

**QUESTIONS/COMMENTS FROM MEMBERS/PROXIES VIA LUMI AGM APPLICATION AND
TM'S RESPONSES DURING THE 35TH FULLY VIRTUAL ANNUAL GENERAL MEETING (AGM)
HELD ON WEDNESDAY, 10TH JUNE 2020**

Category	No.	Questions by Members and Response by TM
1.0 2019 Audited Financial Statements & Performance	1.1	<p>What were the reasons for the fluctuations in the 2019 Profit Before Tax results over the 4 quarters?</p> <p><u>TM's Answer:</u></p> <ul style="list-style-type: none"> • <i>The bulk of the change was from material financial impact such as impairment in Quarter 2 and fair value losses in Quarter 4.</i> • <i>Details of the above are discussed in the Group Financial Review section of the Financial Statement</i>
	1.2	<p>Will there be any further increase in the Directors' Fees?</p> <p><u>TM's Answer:</u></p> <p><i>No, directors' fees will remain the same as per 2018.</i></p>
	1.3	<p>TM's share price has done relatively well for 2019 despite the bleak economic outlook. Why is this the case?</p> <p><u>TM's Answer:</u></p> <p><i>The board and management team at TM are always looking for ways to improve and accelerate TM's growth and are consistently communicating with our stakeholders for their better understanding. We would like to thank our investors for your continued trust in TM.</i></p>
	1.4	<p>There is a huge reduction in revenue in 1Q 2020 of 8%. What's the plan for 2020?</p> <p><u>TM's Answer:</u></p> <ul style="list-style-type: none"> • <i>The reduction is in line with the general guidance we provided to the market earlier this year - single digit decline.</i> • <i>We continue to put in place the necessary actions to address and embrace the new norm and leverage on new business opportunities from the new norm.</i>
	1.5	<p>TM Global has shown good revenue growth in 2019. Will this continue in 2020?</p> <p><u>TM's Answer:</u></p> <p><i>For 2020, TM Global or now known as TM Wholesale is expected to perform well through:</i></p> <ol style="list-style-type: none"> 1. <i>Growth in the Core Connectivity Business</i> 2. <i>Expanding partnerships among global service providers</i> 3. <i>Expansion of non-traditional solutions</i> 4. <i>New business opportunities from new technologies</i>

Category	No.	Questions by Members and Response by TM
2019 Audited Financial Statements & Performance (Cont.)	1.6	<p>Can TM consider declaring interim dividends as a regular feature rather than just one singular sum at the end of 4 Quarters?</p> <p><u>TM's Answer:</u></p> <p><i>This is something that we have discussed internally. However, business challenges compounded with the current covid-19 uncertainty requires us to be more vigilant in assessing our cash, including dividend payments. By back-loading our payments, we will have a better clarity of our yearly performance to ensure maximum payout for our shareholders.</i></p>
2.0 Strategy & Competitions	2.1	<p>The Malaysian Communications and Multimedia Commission (MCMC) had earlier awarded the 700MHz spectrum to 5 key players before retracting. Is this something that TM really wants?</p> <p><u>TM's Answer:</u></p> <p><i>With or without the spectrum, TM is continuously exploring various means to grow our business and improve shareholders value.</i></p>
	2.2	<p>What are the plans for TM One?</p> <p><u>TM's Answer:</u></p> <ul style="list-style-type: none"> • <i>TM One will go beyond traditional connectivity to focus on solutioning, BPO and data center services.</i> • <i>Our customer focused strategy is starting to bear fruit and we have developed a number of solutions involving IoT, smart services, data analytics, security and cloud-based services.</i>
	2.3	<p>Is there any impact on TM with the recent changes in the Government?.</p> <p><u>TM's Answer:</u></p> <p><i>As a PLC, TM is answerable to its shareholders regardless of party or affiliation. We remained focused on our nation building role to propel Malaysia as a Digital Nation.</i></p>
	2.4	<p>Why did Khazanah Nasional Berhad disposed a sizable stake in TM recently?</p> <p><u>TM's Answer:</u></p> <p><i>This is a shareholder matter and is best directed to Khazanah. You may refer to Khazanah's media statement on 22nd May 2020.</i></p>
	2.5	<p>What are your plans for high amounts of cash that TM has?</p> <p><u>TM's Answer:</u></p> <p><i>The higher cash level are due to our improved operational efficiency efforts that were put in place as part of the PIP. TM is focused on reinvesting into the business to ensure customer satisfaction and superior service. We wish to retain our strong balance sheet and credit rating while continue to drive improvement in profitability and cash flow, all of which will increase shareholders value in the long run.</i></p>

Category	No.	Questions by Members and Response by TM
Strategy & Competitions (Cont.)	2.6	<p>Is Maxis home broadband using TM fiber? If yes, how will TM position themselves?</p> <p><u>TM's Answer:</u></p> <p><i>Yes, TM provide Maxis its HSBB service infrastructure to enable Maxis high speed internet service offering. Evidently, it shows TM Wholesale's neutrality in providing the nation its core fiber infrastructure to the industry at a commercially win-win pricing level.</i></p>
3.0 Product & Services	3.1	<p>I have faced some problems with upgrading my Streamyx account. What are the initiatives taken by TM to improve its customer experience?</p> <p><u>TM's Answer:</u></p> <p><i>GCEO apologised for the inconvenience, especially during these trying times. TM have been putting in place a number of initiatives to improve customer experience. Right now we are addressing the most obvious pain points like:</i></p> <ol style="list-style-type: none"> <i>1) Faster registration & flexible timing of installations for customers</i> <i>2) Faster service restoration</i> <i>3) Faster service turnaround</i> <p><i>These are just some of the long list of customer experience initiatives we are doing right now.</i></p>
	3.2	<p>What is the status of the 5G project? How much money TM will invest on it?</p> <p><u>TM's Answer:</u></p> <p><i>TM's network modernisation exercise is part of its readiness for 5G.</i></p>
	3.3	<p>When will my area be fiberized with unifi? We have been putting in request for fibre connection and are currently on Streamyx.</p> <p><u>TM's Answer:</u></p> <ul style="list-style-type: none"> <i>• Fiberisation is an on-going activity and TM tries to fiberise as much as possible nationwide.</i> <i>• For areas that is not served by fibre, we have other popular alternative solutions such unifi mobile unlimited and unifi Air.</i> <i>• You can subscribe to unifi Air online or at the nearest TM Point.</i>
4.0 Governance Issues	5.1	<p>What is the rationale of changing the auditor?</p> <p><u>TM's Answer:</u></p> <ul style="list-style-type: none"> <i>• PWC had been our auditor since 1999 and it is good governance to select a new one.</i> <i>• The Company opened the selection of auditors to a tender process.</i> <i>• We also want to take the opportunity for fresh insights & to use improved technology.</i>

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5.0 Human Capital	6.1	<p>We see that the number of staff has reduced. Has TM also retrenched people due to Covid19?</p> <p><u>TM's Answer:</u></p> <ul style="list-style-type: none"> • <i>There has been no staff retrenchment during this period.</i> • <i>The reduction is due to natural attrition such as retirements, resignations and expiring contracts.</i>
6.0 AGM Administrative Matters	7.1	<p>With the virtual AGM, is there any virtual gift or gift delivered?</p> <p><u>TM's Answer:</u></p> <p><i>Unfortunately there will be no door gifts.</i></p>
	7.2	<p>Why is TM still having a virtual AGM and not a physical one?</p> <p><u>TM's Answer:</u></p> <ul style="list-style-type: none"> • <i>The decision to conduct the virtual AGM was based on the Guidelines on Convening of General Meeting for Listed Issuers issued by the Securities Commission.</i> • <i>The guideline states that Listed Issuers are not allowed to conduct physical or hybrid general meetings, during and outside the CMCO period.</i> • <i>Whilst most restrictions have been relaxed under the new MCO, the requirement of not having large congregation of people at a single place still stands.</i>
	7.3	<p>What is the cost of the virtual AGM?</p> <p><u>TM's Answer:</u></p> <p><i>We have saved up to 70% of the physical AGM costs by conducting this virtual AGM. The production was done largely by an in house team and will be part of TM ONE's service offering.</i></p>