



WELLCALL HOLDINGS BERHAD
VIRTUAL POSTPONED 14TH ANNUAL GENERAL MEETING (AGM) & POSTPONED EXTRAORDINARY GENERAL MEETING (EGM)
FREQUENTLY ASKED QUESTIONS (FAQ)

	QUESTIONS	ANSWERS
A	General Questions	
Q1	Why is there a change in venue from past AGMs?	As the recent Securities Commission Guidelines revised 14 May 2020 (https://www.sc.com.my/api/documentms/download.ashx?id=c5fbbbcd-3ab0-40ce-a22b-e8bb1d1fe0a8) and measures on conducting general meetings pursuant to the Covid-19 pandemic allows the Company to hold such meetings virtually by way of electronic means, the large premises to accommodate shareholders turnout is no longer necessary.
Q2	Does the constitution of the Company allow for Virtual AGM?	Our Constitution permits the Company to convene its annual general meeting at more than one venue using any technology or method that enable the members of the Company to participate and to exercise the members' right to speak and vote at the meeting. The main venue of the meeting shall be in Malaysia and the chairman shall be present at the main venue. The Constitution of the Company does not prohibit the Company to conduct the Virtual AGM.
Q3	What if I am late for the Virtual AGM?	Yes. On the day of the Virtual AGM, if you are late you are still allowed to join the AGM unless the session has passed. However, if you have missed any voting on any particular resolution, you will not be able to vote for that particular resolution,
Q4	Is the Virtual AGM secured?	Yes absolutely. The Virtual AGM and e-voting platform is secured by 3 level security authentication. In addition, V-cube employs its own proprietary secure close loop V-cube communication network including members onboarding, live streaming and e-voting components within the same seamless platform. V-Cube is a well proven technology trademark in Japan and the group is listed on the Tokyo Stock Exchange.
B	Attendance at the Virtual AGM / EGM	
Q1	Are shareholders able to attend the AGM / EGM in person?	No, members are not allowed to attend the AGM / EGM in person, following the gathering restrictions and social distancing measures imposed by the Government.



Q2	How can I participate in the AGM / EGM if I am not allowed to attend in person?	Members who have pre-registered for the Virtual AGM / EGM and authenticated following the company's verification process will be provided with a personal Identifier (ME) and Security Link (US) to access the Virtual AGM / EGM proceedings. <i>Please refer to the FAQ on "Accessing the Virtual AGM/ EGM proceedings" below.</i>
Q3	How can I ask questions about the Annual Report 2019 if I am not allowed to attend the AGM in person?	Members can submit questions relating to the Annual Report 2019 prior to the Virtual AGM to a dedicated email at agm2020@wellcall.com.my in advance of the AGM which will be replied by the Chairman and/or Board (subject to the discretion of the Chairman). <i>Please refer to the FAQ on "Questions from shareholders" below for more details.</i>
Q4	What if the Covid-19 situation improves before the day of the AGM / EGM? Will members be allowed to attend the AGM / EGM in person on the AGM / EGM day?	Unfortunately, the preparation of onsite AGM / EGM requires advanced arrangement. Given the current rules of no mass gathering exceeding 20 persons in one location and the SC Guidelines a Full Virtual AGM / EGM will be the best option to ensure better turnout and engagement by the members.
Q5	Who is the individual present at the Broadcast Venue?	Not more than 20 persons are allowed in the Broadcast venue subject to strict social distancing in the confined space.
Q6	Can I invite my friend to attend the Virtual AGM/ EGM together with me?	Yes, if the friend is also a member of the Company and or you have passed your proxies over to the friend by the Cut-off date.
Q7	Can I have 2 of my friends to attend as my proxy if I divide the share equally?	Yes, you can as our Constitution permits a member to appoint one (1) or more proxies to attend, participate, speak and vote instead of him, and the proxy may but need not also be a Member. In the event the Member appoints more than one (1) proxies, he or she shall specify the proportion of the members' shareholdings to be represented by each proxy.
C	Questions from shareholders	
Q1	I have questions on the Annual Report 2019. How can I communicate my questions?	You can email your questions in advance to agm2020@wellcall.com.my . Your questions must reach us before 10.00 a.m. on 27 June 2020. We regret that as the AGM is for matters tabled, only substantial and relevant questions relating to the said Annual Report 2019 and the other AGM agenda items as set out in



		<p>the Notice of AGM will be addressed.</p> <p>You are also able to pose relevant questions at the Virtual AGM itself by communicating via a chat channel which will be opened up at the appropriate time, during the relevant Questions and Answers slot.</p>
Q2	Do I need to identify myself when posing questions (email) to the Company?	<p>Yes, please provide</p> <ul style="list-style-type: none"> • your full name as it appears on your CDS account; • your address; • number of shares held; • your CDS account number; and • Your Handphone number. <p>We regret that we will not be able to answer your questions if we are unable to verify your shareholder status.</p>
Q3	How do I know if my questions are answered?	<p>Responses to substantial and relevant questions posted to the Company prior to the Virtual AGM / EGM will be compiled and made available for all attendees during the Virtual AGM as well as on the Company's website.</p> <p>However, as there may not be sufficient time to address all such questions during the AGM / EGM itself, responses to questions which could not be addressed during the AGM / EGM will be uploaded and published on the Company's website.</p>
Q4	If my question is not selected what can I do?	<p>The Board will endeavour to address the questions received at the Virtual AGM/EGM. Any questions where the Board is unable to address during the Virtual AGM/EGM, the Company shall provide their reply via email after the Virtual AGM/EGM. Please provide</p> <ul style="list-style-type: none"> • your full name as it appears on your CDS account; • your address; • number of shares held; • your CDS account number; and • Your Handphone number.



		We regret that we will not be able to answer your questions if we are unable to verify your shareholder status.
D.	Pre-Registration for the Virtual AGM / EGM proceedings	
Q1	Where and when can I start to pre-register for the Virtual AGM / EGM?	You can start your pre-registration by going to the Company's website and by clicking on the link i) "Virtual 14 th AGM Registration" (https://cutt.ly/RyDBsKH) ii) "Virtual EGM Registration" (https://cutt.ly/TyDBXGQ)
Q2	Is there a closing date for pre-registration?	Yes, please complete your pre-registration before the following closing date:- i) 10.00 a.m. on 27 th June 2020 ii) 11.00 a.m. on 27 th June 2020. We regret that only members who have pre-registered before the closing date and whose shareholding status have been verified as per records on the Register Of Depositors as at 22 June 2020 and CDS, will be allowed access to the Virtual AGM / EGM and e-voting proceedings.
Q3	Who can pre-register for the Virtual AGM/EGM proceedings?	Only the Company's members can pre-register for the Virtual AGM / EGM proceedings. Registrations that do not meet this requirement will be rejected during the verification stage.
Q4	Can I pre-register my proxy for the live AGM/EGM proceedings?	No. Only the Company's members can pre-register for the Virtual AGM / EGM proceedings. Members who appoint proxy will require to submit the completed signed Proxy Forms to the pre-indicated address.
Q5	How do I pre-register for the Virtual AGM /EGM proceedings?	Step 1: Go to https://cutt.ly/RyDBsKH for AGM registration or https://cutt.ly/TyDBXGQ for EGM registration . Step 2: Complete the information required for the selected option and click "Preview Responses" after you have completed. Step 3: After reviewing your input and ensure it is accurate, click the "Submit" button.



		<p>Step 4: You will then receive an email on the acknowledgement of your registration.</p> <p>Note: If you do not receive an email acknowledgement after your registration, it means your pre-registration is not successful. Please check your spam/junk email folder or try again.</p>
Q6	What information do I need to provide for the pre-registration?	<p>You will need to provide the following mandatory information:</p> <ul style="list-style-type: none"> • Name as per your CDS account • Email Address • NRIC or Passport Number • Handphone Number <p>For Joint account holders, please register both names. However, only one NRIC/Passport number and email address is required.</p>
Q7	Why do I need to provide my full NRIC/Passport number?	<p>This will enable the Company to more accurately verify your status as a member of the Company.</p>
Q8	When will I receive the login credentials for the Virtual AGM?	<p>Authenticated members will receive 2 emails from our technology partner (V-cube Malaysia) in the following manner:</p> <p>(1) Confirmation Email of login ME ID after 22 June 2020 and before 28 June 2020. The email will contain:</p> <ul style="list-style-type: none"> • Log-in Member Entry ME ID <p>(2) Confirmation Email of Unique Security (US) Link on the night before the Virtual AGM.</p> <ul style="list-style-type: none"> • An emergency contact number and a pre-environment check is attached to ensure you have smooth connectivity to participate in the Virtual AGM. <p>Authenticated shareholders who have not received a Confirmation Email from our technology partner, V-cube Malaysia by 28 June 2020 but have registered by 27 June 2020 and have not been informed of an unsuccessful registration, should WhatsApp to 011-2637 2310 or email us at agm2020@wellcall.com.my.</p>



Q9	What happens if the Company cannot verify my shareholder status?	If you have not received an email by 28 June 2020 from our technology partner, V-cube Malaysia, with your ME ID status, you are not verified to access the Virtual AGM proceedings. Please contact us at agm2020@wellcall.com.my or alternatively, WhatsApp to 011-2637 2310, if you have any emergency clarification required.
Q10	Can I email my proxy form instead of posting?	<p>Yes, you can email your proxy form before the following closing date to the email address agm2020@wellcall.com.my</p> <p>i) For Virtual 14th AGM on or before 27 June 2020, 10.00 a.m. ii) For Virtual EGM on or before 27 June 2020, 11.00 a.m.</p> <p>Members who is a body corporate other than email your proxy form, you are required to submit their original proxy forms, on or before the above-mentioned closing date to the following address:-</p> <p style="text-align: center;">WELLCALL HOLDINGS BERHAD's Poll Administrator 54B Jalan Lumut, Damai Complex 50400 Kuala Lumpur</p>
E.	Accessing the Virtual AGM / EGM proceedings	
Q1	Can I watch the Virtual AGM / EGM proceedings from any device?	<p>Yes, you can participate the Virtual AGM / EGM from any device as long as</p> <ul style="list-style-type: none"> • Your browser is HTML5-compatible (e.g. Microsoft Edge, Chrome, Firefox) • You have a stable WIFI connection or LAN connection • You have a connection speed of at least 5.0 mbps to watch the webcast in 720p. • For best user experience, we advise that you watch the proceedings using your laptop or computer.
Q2	Can I ask questions during the Virtual AGM / EGM?	Yes. A communication box will be enabled for a specific time for the members to post their questions during the Virtual AGM / EGM. However, the questions posted will be moderated by an independent party before passing to the Chairman.



Q3	Do I need to pre-register to participate to the Virtual AGM / EGM proceedings?	Yes. Please refer to the FAQ on “ Pre-registration for the Virtual AGM / EGM proceedings ” above for details.
Q4	Who is the independent party moderator?	The moderator is Mr. Yu Tat Keong.
Q5	If my signal drop, can I still log in? Who can I contact?	Yes, you can re login using your ME ID and US link provided.
Q6	Will I be able to get to see the whole proceeding process after the Virtual AGM / EGM?	The Virtual AGM / EGM including chat is recorded. The recordings can be made available upon request to agm2020@wellcall.com.my .
F.	Voting on the resolutions tabled for approval at the Virtual AGM / EGM	
Q1	Since I am not able to attend the AGM / EGM, how can I exercise my votes as a member?	<p>Those who participate in the Virtual AGM / EGM proceedings will be able to vote via the same seamless platform. The e-voting procedures will be available for download by all registered attendees when they login into the Virtual AGM / EGM.</p> <p>Members (whether individual or corporate) who wish to vote on the resolutions to be tabled for approval at the AGM / EGM, can also complete your Proxy Forms to be sent by 27 June 2020 at 10.00 a.m. for AGM or by 27 June 2020 at 11.00 a.m. for EGM or appoint the Chairman of the Meeting as your proxy to vote on your behalf.</p> <p>If you have (whether individual or corporate) appoint the Chairman of the Meeting as your proxy, you must give specific instructions as to voting, or abstentions from voting, in respect of each resolution in the Proxy Form, failing which the Chairman of the Meeting as the proxy for that resolution, will vote at the full discretion of the Chairman.</p> <p>The member or proxy holder is only allowed to vote once. In the event, the member or proxy holder voted twice, only the first vote is valid.</p>



Q2	Where can I find the Proxy Form?	The Proxy Form can be downloaded via https://www.wellcallholdings.com/General_Meeting.aspx You can download and print the Proxy Form and affix your signature and email to agm2020@wellcall.com.my by 27 th June 2020 at 10.00 a.m. for the AGM or 11.00 a.m. for the EGM.
Q3	Can I email or post my completed proxy form?	<p>According to our Constitution, you can email the completed signed Proxy Forms to agm2020@wellcall.com.my. You may submit the original proxy forms to the following address:-</p> <p style="text-align: center;">WELLCALL HOLDINGS BERHAD's Poll Administrator 54B Jalan Lumut, Damai Complex 50400 Kuala Lumpur</p> <p>We regret that incomplete or incorrectly completed Proxy Forms will be rejected.</p>
Q4	Can I vote before the start of the Virtual AGM / EGM?	E-voting during Virtual AGM / EGM is only allowed during the specified time allocated for each resolution by the Chairman. Alternately, you may send in your votes earlier by document or proxy to Chairman by 27 June 2020 before 10.00 a.m. for AGM and 11.00 a.m. for EGM.
Q5	Will there be a briefing on the e-voting process?	The e-voting process is clearly stated in the E-voting Procedures document which will be loaded into the docket prior to and during the live AGM/EGM which can be downloaded.
Q6	Will I be able to see the details of the voting results?	Yes. The Chairman will definitely announce the results of the overall voting in summary and may choose to reveal the breakdown of the e-voting component at his discretion.