



**AEON CREDIT SERVICE (M) BERHAD**  
**Registration No. 199601040414 (412767-V)**  
**(Incorporated in Malaysia)**

**ADMINISTRATIVE DETAILS OF THE TWENTY-THIRD (“23<sup>RD</sup>”)  
ANNUAL GENERAL MEETING**

Meeting Date	:	Wednesday, 24 June 2020
Time	:	10.30 a.m.
Meeting Platform	:	<a href="https://web.lumiagm.com/">https://web.lumiagm.com/</a>
Mode of Communication	:	i. Submit questions to the Board prior to the 23 <sup>rd</sup> Annual General Meeting (“AGM”) by emailing to <a href="mailto:ir_info@aeoncredit.com.my">ir_info@aeoncredit.com.my</a> no later than 10.30 a.m. on Friday, 19 June 2020 ii. Pose questions to the Board via real time submission of typed texts at <a href="https://web.lumiagm.com/">https://web.lumiagm.com/</a> during live streaming of the 23 <sup>rd</sup> AGM
Broadcast Venue	:	Level 3A, UOA Corporate Tower, Avenue 10, The Vertical, Bangsar South City, No. 8, Jalan Kerinchi, 59200 Kuala Lumpur

**MODE OF MEETING**

In light of the Coronavirus Disease 2019 (COVID-19) outbreak and as part of the safety measures, the 23<sup>rd</sup> AGM of AEON Credit Service (M) Berhad (“the Company”) will be conducted **on a fully virtual basis through live webcast and online remote voting using the Remote Participation and Voting Facilities**. This is in line with the *Guidance and FAQs on the Conduct of General Meetings for Listed Issuers* issued by the Securities Commission Malaysia on 18 April 2020 (further revised on 23 April 2020 and 14 May 2020).

Kindly note that it is your responsibility to ensure the stability of the internet connectivity throughout of the AGM is maintained as the quality of the live webcast and online remote voting are dependent on the bandwidth and stability of the internet connection of the participants.

The Broadcast Venue mentioned above is strictly for the purpose of complying with Section 327(2) of the Companies Act 2016 which stipulates that the Chairman of the meeting shall be at the main venue of the 23<sup>rd</sup> AGM and in accordance with Clause 86 of the Company’s Constitution which allows a meeting of members to be held at more than one venue, using any technology or method that enables the members of the Company to participate and to exercise the members’ right to speak and vote at the meeting. **No Shareholders/Proxies/Corporate Representatives** from the public should be physically present nor admitted at the Broadcast Venue on the day of the AGM.

## DIGITAL COPIES OF ANNUAL GENERAL MEETING DOCUMENTS

As part of our dedicated commitment to sustainable practices, please scan the QR code for the following documents of the Company, which are also available in following documents can be downloaded from the Company's website at <https://www.aeoncredit.com.my/aeon-corporate/investor-relations/agm-egm>:

1. Annual Report 2020
2. Corporate Governance Report 2020
3. Notice of the 23<sup>rd</sup> AGM and Form of Proxy
4. Administrative Details of the 23<sup>rd</sup> AGM
5. Circular in relation to Shareholders' Mandate for Recurrent Related Party Transaction of a Revenue or Trading Nature dated 22 May 2020



Shareholders of the Company who wish for a printed copy of the Annual Report 2020 and/or Circular should submit your request to the Company's Investor Relations at [ir\\_info@aeoncredit.com.my](mailto:ir_info@aeoncredit.com.my) and must provide all the required information accurately, i.e. full name, CDS Account Number, full mailing address and shareholder's mobile number. The Annual Report 2020 and/or Circular will be delivered as soon as reasonably practicable.

## PROCEDURES FOR REMOTE PARTICIPATION AND VOTING (RPV)

Please read and follow the procedures below to engage in RPV through live webcast and online remote voting at the 23<sup>rd</sup> AGM:

Procedure		Actions
<b>Before the day of the AGM</b>		
1.	Register Online with Boardroom Smart Investor Portal	<p><i>[Note: If you have already signed up with Boardroom Smart Investor Portal, you are not required to register. You may proceed to Step 2.]</i></p> <ol style="list-style-type: none"><li>a. Access website <a href="https://boardroomlimited.my">https://boardroomlimited.my</a>.</li><li>b. Click &lt;&lt;Login&gt;&gt; and click &lt;&lt;Register&gt;&gt; to sign up as a user.</li><li>c. Complete registration and upload softcopy of MyKAD (front and back) or Passport.</li><li>d. Please enter a valid email address.</li></ol> <p>Your registration will be verified and approved within one (1) business day and an email notification will be provided.</p>

Procedure		Actions
<b>Before the day of the AGM</b>		
2.	Submit request for remote participation	<p>Registration for remote access will be opened on 22 May 2020. Please note that the closing time to submit your request is at 10.30 a.m. on 22 June 2020 (forty-eight (48) hours before the commencement of the AGM).</p> <p><b>Individual Members</b></p> <ol style="list-style-type: none"> <li>Log in to <a href="https://boardroomlimited.my">https://boardroomlimited.my</a>.</li> <li>Select “Hybrid/Virtual Meeting” from main menu and select the correct Corporate Event “AEON Credit 23<sup>rd</sup> AGM” Virtual Meeting.</li> <li>Enter your CDS Account.</li> <li>Read and agree to the terms and conditions 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 Member, CDS Account Number accompanied with the Certificate of Appointment of Corporate Representative or Form of Proxy to submit the request.</li> <li>Please provide a copy of Corporate Representative’s MyKad (Front and Back) or Passport as well as 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 Member, CDS Account Number accompanied with the Form of Proxy to submit the request.</li> <li>Please provide a copy of Proxy Holder’s MyKad (Front and Back) or Passport as well as his/her email address.</li> </ol>
3.	Email notification	<ol style="list-style-type: none"> <li>You will receive notification(s) from Boardroom Share Registrars Sdn. Bhd. (“Boardroom”) that your request(s) has been received and is/are being verified.</li> <li>Upon system verification against the General Meeting Record of Depositories as at 12 June 2020, you will receive an email from Boardroom either approving or rejecting your registration for remote participation together with your remote access user ID, password and login user guide.</li> </ol>

Procedure		Actions
<b>On the day of the AGM</b>		
4.	Login to Meeting Platform	<p>a. The Meeting Platform will be open for login one (1) hour before the commencement of the AGM.</p> <p>b. The Meeting Platform can be accessed via one of the following:</p> <ul style="list-style-type: none"> <li>• Download the free <b>Lumi AGM</b> application from Apple App Store or Google Play Store; or</li> <li>• Scan the QR Code provided in the email notification; or</li> <li>• Navigate to the website at <a href="https://web.lumiagm.com/">https://web.lumiagm.com/</a></li> </ul> <p>c. Enter the Meeting ID No. and sign in with the user ID and password provided in the confirmation email from Boardroom.</p>
5.	Participate	<p><i>[Note: Questions submitted online will be moderated before being sent to the Chairman to avoid repetition. All questions and messages will be presented with the full name of the participant raising the question.]</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, click the send button once completed.</p>
6.	Voting	<p>a. Once voting has been opened, 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>
7.	End of Participation	Upon the announcement by the Chairman on the closure of the AGM, the live webcast will end and the messaging window will be disabled.

## ENTITLEMENT TO PARTICIPATE AND VOTE

In respect of deposited securities, only shareholders whose names appear on the Record of Depositors on 12 June 2020 (General Meeting Record of Depositors) shall be eligible to attend the AGM and/or appoint proxy(ies) to attend, participate and/or vote on his/her behalf.

## PROXY AND FORM OF PROXY

In accordance to the Company’s Constitution, Shareholders are entitled to vote at the AGM either personally, electronically or by Proxy. As the 23<sup>rd</sup> AGM will be conducted via a virtual meeting, shareholders who are unable to participate in the AGM are encouraged to appoint the Chairman of the Meeting as his/her proxy and indicate the voting instructions in the Form of Proxy.

The appointment of Proxy may be made in hard copy or electronic form as follows:

In hard copy

Shareholders may deposit the duly executed Form of Proxy at the office of our Share Registrar, Boardroom Share Registrars Sdn. Bhd. no later than 10.30 a.m. on Monday, 22 June 2020.

In electronic form

The Form of Proxy may be submitted:

- i. electronic means through Boardroom Smart Investor Portal at <https://www.boardroomlimited.my/> (*for individual shareholders only*); or
- ii. via e-mail to [bsr.helpdesk@boardroomlimited.com](mailto:bsr.helpdesk@boardroomlimited.com)

before the Form of Proxy lodgement cut-off time as mentioned above. You may download the Form of Proxy for the AGM from our website at <http://www.aeoncredit.com.my>.

## **REVOCATION OF PROXY**

If you have submitted your Form of Proxy and subsequently decide to appoint another person or wish to participate in our electronic AGM by yourself, please write in to [bsr.helpdesk@boardroomlimited.com](mailto:bsr.helpdesk@boardroomlimited.com) to revoke the earlier appointed proxy forty-eight (48) hours before the AGM.

## **VOTING PROCEDURE**

- In accordance with Paragraph 8.29A(1) of the Main Market Listing Requirements of Bursa Malaysia Securities Berhad, the voting at the virtual AGM will be conducted by poll. The Company has appointed Boardroom as the Poll Administrator to conduct the poll by way of electronic voting ("e-Voting") and GovernAce Advisory & Solutions Sdn. Bhd. as the Scrutinisers to verify the poll results.
- During the virtual AGM, the Chairman will invite the Poll Administrator to brief on the e-Voting housekeeping rules. The voting session will commence as soon as the Chairman calls for the poll to be opened and until such time when the Chairman announces the closure of the poll for each Resolution.
- E-Voting for each of the resolutions as set out in the Notice of 23<sup>rd</sup> AGM will take place upon the conclusion of the deliberations or Questions and Answers session of each business transacted at the AGM.
- The Chairman will declare the result of the polling upon completion of the polling for each resolution.

## **NO FOOD PACKS, VOUCHERS AND DOOR GIFTS**

To ensure social and physical distancing and as a measure to reduce crowds in accordance with the COVID-19 guidelines issued by Ministry of Health, there will be no distribution of food packs, vouchers and door gifts at the AGM.

## **PRE-MEETING SUBMISSION OF QUESTIONS TO THE BOARD OF DIRECTORS**

Shareholders may submit questions to the Board in advance of the 23<sup>rd</sup> AGM by emailing to [ir\\_info@aeoncredit.com.my](mailto:ir_info@aeoncredit.com.my) no later than 10.30 a.m. on Friday, 19 June 2020. The Board will endeavor to answer the questions received at the AGM.

## **NO RECORDING OR PHOTOGRAPHY**

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

## **ENQUIRY**

If you have any enquiries prior to the AGM, please contact the following during office hours from Monday to Friday (9.00 a.m. to 5.00 p.m.):

### **AEON Credit Service (M) Berhad**

Address :  
Level 18, UOA Corporate Tower  
Avenue 10, The Vertical  
Bangsar South City  
No. 8, Jalan Kerinchi  
59200 Kuala Lumpur  
Malaysia  
General Line : +603-2772 9000  
Fax Number : +603-2711 4110  
Email : [ir\\_info@aeoncredit.com.my](mailto:ir_info@aeoncredit.com.my)

### **Boardroom Share Registrars Sdn. Bhd.**

Address :  
11th Floor, Menara Symphony  
No. 5, Jalan Prof. Khoo Kay Kim  
Seksyen 13  
46200 Petaling Jaya  
Selangor Darul Ehsan  
Malaysia  
General Line : +603-7890 4700  
Fax Number : +603-7890 4670  
Email : [bsr.helpdesk@boardroomlimited.com](mailto:bsr.helpdesk@boardroomlimited.com)

## **PERSONAL DATA PRIVACY**

By registering for the remote participation and electronic voting meeting and/or submitting an instrument appointing a proxy(ies) and/or representative(s), the member of the Company has consented to the use of such data for purposes of processing and administration by the Company (or its agents); and to comply with any laws, listing rules, regulations and/or guidelines. The member agrees that he/she will indemnify the Company in respect of any penalties, liabilities, claims, demands, losses and damages as a result of the shareholder's breach of warranty.