

# ADMINISTRATIVE GUIDE



**SYMPHONY LIFE BERHAD**  
(Registration No. 196401000264) (5572-H)  
(Incorporated in Malaysia)

**Meeting Platform** : <https://meeting.boardroomlimited.my>  
**Day and Date** : Wednesday, 7 September 2022  
**Time** : 9.30 a.m.  
**Broadcast Venue** : 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 As part of the safety measures, the Company's 59<sup>th</sup> Annual General Meeting ("AGM" or "the Meeting") will be conducted 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 59<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 59<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 **Tuesday, 6 September 2022 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 30 August 2022 shall be entitled to attend the 59<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 59<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.
- 3.3 Alternatively, the proxy appointment may also be lodged electronically via the Boardroom Smart Investor Portal ("BSIP") at <https://investor.boardroomlimited.com> 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 Smart Investor Portal <b>(For first time registration only)</b>	<b>[Note: If you have already signed up with BSIP, you are not required to register again. You may proceed to Step 2 on e-Proxy Lodgement.]</b> <ol style="list-style-type: none"><li>(a) Open an internet browser. Latest version of <b>Chrome, Firefox, Safari, Edge or Opera</b> is recommended.</li><li>(b) Go to BSIP website at <a href="https://investor.boardroomlimited.com">https://investor.boardroomlimited.com</a>.</li><li>(c) Click <b>Register</b> to sign up for a BSIP account.</li><li>(d) Complete registration with all required information. Upload and attached your MyKad front and back image. Click <b>Register</b>.</li><li>(e) You will receive an e-mail from BSIP Online for e-mail address verification. Click on <b>Verify E-mail Address</b> from the e-mail received to proceed with the registration.</li><li>(f) Once your email address is verified, you will be re-directed to BSIP Online for verification of mobile number. Click on <b>Request OTP Code</b> and an OTP code will be sent to the registered mobile number. You will need to enter the OTP Code and click <b>Enter</b> to complete the process.</li><li>(g) Once your mobile number is verified, registration of your new BSIP account will be pending for final verification.</li><li>(h) An e-mail will be sent to you to inform the approval of your BSIP account within one (1) business day. Subsequently, you can login at <a href="https://investor.boardroomlimited.com">https://investor.boardroomlimited.com</a> with the e-mail address and password filled up by you during registration to proceed.</li></ol>

Procedure		Action
Step 2	e-Proxy Lodgement	<p>(a) Open an internet browser. Latest version of <b>Chrome, Firefox, Safari, Edge or Opera</b> is recommended.</p> <p>(b) Go to BSIP website at <a href="https://investor.boardroomlimited.com">https://investor.boardroomlimited.com</a>.</p> <p>(c) Login with your registered email address and password. <b>[Note: If you do not have an account with BSIP, please sign-up/register with BSIP for free – refer to Step 1 for guide.]</b></p> <p>(d) Select and click on <b>Corporate Meeting</b>.</p> <p>(e) Go to <b>“SYMPHONY LIFE BERHAD FIFTY-NINTH (59<sup>TH</sup>) VIRTUAL ANNUAL GENERAL MEETING”</b> and click <b>Enter</b>.</p> <p>(f) Go to <b>Proxy</b> and click on <b>Submit e-Proxy Form</b>.</p> <p>(g) Read and agree to the Terms &amp; Conditions.</p> <p>(h) Enter your CDS Account Number and insert the number of securities.</p> <p>(i) Appoint the Chairman of the Meeting or your proxy(ies) and enter the required particulars for your proxy(ies).</p> <p>(j) Indicate your voting instructions – FOR or AGAINST, otherwise your proxy(ies) will decide your votes during the Meeting.</p> <p>(k) Review and confirm your proxy(ies) appointment.</p> <p>(l) Click <b>Submit</b>.</p> <p>(m) Download or print the e-Proxy Form acknowledgement.</p> <p>Please note that the closing date and time to submit your proxy form is by <b>Tuesday, 6 September 2022 at 9.30 a.m.</b></p>

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.




#### 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		Action
Step 1	Register Online with Boardroom Smart Investor Portal <b>(For first time registration only)</b>	<p><b>[Note: If you have already signed up with BSIP, you are not required to register again. You may proceed to Step 2.]</b></p> <p>(a) Open an internet browser. Latest version of <b>Chrome, Firefox, Safari, Edge or Opera</b> is recommended.</p> <p>(b) Go to BSIP website at <a href="https://investor.boardroomlimited.com">https://investor.boardroomlimited.com</a>.</p> <p>(c) Click <b>Register</b> to sign up for a BSIP account.</p> <p>(d) Complete registration with all required information. Upload and attached your MyKad front and back image. Click <b>Register</b>.</p> <p>(e) You will receive an e-mail from BSIP Online for e-mail address verification. Click on <b>Verify E-mail Address</b> from the e-mail received to proceed with the registration.</p> <p>(f) Once your email address is verified, you will be re-directed to BSIP Online for verification of mobile number. Click on <b>Request OTP Code</b> and an OTP code will be sent to the registered mobile number. You will need to enter the OTP Code and click <b>Enter</b> to complete the process.</p> <p>(g) Once your mobile number is verified, registration of your new BSIP account will be pending for final verification.</p> <p>(h) An e-mail will be sent to you to inform the approval of your BSIP account within one (1) business day. Subsequently, you can login at <a href="https://investor.boardroomlimited.com">https://investor.boardroomlimited.com</a> with the e-mail address and password filled up by you during registration to proceed.</p>

BEFORE AGM DAY		
Procedure		Action
Step 2	Submit request for Remote Participation User ID and Password	<p><b>[Note: Registration for RPV will open from 28 July 2022. You are required to register to ascertain your eligibility to participate the 59<sup>th</sup> AGM by using RPV. Shareholders are encouraged to register at least twenty-four (24) hours before the commencement of the Meeting to avoid any delay in the registration.]</b></p> <p><b><u>Individual Member</u></b></p> <p>(a) Open an internet browser. Latest version of <b>Chrome, Firefox, Safari, Edge or Opera</b> is recommended.</p> <p>(b) Go to BSIP website at <a href="https://investor.boardroomlimited.com">https://investor.boardroomlimited.com</a>.</p> <p>(c) Login with your registered email address and password. <b>[Note: If you do not have an account with BSIP, please sign-up/register with BSIP for free – refer to Step 1 for guide.]</b></p> <p>(d) Select and click on <b>Corporate Meeting</b>.</p> <p>(e) Go to “<b>SYMPHONY LIFE BERHAD FIFTY-NINTH (59<sup>TH</sup>) VIRTUAL ANNUAL GENERAL MEETING</b>” and click <b>Enter</b>.</p> <p>(f) Go to <b>Virtual</b> and click on <b>Register for RPV</b>.</p> <p>(g) Read and agree to the Terms &amp; Conditions.</p> <p>(h) Enter your CDS Account Number and click <b>Submit</b> to complete your request.</p> <p>(i) You will receive a notification that your RPV registration has been received and is being verified.</p> <p>(j) Upon system verification against the <b>General Meeting Record of Depositors as at 30 August 2022</b>, you will receive an email from Boardroom either approving or rejecting your registration for the remote participation.</p> <p>(k) If approved, RPV credential will be provided in your email.</p> <p>(l) Please note that one (1) user ID and password can only log on to one (1) device at a time.</p> <p>(m) If rejected, a rejection note will be provided in your email.</p> <p>Please note that the closing date and time to submit your request is by <b>Tuesday, 6 September 2022 at 9.30 a.m.</b></p> <p><b><u>Corporate Shareholder, Authorised Nominee and Exempt Authorised Nominee</u></b></p> <p>(a) Write in to <a href="mailto:bsr.helpdesk@boardroomlimited.com">bsr.helpdesk@boardroomlimited.com</a> by providing the name of Member, CDS Account Number accompanied with the Certificate of Appointment of Corporate Representative or Form of Proxy to submit the request.</p> <p>(b) Please provide a copy of corporate representative’s or proxy holder’s MyKad/ Identification Card (front and back) or Passport as well as his/her email address.</p> <p>(c) You will receive notification from Boardroom that your request has been received.</p> <p>(d) Upon system verification of your registration against the <b>General Meeting Record of Depositors as at 30 August 2022</b>, you will receive your remote access User ID and Password along with the email from Boardroom if your registration is approved.</p> <p>(e) Please note that one (1) user ID and password can only log on to one (1) device at a time.</p> <p>Please note that the closing date and time to submit your request is by <b>Tuesday, 6 September 2022 at 9.30 a.m.</b></p>

ON AGM DAY		
Procedure		Action
Step 1	Login to Meeting Platform	<p>(a) The Meeting Platform will be opened for login one (1) hour before the commencement of the 59<sup>th</sup> AGM at 8.30 a.m. on 7 September 2022.</p> <p>(b) The Meeting Platform can be accessed via one of the following methods:-</p> <ul style="list-style-type: none"> <li>• Scan the QR Code provided in the user login guide; or</li> <li>• Navigate to the website at <a href="https://meeting.boardroomlimited.my">https://meeting.boardroomlimited.my</a>.</li> </ul> <p>(c) Enter the Meeting ID No. and sign in with the user ID and password provided to you via the email notification in Step 2 above.</p>

ON AGM DAY		
Procedure		Action
Step 2	Participation	<p><b>[Note: Questions submitted online will be moderated before being sent to the Chairman to avoid repetition.]</b></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 59<sup>th</sup> AGM, select the messaging icon. </p> <p>(c) Type your message within the chat box and click the send button once completed.</p> <p>Please note that the quality of the connectivity to the Meeting Platform for live webcast, as well as for remote voting is highly dependent on the bandwidth and stability of the internet connection available at the location of the remote users. Kindly ensure that you are connected to the internet at all times in order to participate and vote when the virtual 59<sup>th</sup> AGM has commenced. Therefore, it is your responsibility to ensure that connectivity for the duration of the meeting is maintained.</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 Company's 59<sup>th</sup> AGM, the live webcast will end.</p> <p>(b) You can now logout from the Meeting Platform.</p>

## 6. PROCEDURES DURING AGM

No recording or photography of the Meeting proceedings is allowed without prior written permission of the Company.

## 7. PARTICIPATION THROUGH LIVE WEBCAST AND QUESTIONS AT THE 59<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 59<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) no later than 9.30 a.m. on Thursday, 1 September 2022 and the Board will endeavour to address the questions submitted during the 59<sup>th</sup> AGM.
- 7.4 Priority will be given to questions which were submitted ahead of the 59<sup>th</sup> AGM. Questions which are not related to the 59<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 59<sup>th</sup> AGM since the Meeting is being conducted on a virtual basis.

## 9. ENQUIRY

- 9.1 If you have any enquiries prior to the 59<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 59<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 59<sup>th</sup> AGM.