

# ADMINISTRATIVE GUIDE

<b>Meeting Platform</b>	: <a href="https://web.lumiagm.com">https://web.lumiagm.com</a>
<b>Day and Date</b>	: Tuesday, 29 September 2020
<b>Time</b>	: 9.30 a.m.
<b>Broadcast Venue</b>	: Auditorium, 3A Floor, Menara Symphony, No. 5, Jalan Prof. Khoo Kay Kim, Seksyen 13, 46200 Petaling Jaya, Selangor Darul Ehsan



## 1. VIRTUAL MEETING

- 1.1 In view of the COVID-19 pandemic and as part of the safety measures, the Company's 57<sup>th</sup> Annual General Meeting ("**AGM**" or "**the Meeting**") will be conducted fully virtual through live streaming and online remote voting from the Broadcast Venue using Remote Participation and Voting ("**RPV**") facilities provided by the Company's Share Registrar, Boardroom Share Registrars Sdn. Bhd. ("**Boardroom**").
- 1.2 The Broadcast Venue of the 57<sup>th</sup> AGM is strictly for the purpose of complying with Section 327(2) of the Companies Act 2016 which requires the Chairman of the Meeting to be present at the main venue. Members **WILL NOT BE ALLOWED** to attend the 57<sup>th</sup> AGM at the Broadcast Venue in person on the day of the Meeting.
- 1.3 Shareholders or proxies are required to submit the request for RPV access no later than **Monday, 28 September 2020 at 9.30 a.m.**

## 2. ENTITLEMENT TO PARTICIPATE AND VOTE

- 2.1 Only member whose name appears in the Record of Depositors ("**ROD**") as at 22 September 2020 shall be entitled to attend the 57<sup>th</sup> AGM or appoint proxy(ies) to participate and vote on his/her behalf.

## 3. LODGEMENT OF FORM OF PROXY

- 3.1 A shareholder entitled to participate and vote at the Meeting is entitled to appoint proxy(ies) to participate and vote in his/her stead. If you are not able to participate in the Company's 57<sup>th</sup> AGM remotely, **you are strongly encouraged to appoint the Chairman of the Meeting as your proxy and indicate the voting instructions in the Form of Proxy.**
- 3.2 Form of Proxy must be deposited at Boardroom's office at 11<sup>th</sup> Floor, Menara Symphony, No. 5, Jalan Prof. Khoo Kay Kim, Seksyen 13, 46200 Petaling Jaya, Selangor Darul Ehsan not less than twenty-four (24) hours before the time appointed for holding the Meeting or at any adjournment thereof.

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- 3.3 Alternatively, the proxy appointment may also be lodged electronically via the Boardroom Smart Investor Portal (“**Boardroom Investor Portal**”) at <https://boardroomlimited.my> not less than twenty-four (24) hours before the time appointed for holding the Meeting or at any adjournment thereof in accordance with the steps below:-

Procedure		Action
Step 1	Register Online with Boardroom Investor Portal	<p>[Note: If you have already registered with Boardroom Investor Portal, you are not required to register again. Please proceed to Step 2.]</p> <ol style="list-style-type: none"> <li>Access website <a href="https://boardroomlimited.my">https://boardroomlimited.my</a>.</li> <li>Click &lt;&lt;Login&gt;&gt; and click &lt;&lt;Register&gt;&gt; to sign-up as a user.</li> <li>Complete registration and upload softcopy of your MyKad/ Identification Card (front and back) or Passport.</li> <li>Please enter a valid email address and wait for Boardroom’s email verification.</li> <li>Your registration will be verified and approved within one (1) business day and an email notification will be provided.</li> </ol>
Step 2	e-Proxy Lodgement	<ol style="list-style-type: none"> <li>Login to <a href="https://boardroomlimited.my">https://boardroomlimited.my</a> using your user ID and password above.</li> <li>Go to “e-PROXY LODGEMENT” and browse the Meeting List for “<b>SYMPHONY LIFE BERHAD FIFTY-SEVENTH (57<sup>TH</sup>) VIRTUAL ANNUAL GENERAL MEETING</b>” and click “APPLY”.</li> <li>Read the Terms &amp; Conditions and confirm the Declaration.</li> <li>Enter the CDS account number and the total number of securities held.</li> <li>Select your proxy – either the Chairman of the Meeting or individual named proxy(ies) and enter the required particulars for your proxy(ies).</li> <li>Indicate your voting instructions – FOR or AGAINST, otherwise your proxy will decide your vote.</li> <li>Review and confirm your proxy(ies) appointment.</li> <li>Click “SUBMIT”.</li> <li>Download or print the e-Proxy form acknowledgement.</li> </ol>

- 3.4 If you have submitted your Form of Proxy prior to the Meeting and subsequently decide to participate in the Meeting yourself, please write in to [bsr.helpdesk@boardroomlimited.com](mailto:bsr.helpdesk@boardroomlimited.com) to revoke the appointment of your proxy(ies) at least twenty-four (24) hours before the AGM. On revocation, your proxy(ies) would not be allowed to participate in the Meeting. In such event, you should advise your proxy(ies) accordingly.

#### 4. CORPORATE SHAREHOLDER

- 4.1 Corporate shareholders who require their corporate representative to participate and vote at the Meeting must deposit their original certificate of appointment of corporate representative to Boardroom not less than twenty-four (24) hours before the time appointed for holding the Meeting or at any adjournment thereof.

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## 5. REMOTE PARTICIPATION AND VOTING (“RPV”)

Kindly follow the steps below on how to request for login ID and password and usage of the RPV facilities:-

BEFORE AGM DAY		
Procedure		Actions
Step 1	Register Online with Boardroom Investor Portal	<p><i>[Note: If you have already registered with Boardroom Investor Portal, you are not required to register again. Please proceed to Step 2.]</i></p> <ol style="list-style-type: none"> <li>Access website <a href="https://boardroomlimited.my">https://boardroomlimited.my</a>.</li> <li>Click &lt;&lt;Login&gt;&gt; and click &lt;&lt;Register&gt;&gt; to sign-up as a user.</li> <li>Complete registration and upload softcopy of your MyKad/ Identification Card (front and back) or Passport.</li> <li>Please enter a valid email address and wait for Boardroom’s email verification.</li> <li>Your registration will be verified and approved within one (1) business day and an email notification will be provided.</li> </ol>
Step 2	Submit Request for Remote Participation (User ID and Password)	<p><i>[Note: The registration for remote access will be opened on 28 August 2020 and closed at 9.30 a.m. on 28 September 2020 (24 hours before the commencement of the AGM).]</i></p> <p><b>Individual Shareholders</b></p> <ol style="list-style-type: none"> <li>Login to <a href="https://boardroomlimited.my">https://boardroomlimited.my</a> using your user ID and password from Step 1 above.</li> <li>Select “VIRTUAL MEETING” from main menu and select the correct Corporate Event “<b>SYMPHONY LIFE BERHAD FIFTY-SEVENTH (57<sup>th</sup>) VIRTUAL ANNUAL GENERAL MEETING</b>”.</li> <li>Read and agree to the Terms &amp; Conditions.</li> <li>Enter your CDS Account and thereafter submit your request.</li> </ol> <p><b>Corporate Shareholders</b></p> <ol style="list-style-type: none"> <li>Write in to <a href="mailto:bsr.helpdesk@boardroomlimited.com">bsr.helpdesk@boardroomlimited.com</a> by providing the name of shareholder, CDS account number accompanied with the Certificate of Appointment of Corporate Representative or Form of Proxy to submit the request.</li> <li>Provide a copy of the Corporate Representative’s MyKad/ Identification Card (front and back) or Passport together with his/her email address.</li> </ol> <p><b>Authorised Nominee and Exempt Authorised Nominee</b></p> <ol style="list-style-type: none"> <li>Write in to <a href="mailto:bsr.helpdesk@boardroomlimited.com">bsr.helpdesk@boardroomlimited.com</a> by providing the name of shareholder, CDS account number accompanied with the Form of Proxy to submit the request.</li> <li>Provide a copy of the proxy holder’s MyKad/Identification Card (front and back) or Passport together with his/her email address.</li> </ol>

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BEFORE AGM DAY		
Procedure		Actions
Step 3	Email Notification	<p>a. You will receive email notification from Boardroom that your request has been received and is being verified.</p> <p>b. Upon system verification against the General Meeting Record of Depositors as at 22 September 2020, you will receive an email from Boardroom either approving or rejecting your registration for remote participation.</p> <p>c. If your registration is approved, you will also receive your remote access user ID and password one (1) day before the AGM in the same email from Boardroom.</p>

ON THE DAY OF THE AGM		
Procedure		Actions
Step 1	Login to Virtual Meeting Portal	<p>a. The Virtual Meeting Portal will be opened for login one (1) hour before the commencement of the Company's 57<sup>th</sup> AGM at 8.30 a.m. on 29 September 2020.</p> <p>b. The Meeting Platform can be accessed via one of the following methods:-</p> <ul style="list-style-type: none"> <li>&gt; Download the free <b>Lumi AGM</b> application from Apple App Store or Google Play Store;</li> <li>&gt; Launch <b>Lumi AGM</b> by scanning the QR Code provided in the email notification; or</li> <li>&gt; Access to <b>Lumi AGM</b> web portal via website at <a href="https://web.lumiagm.com">https://web.lumiagm.com</a>.</li> </ul> <p>c. Insert the Meeting ID No. and sign in with the user ID and password provided to you via the email notification in Step 3 above.</p>
Step 2	Participate	<p><i>[Note: Questions submitted online will be moderated before being sent to the Chairman to avoid repetition.]</i></p> <p>a. If you would like to view the live webcast, select the  broadcast icon.</p> <p>b. If you would like to ask a question during the AGM,  select the messaging icon.</p> <p>c. Type your message within the chat box, once completed click the send button.</p>
Step 3	Voting	<p>a. Once the Meeting is opened for voting, the polling icon will appear with the resolutions and your voting choices.</p> <p>b. To vote, simply select your voting direction from the options provided. A confirmation message will appear to show your vote has been received.</p> <p>c. To change your vote, simply select another voting direction.</p> <p>d. If you wish to cancel your vote, please press "CANCEL".</p>
Step 4	End of Participation	<p>a. Upon the announcement by the Chairman on the closure of the AGM, the live webcast will end and the messaging window will be disabled.</p> <p>b. You can now logout from the Meeting Platform.</p>

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### 6. PROCEDURES DURING AGM

- 6.1 No recording or photography of the Meeting proceedings is allowed without the prior written permission of the Company.
- 6.2 Kindly note that the quality of the live streaming is dependent on the bandwidth and stability of the internet connection at the location of the participants.

### 7. PARTICIPATION THROUGH LIVE WEBCAST AND QUESTIONS AT THE 57<sup>TH</sup> AGM

- 7.1 You will be able to view the Company's presentation or slides via the live webcast.
- 7.2 The Board of Directors ("**Board**") will endeavour to respond to the questions submitted via the messaging window which are related to the resolutions to be tabled at the 57<sup>th</sup> AGM as well as the financial performance/prospects of the Company to the extent where time permits.
- 7.3 Alternatively, you may also submit your questions in advance to Mr. Alan Chan Chee Ming, the Company Secretary at [alan.chan@symphonylife.my](mailto:alan.chan@symphonylife.my) by 9.30 a.m. on 25 September 2020 and the Board will endeavour to address the questions submitted during the 57<sup>th</sup> AGM.
- 7.4 Priority will be given to questions which were submitted ahead of the 57<sup>th</sup> AGM. Questions which are not related to the 57<sup>th</sup> AGM will not be answered by the Board.

### 8. VOUCHERS OR DOOR GIFTS

- 8.1 There will be no distribution of voucher(s) or door gift(s) to shareholders/proxies who participate in the 57<sup>th</sup> AGM since the Meeting is being conducted on a fully virtual basis.

### 9. ENQUIRY

- 9.1 If you have any enquiries prior to the 57<sup>th</sup> AGM, please contact Boardroom during office hours from Monday to Friday (8.30 a.m. to 5.30 p.m.):-

Boardroom Share Registrars Sdn. Bhd.  
Tel : +603 7890 4700 (Helpdesk)  
Fax : +603 7890 4670  
Email: [bsr.helpdesk@boardroomlimited.com](mailto:bsr.helpdesk@boardroomlimited.com)

- 9.2 In view of the current unprecedented situation, the Company may be required to make changes to the administration and arrangement of the 57<sup>th</sup> AGM on short notice as it deems necessary. Hence, kindly check the Company's website at [www.symphonylife.my](http://www.symphonylife.my) or announcements on the latest update on the status of the 57<sup>th</sup> AGM.