

# ADMINISTRATIVE GUIDE ON THE CONDUCT OF A VIRTUAL GENERAL MEETING

## 47<sup>th</sup> Annual General Meeting (“AGM” or “Meeting”) of Manulife Holdings Berhad (“the Company”)

 Date : 23 June 2023 (Friday)

 Time : 2:30 p.m.

 Broadcast Venue : Meeting Room of Securities Services (Holdings) Sdn. Bhd., Level 7, Menara Milenium, Jalan Damanlela, Pusat Bandar Damansara, Damansara Heights, 50490 Kuala Lumpur, Wilayah Persekutuan

Details on how to attend and vote at the AGM on 23 June 2023 using the Remote Participation and Voting (“RPV”) facilities being made available and details on how to raise questions relating to the business of the Meeting through Securities Services e-Portal are set out below:

**Securities Services e-Portal Website: <https://sshsb.net.my/>  
To log in you must be a registered user of Securities Services e-Portal**

### Joining the Virtual Meeting

- Members will be able to attend, vote and raise questions at the AGM by accessing Securities Services e-Portal, <https://sshsb.net.my/>.
- Only members whose names appear in the Record of Depositors on 16 June 2023 shall be eligible to attend the Meeting.

### Accessing the Securities Services e-Portal

- Securities Services e-Portal can be accessed using known internet browsers such as Internet Explorer, Chrome, Firefox, Safari and Microsoft Edge on a desktop, laptop, tablet computer or smartphone. Please visit <https://sshsb.net.my/> on the day of the AGM.
- On accessing Securities Services e-Portal, you will be asked to enter the email address (which you have used to register as a user of Securities Services e-Portal) and password.

### Register as User of Securities Services e-Portal

- First Time Registration as a user **must be before AGM**. Members who are not existing users of Securities Services e-Portal must register before 21 June 2023. If you are not an existing user and will be appointing a proxy or proxies to attend on your behalf, you must register before 19 June 2023. If your proxy is not an existing user of Securities Services e-Portal, they will need to register as users by 19 June 2023. You will receive a notification email within 1 working day once you have submitted the new user registration. You **must verify the user account within 7 days of the notification email AND log in**. Please visit <https://sshsb.net.my/> to register as a user.
- If you are an existing user of Securities Services e-Portal, please proceed to the next step of registering for remote participation at the Meeting.

### Register for Remote Participation at Meeting

- Members must register for remote participation at the Meeting and are encouraged to register as early as possible and before the AGM in order to ensure timely access to the Meeting. **Registration for Remote Participation closes at 2:30 p.m. on Friday, 23 June 2023**. [All appointed proxies need not register for remote participation].
- A copy of your e-Registration for remote participation can be accessed via My Records (refer to the left navigation panel).
- Your registration will apply to all the CDS account(s) of each individual shareholder / body corporate shareholder that you represent. If you are both an individual shareholder and representative of body corporate(s), you need to register as an individual and as a representative for each body corporate.
- To register, navigate to <https://sshsb.net.my/> and when successfully authenticated, locate “Manulife Holdings Berhad” under Company Name and “**47<sup>th</sup> AGM on 23 June 2023 at 2:30 p.m. – Registration for Remote Participation**” under Corporate Exercise, and click “>” to register. Please follow the instruction in there to complete registration.

## Proxies

- A member eligible to attend the AGM may appoint a proxy or two proxies to exercise any of his/her rights. Where a member appoints two proxies, the appointments shall be invalid unless he/she specifies the proportion of his/her holdings to be represented by each proxy. **Proxy form must be completed in accordance with the instructions and received by 2:30 p.m. on Wednesday, 21 June 2023.**
- You must submit the Proxy form for every CDS account(s) you have or represent.
- Proxies may be appointed by
  - completing and returning the proxy form together with the power of attorney or a certified copy thereof to Securities Services (Holdings) Sdn. Bhd. at Level 7, Menara Milenium, Jalan Damanlela, Pusat Bandar Damansara, Damansara Heights, 50490 Kuala Lumpur, Wilayah Persekutuan; OR
  - visiting <https://sshsb.net.my/> and following the instructions there for electronic submission of proxy forms. The power of attorney or a certified copy thereof must be uploaded and attached to electronic submission. All documents that are not in English or Bahasa Malaysia have to be accompanied by a certified translation in English in one file.
- **If your proxy(ies) is not registered users of the Securities Services e-Portal, they will need to register as users of the Securities Services e-Portal by 19 June 2023.**

## On the Day of the Meeting

- Access to the Meeting will be available at 2:00 p.m. on Friday, 23 June 2023.
- To access, navigate to <https://sshsb.net.my/> and when successfully authenticated, locate “**Manulife Holdings Berhad**” under Company Name and “**47<sup>th</sup> AGM on 23 June 2023 at 2:30 p.m. – Live Stream Meeting**” under Corporate Exercise, and click “>” to join the Meeting.
- If you wish to ask questions, you may use the text box to transmit your question. We will endeavour to broadcast your question and their answer during the Meeting. Do take note that the quality of the live streaming is dependent on the stability of the internet connection at the location of the user.

## Voting

- Your ability to vote will only be enabled once the Chair of the Meeting has formally announced the Meeting to be convened.
- If you are accessing the Live Stream Meeting, click “**Proceed to Vote**” under the live stream player.
- If you are not accessing from the Live Stream Meeting and have just logged in to the Securities Services e-Portal, look for “**Manulife Holdings Berhad**” under Company Name and “**47<sup>th</sup> AGM on 23 June 2023 at 2:30 p.m. – Remote Voting**” under Corporate Exercise / Event and click “>” to remotely cast and submit the votes online for the resolutions tabled at the Meeting. Cast your votes by clicking on the radio icon against each resolution.
- Votes casted will apply to all the CDS accounts you represent as an individual shareholder, corporate / authorised representative and proxy. Where you are attending as a proxy, and the shareholder who appointed you has indicated how the votes are to be cast, we will take the votes as indicated in the proxy form.
- The access to eVoting will close when the Chairman announces the closing of all voting at the Meeting.

If you require e-Services Assistance, please contact the following persons:

- **SS E Solutions Sdn. Bhd.**

- Mr. Wong Piang Yoong – (603) 2084 9168
- Ms. Lee Pei Yeng (603) 2084 9169
- Ms. Rachel Ou (603) 2084 9161

General Line: (603) 2084 9000

Email: [eservices@sshsb.com.my](mailto:eservices@sshsb.com.my)

Fax No.: (603) 2094 9940, (603) 2095 0292

Office Hours: Monday to Friday from 8:30 a.m. to 12:15 p.m. and from 1:15 p.m. to 5:30 p.m.

## Printed Copies of Annual Report 2022 and Circular

You may submit your request for a printed copy of the Annual Report 2022 or Circular to Shareholders in relation to the Proposed Renewal of Shareholders' Mandate and Proposed New Shareholders' Mandate for Recurrent Related Party Transactions of a Revenue or Trading Nature (“**Circular to Shareholders**”) by completing the attached Request Form and sending it either by post, fax or email to Securities Services (Holdings) Sdn. Bhd. at:

Address : Level 7, Menara Milenium, Jalan Damanlela, Pusat Bandar Damansara, Damansara Heights, 50490 Kuala Lumpur, Wilayah Persekutuan  
Fax No. : (603) 2094 9940 or (603) 2095 0292  
Email Address : [info@sshsb.com.my](mailto:info@sshsb.com.my).

Alternatively, you may complete and submit the Request Form which is available on the website of our Share Registrar by following the steps below:

- Visit <https://www.sshsb.com.my/new/requestarep.aspx>.
- Type “**Manulife Holdings Berhad**” and complete the online Request Form.
- Click “**Send**” to submit your request.

The printed copy of the Annual Report 2022 and/or Circular to Shareholders will be despatched by ordinary post within four (4) market days from the date of receipt of your request. There may be delays in Annual Report 2022 and/or Circular to Shareholders delivery by ordinary post and responses to queries by mail.

If you require assistance with the Request Form, please contact the following persons:

- **Share Registrar – Securities Services (Holdings) Sdn. Bhd.**

- Mr. Wong Piang Yoong – (603) 2084 9168
- Mr. Jerry Tan Hor Seng – (603) 2084 9165
- Ms. Lee Pei Yeng – (603) 2084 9169