



## Responses to questions received from shareholders – Live submitted

Digi.com Berhad's 25<sup>th</sup> Annual General Meeting

No.	Question Received from Shareholders	Responses
<b>Door gift / e-vouchers</b>		
1.	Shareholders requested for door gifts and suggested types of door gifts.	<ul style="list-style-type: none"> <li>There will be no distribution of AGM door gifts physical or electronically this year.</li> <li>Thank you for your suggestion, we will evaluate this for the next AGM when closer to the time.</li> </ul>
<b>Appreciation</b>		
2.	Thank you for letting us to cast our vote at the start of the meeting.	<ul style="list-style-type: none"> <li>Thank you for the solid support of our loyal shareholders.</li> </ul>
<b>Financial</b>		
3.	What is the cost savings holding a virtual AGM vs physical AGM?	<ul style="list-style-type: none"> <li>The total cost savings for a virtual AGM amounted to approximately 83%, as compared to total costs of a physical AGM.</li> </ul>
4.	Why give very low dividend?	<ul style="list-style-type: none"> <li>Digi has been delivering attractive and sustainable shareholder returns over the past few years despite the challenging operating environment.</li> <li>We have been consistently exceeding our dividend policy by rewarding loyal shareholders with near 100% of dividend payout ratio.</li> </ul>
5.	When is the next dividend?	<ul style="list-style-type: none"> <li>We have announced the first interim dividend for FY2022 of 2.9 sen per share equivalent to RM225 million or 95.5% payout, payable to shareholders on 24 June 2022.</li> </ul>
6.	<p>DiGi's share price has declined badly while Axiata's share price has increased ever since the proposed merger took place.</p> <p>1. On hindsight, how is the merger still beneficial to shareholders?</p> <p>2. While share price is driven by market, the market reflects the company's performance and positive news and this is the responsibility and KPI of the CEO, we hope to see increased KPI targets to push the performance forward.</p>	<ul style="list-style-type: none"> <li>(1) The scale, capacity and values created by the Proposed Merger will allow the MergeCo Group to target its investments to benefit Malaysian customers and businesses through stronger combined network, multi-channel distribution, enhanced digital access and offerings and wider product offerings supporting Government initiatives. MergeCo Group's customers are also expected to benefit from attractive and affordable products and offerings, better quality of services, leveraging on the complementary strengths from both Celcom and Digi.</li> <li>(2) For the whole of 2021, the Digi share price grew 5.3%, a reflection of positive investor reaction towards industry consolidation and our consistent financial performance.</li> <li>In the first 4 months of 2022, we see that all Telcos share prices have lost momentum despite a decent first quarter. We believe that investor uncertainty related to the global economy as well as the uncertainty relating to the 5G model in Malaysia may both have contributed to the decline and lower confidence in the sector. That said, our current price level of RM3.60 to RM3.80 is below the average analysts' target price of RM4.00.</li> <li>We are hopeful that our continued solid financial performance and good news with regards to the merger approval can bring a positive development going forward.</li> </ul>
7.	The Statement of Cash Flows reported an investing outlay of RM121.537	<ul style="list-style-type: none"> <li>Nature of this intangible assets is mainly for the development and implementation of the new IT systems, paid to our IT services vendors.</li> <li>Yes</li> </ul>



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	<p>million for the Purchase of Intangible Assets in FY2021.</p> <ul style="list-style-type: none"> <li>Why is the purchase of intangible assets involved a cash outflow?</li> <li>Is this item included as an Expense in the P&amp;L?</li> </ul>																	
<b>Secretarial – Mun Lai &amp; Yee Li</b>																		
8.	Request for Annual Report	<ul style="list-style-type: none"> <li>Shareholders can make the request for hard copy of Integrated Annual Report 2021 to Digi's Share Registrar, Tricor during office hours Mondays to Fridays from 8.30 a.m. to 5.30 p.m., except on public holidays:</li> </ul> <table border="1" data-bbox="779 621 1839 776"> <tr> <td colspan="2"><b>Tricor Investor &amp; Issuing House Services Sdn. Bhd.</b></td> </tr> <tr> <td colspan="2">Registration No. 197101000970 (11324-H)</td> </tr> <tr> <td colspan="2">Unit 32-01, Level 32, Tower A, Vertical Business Suite, Avenue 3, Bangsar South, No. 8, Jalan Kerinchi, 59200 Kuala Lumpur</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Telephone Number</b></td> </tr> <tr> <td>General Line</td> <td>603-2783 9299</td> </tr> <tr> <td>En. Amier Arief</td> <td>603-2783 9250</td> </tr> <tr> <td>Puan Sofea Amalina</td> <td>603-2783 9280</td> </tr> <tr> <td>Fax Number</td> <td>603-2783 9222</td> </tr> </table>	<b>Tricor Investor &amp; Issuing House Services Sdn. Bhd.</b>		Registration No. 197101000970 (11324-H)		Unit 32-01, Level 32, Tower A, Vertical Business Suite, Avenue 3, Bangsar South, No. 8, Jalan Kerinchi, 59200 Kuala Lumpur		<b>Telephone Number</b>		General Line	603-2783 9299	En. Amier Arief	603-2783 9250	Puan Sofea Amalina	603-2783 9280	Fax Number	603-2783 9222
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9.	There was a cut off for registration to AGM several days before the AGM date. In view of technological advances and less reliant on manual processes, could company look at doing away with this cut off and allow registration even on the day?	<ul style="list-style-type: none"> <li>In respect of deposited securities, only Shareholders whose names appear on the Record of Depositors on 5 May 2022 (General Meeting Record of Depositors) shall be eligible to attend, participate, speak and/or vote at the meeting.</li> <li>The cut off time for registration to participate at the 25<sup>th</sup> AGM was 48 hours before the AGM as stated in the Administrative Guide to shareholders. Shareholders are advised to register prior to cut off time so that you can participate the meeting smoothly without worrying if your registration is failed or late receive the meeting access ID and password. Nevertheless, the Company noted on the suggestion and may consider for future general meetings.</li> </ul>																
10.	I only received the NOTIFICATION TO SHAREHOLDERS, which did not have any info on how to get register as shareholder to attend the meeting?	<ul style="list-style-type: none"> <li>Refer to Bursa Malaysia announcement dated 12 April 2022 on our <a href="#">Notice of meeting</a>, the procedures for members to register, participate and vote remotely via the Remote Participation and Electronic Voting (RPEV) facilities are provided in the Administrative Guides for the 25th AGM.</li> <li>The Notification to Shareholders stated that documents related to the 25th AGM included the Administrative Guide on guidance for registration for participation in the virtual AGM can be found and downloaded on the Company's website at <a href="http://www.digi.com.my/annualreport/index.html">www.digi.com.my/annualreport/index.html</a>.</li> </ul>																



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11.	In view of technological knowledge and expertise that the Group has in digital n telecommunication field, couldn't company devise a link which automatically accesses CDS data and email registration link to existing shareholders on records, instead of the process of need to get online to register for every AGM/EGM's?	<ul style="list-style-type: none"> <li>The entitlement to attend AGM/EGM is based on the date of General Meeting Record of Depositors. The independent scrutineers would also have to verify shareholders' registration for online AGM against the Record of Depositors.</li> <li>Furthermore, attendance of meeting is based on the preference of shareholder as not all shareholders would want to attend the meeting. Hence, shareholder who wishes to attend meeting shall register and his/her request will be processed accordingly.</li> </ul>								
12.	There are 2 separate entities having the same name as "BOARDROOM" in the similar business, which could cause miscommunication...Can this be avoided? In addition, DIGI uses another platform of "tiihonline" should one requests for the Company documents. Can these be centralised to one entity, or even handled by the Company itself directly as service to shareholders?	<ul style="list-style-type: none"> <li>2 separate entities having the same name as "BOARDROOM" in the similar business – we acknowledged the confusion that have caused to you and have escalated the issue to our service provider, i.e. Boardroom Share Registrars Sdn. Bhd.</li> <li>Request for Company's documents – we noted on your query. Please be informed that Tricor Investor &amp; Issuing House Services Sdn. Bhd. (<a href="https://tiih.online">https://tiih.online</a>) is the share registrar of the Company while Boardroom Share Registrars Sdn. Bhd. (<a href="https://investor.boardroomlimited.com">https://investor.boardroomlimited.com</a>) is only the poll administrator for the AGM. Therefore, the Request for Company's documents should be done via <a href="https://tiih.online">https://tiih.online</a>. Notwithstanding that, shareholders can also send their request to Company at <a href="mailto:invesrel@digicom.my">invesrel@digicom.my</a>.</li> </ul>								
13.	May I know how much transport and meal allowances can claim by board members / will reimburse to those members who attend this virtual AGM?	<ul style="list-style-type: none"> <li>The directors' fees payable to Independent Non-Executive Director is within the approved amount approved by shareholders in AGM.</li> <li>No transportation nor meal allowance is given to Directors</li> </ul>								
14.	Can we view all message post by all shareholders	<ul style="list-style-type: none"> <li>No, the Remote Participation and Electronic Voting (RPEV) facilities do not have this feature.</li> </ul>								
15.	Please send the ID to log in E meeting. 066001037307667	<ul style="list-style-type: none"> <li>On behalf of Digi, we regret any inconvenience that may have resulted from Boardroom Smart Investor Portal at <a href="https://investor.boardroomlimited.com">https://investor.boardroomlimited.com</a>.</li> </ul>								
16.	Dear Tricor, I have not received the link of registration. There is a notice of AGM email and invitation.	<ul style="list-style-type: none"> <li>For enquiry in relation to the RPEV Facilities, please contact Digi's Poll Administrator, BSR during office hours Mondays to Fridays from 8.30 a.m. to 5.30 p.m., except on public holidays:</li> </ul>								
17.	As per title above, I am a shareholder of DIGI and having trouble registering for DIGI AGM of Friday. Can you please send me the link to register as shareholder as the "Boardroom" site	<table border="1"> <tbody> <tr> <td>Address</td> <td>Boardroom Share Registrars Sdn. Bhd. 11<sup>th</sup> Floor, Menara Symphony, No. 5, Jalan Prof. Khoo Kay Kim, Seksyen 13, 46200 Petaling Jaya, Selangor Darul Ehsan</td> </tr> <tr> <td>General Line</td> <td>603-7890 4700 (Helpdesk)</td> </tr> <tr> <td>Fax Number</td> <td>603-7890 4670</td> </tr> <tr> <td>Email</td> <td><a href="mailto:bsr.helpdesk@boardroomlimited.com">bsr.helpdesk@boardroomlimited.com</a></td> </tr> </tbody> </table>	Address	Boardroom Share Registrars Sdn. Bhd. 11 <sup>th</sup> Floor, Menara Symphony, No. 5, Jalan Prof. Khoo Kay Kim, Seksyen 13, 46200 Petaling Jaya, Selangor Darul Ehsan	General Line	603-7890 4700 (Helpdesk)	Fax Number	603-7890 4670	Email	<a href="mailto:bsr.helpdesk@boardroomlimited.com">bsr.helpdesk@boardroomlimited.com</a>
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	that i tried to register doesn't recognize my password.	
18.	It would be useful also for DIGI to send out in its notification to shareholder on how to register for the AGM, an Infor i can't find on the Notice.	<ul style="list-style-type: none"> <li>Refer to Bursa Malaysia announcement dated 12 April 2022 on our <a href="#">Notice of meeting</a>, the procedures for members to register, participate and vote remotely via the Remote Participation and Electronic Voting (RPEV) facilities are provided in the Administrative Guides for the 25th AGM.</li> </ul>
<b>Outlook</b>		
19.	May I know, what is the company's future Outlook?	<ul style="list-style-type: none"> <li>On the macro front, there were positive signs of recovery in Malaysia. We have seen improved operating and retail environment alongside positive economic indicators and macro developments.</li> <li>Digi is optimistic to deliver our financial achievements per our FY2022 guidance and remains focused to execute on near-term strategic priorities.</li> </ul>
<b>Merger</b>		
20.	Can brief us the progress of merger exercise with Axiata	<ul style="list-style-type: none"> <li>The proposed merger is still proceeding as planned and more information will be forthcoming as we indicated during our AGM presentation.</li> </ul>
21.	With the proposed merger how will this affect Digi in term of management.	
22.	Upon the completion merger Digi with Celcom, would my Digi shares be incorporate to Axiata shares, on what basis ie one for one?	
<b>Feedbacks / Suggestion</b>		
23.	We have received Network Coverage, Customer Services, and Fees and Charges feedbacks from shareholders.	<ul style="list-style-type: none"> <li>Thank you for your feedback. We take all feedback seriously as part of our continuous improvements towards customers' experience.</li> <li>You can call our Digi Helpline at 0162211800 or chat with us on live chat for further update on the status of your case (applicable for those whom we have contacted)</li> </ul>
24.	Suggest allowing free broadband access to virtual DIGI AGM for shareholders of prepaid or postpaid customers	<ul style="list-style-type: none"> <li>Thank you for your suggestion, we will evaluate this for the next AGM when closer to the time.</li> </ul>
25.	Your presentation slides are too small to be able to view online as the wordings are too small and blurs, please view it yourself now	



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26.	Is the 1GB free internet enforce by authority for Mysejathera using still on?	<ul style="list-style-type: none"><li>• The daily free 1GB Productivity Internet has ceased. It was not specifically for MySejahtera, but rather catered for all productivity and education platforms, apart from zero-rated access to all essential and government websites</li></ul>
27.	No need lady director unless they can bring in profit	<ul style="list-style-type: none"><li>• Diversity and inclusion is a key agenda in Digi's people strategy.</li><li>• The company firmly believes that a diverse workforce across all levels of the organisation with a variety of perspectives is a strength, to better serve its diverse customer base.</li><li>• The Board is pleased that Digi continues to be recognised as a leader in this respect, with its second-year inclusion in the global Bloomberg Gender Equality Index (GEI) 2022. Digi is one of only three Malaysian companies on the index.</li><li>• Digi also signed the UNWomen's Empowerment Principles and became a member of 30% Club, attesting to its commitment in advocating diversity and inclusion initiatives.</li><li>• Lastly, Digi has applied to Practice Note 5.9 of Corporate Governance Report and we are supporting the nation's ESG commitment as our Finance Minister Datuk Seri Tengku Zafrul Abdul Aziz, in his Budget 2022 presentation, announces that all large-cap companies must have one female director by September 2022, and all other listed companies by January 2023.</li></ul>
28.	Profit comes first before the Corporate Governance	<ul style="list-style-type: none"><li>• The Board ensures that strategy, risk, performance and sustainable development considerations are effectively integrated and appropriately balanced.</li><li>• Recognising the importance of good corporate governance, the Board is committed to uphold high standards of business integrity and ethics and has worked with the Management to maintain these standards through the course of the year.</li></ul>
29.	Don't engage expensive Auditor to cut cost	<ul style="list-style-type: none"><li>• The Audit &amp; Risk Committee (ARC) has conducted annual assessment on EY and is satisfied with their performance.</li><li>• The ARC has recommended to the Board to seek approval from the Shareholders to re-appoint EY as Auditors of the Company.</li><li>• Digi believes it is fair and reasonable for Auditor's fees.</li></ul>