

Tan Sri Dato' Sri Zamzamzairani Mohd Isa  
Chairman

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21<sup>st</sup> April 2021

**Dear Maybank Shareholder,**

On behalf of the Board of Directors (the Board) of Malayan Banking Berhad (Maybank), please accept our sincere apology over the unfortunate adjournment of Maybank's 61<sup>st</sup> Annual General Meeting (AGM), originally planned for 10am on 15<sup>th</sup> April 2021.

We are fully aware of the inconvenience caused to you as a shareholder, including the time and effort taken to register for our AGM and having attempted to log into our virtual AGM on 15<sup>th</sup> April. We, the Board and Maybank's senior management alike, were equally disappointed we were not able to convene the AGM and host our meeting as originally planned.

We made a previous announcement indicating that the cause of the AGM adjournment was due to a technical issue faced by our then Remote Participation and Voting (RPV) facility provider, Tricor Investor & Issuing House Services Sdn Bhd (TIIH).

As indicated in its recent letter to Maybank shareholders, TIIH said it has used TIIH Online to provide RPV services to close to 260 meetings since last year. As part of its objective to provide higher reliability level to its clients on the TIIH Online, it migrated to a cloud server solution recently to better manage its risk. TIIH also indicated that it should have undertaken a comprehensive, robust and thorough testing on compatibility and volume durability arising from its migration exercise to ensure quality control and assurance of its services.

Regrettably, this shortcoming impacted close to 2,500 Maybank shareholders who attempted to attend the AGM by logging into the RPV platform. Hence, in the interest of all shareholders, the Board made a decision to adjourn the AGM to a later date to enable their full participation in our AGM on a stable remote participation and voting platform.

We are pleased to announce that we will now be conducting Maybank's 61<sup>st</sup> AGM on 6<sup>th</sup> May 2021 at 10am, with the event to be broadcast from Menara Maybank, 100 Jalan Tun Perak, 50050 Kuala Lumpur, Malaysia. Details of the AGM can be found in the accompanying 61<sup>st</sup> AGM Administrative Notes for Shareholders, which is also made available on our corporate website ([www.maybank.com](http://www.maybank.com)) and Bursa Malaysia.

The Board places highest importance on the health, safety and wellbeing of our shareholders, employees and other stakeholders involved at our AGM. As such, the Board has decided that it is in the best interest of all stakeholders to conduct our AGM remotely, as done last year successfully, given the large number of shareholders anticipated to attend this AGM and considering the continued rise in COVID-19 cases in Malaysia.

We look forward to engaging with you virtually on 6<sup>th</sup> May and thank you for your continued support of Maybank.

Yours sincerely,  
for Maybank



**Zamzamzairani Mohd Isa**