



**SINGAPURA FINANCE LTD**  
Company Registration No.: 196900340N  
Incorporated in the Republic of Singapore

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**ANNUAL GENERAL MEETING TO BE HELD ON 22 APRIL 2022**

**RESPONSES TO SUBSTANTIAL AND RELEVANT QUESTIONS**

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Singapura Finance Ltd (the “**Company**” or “**SFL**”) would like to thank shareholder Mr. Yeh for submitting questions in advance of the Annual General Meeting (“**AGM**”) to be held by electronic means on Friday, 22 April 2022 at 11.00 a.m.

Below are the responses to substantial questions which are relevant to the resolutions tabled for approval at the AGM.

**1. How is the Company to be digitally ready as we move forward to a more digital world? Are all the banking services be accessible via banking apps?**

We plan to roll out our digital banking services in the second half of 2022 to offer faster and more efficient payment channels and other value-added services which will benefit our customers as well as to remain relevant and connect to the younger and tech-savvy customers. Most of our banking services would then be accessible via our digital banking application.

**2. What are the internal processes that has been done to make the company more competitive going forward?**

The Company has been taking active steps to digitalise our processes. The key digital milestones of the Company include the implementation of the following:

- Digital-enabled and centralised back-end system
- Payment systems that links to other banks, automating transfers
- Gone digital by offering eStatements/advices to its customers
- Reduce repetitive tasks through Robotic Process Automation (“RPA”) implementation

Our current focus is to launch our digital banking services in the second half of 2022.

COVID-19 pandemic provided a good insight into the future world where digital become central to almost every interaction. The Company is committed to accelerate the pace of digital transformation and be strategic in its digital offerings to bring additional growth prospects for the Company without compromising the security of transactions and data.

- 3. As a small finance company, is the Company considering of merging with other finance companies? I think the Board can initiate the process via informal talks or dialogues. With this increasingly digitalized world and globalisation, the Board should take some pro-active steps in amalgamation in order to sustain the Company's businesses going forward.**

Currently there are no plan to merge with other finance companies. Any merger opportunities will be considered by the Board and Management on its merits, and subject to MAS approval. Being a small player has its advantages. We also have our own niche market that serves us well.

**BY THE ORDER OF THE BOARD**

Tan Wee Sin  
Company Secretary

14 April 2022