



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

**ADMINISTRATIVE DETAILS OF THE TWENTY-FOURTH (“24<sup>th</sup>”)  
ANNUAL GENERAL MEETING**

Meeting Date	:	Wednesday, 23 June 2021
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 24 <sup>th</sup> 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, 18 June 2021 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 24 <sup>th</sup> AGM
Broadcast Venue	:	12 <sup>th</sup> Floor, Menara Symphony, No. 5, Jalan Prof. Khoo Kay Kim, Seksyen 13, 46200 Petaling Jaya, Selangor Darul Ehsan, Malaysia

**MODE OF MEETING**

As part of the continuing measures to curb the spread of Coronavirus Disease (COVID-19), AEON Credit Service (M) Berhad (“the Company”) will conduct the 24<sup>th</sup> AGM on a **fully virtual basis** through live streaming and online voting using Remote Participation and Electronic Voting Facilities.

**BROADCAST VENUE**

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 24<sup>th</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 (1) 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 AGM 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 on and can be downloaded from Bursa Malaysia Securities Berhad’s website at [www.bursamalaysia.com](http://www.bursamalaysia.com) under Company Announcements and the Company’s website at <https://www.aeoncredit.com.my/aeon-corporate/investor-relations/aggm-egm>:

1. Integrated Annual Report 2021
2. Corporate Governance Report 2021
3. Notice of the 24<sup>th</sup> AGM and Proxy Form
4. Administrative Details of the 24<sup>th</sup> AGM
5. Circular in relation to Shareholders’ Mandate for Recurrent Related Party Transactions of a Revenue or Trading Nature dated 20 May 2021






Shareholders of the Company who wish for a printed copy of the Integrated Annual Report 2021 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. Any request for the printed documents would be forwarded to the requestor within four (4) market days from the date of receipt of the verbal or written request, whichever is later. However, please consider the environmental and sustainability concerns before you decide to request for the printed copy.

## 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 24<sup>th</sup> AGM:

Procedure		Actions
<b>Before the day of the AGM</b>		
1.	Register Online with Boardroom Smart Investor Portal (for first time registration only)	<p><i>[Note: If you have already signed up with Boardroom Smart Investor Portal, you are not required to register again. You may proceed to Step 2 - Submit request for RPV user ID and password.]</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;<b>Login</b>&gt;&gt; and click &lt;&lt;<b>Register</b>&gt;&gt; to sign up as a user.</li> <li>Complete registration and upload softcopy of MyKAD (front and back) or Passport in JPEG, PNG or PDF format.</li> <li>Please enter a valid email address and wait for Boardroom Share Registrars Sdn. Bhd. ("Boardroom")'s email verification.</li> </ol> <p>Your registration will be verified and approved within one (1) business day and an email notification will be provided.</p>
2.	Submit request for RPV User ID and Password	<p><i>[Note: Registration for remote access will be opened on 20 May 2021. Please note that the closing time to submit your request is at 10.30 a.m. on 21 June 2021, i.e. forty-eight (48) hours before the commencement of the AGM].</i></p> <p><b>Individual Members</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.</li> <li>Select "<b>Virtual Meeting</b>" from main menu and select the correct Corporate Event "<b>AEON CREDIT SERVICE (M) BERHAD (24<sup>th</sup>) ANNUAL GENERAL MEETING</b>".</li> <li>Read and agree to the terms and conditions.</li> <li>Enter your CDS Account and thereafter submit your request.</li> </ol> <p><b>Corporate Shareholders, 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 Certificate of Appointment of Corporate Representative or Proxy Form to submit the request.</li> <li>Please provide a copy of Corporate Representative's MyKad (Front and Back) or Passport in JPEG, PNG or PDF format 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 that your request(s) has been received and is being verified.</li> <li>Upon system verification against the AGM's <b>Record of Depositories as at 15 June 2021</b>, you will receive an email from Boardroom either approving or rejecting your registration for remote participation.</li> <li>You will also receive your remote access user ID and password along with the email from Boardroom if your registration is approved.</li> </ol>
<b>On the day of the AGM</b>		
4.	Login to Virtual Meeting Platform	<p><i>[Note: 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 highly dependent on the bandwidth and stability of the internet connection available at the location of the participants.]</i></p> <ol style="list-style-type: none"> <li>The Virtual AGM Platform will be open for login one (1) hour before the commencement of the AGM.</li> <li>Follow the steps given to you in the email along with your remote access user ID and password to login to the Virtual Meeting portal. (Refer to Step 3(c) above).</li> <li>The steps will also guide you on how to view live webcast, pose questions and vote.</li> </ol>

Procedure		Actions
<b>On the day of the AGM</b>		
5.	Participation	<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 . 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. You can then logout from the Virtual Meeting Portal.

## ENTITLEMENT TO PARTICIPATE AND VOTE

In respect of deposited securities, only shareholders whose names appear on the Record of Depositors on 15 June 2021 (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.

## APPOINTMENT OF PROXY OR ATTORNEY OR CORPORATE REPRESENTATIVE

In accordance with the Company's Constitution, shareholders are entitled to vote at the AGM either personally, electronically or by proxy. As the 24<sup>th</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 Proxy Form. All Proxy Forms and documents relating to the appointment of proxy/proxies or attorney or authorised corporate representative for the AGM whether in hard copy or by electronic means must be deposited with or submitted to Boardroom no later than 10.30 a.m. on Monday, 21 June 2021.

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

### 1. In hard copy form

Shareholders may deposit the duly executed Proxy Form at the Share Registrar's office of the Company, Boardroom Share Registrars Sdn. Bhd. at Ground Floor, Menara Symphony, No. 5, Jalan Prof. Khoo Kay Kim, Seksyen 13, 46200 Petaling Jaya, Selangor Darul Ehsan.

### 2. In electronic form

The Proxy Form can be electronically submitted via e-mail to [bsr.helpdesk@boardroomlimited.com](mailto:bsr.helpdesk@boardroomlimited.com) (for Corporate Shareholders, Authorised Nominee and Exempt Authorised Nominee only) or submitted via Boardroom Smart Investor Portal at <https://boardroomlimited.my/> (for individual shareholders only). The steps are as follows:

#### **Step 1 – Register Online with Boardroom Smart Investor Portal (for first time registration only)**

*[Note: If you have already signed up with Boardroom Smart Investor Portal, you are not required to register again. You may proceed to Step 2 – eProxy Lodgement.]*

- Access website at <https://boardroomlimited.my>.
- Click "**LOGIN**" and click "**REGISTER**" to sign up as a user.
- Complete registration and upload softcopy of your MyKAD (front and back) (for Malaysian) or Passport in JPEG, PNG or PDF format.
- Please enter a valid email address and wait for Boardroom's email verification.
- Your registration will be verified and approved within one (1) business day and an email notification will be provided.

## Step 2 – eProxy Lodgement

- a. Access website <https://boardroomlimited.my>.
- b. Login with your User ID and Password.
- c. Go to **“E-PROXY LODGEMENT”** and browse the Meeting List for **“AEON CREDIT SERVICE (M) BERHAD (24<sup>th</sup>) ANNUAL GENERAL MEETING”** and click **“APPLY”**.
- d. Read the terms & conditions and confirm the Declaration.
- e. Enter your CDS Account Number and indicate the number of securities.
- f. Appoint your proxy(ies) or the Chairman of the 24<sup>th</sup> AGM and enter the required details for your proxy(ies).
- g. Indicate your voting instructions – **“FOR”** or **“AGAINST”**, otherwise your proxy(ies) will decide your votes.
- h. Review and confirm your proxy(ies) appointment.
- i. Click **“SUBMIT”**.
- j. Download or print the eProxy Form acknowledgement.

## REVOCATION OF PROXY

If you have submitted your Proxy Form 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. On revocation, your proxy(ies) will not be allowed to participate in the 24<sup>th</sup> AGM. In such event, you should advise your proxy accordingly.

## VOTING PROCEDURE

- In accordance with Paragraph 8.29A 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 and validate 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 the purposes of this online AGM, e-Voting will be carried out via personal smart mobile phones, tablets or personal computer/laptops.
- Upon completion of the voting session, the Scrutineers will verify the poll results followed by the Chairman’s declaration whether the resolutions are duly carried or not.

## DOOR GIFT

1. Shareholders/proxies who attend and vote at the 24<sup>th</sup> AGM shall receive a door gift in the form of cash by way of direct credit into their AEON Member Plus Visa Card (AMP Visa Card).
2. Shareholders/proxies who wish to receive the door gift are required to apply for an AMP Visa Card. Please refer to Appendix 1 on how to apply for a AMP Visa Card via AEON Wallet before visiting your nearest AEON Credit counter to collect the physical card. If you have any queries or encounter any issues when applying for the AMP Visa Card, kindly contact the AEON Credit Customer Care Hotline at 03-2719 9999 or email to [customer.service@aeoncredit.com.my](mailto:customer.service@aeoncredit.com.my).
3. Door gift will be provided to shareholders/proxies in the following manner:
  - a) One (1) door gift for one (1) shareholder.
  - b) For a shareholder who has been appointed as a proxy by another shareholder, he/she is only entitled one (1) door gift.
  - c) For a shareholder who appoints two (2) proxies, door gift will only be provided to the first named proxy (Proxy 1) stated in the Proxy form.
  - d) If a proxy represents more than (1) shareholder, he/she is entitled to one (1) door gift only.
4. Cash will be credited to the AMP Visa Card of eligible shareholders/proxies on 7 July 2021.

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

Shareholders may submit questions to the Board in advance of the 24<sup>th</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, 18 June 2021. 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)

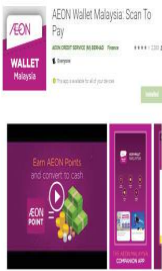
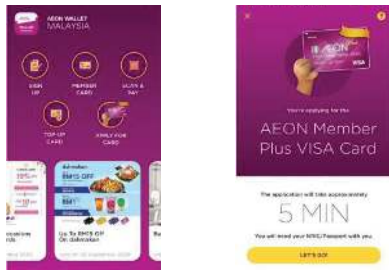
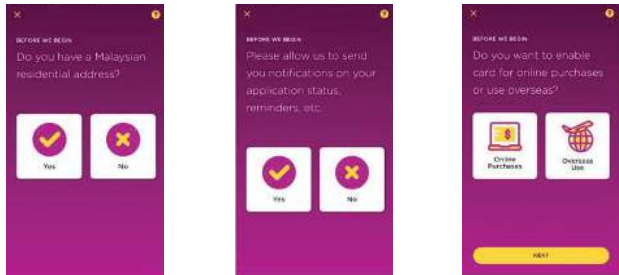

### Boardroom Share Registrars Sdn. Bhd.

Address :  
11<sup>th</sup> 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)

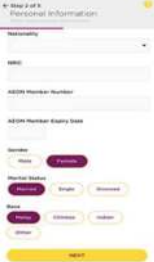



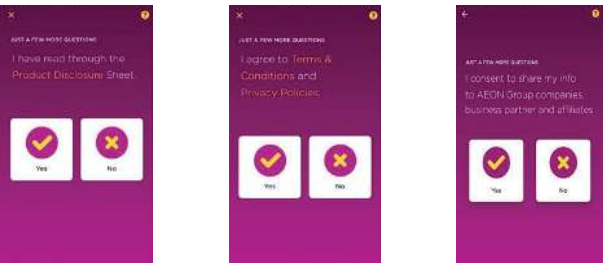


## PERSONAL DATA PRIVACY

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.

## Appendix 1 – AEON Member Plus Visa Card Application

Register for AEON Member Plus Visa Card (New Cardholder only)	
<b>01</b> Download AEON Wallet and launch the app	
<b>02</b> Click on APPLY FOR CARD and Let's GO!	
<b>03</b> Select questionnaires	
<b>04</b> Enter your contact information	

## Register for AEON Member Plus Visa Card (New Cardholder only)

<p><b>05</b> Enter your personal information</p>	
<p><b>06</b> Enter your employment information</p>	
<p><b>07</b> Snap photo of your ID</p>	
<p><b>08</b> Check and confirm information provided</p>	
<p><b>09</b> Provide consent</p>	
<p><b>10</b> Notification of application status</p>	
<p><b>11</b> Proceed to nearest AEON Card counter to collect your card</p>	

If you have any queries or encounter any issues when applying for the AMP Visa Card, kindly contact the AEON Credit Customer Care Hotline at 03-2719 9999 or email to [customer.service@aeoncredit.com.my](mailto:customer.service@aeoncredit.com.my)