



(Constituted in the Republic of Singapore pursuant to a Trust Deed dated 25 August 2005 (as amended))

RESPONSES TO THE QUESTIONS RECEIVED FROM UNITHOLDERS FOR THE ANNUAL GENERAL MEETING ON 22 JULY 2020

22 July 2020 - Mapletree Commercial Trust Management Ltd., as manager (the “Manager”) of Mapletree Commercial Trust (“MCT”), wishes to thank all unitholders of MCT (the “Unitholders”) who have submitted their questions in advance of the 9th Annual General Meeting of MCT (“AGM”), which will be conducted virtually on Wednesday, 22 July 2020, at 2.30 p.m. (Singapore Time) via the live audio-visual webcast or live audio-only stream.

The Manager had reviewed all the questions from Unitholders received by 2.30 p.m. on 17 July 2020 and had provided its responses to the questions which were relevant to the agenda for the AGM. Broadly, the questions encompass the following three areas:

- A. Impact of COVID-19 on MCT;
- B. MCT’s Capital Management and Distributions; and
- C. Strategy and Outlook of MCT.

Please refer to Annex A for the list of the relevant questions, and the Manager’s responses to these questions.

By order of the Board

Wan Kwong Weng

Joint Company Secretary

Mapletree Commercial Trust Management Ltd.

(Company Registration No. 200708826C)

As Manager of Mapletree Commercial Trust

Mapletree Commercial Trust Management Ltd.

10 Pasir Panjang Road, #13-01 Mapletree Business City, Singapore 117438
tel 65 6377 6111 fax 65 6274 3185 www.mapletreecommercialtrust.com
Co. Reg. No. 200708826C

IMPORTANT NOTICE

This release is for information only and does not constitute an offer or solicitation of an offer to sell or invitation to subscribe for or acquire any units in Mapletree Commercial Trust (“MCT”, and the units in MCT, the “Units”).

The past performance of MCT and Mapletree Commercial Trust Management Ltd., in its capacity as manager of MCT (the “Manager”), is not indicative of the future performance of MCT and the Manager. The value of the Units and the income derived from them may fall as well as rise. Units are not obligations of, deposits in, or guaranteed by, the Manager or any of its affiliates. An investment in Units is subject to investment risks, including the possible loss of the principal amount invested. Investors have no right to request the Manager to redeem their Units while the Units are listed. It is intended that Unitholders may only deal in their Units through trading on the Singapore Exchange Securities Trading Limited (“SGX-ST”). Listing of the Units on the SGX-ST does not guarantee a liquid market for the Units.

This release may also contain forward-looking statements involve assumptions, risks and uncertainties. Actual future performance, outcomes and results may differ materially from those expressed in forward-looking statements as a result of a number of risks, uncertainties and assumptions. Representative examples of these risks, uncertainties and assumptions include (without limitation) general industry and economic conditions, interest rate trends, cost of capital and capital availability, competition from similar developments, shifts in expected levels of property rental income, changes in operating expenses (including employee wages, benefits and training costs), governmental and public policy changes and the continued availability of financing in the amounts and the terms necessary to support future business. You are cautioned not to place undue reliance on these forward-looking statements, which are based on the Manager’s current view of future events.

Nothing in this release should be construed as financial, investment, business, legal or tax advice and you should consult your own independent professional advisors. Neither the Manager nor any of its affiliates, advisers or representatives shall have any liability whatsoever (in negligence or otherwise) for any loss howsoever arising, whether directly or indirectly, from any use, reliance or distribution of this release or its contents or otherwise arising in connection with this release.

For further information, please contact:

Mapletree Commercial Trust Management Ltd.

Teng Li Yeng
Investor Relations
Tel: +65 6377 6836
Email: teng.liyeng@mapletree.com.sg
Website: www.mapletreecommercialtrust.com

Annex A

A. Impact of COVID-19 on MCT	
1.	<p>a) How has COVID-19 affected MCT in terms of financial performance and operations?</p> <p>b) How is MCT assisting its tenants to tide through the COVID-19 pandemic?</p> <p>c) What is the effect of rental deferment and rental rebates to MCT in the coming quarters?</p> <p>d) How do shopper traffic and tenant sales at VivoCity since Phase Two re-opening compare to pre-COVID-19?</p>
	<p>The emergence of COVID-19 pandemic has precipitated an unprecedented host of health, social and economic challenges. Various measures implemented by the Singapore Government to contain the community spread of COVID-19, such as border closures, social distancing measures, work-from-home directives, as well as the circuit breaker implemented from 7 April 2020 that mandated the workplace closures for non-essential services, including retail outlets, have led to business disruptions and impacted retail footfall and sales across Singapore.</p> <p>Since 2 June 2020, the circuit breaker has been gradually lifted in phases:</p> <ul style="list-style-type: none">• Phase One: Safe Re-opening (from 2 to 18 June 2020) where most retail outlets and workplaces for non-essential services remained closed.• Phase Two Re-opening from 19 June 2020 saw a large majority of our tenants resuming operations. However, tenants operating entertainment outlets (including cinemas) remained closed until 13 July 2020. <p>Although shopper traffic and sales at VivoCity have been encouraging since Phase Two Re-opening, it has not gotten back to pre-COVID-19 levels largely due to the continued work-from-home directives, closure of borders and social distancing measures. On a year-on-year basis, shopper traffic and sales for 1Q FY20/21 were also lower due to the absence of the usual school holiday crowds (the June school holidays had been brought forward to May in light of the circuit breaker).</p> <p>MCT is cognisant of the challenges in such unprecedented times and is committed to preserving the long-term health of the retail eco-system. Since February 2020, we have rolled out one of the most comprehensive support packages for our retail tenants that would help eligible tenants offset in total close to four months of fixed rent (equivalent to more than four months of base rent) from March to July 2020 (including the property tax rebates from the Singapore Government for qualifying commercial properties and additional cash grant to qualifying Small and Medium Enterprises (“SMEs”) that we would pass on accordingly), allowing them to plan ahead. Our support packages complement any government-assisted rental relief for qualifying SME tenants mandated by the COVID-19 (Temporary Measures) (Amendment) Act passed on 5 June 2020.</p> <p>Notwithstanding the gradual re-opening, our top priority remains to safeguard the well-being of our shoppers, tenants, staff and the local community. We are also cautious given continued social distancing measures, work-from-home arrangements, border closures, as well as weaker economic outlook, which will dampen overall demand.</p> <p>As the COVID-19 situation continues to evolve, the extent of the impact of (i) COVID-19, (ii) COVID-19 related regulatory measures as a whole, and (iii) the provision of the aforementioned tenant assistance on MCT’s operational and</p>

financial performance for the current financial year cannot be ascertained at this stage.

Mapletree Business City (“MBC”), comprising both MBC I and MBC II, contributed approximately 47% to MCT’s net property income (“NPI”), while VivoCity contributed 32.7% to MCT’s NPI (based on 4Q FY19/20):

	% Contribution to MCT’s Net Property Income (“NPI”)	
	4Q FY18/19	4Q FY19/20
VivoCity	46.4	32.7
MBC I	29.2	28.5
MBC II	-	18.5
PSA Building	12.1	9.0
Mapletree Anson	7.8	7.1
Bank of America Merrill Lynch HarbourFront	4.5	4.2

Ultimately, MCT’s long-term strength is anchored by a well-diversified portfolio with best-in-class assets. We can continue to expect sustained and relatively stable cashflows from high-quality tenants to support MCT. MCT’s financial position continues to be robust, underpinned by a healthy balance sheet with ample financial flexibility and liquidity. These put MCT in a good position to overcome the current headwinds and emerge more resilient thereafter.

2. The COVID-19 (Temporary Measures) (Amendment) Act mandates that landlords provide additional rental waivers for qualifying SME tenants. How will this impact MCT?

According to the COVID-19 (Temporary Measures) (Amendment) Act (“Act”), eligible SMEs can receive a total of four months’ waiver of base rent (for qualifying commercial properties) and a total of two months waiver of base rent for industrial and office properties, to be provided by the Singapore Government and landlords equally. Please refer to Ministry of Law’s website for more details on the Act (<https://www.mlaw.gov.sg/covid19-relief/rental-relief-framework-for-smes>).

To date, we have granted/committed rental rebates for eligible retail tenants which is in excess of four months of base rent (including the additional cash grant to qualifying SMEs in accordance to the Act, as well as the passing on of property tax rebates from the government for qualifying commercial properties). This helps to offset the rent payable from March to July 2020.

For the majority of retail tenants (not just SMEs), this already meets the mandated quantum. Thus, any additional impact from the Act should be limited. Depending on the timing of disbursement from the Singapore Government to MCT, this may affect MCT’s cashflows as MCT is effectively pre-funding the government grants to tenants.

As for the office/business park tenants, MCT is required to pass on the property tax rebate received from the Singapore Government. The additional mandated cash grant and rental waiver is likely have some impact. However, the amount and timing for rental rebates are dependent on whether such tenants qualify as SME tenants and the regulations relating to such assessment have not been issued and are expected to be released in end-July 2020.

3.	How many tenants have requested for rent deferment and are they likely to be able to repay when the deferment period expires?
	<p>To help tenants tide through the COVID-19 pandemic, we have rolled out one of the most comprehensive retail tenant support packages since February 2020. To date, we have granted/committed rental rebates equivalent to approximately close to four months of fixed rent covering March to July 2020 for eligible retail tenants. As such, only a relatively small percentage of tenants have made formal applications for rent deferment so far.</p> <p>Our office/business park tenants remained largely stable.</p> <p>We have and will continue to maintain regular and open communication with our tenants. Depending on the situation, we may review assistance or implement repayment schemes that can help them tide through these unprecedented times.</p>
4.	What is the composition of VivoCity's shoppers?
	<p>Locals make up the core catchment of shoppers for VivoCity. In normal circumstances, more than 70% of VivoCity's shoppers are locals from all over the island and supported by the working community in the Greater Southern Waterfront.</p> <p>VivoCity is also visited by a healthy proportion of tourists due to its proximity and direct linkages to Sentosa.</p>
5.	When will the overall environment normalise?
	<p>Given the unprecedented and evolving nature of the COVID-19 pandemic, there remains a significant degree of uncertainty. We are thus not able to ascertain when the overall environment will normalise.</p>
B. MCT's Capital Management and Distributions	
1.	<p>a) Why did MCT retain S\$43.7 million of distribution in 4Q FY19/20? How was this figure determined?</p> <p>b) Based on latest developments, will there be more provisions made?</p>
	<p>For extra prudence, MCT has decided to retain S\$43.7 million of distribution in 4Q FY19/20 by way of capital allowance claims and capital distribution retention. This was a meaningful amount that would better position MCT ahead of the uncertainties arising from COVID-19.</p> <p>MCT is committed to preserving the long-term health of the retail eco-system. A key priority is to support our tenants through this unprecedented period. Given the unprecedented and evolving nature of the situation, we are not able to ascertain the impact of (i) COVID-19, (ii) COVID-19 related regulatory measures as a whole and (iii) the provisions for rental assistance on MCT's operational and financial performance for the current financial year.</p>
2.	<p>a) Is MCT planning to retain more distribution in the coming quarters? Are there any plans to cut distribution?</p> <p>b) How will this year's DPU compare to previous years?</p>
	<p>As at 31 March 2020, MCT has S\$321.0 million of cash and undrawn bank facilities. In addition, we have put in place ample facilities for refinancing due in August 2020 and April 2021.</p>

	<p>Although MCT remains well-capitalised, we have retained S\$43.7 million of distribution in 4Q FY19/20 as an additional reserve to better position MCT ahead of the uncertainties arising from COVID-19. The distributable amount before the capital allowance claims and capital distribution retention for FY19/20 was S\$287.6 million, 8.9% higher as compared to FY18/19.</p> <p>We are mindful of maintaining MCT's tax transparency status as a REIT and will endeavour to distribute at least 90% of the taxable income. As the COVID-19 situation is still evolving, we will continue to monitor the developments closely and position MCT appropriately.</p>
<p>C. MCT's Strategy and Outlook</p>	
<p>1.</p>	<p>a) COVID-19 has brought about disruptions in businesses and lifestyles, including mandatory work-from-home arrangements. Does MCT foresee a reduction in demand for retail and office/business park spaces?</p> <p>b) What are MCT's plans to meet these shifts and challenges?</p> <p>c) Are there any asset enhancement planned for this year?</p> <p>d) How will these affect MCT's financial performance?</p>
	<p>COVID-19 has led to widespread impact in the global and domestic economies. Government-imposed measures such as border closures and workplace closures of non-essential services, work-from-home arrangements and social distancing measures have curtailed economic and social activities. In light of the uncertainties and continued economic weaknesses, business and consumer sentiments have turned cautious.</p> <p><u>Retail</u> On the retail sector, slower leasing and softer demand can be expected as retailers become more cautious. Having to tackle the impact from the pandemic including disruptions in global supply chains and manpower shortages, and re-adjust their own business expectations and plans. As shoppers continue to exercise caution, along with prolonged border closures and work-from-home arrangements, shopper traffic and tenant sales for the year will be affected.</p> <p><u>Office/Business Park</u> For the office/business park, COVID-19 has led to slower pace of leasing largely due to business expansion plans being put on hold, and leasing, marketing and property visits being postponed. Fitting out works were also temporarily halted during the circuit breaker.</p> <p>However, the longer-term implications remain uncertain at this point. While we can expect shifts in demand from more work-from-home arrangements by some companies, the pandemic has also brought into focus the need for sufficient social distancing, safety provisions and business continuity planning. In the context of Singapore where housing is not as spacious due to limited land space and the prevailing working culture which prefers face-to-face interactions, physical office spaces will still be relevant. We can also expect a limited supply of new office and business parks over the next few years coupled with the potential withdrawal of office stock for redevelopment.</p> <p><u>Overall</u> Notwithstanding, we continue to believe that people need social interactions. Hence, good quality and well-managed retail and office/business park spaces will continue to be relevant post-COVID-19.</p>

	<p>To navigate the current turmoil, prudence and nimbleness are crucial and our biggest responsibility is to stay focused on the fundamentals. With a view to preserve the long-term health of the retail eco-system, MCT has rolled out one of the most comprehensive support packages for our retail tenants. In managing the capital structure, we will place priority on financial flexibility and liquidity. Operationally, we will focus on enhancing operational efficiencies and re-prioritising capital expenditures and enhancement works.</p> <p>MCT's long-term strength is anchored by a well-diversified portfolio which will continue to derive stable cashflows from high-quality tenants. Because of these, we can stay confident that MCT will overcome these current headwinds and emerge more resilient thereafter.</p>
2.	COVID-19 has accelerated the switch towards online shopping and e-commerce. How does MCT plan to address this shift for VivoCity?
	<p>Online shopping and e-commerce have been around for many years and they provide a convenient means for shopping especially for non-differentiated commodities where shoppers do not require personalised service by salespeople.</p> <p>Increasingly, more shoppers use multiple channels to gather information during their purchase journeys and they expect a unified experience whether they are browsing online or trying out a product and interacting with a specialised salesperson in a physical shop. In other words, commerce and retailing have to be unified across all points of engagement. Against this backdrop of unification, traditional brick-and-mortar retailers have built up their online presence; and similarly, retailers with online presence will increasingly make sure that they have tangible presence in the physical space as well.</p> <p>Furthermore, as we have observed during the circuit breaker, people want personal human interaction and have needs to socialise.</p> <p>As such, we believe that real estate remains an important part of a holistic customer experience which can offer not just goods, but also enjoyable experiences and personalised services.</p> <p>VivoCity's has a strong positioning targeted at families. In addition, we proactively curate new retail concepts and offerings to cater to the evolving needs of today's shoppers. Because of these, we remain confident that VivoCity will stay relevant and emerge more resilient post-COVID-19.</p>
3.	<p>a) Does MCT have any acquisition in the pipeline?</p> <p>b) What are the plans for the Right of First Refusal ("ROFR") properties? How does Management rank the ROFR properties in terms of attractiveness?</p> <p>c) What is the timeline to develop them?</p> <p>d) Are there any opportunities in the short-term horizon to tap on low interest rates for acquisitions?</p>
	<p>We currently have six ROFR assets from Mapletree Investments Pte Ltd (the "Sponsor"), for potential acquisition. These six ROFR assets have a total net lettable area of more than 1.7 million square feet:</p> <ul style="list-style-type: none"> • HarbourFront Centre • HarbourFront Tower One • HarbourFront Tower Two • St James Power Station

	<ul style="list-style-type: none"> • PSA Vista • SPI Development Site <p>MCT is not privy to the details (e.g. development plans) relating to the ROFR assets as they are fully managed by the Sponsor.</p> <p>We will evaluate if an acquisition is feasible as and when the Sponsor is ready to divest the ROFR asset(s) to MCT. In evaluating any acquisition opportunities, the Manager focuses on the following investment criteria:</p> <ul style="list-style-type: none"> • Value accretions; • Yield thresholds; and • Quality of the asset (e.g. location, asset enhancement potential, and tenant mix and occupancy characteristics). <p>The management team actively evaluates acquisitions whenever an opportunity emerges and will consider acquisition that would be in the interest of MCT's unitholders. This applies to both ROFR assets as well as third party acquisition opportunities.</p>
4.	Does MCT have right of first refusal to any other properties under the Sponsor?
	The right of first refusal granted by the Sponsor to MCT covers existing and future income-producing properties in Singapore used primarily for commercial purposes owned by the Sponsor or its related entities, subject to any prior overriding contractual obligations that the Sponsor may have in relation to the relevant property and/or any third parties which hold the relevant property.
5.	a) Are there any plans to make overseas acquisitions? b) Will MCT try to reduce geographical concentration risk and diversify outside Singapore?
	<p>The acquisition of MBC II has added a timely boost of resilience and diversification to MCT, driving 8.8% and 8.7% year-on-year growth in MCT's gross revenue and NPI in FY19/20 respectively.</p> <p>Because of the acquisition, MCT's income stream has benefitted from a more diversified tenant mix. Our exposure to the technology sector expanded from 5.1% (as at 31 March 2019) to 18.5% (as at 31 March 2020).</p> <p>MCT remains focused in Singapore for now as we believe there continues to exist organic growth opportunities within the existing properties in our portfolio. In addition, MCT has a pipeline of ROFR assets from the Sponsor for potential acquisition.</p>
6.	a) Can the Manager update on the upcoming vacancy by PSA Corporation Limited at PSA Building? b) Will there be a new tenant taking over the vacated space and will PSA Building be renamed?
	<p>Of the six floors being vacated by PSA Corporation Limited, four floors have been committed. Marketing is in progress for the remaining two floors.</p> <p>The building will be renamed after PSA Corporation Limited vacates the premises. The new name will be decided and announced in due course.</p>

7.	<p>a) Please update on the Greater Southern Waterfront project and whether the project has been affected by COVID-19.</p> <p>b) Will any of MCT's properties be affected by the Greater Southern Waterfront project?</p> <p>c) How will MCT benefit from the project?</p>
	<p>We believe that the development of the Greater Southern Waterfront into a new coastal "live-work-play" precinct, especially with the addition of residential developments, theme park rejuvenation at Pulau Brani and other amenities, will be positive for the overall vibrancy and attractiveness of the area.</p> <p>The increase in live-in population of the area can be expected to fuel overall development and attract a wider pool of tenants.</p> <p>This will further strengthen the Greater Southern Waterfront as an alternative to the central business district, provide further clustering advantages for occupiers, and shift the overall centre of gravity of the city closer to the Alexandra and HarbourFront precincts.</p>
8.	<p>Is there any possibility of merging with the other REITs sponsored by Mapletree Investments Pte Ltd ("MIPL") to gain larger foothold in market capitalisation?</p>
	<p>In the consideration of any potential mergers, there should be benefits to Unitholders in terms of scale, synergies and increased efficiencies.</p> <p>The Manager believes that MCT is operating at a meaningful scale, and there is sufficient differentiation between MCT and the other REITs sponsored by MIPL in terms of asset type, geography and tenant profile.</p>