

ADMINISTRATIVE GUIDE

45th Annual General Meeting (“AGM”) of Manulife Holdings Berhad (“the Company”)

Date	: 4 June 2021 (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

1. Coronavirus Disease (COVID-19) Pandemic

In view of the COVID-19 pandemic, the Company wishes to inform you that the AGM of the Company will be conducted solely through live streaming and online remote voting using the Remote Participation and Voting (“RPV”) facilities and we strongly encourage our shareholders to use the RPV facilities to participate and vote remotely at the AGM of the Company.

With the RPV, you may exercise your right as a member of the Company to participate and vote at the 45th AGM of the Company. Alternatively, you may also appoint the Chairman of the Meeting as your proxy to attend and vote on your behalf at the 45th AGM of the Company. Details of the procedures for RPV are set out below.

2. Annual Report 2020 and Circular to Shareholders

- The Annual Report 2020 and Circulars 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”) are available for download on our Company’s website at www.manulife.com.my.
- Please note that printed copies of the following documents will be available only upon request:
 - Annual Report 2020
 - Circular to Shareholders
- There will be no distribution of physical copies of the Annual Report 2020 or other documents at the AGM broadcast venue.
- You may submit your request for a printed copy of the above by completing the attached Request Form and either send by post or email to our Company’s Share Registrar, Securities Services (Holdings) Sdn. Bhd. at info@sshsb.com.my or log on to the website of our Share Registrar as follows:

1. Please visit <https://www.sshsb.com.my/new/requestarep.aspx>.
2. Please type “Manulife Holdings Berhad” and complete the on-line request form.
3. Click “Send” to submit your request.

The printed copy of the Annual Report 2020 or Circular to Shareholders will be despatched to you by ordinary post within four (4) market days from the date of receipt of your request.

**There may be delays in Annual Report 2020 or Circular to Shareholders delivery by ordinary post and responses to queries by mail.*

3. Entitlement to Attend and Vote

- In respect of deposited securities, only members whose names appear in the Record of Depositors on 28 May 2021 shall be eligible to attend the Meeting.
- A member is entitled to appoint a proxy/proxies to attend and vote in his/her stead by submitting the Proxy Form in accordance with the notes and instructions as set out in the Notice of the 45th AGM/Proxy Form which is included in the Annual Report 2020.
- The instrument appointing a proxy must be deposited at Securities Services (Holdings) Sdn. Bhd. of Level 7, Menara Milenium, Jalan Damanlela, Pusat Bandar Damansara, Damansara Heights, 50490 Kuala Lumpur, Wilayah Persekutuan not less than forty-eight (48) hours before the time for holding the Meeting or any adjournment thereof. Alternatively, you may submit your Proxy Form electronically via the **Securities Services e-Portal**.
- If you wish to attend the Meeting yourself, please do not submit any Proxy Form. You will not be allowed to attend the Meeting together with a proxy/proxies appointed by you.

4. Poll Voting

- Pursuant to Paragraph 8.29 (A) of the Main Market Listing Requirements of Bursa Malaysia Securities Berhad, all resolutions as set out in the Notice of 45th AGM of the Company will be put to vote by poll.
- The polling processes shall be managed by the SS E Solutions Sdn. Bhd. (“SSES”) and independent scrutineers shall be appointed to verify and validate the results of the poll of the AGM of the Company.
- Shareholders can proceed to vote on the resolutions and submit your votes at any time from the commencement of the 45th AGM of the Company at 2:30 p.m. and before the end of the voting session which will be announced by the Chairman of the Meeting. Upon completion of the voting session for the 45th AGM of the Company, the scrutineers will verify and announce the poll results followed by the Chairman’s declaration whether the resolutions are duly passed.

5. Remote Participation and Voting (“RPV”)

INTRODUCTION

Securities Services e-Portal is an online platform that will allow both individual shareholders and body corporate shareholders through their appointed representatives, to -

- Submit proxy form electronically – paperless submission
- Register for remote participation and voting at meetings
- Attend and participate at meetings remotely via live streaming
- Vote online remotely on resolutions tabled at meetings

(referred to as “e-Services”)

The usage of the e-Portal is dependent on the engagement of the relevant e-Services by the Company and is by no means a guarantee of availability of use, unless SSES is so engaged to provide. **All users are to read, agree and abide to all the Terms and Conditions of Use and Privacy Policy as required throughout the e-Portal.**

REQUIRE ASSISTANCE?

Please contact Mr. Wong Piang Yoong (DID: +603 2084 9168) or Ms. Lee Pei Yeng (DID: +603 2084 9169) or Ms. Evangeline Yeoh (DID: +603 2084 9007) or contact the general line (DID: +603 2084 9000) and request for e-Services Assistance during office hours on Monday to Friday from 8:30 a.m. to 12:15 p.m. and from 1:15 p.m. to 5:30 p.m.. Alternatively, you may email SSES at eservices@sshsb.com.my.

BEFORE THE MEETING

(i) Sign up for a user account at Securities Services e-Portal

ALL USERS MUST REGISTER AT LEAST TWO (2) WORKING DAYS BEFORE THE CLOSING OF PROXY FORM SUBMISSION OR REGISTRATION FOR REMOTE PARTICIPATION AT MEETING ONLINE I.E., BY 31 MAY 2021, AS ONE (1) WORKING DAY IS REQUIRED TO PROCESS ALL PORTAL USER REGISTRATIONS.

- Step 1 Visit <https://www.sshsb.net.my/login.aspx>
Step 2 Sign up for a user account
Step 3 Wait for our notification email that will be sent within one (1) working day
Step 4 Verify your user account within seven (7) days of the notification email and log in

Note: This is a ONE-TIME registration. If you are already a registered user of Securities Services e-Portal, you need not register again. Your email address is your User ID.

(ii) Once you have successfully registered as a User of Securities Services e-Portal, log in to <https://www.sshsb.net.my/login.aspx> with your registered email and password

Where you wish to participate remotely at the meeting	Where you wish to appoint proxy(ies) to participate remotely on your behalf
Register for remote participation at the meeting [Refer to (A) below]	Submit your e-Proxy Form online [Refer to (B) below] (or you may also submit the hard copy Proxy Form)

(A) REGISTRATION FOR REMOTE PARTICIPATION AT MEETING

Meeting	Registration for Remote Participation Closing Date and Time
45 th AGM on Friday, 4 June 2021 at 2:30 p.m.	Wednesday, 2 June 2021 at 2:30 p.m.

- Look for **Manulife Holdings Berhad** under Company Name and **45th AGM on 4 June 2021 at 2:30 p.m. – Registration for Remote Participation** under Corporate Exercise / Event and click ">" to register for remote participation at the meeting
- Step 1 – Check if you are attending as:-
 - Individual shareholder; or
 - Corporate or authorised representative of a body corporate

For body corporates, the appointed corporate/authorised representative has to upload the evidence of authority (e.g. Certificate of Appointment of Corporate Representative, Power of Attorney, letter of authority or other documents proving authority). All documents that are not in English or Bahasa Malaysia have to be accompanied by a certified translation in English in 1 file. The original evidence of authority and translation thereof, if required, have to be submitted to SS E Solutions Sdn Bhd at Level 7, Menara Milenium, Jalan Damanlela, Pusat Bandar Damansara, Damansara Heights, 50490 Kuala Lumpur, Wilayah Persekutuan for verification before the registration closing date and time above.
- Step 2 – Submit your registration.
- All shareholders must register for remote participation at the meeting and are **highly encouraged to register as early as possible and before the eLive access date and time** in order to ensure timely access to the meeting. Access shall be granted only to eligible shareholders in accordance with the General Meeting Record of Depositors as at 28 May 2021.
- 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 also as a representative for each body corporate.
- As the meeting will be conducted on a fully virtual basis and only the Chairman will be present at the broadcast venue, we highly encourage all shareholders to remotely participate and vote at the meeting, failing which, please appoint the Chairman of the meeting as proxy or your own proxy(ies) to represent you.

(B) SUBMISSION OF e-PROXY FORM

Meeting	Proxy Form Submission Closing Date and Time
45 th AGM on Friday, 4 June 2021 at 2:30 p.m.	Wednesday, 2 June 2021 at 2:30 p.m.

- Look for **Manulife Holdings Berhad** under Company Name and **45th AGM on 4 June 2021 at 2:30 p.m. – Submission of Proxy Form** under Corporate Exercise / Event and click ">" to submit your proxy forms online for the meeting by the submission closing date and time above.
- Step 1 – Check if you are submitting the proxy form as:-
 - Individual shareholder; or
 - Corporate or authorised representative of a body corporate

For body corporates, the appointed corporate/authorised representative is to upload the evidence of authority (e.g. Certificate of Appointment of Corporate Representative, Power of Attorney, letter of authority or other documents proving authority). All documents that are not in English or Bahasa Malaysia have to be accompanied by a certified translation in English in 1 file. The original evidence of authority and translation thereof, if required, have to be submitted to SS E Solutions Sdn Bhd at Level 7, Menara Milenium, Jalan Damanlela, Pusat Bandar Damansara, Damansara Heights, 50490 Kuala Lumpur, Wilayah Persekutuan for verification before the proxy form submission closing date and time above .
- Step 2 – Enter your CDS account number or the body corporate's CDS account number. Then enter the information of your proxy(ies) and the proportion of your securities to be represented by your proxy(ies). You may appoint the Chairman of the meeting as your proxy where you are not able to participate remotely.
- Step 3 – Proceed to indicate how your votes are to be casted against each resolution.
- Step 4 – Review and confirm your proxy form details before submission.
- A copy of your submitted e-Proxy Form can be accessed via **My Records** (refer to the left navigation panel).
- You need to submit your e-Proxy Form for **every CDS account(s)** you have or represent.

PROXIES

All appointed proxies need not register for remote participation under (A) above but if they are not registered Users of the e-Portal, they will need to register as Users of the e-Portal under (i) above by 31 May 2021. PLEASE NOTIFY YOUR PROXY(IES) ACCORDINGLY. Upon processing the proxy forms, we will grant the proxy access to remote participate at the meeting to which he/she is appointed for instead of the shareholder, provided that the proxy is a registered user of the e-Portal, failing which, the proxy will not be able to participate at the meeting as the meeting will be conducted on a fully virtual basis.

ON THE DAY OF THE MEETING

Log in to <https://www.sshsb.net.my/login.aspx> with your registered email and password.

JOINING THE LIVE STREAM MEETING (eLive)

Meeting	eLive Access Date and Time
45 th AGM on Friday, 4 June 2021 at 2:30 p.m.	Friday, 4 June 2021 at 2:00 p.m.

- Look for **Manulife Holdings Berhad** under Company Name and **45th AGM on 4 June 2021 at 2:30 p.m. – Live Stream Meeting** under Corporate Exercise / Event and click ">" to join the meeting.
- The access to the live stream meeting will open on the abovementioned date and time.
- If you have any questions to raise, you may use the text box to transmit your question. The Chairman/Board/relevant adviser 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.

REMOTE ONLINE VOTING DURING THE MEETING (eVoting)

Meeting	eVoting Access Date and Time
45 th AGM on Friday, 4 June 2021 at 2:30 p.m.	Friday, 4 June 2021 at 2:30 p.m.

- If you are already accessing the Live Stream Meeting, click Proceed to Vote under the live stream player.
OR
- If you are not accessing from the Live Stream Meeting and have just logged in to the e-Portal, look for **Manulife Holdings Berhad** under Company Name and **45th AGM on 4 June 2021 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.
- Step 1 – Cast your votes by clicking on the radio buttons against each resolution.
- Step 2 – Review your casted votes and confirm and submit the votes.
- The access to eVoting will open on the abovementioned date and time.
- Your votes casted will apply throughout 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 casted, we will take the shareholder’s indicated votes in the proxy form.
- The access to eVoting will close when the Chairman announces the closing of all voting at the respective meeting.
- A copy of your submitted e-Voting can be accessed via **My Records** (refer to the left navigation panel).

6. No Door Gift

There will be no distribution of Door Gifts for Members/Proxies who attend and/or participate in the AGM of the Company remotely.

7. Enquiry

If you have any enquiries prior to the Meeting, please contact the following persons during office hours:

- **Share Registrar – Securities Services (Holdings) Sdn. Bhd.**
 - Mr. Wong Piang Yoong – (603) 2084 9168
 - Ms. Lee Pei Yeng – (603) 2084 9169
 - Ms. Evangeline Yeoh – (603) 2084 9007
 - General Line: (603) 2084 9000
 - Email: info@sshshb.com.my
 - Fax No.: (603) 2094 9940, (603) 2095 0292
- **Company – Manulife Holdings Berhad**
 - Ms. Nikki Ong – (603) 2719 9260
 - Email: MY_CG@manulife.com
 - General Line: (603) 2719 9228