

Pre-AGM Questions from Shareholders for 64th AGM (as at 23 April 2024)

Door Gift & AGM Matters (1/2): AGM Door Gifts

Shareholder Name	Questions
TAN WEE KUANG	Door gift
TAI CHWI SIANG	Any gift for virtual meeting?
KEE POH LENG	What are the door gift will be given to those attended the AGM via Virtual or Fizikal?
CH'NG MUN CHERN	<p>Hello there, I've been trying to fix this issue since 2 years ago. Every year when Maybank provide gifts for AGM participation, it has been sent via "maybank@edm.maybank2u.com" in which I cannot seem to receive it every year.</p> <p>I have to go through Murtaza Bin Osman <murtazao@maybank.com> every year. Twice including the Gift voucher from 2023. Could the PR team look into this issue please?</p> <p>I've tried to whitelist the edm mailing address but still could not receive any emails from maybank@edm to my registered email "cherncmmc36@gmail.com"</p>
SEK CHENG LIM	What considerations went into selecting this year's door gift for attendees, and how does it reflect the bank's values or theme of the event?
TIEN LEI LEI	Hi, do I get door gift if I'm going for the virtual meeting?
LEE KIM LIAN	If I attend only VIRTUAL, will door gift be given? Or only given for Physical attendance? Thank you
NG IT SZE @ NG JOO SAI	<p>Dear sir</p> <p>This year AGM please give door gift TQ</p> <p>Pls send the hard copy of the annual report to my registered address TQ</p>
CHIN WENG HAM	What's the door gift like?
CHIA LAI HUAT	Kindly reward shareholders with e wallet voucher. Thank you.
Response	
<p>Shareholders and proxies who have registered for this AGM and attending the same physically will receive hardcopies of Lotus's vouchers with a value of RM50 during the registration for the AGM at the meeting venue.</p> <p>Meanwhile, shareholders and proxies who have registered for this AGM and attending the same virtually will receive Lotus's e-vouchers with the same value of RM50. An e-voucher will be sent to the email address that the shareholder/proxy has used to register for this meeting, within seven days from the AGM date.</p> <p>We are maintaining the same door gift as last year after taking into account positive feedback received from shareholders during our evaluation exercise. We are also not providing e-wallet cash considering the limitations/ challenges some shareholders face in using mobile applications or outdated mobile devices. Lotus's was selected because it is a hypermarket chain that has one of the largest networks in</p>	

the country and we believe this will benefit the shareholders in terms of convenience when using the vouchers.

Our findings showed that shareholder Ch'ng Mun Chern had previously not consented to receiving eDM marketing materials from Maybank and therefore, was unsubscribed from the mailing list. However, now that you have provided consent, you should be able to receive our emails on the AGM gift voucher.

We have despatched a copy of the annual report on 22 April to you, Ng It Sze @ Ng Joo Sai.

Door Gift & AGM Matters (2/2): Conduct of AGM and AGM Service Provider

Shareholder Name	Question
CORINNA LOW SIM YEE	Hi I registered for virtual AGM but didn't receive any email for confirmation?
CHIN SWEE MOY	I would like to attend the meeting physically.so please change for me. Thks.
IDA EMILY HO LAY SIM @ HO LAY SIM	1] Can I attend the physical AGM, even though I have registered to attend online? 2] Say I have attended the physical AGM, then leave earlier because this particular AGM is very long, until 3pm or later....Can I still enter the Online link ?? TQ.REGARDS. EMILY
LAU XI LYNG	Hi. If I have a nominee account with Rakuten trade, and I emailed to request to join AGM, and is approved, do I still need to register here? If yes, please show me the steps. Thank you.
Response	
<p>Our Boardroom representative has reached out to you to assist on this matter, Corinna Low Sim Yee.</p> <p>If you have submitted your registration, you will receive a notification that your Remote Participation and Electronic Voting (RPEV) registration has been received and pending verification. Upon system verification against the General Meeting Record of Depositors (ROD) as at 17 April 2024, you should receive an email from Boardroom Share Registrar Sdn. Bhd. on 24 April 2024 notifying you whether your registration has been approved or rejected.</p> <p>If you still cannot receive any notification from Boardroom after submitting your registration, please contact Boardroom's Helpdesk during office hours from Mondays to Fridays from 8.30 a.m. to 5.30 p.m. (except for public holidays) for further assistance:</p> <p>Boardroom Share Registrars Sdn. Bhd. Tel: +603 7890 4700 Email: bsr.helpdesk@boardroomlimited.com</p> <p>Our Boardroom representative has reached out to you to advise on this matter, Chin Swee Moy and Ida Emily Ho Lay Sim @ Ho Lay Sim.</p> <p>Shareholders who have registered virtually can still choose to attend the AGM physically on 25th April and register their attendance at the AGM venue (MITEC). All shareholders/proxies/corporate representatives who have registered for both the physical and virtual meeting are allowed to attend the AGM either physically or virtually at any point in time when the AGM is ongoing.</p> <p>We received your Proxy Form from Rakuten, Lau Xi Lyng. You are registered for the AGM and no further action is needed.</p>	

Capital (1/3): Share Split, Bonus Issue and Rights Issue

Shareholder Name	Question
TANG YENG FATT	Are there any plans to have a share split like Public Bank's 5 for 1 to make Maybank shares more affordable?
TIONG CHUN YII	Is there any plan to have shares split in near future?
LOH MUN SEONG	No bonus issues since 2008 and rights issues since 2009. Any plan to exercise such plan?
KEE JEIK SHYANG	Any bonus issue will be enforced?
Response	
<p>We believe our shares remain at an affordable price relative to other public listed companies in Malaysia. As such, we do not have plans currently to undertake any share split, bonus issue or rights issue exercise in the foreseeable future. Instead, our priority will be to drive fundamental improvements and create value that will be reflected in the share price.</p>	

Capital (2/3): Share Ownership

Shareholder Name	Question
RAMRAJ SIVAGNANAM A/L SIVAJANAM	How many shares do I need to buy, in order to own 1% partnerships/ownership in Maybank?
Response	
As at 31 December 2023, Maybank has total ordinary shares in issue of 12,060,236,592 ordinary shares. To own 1% of the amount, you will need to acquire 120,602,365 shares.	

Capital (3/3): Basel 3 Implementation

Shareholder Name	Question
TEO CHER MING	How will Basel 3 full implementation in 2025 impact Maybank? Would additional capital buffers required or additional capital can be released as part of optimal capital management, any numbers to be shared
Response	
<p>For Malaysia, Bank Negara Malaysia (BNM) will be implementing the Basel III Reforms proposals over a multi-year period in phases, starting with the standardised approach for operational risk (ORWA) in 2025 and followed by a phased implementation for credit risk, market risk and others up to 2030. Maybank has established a task force to address the impact to the lines of businesses, counter measures and business strategies while seeking regular industrial inputs from the regulator.</p> <p>At this juncture, ongoing assessment is being made on the potential impact on capital adequacy in line with the guidance released by BNM to-date.</p>	

Dividend: Dividend Payout & Dividend Reinvestment Plan

Shareholder Name	Question
KHAW CHOKE HAN	What's the estimated dividend for 2024, what are the factors to determine dividend payout, and is there any DRIP for this year?
DIONG JIN EE	Just wish to take this opportunity to thank Maybank for sharing your profits with us via distributing good rate of dividend. Hope your dividend policy will continue. Well done. All the best.
WONG FEI YANG	Is the board will consider again reopening for the dividend reinvestment in near future?
LEE HON SIONG	Is there any plan for DRP?
WONG CHEE KEONG	Why there wasn't had any DRP recently?
CHEONG MUN YEI	increase dividend
ALAN PANG YINJIN	increase dividend
WOO SIONG VOON	When DRP will be restart again?
Response	
<p>Before deciding on a dividend payout to reward our shareholders, we take into consideration our profitability, capital adequacy levels, peer benchmarking, historical payouts, future business growth, macroeconomic conditions and external ratings' requirements.</p> <p>This is evident via Maybank's strong dividend yield of 6.7% in FY2023, which is one of the highest in the banking industry in Malaysia as well as the region. We remain committed to rewarding our shareholders by driving continued improvement in our financial performance as explained earlier as part of the M25+ corporate strategy while also taking into consideration the Group's capital adequacy levels for growth and resilience. Our long-term dividend payout policy rate remains unchanged at 40% to 60% based on reported net profit attributable to shareholders.</p> <p>The dividend reinvestment plan (DRP) is an option for us to apply to conserve capital. However, given the dilution to earnings per share impact, we will endeavour not to use the DRP.</p> <p>Thank you for your feedback and we appreciate your continued support, Diong Jin Ee.</p>	

Board of Directors: Non-Executive Directors' Fees

Shareholder Name	Question
QUEK JIN ANG	On the Resolution 6 on payment of fees to Non-Executive Directors, if passed, would the revised fees take effective 1 January 2024 and be paid on a quarterly or monthly basis? There is no explanatory notes on this revised fee taking effect period and frequency of payment.
Response	
The per annum amount approved as Directors' fees will be divided into equal monthly payments to each Non-Executive Director. Payments of the monthly amount will begin from April 2024 (on pro-rated basis) until the next AGM of the Company to be held next year.	

Performance & Business (1/6): Revenue Drivers & Profitability

Shareholder Name	Question
LOH MUN SEONG	Net Fund Based Income dropped from QoQ and even declined YoY RM20.67 bil (2023) to RM19.30 bil (2022). What is the company strategic to boost Net Fund Based Income?
	YoY performance on brokerage income and fees on loans advances and financing decreased double-digits to 14.7% and 32.2%, respectively. How company to overcome such drastic declined?
	Group CASA ratio declined from 40.9% to 36.9%, what pre-emptive measure to boost the liquidity position?
Response	
<p>Our net fund based income was lower at RM19.30 billion in FY2023 from RM20.67 billion in FY2022 as our net interest margin (NIM) compressed by 27 bps to 2.12% due to higher funding cost and deposit competition as interest rates across our home markets started to return to pre-pandemic levels from 2022. This impact was seen with all peers in the industry.</p> <p>For this year, we will work towards reducing our funding costs by improving the stickiness of our low-cost deposit franchise, namely current and savings accounts (CASA), while minimising the reliance on costlier short-term deposits. We will also defend our loan yield by focusing on loans growth in specific segments such as mortgage, retail small and medium enterprises (SME), SME Plus and mid-market corporate banking clients across our home markets. We expect that these efforts will help minimise NIM compression (potentially up to five bps) experienced in FY2024.</p> <p>Meanwhile, our brokerage income reduced 14.7% YoY in FY2023 mainly from Singapore and Thailand operations, which fell by 17% and 23% YoY, in line with lower market trading volume of 10% and 26% respectively. Fees on loans, advances and financing declined 32.2% YoY due to lower loans origination and syndication participation fees. For FY2024, we are optimistic on the outlook of our brokerage income driven by expectations of higher market trading volume and improved sentiment due to rising foreign inflows. We also continue to expand our securities business across our key markets by growing our structured products and margin financing businesses, improving customer engagement and acquisition and focusing on research and content ideation to highlight investment opportunities to customers. Similarly, we expect an improvement in our fees on loans, advances and financing for FY2024 driven by growth in our global banking portfolios across our key home markets.</p> <p>On our deposit strategy, we have in place short- and long-term strategies to improve our liquidity position and overall funding profile, with emphasis in Malaysia. These efforts are focused on enhancing growth in CASA, as well as retail, SME, business banking and global banking customers' operational accounts, while optimising the composition of costlier money market deposits.</p>	

Performance & Business (2/6): MYR Depreciation

Shareholder Name	Question
LEE HON SIONG	What is the impact to the Bank from the recent MYR depreciation?
Response	
<p>We measure the foreign exchange sensitivity based on the foreign exchange net open positions under an adverse movement in all foreign currencies against the functional currency i.e. Ringgit Malaysia (RM).</p> <p>Based on the sensitivity analysis performed, the Group and the Bank may be subject to additional translation gains which will impact profit after taxation by RM40.2 million and RM35.5 million respectively, if RM depreciates by 1%.</p> <p>Kindly refer to note 53(f)(6) of the financial statements for further details.</p>	

Performance & Business (3/6): Outlook

Shareholder Name	Question				
LOH MUN SEONG	What is the banking outlook for 2024 particularly Malaysia and ASEAN regions as a whole? And what is loans growth prospects?				
TEH KIAN LANG	Will 2024 be better than 2023 or be worse due to new challenges?				
TEO CHER MING	2024 target for NIM, loan growth, credit charge and CIR				
Response					
<p>Our Maybank Investment Banking research team expects NIMs to stabilise in Malaysia as the Overnight Policy Rate (OPR) remains unchanged. Loans growth is expected to remain stable amid a pick-up in domestic economic growth. Capital ratios remain comfortable, with the industry CET1 capital ratio averaging 14.9% at end-2023. Dividend payouts for the year are expected to remain stable. Five digital banks are expected to commence operations by April 2024; conventional banks will monitor this progress closely though these digital banks are not expected to pose significant competition to incumbents in the near term.</p> <p>The MIBG research team is also guiding that across ASEAN, NIMs are forecasted to contract as the year 2024 progresses. Most regional central banks are likely to ease policy rates given improving inflation outlooks and growth prospects. This should have downside impact to NIMs as loan yields reduce. Singapore and Thailand are likely to see slightly slower pace of decline given large domestic liquidity keeping funding costs competitive. On the other hand, loan growth is expected to rebound in 2024 across the region, led by Vietnam (+13.6% YoY), Indonesia (+10% YoY) and Thailand (+9.8%) as government pump priming takes effect and corporates add capacity. Asset quality is expected to remain stable in an environment of economic recovery.</p> <p>Against this backdrop, Maybank has guided for loans growth of between 6% and 7% for FY2024 coming from our efforts to double down on mortgage, retail SME, SME Plus and the mid-market corporate banking segments across our home markets.</p> <p>Maybank's expectations for FY2024 was covered during the President & Group CEO's presentation. In summary, Maybank aims to capitalise on identified business growth in key areas of Group Community Financial Services, Group Global Banking and Group Insurance & Takaful in our home markets.</p> <p>The focus will cut across fund based and fee based income, leveraging the Group's regional presence and sizeable customer base. In continuing to manage risks appropriately, robust asset quality, sound liquidity and strong capital will remain top priorities.</p> <p>Roll out of digital solutions will be accelerated in line with holistic, regional digital business model to address end-to-end customer lifestyle and business needs to deepen relationships with existing customers and acquire new customers, applying the Agile ways of working aligned to M25+. Investments will be made to ensure enablers and capabilities are able to cope with the business and operational needs.</p> <p>We have provided the guidance below on our key financial indicators for FY2024:</p> <table border="1"> <thead> <tr> <th>Financial Indicators</th> <th>FY2024 Guidance</th> </tr> </thead> <tbody> <tr> <td>NIM</td> <td>Compression of up to five bps</td> </tr> </tbody> </table>		Financial Indicators	FY2024 Guidance	NIM	Compression of up to five bps
Financial Indicators	FY2024 Guidance				
NIM	Compression of up to five bps				

CIR ratio	<49%	
NCC rate	Up to 30 bps	
ROE	11%	
Dividend Payout	40%-60%	

Performance & Business (4/6): Key Challenges in the Near-Term

Shareholder Name	Question
LEE HON SIONG	What are the key challenges this year and coming 2-3 years?
Response	
<p>The Group continues to be guided by our M25+ strategy to support our long term sustainable growth. Nevertheless, there are broad challenges anticipated which the Group has considered, including:</p> <ul style="list-style-type: none">• Uncertain global macro-economic environment on the back of a softer outlook for major economies that could impact business sentiment and growth outlook.• Increase in cyber threats due to heightened social engineering attacks as well as more sophisticated cyberattacks and data breaches as technology becomes more pervasive.• Higher expectations in driving sustainability agenda i.e.: to lead and address sustainability considerations in an appropriate and timely manner.• Scarcity in next-gen talent exacerbated by rapid technology evolution which requires new skills as well as meeting workforce expectations post-pandemic.• Meeting diverging customer needs and preferences while ensuring our proposition remains current and relevant.	

Performance & Business (5/6): Etiqa

Shareholder Name	Question
TEO CHER MING	<p>Recap last year pre AGM question on Etiqa SG losses of over 500m, it seems that this year the impact of the product is still being feel I.e. policy surrender of the mini universal policy. How many more policies are still active.</p> <p>In pg 96 of AR, it is mentioned Etiqa SG affected by impairment of China bonds, which companies /industries bond does these refer to and are maybank/Etiqa still holding the bonds of these companies</p>
Response	
<p>On the contrary, with sufficient reserves set aside in 2022 to cater for any further surrenders of the mini universal life (UL) policies without early termination penalties, Etiqa Singapore's FY2023 financial performance was not impacted by surrenders in 2023. We have seen an estimated 30% YoY reduction in our mini UL policies to 18.7k policies as at 31 December 2023.</p> <p>The impairment of China bonds made in FY2022 was related to the property sector. We no longer hold these bonds as of end July 2023.</p> <p>Arising from the above, our loss before taxation (LBT) for Etiqa Singapore reduced to RM51.85 million in FY2023 versus a LBT of RM618.26 million in FY2022.</p>	

Performance & Business (6/6): Credit Cards

Shareholder Name	Question
TEO CHER MING	<p>1. Maybank launched my impact card in 2023, how many cardholders are there, % it contributes to card billings</p> <p>2. Pg 72 CFO reflection mention higher credit card fees due to merchant volume and billings. Doesn't higher volume benefit maybank in terms of increased commission received from merchants or the higher volume refers to higher interchange fees paid to other acquirers? Please elaborate</p>
Response	
<p>As at 31 December FY2023, a total of 6,669 myimpact credit cards have been approved since its launch in August 2023. Given that this card was newly launched in the second half of 2023, the impact from myimpact cards billing in FY2023 was not significant to total card billings.</p> <p>Higher credit card fees are contributed by increased volume of business and which are paid in USD. There were also higher redemption rates of Treat Points to air miles due to higher travel instances among cardholders.</p>	

Outlook: Interest Rate

Shareholder Name	Question
BOO ZHENG QIAN	<p>Dear Maybank,</p> <p>The US Federal Reserve has signaled its intention to cut interest rates if the unemployment rate remains steady while the inflation rate drops to 2%. Despite the US Federal Reserve's increase in rates, Bank Negara Malaysia did not follow suit in raising interest rates.</p> <p>At the recent AGM of DBS, the CEO of DBS mentioned that he foresees Singapore's interest rates reducing, but not returning to pre-pandemic levels. Instead, they are likely to be maintained at 2-3% following the US Federal Reserve's rate cut.</p> <p>What is your opinion on the interest rates in the coming years? Do you believe Malaysia will remain at their current level or decrease in line with the Federal Reserve's decisions?</p> <p>Additionally, what impact do you foresee this having on the banking industry?</p> <p>Thank you.</p>
LOH MUN SEONG	Do you foresee any rate cuts from the Fed for 2024? And any possibility OPR follow?
Response	
<p>Our house view is that the OPR will remain unchanged at 3% for 2024, even if the US Federal Reserve cuts its interest rate potentially up to 75bps. The reasons behind the OPR expectation include:</p> <ul style="list-style-type: none"> • The OPR before the pandemic averaged about 3%-3.5%. As such, the current rate of 3% is a normalised rate for Malaysia. • The gap between the US Fed Rate and the OPR currently stands at over 250bps, which is the widest it has ever been. There is room for this gap to close, which would imply that even if the Fed cuts rates, Malaysia need not move on its OPR, given that Bank Negara Malaysia (BNM) was not as aggressive in raising the rates as the Fed. • BNM forecasts Malaysia's headline inflation of 2-3.5% in 2024. Inflationary risks are tilted to the upside from a) a potential review of fuel subsidies, b) higher input costs due to exchange rates, c) higher global commodity prices due to worsening geopolitical tensions and weather disruptions. As such, these inflationary risks need to be monitored before there are any adjustments made to interest rates. <p>Cuts in interest rates typically lead to short-term NIM compression for banks, given that lending rates tend to adjust first before deposit rates. Banks in Malaysia went through a challenging period in 2023, as NIMs compressed due to stiff deposit competition. Since we expect interest rates to remain status quo, and given that deposit competition has eased somewhat, banks should see relatively stable NIMs this year, which would be overall positive for the sector.</p>	

Strategy: M25+ Progress

Shareholder Name	Question
LOH MUN SEONG	Any M25+ Progress for 2024?
Response	
<p>Details of our progress on the M25+ strategic programmes for FY2023 have been shared during the President & Group CEO's presentation. For FY2024, we will continue to focus on our five strategic thrusts and 13 strategic programmes (includes the latest programme approved by the Board specific to Maybank Singapore as elaborated in our response to MSWG's question 1).</p> <p>Details on our focus areas in 2024 by strategic programmes are elaborated on pages 57 to 60 of Maybank's Integrated Annual Report FY2023. Our progress as at 1Q FY2024 will be disclosed in our investor presentation during the May results release.</p>	

Digitalisation/Technology (1/3): Impact of New Digital Banks

Shareholder Name	Question
KEVIN HWANG QI CHONG	Does the newly established virtual bank (i.e GXBank) affect the company's business? How does Maybank foresee the influence on new banks?
YOONG WAI LOON	What is the impact of new digital bank to Maybank?
LEE HON SIONG	What is the Bank's strategy to compete with Digital Banks? Since some of them started to offer competitive rates for savings now.
FAI DICK SON	Will Maybank consider to add or increase the interest rate for the ones in Tabung? As I remembered the money saved in tabung was not given any interest, and recently some of the competitors are offering similar functions and included interest for the money saved in tabung-like portions.
LOW MING TAI	<p>Given the competitive landscape, I would like to inquire about the bank's strategy for attracting and retaining customers in light of digital banks offering significantly higher interest rates, such as 3% p.a. daily interest on savings accounts.</p> <p>While I understand digital banks may have different cost structures, could you elaborate on how the bank plans to balance competitive interest rates with the financial security and wider range of services offered by digital banks?</p>
TEO CHER MING	Has Maybank seen any impact from digital bank since they are offering 3% interest rate on savings ,1% unlimited cashback debit card
Response	
<p>As at April 2024, GX Bank went live with more than 200,000 customer onboarded, while AEON and Boost Bank are currently undergoing an internal testing phase and inviting some customers to test. Sea Bank and KAF Bank are expected to be launched in the second half of the year. The digital banks are expected to focus on basic core financial products and the underserved segments for the immediate future.</p> <p>We recognise that digital and technology trends are having a more transformative effect on the banking environment as digitally savvy customers are exploring financial service providers across all fronts. Also, digital banks will use modular/scalable tech stacks and are able to utilise data more efficiently to personalise offerings to customers proactively. This is the reason why accelerating digitalisation and technology modernisation is one of the five strategic thrusts under our M25+ corporate strategy. We are also focused on delivering top customer experience for all our core product offerings. This is to ensure that we remain true to our purpose of being a values-driven platform, powered by a bionic workforce that Humanises Financial Services.</p> <p>Maybank aims to be a leader in digital banking, fostering a digital business and culture within the company. In order to achieve this, we have developed the three-pillar digital strategy that ensures our focus in achieving the following aspirations:</p> <ol style="list-style-type: none"> 1. Intensify end-to-end customer journey through ecosystem play at scale regionally 	

2. Embrace true digitalisation among Maybankers
3. Create new value through innovation and partnerships

We will continuously intensify our capabilities to provide more value added services to our customers. Maybank will focus on its current first-mover advantage in terms of offering digital solutions (as we have done with Maybank2u, MAE, Sama-Sama Lokal, SME Digital Financing and Maybank2uBiz) and building ecosystems to strengthen our competitive edge. We will leverage our large customer data base to develop hyper-personalised solutions while expanding our ecosystems within and beyond banking through partnerships to be more pervasive. Our expansive touchpoints, digitally and physically, will be a strong advantage to drive differentiated customer experience as we are able to provide a more holistic omni-channel experience to our customers. One such example would be our Agile Customer Experience (CX) @ Branch initiative, mentioned during the President & Group CEO's presentation. It simplifies the account opening process, standardises service quality and enhances our infrastructure for faster, hassle-free transactions and an overall better experience for customers.

For Tabung, you will earn interest on the funds contributed to the Tabung based on the total balance. These interest rates are not fixed and will vary from time to time. All interest due will be paid into your Tabung on 30 June and 31 December every year. A prorated interest will be included at the point of maturity of the Tabung. Today, Tabung is able to do group Tabung, to allow for shared contribution among family and friends, it has the ability to round up spare change as well as automatically place money in the Tabung, when customers make payments to specific categories. Having said that, we are considering different permutations to the Tabung capability to keep providing more value to our customers.

We also offer a broad range of investment products including goal-based investment, fixed deposits, unit trusts, share trading, and wealth management services, easily accessible through our digital and mobile banking platforms. For example, we have launched numerous promotional campaigns for our fixed deposit products across the year with attractive interest rates.

Ultimately, we do not adopt the approach of competing on interest rates to attract savings accounts as this will drive up cost of funding and impact medium-term profitability, which is not sustainable over the long run. Instead, we focus on delivering holistic offerings across various customer segments that aim to fulfil our customers' needs or solve pain points that they may have across their various financial moments. We will keep pushing the frontier to deliver a customer journey that delights and constantly adds value to our customers.

Digitalisation/Technology (2/3): Block Chain Technology Adoption

Shareholder Name	Question
SEK CHENG LIM	How is the bank leveraging blockchain technology, if at all, to streamline operations and enhance security in financial transactions?
Response	
<p>With customer experience and customer security in mind, Maybank continuously explores the use of emerging technology—including blockchain—to improve various aspects of our operations, with the focus on enhancing security in financial transactions. With blockchain, there are potential applications in areas such as payments, trade finance, and supply chain management. One example would be the National Bank of Cambodia’s Bakong project, whereby blockchain technology is used for inter-bank services within Cambodia and inter-country fund transfers between Cambodia and Malaysia.</p> <p>However, for financial transactions within Malaysia, the actual implementation will require further review of regulatory considerations and the need for industry-wide collaboration.</p>	

Digitalisation/Technology (3/3): Service Disruption

Shareholder Name	Question
WILLHAM SIAU	What happened to our online banking system? What's the cause of the issues recently? Have we done anything on it? What have we done so far?
TEO CHER MING	The recent system outage was rather unfortunate, was this due to an external vendor issue or an internal system issue? Did BNM impose any curbs on the bank such as additional capital requirement, disallow any new investments /non-essential IT investments to improve on system reliability? Does the bank have backup server if it is related to server? How can Maybank prevent this from happening in the future?
KOW LIH SHI	<p>What happen to system down unable. Proceed transaction happen , that is bad network services or. May be system bug ?</p> <p>That happen in. This year in mall .happen hang of entire parking services and some merchane.</p> <p>What is company action plan of make it 0 breakdown ?</p> <p>That banking system was scadules of maintenance and servicing. In daily and some necessary time ..., what is solution ?</p>
Response	
<p>On 5th April 2024, Maybank experienced service disruption in Malaysia at approximately 9.20pm for three of our services, namely debit card, online banking and ATM services. The disruption temporarily prevented our customers from making online payments as well as performing banking transactions. Our services were restored by 11.34 pm as Maybank worked diligently to rectify the service disruption.</p> <p>We will continue to intensify our efforts to boost our technology resiliency and the robustness of our systems to address such an incident from recurring, and are actively engaging with the regulators (BNM). We extend our sincere apology for the inconvenience caused to our customers and stakeholders arising from this service disruption.</p>	

Sustainability (1/2): Green Energy & Financing

Shareholder Name	Question
NG KHAI EE	What are the strategies for Maybank to support and/or accelerate the growth of green energy in Malaysia?
NG KHAI EE	What is the business outlook for Maybank in terms of green financing (i.e.: EV loan, solar loan, credit card instalment for solar) for the next 5 years?
Response	
<p>The Group has established a transition strategy which includes green energy, that is anchored on three key strategic pillars required to drive the Group towards decarbonisation:</p> <ol style="list-style-type: none"> (1) supporting clients to decarbonise in areas such as client engagements to support their decarbonisation journey, providing sustainable/transition financing to top emitting clients and limiting exposure to new and existing high emitting clients. (2) accelerating differentiated investment in sustainable financing. This includes incentivising green projects, financing innovative technologies that help to reduce emissions, financing nature-based solutions and setting KPI for sustainable/green financing. (3) tailored towards our leadership role in building capabilities and solutions, through partnerships and collaborations and researchers to develop thought leadership. <p>This is further strengthened by our M25+ plan, of which one of our strategic thrusts covers sustainability and includes initiatives aimed at enhancing baseline, measurement and target-setting capabilities, building segment-specific business strategies and developing a sustainability integrated target operating model covering governance and organisation, business/individual KPIs and credit approval processes.</p> <p>At Maybank, we see ourselves as a key enabler in addressing the energy transition and supporting the national agenda. Maybank has had various conversations between government ministries and regulators to develop an Energy Transition Mechanism and Supply Chain Financing Programme. These strategic engagements aim to transition clients to a low carbon economy and ensure growth of renewable energy and EV opportunities in Malaysia through the mobilisation of sustainable finance and advisory expertise.</p> <p>We have also been supporting BNM’s energy transition financing via Low Carbon Transition Facility/-i (LCTF/-i). The LCTF is open to SMEs in all sectors that are committed to transform their business operations towards low carbon operations. This includes improving energy efficiency, increasing use of sustainable material for production and obtaining sustainability certification. As a result of this, Maybank has seen a 27% increase in financing through this facility for 2023 compared to the year before. Maybank has also been appointed as a member of the National Advisory Panel on Climate Change in July 2023.</p> <p>With respect to the National Energy Transition Roadmap (NETR), we have identified pockets of addressable markets as part of the six energy transition levers and are working towards participating in all ten catalyst projects, as we want to position ourselves as the Transition Partner of Choice. Some of these efforts would involve the use of blended finance which Maybank is exploring - funding projects that may not be commercially viable due to the high upfront costs or adoption of unscaled new technologies but with potential for high development impact. Meanwhile, Maybank has established the ESG Strategy & Solutions</p>	

team which is dedicated to partnering with clients and developing solutions that enable their decarbonisation and transition efforts.

In 2023, Maybank facilitated TNB GENCO's RM2.0 billion sustainability sukuk issuance under the TPGSB's RM10.0 billion iMTN Programme in nominal value to meet the criteria as set out in the Sustainability Sukuk Framework. The 300 megawatt hydroelectric dam is part of the Malaysian government's plan to increase its renewable energy to 31% of the national installed capacity mix by 2025 and 40% by 2035.

In addition to this, we were the first in the country to provide financing for EV charging infrastructure in line with targets under the National Energy Policy 2022-2040 to grow the EV market share to 38% by 2040. To support the adoption of EV and increase availability of EV charging infrastructure, we continued collaborating with ParkEasy in 2023 to install EV chargers at selected locations nationwide via the ParkEasy app. In 2023, we installed four EV charging stations in Kuantan, Pahang, and the Klang Valley, with plans to install more within the Klang Valley and other states in Peninsular Malaysia in 2024. This is in line with the national roadmap that targets to have 10,000 chargers by 2025.

There is also a need to support smaller businesses by financing existing infrastructure and new developments, providing funding solutions for enabling technologies, mobilising capital for microgrids and other technologies that increase access to clean energy.

In 2023, Group Community Financial Services extended RM2.03 billion of green-related sustainable financing to its retail consumers (13.84% from FY2023 total of RM14.65 billion), compared to RM1.86 billion in 2022. RM18.12 million was mobilised towards solar financing for Malaysian homeowners to install solar panel systems for their residential properties. Helping accelerate the adoption of EV and hybrid vehicles in Malaysia, we mobilised RM480.11 million in financing in 2023. We also provide holistic and integrated financing solutions for EV and hybrid cars, in addition to being a key EV financier for Tesla.

To further support the small businesses, Maybank launched the myimpact SME Hub, a comprehensive ecosystem for Malaysian SMEs to foster a thriving and responsible SME community, equipping them with the tools and knowledge to navigate the business landscape and make sustainable choices.

Maybank has also started publishing new ESG Research products, namely ESG Compendium Report, ESG Quarterly Report as well as ESG Thematic Reports on transition to renewables, voluntary carbon market and EV mobility in ASEAN in an effort to spur further investments in this space.

Overall, Maybank's business outlook in green financing over the next five years looks promising. Government initiatives will further support and drive growth in this space. Maybank sees opportunity to expand its market share for EV and solar financing as part of NETR as well as initiatives under the Net-Energy-Metering (NEM) programme and the lowering of solar panel prices. For EV, demand is expected to increase given the extension in tax reliefs for EV purchases domestically until 2025- 2027 coupled with the introduction of more affordable EV models to the market.

Maybank's holistic offerings of green financing solutions, specifically solar via mortgage, retail finance, credit card purchases and EV financing through attractive financing rates, EV charging privileges and complimentary coverage for EV Home Chargers will further support this agenda. Campaigns with the solar panel providers as well as prominent EV distributors/dealers such as Tesla, BYD, Chery and UMW Motors, will continue to raise more opportunities for the public to take up green financing options with Maybank.

Sustainability (2/2): Disengagement from Businesses on the Negative List

Shareholder Name	Question
NG GHIM ENG	What action plans are in place for Maybank to disengage with business relationships in the Negative List, meaning that those businesses are involved in sectors which are non-ESG compliant and/or may impact Maybank in the pursuit of ESG Compliance within the set timeline?
Response	
<p>The Group has identified activities under its exclusion list, which can be found on our corporate website (https://www.maybank.com/iwov-resources/corporate_new/document/my/en/pdf/Maybank-ESG-Commitment.pdf). Also, all new credit applications for businesses under the six high ESG risk sectors are subject to the corresponding sectoral Risk Acceptance Criteria, as part of credit risk assessment. These are sector-specific requirements incorporating ESG considerations into the credit assessment process. Where clients do not have the necessary certifications or have any ESG considerations, the clients are to provide a time-bound commitment to obtain the certifications or implement sustainable practices in their business operations within a specific timeline. Where the criteria are not met and there are no commitments to meet the criteria, such applications should not proceed unless there is a strong justification, of which higher approval is required.</p> <p>The Group also has a management committee which periodically convenes to review, deliberate and decide on select deals with high ESG risk i.e.: the viability of pursuing these deals taking into account all ESG considerations.</p> <p>We are mindful that corporates in ASEAN have diverse sustainability maturity levels. To ensure an orderly and just transition, we continue to engage clients to increase awareness and receptiveness in adopting stronger sustainability practices. While we have turned down deals that do not align to our ESG principles and practice, we continue to engage our clients rather than pursue divestments, as the latter may cause harm or significant harm to the social sustainability in this region.</p>	

Others (1/2): Maybank Branches

Shareholder Name	Question
BENEDICT LOPEZ A/L GIBSON CONCEPTION	<p>Generally, I am happy with the performance with Maybank. However, I would like to draw the attention of Maybank to other matters:-</p> <ol style="list-style-type: none">1. Maybank should ensure that there are handrails at all its branches all over the country to assist senior citizens. I am glad that after my complaint, Maybank installed handrails at its branch in Bangsar Baru. However, only two handrails were installed, but since there are three flights of steps, another four handrails must be installed at the other two places, just in front of the entrance to the ATMs. Hope Maybank can look into this matter.2. I go to Maybank Dataran Maybank, Jalan Bangsar on weekends. I understand that the air condition is switched off on non-working days. But I think Maybank should provide fans for the security guards working inside the bank as the environment is very humid. Could Maybank look into this matter. <p>Thank you.</p>
Response	
<p>Thank you for your feedback, Mr Benedict Lopez. We have looked into these matters and will add additional handrails at our Bangsar Baru branch and provide a standing fan for the security guards at Dataran Maybank.</p>	

Others (2/2): Miscellaneous

Shareholder Name	Question
NG AH GAIK	NIL