



**HOTEL ROYAL LIMITED**  
(Co. Reg. No. 196800298G)  
(Incorporated in the Republic of Singapore)

## **FREQUENTLY ASKED QUESTIONS FOR AGM AND EGM ARRANGEMENTS**

### **1. Why is the AGM and EGM being held via webcast?**

Due to the current COVID-19 restriction orders in Singapore, the Company has to continue to observe the requirements. It has however availed itself of recent rules and measures that allowed for a delayed Annual General Meeting (“AGM”) in view of the pandemic. The AGM and Extraordinary General Meeting (“EGM”) (collectively, the “Meetings”) will now be convened and held by way of electronic means on 27 June 2020.

### **2. Who is entitled to participate in the Meetings?**

All shareholders of Hotel Royal Limited are entitled to participate in the Meetings. We encourage all shareholders to participate in the live audio-visual webcast or live audio-only stream of the Meetings proceedings at 2:30 p.m. on 27 June 2020. Shareholders are not allowed to attend the Meetings in person, following the strict social distancing measures imposed by the Government.

### **3. How can I participate in the Meetings if I am not allowed to attend in person?**

Shareholders who wish to participate in the Meetings are to proceed as follows:

- Step 1: Go to the pre-registration website <https://www.meetings.vision/hotelroyal-agm-registration>.
- Step 2: Click on the “Register for Audio-Visual” button if you wish to watch and listen to a live video feed of the AGM & EGM proceedings; OR  
Click on the “Register for Audio Only” button if you wish to phone in and only listen to the AGM & EGM proceedings.  
If you have made multiple registrations for both options, we will take your last option registered as the final preferred option.
- 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 Hotel Royal Limited, an email will be sent to you by 26 June 2020 with your login credentials and the link to access the audio-visual or audio-only stream.

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

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

Shareholders may then watch the Meetings proceedings through a live audio-visual webcast via their mobile, phones, tablets or computers.

**4. How can I ask questions about the Annual Report 2019 if I am not allowed to attend the Meetings in person?**

Shareholders may submit your questions related to the resolutions to be tabled for approval at the AGM and EGM to [ir@hotelroyal.com.sg](mailto:ir@hotelroyal.com.sg). Your questions must reach us before 20 June 2020. We regret that as the AGM and EGM are for matters tabled, only substantial and relevant questions (as may be determined by the Company in its sole discretion) related to the Annual Report 2019 and the other AGM and EGM agenda items set out in the Notice of Meetings and Circular to Shareholders will be addressed. Responses to substantial and relevant questions will be presented during the Meetings as well as made available on the Company's website and announced through the SGXNET after the Meetings.

**5. Do I need to identify myself when posing questions (email or by mail) to the Company?**

Yes, please provide

- (i) Your full name as it appears on your CDP/CPF/SRS/Scrp share records;
- (ii) Your address;
- (iii) NRIC or Passport Number
- (iv) Number of shares held; and
- (v) The manner in which you hold shares in the Company (e.g., via CDP, CPF or SRS, or scrip based).

We regret that we will not be able to answer your questions if we are unable to verify your shareholder status.

**6. Is there a cut-off date for sending in questions (via email or mail)?**

Yes, all questions must reach us by 20 June 2020. We regret that we are unable to address questions received after 20 June 2020.

**7. I am a customer of the Company and I have questions relating to my relationship with the Company. I would like to direct these questions to the Board of Directors. Can I send these questions to the email address provided earlier?**

We regret that only substantial and relevant questions related to the Annual Report 2019 and the other Meetings' agenda items set in the Notice of the AGM and Notice of EGM will be addressed.

**8. Can I ask questions during the live audio-visual webcast or through the audio only stream?**

Both the live audio-visual webcast and audio only stream allow you to view or listen to the Meetings proceedings respectively. There is no online interaction.

**9. When can I start to pre-register for the live Meetings proceedings?**

You can start your pre-registration from 5 June 2020, 5:30 p.m. The pre-registration website will close at 24 June 2020, 3:00 p.m.

**10. Is there a closing date for pre-registration?**

Yes, please complete your pre-registration by 3:00 p.m. on 24 June 2020 for AGM and/or EGM. We regret that only shareholders who have pre-registered before the said closing date and whose shareholding status have been verified, will be allowed access to the live Meetings proceedings.

**11. Who can pre-register for the live audio-visual webcast or audio-only stream of the Meetings proceedings?**

Only members of the Company whose names appear on the Company's Register of Members/CDP Depository Register/CPF&SRS agent bank's lists as at seventy-two (72) hours prior to the Meetings can pre-register for the live webcast meetings proceedings. Registrations that do not meet this requirement will be rejected during the verification stage.

**12. What information do I need to provide for the pre-registration?**

You will need to provide the following mandatory information:

- (i) Name as per CDP/CPF/SCRS/Scrip-based records
- (ii) Email Address
- (iii) Shareholding type (CDP Direct Account Holder/CPF or SRS Investment Account Holder)
- (iv) NRIC or Passport Number
- (v) Contact Number (for registration for Audio-only Stream)

**13. When will I receive the login credentials for the live audio-visual webcast or audio only live stream?**

Authenticated shareholders will receive a Confirmation Email by 26 June 2020. The email will contain:

- Login password and a URL link to view the live webcast (for those who opted for audio-visual at pre-registration)
- A toll-free telephone number and conference code to access the audio only stream (for those who opted for live audio-only stream at pre-registration)

Authenticated shareholders who have not received a Confirmation Email by 26 June 2020 but have registered by the deadline 24 June 2020 and have not been informed of an unsuccessful registration

should contact our Share Registrar, B.A.C.S. Private Limited at [main@zicoholdings.com](mailto:main@zicoholdings.com).

**14. If I hold the Company's shares via a securities sub-account in a depository agent (e.g. a nominee company), can I register for the live Meetings proceedings?**

We regret that you will not be able to register for the Meetings live audio-visual webcast or audio-only stream.

Please contact the relevant intermediary through which you hold such shares as soon as possible in order to make the necessary arrangements for access to the live Meetings proceedings.

**15. Can I share with others the unique link to access the live Meetings proceedings?**

Only shareholders are entitled to participate in the Meetings, hence they should not share the unique link with others.

**16. How do shareholders exercise their vote and are shareholders allowed to vote online?**

Shareholders who watch/listen to the live Meetings proceedings will not be able to vote online. Shareholders (whether individual or corporate) who wish to vote on the resolutions to be tabled for approval at the Meetings must complete the proxy form to appoint the Chairman of the Meeting as their proxy to vote on their behalf.

Where shareholders (whether individual or corporate) appoint the Chairman of the Meeting as their proxy, they must give specific instructions as to voting, or abstentions from voting, in respect of a resolution in the proxy form, filing which the appointment of the Chairman of the Meeting as proxy for that resolution will be treated as invalid.

Please refer to the attached for the Updated Proxy Form of the Meetings.

**17. Can I email or post my completed proxy form?**

You may do so either way.

For shareholders who wish to post the proxy form, please print the proxy form and post the completed proxy form to Hotel Royal Limited, 36 Newton Road, Singapore 307964.

Alternatively, please email the completed scanned or downloaded copy to our Share Registrar at [main@zicoholdings.com](mailto:main@zicoholdings.com).

Completed proxy forms sent by post or email must reach the Company at least forty-eight (48) hours before the time appointed for the holding of the AGM and EGM of the Company. We regret that incomplete or incorrectly completed proxy forms will be rejected.

For Shareholders would have received a hard copy of the previous proxy form that was delivered with the AGM Notice, Annual Report, EGM Notice and Circular, the previous proxy form remains valid for the Meetings and Shareholders may continue to submit such previous proxy form to the

Company at least forty-eight (48) hours before the time appointed for the holding of the AGM and EGM of the Company.

Shareholders who have submitted the previous proxy forms appointing such person other than the Chairman of the Meetings, shall be deemed to have appointed the Chairman of the Meeting to cast votes on your behalf unless Shareholders withdraw the same by notifying the Company via email to [main@zicoholdings.com](mailto:main@zicoholdings.com) by the closing date for depositing the proxy form.

In view of the current COVID-19 situation and the related safe distancing measures which may make it difficult for Shareholders to submit completed proxy forms by post, Shareholders are strongly encouraged to submit completed proxy forms electronically via email.

**18. My shares are held through a relevant intermediary as defined in Section 181 of the Companies Act, Chapter 50 of Singapore. How do I exercise my votes?**

Please approach your relevant intermediary as soon as possible to inform them of your voting instructions.

**19. My shares are held through a CPF/SRS agent bank. How do I exercise my votes?**

Please approach your agent bank as soon as possible and liaise with them regarding the exercise of your votes. CPF or SRS investors who wish to appoint the Chairman of the Meeting as proxy should approach their respective CPF Agent Banks or SRS Operators to submit their votes at least 7 working days before the time appointed for the holding of the Meetings.

**20. In view of the COVID-19 situation, is there flexibility in accepting proxy forms that are submitted late?**

We regret that proxy forms received less than forty-eight (48) hours before the time appointed for the holding of the AGM and EGM will be rejected.

**21. When the Company will publish the minutes of the Meetings?**

The minutes of the Meetings including the response from the Company on substantial questions provided at the Meetings will be provided within one (1) month after the Meetings on SGXNET and the Company's website at <http://hotelroyal.listedcompany.com/home.html>.