





Welcome to the TM Group of Companies.

We have an important responsibility to connect people to what matters most to them via converged products and services, be it fixed, mobile or wireless, from wherever they are – at home, at work or at play – on any digital gadgets or devices. We've got you covered. We're here to meet your needs 24/7.

As an enabler of Malaysia's Digital Nation aspiration, we have always been with you through every advancement. Beyond just connectivity, we touch every facet of your lives. It is the very purpose of our existence – to improve lives, fuel aspirations and foster growth that is meaningful for each one of you – to make life easier for a better Malaysia.

At the heart of everything that we do, we bring each and every one together – we connect people, businesses and communities to each other and to a world of possibilities. Because at the end of the day, you are the reason for all our achievements and all that we do. Now and always, we are **HERE FOR YOU**. And we are here to stay.



Letter to Shareholders

DEAR SHAREHOLDERS,

We are pleased to present the progression of our integrated reporting journey. By consistently improving our reporting standards, we continue to deliver a better view of our contributions as a multi-faceted organisation with multiple roles and responsibilities. This year, a major highlight that we report is our Value Creation Model, which showcases our ability to tap into the six (6) capitals that are vital for our immediate and long-term success.

At TM, we believe it is important for our stakeholders to gain a clear perspective on other critical areas of value creation, particularly career opportunities, national infrastructure development, high industry standards, innovation capacity, leadership potential and growth. Our ability to contribute to these areas is the foundation of our story – to make life easier for a better Malaysia.

In our commitment to publish an intelligible and meaningful report, we have adhered to the Main Market Listing Requirements of Bursa Malaysia Securities Berhad and Securities Commission's Malaysian Code on Corporate Governance 2017. Similarly, the financial statements are presented according to the prescribed guidelines of the Malaysian Companies Act 2016 and Malaysian Financial Reporting Standards.

This booklet contains pertinent information extracted from the main Integrated Annual Report (IAR) 2018, namely:

- Summary of the Chairman's Statement and the Management Discussion and Analysis
- Group Financial Highlights for the financial year ended 31 December 2018
- Financial Calendar
- Corporate Information
- Notice of the 34th Annual General Meeting (AGM)
- Statement Accompanying Notice of the 34th AGM
- Proxy Form for the 34th AGM

The Circular to Shareholders dated 25 April 2019 as stipulated in the Notice of the 34th AGM is also enclosed for your attention.

We are also pleased to present the full version of our IAR 2018 consists of Corporate Overview and Financial Statements which can be easily accessed at tm.com.my/annualreport, and our online Sustainability Report, available at tm.com.my/annualreport/sustainability. Together, the three (3) reports detail out the Company's overall performance, key challenges and development opportunities for 2018, as well as our long-term plans and strategies.

This Integrated Annual Report also comes in an online version, which can be accessed by scanning the QR code here:



On behalf of the Board, I would like to sincerely express our gratitude to our valued shareholders. Thank you for your continued trust and support in the growth of the organisation. We promise to maintain a strong and dedicated governance team as we oversee the future direction of the Company, to ensure that the interests of all our shareholders are always served.

With best regards,



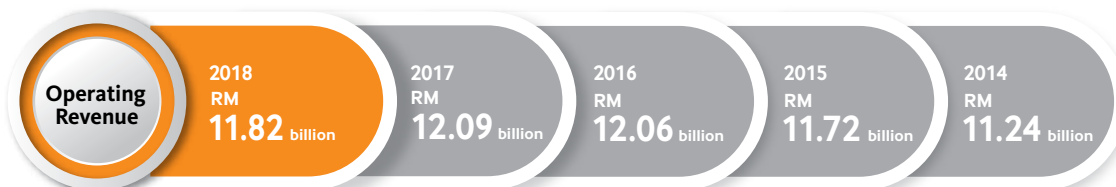
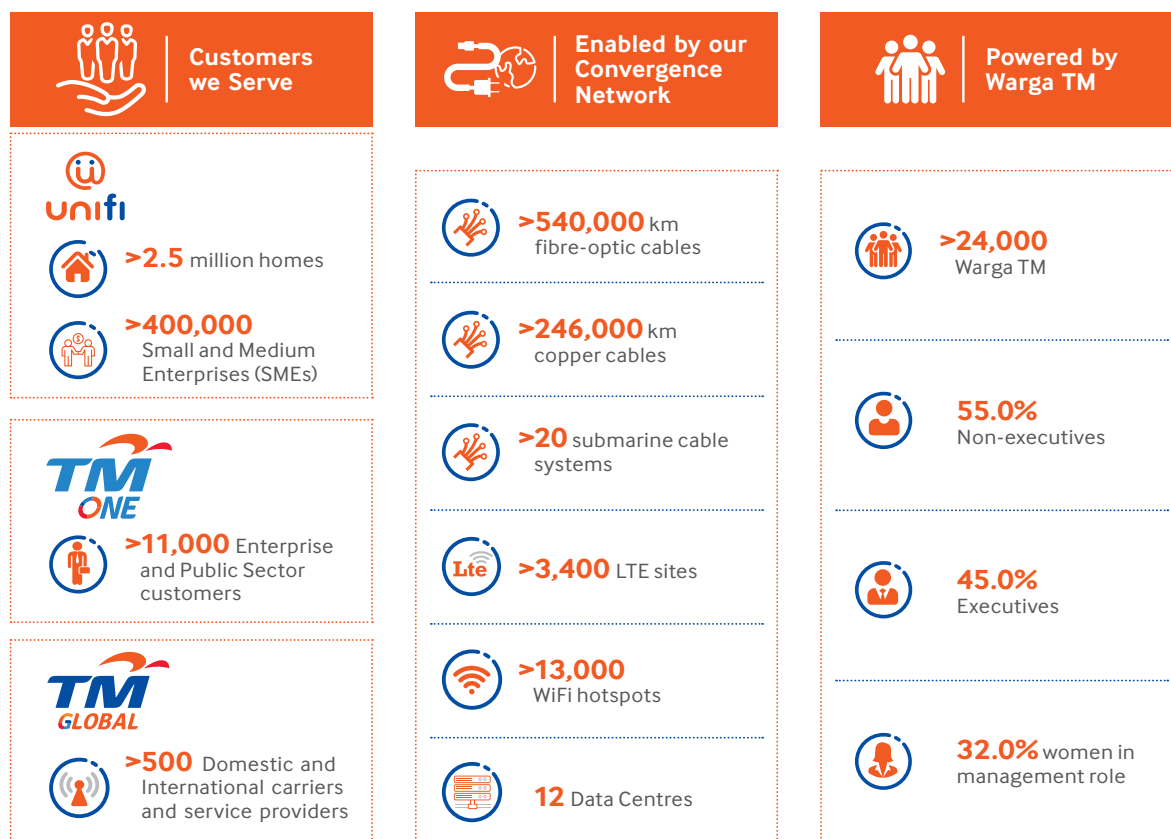
ROSLI MAN
Chairman

Facts at a Glance 2018

At TM, we have the responsibility to fulfil multiple roles as a business, as a key enabler or driver of national initiatives, as an industry thought leader, and also as a responsible corporate citizen. In managing and delivering on these roles, we are mindful of our strategic purpose and our overall objective, which is to create value for all our stakeholders.

Our financial and non-financial performance therefore include tangible and non-tangible benefits and all the essential elements to achieve our long-term business goals.

Malaysia's Convergence Champion – Connecting and serving the nation since 1946



Group Operating Revenue

RM11.82 billion

Total Return to Shareholders

112.8%
since demerger

Total Interim Cash Dividend Payout


RM75.1 million

Strategy at a Glance




OUR VISION

To make life and business easier,
for a better Malaysia




OUR MISSION

Delivering customer experience
excellence through converged
and digital services




DIGITAL NATION GOAL


The new strategic direction of TM will contribute to Malaysia as a developed and digital nation, enabled by connectivity that underpins all digital infrastructure and applications in the country



DIGITAL SOCIETY
Empowering citizens with the right skills and culture to live and thrive in a digital world and thereby improving their quality of life











DIGITAL ECONOMY
Acceleration of the digitisation of core processes across all priority sectors and promoting the ICT sector growth as an independent economic engine



DIGITAL GOVERNMENT
Digitisation of government operations and services facing citizens and businesses in order to improve efficiency, productivity and experience

DIGITAL INFRASTRUCTURE

 PAYMENTS	 DIGITAL ID	 CYBERSECURITY
 DATA	 GEOGRAPHIC INFORMATION SYSTEM	 CLOUD
 IOT & SMART CITIES		

 **CONNECTIVITY**
 THE PHYSICAL FIXED AND WIRELESS INFRASTRUCTURE THAT UNDERPINS ALL OTHER DIGITAL INFRASTRUCTURE AND SERVICES



Our strategic journey towards sustainable value creation continues by transforming into a customer centric organisation that enables the Digital Nation

KEY FOCUS AREAS 2019-2021



AMBITION



CUSTOMER CENTRIC ORGANISATION

Customer experience excellence as top priority and main objective in our business operations

STRATEGIC PILLARS



CONVERGED SERVICES

Maintain existing revenue streams and uplift revenue over time by delivering new services in convergence and digital solutions



SIMPLE AND DIGITAL

Digitise customer experience whilst simplifying products, processes, network and IT operations



LEAN AND LOWER COST

Optimise costs from significant operational efficiencies, increase in productivity and change to leaner operating models

ENABLERS



INTEGRATED NETWORK INFRASTRUCTURE AND DIGITAL PLATFORMS

Make selected investments in our integrated network infrastructure to expand our coverage and build digital platforms to improve customer experience and our business operations



PEOPLE DEVELOPMENT

Nurture and equip our people through capacity-building, future-skilling and new ways of working as well as inculcate a customer-centric culture mindset

In the near and immediate term, we have identified PIP2019-2021 initiatives guided by four (4) drivers, which are set to accelerate our efforts across the Group to strengthen our delivery and business performance

PERFORMANCE IMPROVEMENT PROGRAMME 2019-2021 (PIP2019-2021)



1 REVENUE PRESERVATION AND UPLIFT

Defend, then grow our revenue via strategic business initiatives for unifi, TM ONE and TM GLOBAL



2 SUSTAINED PROFITABILITY

Optimise costs by improving our network, IT and maintenance efficiency through process simplification and eliminating redundancies



3 IMPROVED CASH FLOW

Prioritise CAPEX spending through sweating of assets, selected investments and efficient portfolio management



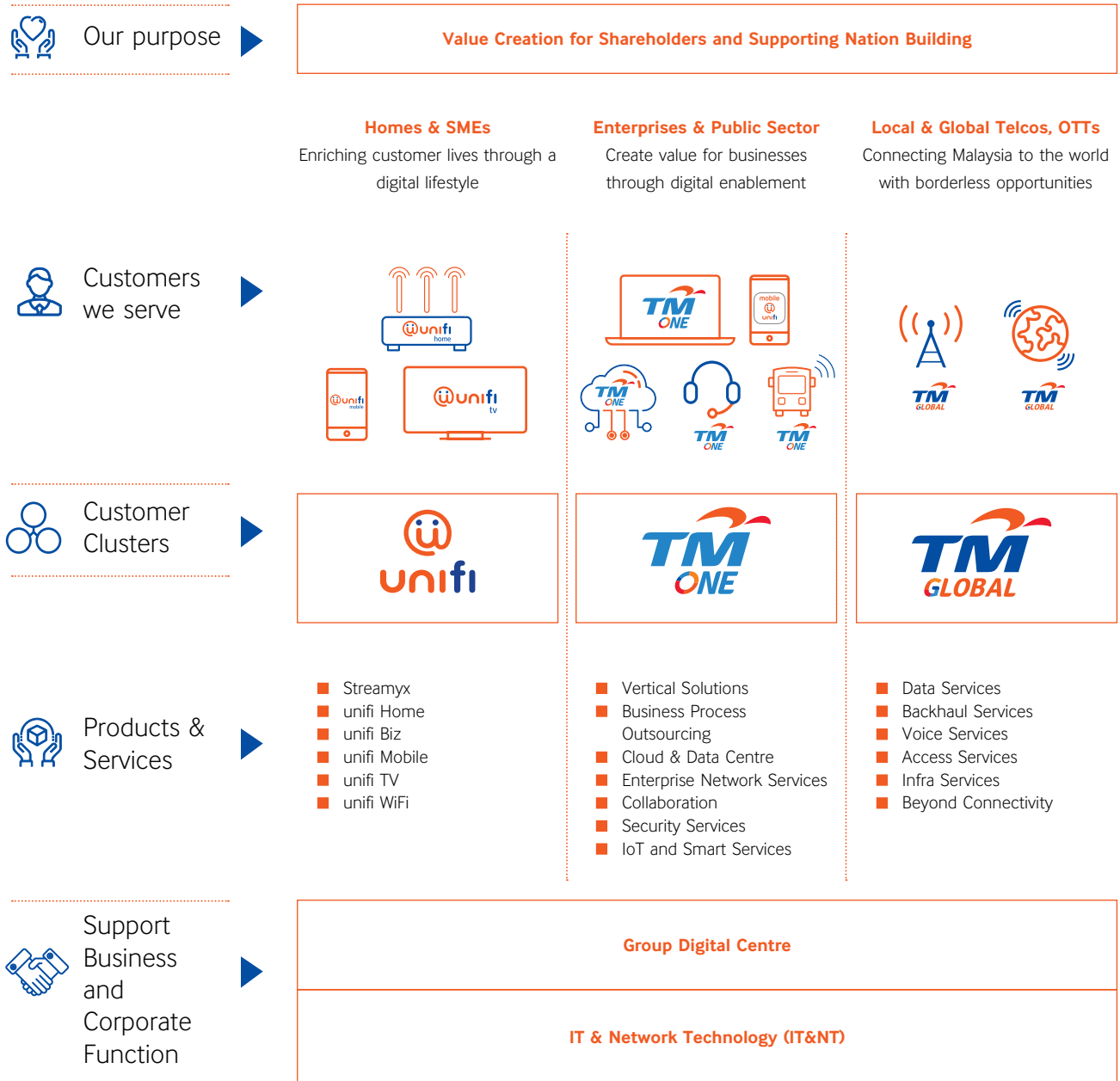
4 INCREASED PRODUCTIVITY

Achieve next level of productivity through digitisation and simplification, cultivating new ways of working and transforming into an agile and lean organisation

Strategy at a Glance

OUR BUSINESS MODEL

We operate through our customer clusters of unifi, TM ONE and TM GLOBAL supported by centralised technology professionals and corporate functions.



TM'S VALUE CREATION MODEL

We believe our strategy will result in sustainable and long-term value for all stakeholders, as well as to deliver on our vision and mission.

To Make Life Easier, for a Better Malaysia

TM's Value Creation Model is designed to create sustainable and long-term value for all stakeholders to deliver on our vision

KEY INPUT



HUMAN CAPITAL
>24,000 Warga TM



INTELLECTUAL CAPITAL

- Established telecommunication brand presence in Malaysia
- >2.5 million homes
- >11,000 Enterprise and Public Sector customers
- >500 Domestic and International carriers and service providers



NATURAL CAPITAL
ISO 14001 certification to manage environmental footprint



SOCIAL & RELATIONSHIP CAPITAL

- >7,000 active suppliers
- >85.0% of suppliers consisting of SMEs
- >RM500.0 million disbursed through YTM since 1994
- Three (3) MMU campuses in Melaka, Cyberjaya and Johor



- FINANCIAL CAPITAL**
- RM23.70 billion worth of total assets
 - RM7.50 billion in total shareholders' equity



MANUFACTURED CAPITAL

- >540,000 km of fibre optic cables
- >20 submarine cable systems
- >3,400 LTE sites
- Investment in digital infrastructure
- 28 International Point-of-Presence (PoP) connecting Malaysia to the world
- 12 data centres

OVERALL STRATEGIC FRAMEWORK

SUSTAINABLE ORGANISATION AND VALUE CREATION

STAKEHOLDERS

Economic Environment Society

ENABLING THE DIGITAL NATION

Digital Society Digital Economy Digital Government

Powered by TM's Converged Connectivity

CUSTOMER CENTRIC ORGANISATION

BUSINESS OPERATIONS



Consumers & SMEs



Private & Public Sector



Global & Wholesale

Education Group

- MMU
- YTM

Corporate Responsibility

PRINCIPLES OF TM: KRISTAL VALUES

Total Commitment to Customers Uncompromising Integrity Respect & Care

KEY OUTPUT



- HUMAN CAPITAL**
- >23,000 future-skilled employees
 - 70.0% decrease in waiting time for walk-in customers
 - 95.0% of complaint resolution within targeted time



- INTELLECTUAL CAPITAL**
- >73 customer satisfaction measure, above global telco average of 66



- NATURAL CAPITAL**
- 1.3% reduction in carbon footprint (operational)
 - 1.4% reduction in energy consumption



- SOCIAL & RELATIONSHIP CAPITAL**
- >RM3.70 billion contributed to local suppliers
 - Contributes to Malaysia's GDP growth through SME empowerment
 - >31,000 students, teachers and community members benefitted from TM educational programmes since 2003
 - >15,000 YTM scholars benefitted, to date
 - >56,000 graduates produced by MMU for the Malaysian workforce, to date



- PRINCIPLES CAPITAL**
- RM11.82 billion Operating Revenue
 - RM75.1 million Total Interim Cash Dividend Payout



- MANUFACTURED CAPITAL**
- >77.0% unifi Mobile population coverage
 - >90.0% population of converged network coverage

Chairman's Statement



ROSLI MAN
Chairman

DEAR VALUED STAKEHOLDERS,

As the new Chairman, I am pleased to submit my first assessment of the Company's financial and non-financial performance for the year 2018. Firstly, I would like to thank the Board for their trust in me as the successor to Tan Sri Dato' Seri Dr Sulaiman Mahbob. With my experience and passion for the telecommunications industry, I hope to humbly continue my predecessors' journey of transformation and growth for TM.

In the last 12 months, a new Malaysia has emerged and similarly, TM has undergone some turbulence due to the competitive landscape and industry dynamics. Likewise, we saw a wave of change in TM's leadership as the Board appointed several new executive members. I am confident that our new leadership will go a long way into not just addressing the near-term challenges, but in catalysing the long-term success of TM.

Normalised
Group EBIT
RM **1.07** Billion

Interim Cash
Dividend
RM **75.1** Million

HERE TO CREATE VALUE FOR OUR STAKEHOLDERS

Sustainability of the business is a priority for the Board of Directors and the Company's executive leaders. It is central to our competitiveness and the Company's continued ability to operate. This year's report aims to provide our stakeholders with a well-rounded perspective on our current performance, as well as insights into our business strategy and future prospects.

In 2018, we improved on our materiality assessment by actively engaging our most critical stakeholders to understand the issues that are most material to them in the near and long-term horizon. Based on the assessment conducted, ten (10) new material issues have been identified, bringing to a total of 22 material issues identified. In addition, our Enterprise Risk Management (ERM) Framework outlines our strategies to manage the inherent and emerging business risks, which are continuously monitored and managed by putting in place effective mitigation action plans.

HERE TO NAVIGATE THROUGH CHALLENGING TIMES

The Government's call to increase the broadband speed at lower rates has had some impact on our business. We responded with an accelerated transformation programme aimed particularly at maintaining cost competitiveness to achieve stronger sustainable operational excellence and business performance. We are aggressively upgrading our existing customers to up to ten (10) times their current broadband speed at zero additional cost. Additionally, we have also introduced new and affordable unifi packages, with 30Mbps and 100Mbps speed offerings.

Last year, we also announced the revision of our Headline Key Performance Indicators (KPI) in response to various market challenges and pricing pressures. Following that, our financial performance was affected with 2.2% lower revenue year-on-year, of RM11.82 billion. We recorded a Group Reported Earnings Before Interest and Tax (EBIT) of RM64.6 million, whilst Group's Normalised EBIT was RM1.07 billion, within our 2018 guidance.

Our Performance Improvement Programme 2018 (PIP2018) initiatives, such as cost optimisation, yielded an improved operating performance despite the lower revenue. In order to support TM's long-term strategic objectives and to balance the business sustainability of the Group with the interests of our other stakeholders, the Board revised our dividend policy to 40.0% to 60.0% from our PATAMI. As such, we have declared an interim cash dividend of 2.0 sen per share or RM75.1 million for the financial year 2018.

HERE TO CHART A NEW PATH

The PIP2018 has been instrumental in helping TM navigate through the current and emerging challenges. Moving forward in 2019, we are continuing on our next phase of transformation via the PIP2019-2021 to ensure our resilience and long-term sustainability towards shaping an organisation that reinforces customer centricity. We will strive to do much better in our execution and operations.

This is all about simplifying the way we work so that customers can benefit from that experience. TM needs to do things differently and we need to up the pace of change. Towards this end, we will focus on three (3) key areas: customer, business and people.

HERE TO BUILD A BETTER MALAYSIA

As an enabler of Malaysia's Digital Nation aspiration, we will continue to collaborate with our strategic partners to further develop our connectivity and digital infrastructure. For instance, through our ICT-based offerings such as data centres, integrated network infrastructure and smart services solutions, TM ONE empowers private enterprises and government agencies by helping them to fully realise and optimise their digital aspiration.

Similarly, in bridging the digital gap, TM is a key partner and enabler of the Universal Service Provision (USP) in collaboration with the Malaysian Communications and Multimedia Commission (MCMC), promoting the widespread availability and

use of network and application services throughout Malaysia. We work closely with MCMC to expand digital reach to rural areas and underserved communities via community broadband centres and libraries nationwide, alongside our commitment in the Rural Broadband Initiatives (RBB). We also provided connectivity to Pulau Tioman, Pulau Perhentian and Pulau Pangkor via more than 90km submarine cables, under the STINGRAY Project.

HERE TO CHAMPION CORPORATE RESPONSIBILITY AND SUSTAINABILITY

We will do everything in our capacity not only to contribute to economic value by offering smarter business solutions, but we will also strive to create social equity, inspire green citizenship through digital transformation, promote good principles of governance. For instance, through Yayasan TM (YTM) and our education arm, Multimedia University (MMU), we continued to serve the socio-economic objectives of education i.e., to improve access to education, employability, income, and quality of life. We also continued our efforts in nation building and education through our TM School Adoption Programme and collaborated with many partners to empower students via Science, Technology, Engineering and Mathematics (STEM) subjects.

For the environment, in addition to managing the emissions from our operational footprint, our priority has been to raise greater awareness on the need to conserve the rich natural habitats. In 2018, we conducted the TM Earth Camp (TMEC) – Junior Environmental Leadership Series (JELS) to raise environmental consciousness amongst children. Further cementing our commitment to best practices in sustainability initiatives reporting and communications, we received the Platinum Rank for Asia Sustainability Reporting Rating at the 14th National Center for Sustainability Reporting (NCSR) Award 2018.

Chairman's Statement



HERE TO UPHOLD CORPORATE GOVERNANCE BY CHAMPIONING INTEGRITY @ HEART

TM sees integrity, transparency and accountability as three (3) pillars that uphold the standards of its employees' behaviour and conduct in TM. The highest level of integrity and ethics is maintained through continuous review of our existing policies and processes and implemented via rigorous awareness, internalisation and enforcement efforts.

In recognition of our staunch commitment to uphold high standards of corporate governance, accountability transparency, disclosure of information to our stakeholders, and high level of excellence in integrated corporate reporting, we have been honoured with two (2) top awards

for Public Listed Companies (PLCs) at the 2nd Minority Shareholders Watch Group (MSWG) ASEAN Corporate Governance Awards 2018 and four (4) awards at the prestigious National Annual Corporate Report Awards (NACRA) 2018.

ACKNOWLEDGEMENTS

I would like to take this opportunity to thank our leaders who have left us this year for their dedication and contribution to the Group during their tenure, and welcome our new Board members to pave the way for the next phase of transformation via PIP2019-2021. On behalf of the Board, I would also like to express our appreciation to our many stakeholders who positively contribute to our continued success. Amid a challenging environment

and competitive marketplace, they continued to place their trust in us, remained loyal and supported our aspiration "To Make Life Easier" for a better Digital Malaysia. Together, I trust, we will continue to demonstrate our capabilities and deliver better solutions and a better future for all our stakeholders. Because, we are Here for You.

ROSLI MAN
Chairman

Acting Group Chief Executive Officer's Statement



IMRI MOKHTAR
Acting Group Chief Executive Officer

DEAR VALUED STAKEHOLDERS,

I am pleased to present the performance report for the year 2018, the first in my capacity as the Acting Group CEO (AGCEO). At the outset, I would like to thank the Board of Directors for entrusting me with the responsibility to champion TM Group's next phase of transformation.

2018 was undoubtedly one of the most challenging times TM had ever faced, as we worked to address the competitive landscape and industry dynamics, without losing focus on our strategies and organisational mission. We experienced significant challenges but this had only strengthened our resolve to make good on what we need to deliver to our customers, shareholders, and indeed all our stakeholders.

Our strategy and focus on Accelerate Convergence and Empower Digital remained, though we faced unprecedented challenges that impacted our performance. Hence, the PIP2018 was introduced as a short-term focus to execute significant initiatives that will improve our performance for the year 2018. PIP2018 was anchored on four (4) pillars, which are (1) Revenue, Preservation and Uplift; (2) Sustained Profitability; (3) Improved Cash Flow; and (4) Increased Productivity. For 2019 onwards, we are extending the PIP2018 to the next phase via PIP2019-2021. While the PIP2019-2021 remains as our execution plan over the next three (3) years, our overall strategy will focus on three (3) strategic pillars – Converged Services; Simple and Digital; and Lean and Lower Cost. These strategic pillars will be enabled by our integrated network infrastructure together with its digital platforms and Warga TM.

HERE TO DEMONSTRATE RESILIENCE AND GROWTH

Revision for lower broadband pricing, speed upgrades and coverage expansion were our continuous efforts to benefit all Malaysians, despite the increased intensity in the competitive landscape. In adapting to this change, our business operations and overall growth momentum during the year were also impacted.

During the year under review, our main focus was to provide excellent customer experience, drive technological innovation, and deliver attractive and competitive solutions. We continued with our strategy to manage our operating costs and reviewed our CAPEX plan by making selected investments on network development and also by access seeking from other providers for network expansion. In addition to this, we also introduced differentiated offerings through Accelerate Convergence and Empower Digital, to effectively respond to our customers' evolving needs.



Acting Group Chief Executive Officer’s Statement

HERE TO CREATE CUSTOMER VALUE AND EXPERIENCE

The markets are dynamic, with no physical boundaries due to the advent of digitalisation. There is a visible shift of customer preferences from fixed to mobile for convenience, stability and affordability more so with mobile technology increasingly developing to be able to provide a network experience comparable to fixed. This, in turn, triggers the need for investments into both fixed fibre-infrastructure and mobile wireless. However, commoditisation of internet access has now created downward pressure on pricing.

While superfast and reliable online experience is a priority, rapid advancements in technology continue to influence customers’ choices and behaviour. For instance, the demand for over-the-top (OTT) and digital applications has been on the rise. We expect these services to expand further as Malaysians increasingly embrace a digital lifestyle and its benefits.

In response to these various trends and in keeping with our ‘customer-first’ philosophy:

- We continue to tap the potential of LTE technologies such as 4G and the upcoming 5G networks. We offer wireless LTE packages as substitutes to non-fiberised areas, whereas for areas with access to our fixed connectivity, we had upgraded the speed gradually over the past two (2) years.
- We are sweating our existing assets to eliminate redundancies and replace obsolete technologies in our processes and operations.
- We are leveraging on digital opportunities by collaborating with OTTs, both locally and globally, to enhance customer experience and convenience, making their lives easier.

With these measures, our mid-term aspiration is to emerge as a customer-centric organisation, driven by market demands.

HERE TO MAKE LIFE EASIER

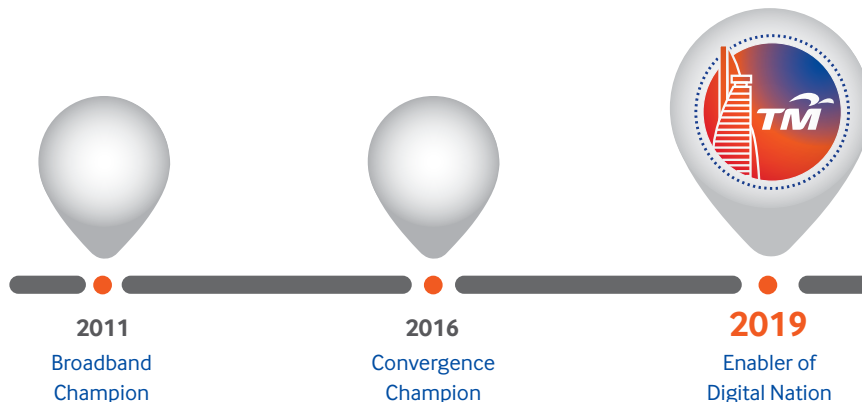
We recognise the need to adapt to the rapidly changing industry, and therefore, we proactively refined the operational aspects of our key strategic thrusts – ‘Accelerate Convergence’ and ‘Empower Digital’ to deliver on those objectives.

As we go through the next phase of transformation, it does not mean that we are going to break down the old to build something completely different. We remain as the TM as you have always known it, yet enhanced in how we operate and value-create. Our identity as the institution entrusted to be the key driver of the nation’s economic growth, technological development – and ultimately, prosperity – remains unchanged, in fact fortified. In the next three (3) years, we will incrementally and sustainably improve on how we do things. We shall be here to serve you – only in a better and simpler way.

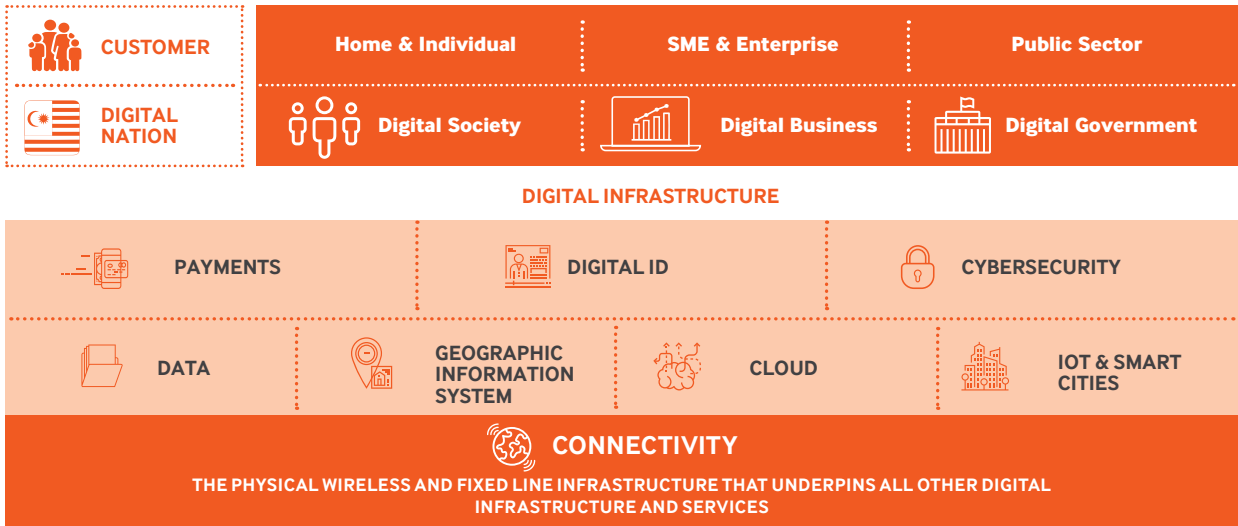
To illustrate, via unifi, we will accelerate the offering of a convergence digital lifestyle for our home and SME customers, with a keener focus on enhancing positive, simpler customer interactions. As for TM ONE, we will continue to improve on fulfilling the needs of the various industry verticals within enterprises and the public sector. As the enabler for businesses to realise the full potential of their digital opportunities, TM has the capability to offer a multitude of digital infrastructure solutions such as Cloud and Smart Solutions, including smart cities.

Our domestic and international wholesale arm, TM GLOBAL, will continue to be the industry backbone that connects Malaysia to the world. The top of its priorities will be strengthening its position through building relationships and forging partnerships, while at the same time supporting our global network more efficiently.

TM HAS CONTINUOUSLY EVOLVED ON THE ROAD TOWARDS BUILDING A DIGITAL NATION



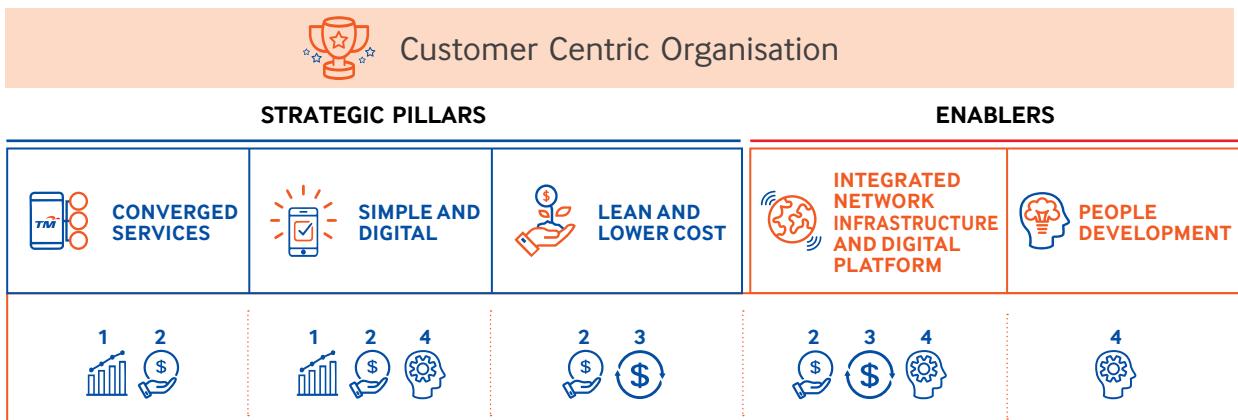
THE NEW STRATEGIC DIRECTION OF TM REINFORCES CUSTOMER-CENTRICITY: TM AS A KEY PARTNER AND ENABLER OF MALAYSIA'S DIGITAL NATION ASPIRATION THROUGH CONNECTIVITY AND DIGITAL INFRASTRUCTURE



HERE TO IMPROVE PERFORMANCE, WITH REFINED STRATEGY

To become a true customer-centric organisation, we will continue to simplify customer interactions and improve our customers' journey through digital capabilities and personalised engagement. Driven by our key strategies and PIP2019-2021, we are confident that we will be able to serve our customers better and create a delightful "TM Experience" at every touch point.

Mapping of Key Strategies and PIP2019-2021



Note:

- 1. Revenue Preservation and Uplift
- 2. Sustained Profitability
- 3. Improved Cash Flow
- 4. Increased Productivity

Acting Group Chief Executive Officer's Statement

Over the next three (3) years, our focus will be on the following three (3) strategic pillars:



**Strategic Pillar 1
Converged Services**

Maintain existing revenue streams and uplift revenue over time by delivering new services in convergence and digital solutions



**Strategic Pillar 2
Simple and Digital**

Digitise customer experience whilst simplifying products, processes, network and IT operations



**Strategic Pillar 3
Lean and Lower Cost**

Optimise costs from significant operational efficiencies, increase in productivity and change to leaner operating models

Our network and Warga TM are the enablers to deliver the three (3) strategic pillars:



**Enabler 1
Integrated Network Infrastructure and Digital
Platforms**

Make selected investments in our integrated network infrastructure to expand our coverage and build digital platforms to improve customer experience and our business operations



**Enabler 2
People Development**

Nurture and equip our people through capability-building, future-skilling and new ways of working as well as inculcate a customer-centric culture, mindset

The PIP2019-2021 will navigate the Group's direction through simplified systems, processes, and governance under the following four (4) pillars:



1 Revenue Preservation and Uplift: Amongst initiatives undertaken to maintain and grow revenue include launching new products and solutions; tapping into new opportunities in the private and public sector; strengthening our value-adding connectivity play via integrated solutions and ecosystem approach.



2 Sustained Profitability: We will expand our cost rationalisation initiatives; by lowering operational and network cost, optimising supply chain for improved performance, reducing international connectivity cost via content localisation and leveraging on digital for lower costs to acquire/serve. We will also be actively negotiating with partners and vendors to improve overall cost efficiencies as we move towards collaborative models with partners.



3 Improved Cash Flow: We will enhance the adoption of best practices for capital spending and efficiencies; re-prioritise network spending; and improve on our back end processes. Sweating of existing assets will focus on optimising utilisation of existing network infrastructure, whilst making selected investments and access-seeking for network expansion.



4 Increased Productivity: Warga TM will embrace the AGILE way of working; whilst reinforcing the various productivity levers available to us. With AGILE, we will be able to build cross-functional and empowered teams, with a scope for frequent reassessment and adaptation of plans. This will enable faster decision-making, seamless and efficient execution towards operational sustainability and building a lean, high-performance organisation which reinforces customer centricity

Moving forward in 2019, TM will simplify the way we do business, to excel in our performance, sustain our efforts, and explore new frontiers of growth through continuous innovation that is inspired by customer insights. We will focus on sweating our existing assets alongside a more selected roll-out to expand our coverage. In the event of new infrastructure being built by potential new entrants, we see this as an opportunity for us to expand our coverage without having to invest heavily. As such, where it is feasible, we will also access-see.

The new strategic direction of TM will motivate us to collaborate, cooperate and co-create a progressive future for everyone, in realising our vision to make life and business easier, for a better Malaysia. Now and always, with many more exciting milestones along the way, we are HERE FOR YOU.



IMRI MOKHTAR

Acting Group Chief Executive Officer

Market Analysis & Outlook

REAL GROSS DOMESTIC PRODUCT (GDP) OUTLOOK

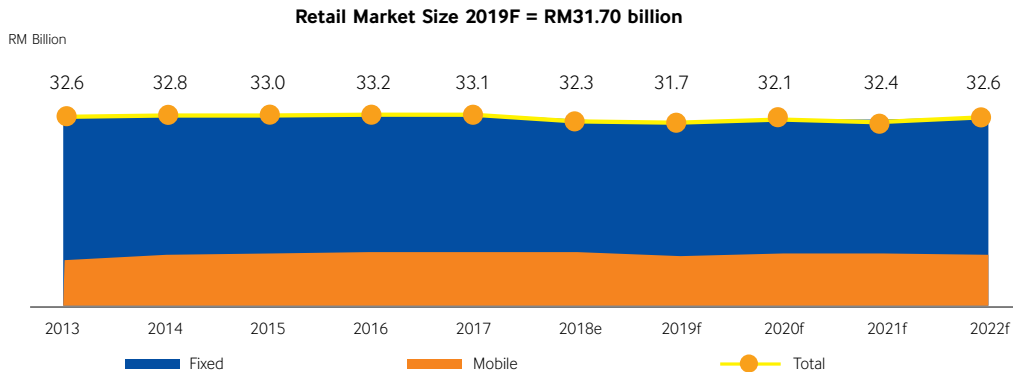
Overall, the industry has been facing many challenges in an era marked by rapid digitalisation, stiffening competition, price wars, datafication, industry pressures and other cultural and socio-political factors affecting consumer preferences and behaviour. In 2018, we saw operators evolving their operating models by embracing digitalisation and ICT to supplement growth, while working on operational and cost-efficiency initiatives to remain sustainable.



Source: Malaysian Economic Outlook 4Q18, MIER
e: estimated, f: forecast

RETAIL MARKET SIZE

The telecommunications sector is facing increasing challenges in this digital era, and Malaysia is not exempted as hyper-competition, price reductions, an exponential rise in data consumption, and regulatory changes are putting pressures on operators' business operations.



Source: IDC Tracker, CAGR 2019-2022: Total Fixed & Mobile = 0.9%
e: estimated, f: forecast

The traditional voice subscriptions are expected to continue to decline as consumers move towards Mobile Voice and OTT voice platforms. Likewise, the demand for fibre connectivity and high-speed broadband will be driven by the introduction and mass adoption of high-bandwidth services such as streaming 4K content, virtual reality, eSports, cloud applications and smart homes. Technical development for data transmission via copper such as Very-High-Bit-Rate Digital Subscriber Line (VDSL), Vectoring, Super-Vectoring, G.fast, Fibre to the Cabinet (FTTC) and Fibre to the Distribution Point (FTTdp), has increased significantly over the years, providing a viable medium-term solution before the fibre network is installed.

WIRELESS COMMUNICATIONS

The digital lifestyle of current and future consumers will drive the need for faster and affordable connection speed and bandwidth. This will put pressure on Mobile Network Operators to continue to invest in infrastructure to provide high speed data plans, without increasing prices. Additionally, models of 5G smartphones are expected to be introduced into the market. With the Internet of Things (IoT) gaining popularity to gain insights and improve decision making, more physical objects, sensors and devices will be connected to the internet. According to a report by GSMA Intelligence, we can expect a sizeable increase in the number of 5G connections, reaching 1.10 billion by 2025.

INFORMATION & COMMUNICATIONS TECHNOLOGY (ICT)

The transformation of both consumer and business landscape will continue to be driven by key trends such as the shift of users from traditional computers to smartphones and tablets; the rising demand for real-time interactive multimedia content supported by mobile technology; and popularity of cloud computing, Big Data Analytics, X-as-a-service (XaaS – delivering anything as-a-service), social media applications, and the IoT.

DATA ANALYTICS & ARTIFICIAL INTELLIGENCE (AI)

Through digitalisation, we will continue to see huge amounts of data being produced from different sources and activities. The survival of businesses and their appetite to compete and deliver new solutions will, therefore, depend on their ability to process and make sense of such data (with speed) to ultimately create and deliver value. Furthermore, advanced analytics and AI will continue to play a huge role in shaping our future, transforming every aspect of the Telco business.

INTERNET OF THINGS (IoT)

The Government has taken a special interest in developing the IoT sub-sector, which continually focuses on integrating the massive, new flow of data from machines and sensors with existing and emerging data source in order to produce novel and actionable new insights. Henceforth, the commercialisation of 'smart city' infrastructure is expected to drive IoT adoption across key sectors.

DATA CENTRE & CLOUD

Cloud computing is attracting investment in data centres and is driven by the demand from Software-as-a-Service (SaaS); Infrastructure-as-a-Service (IaaS); and Platform-as-a-Service (PaaS), with businesses also recognising their ability to scale and reduce cost through the deployment of cloud infrastructure.

Key Risks and Mitigation Measures

COMPETITION	
Key Risks	Mitigation Actions
<ul style="list-style-type: none"> Preserving revenue, margins, competitive advantages and reducing customer loyalty due to changing customer demands and behaviour, emerging new technologies and increasing bandwidth consumptions for content and applications in the market. 	<ul style="list-style-type: none"> Implemented several action plans to improve TM's competitive position via PIP2018. The initiatives included: <ul style="list-style-type: none"> Intensified sales activities and customer engagement nationwide via 'Gerak-Gempur' initiative and personalised sales call to customers. Accelerated speed upgrade for unifi and Streamyx customers. Introduced unifi Basic plan as introductory and most affordable package. Launched new unifi Mobile postpaid plans and packages. Shifted from pure connectivity offering towards integrated ICT and converged solutions tailored to industry verticals. Placed greater emphasis on consultative selling integrating both connectivity services and beyond connectivity solutions. Strengthened competitive edge towards becoming a total end-to-end solutions provider by leveraging on affiliate companies to capture regional opportunities with minimal investments as well as through collaborations with other established global players.

PRICING PRESSURES

Key Risks	Mitigation Actions
<ul style="list-style-type: none"> De-growth of revenue, market share and competitive advantages due to the entry of more service providers into niche segments on the back of pricing revision for High Speed Broadband (HSBB) Access and Transmission services. 	<ul style="list-style-type: none"> Realisation of targeted go-to-market in positioning convergence and digital offering as market differentiator. Bundled packages are offered to preserve average revenue per customer (ARPC). Implementation of cost optimisation and management across the Group to affect revenue gaps.

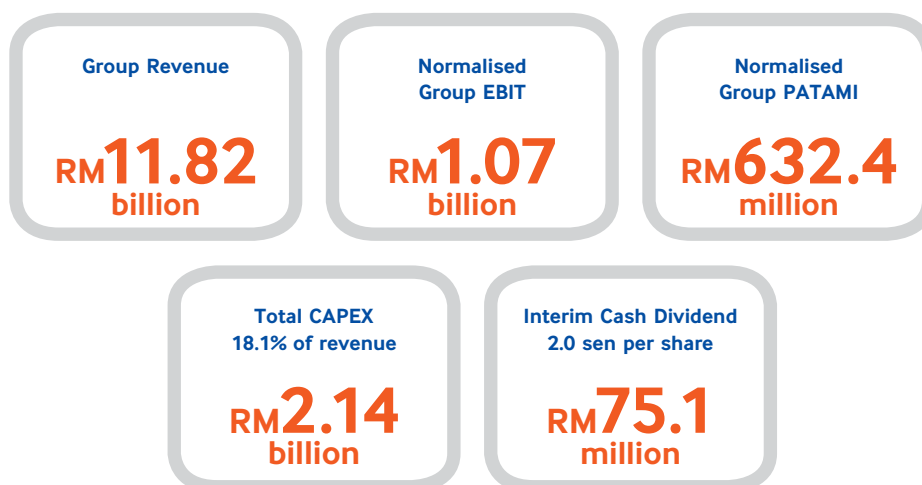
FUTURE OF 5G

Key Risks	Mitigation Actions
<ul style="list-style-type: none"> 5G spectrum policy and availability is currently uncertain for Malaysia, which hinders further planning and progress of 5G. 5G device and application ecosystem takes time to mature with mass adoption, and may require subsidies in early phase. 5G investment is expected to be significantly high with uncertain returns. 	<ul style="list-style-type: none"> Participate in 5G Showcase Launch organised by MCMC, to convey TM's capability and expertise in deploying 5G technology. Contribute to National 5G Taskforce led by MCMC – in Working Groups for Spectrum, Infrastructure and Regulatory – targeted to be completed by end October 2019. Conduct field trial in Q3' 2019 to better understand the performance and limitations of 5G for future deployment, as well as to explore new use cases. The field trial seeks to validate the viability of 5G as a Fixed Wireless Access solution for TM. Acquire 5G knowledge and competency by continuously keeping abreast of 5G market development on a global and local front. Results from our 5G initiatives will help us perform a feasibility study on 5G deployment to ascertain our capability to invest, by managing our investments in spectrum and network development.

Financial Performance Review



FINANCIAL PERFORMANCE (FOR FY2018)



Business Review



Our premier Convergence brand, unifi has been raising the bar for Malaysia’s high-speed broadband service in terms of speed, coverage and affordability. In 2018, unifi continued to upgrade broadband plans for existing customers, now up to 800Mbps.

As an enabler of the Digital Nation, unifi has a unique role to ensure that all Malaysians are able to enjoy the benefits of broadband everywhere. unifi is here to lead the charge to realise the vision of a Digital Nation, with what we do best – providing reliable high-speed broadband services at affordable prices and best value in the country.

ACCELERATING THE CONVERGENCE EXPERIENCE WITH unifi

Improving customer experience has and always been a priority, and we are constantly improving our network expansion plans. To date, our converged networks of fixed and wireless have reached close to 3.0 million homes and SMEs. For a seamless connected experience, unifi services include superfast broadband – covering fixed, mobile (LTE) and public WiFi connectivity – to homes, offices and public places. We have also made unifi more affordable and competitive with an entry plan of RM79; and for our existing customers, we continue our efforts to upgrade their broadband speeds up to ten (10) times at no additional cost.

Turbo Upgrading Exercise as at end January 2019

>911,000 unifi customers upgraded to **10X** speed

>239,000 Streamyx customers in unifi areas upgraded to unifi

>181,000 Streamyx customers upgraded to **2X** speed



KEY BYTES

- >2.5** million homes, **1.3** million unifi customers
- >400,000** SME customers
- 53.0%** convergence household penetration
- 109** (62 HD) unifi TV channels

HERE TO MAKE LIFE EASIER THROUGH DIGITAL





In 2018, we introduced a group-wide Driving Digital Adoption (DDA) initiative to drive the improvement of our customer experience by using digital means. This drove the acquisition of new customers, migrate existing customers to digital as well as reduce costs through traffic diversion from inbound calls towards digital channels. We have also enhanced our features with additional OTT content for unifi TV and unifi PlayTV app and we are in the midst of collaborating with other potential OTT partners. For unifi Mobile customers, we introduced unifi Mobile #BEBAS, which allows the flexibility to scale-up their prepaid plans based on their usage.

LEAN AND COST-SAVVY unifi

Our cost-saving initiatives focused on improvements to enhance customer experience at unifi operations. Some of the key results include:

- **e-Bill enhancement** – Converted all our unifi customers to e-Bill to reduce paper and printing cost, with an optional charge of RM2 for a paper bill.
- **Broadband Improvement Plan (BIP)** – Achieved leaner operating costs associated with the legacy network, by offering speed upgrades and conversion from Streamyx to unifi packages.
- **Hot billing function** – Expedited resolution of customer issues and achieved 100.0% collections of final bill payment from terminating customers.
- **HERO app** – Elevated customer experience with the activation of a mobile app that leverages on Warga TM for sales lead generation and customers’ engagement in real time.

MOVING FORWARD 2019 AND BEYOND

- 1  **Revenue Preservation and Uplift:** unifi will continue to deliver affordable convergence offerings as our value proposition. To further increase the unifi take-up rate, we will continue to offer bundled services to include fixed, wireless and content at attractive prices to offer more value to our customers.
- 2  **Sustained Profitability:** Our approach will be to eliminate redundant and obsolete processes, and replacing them with digital solutions, such as self-care applications. We will also focus on populating content from potential OTT partnerships.
- 3  **Improved Cash Flow:** We will continue to channel strategic investments to our network expansion plans, for both fixed and LTE through prioritisation of areas and phases of deployment. We will also leverage on new emerging technologies to revive existing network infrastructure.
- 4  **Increased Productivity:** We will not only enrich employee policies and programmes, but also drive high-performance teams by continuously upskilling and motivating them to contribute towards building a dynamic and sustainable organisation.



TM ONE is our business-to-business arm serving the enterprise and public sectors. Leveraging on our wide-ranging capability, we partner with businesses to realise their digital aspiration.

As an integrated telco and an enabler of Malaysia's digital aspiration, TM ONE is well positioned with our comprehensive infrastructure and solutions to enable the ecosystem for digital business and digital government.



KEY BYTES

2 State-of-the-art Tier III certified **Data Centre**

>7,000 enterprise customers

>4,000 public sector customers

Call Centres

9 in Malaysia 3 in Indonesia

VALUE CREATION LEVERAGING ON CONVERGENCE

TM ONE is our one-stop centre that enables enterprises and the public sector to realise their full digital potentials. This business cluster is focused on "verticalisation", our approach of personalising end-to-end converged solutions for businesses, tailored to their specific industry verticals: Banking and Finance, Oil and Gas, Real Estate, Health, Education, Defence and Security and Public Shared Services.



In stimulating digital transformation in the banking, financial and insurance sector, TM ONE announced its commitment to collaborate with FinTechs, helping them to deliver customised financial solutions by bundling their services with our offerings. In the education sector, TM ONE collaborated with a private international school in Penang to provide TM's smart school system solutions. To date, 85.0% of schools in Malaysia are ready to be connected for e-learning implementation, through our fibre infrastructure. The remaining 15.0% of schools can be connected via wireless such as VSAT and IP Radio for rural and remote schools.

We are also committed in our efforts to introduce IoT and smart services for commercial properties. The adoption of smart services and converged communications services in this digital era will pave the way for the development of smart cities. During the year, we were awarded a project by the largest gated-and-guarded commercial precinct in *Batu Kawan*, Penang. The first phase of the project includes deployment and provision of extra-low voltage (ELV) service, smart services such as key lock system, card access, CCTV and access points.

INTEGRATED DIGITAL SERVICES AND INFRASTRUCTURE

The TM ONE Experience Centre (EC) was launched to deliver a unique digital customer experience across various touchpoints of the interactive ecosystem with our vertical solutions applied in 'living' context (residential, hospitality, shopping mall, university campus, remote monitor and wellbeing). Furthermore, our Tier III certified Twin Core Data Centres, Klang Valley Data Centre (KVDC) and Iskandar Puteri Data Centre (IPDC) are ready for operation. These data centres are fully equipped with high redundancies to place the processing servers and cloud data storage in a high-security and high-integrity environment to fulfil hosting, cloud and IOT needs.

In this digital era, high-performance computing facilitates rapid decision-making, time saving and spending. Crucial information can then be stored in TM ONE's cloud in a more secure manner. TM ONE's multi-cloud services combine choice and control of services from key cloud service providers that are pre-connected to TM ONE's network. This enables us to have a global ecosystem that connects businesses anytime, anywhere. Additionally, TM ONE Integrated Operation Centre (IOC) serves as a centralised command centre for Network Operations and Security Operations of smart services. IOC enables TM ONE to provide a single, nationwide, round-the-clock monitoring dashboard to coordinate operations of smart services involving physical devices and sensors, vehicles, buildings as well as incidents and events.

ENHANCING CUSTOMER EXPERIENCE

Towards delivering a connected experience for customers, we have embarked on a number of innovative initiatives such as the formation of an Integrated Service Desk (ISD). ISD is capable of delivering a connected experience to our customers through an integrated engagement of multi-skilled agents for the converged services with omni channel capability.

MOVING FORWARD 2019 AND BEYOND

- 1  **Revenue Preservation and Uplift:** Our focus will be on the seven (7) key verticals, our identified key accounts and high-value customers, whilst we continue to defend and grow connectivity offerings.
- 2  **Sustained Profitability:** We will closely monitor and manage our direct costs by improving the efficiencies of our network, IT maintenance and customers' projects. We will also optimise other cost items to control our overheads and improve our margins.
- 3  **Improved Cash Flow:** We will demonstrate financial prudence by sweating our existing assets, which will include efficient data centre utilisation amongst other measures.
- 4  **Increased Productivity:** Our strategy will be the continuous 'simplification' of product offerings and improvement in business processes.





TM GLOBAL is our business arm offering domestic wholesale connectivity to the local service providers as the industry's backbone and international connectivity to global telcos, as well as servicing key OTTs.

TM GLOBAL's customised integrated solutions are tailored around each customer's requirement to deliver a seamless converged experience of voice, data, bandwidth and multimedia. Listed among the top service providers in Asia Pacific, we are constantly developing advanced infrastructure coverage across Malaysia through fixed fibre connectivity, comprehensive mobile solutions and content hub ecosystem.

ACCELERATING CONVERGENCE FOR LOCAL AND INTERNATIONAL TELCOS

On the domestic front, TM GLOBAL is committed to providing comprehensive network solutions to local operators. Our TM Next-Gen Backhaul™ (NGBH™) solution has gained traction with the rising number of mobile users. We are also bridging Malaysia to the rest of the world, leveraging on our extensive international network infrastructure. In the ASEAN region specifically, we have formed a strategic alliance with ACASIA to provide an integrated communication solution through the strength of seven (7) major ASEAN telecommunication core networks. Furthermore, converging the domestic and international connectivity infrastructure has enabled us to add more value to our service offerings. The establishment of Hub Ecosystem is an immediate example, where aggregation of service providers, content providers and OTT players residing in our data centres, has allowed faster delivery of content for business and consumers in Malaysia.

EMPOWERING DIGITAL TO BOOST TM'S GROWTH

TM GLOBAL completed the development of its internal digital platform, referred to as SIMI (Single Interface, Multiple Information), to efficiently manage operational workflows. The real-time reporting platform is capable of improving operational efficiencies, including submarine cable inventory management and domestic backhaul inventory management. Additionally, the continuous efforts towards building a digital culture are initialised by the introduction of SOFEA (System Operated for E-Alert) app through its affiliate company, ACASIA. SOFEA provides real-time warning and alerts on threats to its subscribers.

In supporting our customers' digital journey, while expanding into adjacent businesses, TM GLOBAL is also developing Software Defined – Wide Area Network (SD-WAN). The solution will enable customers to have full visibility of its network, with improved security and lower bandwidth cost, translating into better business agility. TM GLOBAL is also exploring to offer Content Delivery Network (CDN) solutions for content and media industry to enhance their customers' experience across geographic locations, especially in ASEAN.



KEY BYTES

>20 Submarine Cable Systems spanning >190,000 km

28 Point of Presence

>100 Domestic customers

>400 International customers

6 Regional Offices Worldwide

LEANER COST TO SERVE

EXPRESS is a troubleshooting mechanism implemented by TM GLOBAL to improve overall fibre fault restoration nationwide. The new fibre troubleshooting method is capable of improving fault isolation time from an average of 6 hours to less than 2 hours. The implementation of EXPRESS enables TM to reduce unnecessary truck roll to customer premises and eliminate more than 50.0% of TM's legacy processes, allowing TM to walk away with the Gold Award at the Kaizen Olympic Awards.

MOVING FORWARD INTO 2019 AND BEYOND



1 Revenue Preservation and Uplift: The mobile backhaul enrichment provides new impetus for TM GLOBAL to capture more market share within this segment. The demand for connectivity and internet content in the global market is expected to grow exponentially, while global connectivity services will be enriched with new solutions such as CDN and SD-WAN, potentially uplifting TM's revenue.



2 Improved Cash Flow: TM GLOBAL will focus on optimising network infrastructure, product enrichment as well as collaborations with subsidiaries, internal and external potential partners. TM GLOBAL will also prioritise on access seeking from other providers while maintaining selected investment for network expansion and IT operations.



3 Sustained Profitability: By expanding TM GLOBAL's Hub Ecosystem, it will attract more international content players to co-locate in Malaysia, while also serving as a platform designed to reduce TM's overall costs.



4 Improved Productivity: The establishment of a Partnership Ecosystem will enable TM GLOBAL to explore possibilities to collaborate and establish a partnership with potential technology providers, OTT players and content providers to develop new solutions for vertical and adjacent markets. SOFEA and SOFEA RUN applications developed by ACASIA are setting the trend for TM GLOBAL, encouraging more partnerships to deliver more innovative solutions for its customers.

IT & Network Technology

The Backbone of our Customer Solutions

WHAT WE DO

Our Information Technology & Network Technology (IT&NT) division is the key enabler in elevating our technological advantage. Known as the 'factory' of the company, this division consists of experts working around the clock to monitor the country's network, providing the best experience to our customers.

KEY INITIATIVES

In 2018, our infrastructure investments were focused on connectivity improvement including broadband ports, LTE and WiFi expansion. Within the organisation, IT&NT continued its support for digital empowerment by introducing initiatives that improve internal processes and increase productivity. For businesses, we are also adopting Software-Defined Network (SDN) and Network Function Virtualisation (NFV) technologies to help

simplify our network and operations through a programmable network that enable autoconfiguration from online portals. In our effort to enhance customer experience, IT&NT launched a unified ticketing and communication system known as the Network Extended Ticketing System (NExT) to increase the resolution efficiency of Commonly Known Cause (CKC) issues and network incident management.

Additionally, IT&NT is supporting our business clusters in improving sales conversion by fulfilling network requirements in a timely manner and providing a sufficient workforce for unifi and Streamyx installation. A range of cost optimisation initiatives has been introduced to reduce OPEX, which include the review of international capacity, bandwidth, maintenance contracts and materials management. IT&NT also achieved CAPEX optimisation via sweating of existing assets such as reboundary of unifi areas to accommodate new customers and optimising the current network design to increase its capacity to uphold our services.

CONNECTIVITY



- >90.0% of the country's population has access to our fixed and wireless networks
- >350,000 km fibre cables laid nationwide
- >5.5 million broadband ports deployed nationwide
- >3,400 LTE sites deployed
- >13,000 WiFi hotspots

DIGITAL INFRASTRUCTURE



- Converging connectivity with ICT through integration of systems
- Providing world-class cloud hosting facility at KVDC
- Enabling Twin Core technology by interconnecting KVDC and IPDC
- Providing platforms for IoT and smart solutions, leveraging on connectivity

WAY FORWARD

IT&NT paves the way through the creation of leaner operations and managerial processes. This is achieved through various initiatives such as redesigning process, simplifying network architecture and sweating of assets.

Group Digital Centre

Here to Empower Digital

WHAT WE DO

The Group Digital Centre (GDC) was established to catalyse TM's 'Empower Digital' strategy. Since its establishment in 2017, GDC has empowered Digital to increase business efficiency, improved customer experience and enable cost-saving opportunities.



Launched Open Innovation Platform (OIP) and uReka programme to liberalise and accelerate Digital in TM



- Winner at WITSA Global ICT 2018 for Mobile Excellence Award
- Winner at MSC Malaysia APICTA 2018 for R&D Award

KEY INITIATIVES

In 2018, GDC continued to drive digital empowerment in TM, anchored on Digitisation and Digitalisation. Under Digitisation, we have implemented sustainable liberalisation programmes like the Open Innovation Platform (OIP) to accelerate the development of digital services and uReka, the initiative that crowdsources internal talents to develop applications. For Digitalisation, we focused on new undertakings such as the Electronic Know-Your-Customer (eKYC) and Customer Analytics for the Financial Services and Retail verticals respectively. Another key development area was the business transformation of the Yellow Pages Directory which outlines the shift of its focus towards digital advertising as well as providing SMEs with digital marketing capabilities with a stronger Malaysian flavour.

WAY FORWARD

To keep true to the promise of Life Made Easier, GDC is tasked to drive the Simplification programme in TM. Under the Simple and Digital strategic pillar, GDC aims to generate easier and simpler ways for customers to engage with TM by simplifying business processes and products. The drive is expected to result in cycle-time improvements and productivity uplift, which leads to network, IT, as well as operations simplification.

Group Human Capital Management Here to Nurture Digital Talent

WHAT WE DO

Group Human Capital Management (GHCM) plays a key role in enabling a digital-savvy workforce within TM. As part of our digital empowerment journey, GHCM developed a digital talent framework, which emphasises on upskilling Warga TM while also encompassing competitive compensation to attract and retain talent.

KEY INITIATIVES

Throughout 2018, GHCM outlined strategies to enhance and optimise workforce productivity and at the same time continue to provide benefits for employees. For instance, the "Sayangi TM" programme was introduced with new benefits that provided flexibility to employees, allowing them to organise their working arrangements to accommodate individual matters out of the office. GHCM also implemented other initiatives such as delayering the organisation structure to improve agility and decision making, adjusting working hours for critical teams, redeploying talent to areas of higher business needs and selective hiring and replacement of employees.

As part of our efforts to digitise our HR services, HR functions such as leave management, internal job application, performance tracking and reporting, medical letter of guarantee application and training planner were made easier through mobile apps. Moreover, to ensure that our employees are able to stay productive and connected while they work on-the-go, our communication and collaboration app FLOW, has been updated with more features including group chats, video calls, files transfer and tasks assignments.



Continuous productivity improvement through a mix of established and innovative programmes



Digitisation of Human Resource services to enable new ways of working anytime, anywhere



Promoting work-life balance and flexibility towards employees' needs

WAY FORWARD

For 2019, GHCM will focus on reshaping the organisation to deliver a leaner, more efficient workforce to support our overall business strategies. To achieve operational sustainability through next-level productivity, our initiatives will be centred on building a high-performing workforce with the right skills that are able to sustain business competitiveness.

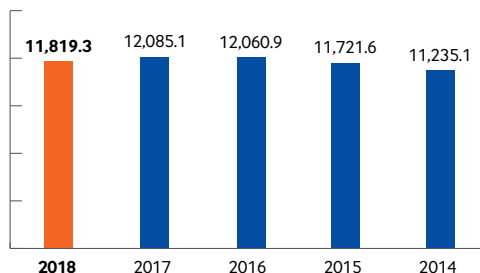
Way Forward In 2019

As we move forward in 2019, we will be guided by our PIP2019-2021 to navigate the organisation towards realising our mission to make life and business easier, for a better Malaysia. We are confident that under these principles, we will chart a new path as a truly customer-centric organisation. The very purpose of our existence is to improve lives, fuel aspirations and foster growth that is meaningful for each one of you. Our motivation is shaped by our people, and the execution of our vision is enabled by our capacity to push the boundaries of convergence in today's digital era. With that, we promise to always be here to develop and protect the nation's digital future, thus leading the way to a better and more connected Malaysia.

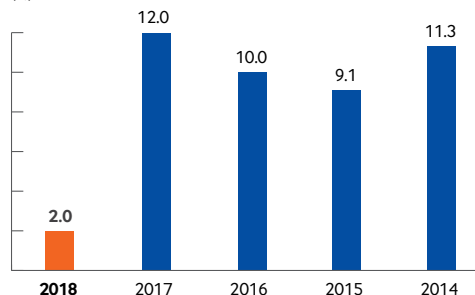
Group Financial Highlights

In RM Million	2018	2017	2016	2015	2014
OPERATING RESULTS					
Operating revenue	11,819.3	12,085.1	12,060.9	11,721.6	11,235.1
Profit before tax and zakat	17.4	1,048.0	918.5	911.8	1,105.5
(Loss)/Profit for the financial year	(260.5)	730.5	613.4	591.8	842.5
Profit attributable to equity holders of the Company	153.2	929.7	776.0	700.3	831.8
KEY DATA OF FINANCIAL POSITION					
Total shareholders' equity	7,525.2	7,843.5	7,692.3	7,780.6	7,571.1
Total assets	23,704.5	24,761.8	25,001.6	24,413.1	22,623.2
Total borrowings	8,571.3	8,150.2	8,363.3	7,583.7	6,448.4
SHARE INFORMATION					
Per share					
Earnings (basic)	4.1 sen	24.7 sen	20.6 sen	18.7 sen	22.9 sen
Gross dividend	2.0 sen	21.5 sen	21.5 sen	21.4 sen	22.9 sen
Net assets	200.3 sen	208.7 sen	204.7 sen	207.0 sen	203.6 sen
Share price information					
High	RM6.22	RM6.69	RM6.90	RM7.79	RM7.57
Low	RM2.11	RM5.96	RM5.81	RM6.00	RM5.28
FINANCIAL RATIOS					
Return on shareholders' equity	2.0%	12.0%	10.0%	9.1%	11.3%
Return on total assets	-1.1%	3.0%	2.5%	2.4%	3.7%
Debt equity ratio	1.1	1.0	1.1	1.0	0.9
Dividend cover	2.0	1.2	1.0	0.9	1.0

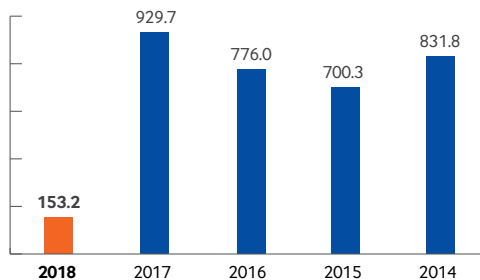
Operating revenue
(RM million)



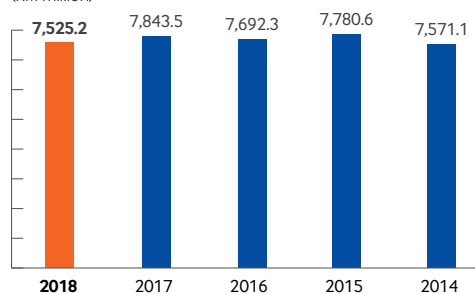
Return on shareholder's equity
(%)



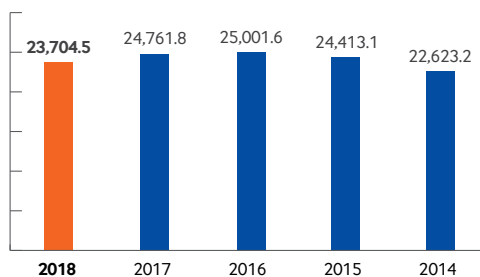
Profit attributable to equity holders of the Company
(RM million)



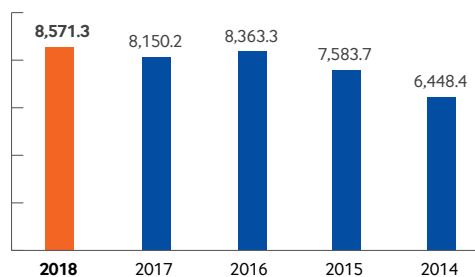
Total shareholders' equity
(RM million)



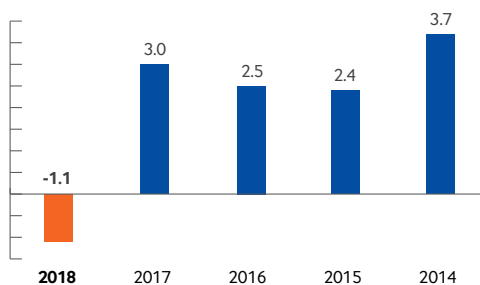
Total assets
(RM million)



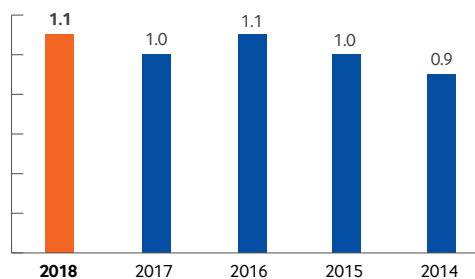
Total borrowings
(RM million)



Return on total assets
(%)

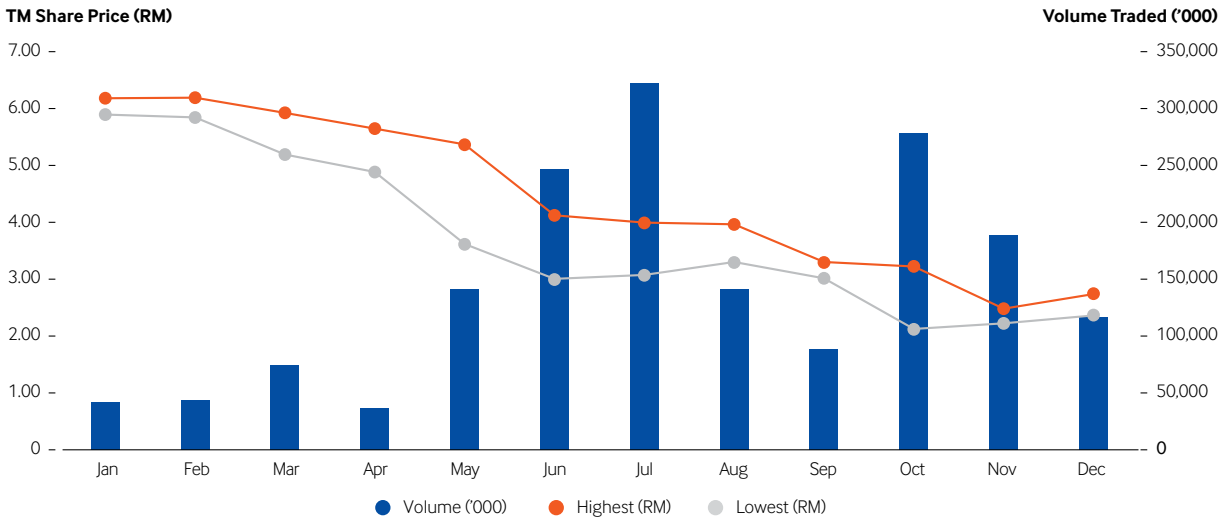


Debt equity ratio



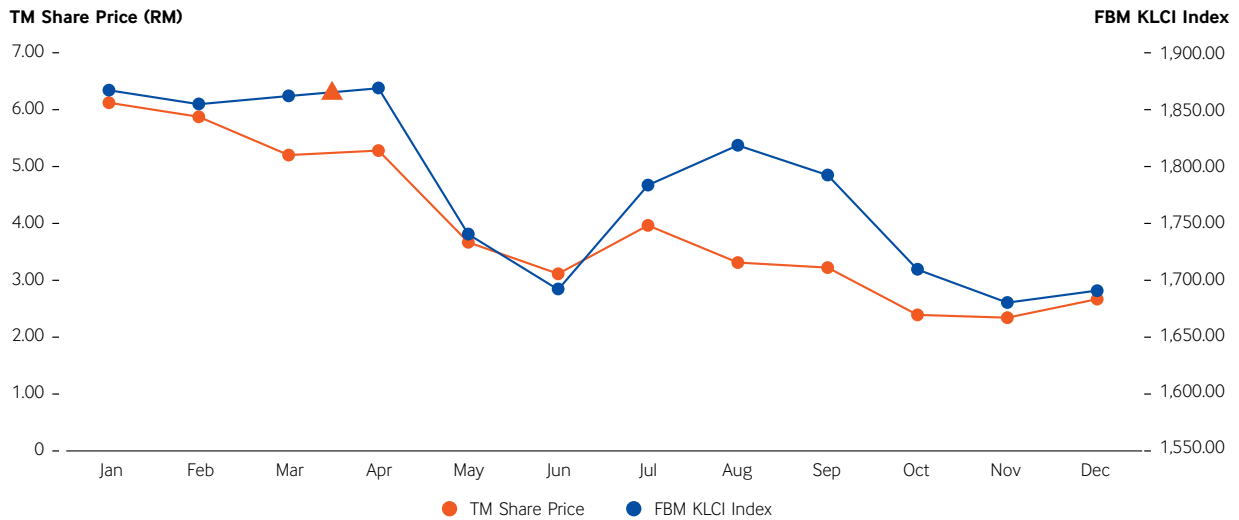
Stock Performance

SHARE PRICE & VOLUME TRADED



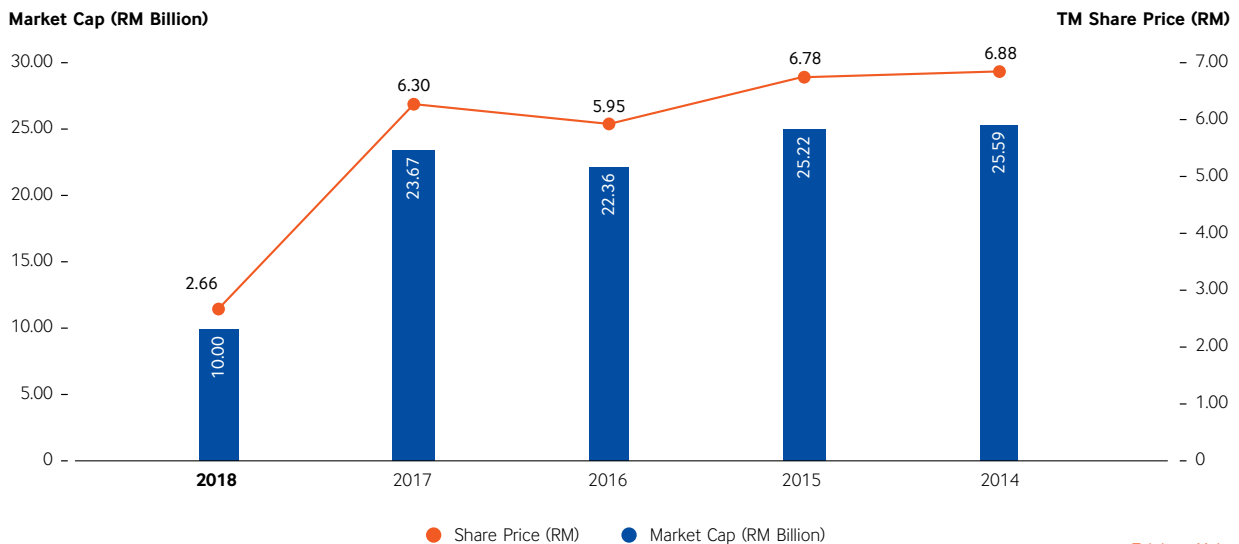
Month	Volume ('000)	Highest (RM)	Lowest (RM)
January	41,834	6.21	5.92
February	43,727	6.22	5.87
March	74,885	5.95	5.21
April	36,496	5.67	4.90
May	142,292	5.39	3.62
June	249,637	4.13	3.00
July	325,713	4.00	3.07
August	142,216	3.97	3.30
September	89,388	3.30	3.01
October	281,511	3.22	2.11
November	190,589	2.47	2.21
December	118,131	2.73	2.35

TM SHARE PRICE VS FBM KLCI INDEX 2018



Dividend payments		Entitlement Date	Payment Date
▲ 12.1 sen per share	2nd interim dividend FY2017	16 March 2018	13 April 2018

MARKET CAPITALISATION/SHARE PRICE



Income Statements

for the financial year ended 31 December 2018

All amounts are in million unless otherwise stated	Note	The Group		The Company	
		2018 RM	2017 RM	2018 RM	2017 RM
OPERATING REVENUE	5	11,819.3	12,085.1	10,524.9	10,775.3
OPERATING COSTS					
– depreciation, impairment and amortisation	6(a)	(3,404.8)	(2,483.7)	(2,278.7)	(2,089.2)
– net impairment loss on financial and contract assets		(183.6)	(57.6)	(2,067.3)	(74.3)
– other operating costs	6(b)	(8,298.2)	(8,615.1)	(7,328.5)	(7,126.5)
OTHER OPERATING INCOME (net)	7	131.9	164.0	429.9	361.1
OTHER GAINS/(LOSSES) (net)	8	310.9	8.5	(0.1)	(15.3)
OPERATING PROFIT/(LOSS) BEFORE FINANCE COST		375.5	1,101.2	(719.8)	1,831.1
FINANCE INCOME		102.3	131.8	95.7	102.5
FINANCE COST		(450.1)	(387.1)	(420.9)	(364.9)
FOREIGN EXCHANGE (LOSS)/GAIN ON BORROWINGS		(31.3)	174.5	(31.8)	174.3
NET FINANCE COST	9	(379.1)	(80.8)	(357.0)	(88.1)
ASSOCIATE					
– share of results (net of tax)	27	21.0	27.6	–	–
PROFIT/(LOSS) BEFORE TAX AND ZAKAT		17.4	1,048.0	(1,076.8)	1,743.0
TAX AND ZAKAT	10	(277.9)	(317.5)	(208.2)	(246.6)
(LOSS)/PROFIT FOR THE FINANCIAL YEAR		(260.5)	730.5	(1,285.0)	1,496.4
ATTRIBUTABLE TO:					
– equity holders of the Company		153.2	929.7	(1,285.0)	1,496.4
– non-controlling interests		(413.7)	(199.2)	–	–
(LOSS)/PROFIT FOR THE FINANCIAL YEAR		(260.5)	730.5	(1,285.0)	1,496.4
EARNINGS PER SHARE (sen)					
– basic	11	4.1	24.7		
– diluted	11	4.1	24.6		

The above Income Statements are to be read in conjunction with the Notes to the Financial Statements on pages 34 to 172 of Integrated Annual Report 2018.

Independent Auditors' Report – Pages 174 to 181 of Integrated Annual Report 2018.

Statements of Financial Position

as at 31 December 2018

All amounts are in million unless otherwise stated	Note	The Group		The Company	
		2018 RM	2017 RM	2018 RM	2017 RM
SHARE CAPITAL	13	3,667.1	3,667.1	3,667.1	3,667.1
OTHER RESERVES	15	(159.3)	(81.5)	230.4	251.3
RETAINED PROFITS	16	4,017.4	4,257.9	2,104.3	4,478.6
TOTAL CAPITAL AND RESERVES ATTRIBUTABLE TO EQUITY HOLDERS OF THE COMPANY		7,525.2	7,843.5	6,001.8	8,397.0
NON-CONTROLLING INTERESTS		(509.7)	(76.7)	–	–
TOTAL EQUITY		7,015.5	7,766.8	6,001.8	8,397.0
Borrowings	17	8,337.2	7,031.2	7,137.1	5,815.7
Payable to subsidiaries	18	–	–	1,133.3	1,109.0
Derivative financial instruments	19	–	287.7	–	–
Deferred tax liabilities	20	1,661.3	1,591.3	1,613.6	1,533.6
Deferred income	21	1,470.9	1,796.5	1,459.3	1,782.9
Trade and other payables	37	21.5	5.5	3.9	5.5
NON-CURRENT LIABILITIES		11,490.9	10,712.2	11,347.2	10,246.7
		18,506.4	18,479.0	17,349.0	18,643.7
Property, plant and equipment	22	15,263.3	16,540.7	13,763.6	14,381.0
Investment property	23	–	–	105.7	107.9
Intangible assets	24	490.0	538.6	–	–
Subsidiaries	25	–	–	1,357.3	1,750.5
Loans and advances to subsidiaries	26	–	–	0.2	1,835.9
Associate	27	74.3	62.8	–	–
Available-for-sale investments	28(a)	–	229.8	–	229.7
Equity investments at fair value through other comprehensive income (FVOCI)	28(b)	148.0	–	147.9	–
Investments at fair value through profit or loss (FVTPL)	28(c)	76.7	–	76.7	–
Available-for-sale receivables	29(a)	–	1.7	–	1.7
Receivables at FVOCI	29(b)	239.4	–	239.4	–
Other non-current receivables	30	737.7	966.6	391.4	570.0
Derivative financial instruments	19	254.4	265.0	254.4	265.0
Deferred tax assets	20	17.9	23.5	–	–
NON-CURRENT ASSETS		17,301.7	18,628.7	16,336.6	19,141.7
Inventories	31	134.6	258.5	89.4	133.2
Non-current assets held for sale	32	18.9	18.9	18.9	18.9
Trade and other receivables	34	2,405.2	3,710.2	2,361.7	3,364.4
Contract assets	5(b)	624.5	–	413.1	–
Contract cost assets	33(a)	224.5	–	158.3	–
Customer acquisition cost	33(b)	–	57.0	–	57.0
Receivables at FVOCI	29(b)	13.1	–	13.1	–
Available-for-sale investments	28(a)	–	364.7	–	364.7
Investments at fair value through other comprehensive income (FVOCI)	28(d)	147.9	–	147.9	–
Investments at fair value through profit or loss (FVTPL)	28(c)	6.0	–	6.0	–
Financial assets at fair value through profit or loss (FVTPL)	35	1.8	4.0	1.8	4.0
Cash and bank balances	36	2,826.3	1,719.8	2,556.3	1,322.5
CURRENT ASSETS		6,402.8	6,133.1	5,766.5	5,264.7
Trade and other payables	37	3,610.3	3,934.2	3,348.3	3,517.0
Customer deposits	38	352.8	398.0	343.5	396.6
Contract liabilities	5(c)	907.9	–	960.3	–
Advance rental billings		–	779.1	–	798.7
Borrowings	17	234.1	1,119.0	11.2	985.5
Tax and zakat		93.0	52.5	90.8	64.9
CURRENT LIABILITIES		5,198.1	6,282.8	4,754.1	5,762.7
NET CURRENT ASSETS/(LIABILITIES)		1,204.7	(149.7)	1,012.4	(498.0)
		18,506.4	18,479.0	17,349.0	18,643.7

The above Statements of Financial Position are to be read in conjunction with the Notes to the Financial Statements on pages 34 to 172 of Integrated Annual Report 2018.

Independent Auditors' Report – Pages 174 to 181 of Integrated Annual Report 2018.

Financial Calendar

27 February 2018

Announcement of the audited consolidated results and declaration of second interim single-tier dividend of 12.1 sen per share for the financial year ended 31 December 2017.

16 March 2018

Date of entitlement of the second interim single-tier dividend of 12.1 sen per share for the financial year ended 31 December 2017.

28 March 2018

Issuance of the 33rd Annual General Meeting (AGM) Notice, Integrated Annual Report (IAR) 2017 and Circular to Shareholders.

13 April 2018

Date of payment of the second interim single-tier dividend of 12.1 sen per share for the financial year ended 31 December 2017.

26 April 2018

33rd AGM of the Company.

22 May 2018

Announcement of the unaudited consolidated results for the 1st quarter ended 31 March 2018.

29 August 2018

Announcement of the unaudited consolidated results for the 2nd quarter ended 30 June 2018.

26 November 2018

Announcement of the unaudited consolidated results for the 3rd quarter ended 30 September 2018.

FY18
OUR STRENGTH

FY19
STEADFASTNESS

26 February 2019

Announcement of the audited consolidated results and declaration of interim single-tier dividend of 2.0 sen per share for the financial year ended 31 December 2018.

18 March 2019

Date of entitlement of the interim single-tier dividend of 2.0 sen per share for the financial year ended 31 December 2018.

12 April 2019

Date of payment of the interim single-tier dividend of 2.0 sen per share for the financial year ended 31 December 2018.

25 April 2019

Issuance of the 34th AGM Notice, IAR 2018 and Circular to Shareholders.

29 May 2019

34th AGM of the Company.

Corporate Information

as at 29 March 2019

Board of Directors



Rosli Man

Chairman

Non-Independent Non-Executive Director

Dato' Asri Hamidin @ Hamidon

Non-Independent Non-Executive Director

Dr Farid Mohamed Sani

Non-Independent Non-Executive Director

Dato' Mohd Naim Daruwish

Non-Independent Non-Executive Director

Datuk Zalekha Hassan

Senior Independent Director

Gee Siew Yoong

Independent Non-Executive Director

Tunku Afwida Tunku Dato' A.Malek

Independent Non-Executive Director

Balasingham A. Namasiwayam

Independent Non-Executive Director

Hisham Zainal Mokhtar

Independent Non-Executive Director

Suhendran Sockanathan*

Independent Non-Executive Director

Faisal @ Pisal Abdul Ghani

Alternate Director to Dato' Asri Hamidin @ Hamidon

Non-Independent Non-Executive Alternate Director

* referred as "Saheran Suhendran" throughout this Integrated Annual Report.

Senior Independent Director

Datuk Zalekha Hassan

Email : sid@tm.com.my

Company Secretaries



Hamizah Abidin

(LS0007096)

Zaiton Ahmad

(MAICSA 7011681)

Registered Office



Level 51, North Wing
Menara TM, Jalan Pantai Baharu
50672 Kuala Lumpur, Malaysia
Tel : +603-2240 1221
Fax : +603-2283 2415

Head Office

Menara TM
Jalan Pantai Baharu
50672 Kuala Lumpur, Malaysia
Tel : +603-2240 9494
Website : www.tm.com.my

Stock Exchange Listing



Listed on the Main Market of
Bursa Malaysia Securities Berhad
Listing Date : 7 November 1990
Stock Name : TM
Stock Code : 4863
Stock Sector : Telecommunications & Media

Share Registrars



Boardroom Share Registrars Sdn Bhd (378993-D)

(formerly known as Symphony Share Registrars Sdn Bhd)

Level 6, Symphony House
Pusat Dagangan Dana 1
Jalan PJU 1A/46, 47301 Petaling Jaya
Selangor Darul Ehsan
Tel : +603-7849 0777 (Helpdesk)
Fax : +603-7841 8151/52
Website : www.boardroomlimited.com
Email : bsr.helpdesk@boardroomlimited.com

Auditors



PricewaterhouseCoopers PLT
(LLP 001440-LLA & AF 1146)
Level 10, 1 Sentral, Jalan Travers
Kuala Lumpur Sentral
50470 Kuala Lumpur, Malaysia
Tel : +603-2173 1188
Fax : +603-2173 1288
Website : www.pwc.com

Principal Bankers



- CIMB Bank Berhad
- Malayan Banking Berhad

Contact Us



For any enquiries on TM

- www.tm.com.my
- Email: help@tm.com.my
- Reach our general line at +603-2240 9494
- Follow TM on:



@myTMGroup



@myTMGroup



myTMGroup



myTMGroup



TelekomMalaysia

Telekom Malaysia Berhad
Twenty Eighteen IAR

Corporate Information

1. Chief Internal Auditor

Hazimi Kassim

Hazimi is responsible for the management of internal control and review of its effectiveness, adequacy and integrity. His profile is disclosed on page 113.

Tel : +603-2240 1919

Fax : +603-7955 6235

Email : hazimi.kassim@tm.com.my

2. Group Company Secretary

Hamizah Abidin

Hamizah is responsible for corporate secretarial and PLC compliance matters for TM Group. Her profile is disclosed on page 107.

Tel : +603-2240 1204

Fax : +603-2283 2415

Email : hamizaha@tm.com.my

3. Head of Investor Relations

Rohaila Mohamed Basir

Rohaila is responsible for corporate finance and investor relations matters. Her profile is disclosed on page 116.

Tel : +603-2240 4848

Fax : +603-7956 5651

Email : rohailabasir@tm.com.my

The logo for TM Point is displayed in a large, illuminated, orange font on a light-colored wall. The letters 'TM' are stylized with a red and orange wave-like graphic above them. The word 'Point' is in a clean, sans-serif font. The background of the page is a photograph of a modern office interior. A woman in a black blazer is seated at a white and orange reception desk, smiling and talking to a man in a light blue shirt who is seated across from her. A black briefcase sits on the floor next to the man's chair. In the background, there are yellow cube-shaped light fixtures with the number '3' on them, and the 'TM Point' logo is visible on the wall behind the desk.

Notice of Annual General Meeting

NOTICE IS HEREBY GIVEN THAT the Thirty-fourth Annual General Meeting (34th AGM) of Telekom Malaysia Berhad (“TM” or “the Company”) will be held at the Kristal Hall, TM Convention Centre, Menara TM, Jalan Pantai Baharu, 50672 Kuala Lumpur, Malaysia on Wednesday, 29 May 2019 at 10:00 a.m. to transact the following businesses, with or without modifications:

- 1.0 To receive the Audited Financial Statements for the financial year ended 31 December 2018 together with the Reports of the Directors and Auditors thereon.

Please refer to Explanatory Note A

- 2.0 To re-elect the following Directors, who retire by rotation pursuant to Clause 106(2) of the Company's Constitution and being eligible, offer themselves for re-election:

(i) Rosli Man	(Ordinary Resolution 1)
(ii) Dato' Asri Hamidin @ Hamidon	(Ordinary Resolution 2)
(iii) Dr Farid Mohamed Sani	(Ordinary Resolution 3)
(iv) Dato' Mohd Naim Daruwish	(Ordinary Resolution 4)
(v) Hisham Zainal Mokhtar	(Ordinary Resolution 5)
(vi) Suhendran Sockanathan	(Ordinary Resolution 6)

Please refer to Explanatory Note B

- 3.0 Re-election of Gee Siew Yoong who retires pursuant to Clause 112 of the Company's Constitution and being eligible, offers herself for re-election.

Please refer to Explanatory Note C

(Ordinary Resolution 7)

- 4.0 To approve the payment of the following Directors' fees with effect from the 34th AGM until the next AGM of the Company:

- (i) RM30,000 per month for the Non-Executive Chairman (NEC), RM22,250 per month for Senior Independent Director (SID) and RM20,000 per month for each Non-Executive Director (NED); and
- (ii) RM15,000 per month and RM10,000 per month for NEC and NEDs respectively, of Tier 1 subsidiaries.

Please refer to Explanatory Note D

(Ordinary Resolution 8)

- 5.0 To approve the payment of benefits payable to NEC and NEDs of the Company up to an amount of RM2,350,000 from the 34th AGM until the next AGM of the Company.

Please refer to Explanatory Note E

(Ordinary Resolution 9)

- 6.0 To re-appoint PricewaterhouseCoopers PLT (PwC), having consented to act as Auditors of the Company, for the financial year ending 31 December 2019 and to authorise the Board of Directors to determine their remuneration.

Please refer to Explanatory Note F

(Ordinary Resolution 10)

Notice of Annual General Meeting

7.0 To consider and if thought fit, to pass the following resolutions:

7.1 Proposed Renewal of the Authority for Directors to Allot and Issue Shares pursuant to Section 75 of the Companies Act, 2016 (CA 2016)

THAT subject always to the CA 2016, the Constitution of the Company and the approvals of the relevant government and/or regulatory authorities, where such approval is necessary, authority be and is hereby given to the Directors to issue and allot shares in the capital of the Company pursuant to Section 75 of the CA 2016, to any person other than a Director or major shareholder of the Company or person connected with any Director or major shareholder of the Company, at any time until the conclusion of the next annual general meeting, in such number and to such person and upon such terms and conditions and for such purposes as the Directors may, in their absolute discretion, deem fit provided that the aggregate number of shares to be issued does not exceed ten percent (10%) of the number of shares of the Company for the time being; **AND THAT** the Board of Directors be and is also empowered to obtain the approval from Bursa Malaysia Securities Berhad (Bursa Securities) for the listing of and quotation for the additional shares so issued; **AND FURTHER THAT** such authority shall commence immediately upon the passing of this resolution and continue to be in force until the conclusion of the next annual general meeting of the Company.

Please refer to Explanatory Note G

(Ordinary Resolution 11)

7.2 Proposed Renewal of the Authority for Directors to Allot and Issue New Ordinary Shares in the Company (TM Shares) in relation to the Dividend Reinvestment Scheme (DRS)

THAT pursuant to the DRS approved at the Extraordinary General Meeting held on 8 May 2014, approval be and is hereby given to the Company to allot and issue such number of new TM Shares for the DRS until the conclusion of the next annual general meeting, upon such terms and conditions and to such persons as the Directors may, in their absolute discretion, deem fit and in the interest of the Company **PROVIDED THAT** the issue price of the said new TM Shares shall be fixed by the Directors at not more than ten percent (10%) discount to the adjusted five (5)-day volume weighted average market price (VWAMP) of TM Shares immediately prior to the price-fixing date, of which the VWAMP shall be adjusted ex-dividend before applying the aforementioned discount in fixing the issue price of TM Shares at the material time;

AND THAT the Board of Directors of the Company be and is hereby authorised to do all such acts and enter into all such transactions, arrangements and documents as may be necessary or expedient in order to give full effect to the DRS with full power to assent to any conditions, modifications, variations and/or amendments (if any) as may be imposed or agreed to by any relevant authorities or consequent upon the implementation of the said conditions, modifications, variations and/or amendments, as they, in their absolute discretion, deem fit and in the best interest of the Company.

Please refer to Explanatory Note H

(Ordinary Resolution 12)

7.3 Proposed Renewal of Shareholders' Mandate for Recurrent Related Party Transactions of a Revenue or Trading Nature (Proposed Renewal of Shareholders' Mandate)

THAT in accordance with Paragraph 10.09 of the Main Market Listing Requirements (Main LR) of Bursa Malaysia Securities Berhad (Bursa Securities), approval be and is hereby given for the Company and/or its subsidiaries to enter into recurrent related party transactions of a revenue or trading nature as set out in Appendix I of the Company's Circular to Shareholders dated 25 April 2019 which are necessary for the day-to-day operations **PROVIDED THAT** such transactions are entered into in the ordinary course of business of the Company and/or its subsidiaries, are carried out on terms not more favourable to the related party than those generally available to the public and are not detrimental to the minority shareholders of the Company;

THAT such approval shall continue to be in full force and effect until:

- (i) the conclusion of the next annual general meeting of the Company at which time the authority will lapse, unless the authority is renewed by a resolution passed at such general meeting;
- (ii) the expiration of the period within which the Company's next annual general meeting is required to be held under Section 340(2) of the Companies Act, 2016 (CA 2016) (but shall not extend to such extension as may be allowed under Section 340(4) of the CA 2016); or
- (iii) revoked or varied by resolution passed by the shareholders of the Company at a general meeting.

whichever is the earlier;

AND THAT the Board of Directors of the Company be and is hereby empowered and authorised to do or procure to be done all acts, deeds and things (including executing such documents under the common seal in accordance with the provisions of the Constitution of the Company, as may be required) to give effect to the Proposed Renewal of Shareholders' Mandate.

Please refer to Explanatory Note I

(Ordinary Resolution 13)

7.4 Proposed Grant to Mohd Azizi Rosli, Manager of the Company, a Person Connected pursuant to the existing Long-Term Incentive Plan (LTIP) of the Company

THAT pursuant to the LTIP of up to ten percent (10%) of the issued ordinary capital of the Company (excluding Treasury Shares, if any) for eligible employees and Executive Directors of the Company and its subsidiaries, as approved by the shareholders at the Extraordinary General Meeting held on 28 April 2016, the Board (save for Rosli Man) be and is hereby authorised, at any time and from time to time during the duration of the LTIP, to procure the allocation and grants to Mohd Azizi Rosli of up to the remaining of the 40,000 new ordinary shares in the Company (TM Shares) allocated under the LTIP for him, subject to the vesting conditions and such other terms and conditions of the By-Laws for the LTIP;

AND THAT the Board of Directors be and is hereby authorised to allot and issue new TM Shares pursuant to the LTIP to him from time to time pursuant to the vesting of his grant.

Please refer to Explanatory Note J

(Ordinary Resolution 14)

8.0 To transact any other business for which due notice has been given in accordance with Section 340(1) of the CA 2016 and the Company's Constitution.

FURTHER NOTICE IS HEREBY GIVEN THAT for the purpose of determining a Member who shall be entitled to attend, speak and vote at this 34th AGM, the Company shall be requesting Bursa Malaysia Depository Sdn Bhd (Bursa Depository) in accordance with Clause 80(3)(a) of the Company's Constitution and Section 34(1) of the Securities Industry (Central Depositories) Act 1991 (SICDA) to issue a General Meeting Record of Depositors (ROD) as at 21 May 2019. Only a depositor whose name appears on the ROD as at 21 May 2019 shall be entitled to attend the said meeting or appoint proxies to attend, speak and vote on his/her behalf.

By Order of the Board

Hamizah binti Abidin

(LS0007096) (Practicing Certificate No.: 201908001071)

Zaiton binti Ahmad

(MAICSA 7011681)

Secretaries

Kuala Lumpur

25 April 2019

NOTES:

Proxy and/or Authorised Representatives

1. A Member entitled to attend, speak and vote at the Meeting is entitled to appoint a proxy to attend, speak and vote in his/her stead. A proxy or representative may but need not be a Member of the Company. A Member may appoint any person to be his/her proxy without restriction to the proxy's qualification.
2. A Member shall not be entitled to appoint more than two (2) proxies to attend, speak and vote at the Meeting provided that where a Member of the Company is an authorised nominee as defined in accordance with the provisions of SICDA, it may appoint at least one (1) proxy but not more than two (2) proxies in respect of each securities account it holds with ordinary shares in the Company standing to the credit of the said securities account. Where a Member is an exempt authorised nominee which holds ordinary shares in the Company for multiple beneficial owners in one (1) securities account (omnibus account), there shall be no limit to the number of proxies which the exempt authorised nominee may appoint in respect of each omnibus account it holds.
3. Where a Member appoints two (2) proxies, the appointments shall be invalid unless the proportions of the holdings to be represented by each proxy are specified.
4. The instrument appointing a proxy shall be in writing under the hand of the appointer or his attorney duly appointed under a Power of Attorney or if such appointer is a corporation, either under its common seal or under the hand of an officer or attorney duly appointed under a Power of Attorney. If the proxy form is signed under the hand of an officer duly authorised, it should be accompanied by a statement reading "signed as authorised officer under an Authorisation Document which is still in force, and no notice of revocation has been received". If the proxy form is signed under the attorney duly appointed under a Power of Attorney, it should be accompanied by a statement reading "signed under a Power of Attorney which is still in force, and no notice of revocation has been received". A copy of the Authorisation Document or the Power of Attorney, which should be valid in accordance with the laws of the jurisdiction in which it was created and is exercised, should be enclosed with the proxy form.



Notice of Annual General Meeting

5. A corporation which is a Member, may by resolution of its Directors or other governing body authorises such person as it thinks fit to act as its representative at the Meeting, in accordance with Clause 100 of the Company's Constitution.
6. The instrument appointing the proxy together with the duly registered Power of Attorney referred to in Note 4 above, if any, must be deposited at the office of the Share Registrars, Boardroom Share Registrars Sdn Bhd (378993-D) (formerly known as Symphony Share Registrars Sdn Bhd), located at Level 6, Symphony House, Pusat Dagangan Dana 1, Jalan PJU 1A/46, 47301 Petaling Jaya, Selangor, Malaysia not less than 24 hours before the time appointed for the taking of the poll or no later than on 28 May 2019 at 12:00 noon.

The Share Registrars will also provide a box at the ground floor of its office building to facilitate drop-off of the proxy forms.

7. Explanatory Note A

The Audited Financial Statements are laid before the shareholders pursuant to the provisions of Sections 266(1)(a) and 340(1)(a) of the CA 2016 for discussion only and will not be put forward for voting.

8. Explanatory Notes B and C

Clause 106(2) of the Company's Constitution provides that any Director appointed shall hold office only until the next AGM and shall then be eligible for re-election. The said Director shall not be taken into account in determining the Directors who are to retire by rotation at the AGM. Rosli Man, Dato' Asri Hamidin (Q Hamidon, Dr Farid Mohamed Sani, Dato' Mohd Naim Daruwish, Hisham Zainal Mokhtar and Suhendran Sockanathan (also known as Saheran Suhendran) who were appointed since the last AGM are standing for re-election as Directors of the Company. The Directors being eligible for re-election, have consented to be re-elected as Directors of the Company. The Nomination and Remuneration Committee (NRC) and Board recommended the re-election of the said Directors.

Clause 112 of the Company's Constitution provides that all Directors shall retire from office once at least every three (3) years, but shall be eligible for re-election. At every AGM of the Company, one third of the Directors of the Company for the time being or if not a multiple of three, nearest to one third, shall retire by rotation. The election of which Director to retire is in accordance with Clause 113 of the Company's Constitution, whereby the Director selected shall be the one that has been longest in office since his/her last re-election. At this AGM, one of four (4) Directors is eligible to retire in accordance with Clause 112 of the Company's Constitution. Gee Siew Yoong being the longest in office since her last retirement is standing for re-election as Director and being eligible has consented to be re-elected as Director of the Company. The NRC and the Board (save for the Interested Director) are of the opinion that there is conflict of interest in view of her position as a director in a company which is a licensee of the Malaysian Communications and Multimedia Commission (MCMC), and is directly competing with TM and hence, do not recommend her re-election as Director.

The profiles of Directors seeking re-elections are set out in the Profile of Directors' section on pages 102 to 106 of the 2018 Integrated Annual Report.

9. Explanatory Notes D and E

Section 230(1) of CA 2016 provides amongst others, that "fees" of the directors and "any benefits" payable to the directors of a listed company and its subsidiaries shall be approved at a general meeting. Pursuant thereto, shareholders' approval is sought for the payment of fees and benefits payable to NEC and NEDs, in two (2) separate resolutions as follows:

- (i) Ordinary Resolution 8 on the payment of Directors' fees for the Company and Tier 1 Subsidiaries from the date of the 34th AGM until the next AGM.

The Board of Directors is recommending the Directors' fees for the Company and Tier 1 Subsidiaries as approved at the previous 33rd AGM of the Company, for shareholders' approval. There is no revision to the amount proposed.

- (ii) Ordinary Resolution 9 on the payment of benefits payable to the NEC and NEDs from the 34th AGM until the next AGM.

The existing Benefits Payable applicable to NEC and NEDs comprise meeting fees, emoluments and claimable benefits as stipulated below:

- (a) Meeting fee structure for Board and Board Committees:

	TM Board (RM)	Board Audit Committee (RM)	Nomination & Remuneration Committee (RM)	Board Tender Committee (RM)	Board Risk Committee (RM)	Board Investment Committee (RM)	LTIP Committee (RM)
Chairman	3,500	3,250	2,500	3,250	2,500	2,500	2,500
NED	3,000	2,500	2,000	2,500	2,000	2,000	2,000

- (b) Pursuant to the Subsidiaries' Board Remuneration Framework (SRF), NEC and NEDs appointed on the boards of TM subsidiaries are entitled to the following meeting fees:

Category of TM Subsidiaries	NEC	NED	Committee Fee	
	Meeting Fee (RM)	Meeting Fee (RM)	Chairman Meeting Fee (RM)	Member Meeting Fee (RM)
Tier 1	1,500	1,000	500	300
Tier 2	1,500	1,000	Nil	Nil

- (c) Customary benefits such as claimable benefits on annual overseas business development trips, leave passage, business equipment, telecommunication bills, insurance and medical coverage.

In determining the estimated amount of benefits payable for the NEC and NEDs, various factors, including the number of scheduled meetings for the Board, Board Committees and boards of subsidiaries as well as the number of NEDs involved in these meetings were considered. As there is no change to the prevalent benefits payable, the Board is recommending an estimated total amount of RM2,350,000 as per the previous AGM.

Subject to the shareholders' approval for Ordinary Resolutions 8 and 9, the payment for the fees and benefits for the period commencing from the 34th AGM until next AGM will be made by the Company and its subsidiaries on a monthly basis and/or as and when incurred. The Board opined that the payments to the NEC and NEDs are just and equitable taking into account their roles and responsibilities towards the Group and the services that they have rendered to the Company and its subsidiaries.

NEDs who are shareholders of the Company will abstain from voting on the aforesaid resolutions at the 34th AGM.

10. Explanatory Note F

The Board Audit Committee (BAC) and the Board at their Meetings on 20 February 2019 and 26 February 2019 respectively have considered the re-appointment of PwC as Auditors of the Company and collectively agreed that PwC has met the relevant criteria as prescribed under Paragraph 15.21 of the Main LR of Bursa Securities.

11. Explanatory Note G

The Company has not issued any new shares since the mandate to issue and allot shares of up to 10% of the issued and paid-up capital of the Company was approved at the 33rd AGM held on 26 April 2018. According to Section 76(3)(a) of the CA 2016, the mandate shall expire at the conclusion of the 34th AGM.

Ordinary Resolution 11 is a proposal to renew the said mandate obtained from the shareholders of the Company at the last AGM to allow the issuance and allotment of new shares in the Company of up to an amount not exceeding 10% of the number of shares of the Company for such purposes as the Directors may deem fit and in the best interest of the Company including for any possible fund raising activities for the Company's working capital requirements and strategic investments.

This resolution if approved, will give the Company and its Directors the mandate and flexibility to issue and allot new shares in the Company for possible fund raising activities without the need to seek shareholders' approval via a general meeting subsequent to this 34th AGM, which may delay the capital raising initiatives and incur relevant cost in organising the general meeting. The authorisation, unless revoked or varied by the Company at a general meeting, will be valid until the next AGM of the Company.

12. Explanatory Note H

Ordinary Resolution 12 is for the proposed renewal of the authority for Directors to allot and issue new ordinary shares in the Company in respect of dividends to be declared, if any, under the DRS, until the conclusion of the next AGM.

13. Explanatory Note I

Ordinary Resolution 13, if passed, will authorise the Company and/or its subsidiaries to enter into recurrent related party transactions with related parties in the ordinary course of business which are necessary for the Group's day-to-day operations and are on normal commercial terms not more favourable to the related parties than those generally available to the public and shall lapse at the conclusion of the next AGM unless authority for its renewal is obtained from the shareholders of the Company at a general meeting.

14. Explanatory Note J

TM shareholders at the Extraordinary General Meeting held on 28 April 2016 has approved the allocation of TM Shares under the LTIP to TM employees and Executive Directors of the Company.

Paragraph 6.06 of the Main LR, provides that any allocation to a director or person connected to the director (Person Connected) requires prior approval from the shareholders.

Mohd Azizi Rosli, a Manager of the Company is an Eligible Employee as prescribed in the LTIP By-Laws, and thus is eligible to be awarded the grant under the LTIP. As the son of Rosli Man, the Non-Independent Non-Executive Chairman of the Company, he is a Person Connected. Being a Person Connected, any future grants of TM Shares under the LTIP to Mohd Azizi Rosli shall require shareholders' approval prior to the grants.

The proposed grant amount of 40,000 of TM Shares is the maximum number of TM Shares that may be granted to Mohd Azizi Rosli. As he was an employee of the Company prior to the appointment of the Director concerned, he has already been granted specified number of TM Shares based on his job grade in 2017. The shareholders' approval sought at this AGM is for future LTIP grant for the remaining of the maximum 40,000 TM Shares that may be granted by the Company to Mohd Azizi Rosli.

Rosli Man and person connected to him will abstain from voting on the resolution, and he has also abstained from all deliberation and voting on this resolution at the Board of Directors' Meeting.

The NRC and the Board (save for Rosli Man) have deliberated on the proposal and agreed that the proposed maximum allowable grant is in line with the provisions of the LTIP By-Laws.

Statement Accompanying Notice of the 34th Annual General Meeting

pursuant to Paragraph 8.27(2) and Appendix 8A of the Main LR of Bursa Securities

1. The profiles of the following Directors who are retiring pursuant to Clause 106(2) of the Company's Constitution as per Ordinary Resolutions 1 to 6 of the notice of the 34th AGM are stated in pages 102, 103 and 106.
 - (i) Rosli Man (Non-Independent Non-Executive Chairman)
 - (ii) Dato' Asri Hamidin (A. Hamidon) (Non-Independent Non-Executive Director) [NINED]
 - (iii) Dr Farid Mohamed Sani (NINED)
 - (iv) Dato' Mohd Naim Daruwish (NINED)
 - (v) Hisham Zainal Mokhtar (Independent Non-Executive Director) [INED]
 - (vi) Suhendran Sockanathan (INED)

2. The profile of Gee Siew Yoong, INED, who is retiring pursuant to Clause 112 of the Company's Constitution as per Ordinary Resolution 7 of the notice of the 34th AGM is stated in page 104.

3. None of the above Directors has any interest in the securities of the Company, save for Rosli Man, whose securities holdings and interest in shares is disclosed on page 24 of the Financial Statements.

4. None of the abovenamed Directors has any family relationship with any Director and/or major shareholder of the Company, save for Dr Farid Mohamed Sani and Dato' Mohd Naim Daruwish, who are employees and nominee directors of Khazanah and EPF respectively, TM's major shareholders. They do not have any conflict of interests with TM, convicted for any offences other than traffic offences for the past 5 years, or have been imposed for any sanction or penalty by any regulatory bodies during the financial year ended 31 December 2018.

5. The independent directors satisfy the criteria of independent directors as defined under Paragraph 1.01 of Bursa Securities' Main LR, which include being independent of management, free from any business or other relationship which could interfere with the exercise of independent judgement, objectivity or the ability to act in the best interests of the Company, and also being independent of the major shareholders.

Administrative Details for the 34th Annual General Meeting (AGM)

Date	: Wednesday, 29 May 2019
Registration	: From 7.30 a.m. at the Marquee Tent at the Main Lobby of Menara TM
Commencement of Meeting	: 10.00 a.m.
Venue	: Kristal Hall, TM Convention Centre, Menara TM, Jalan Pantai Baharu, 50672 Kuala Lumpur, Malaysia

Parking

- Parking is free at Lower Ground 2 (LG2) of Menara TM **ONLY**.
- Shareholders are encouraged to use the KELANA JAYA LINE (Light Rail Transit) and disembark at the Kerinchi Station, which is about 5 minutes walking distance to the venue of the meeting.
- Directional signage to the parking area will be provided.

Registration

- Registration will commence at 7.30 a.m. and will end at a time as directed by the Chairman.
- Please produce your original Identify Card (IC) at the registration counter for verification.
- Upon completion of the registration process, you will be given an identification wristband which you must wear before entering the meeting hall.
- If you are attending the meeting as shareholder as well as proxy, you will only be registered once and will be given only one identification wristband to enter the meeting hall.
- You are not allowed to enter the meeting hall without wearing the identification wristband. There will be no replacement in the event you lose or misplace your identification wristband.
- You will not be allowed to register on behalf of another member even with the original IC of that other member.
- The registration counters will only handle verification of identities and registrations. If you have other queries or need clarification, please proceed to the Help Desk.

Help Desk

- The Help Desk is provided for enquiries or clarification in relation to registration matters and handle revocation of proxy appointments.

Gift Policy

- One (1) door gift will be given for one (1) attendee only upon successful registration, regardless of the number of shareholders you are representing as a proxy, and whether you are attending both as proxy and shareholder.
- There will be no replacement in the event you lose or misplace your door gift.

Members Entitled to Attend

- Only a member or depositor whose name appears on the General Meeting Record of Depositors as at 21 May 2019 shall be entitled to attend the 34th AGM or appoint proxies to attend, speak and/or vote on his/her behalf.

Proxy

- A Member entitled to attend, speak and vote is entitled to appoint proxy/proxies to attend, speak and vote instead of him/her. If you are unable to attend this 34th AGM and wish to appoint a proxy to vote on your behalf, please submit your proxy form in accordance with the notes and instructions printed therein.
- If you wish to personally attend this 34th AGM, please do not submit any proxy form. You will not be allowed to attend the meeting together with the proxy/proxies appointed by you.
- If you have submitted your proxy form prior to the meeting and subsequently decided to personally attend the meeting, please proceed to the Help Desk to revoke the appointment of your proxy/proxies.
- You may fax your proxy form to the Share Registrar's office, Boardroom Share Registrars Sdn Bhd (*formerly known as Symphony Share Registrars Sdn Bhd*) at fax no. 603-78418151/52. However, the original copy of the proxy form must reach their office at Level 6, Symphony House, Pusat Dagangan Dana 1, Jalan PJU 1A/46, 47301 Petaling Jaya, Selangor, Malaysia not less than 24 hours before the time appointed for taking of the poll or no later than 12:00 noon on 28 May 2019. The Share Registrar will also provide a box at the ground floor of its office building for drop-in of proxy forms.

Administrative Details for the 34th Annual General Meeting (AGM)

Voting Procedure

- The voting at the 34th AGM will be conducted by way of a poll in accordance with Paragraph 8.29A of Bursa Malaysia Securities Berhad's Main Market Listing Requirements.
- The Company has appointed Boardroom Share Registrars Sdn Bhd as the Poll Administrator to conduct the poll by way of electronic voting (e-polling) and Boardroom Corporate Services Sdn Bhd (*formerly known as Boardroom Corporate Services (KL) Sdn Bhd*) as scrutineers to verify the poll results.
- E-polling for each of the resolutions as set out in the Notice of 34th AGM will take place only upon the conclusion of the deliberations of all the businesses transacted at the 34th AGM. The registration for attendance will be closed, to facilitate commencement of the poll.
- E-polling counters will be set up in the Meeting Hall, for purpose of conducting the poll.
- Each shareholder/proxy is invited to cast his/her vote. The whole polling process for the 34th AGM is expected to be concluded in 30 minutes. Thereafter the 34th AGM will resume for the declaration of the poll results by the Chairman.
- Voting via e-mobile application:
 - Can be done at the AGM venue.
 - Shareholders/proxies are advised to download Boardroom's Mobile e-Polling Apps from Google Play Store or Apple Store onto their smartphone devices before the AGM.
 - Steps to download Boardroom's Mobile e-Polling application:



If you require assistance on how to download the Boardroom's Mobile e-Polling App, please do not hesitate to contact Boardroom's Helpdesk details as follow:

Helpdesk: 03-78490777
bsr.helpdesk@boardroomlimited.com

Corporate Member

- Any Corporate Member who wishes to appoint a representative instead of a proxy to attend this 34th AGM should submit the original certificate of appointment under the seal of the corporation to the office of Share Registrars at any time before the time appointed for holding the meeting or to the registration staff on the meeting day for the Company's records. You will NOT be allowed to attend the meeting if you fail to produce the original certificate of appointment.

Pre-AGM Question

- For the benefit of shareholders, an email account has been created i.e. agm2019@tm.com.my to allow shareholders to submit question(s) to be raised at the 34th AGM, which will be valid from 25 April 2019 until 28 May 2019.

Enquiries

- For enquiries on the administrative details of this meeting, please contact the following persons during office hours (Monday-Friday from 8:30 a.m. to 5:30 p.m.):

TM Group Company Secretarial Division

Contact persons

- Puan Noorsham Abdul Rahman
- Puan Khatijah Mohd Noor
- Puan Noor Aklema Mohd Yusof

Telephone No.

- +603-2240 1225
+603-2240 1223
+603-2240 0709

Boardroom Share Registrars Sdn Bhd

Contact persons

- Puan Martini Mat Som
- Cik Haresha Mohd Firdauz

Telephone No.

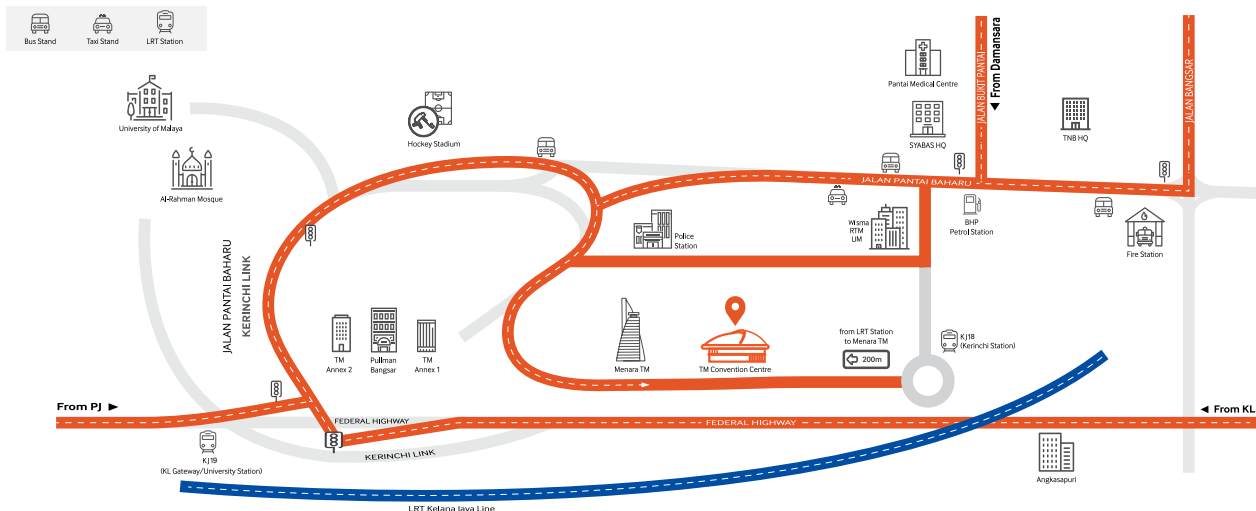
- +603-7841 8284
+603-7841 8068

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Direction

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Request Form

For Printed Copy of Integrated Annual Report 2018



TELEKOM MALAYSIA BERHAD

(Company No. 128740-P)

(Incorporated in Malaysia)

Boardroom Share Registrars Sdn Bhd (378993-D)
(formerly known as Symphony Share Registrars Sdn Bhd)
Level 6, Symphony House
Pusat Dagangan Dana 1
Jalan PJU 1A/46
47301 Petaling Jaya, Selangor

Telephone No:

- +603-7841 8284 (Puan Martini Mat Som)
- +603-7841 8068 (Cik Haresha Mohd Firdauz)

Email Address:

- martini.matsom@boardroomlimited.com
- haresha.mohdfirdauz@boardroomlimited.com
- bsr.helpdesk@boardroomlimited.com

Facsimile No:

- +603-7841 8151
- +603-7841 8152

Please send to me/us a printed copy of the Integrated Annual Report 2018 in English.

Name of Shareholder : _____

NRIC No./Passport No. : _____

Company No. : _____

CDS Account No. : _____

Address : _____

Contact No./Email Address : _____

Dated this _____ day of _____ 2019.

Signature of Shareholder

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The Share Registrar
Boardroom Share Registrars Sdn Bhd

(formerly known as Symphony Share Registrars Sdn Bhd)

Level 6, Symphony House

Pusat Dagangan Dana 1

Jalan PJU 1A/46

47301 Petaling Jaya

Selangor, Malaysia

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Proxy Form



“A”

I/We _____
(Full Name as per NRIC/Passport No./Certificate of Incorporation in capital letters)

Company No./NRIC No./Passport No. _____

of _____
(Full Address)

being a member of **TELEKOM MALAYSIA BERHAD** (128740-P) (the Company) hereby appoint _____

_____ (Full Name as per NRIC/Passport in capital letters)

with NRIC No./Passport No. _____

of _____ (Full Address)

or failing him/her _____ (Full Name as per NRIC/Passport in capital letters)

with NRIC No./Passport No. _____

of _____ (Full Address)

or failing him/her, the Chairman of the Meeting, as my/our **first** proxy to vote for me/us on my/our behalf at the Thirty-fourth (34th) Annual General Meeting (AGM) of the Company to be held at Kristal Hall, TM Convention Centre, Menara TM, Jalan Pantai Baharu, 50672 Kuala Lumpur, Malaysia on Wednesday, 29 May 2019 at 10:00 a.m. and at any adjournment thereof.

“B” If you wish to appoint a second proxy, please complete this section.

I/We _____
(Full Name as per NRIC/Passport No./Certificate of Incorporation in capital letters)

Company No./NRIC No./Passport No. _____

of _____ (Full Address)

being a member of **TELEKOM MALAYSIA BERHAD** (128740-P) (the Company) hereby appoint _____

_____ (Full Name as per NRIC/Passport in capital letters)

with NRIC No./Passport No. _____

of _____ (Full Address)

or failing him/her _____ (Full Name as per NRIC/Passport in capital letters)

with NRIC No./Passport No. _____

of _____ (Full Address)

or failing him/her, the Chairman of the Meeting, as my/our **second** proxy to vote for me/us on my/our behalf at the 34th AGM of the Company to be held at Kristal Hall, TM Convention Centre, Menara TM, Jalan Pantai Baharu, 50672 Kuala Lumpur, Malaysia on Wednesday, 29 May 2019 at 10:00 a.m. and at any adjournment thereof.

For appointment of two (2) proxies, percentage of shareholdings to be represented by the respective proxies must be indicated below:	
	Percentage (%)
Proxy “A”	
Proxy “B”	
Total	100%

I/We direct my/our proxy to vote on the following resolutions as I/we have indicated by marking the appropriate box with an ‘X’. If no indication is given, my/our proxy will vote or abstain from voting at his or her discretion and I/we authorise my/our proxy to vote (or abstain from voting) as he or she thinks fit in relation to any other matter which is put before the meeting.

No.	Resolutions	Proxy “A”		Proxy “B”	
		For	Against	For	Against
1.	Re-election of Rosli Man pursuant to Clause 106(2)				
2.	Re-election of Dato’ Asri Hamidin Q Hamidon pursuant to Clause 106(2)				
3.	Re-election of Dr Farid Mohamed Sani pursuant to Clause 106(2)				
4.	Re-election of Dato’ Mohd Naim Daruwish pursuant to Clause 106(2)				
5.	Re-election of Hisham Zainal Mokhtar pursuant to Clause 106(2)				
6.	Re-election of Suhendran Sockanathan pursuant to Clause 106(2)				
7.	Re-election of Gee Siew Yoong pursuant to Clause 112				
8.	Payment of Directors’ fees				
9.	Payment of Benefits Payable to Non-Executive Chairman and Non-Executive Directors				
10.	Re-appointment of PricewaterhouseCoopers PLT as Auditors of the Company and authorisation to Directors to fix their remuneration				
11.	Renewal of Authority for Directors to Allot and Issue Shares under Section 75 of the Companies Act, 2016				
12.	Renewal of Authority for Directors to Issue Shares in relation to the Dividend Reinvestment Scheme				
13.	Proposed Renewal of Shareholders’ Mandate				
14.	Proposed Grant to Mohd Azizi Rosli pursuant to the LTIP				

Signed this _____ day of _____ 2019.

No. of Ordinary Shares Held	
CDS Account No. of the Authorised Nominee*	
Telephone No.	

*Applicable to shares held under nominee account only

NOTES:

Proxy and/or Authorised Representatives

- A Member entitled to attend, speak and vote at the meeting is entitled to appoint a proxy to attend, speak and vote in his/her stead. A proxy or representative may but need not be a Member of the Company. A member may appoint any person to be his/her proxy without verification to the proxy’s qualification.
- A Member shall not be entitled to appoint more than two (2) proxies to attend, speak and vote at the Meeting provided that where a Member of the Company is an authorised nominee as defined in accordance with the provisions of Securities Industry (Central Depositories) Act 1991 (SICDA), it may appoint at least one (1) proxy but not more than two (2) proxies in respect of each securities account it holds with ordinary shares in the Company standing to the credit of the said securities account. Where a Member is an exempt authorised nominee which holds ordinary shares in the Company for multiple beneficial owners in one (1) securities account (omnibus account), there shall be no limit to the number of proxies which the exempt authorised nominee may appoint in respect of each omnibus account it holds.
- Where a Member appoints two (2) proxies, the appointments shall be invalid unless the proportions of the holdings to be represented by each proxy are specified.
- The instrument appointing a proxy shall be in writing under the hand of the appointer or his attorney duly appointed under a Power of Attorney or if such appointer is a corporation, either under its common seal or under the hand of an officer or attorney duly appointed under

a Power of Attorney. If the proxy form is signed under the hand of an officer duly authorised, it should be accompanied by a statement reading “signed as authorised officer under an Authorisation Document which is still in force, and no notice of revocation has been received”. If the proxy form is signed under the attorney duly appointed under a Power of Attorney, it should be accompanied by a statement reading “signed under a Power of Attorney which is still in force, and no notice of revocation has been received”. A copy of the Authorisation Document or the Power of Attorney, which should be valid in accordance with the laws of the jurisdiction in which it was created and is exercised, should be enclosed with the proxy form.

- A corporation which is a Member, may by resolution of its Directors or other governing body authorises such person as it thinks fit to act as its representative at the Meeting, in accordance with Clause 100 of the Company’s Constitution.
- The instrument appointing the proxy together with the duly registered Power of Attorney referred to in Note 4 above, if any, must be deposited at the office of the Share Registrars, Boardroom Share Registrars Sdn Bhd (378993-D) (formerly known as Symphony Share Registrars Sdn Bhd) located at Level 6, Symphony House, Pusat Dagangan Dana 1, Jalan PJU 1A/46, 47301 Petaling Jaya, Selangor, Malaysia not less than 24 hours before the time appointed for the taking of the poll or **no later than on 28 May 2019 at 12:00 noon**. The Share Registrars will also provide a box at the ground floor of its office building for drop-in of proxy forms.

Members entitled to Attend

- For the purpose of determining a Member who shall be entitled to attend the 34th AGM, the Company shall be requesting Bursa Malaysia Depository Sdn Bhd in accordance with Clause 80(3)(a) of the Company’s Constitution and Section 34(1) of the SICDA, to issue a General Meeting Record of Depositors (ROD) as at 21 May 2019. Only a depositor whose name appears on the ROD as at 21 May 2019 shall be entitled to attend, speak and vote at the said meeting or appoint proxy/proxies to attend, speak and/or vote on his/her behalf.

Personal Data Privacy

- By submitting the duly executed proxy form, the Member and his/her proxy consent to the Company (and/or its agents/service providers) collecting, using and disclosing the personal data therein in accordance with the Personal Data Protection Act 2010, for the purpose of the AGM, and any adjournment thereof.

Voting

- Pursuant to Paragraph 8.29A of the Main Market Listing Requirements of Bursa Malaysia Securities Berhad, all resolutions set out in the Notice of the 34th AGM will be put to vote on a poll.

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The Share Registrar
Boardroom Share Registrars Sdn Bhd

(formerly known as Symphony Share Registrars Sdn Bhd)

Level 6, Symphony House

Pusat Dagangan Dana 1

Jalan PJU 1A/46

47301 Petaling Jaya

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