

ADMINISTRATIVE GUIDE



SYMPHONY LIFE BERHAD

Registration No. 196401000264 (5572-H)

(Incorporated in Malaysia)

Meeting Platform : <https://rebrand.ly/SymphonyLife-AGM>

Day and Date : Wednesday, 11 September 2024

Time : 10.00 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 The Company's 61st Annual General Meeting ("AGM" or "the Meeting") will be conducted by way of virtual meeting and online remote voting from the Broadcast Venue using Remote Participation and Voting ("RPV") facilities provided by InsHub Sdn. Bhd.
- 1.2 The Broadcast Venue of the 61st 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 61st 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, 10 September 2024 at 10.00 a.m.**

2. ENTITLEMENT TO PARTICIPATE AND VOTE

- 2.1 Only member whose name appears in the Record of Depositors ("ROD") as at 4 September 2024 shall be entitled to attend the 61st AGM or appoint proxy(ies) to participate and vote on his/her behalf.

3. REGISTRATION AND PARTICIPATION PROCEDURE

- 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 61st 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 the office of the Company's Poll Administrator, ShareWorks Sdn. Bhd. at 2-1, Jalan Sri Hartamas 8, Sri Hartamas, 50480 Kuala Lumpur, Wilayah Persekutuan ("ShareWorks"), 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 e-mail at ir@shareworks.com.my, not less than twenty-four (24) hours before the time appointed for holding the Meeting or at any adjournment thereof.
- 3.4 **Corporate Members** (through Corporate Representative(s) or appointed proxy(ies)) are also strongly advised to participate and vote remotely at the 61st AGM by using the RPV facilities. Corporate Members who wish to participate and vote remotely at the 61st AGM will be required to provide the following documents to the office of ShareWorks, not less than twenty-four (24) hours before the time appointed for holding the Meeting or at any adjournment thereof:-
 - i. Certificate of Appointment of its Corporate Representative or Form of Proxy under the Seal of the Corporation;
 - ii. Copy of the Corporate Representative's or Proxy's MyKad (front and back)/Passport; and
 - iii. Corporate Representative's or Proxy's email address and mobile phone number.


If a Corporate Member (through Corporate Representative(s) or appointed proxy(ies)) is unable to participate the 61st AGM, the Corporate Member is encouraged to appoint the Chairman of the Meeting as its proxy and indicate the voting instructions in the Form of Proxy in accordance with the notes and instructions printed therein.

3.5 In respect of **Members** who is an **Authorised Nominee and Exempt Authorised Nominee (Nominee Company)**, the beneficial owners of the shares under a Nominee Company's CDS account are also strongly advised to participate and vote remotely at the 61st AGM using RPV facilities. Beneficial owner who wishes to participate and vote remotely at the 61st AGM, can request its Nominee Company to appoint him/her as a proxy to participate and vote remotely at the 61st AGM. A Nominee Company shall contact ShareWorks, according to the details set out below and are required to provide the following documents to the Company, not less than twenty-four (24) hours before the time appointed for holding the Meeting or at any adjournment thereof:-

- i. Form of Proxy under the Seal of the Nominee Company;
- ii. Copy of the Proxy's MyKad (front and back)/Passport; and
- iii. Proxy's email address and mobile phone number.

If a beneficial owner is unable to participate in the 61st AGM, it is encouraged to request its Nominee Company to appoint the Chairman of the Meeting as its proxy and indicate the voting instructions in the Form of Proxy in accordance with the notes and instructions printed therein.

The procedures for the RPV facilities in respect of the live streaming and remote voting at the 61st AGM are as follows:-

Procedure	Action
Before the AGM	
1. Register as participant for the 61 st AGM 	<ul style="list-style-type: none"> • Using your computer, access the registration website at https://rebrand.ly/SymphonyLife-AGM. • If you are using mobile devices, you can also scan the QR provided on the left to access the registration page. • Click Register and enter your email followed by Next to fill in your details to register for the 61st AGM session. • Upon submission of your registration, you will receive an email notifying you that your registration has been received and is pending verification. • The event is powered by Cisco Webex. You are recommended to download and install Cisco Webex Meetings (available for PC, Mac, Android and iOS). Refer to the tutorial guide posted on the same page for assistance.
2. Submit your online registration	<p>Members, who wish to participate and vote remotely at the 61st AGM via RPV facilities, are required to register prior to the Meeting. The registration will open from Wednesday, 31 July 2024 and close on Tuesday, 10 September 2024.</p> <ul style="list-style-type: none"> • Clicking on the link mentioned in item 1 will redirect you to the 61st AGM event page. Click on the Register link for the online registration form. • Complete your particulars in the registration page. Your name MUST match your CDS account name (not applicable for proxy). • Insert your CDS account number(s) and indicate the number of shares you hold. • Read and agree to the Terms & Conditions and confirm the Declaration. • Please ensure all information given is accurate before you click Submit to register your remote participation. Failure to do so will result in your registration being rejected. • System will send an email to notify that your registration for remote participation is received and will be verified. <p>After verification of your registration with the General Meeting Record of Depositors of the Company as at 4 September 2024, the system will send you an email to notify you if your registration is approved or rejected after 5 September 2024.</p> <p>If your registration is rejected, you can contact the Company's Poll Administrator for clarifications.</p>

Procedure		Action
On the day of AGM		
3.	Attending 61 st AGM	<ul style="list-style-type: none"> Two reminder emails will be sent to your inbox. First email will be sent one (1) day before the date of the 61st AGM, while the second email will be sent one (1) hour before the commencement of the 61st AGM session. Click Join Event in the reminder email to participate in the RPV.
4.	Participate with live video	<ul style="list-style-type: none"> You will be given a short brief about the system. Your microphone is muted throughout the whole session. If you have any questions for the Chairman/Board, you may use the Q&A panel to send in your questions. The Chairman/Board will try to respond to the relevant questions if time permits. Take note that the quality of the live streaming is dependent on the bandwidth and stability of the internet connection at your location.
5.	Online Remote Voting	<ul style="list-style-type: none"> The Chairman will announce the commencement of the voting session and the duration allowed at the 61st AGM. The list of resolutions for voting will appear at the right-hand side of your computer screen under the Slido panel. You are required to indicate your votes for the resolutions within the given stipulated time frame. Click on the Submit button when you have completed. Votes cannot be changed once it is submitted.
6.	End of RPV Facility	<ul style="list-style-type: none"> Upon the announcement by the Chairman on the closure of the 61st AGM, the live session will end.

4. REVOCATION OF PROXY

- 4.1 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 ir@shareworks.com.my 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.

5. PROCEDURES DURING AGM

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

6. PARTICIPATION THROUGH LIVE WEBCAST AND QUESTIONS AT THE 61ST AGM

- 6.1 You will be able to view the Company's presentation or slides via the live webcast.
- 6.2 The Board of Directors ("Board") will endeavour to respond to the questions submitted via the messaging window to the extent where time permits.
- 6.3 Alternatively, you may also submit your questions in advance to Mr. Alan Chan Chee Ming, the Company Secretary at alan.chan@symphonylife.my no later than 10.00 a.m. on Wednesday, 4 September 2024 and the Board will endeavour to address the questions submitted during the 61st AGM.
- 6.4 Priority will be given to questions which were submitted ahead of the 61st AGM. Questions which are not related to the 61st AGM will not be answered by the Board.

7. VOUCHERS OR DOOR GIFTS

- 7.1 There will be no distribution of voucher(s) or door gift(s) to shareholders/proxies who participate in the 61st AGM since the Meeting is being conducted on a virtual basis.

8. ENQUIRY

- 8.1 If you have any enquiries prior to the 61st AGM, please contact the following officers during office hours from Monday to Friday (9.00 a.m. to 5.30 p.m.):-

For proxy and other matters:-

ShareWorks Sdn. Bhd.

Name : Mr. Kou/Cik Zana

Tel : +603 6201 1120

Email : ir@shareworks.com.my

For registration, logging in and system related:-

InsHub Sdn. Bhd.

Name : Ms. Eris/Mr. Calvin

Tel : +603 7688 1013

Email : vgm@mlabs.com

For request for printed copy of Annual Report:-

Boardroom Share Registrars Sdn. Bhd.

Name : Mr. Neville Mark Ubing (nevillemark.ubing@boardroomlimited.com)

Tel : +603 7890 4700 (Helpdesk)

Email : bsr.helpdesk@boardroomlimited.com

For assistance on downloading documents:-

Symphony Life Berhad

Name : Mr. Saw Leng Kew (ksaw@symphonylife.my)

Mr. Jeff Wong (jeff.wong@symphonylife.my)

Tel : +603 7688 1888

- 8.2 The Company may be required to make changes to the administration and arrangement of the 61st AGM on short notice as it deems necessary. Hence, kindly check the Company's website at www.symphonylife.my or announcements on the latest update on the status of the 61st AGM.