

RafflesMedicalGroup

33rd Annual General Meeting (AGM)

25 April 2022 | 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/rafflesmedical-agm-registration>

Step 2: Click on the “Register for AGM” button.

If you have made multiple registrations, we will take your last registration as your final registration.

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 you click “Submit”, an acknowledgement of your registration will appear on the registration page, followed by an acknowledgement sent to your email address.

If you do not receive an email acknowledgement after your registration, it means your pre-registration is unsuccessful. Please check your spam/junk email folder or try again. Do ensure you have entered a valid email address.

Step 6(a): Shareholders and CPF/SRS investors who have been successfully verified will each receive a confirmation email containing login details and instructions to access the Webcast or Audio Stream by Saturday, 23 April 2022, 5.00 p.m. (Singapore Time). Please check your spam/junk folder if the confirmation does not appear in your inbox.

Step 6(b): If we are unable to verify that you are a shareholder and/or CPF/SRS investor on our records, you will receive an email by 23 April 2022, 5.00 p.m. (Singapore Time) to notify you that we are unable to verify your shareholder and/or CPF/SRS investor status.

Step 7: On the day of the AGM on 25 April 2022 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.

Please also take note of your browser’s compatibility and ensure that the latest version of Chrome, Safari, Edge and Firefox is installed.

Registrants who do not receive the confirmation by 23 April 2022 but have registered by the 22 April 2022 deadline may contact the Company’s Share Registrar for assistance at +65 6228 0530 on Sunday, 24 April 2022 between 9.00 a.m. and 5.00 p.m. (Singapore Time) and Monday, 25 April 2022 between 9.00 a.m. and 3.00 p.m. (Singapore Time).

Important reminder: In view of the constantly evolving COVID-19 situation, shareholders and CPF/SRS investors are advised to check the Company’s website (<https://www.rafflesmedicalgroup.com/investor-relations/upcoming-events/annual-general-meeting>) or SGXNET (<https://www.sgx.com/securities/company-announcements>) regularly for the latest updates on the status of the AGM.

Frequently Asked Questions (FAQs)

Pre-registration	
Question	Answer
How do I participate in the AGM?	<p>Shareholders and CPF/SRS investors are required to pre-register online at https://online.meetings.vision/rafflesmedical-agm-registration by 22 April 2022, 3.30 p.m. (Singapore Time) for verification purposes.</p> <p>Verified shareholders and CPF/SRS investors will receive a confirmation email containing the login credentials for the “live” audio-visual webcast and “live” audio-only stream of the AGM by 23 April 2022, 5.00 p.m. (Singapore Time).</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 and/or CPF/SRS investor.
Who can pre-register for the “live” AGM proceedings?	Only shareholders and CPF/SRS investors 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 and CPF/SRS investors 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/rafflesmedical-agm-registration by 22 April 2022, 3.30 p.m. (Singapore Time).</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 13 April 2022, 5.00 p.m. (Singapore Time).</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?	<p>Investors holding shares through relevant intermediaries, other than CPF/SRS Investors, will not be able to pre-register.</p> <p>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.</p>
Is there a deadline to pre-register on the website?	<p>Yes, please complete your pre-registration by 22 April 2022, 3.30 p.m. (Singapore Time). We regret that only verified shareholders and CPF/SRS investors who have pre-registered before the registration deadline 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 and CPF/SRS investors will receive a confirmation email by Saturday, 23 April 2022, 5.00 p.m. (Singapore Time) containing login details and instructions to access the "live" Webcast or Audio Stream of the AGM proceedings.</p> <p>Registrants who do not receive the confirmation by 23 April 2022 may contact the Company's Share Registrar for assistance at +65 6228 0530 on Sunday, 24 April 2022 between 9.00 a.m. and 5.00 p.m. (Singapore Time) and Monday, 25 April 2022 between 9.00 a.m. and 3.00 p.m. (Singapore Time).</p>

Voting/Submission of Proxy Forms

Question	Answer
<p>Will I be able to vote online?</p>	<p>Shareholders and CPF/SRS Investors will not be able to vote online due to concerns over shareholder and CPF/SRS investor authentication, and other related security and integrity issues.</p>
<p>How do I vote if I can only attend the AGM online?</p>	<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 22 April 2022, 3.30 p.m. (Singapore Time) and in the following manner:</p> <ol style="list-style-type: none"> 1. If submitted electronically (by enclosing a clear scanned complete and signed Proxy Form) via: <ul style="list-style-type: none"> (a) Pre-registration website (https://online.meetings.vision/rafflesmedical-agm-registration); or (b) Email to the Company's Share Registrar address at gpb@mncsingapore.com; or 2. If submitted by post, be deposited at the office of the Company's Share Registrar at 112 Robinson Road #05-01 Singapore 068902.
<p>If I am a CPF or SRS investor holding shares in the Company, how can I vote?</p>	<p>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 13 April 2022, 5.00 p.m. (Singapore Time).</p>
<p>If I hold the Company's shares via a securities sub-account in a depository agent, how can I vote?</p>	<p>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.</p>
<p>Where can I find the proxy form?</p>	<p>You can download the proxy form from SGXNet, the Company's website and the pre-registration website.</p>
<p>Is there a deadline to submit the proxy form?</p>	<p>Yes, proxy forms must be submitted by 22 April 2022, 3.30 p.m. (Singapore Time).</p>

Submission of Questions	
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 and CPF/SRS 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> <ol style="list-style-type: none"> 1. Electronically, via: <ol style="list-style-type: none"> (a) Pre-registration website (https://online.meetings.vision/rafflesmedical-agm-registration); or (b) Email to the Company’s Investor Relations address at investorrelations@rafflesmedical.com; or 2. Via post by depositing 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>When sending in your questions by post or by email, please provide us with:</p> <ol style="list-style-type: none"> (i) Your full name; (ii) Your address; and (iii) The manner in which you hold shares in the Company (e.g. via CDP, CPF or SRS). <p>All questions must be submitted by 11 April 2022, 3.30 p.m. (Singapore Time).</p>
Will all my questions be addressed?	<p>The Company will endeavour to address substantial and relevant questions received from shareholders and CPF/SRS investors. 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 and CPF/SRS investors 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 and CPF/SRS investors on 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 2021, Notice of AGM, Proxy Form and Appendices to Notice of AGM?	Printed copies of these documents will not be sent to shareholders and CPF/SRS investors. Please refer to the digital copies of these documents on SGXNet and the Company’s website.