

**REACH FURTHER**  
For a Better Malaysia

Attachment 1(a)

**36<sup>th</sup> Annual General Meeting**  
**25 May 2021**

# Question & Answer



# Overview of Questions & Answer Session

36<sup>th</sup> AGM  
25 May 2021



Questions during the AGM will be answered after the Pre-AGM questions are presented

Products & customer related enquiries services should be forwarded to [tmagmsupport@tm.com.my](mailto:tmagmsupport@tm.com.my) and will be attended directly

Recurring questions are consolidated

Kindly observe online posting etiquette during the session

## Pre-AGM Questions Received

**Shareholders**

22

**Directors**

1

**FY 2020 Performance**

1

**Business Operations & Strategy**

11

**Sustainability**

1

**TOTAL**

36

# SHAREHOLDERS



## Questions from Shareholders – Pre AGM

### SHAREHOLDERS

#### QUESTION 1

Have to key in CDS no every time

LIM CHEW LIN  
23/04/2021

#### ANSWER 1

Boardroom Investor Portal requires the shareholders to key in the CDS for the registration for verification purpose. The said CDS will be verified with the respective companies' AGM Register of Depositors (ROD) in order to confirm the validity of the registration as well as Scrutineers' validation purpose.

We take note and will seek improvement with the share registrar



## Questions from Shareholders – Pre AGM

### SHAREHOLDERS

#### QUESTION 2

Boardroom cannot process request for Annual Report either 403 or not available. TIIH better can request online.

LOO YEO MING  
23/04/2021

#### ANSWER 2

The option to request is available online via Boardroom Investor Portal. Noting the shareholders' request, TM has agreed for Boardroom to open the portal for annual report request on 30 April 2021. The portal was opened accordingly on 30 April 2021.



## Questions from Shareholders – Pre AGM

### SHAREHOLDERS

#### QUESTION 3

Boardroom login not user friendly, have to login 3x, evoting not open early etc...

LOO YEO MING  
23/04/2021

#### ANSWER 3

We take note on the comment and will seek improvement efforts with the share registrar.

We understand the concerns and have opened the E-voting channel earlier at the start at the meeting in comparison with the previous year's meeting



## Questions from Shareholders – Pre AGM

### SHAREHOLDERS

#### QUESTION 4

16 questions were received relating to attendance gifts from shareholders below. The queries will be addressed all together

TAN WEI SIANG  
EU SONG MOY  
YONG JOON FAH  
LEE CHOON MENG  
CHANG MEE LIEN  
LEE CHOON TUCK  
HOH AH MOY  
TAN HOOI IM  
TEO CHER MING  
LOO YOK LAN  
AU YONG CHEE HOONG  
TAN TEE KHENG  
LOO YEO MING

TAN CHAI HENG  
TAI PHOO SIEW @  
THAY PHOO SIEW

23/04/2021 – 24/5/2021

#### ANSWER 4

The Company believes that the best way to reward shareholders is in the form of dividends to be declared yearly and has always committed to its Dividend Policy.

In 2020, to help Malaysia in the new norm, we have provided FREE access to all channels on unifi TV, FREE LTE hotspot pass for unifi Mobile, FREE 1GB productivity mobile internet daily as well as a 20 % discount for all Video-on-Demand (VOD).

As the nation's essential service provider, we have prioritised our resources to keep Malaysians stay connected and stay served especially during this unprecedented period.



## Questions from Shareholders – Pre AGM Others

### QUESTION 5

What is the cost-savings for conducting this virtual AGM compared to last year virtual AGM and also to previous year's physical AGM?

LIM KHENG JOO  
11/5/2021

### ANSWER 5

In 2020, we saw a 50% cost improvement with the Virtual AGM

As mentioned previously, we have prioritised our resources to keep Malaysians stay connected and stay served especially during this unprecedented period.

# **DIRECTORS**



## Questions from Shareholders – Pre AGM DIRECTORS

### QUESTION 6

Are Directors attending this virtual AGM being paid meeting allowances?

LIM KHENG JOO  
11/5/2021

### ANSWER 6

Directors are paid meeting allowances for Board Meetings, Board Committee Meetings as well as General Meetings.

# **FY 2020 Performance**



## Questions from Shareholders – Pre AGM FY 2020 Performance

### QUESTION 7

TM ended the year with more than 4b cash. Would the board consider to increase payout ratio from 40-60% or declare special dividend?

TEO CHER MING  
23/04/2021

### ANSWER 7

The cash has now declined with the Sukuk repayments in March 2021.

We are committed to our dividend policy of 40-60% from reported PATAMI subject to our other commitments and business circumstances

# **Business Operations & Strategy**



## Questions from Shareholders – Pre AGM Business Operations & Strategy

### QUESTION 8

Recommend that all sales people & management team to attend course of Neuro Linguistic Programming (NLP) for better communication with customer. Suggest to take a course from ESQ Leadership Center Sdn Bhd (747669-U)

MOHD NOR NAJAMUDIN BIN ABDUL HALIM  
27/04/2021

### ANSWER 8

TM has organized various training programs for our frontliners to improve their sales and customer management skills and some of these programs have adopted the NLP approach.

We will continuously improve the capabilities of our frontliners and assess the training requirements of our people.



## Questions from Shareholders – Pre AGM Business Operations & Strategy

### QUESTION 9

How does the 5g rollout/JENDELA/Digital Nasional Bhd fit in TM plan of Digital Malaysia?

TEO CHER MING  
23/4/2021

### ANSWER 9

- 5G rollout by DNB and JENDELA accelerates the coverage for connectivity, speed and service quality.
- TM is ready to serve Digital Malaysia which requires us to excel in connectivity, solution (beyond connectivity) and customer experience to enable us to meet the demands various customers and verticals effectively.



## Questions from Shareholders – Pre AGM Business Operations & Strategy

### QUESTION 10

Does TM has plans to monetize its data centers and spin it off into a REIT?

TEO CHER MING  
23/4/2021

### ANSWER 10

- Data Centres and Cloud are critical foundations to enable a Digital Malaysia.
- TM has no immediate plans to spin off its Data Centres. We will consider any opportunities in the future.



## Questions from Shareholders – Pre AGM Business Operations & Strategy

### QUESTION 11

In terms of Mydigital, TM is appointed as one of the CSP to build & manage hyperscale data centres & provide hybrid cloud service. Is the returns regulated with agreement with govt and how much capex is expected to be incurred?

TEO CHER MING  
23/4/2021

### ANSWER 11

- TM has been appointed as the sole Malaysia CSP to support the Government's aspiration for 80% of data to be on the cloud.
- It is still early to ascertain the returns as we are currently finalising the details with Government.
- Capex is part of the total TM Group guidance.



## Questions from Shareholders – Pre AGM Business Operations & Strategy

### QUESTION 12

Digi and Axiata are merged, what the strategy to ensure TM are the leader of the this industry?

TAN TEE KHENG,  
23/4/2021

### ANSWER 12

- TM is going beyond connectivity towards the digital space, aligning with the industry movement to enable Digital Malaysia.
- We are strengthening ourselves to deliver the best solutions and customer experience in this domain by exploring more collaborations with customers and technology partners.
- This continuous improvement will ensure we maintain our industry leadership.

# Sustainability



## Questions from Shareholders – Pre AGM Sustainability

### QUESTION 13

What is the total expenditure allocated per year in pursuing the Environment, Social and Governance (ESG) activities under the Sustainability Program?

LIM KHENG JOO  
11/5/2021

### ANSWER 18

TM acknowledges the importance of sustainability as being part of company's value proposition. On the environmental front, we are focused on reducing carbon emission. On social front, we have contributed RM15.55 mi in education for scholarships and schools, more than RM6.7 million channelled into nation-building initiatives during the COVID-19.

We also have various programs to ensure we maintain our high governance standard.

## For a Better Malaysia



# Thank You