



## AEON CREDIT SERVICE (M) BERHAD

### Extraordinary General Meeting: Live Questions & Responses

#### 1. EGM Door Gift

No.	Shareholder's Name	Questions*
1.	TAN CHAI HENG	During last year physical AGM, I have highlighted to the Board that it is not necessary for all members of a family to apply for AMP card. He or she, who attend the AGM/ EGM, can give consent to transfer his/her entitlement of door gift of RM50 to the AMP card holder by filling up a consent form to be provided by AEON Credit by eMail / Whatsapp.  Hopefully my request will be considered. Thank you.
2.	TAI PHOO SIEW @ THAY PHOO SIEW	
3.	KOW LIH SHI	Why is this year AEON member card fee not waved?  Can door gift value be increased?
4.	LIM SAN KIM	Reward participant to encourage support for virtual meeting to save hassle.
5.	TAN BOON LYE	What gift? / Got gift?
6.	TAN BOON AIK	
7.	TAN BOON AIK	
8.	OON HOON KIAN	Thank you very much for the door gift.
9.	LEE GEOK HOON	Thank you for kind gesture on doorgift.
10.	LIM SAN KIM	Thank you for your door gift, every Sunday I visit your Maluri Jusco outlet, very nice environment. This place is slowly becoming popular.
<b>Answer</b>		
Thank you for the feedback. We will take into account all the feedback provided in our evaluation for future general meetings.		
Door gift of RM50 is a token appreciation to all its shareholders, proxies, corporate representatives who participate the EGM.		
As for the value of door gifts, our view is that the EGM is an important platform for AEON Credit 's directors and senior management to engage with shareholders to facilitate greater understanding of the company's business and performance. As such, we strongly encourage shareholders' participation for this purpose as shareholder returns are measured through the dividend distributed.		

## 2. Digital Bank

No.	Shareholder's Name	Questions
11.	KOW LIH SHI	The digital banking via this corporate action, forecast company able increase profit from join venture? Does foreigner transactions available example, e- merit & overseas travel Spence's (credit cards) included e-wallets and AEON Wallets too?
12.	KOH WIN KEONG	How much contribution will from this digital bank and is going to be profit within how many years?
13.	KOH WIN KEONG	Will there be impact on profitability on AEON Credit once digital bank commence?
14.	CHANG CHOW YEE	Hi, good day. I would like to know how many years will AEON Digital bank be breakeven and when will the service target to be launched?
15.	MOHD HELMY RIZAL BIN ABDULLAH	The proposed JV of the Digital Islamic Bank should be good for our company. Congratulations to the management and the team members.
16.	TING KENG FUI	<ol style="list-style-type: none"> <li>1) In view of the proposed joint venture is still pending approval, will the joint venture proceed if the percentage is unequal?</li> <li>2) Is the joint venture company envisaged for future listing on Bursa Malaysia?</li> <li>3) In meeting the Equity Condition, can the Board consider allocating the divestment of 30% to the shareholders of the Company?</li> </ol>
19.	KOH CHOOI PENG	Based on the approval by MOF, does the Digital Bank enjoy any tax benefits for its taxable income? Are the taxes similar to banks and financial institutions in Malaysia currently?
<b>Answer</b>		
<p>The digital bank shall provide comprehensive financial services and solution to the target underserved and unserved market by leverage on the AEON Group ecosystem.</p> <p>The market launch of ACSD's banking business is expected to take place in the first quarter of 2024.</p> <p>It is expected that during the gestation period of up to 5 years, ACSD will incur operating losses whilst growing its business and revenue. ACSD is targeted to turn profitable in the fifth year of its business operations, based on its current business plan. The proposed digital bank is expected to contribute positively to the consolidated earnings of AEON Credit in the long term and this is a timely opportunity for the Company to reach a wider pool of customers through ACSD.</p> <p>The tax structure for Digital Banks are similar to the incumbent banks.</p> <p>As stated in the Equity Condition, at least 30% of the shares in ACSD are to be held by Malaysian(s), with priority given to Bumiputera shareholders, to be complied within a period of 5 years from the commencement of business and operation of the digital Islamic bank.</p> <p>Any revision to equity to be held by AEON Credit and AFS arising from the pending regulatory approval will also be subject to shareholders' approval. We are unable to advise the possibility of future listing of digital Islamic bank at this juncture but any decision to be made by the Company on these matters will be announced in Bursa Malaysia and Company website.</p>		

### 3. Bonus Issue

No.	Shareholder's Name	Question
20.	KOH WIN KEONG	When the bonus being adjust?
Answer		
After obtaining the shareholders' approval, we target to complete the Proposed Bonus Issue by November 2023.		

### 4. Dividend

No.	Shareholder's Name	Question
21.	KOW LIH SHI	The SST increase of charges rate to 8% from 6% of selecting charges, indirectly cross turn over will increase customer spences and income of company, the forecast of company revenue will increase dividend pay out?
Answer		
<p>We foresee the increase in SST rate will not have material impact to Company performance.</p> <p>Historically, the dividend payout ratio of AEON Credit since its listing maintained at above 30.0%.</p> <p>The dividend payment is dependent on the Group's performance, regulatory capital requirements, future business growth and macroeconomic conditions. This is to ensure AEON Credit's continued resilience in the face of economic headwinds while balancing rewards to shareholders.</p> <p>The Company will continue to strike a balance between payout to shareholders and retaining surpluses to meet its capital requirement.</p>		

### 5. Outlook

No.	Shareholder's Name	Question
22.	KOW LIH SHI	After Malaysia budget 2024 does company getting better rewards of Malaysia budgets?
Answer		
<p>The Company will benefit from forecasted GDP growth of 4.0% - 5.0% across all sectors supported by improving labour market conditions and favorable business sentiment.</p> <p>E-bike financing is one of the Company ESG initiatives. There're tax relief and rebate given to electric motorcycles buyer which can further support our e-bike financing scheme.</p>		

### 6. Expansion & Growth Plans

No.	Shareholder's Name	Question
23.	MOHAMAD AKMAL ARIF BIN MOHD ZULKIFLI	I hope the Company will do more initiatives to increase market share on lower to middle income earners as they will get more cash handouts from the gov in the future.
Answer		
Thank you for the suggestion. We will take this into consideration when planning the Company's growth.		

## 7. Funding Strategies

No.	Shareholder's Name	Questions
24.	AU YONG CHEE KEONG	How much outstanding loan of AEON Credit in non fixed Interest rate? (In percentage)
25.	AU YONG CHEE KEONG	Do you foresee increase of Interest impacting our business? and what is AEON Credit plan to counter this increase of Interest rate?
<b>Answer</b>		
<p>All of our loans are funded by fixed-rate borrowings and foreign currency borrowings which are also fully hedged.</p> <p>The increase of interest rates / cost of borrowings will not have material impact on the Group's borrowings as they are all fully hedged with average tenure of more than 5 years.</p> <p>We will continue to tap into banks borrowings and debt capital market to optimize the funding plan and to match our receivables maturity portfolio. In view of current high interest rates, AEON Credit will be utilising more of short-term borrowings or shorter tenure of financing to manage the cost of funds.</p>		

## 8. Credit Card

No.	Shareholder's Name	Question
26.	MOHD HELMY RIZAL BIN ABDULLAH	Is any flexibility provided for our shareholders to apply and get the AEON Credit cards?
<b>Answer</b>		
<p>Our customers may submit the application online via the Company's website and e-wallet.</p> <p>You may also visit any nearest ACSM branch for card application.</p>		

## 9. AMP Card

No.	Shareholder's Name	Questions
27.	MOHD HELMY RIZAL BIN ABDULLAH	<p>Can you get the relevant department to check why an AMP Card fee was charged earlier?</p> <p>And please waive the card fee of RM12 that was charged earlier. Please do call me if you need any further clarification. Thank you.</p>
28.	TAN CHAI HENG	As for the AMP card which shareholderes will be exempted the annual fee, but the Govt tax RM25 per card need to pay?
<b>Answer</b>		
<p>No service tax imposed to charge AMP card.</p> <p>Our team will connect you after EGM for the annual fee charged.</p>		

## 10. ESG Financing

No.	Shareholder's Name	Question
29.	KOW LIH SHI	Company credit business will more demand for some minor financing, from normal customer or some B40.  Via motorbike hire purchase, what will be next company planning to adapt EV. Vehicles products?
<b>Answer</b>		
The Company is planning to launch E-bike financing scheme in Q3 of this financial year.		

## 11. Annual Report and EGM Circular

No.	Shareholder's Name	Questions
30.	GOH CHEE GUAN	Please send a copy of Circular to me. TQ
31.	HO CHUN KIT	Pls send me hardcopy annual report, thanks
<b>Answer</b>		
We take note on the request for the hardcopy annual report and circular, we will make the necessary arrangement.		

## 12. AEON Retail

No.	Shareholder's Name	Questions
32.	LIM JIT THIN	The refreshment of free water was discontinued lately at all your AEON outlets, why is that?
33.	CHEA AH CHUN	Please provide REFRESHMENT at your Jaya Jusco outlet to prosper the business.
<b>Answer</b>		
Thank you for the feedback. We will convey the message to AEON CO. (M) Bhd, which is a separate legal entity.		

## 13. Others

No.	Shareholder's Name	Questions
34.	LIM CHZENG JOHN	Good morning Chairman
35.	OON JOO LEE	Good morning Chairman
36.	LIM KIM YEW	Good morning Chairman
37.	LIM CHZENG SIR	Good morning Chairman
<b>Answer</b>		
Good Morning.		