



32nd Annual General Meeting (AGM)

26 April 2021 | 3.30 p.m. (Singapore Time)

How to Register

You will need to take the following steps:

- Step 1: Go to the pre-registration website <https://online.meetings.vision/rmg-agm-registration>
- Step 2: Click on the "Register for AGM" button.
- If multiple registrations have been made, only the last registration will be taken as the final.
- Step 3: Complete the information required on the registration page and click "Preview".
- Step 4: Review your input and the accuracy of the information before clicking "Submit".
- Step 5: After clicking "Submit", an acknowledgement of your registration will appear, followed shortly by an acknowledgement to your registered email.
- In the event no email has been received, please check your spam/junk email folder or try again. Do ensure that a valid email address has been entered.
- Step 6(a): Following verification of your shareholding in Raffles Medical Group Ltd, a confirmation email will be sent by **24 April 2021, 5.00 p.m. (Singapore Time)** containing access information to the proceedings of the AGM via "live" audio-visual webcast (**Webcast**) or "live" audio-only stream (**Audio Stream**).
- Step 6(b): For unverified Shareholders, an email notification will be sent to your registered email by **24 April 2021, 5.00 p.m. (Singapore Time)**.
- Step 7: On the day of the AGM on **26 April 2021 at 3.30 p.m. (Singapore Time)** you will need to log in to the Webcast or dial in to the toll-free telephone number to listen to Audio Stream.

Shareholders who do not receive an email confirmation/notification by **5.00 p.m. (Singapore Time)** on **Saturday, 24 April 2021** but have pre-registered by the registration deadline of **3.30 p.m. (Singapore Time)** on **Friday, 23 April 2021** may contact the Company's Share Registrar, M & C Services Private Limited, at **+65 6228 0530** on **Sunday, 25 April 2021, between 9.00 a.m. and 5.00 p.m. (Singapore Time)** and **Monday, 26 April 2021 between 9.00 a.m. and 3.00 p.m. (Singapore Time)**.

Frequently Asked Questions (FAQs)

Pre-registration	
Question	Answer
How do I participate in the AGM?	<p>In an effort to encourage safe distancing and to keep physical interactions and COVID-19 transmission risks to a minimum, Shareholders will not be able to attend the AGM in person.</p> <p>All Shareholders and investors holding shares through Central Provident Fund (CPF) and Supplementary Retirement Scheme (SRS) (CPF/SRS Investors) are required to pre-register online at https://online.meetings.vision/rmg-agm-registration by 3.30 p.m. (Singapore Time) on Friday, 23 April 2021 (Registration Deadline) for verification purposes.</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 by 5.00 p.m. (Singapore Time) on 24 April 2021.</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/SRS Investor holding shares in the Company, can I pre-register for the “live” AGM proceedings?	<p>Yes, please pre-register at https://online.meetings.vision/rmg-agm-registration by 3.30 p.m. (Singapore Time) on 23 April 2021.</p> <p>However, if you wish to submit your votes, please approach your respective CPF Agent Banks/SRS Operators through which you hold your shares in the Company to submit your votes, by 5.00 p.m. (Singapore Time) on 14 April 2021.</p>

Pre-registration (cont'd)

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?	Investors holding shares through relevant intermediaries, other than CPF/SRS Investors, will not be able to pre-register. 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 for you to participate in the AGM.
Is there a deadline to pre-register on the website?	Yes, please complete your pre-registration by 3.30 p.m. (Singapore Time) on 23 April 2021 . We regret that only verified Shareholders who have pre-registered before the Registration Deadline will be allowed access to the "live" AGM proceedings.
When will I receive the login credentials for the "live" audio-visual webcast and "live" audio-only stream?	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 by 5.00 p.m. (Singapore Time) on 24 April 2021 . Shareholders who do not receive an email confirmation/notification by 5.00 p.m. (Singapore Time) on 24 April 2021 but have pre-registered by the Registration Deadline of 3.30 p.m. (Singapore Time) on 23 April 2021 may contact the Company's Share Registrar, M & C Services Private Limited, at +65 6228 0530 on 25 April 2021, between 9.00 a.m. and 5.00 p.m. (Singapore Time) and 26 April 2021 between 9.00 a.m. and 3.00 p.m. (Singapore Time) .

Voting/Submission of Proxy Forms

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 can be downloaded from SGXNet, the Company's website and the pre-registration Website.</p> <p>The duly completed Proxy Form must be deposited with the Company by 3.30 p.m. (Singapore Time) on 23 April 2021 and in the following manner:</p> <p>(a) via post, to be deposited at the office of the Company's Share Registrar, M&C Services Private Limited, at 112 Robinson Road #05-01 Singapore 068902;</p> <p>(b) for Shareholders and CPF/SRS Investors who pre-register to following the proceedings of the AGM through the Webcast or Audio Stream, via the pre-registration website at (by enclosing a clear scanned complete and signed Proxy Form); or</p> <p>(c) via email to the Company's Share Registrar, M & C Services Private Limited at gpb@mncsingapore.com.</p> <p>In view of the COVID-19 situation, we strongly encourage Shareholders to submit the completed and signed Proxy Form electronically.</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. (Singapore Time) on 14 April 2021 .
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 SGXNet, the Company's website and the pre-registration website.
Is there a deadline to submit the proxy form?	Yes, proxy forms must be submitted by 3.30 p.m. (Singapore Time) on 23 April 2021 .

Submission of Questions

Question	Answer
<p>How do I ask questions?</p>	<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 and Investors 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 post. Shareholder may deposit their questions at the office of the Company’s Share Registrar, M & C Services Private Limited, at 112 Robinson Road, #05-01, Singapore 068902.</p> <p>(b) 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.</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> <p>(i) Your full name;</p> <p>(ii) Your address; and</p> <p>(iii) The manner in which you hold shares in the Company (e.g. via CDP, CPF or SRS).</p> <p>All questions must be submitted by 3.30 p.m. (Singapore Time) on 23 April 2021.</p>
<p>Will all my questions be addressed?</p>	<p>The Company will endeavour to address substantial and relevant questions received from Shareholders. Where substantially similar questions are received, the Company will consolidate such questions.</p> <p>The Company will publish the minutes of the AGM and responses to substantial and relevant questions from Shareholders on the Company’s website and on SGXNet.</p>

General	
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. The Company will publish the minutes of the AGM and responses to substantial and relevant questions from Shareholders SGXNet and the Company’s website.
How do I know if there are any changes to the AGM?	Please refer to SGXNet and the Company’s website for the latest updates on the status of the AGM.
Can I request for printed copies of the Annual Report 2020, 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 SGXNet and the Company’s website.