



28th Annual General Meeting

Chua Sock Koong, Group CEO
30 July 2020

Singtel

Forward looking statement – Important note

The following presentation contains forward looking statements by the management of Singapore Telecommunications Limited ("Singtel"), relating to financial trends for future periods, compared to the results for previous periods.

Some of the statements contained in this presentation that are not historical facts are statements of future expectations with respect to the financial conditions, results of operations and businesses, and related plans and objectives. Forward looking information is based on management's current views and assumptions including, but not limited to, prevailing economic and market conditions. These statements involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those in the statements as originally made. Such statements are not, and should not be construed as a representation as to future performance of Singtel. In particular, such targets should not be regarded as a forecast or projection of future performance of Singtel. It should be noted that the actual performance of Singtel may vary significantly from such targets.

All financial figures relate to the financial year ended 31 March 2020 or as at 31 March 2020, unless otherwise stated. "S\$" means Singapore dollars, "A\$" means Australian dollars and "US\$" means United States dollars. Any discrepancies between individual amounts and totals are due to rounding.



**Our response
to COVID-19**



Critical infrastructure

- Connect the nation & empower trade, work, education & entertainment
- Enable seamless connectivity & digital solutions
- Ensure network resilience & limit disruption



Accelerated digitalisation

- Increased adoption of digital channels & services
- Equipped enterprise customers with scalable, reliable & secure solutions
- Increased consumers' willingness & interest to leverage technology

Our response to COVID-19



Business impacted by...

- Severe reduction in roaming
- Lower prepaid volumes
- Lower equipment sales & supply chain disruption
- Reduced enterprise spend
- Decline in advertising spend
- Slower payment from customers



Accelerating our transformation for recovery post COVID-19

Our response to COVID-19

FOR EMPLOYEES

Caring for staff well-being

- Work from home
- Protection for front line staff
- Re-skilling staff for a digital future
- SGUnited traineeship opportunities

FOR CUSTOMERS

Keeping customers connected & entertained

- Enhanced network capacity & resilience
- Increased use of self-help channels
- Free data, entertainment & use of business software

FOR COMMUNITY

Supporting healthcare workers & vulnerable groups

- Raised S\$2 million to help vulnerable groups & healthcare workers
- Free laptops & data for the underprivileged

FY 20: Year In Review

Maintained market leadership in Singapore

Optus impacted by slower mobile customer growth & equipment sales decline

Continued investment in network & leading in 5G implementation

NCS posted strong growth & Trustwave deepened its cyber security capabilities

Transforming our operating model & delivered on cost transformation targets

Airtel regained operating momentum; results impacted by adverse regulatory outcomes in India

A 5G Future

GAME CHANGER FOR SMART CITIES & LIVING



Ultra-fast speeds



Massive connectivity



Low latency

ENABLE INNOVATIVE PLATFORMS, APPLICATIONS & SERVICES



Manufacturing



Transport



Energy & utilities



Healthcare



Media & entertainment

LEAD THE WAY IN 5G



Financial highlights

OPERATING REVENUE -----

S\$16,542m

▼ 5% (▼ 2%¹)

EBITDA -----

S\$4,541m

▼ 3% (Stable¹)

REGIONAL ASSOCIATES' PBT -----

S\$1,642m

▲ 15% (▲ 10%¹)

EBIT -----

S\$3,704m

▼ 8% (▼ 8%¹)

UNDERLYING NET PROFIT -----

S\$2,457m

▼ 13% (▼ 14%¹)

NET PROFIT -----

S\$1,075m

▼ 65% (▼ 66%¹)

FREE CASHFLOW ² -----

S\$3,781m

▲ 4%³

NET DEBT ² -----

S\$12,499m

▲ 26%

1. Constant currency - assuming constant exchange rates from FY2019.

2. With adoption of SFRS(I) 16 with effect from 1 April 2019, net debt includes lease liabilities representing the Group's obligations to make lease payments. Lease payments are classified as financing cash flows in the cash flow statement.

3. Excluding impact of new accounting standards, free cash flow would have decreased 8%.

Dividend

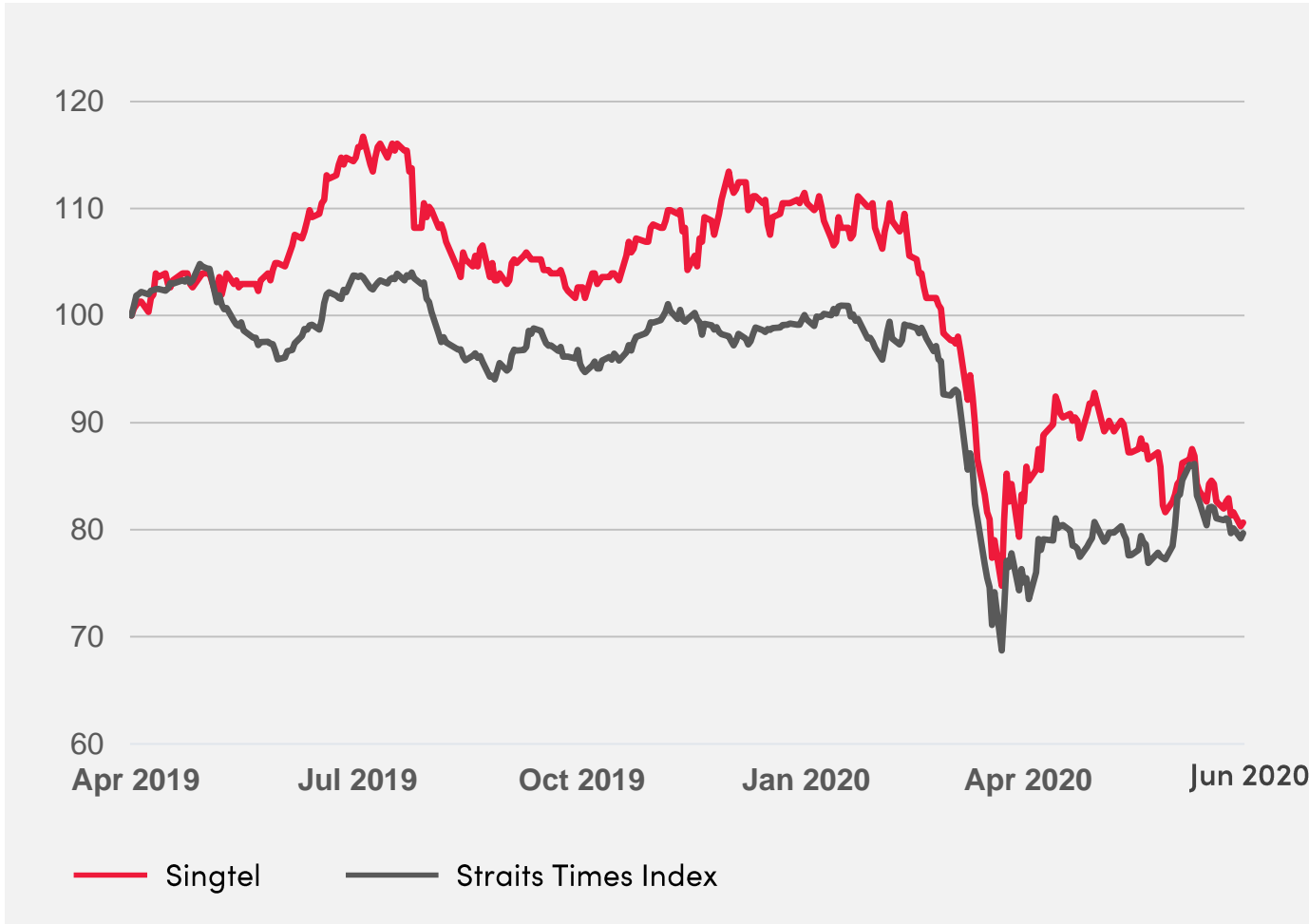
FY20:

Proposed final dividend (Payable in Aug 2020)	5.45 cents
Interim dividend (Paid in Jan 2020)	6.8 cents
Total dividend	12.25 cents
% of underlying net profit	81%

Conserve financial headroom:

- Uncertainties in current operating environment
- Capacity to invest in 5G

Share performance: 1 April 2019 – 30 June 2020



	1 APR 19 – 30 JUN 20	1 APR 19 – 31 MAR 20
	-19%	-17%
Straits Times Index	-20%	-24%

Singapore Consumer

Empowering our consumers digitally

DRIVING DIGITAL CUSTOMER ENGAGEMENT



All digital mobile product, GOMO added **80,000** customers

ENTERTAINED THROUGH COVID-19



Singtel Cast users grew more than **2x** & viewership **3x**

INCREASE USE OF DIGITAL CHANNELS

More than **70%** of customer service transactions are online

More than **30%** of sales transactions are online

More than **40%** of postpaid customers using MySingtel app



UNBOXED, first **24/7** Unmanned pop-up store

Australia Consumer

Creating unique customer connections

CUSTOMER GROWTH



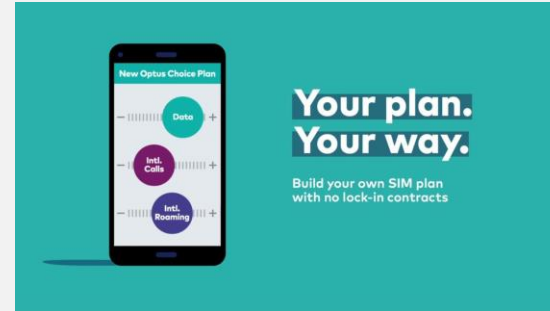
Added

133,000

postpaid mobile customers &

251,000 NBN customers

PERSONALISED & EFFORTLESS EXPERIENCE



Customers can tailor own Optus Choice Plans

PREMIUM SPORTS CONTENT



Optus Sport connects over

820,000

customers

STRONG NATIONWIDE NETWORK



More than

8,100

network sites across Australia

Group Enterprise

Accelerating technology adoption

SCALE DIGITAL OFFERINGS



Cyber security



Software defined network & cloud



5G & IoT



Analytics & AI

ENHANCE OUR CONNECTIVITY



Completed INDIGO West & INDIGO Central subsea cable systems linking Southeast Asia with Australia

CO-CREATING 5G SOLUTIONS WITH PARTNERS



Advanced manufacturing



Port operations



Strong growth

S\$3.2 billion

order book as of 31 Mar 2020

Group Digital Life

Digital solutions built on customer insights

DIGITAL MARKETING

AMOBEE



Growing TV & platform business



Decline in ad spend from key customers

DIGITAL ANALYTICS

DataSpark



Actionable insights for transport, telcos, tourism & commercial real estate



Supporting governments in crowd monitoring & people movement amid COVID-19

TECHONOLOGY VC

Singtel innov8



Accelerated the growth of 70 cyber security start-ups since 2018

Buy now, Pay later

Investments in Healthcare & Fintech

Regional Associates¹

TELKOMSEL	S\$1,169m	▲ 4%
AIS ²	S\$466m	▲ 6%
Globe	S\$410m	▲ 12%
airtel ³	(S\$403m)	▼ 21%
Total	S\$1,642m	▲ 15%

- Tariff hikes & market share gains in India
- Maintain market leadership in Indonesia, Thailand & the Philippines
- Innovative products & services to deliver better digital experience

1. Share of associates' pre-tax earnings/ (losses) before exceptional items.
 2. Includes Intouch.
 3. Includes share of losses from Bharti Telecom Limited.

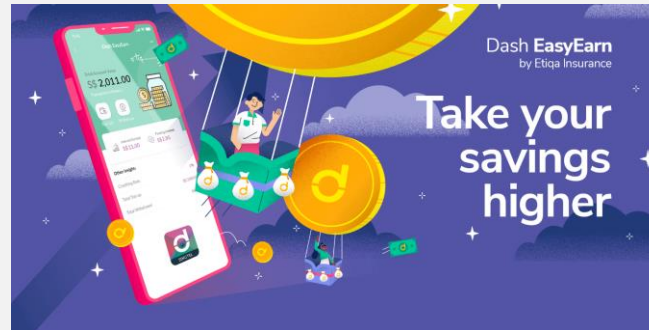
International Group

Building a regional financial services platform

MEETING CONSUMERS' LIFESTYLE NEEDS



Enriched content for lifestyle services



- Remittance
- Insurance
- Payments

DIGITAL BANKING



Partner for full digital banking licence application in Singapore

GROWING PARTNERSHIPS



Thailand



Malaysia

NETSTARS

Japan



Singapore

Positioning our business for the longer term



Lead with 5G



Drive digital & enterprise growth with associates



Scale digital ICT services & cyber security



Transform operating model

