

*Raffles*MedicalGroup

31st Annual General Meeting (AGM)

26 June 2020 at 10.30 a.m.

How to Register

You will need to take the following steps:

- Step 1 : Go to the pre-registration website <https://www.meetings.vision/rmg-agm-registration>.
- Step 2 : Click on the "Register for AGM" button.
- Step 3 : Complete the information required on the registration page and click "Preview".
- Step 4 : Review your input and ensure it is accurate before clicking "Submit".
- Step 5 : After clicking "Submit", an acknowledgement of your registration will appear on the registration page, followed by an acknowledgement sent to your email address. If the email acknowledgement is not received, it means that your pre-registration is unsuccessful. Please check your spam/junk email folder or try again. Do ensure that a valid email address has been entered.
- Step 6(a) : Following the verification that you are a shareholder of Raffles Medical Group Ltd, a confirmation email will be sent to you by **25 June 2020** with your login credentials and the link to access the "live" audio-visual and "live" audio-only stream of the AGM.
- Step 6(b) : If we are unable to verify that you are a shareholder on our records, you will receive an email by **24 June 2020** to notify you that we are unable to verify your shareholder status.
- Step 7 : On the day of the AGM on 26 June 2020, you will need to log-in/dial-in to the AGM using the details received in the Confirmation Email:
 - a) Click on the link in the Confirmation Email and enter the user ID and password to access the "live" audio-visual webcast of the AGM proceedings; or
 - b) Call the telephone number provided and enter the conference code from the Confirmation Email to access the "live" audio-only stream of the AGM proceedings. Please note that shareholders dialling within Singapore will be provided with a toll-free telephone number.

Verified shareholders who do not receive the confirmation email by **12.00 p.m. on 25 June 2020**, but have pre-registered by the deadline of **10.30 a.m. on 23 June 2020** should contact our Share Registrar, M & C Services Private Limited, at +65 6228 0530 **before 7.00 p.m. on 25 June 2020 or between 8.00 a.m. and 10.00 a.m. on 26 June 2020** or email to gpb@mncsingapore.com.

Frequently Asked Questions (FAQs)

| Pre-registration | |
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| Question | Answer |
| How do I participate in the AGM? | <p>Due to the current COVID-19 restriction orders in Singapore, shareholders will not be able to attend the AGM in person.</p> <p>To participate in the AGM, you will need to pre-register at https://www.meetings.vision/rmq-agm-registration from 5.30 p.m. on 4 June 2020 up to 10.30 a.m. on 23 June 2020 (Singapore time).</p> <p>Verified shareholders will receive a confirmation email containing the login credentials for the “live” audio-visual webcast and “live” audio-only stream of the AGM, through which the shareholder can watch and/or listen to the “live” AGM proceedings.</p> |
| What information do I need to provide to pre-register online? | <p>You will need to provide the following information:</p> <ul style="list-style-type: none"> • Name (As per CDP/CPF/SRS/Scrip-based records. If your shares are held under Joint Shareholders, please fill in both shareholders’ names as per the records. However, only one NRIC/Passport number and email address is required.) • Email address • Shareholding type (How your Raffles Medical Group Ltd shares are held) • Full NRIC or Passport Number • Valid mobile or landline number (For audio-only stream). Note that only the registered telephone number submitted will be allowed access. Please also ensure that your number is visible for verification as all Caller Number Non-Display calls will be declined access. |
| Why do I need to provide my full NRIC number? | This is to enable Raffles Medical Group Ltd to verify that you are a shareholder. |
| Who can pre-register for the “live” AGM proceedings? | Only shareholders of the Company, Raffles Medical Group Ltd, will be able to pre-register to watch the “live” audio-visual webcast and/or listen to the “live” audio-only stream. |
| Can I pre-register my representative for the “live” AGM proceedings? | No, the “live” audio-visual webcast and “live” audio-only stream are only available to shareholders of the Company. |
| If I am a CPF or SRS investor holding shares in the Company, can I pre-register for the “live” AGM proceedings? | <p>Yes, please pre-register at https://www.meetings.vision/rmq-agm-registration from 5.30 p.m. on 4 June 2020 up to 10.30 a.m. on 23 June 2020 (Singapore time).</p> <p>However, if you wish to submit your votes, you should approach your respective CPF Agent Banks or SRS Operators through which you hold your shares in the Company to submit your votes, by 5.00 p.m. on 16 June 2020.</p> |

| Pre-registration (cont'd) | |
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| Question | Answer |
| If I hold the Company's shares via a securities sub-account in a depository agent, can I pre-register for the "live" AGM proceedings? | <p>We regret that you will not be able to pre-register via our pre-registration website.</p> <p>Please contact the relevant intermediary through which you hold your shares in the Company <u>as soon as possible</u>, in order for them to make the necessary arrangements for you to participate in the AGM.</p> |
| Is there a deadline to pre-register on the website? | <p>Yes, please complete your pre-registration <u>before 10.30 a.m. on 23 June 2020</u>. We regret that only <u>verified shareholders who have pre-registered before the deadline</u> will be allowed access to the "live" AGM proceedings.</p> |
| When will I receive the login credentials for the "live" audio-visual webcast and "live" audio-only stream? | <p>Verified shareholders will receive a confirmation email containing the login credentials for the "live" audio-visual webcast and "live" audio-only stream of the AGM <u>by 12.00 p.m. on 25 June 2020</u>.</p> <p>Verified shareholders who do not receive the confirmation email <u>by 12.00 p.m. on 25 June 2020</u>, but have pre-registered by the deadline of 10.30 a.m. on 23 June 2020 should contact our Share Registrar, M & C Services Private Limited, at +65 6228 0530 <u>before 7.00 p.m. on 25 June 2020 or between 8.00 a.m. and 10.00 a.m. on 26 June 2020</u>.</p> |

| Voting/Submission of Proxy Forms | |
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| Question | Answer |
| Will I be able to vote online? | Shareholders will not be able to vote online due to concerns over shareholder authentication, and other related security and integrity issues. |
| How do I vote if I can only attend the AGM online? | <p>You will need to appoint the Chairman of the Meeting as your proxy to vote on your behalf at the AGM, in accordance with the instructions on the proxy form. Specific instructions must be given as to voting, or abstentions from voting, in respect of a resolution in the proxy form, failing which the appointment of the Chairman of the Meeting as proxy for that resolution will be treated as invalid.</p> <p>A copy of the proxy form may be found at https://www.rafflesmedicalgroup.com/investor-relations/upcoming-events/annual-general-meeting. Please download, complete and sign the proxy form. Proxy forms must be submitted by 10.30 a.m. on 23 June 2020 in the following manner:</p> <p>(a) if in hard copy and sent personally or by post, the proxy form must be lodged at the office of the Company's Share Registrar, M & C Services Private Limited, at 112 Robinson Road, #05-01, Singapore 068902; or</p> <p>(b) if submitted electronically, be submitted via email to the Company's Share Registrar, M & C Services Private Limited at gpb@mncsingapore.com.</p> <p>In view of the current COVID-19 situation and the related safe distancing measures which may make it difficult for shareholders to submit completed proxy forms by post, shareholders are strongly encouraged to submit completed proxy forms electronically via email.</p> |
| If I am a CPF or SRS investor holding shares in the Company, how can I vote? | If you are a CPF or SRS investor holding shares in the Company and wish to vote, you should approach your respective CPF Agent Banks or SRS Operators through which you hold your shares in the Company to submit your votes, by 5.00 p.m. on 16 June 2020 . |
| If I hold the Company's shares via a securities sub-account in a depository agent, how can I vote? | If you hold the Company's shares via a securities sub-account in a depository agent and wish to vote, please contact the relevant intermediary through which you hold your shares in the Company as soon as possible , in order for them to make the necessary arrangements to submit your votes. |
| Where can I find the proxy form? | You can download the proxy form from the Company's website at https://www.rafflesmedicalgroup.com/investor-relations/upcoming-events/annual-general-meeting , SGXNet or the pre-registration website. |
| Is there a deadline to submit the proxy form? | Yes, proxy forms must be submitted by 10.30 a.m. on 23 June 2020 . |

| Submission of Questions | |
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| Question | Answer |
| How do I ask questions? | <p>You will not be able to ask questions at the AGM during the “live” audio-visual webcast or “live” audio-only stream.</p> <p>Shareholders can submit questions related to the resolutions to be tabled for approval at the AGM to the Chairman of the Meeting, in advance of the AGM in the following manner:</p> <p>(a) Via the pre-registration website. Shareholders who pre-register to observe and/or listen to the “live” AGM proceedings may submit their questions via the pre-registration website at https://www.meetings.vision/rmg-agm-registration.</p> <p>(b) By post. Shareholders may also submit their questions by post to the Company’s Share Registrar, M & C Services Private Limited, at 112 Robinson Road, #05-01, Singapore 068902.</p> <p>(c) Via email. Shareholders may also submit their questions via email to investorrelations@rafflesmedical.com.</p> <p>When sending in your questions by post or by email, please provide us with the following details:</p> <ul style="list-style-type: none"> • Your full name; • Your address; and • The manner in which you hold shares in the Company (e.g. via CDP, CPF, SRS or relevant intermediary). <p>All questions must be submitted by 10.30 a.m. on 23 June 2020.</p> |
| Will all my questions be addressed? | <p>We will endeavour to address substantial and relevant questions received from shareholders during the AGM through “live” audio-visual webcast and “live” audio-only stream. If we are unable to address all substantial and relevant questions at the AGM, we may choose to publish our responses to questions on the Company’s website and on SGXNet prior to the AGM.</p> <p>We will also publish the minutes of the AGM on the Company’s website and on SGXNet, and the minutes will include the responses to substantial and relevant questions from shareholders which are addressed during the AGM.</p> |

| General | |
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| Question | Answer |
| Will there be a replay available for shareholders who pre-register but miss the “live” AGM proceedings? | There will not be a replay of the proceedings. We will publish the minutes of the AGM on the Company’s website and on SGXNet, and the minutes will include the responses to substantial and relevant questions from shareholders which are addressed during the AGM. |
| How do I know if there are any changes to the AGM? | Please refer to SGXNet and the Company’s website at https://www.rafflesmedicalgroup.com/investor-relations/upcoming-events/annual-general-meeting for the latest updates on the status of the AGM. |
| Can I request for printed copies of the Annual Report 2019, Notice of AGM, Proxy Form and Appendices to Notice of AGM? | Printed copies of these documents will not be sent to shareholders. Please refer to the digital copies of these documents on the Company’s website at https://www.rafflesmedicalgroup.com/investor-relations/upcoming-events/annual-general-meeting . |