



Annual General Meeting

27 November 2020 at 2.30 p.m.

Frequently Asked Questions

How do I watch the AGM live webcast and/or audio-only stream?

You will need to take the following steps:

Step 1 : Go to the SPH website <https://investor.sph.com.sg/agm2020.html>

Step 2 : Click on the “AGM Pre-Registration (including Submission of Questions)” button.

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

Step 3 : Complete the information required on 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): Following verification that you are a shareholder of SPH an email will be sent to you by 2.30 p.m. on 26 November 2020 with your login credentials and the link to access the audio-visual webcast or a toll-free telephone number to dial in for audio-only stream (according to the option you selected during pre-registration).

Step 6(b): If we are unable to verify that you are a shareholder from our records, you will receive an email by 2.30 p.m. on 26 November 2020 to notify you that we are unable to verify your shareholder status.

Step 7 : On the day of the AGM 27 November 2020 you will need to log in to the audio-visual webcast or dial the toll-free telephone number to listen to audio-only stream.

Shareholders who do not receive an email by 2.30 p.m. on 26 November 2020 but have registered by 2.30 p.m. on 24 November 2020 should contact our share registrar, Tricor Barbinder Share Registration Services (A division of Tricor Singapore Pte. Ltd.), at +65 6236 3550/ +65 6236 3555 or via email at sg.is.sphproxy@sg.tricorglobal.com before 5.00 p.m. on 26 November 2020 or between 9.00 a.m. and 2.00 p.m. on 27 November 2020.

When will I receive the login credentials?

Authenticated shareholders will receive an email by 2.30 p.m. on 26 November 2020. The email will contain credentials to view the webcast and/or listen to the audio-only stream, as well as the link to access the webcast or toll-free telephone number for the audio-only stream to the AGM proceedings.

Shareholders who do not receive an email by 2.30 p.m. on 26 November 2020 but have registered by 2.30 p.m. on 24 November 2020 should contact our share registrar, Tricor Barbinder Share Registration Services (A division of Tricor Singapore Pte. Ltd.), at +65 6236 3550/ +65 6236 3555 or via email at sg.is.sphproxy@sg.tricorglobal.com before 5.00 p.m. on 26 November 2020 or between 9.00 a.m. and 2.00 p.m. on 27 November 2020.

What happens if SPH cannot verify my shareholder status?

You will receive an email by 2.30 p.m. on 26 November 2020 notifying you that we are unable to verify your shareholder status, and therefore, you will not be able to have login access to the webcast and/or audio-only stream of the AGM proceedings.

Who can register to watch the AGM via live webcast and/or audio-only stream?

Only registered shareholders of SPH will be able to register to watch the webcast and/or listen to audio-only stream.

Can I register my representative to watch the webcast and/or audio-only stream?

No. Only registered shareholders of SPH will be able to register to watch the webcast and/or listen to the audio-only stream.

If I hold SPH shares via a securities sub-account in a depository agent (e.g. a nominees' company), can I register to watch the webcast and/or listen to the audio-only stream?

We regret that you will not be able to register to watch the webcast and/or listen to the audio-only stream.

You should contact the relevant intermediary through which you hold such shares as soon as possible in order to make the necessary arrangements for you to participate in the AGM.

What information do I need to provide to register online?

You will need to provide the following information:

- 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 in the records. However, only one NRIC/Passport number and email address is required.)
- Email Address
- Shareholding type (How your SPH shares are held)
- NRIC or Passport Number
- Provide a valid mobile or landline number (for the Audio Only stream).

Why do I need to provide my full NRIC number?

This is to enable SPH to verify that you are a shareholder.