the internal control over financial reporting and disclosure;
- (5) I, myself or together with others in the Company:
 - (a) Determined these controls and procedures, or ensured that such controls and procedures are determined and in place under my oversight, for the purpose of ensuring that material information relating to the Company, including its subsidiaries as they are defined in the Securities (Annual Financial Reports) Regulations, 2010, is brought to our attention by others in the Company and the subsidiaries, particularly during the preparation of the Reports; and -
 - (b) I defined controls and procedures, or ensured that controls and procedures under my supervision are in place, designed to ensure with reasonable certainty that the financial reports are reliable and that they are prepared in accordance with the provisions of the law, including in accordance with generally accepted accounting principles;
 - (c) I assessed the effectiveness of the internal control over financial reporting and disclosure, and in this report I have presented the conclusions of the Board of Directors and management regarding the effectiveness of the internal control at the reporting date.

The foregoing shall not derogate from my responsibility or from the responsibility of any other person, under any law.

March 28, 2024

Nir Cohen
CEO

Certification

I, Arik Peretz, hereby certify that:

- (1) I have reviewed the financial statements and other financial information included in the reports of Harel Insurance Investments and Financial Services Ltd. ("the Company") for 2023 ("the Reports").
- (2) Based on my knowledge, the financial statements and other financial information included in the Reports contains no misstatement of a material fact nor do they omit any statement of a material fact necessary to ensure that the statements that they contain, in light of the circumstances under which such statements were included, shall not be misleading with respect to the period covered in the Reports;
- (3) Based on my knowledge, the financial statements and other financial information contained in the Reports reasonably reflect, in all material respects, the financial position, results of operations, and cash flows of the Company at the dates and periods covered in the Reports;
- (4) Based on my most recent assessment of the internal control over financial reporting and disclosure, I disclosed to the Company's auditors, to the Board of Directors and the Audit Committee and Financial Reports Committee:
 - (a) Any significant deficiencies and material weaknesses in the determination or application of the internal control over financial reporting and disclosure to the extent that it relates to the financial statements and to any other information contained in the Reports, that might reasonably compromise the Company's ability to record, process, summarize or report financial information in a manner that might cast doubt on the reliability of the financial reporting and preparation of the financial reports in accordance with the statutory provisions; and -
 - (b) Any fraud, whether material or immaterial, that involves the General Manager (CEO) or any person directly accountable to him or other employees who hold a significant role in the internal control over financial reporting and disclosure;
- (5) I, myself or together with others in the Company:
 - (a) Determined these controls and procedures, or ensured that such controls and procedures are determined and in place under my oversight, for the purpose of ensuring that material information relating to the Company, including its subsidiaries as they are defined in the Securities (Annual Financial Reports) Regulations, 2010, to the extent that it is relevant to the financial statements and other financial information included in the Reports, is brought to my attention by others in the Company and the subsidiaries, particularly during the preparation of the Reports; and -
 - (b) Defined controls and procedures, or ensured that controls and procedures under our supervision are in place, designed to ensure with reasonable certainty that the financial reporting is reliable and that the Reports are prepared in accordance with the statutory provisions, including in accordance with generally accepted accounting principles;
 - (c) Assessed the effectiveness of the internal control over the financial reporting and disclosure, to the extent that it relates to the financial statements and other financial information included in the Reports at the reporting date; my conclusions regarding these assessments were submitted to the Board of Directors and management and form part of this report.

The foregoing shall not derogate from my responsibility or from the responsibility of any other person, under any law.

March 28, 2024

Arik Peretz
CFO



Harel Insurance Investments and Financial Services Ltd.

Chapter 7

Annexes

1. Harel Insurance Company Ltd. - Certification regarding the disclosure in the financial statements and Report concerning internal control over financial reporting.
2. Harel Insurance Company Ltd. - Actuarial Statement Regarding the General Insurance Sectors.
3. Harel Insurance Company Ltd. - Actuarial Statement Regarding the Health Insurance Sector.
4. Harel Insurance Company Ltd. - Actuarial Statement Regarding Life Assurance Sector.

ANNEX 1

Harel Insurance Company Ltd. -
Certification regarding the disclosure in the financial statements and
Report concerning internal control over financial reporting

Certification

I the Undersigned, Nir Cohen, hereby certify that:

1. I have reviewed the annual report of Harel Insurance Company Ltd. ("the Insurance Company") for 2023 ("the Report").
2. Based on my knowledge, the Report does not contain any misrepresentation of a material fact or omit a material fact the presentation of which in the report is necessary to ensure that under the circumstances in which they were included, they will not be misleading with respect to the period covered by the Report.
3. Based on my knowledge, the financial statements and other financial information contained in the Report reasonably reflect, in all material respects, the financial position, results of operations, changes in equity and cash flows of the Insurance Company at the dates and for the periods covered by the Report.
4. I and others in the Insurance Company who submit this Certification are responsible for establishing and maintaining controls and procedures relating to disclosure¹ and internal control over financial reporting¹ of the Insurance Company; and
 - A. We established these controls and procedures, or ensured that such controls and procedures were established under our oversight, for the purpose of ensuring that material information relating to the Insurance Company, including its subsidiaries, is brought to our attention by others in the Insurance Company and in the subsidiaries, specifically during the preparation of the Report;
 - B. We established internal control over financial reporting, or supervised the establishment of such internal control, for the purpose of providing a reasonable measure of assurance as to the reliability of the financial reporting and that the financial statements are prepared in accordance with the instructions of the Commissioner of the Capital Market;
 - C. We assessed the effectiveness of the controls and procedures with respect to the Insurance Company's disclosure and presented our conclusions regarding the effectiveness of the disclosure controls and procedures at the end of the period covered in the Report, based on our assessment; and -
 - D. In the Report, we disclosed any change in the Insurance Company's internal control over financial reporting which took place in the fourth quarter and had a material effect, or might reasonably be expected to affect, the Insurance Company's internal control over financial reporting; and -
5. I and others in the Insurance Company who submit this Certification disclosed to the independent auditors, the Board of Directors and Audit Committee of the Insurance Company's Board of Directors, based on our most recent assessment of the internal control over financial reporting:
 - A. All significant flaws and material weaknesses in the determination or operation of the internal control over financial reporting, that could reasonably have an adverse effect on the Insurance Company's ability to record, process, summarize and report on financial information; and -
 - B. Any fraud, whether material or immaterial, that involves management or other employees who fulfill an important function in the Insurance Company's internal control over financial reporting.

¹ As these terms are defined in the Financial Institutions Circular on Internal Control over Financial Reporting - Certifications, Reports and Disclosures.

Nothing in the foregoing derogates from my responsibility or from the responsibility of any other person, under any law.

March 28, 2024

Nir Cohen
CEO

Certification

I the Undersigned, Arik Peretz, hereby certify that:

1. I have reviewed the annual report of Harel Insurance Company Ltd. (“the Insurance Company”) for 2023 (“the Report”).
2. Based on my knowledge, the Report does not contain any misrepresentation of a material fact or omit a material fact the presentation of which in the report is necessary to ensure that under the circumstances in which they were included, they will not be misleading with respect to the period covered by the Report.
3. Based on my knowledge, the financial statements and other financial information contained in the Report reasonably reflect, in all material respects, the financial position, results of operations, changes in equity and cash flows of the Insurance Company at the dates and for the periods covered by the Report.
4. I and others in the Insurance Company who submit this Certification are responsible for establishing and maintaining controls and procedures relating to disclosure and internal control over financial reporting¹ of the Insurance Company; and
 - A. We established these controls and procedures, or ensured that such controls and procedures were established under our oversight, for the purpose of ensuring that material information relating to the Insurance Company, including its subsidiaries, is brought to our attention by others in the Insurance Company and in the subsidiaries, specifically during the preparation of the Report;
 - B. We established internal control over financial reporting, or supervised the establishment of such internal control, for the purpose of providing a reasonable measure of assurance as to the reliability of the financial reporting and that the financial statements are prepared in accordance with the instructions of the Commissioner of the Capital Market;
 - C. We assessed the effectiveness of the controls and procedures with respect to the Insurance Company’s disclosure and presented our conclusions regarding the effectiveness of the disclosure controls and procedures at the end of the period covered in the Report, based on our assessment; and -
 - D. In the Report, we disclosed any change in the Insurance Company’s internal control over financial reporting which took place in the fourth quarter and had a material effect, or might reasonably be expected to affect, the Insurance Company’s internal control over financial reporting; and -
5. I and others in the Insurance Company who submit this Certification disclosed to the independent auditors, the Board of Directors and Audit Committee of the Insurance Company’s Board of Directors, based on our most recent assessment of the internal control over financial reporting:
 - A. All significant flaws and material weaknesses in the determination or operation of the internal control over financial reporting, that could reasonably have an adverse effect on the Insurance Company’s ability to record, process, summarize and report on financial information; and -
 - B. Any fraud, whether material or immaterial, that involves management or other employees who fulfill an important function in the Insurance Company’s internal control over financial reporting.

Nothing in the foregoing derogates from my responsibility or from the responsibility of any other person, under any law.

March 28, 2024

Arik Peretz
Deputy CEO
and Head of the Finance and
Resources Division

¹ As these terms are defined in the Financial Institutions Circular on Internal Control over Financial Reporting - Certifications, Reports and Disclosures.

**Report by the Board of Directors and Management concerning the
Internal Control over Financial Reporting**

Management, under the oversight of the Board of Directors, of Harel Insurance Company Ltd. ("the Insurance Company") is responsible for establishment and maintaining of proper internal control over financial reporting. The Insurance Company's internal control system was planned to provide the Board of Directors and Management with a reasonable measure of assurance with respect to the proper preparation and presentation of financial statements published in accordance with the instructions of the Commissioner of the Capital Market, Insurance and Savings. Irrespective of the quality of their planning, all internal control systems have inherent limitations. Consequently, even if we determine that these systems are effective they can only provide a reasonable measure of assurance with respect to the preparation and presentation of a financial report.

Management, under the oversight of the Board of Directors, maintains a comprehensive set of controls designed to ascertain that transactions are performed in accordance with Management's permissions, that the assets are protected and the accounting records are reliable. Additionally, Management under the oversight of the Board of Directors takes steps to ensure that the channels of information and communication are effective and that they monitor performance, including performance of internal control procedures.

The Insurance Company's Management, under the oversight of the Board of Directors, assessed the effectiveness of the internal control over financial reporting at December 31, 2023, based on the criteria established in the internal control model of the Committee of Sponsoring Organization of the Treadway Commission (COSO). Based on this assessment, Management believes that at December 31, 2023, the Insurance Company's internal control over financial reporting is effective.

Chairman of the Board of Directors:	Guy Rotkopf	(Signature) _____
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CEO:	Nir Cohen	(Signature) _____
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Deputy CEO and Head of the Finance and Resources Division:	Arik Peretz	(Signature) _____
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Date of approval of the Report: March 28, 2024

ANNEX 2

Harel Insurance Company Ltd. -
Actuarial Statement Regarding the General Insurance Sectors

Actuarial Statement regarding the General Insurance Sectors

Section 1 – The actuary

I was requested by Harel Insurance Company Ltd. (“the Company”) to assess the provisions listed in Section 2 below in the general insurance sectors for the Company’s financial statements as at 31st December 2023, as specified below.

I am a salaried employee of the Company. I am not a party at interest in the Company, in any subsidiary of the company or in any affiliated company and I do not have any business connections with the company, with any party at interest in it or with a relative of any party at interest in it, with any subsidiary of the company or with any affiliated company. Likewise, I am not an employee or permanent adviser of a subsidiary of the company or of an affiliated company or any other party who provides various services to the company.

I took up this position on 1st August 2003.

Section 2 – Scope of the actuary’s opinion

A. In computing the insurer’s provisions I relied on data provided by the insurer. My requests for information and data were met adequately for the purpose of evaluating the provisions for the financial statements.

I reviewed the feasibility and adequacy of the data, and I also compared the said data with those for the year addressed by the statement as well as for previous years.

B. Where necessary, my assessment was based on data obtained from other reliable sources. I reviewed the extent to which the data were appropriate and relevant.

C. The actuarial assumptions that I used in my work, as well as the methods used to assess the provisions in the sectors listed below were set by me, to the best of my professional judgment, and subject to the provisions, instructions and rules specified in Section 3, Para.1 below.

D. In computing the retention, I asked the Company’s entities responsible for reinsurance for information regarding its reinsurance arrangements, the ability to collect claims and problems with the reinsurers’ payment policies. Based on the information I received, I reviewed the repercussions and impact of the reinsurance arrangements on the provisions.

E. My opinion also took the following issues into account:

1. The provision in respect of the retention insurance arrangement (the Pool) was based on the calculation made by the Pool.

3. The lack of correlation between the different sectors was not taken into account for the purpose of reducing the Best Estimate provision for outstanding claims for all the sectors included in my evaluation. However, when considering the Best Practice, a reduction was made in the calculation of the margin only of approximately 2.6%, due to the lack of correlation between the various sectors. This is in accordance with section 3 (c) of the Commissioner's position – Best Practice for calculating General Insurance reserves.

F. Following is an assessment of the sum of the provisions at 31 December 2023:

	Gross Provision (NIS million)	Net Provision (NIS million)
<u>Outstanding Claims</u>		
F.1.a Non-Aggregated Sectors		
Comprehensive household incl. mortgage banks	134	20
Motor property	333	321
Compulsory motor	3,324	2,854
Employers' liability	802	767
Third party liability	1,463	511
Professional Indemnity (including Medical Malpractice and Directors and Officers)	2,609	1,897
Products liability	122	48
Total for Non-Aggregated Sectors	8,786	6,419
F.1.b Total for Aggregated and Non-Aggregated Sectors	9,070	6,466
F.2 Unallocated Loss Adjustment Expenses - All Sectors	188	188
Unearned Premium Reserve less Deferred Acquisition Costs	600	450
F.3 <u>Premium Deficiency</u>		
Compulsory motor	Not Required	None
Motor property	Not Required	None
Comprehensive household	Not Required	None
Total Insurance Liabilities in Non-Life Sector estimated by actuarial analysis	8,659	6,205

* The aggregated sectors include: loss of property, comprehensive business, engineering, agriculture, cargo and goods in transit, and marine and aviation.

** In the compulsory motor and liabilities sectors the reserve for outstanding claims and claims expenses includes all the exposure for all annual underwriting periods, and therefore includes allowance for the unexpired period of cover.

Section 3 – The Opinion

Positive opinion

I hereby state and confirm that in the following sectors: comprehensive household (including mortgage banks), motor property, compulsory motor, employers' liability, third-party liability, professional indemnity (including medical malpractice and directors and officers), products liability, loss of property, comprehensive business, engineering, agriculture, cargo and goods in transit, marine and aviation:

1. I assessed the Company's provisions specified in Chapter 2 in accordance with the provisions, instructions and rules listed below, and as valid on the date of the financial statement:
 - A. Provisions of the Supervision of Financial Services (Insurance) Law, 5741-1981;
 - B. Provisions and instructions issued by the Supervisor of Capital Markets;
 - C. The viewpoint of the Supervisor regarding the calculation of provisions in General Insurance
 - D. Accepted actuarial practice.
2. After reviewing the information mentioned in Section 2, I concluded that the data are reasonable and adequate, and that they can be relied on for the purpose of my assessment.
3. The assumptions and methods used to assess the provisions were determined by me, to the best of my professional discretion and in line with the provisions, instructions and rules specified above.
4. As far as I am aware, the provision for outstanding claims specified in Section 2 in respect of the non-aggregated sectors comprehensive household (including mortgage banks), motor property, compulsory motor, employers' liability, third-party liability, professional indemnity (including medical malpractice and directors and officers) and products liability constitutes an appropriate reserve for covering the insurer's liabilities in respect of the unpaid claims as listed above, for each sector separately, as valid on the date of the financial statements.
5. As far as I am aware, the provision for outstanding claims specified in Section 2 constitutes an appropriate reserve for covering the insurer's liabilities in respect of the unpaid claims as listed above, in total for the aggregated and non-aggregated sectors as grouped, as valid on the date of the financial statements.
6. As far as I am aware, the provision for unpaid unallocated loss adjustment expenses specified in Section 2 constitutes an appropriate reserve for covering the insurer's liabilities in respect of the unpaid unallocated loss adjustment expenses, as valid on the date of the financial statements.
7. As far as I am aware, the provision for premium deficiency specified in Section 2 constitutes an appropriate reserve for covering the insurer's liabilities in respect of the difference between the net unexpired risk and the net unearned premium (where such a deficiency exists) in the sectors listed, as valid on the date of the financial statements.

Section 4 – Comments, clarifications

Statistical limitations

The actuarial calculation contains an element of statistical uncertainty. Consequently, even if the distribution of the claims remains unchanged, the ultimate cost of the claims may be different from the actuarial assessment and this even though fluctuations and changes in the actual calculation are reflected in the actuarial assessment.

Exposure to future changes and developments

Furthermore, there may be other changes in the future regarding risks, policyholder behavior, social and environmental factors, court rulings and precedents and economic changes that cannot be predicted in advance and are not under the control of the Insurer. All of these may affect the ultimate cost of the claims.

Medical Malpractice

This sector is characterized by an extended duration of claims settlement. This greatly increases the uncertainty and possible deviation in the actuarial assessment. The provision for Unallocated Loss Adjustment Expenses allows also for the fact that claims handling is carried out in part by an external claims settlement company.

Sectors excluded from the Actuarial Assessment

An actuarial assessment is a statistical process whereby the fitting of a statistical model is dependent on the availability of sufficient historic data broken down into homogeneous groups. In the following sectors it was not possible to provide an actuarial assessment for the following reasons:

In the Contractors sector the variety of covers and the type and size of claims, all in relation to the size of the sector, do not allow the breakdown into sufficiently large homogeneous groups.

In the Natural Disasters, Terror, Surety, Special Risks, Contractors and Incoming Business sectors the portfolio is too small and there is not sufficient historic data on which to base an actuarial model.

Viewpoint of the Commissioner – Best Practice

The Commissioner's viewpoint regarding the best practice for calculating provisions in General Insurance determines, amongst other things, that "an appropriate reserve for covering the insurer's liabilities" as required in section 3 above, is such that it is "fairly likely" that the insurance liability in the retention as calculated is sufficient to cover the insurer's liabilities. Regarding outstanding claims in Liability and Motor Bodily Injury branches, the method to be used for testing "fairly likely" is such that is intended to represent, at least, the 75% percentile. The appropriate rate of discount is in line with the risk-free curve adjusted for the illiquidity of the liabilities. Similarly, consideration should be given to the way in which the assets backing the liabilities are valued in the financial statements.

The Commissioner stated however that where limitations of the statistical analysis arise in calculating the sources of risk and required margin, the actuary should exercise judgment together with possible use of accepted actuarial methods. The Commissioner acknowledged that as at the time of the publication of the viewpoint, statistical limitations did exist when analyzing the systemic risk.

Due to the absence of suitable statistical models, the assessment of the systemic risk requires a high degree of judgment regarding the potential impact of matters that might, or might not, occur in the future. I have made my judgments professionally and using my best efforts. It should be understood that there is a high degree of subjectivity in my assessment and that a different actuary, operating in the same circumstances, might make different judgments and might therefore estimate total provisions at a 75% confidence level that are different from those that I have estimated, perhaps materially different.

28th March 2024

Jeffrey Cohen F.I.A., F.I.L.A.A

ANNEX 3

Harel Insurance Company Ltd. -
Actuarial Statement Regarding the Health Insurance Sector

Harel Insurance Company Ltd.
Health Insurance Sector - Actuary's Statement

Chapter 1 - Identity of Appointed Actuary

I was asked by Harel Insurance Company Ltd. ("the Insurer") to assess the provisions specified in Chapter 2 below in the health insurance sector for the Insurer's financial statements as at December 31, 2023, as detailed below.

I am a salaried employee of the Insurer. I am not a stakeholder in the Insurer or any related company.

I was appointed to this position on April 7, 2013.

Chapter 2 - Scope of Actuarial Opinion

1. Actuarial Opinion

For the purpose of calculating the insurer's provisions, I relied on the data that I received from the insurer. My requests for information and data were met adequately for the purpose of assessing the provisions for the financial statements. I reviewed the reasonability and adequacy of the data, including comparing the said data with the data for the year to which the statement refers and to the data for previous years.

Where necessary, my assessment also relied upon data received from other reliable sources. I reviewed the consistency and adequacy of the data and its relevance.

The actuarial assumptions that were used, as well as the methods for evaluating the provisions noted above were determined by me, to the best of my professional judgment, subject to the instructions, directives and standards specified in Chapter 3, Paragraph 1, hereunder.

In order to calculate the retention, I requested and received from the entities responsible for the insurer's reinsurance, information concerning the insurer's reinsurance arrangements, the ability to collect claims, and problems with the reinsurers' payment policy. Based on this information, I reviewed the impact of the reinsurance arrangements on the reserves held.

My opinion also took into consideration the following:

The reserve calculated for incoming business from Interasco was not calculated by me and is not material. The reserve calculated for incoming business from Clal Insurance Company was based on the calculation of Clal's actuary. In this instance, "incoming business" is in accordance with its definition in the Control of Insurance Business (modes of calculating provision for future claims in non-life insurance) Regulations, 5745-1984.

2. Reserve Estimate included in this Actuarial Opinion

The following is a summary of the Reserves held (in thousands NIS) Gross and Net of Reinsurance.

Reserves Gross of Reinsurance

Statement	Reserve Type	Individual	Group	Total**
Life	Contract Reserves*	8,845	-	8,845
	Indirect Expenses Reserve	-	-	-
	Pending Claims, including IBNR	106,928	-	106,928
Total Life		115,773	-	115,773
Health	Contract Reserves*	702,418	106,810	809,228
	Indirect Expenses Reserve	14,460	10,196	24,656
	Pending Claims, including IBNR	590,508	413,219	1,003,727
Total Health		1,307,386	530,225	1,837,611
Total Life & Health		1,423,159	530,225	1,953,384

Reserves Net of Reinsurance

Statement	Reserve Type	Individual	Group	Total**
Life	Contract Reserves*	8,845	0	8,845
	Indirect Expenses Reserve	0	0	0
	Pending Claims, including IBNR	91,397	0	91,397
Total Life		100,242	0	100,242
Health	Contract Reserves*	701,978	106,810	808,788
	Indirect Expenses Reserve	14,460	10,196	24,656
	Pending Claims, including IBNR	583,681	407,276	990,957
Total Health		1,300,119	524,282	1,824,401
Total Life & Health		1,400,361	524,282	1,924,643

* Includes future profitability that was attributed to the liabilities, resultant from the acquisition of the Eliahu portfolio in 2013.

** The numbers do not include UPR of 112 million NIS gross and 110 million NIS net.

2. Influence of changes on the reserves

1) With regard to policies that became effective after the end of the period of the last annual financial report – the adjustment sum of the reserves emanating from the differences between the assumed basic premium and the assumed gross reserve basis is immaterial for business reported in the Health sector.

With regard to policies that became effective after the end of the period of the last annual financial report – the adjustment sum of the reserves emanating from the differences between the assumed basic premium and the assumed gross reserve basis is immaterial for non-LTC reserves reported on the Life financial statement.

2) With regard to policies which became valid before the end of the period of the last annual financial report – the adjustment sum of the reserves emanating from the differences between the assumptions, systems or anticipated premium level to be collected and from other amendments for business which is reported in the Health sector: an increase of approximately 24 million NIS, as described below in chapter 4.

With regard to policies which became valid before the end of the period of the last annual financial report – the adjustment sum of the reserves emanating from the differences between the assumptions, systems or anticipated premium level to be collected and from other amendments for non-LTC reserves reported on the Life financial statement: a decrease of approximately 90 million NIS, as described below in chapter 4.

Chapter 3 - The Opinion

I hereby declare and confirm that in the following health insurance sub-sectors: medical expenses, foreign workers, critical illness, dental, overseas travel, and personal accident:

1. I assessed the insurer's provisions as specified in Chapter 2, in accordance with the instructions, directives and regulations noted hereunder, and all as valid on the date of the financial statements:

- A. Provisions of the Control of Insurance Business Law, 5741-1981, and its subsequent regulations;
- B. Instructions of the Commissioner of Insurance;
- C. Accepted actuarial standards.

2. After reviewing the data described in Chapter 2, I concluded that the data is reasonable and adequate, and that it can be relied upon for the purpose of my assessment.

3. The assumptions and methods for evaluating the provisions were determined by me to the best of my professional judgment and experience and in accordance with the instructions, directives and standards noted above.

4. As far as I am aware and in my opinion, the provisions specified in Chapter 2, form an adequate reserve for covering the insurer's commitments in respect of its liability arising from health insurance contracts associated with the health sub-sectors noted above, valid as of the date of the financial statement.

Chapter 4 - Comments, Clarifications

Statistical limitation

Actuarial calculations incorporate an inherent statistical uncertainty. Therefore, even if there is no change in the distribution of claims, the final cost of the claims may differ from the actuarial assessment and this notwithstanding the fact that the actuarial assessment incorporates an expectation of variance of the actual liabilities.

Exposure to future changes and developments

There is some uncertainty in health insurance with regard to predicting the cost of claims that are affected by several parameters that are impossible to forecast, for example: changes in morbidity and/or incidence rates, cancellations, changes in the basket of health services and medical inflation, Finance Ministry policy, reinsurers' policy, as well as social and environmental factors.

Material changes

- A. The company updated the morbidity assumption in the medical expenses line of business. As a result, there was an increase in the balance of gross reserves in the amount of approximately NIS 24 million.
- B. The company updated the morbidity assumption in the critical illness line of business. As a result, there was a decrease in the balance of gross reserves in the amount of approximately NIS 90 million.

March 28, 2024

Date

Jonathan Brody F.I.L.A.A.

ANNEX 4

Harel Insurance Company Ltd. -
Actuarial Statement Regarding Life Assurance Sector

Harel Insurance Company Ltd.

Actuarial Division

Actuary's Declaration – Life Insurance

Chapter A – Identity of the Actuary

I was requested by Harel Insurance Company Ltd. (hereinafter the Insurer) to assess the provisions in Life Insurance specified in Chapter B hereunder for the Financial Statements (hereinafter – the Provisions) as at December 31, 2023, as detailed hereunder.

I am a salaried employee of the Insurer. I am not a stakeholder in the Insurer, its subsidiary or in a related company and I have no business relationship with the Insurer, with an interested party or a family member of an interested party or its subsidiary or related company to it. Also, I am not a regular employee or consultant of a subsidiary of the Insurer or related company of the Insurer or other entity that provides various services to the Insurer.

I was appointed to this position by the Insurer on June 22nd, 2017.

Chapter B – Extent of the actuarial opinion

1. Extent of the actuarial opinion.

- a. For the purpose of calculating the Insurer's Provisions, I relied on the data that I received from the Insurer. My requests for information and data were met adequately for the purpose of assessing the provisions for the financial statements. I reviewed the reasonability and adequacy of the data, including comparing the said data with the data for the year to which the statement refers and the data for previous years.
- b. Where necessary, my assessment also relied on data received from other reliable sources. I reviewed the consistency and adequacy of the data and their relevance.
- c. The actuarial assumptions that I used in my work, as well as the methods for evaluating the provisions detailed below were determined by me, to the best of my professional judgment, and this subject to the instructions, directives and standards specified in paragraph 1 of Chapter C hereunder.
- d. In order to calculate the retention, I asked the competent entities responsible for the Insurer's reinsurance for information concerning the Insurer's reinsurance arrangements, the ability to collect claims, and problems with the reinsurers' payment policy. Based on the information that I received, I reviewed the impact and repercussions of the reinsurance arrangements on the provisions.
- e. My opinion also took into consideration the following:

The Insurer has no "incoming business". For this purpose, "incoming business" as defined in the Insurance Business (Calculation methodology of provisions for future claims in general insurance) Law - 1984.

For co-insurance where the Insurer is not the leading insurer, calculation of the reserve was based on the calculation prepared by the actuaries for the leading insurers.

2. Data attached to the scope of the actuarial opinion

- a. Forms 12A and 12B, attached, detail the amounts of the Provisions in thousands of NIS, at both gross and retention level, as follows:
 - 1) Provision for outstanding claims (claims that occurred but have not yet been paid in full, whether or not they have been approved, excluding claims paid in the form of annuity, for example: Long Term Care, Permanent Health Insurance and Family Income Benefit) without the direct and indirect expenses resulting from them (including provision for claims for which the insurer has not yet received a report).
 - 2) Provision (reserve) arising from the conditions of the insurance contract in life insurance separately, including:
 - a) Reserve for a plan with accrual;
 - b) Provision required where part of the premium collected in the contract's early years is designated to provide future cover at a later date, for example: provision in respect of a fixed premium, insurability and continuity;
 - 3) Part of the reserve in respect of claims in payment, including claims paid in the form of an annuity, such as: Long Term Care (LTC), Permanent Health Insurance (PHI) and Family Income Benefit (FIB).
 - 4) Supplement arising from the Liability Adequacy Testing (LAT) of the reserves – after testing I concluded that there was no need for a supplement both in the LTC line of business and the life line of business.
 - 5) Additional provisions in accordance with the Commissioner's instructions, for example: supplementing the reserve for Annuity policies in accordance with Commissioner's Circular 2013-1-2, from March 6th, 2013.
- b. The impact of the changes specified below on the provisions, at both gross and retention level:
 - 1) For policies that took effect after the end of the last annual reporting period – the adjusted amount of the provisions, resulting from the differences between the assumptions underlying the premium and the assumptions underlying the provision – no such adjustment was necessary.
 - 2) For policies that took effect before the last annual financial statements – the adjustment reserves which is due to changes in the assumptions, methods or premium expected to be collected: decrease of approximately 233 million NIS in gross reserves.

Chapter C – The opinion

I hereby declare and confirm that in the Life Insurance sector:

1. I have assessed the Insurer's Provisions as specified in Chapter B, in accordance with the instructions, directives and standards noted hereunder, and all as valid on the date of the financial statements:
 - a. Provisions of the Supervision of Financial Services (Insurance) Law, 5741-1981, and its subsequent regulations;
 - b. Instructions and directives of the Commissioner of Insurance;
 - c. Accepted actuarial standards.
2. After reviewing the data noted in Chapter B, I concluded that the data are reasonable and adequate, and that they can be relied upon for the purpose of my assessment.
3. I determined the assumptions and methods for evaluating the Provisions to the best of my professional discretion and in accordance with the instructions, directives and standards noted above.
4. In my opinion, the provisions specified in Chapter B, form an adequate reserve for covering the insurer's undertakings in respect of its liability arising from life insurance contracts valid on the date of the Financial Statements.

Chapter D – Comments and clarifications

1. **Comments and clarifications**
 - a) The future profits of the life portfolio acquired from the Eliahu Insurance Company limited was deducted from the provisions calculated by me. There were no other adjustments in the insurance provisions calculated by me.
 - b) Details regarding the various reserves, interest rates etc. are included in the Notes to the Financial Statements.
 - c) Due to the fact that the breakdown of the data that appears in Forms 12A and 12B is based on a separation of policy components (covers sold in the policy), this breakdown does not necessarily correspond with the data in the Company's Financial Statements and Notes to the Financial Statements, where the breakdown of the data is based on data at policy level.
 - d) In the same matter, the forms reflect the total liabilities, excluding daughter companies, in respect of insurance contracts and investment contracts and prior to reducing the liabilities in respect of insurance for the Insurer employees, a reduction required in accordance with paragraph 4 (b), IFRS 4.
 - e) Statistical limitations
There is a statistical uncertainty in the process of actuarial calculation. Consequently, even if there is no change in the breakdown of claims, the final cost of the claims may differ from the actuarial assessment, and this

notwithstanding the fact that the actuarial assessment took into account fluctuations in and the variance of the actual calculation.

f) Exposure to future changes and developments

There may be changes and developments in the future regarding aspects of the insurance market in Israel resulting from regulatory changes, court rulings, technological developments and social or environmental changes that cannot be predicted and may affect the actuarial assessment of the provisions.

There is some uncertainty in projecting the cost of claims that are affected by several parameters that are impossible to forecast, for example: changes in morbidity and/or incidence rates, cancellations, changes in the basket of health services and medical inflation, Finance Ministry policy, reinsurers' policy and social and environmental factors.

2. Material changes

During the report period the following change was implemented:

A. The company has updated the interest rate on some of the provisions in the life insurance line of business and in the provisions of the LTC line of business, following the increase in interest rates in the economy in 2023. As a result, there was a decrease in the gross insurance reserves in the amount of approximately NIS 248 million.

B. The company updated the morbidity assumption in the LTC line of business. As a result, there was an increase in the gross insurance reserves in the amount of approximately NIS 105 million.

March 28, 2024
Date

Jonathan Brody, F.I.L.A.A.
Appointed Actuary's Name

Signature

Attached: Form 12A: Outstanding claims, reserve and reserve for extraordinary risks
– gross
Form 12B: Outstanding claims, reserve and reserve for extraordinary risks
– in retention

Company Name: Harel Insurance Company Ltd

in NIS 000

[illegible]

(1) Other Covers, including Disability, Double Indemnity, etc.

[illegible]

Company Name: Harel Insurance Company Ltd

in NIS 000

[illegible]

(1) Other Covers, including Disability, Double Indemnity, etc.

[illegible]