

FRASERS CENTREPOINT TRUST

(Constituted in the Republic of Singapore pursuant to a trust deed dated 5 June 2006 (as amended, restated and supplemented))

RESPONSES TO THE SUBSTANTIAL AND RELEVANT QUESTIONS FROM UNITHOLDERS FOR THE ANNUAL GENERAL MEETING ON 21 JANUARY 2021

Frasers Centrepoint Asset Management Ltd., as manager (the “**Manager**”) of Frasers Centrepoint Trust (“**FCT**”), wishes to thank all unitholders of FCT (the “**Unitholders**”) who have submitted their questions in advance of the annual general meeting to be held by way of electronic means on 21 January 2021 at 10.00 a.m.

The Manager wishes to inform Unitholders that it has consolidated the questions received from the Unitholders and made editorial amendments to some of the questions to ensure that the meaning of each of the questions is clear. For the avoidance of doubt, the editorial amendments do not change the meaning of the questions.

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

BY ORDER OF THE BOARD

Frasers Centrepoint Asset Management Ltd.

As manager of Frasers Centrepoint Trust
Company Registration No: 200601347G

Catherine Yeo
Company Secretary
21 January 2021

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Important Notice

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 the 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 of FCT may only deal in their Units through trading on Singapore Exchange Securities Trading Limited (the “**SGX-ST**”). Listing of the Units on the SGX-ST does not guarantee a liquid market for the Units.

The past performance of FCT is not necessarily indicative of the future performance of FCT.

RESPONSES TO THE SUBSTANTIAL AND RELEVANT QUESTIONS FROM UNITHOLDERS

1. **Moving into Phase 3 and beyond, how will FCT reposition itself to embrace the changes following the COVID-19 pandemic, with more shops going online and more might be closing their store front-end too. How is FCT going to stay competitive? Is there any strategic planning rolling out to retain and increase the customer flows as well as businesses/revenues of the tenants inside FCT malls?**

Referring to the vigorous growth of ecommerce today, online shopping has become a new norm, even for activities like buying meals. What are the challenges faced by retail mall businesses and FCT itself that had been seen and may be seen by the Board? And what are the plans to overcome those challenges?

With many continuing to work from home, more consumers making purchases online and ordering food via food delivery services, how will FCT reposition itself for such changes? Will FCT malls slowly turn into an F&B centric trust? What else can we do other than having more F&B?

- We believe in the defensiveness of the suburban retail sector which will remain resilient and relevant to our shoppers, in particular dominant malls well-located in dense residential catchment areas, near transportation nodes and focused on essential goods and services. Our enlarged portfolio comprises substantially malls with such characteristics.
- With the enlarged portfolio of 11 suburban malls after the completion of the acquisition of approximately 63.11% of the total issued share capital of AsiaRetail Fund Limited (“**ARF**” and the acquisition of ARF, the “**ARF Acquisition**”), FCT has more than 2.3 million square feet of net lettable space, more than 1,500 retail leases, 800,000 Frasers Experience (“**FRx**”) members and a catchment population of 3 million. This strengthens FCT’s ability to offer more options and value to retailers and shoppers. It also provides FCT with the scale to drive omnichannel retail strategies and to enhance the role of its malls as “last-mile” fulfilment hubs in their immediate residential catchment, as working-from-home becomes more prevalent.
- The Frasers Property Retail Group (the “**FPR Group**”) has recently launched the Frasers e-Store, an omnichannel store-to-door service for our tenants. This platform helps our tenants to get on the omnichannel retail bandwagon, providing insights on consumer preferences and behaviour for tenants to better meet consumer needs through adapting their products and service offerings. This is particularly useful for small and medium enterprise retailers who find it costly and difficult to invest in such infrastructure without economies of scale.
- The FPR Group has also introduced a feature to provide aggregated delivery from multiple store orders on the enhanced version of Frasers Makan Master, its food ordering app. This feature enables consumers to combine orders from several F&B stores within the same mall in one delivery, thus saving delivery time and fees for consumers.

- The new omnichannel platforms in the Frasers e-Store and the enhanced Frasers Makan Master, together with the scale of our portfolio of physical malls and its strong FRx membership base form a strong combination of physical and digital retail offerings that will strengthen the resilience of our malls and its relevance to our tenants and consumers.
- The post-COVID-19 “new normal” requires us to stay agile and flexible amid fast changing consumer trends. We also need closer collaboration with our tenants, to plan ahead and address challenges proactively in order to infuse resilience in our partnerships. A strong and sustainable relationship with our tenants and their businesses is a key success factor of our business.

2. What is the growth plan of the trust after the recent acquisitions? Are there any pipeline projects from the Sponsor that are worth considering? If not, will FCT look beyond retail or beyond Singapore for M&A opportunities?

Is any diversification/transformation going to take place soon?

Any plans to venture overseas?

Any plans to acquire other asset types e.g. offices, business parks and data centres?

Any plans to buy more properties given that we have quite a buffer in terms of leverage ratio?

Any plans to acquire The Centrepoint?

Any plans to acquire more stake in Waterway Point?

Any plans to acquire third party shopping malls?

- We intend to remain Singapore-centric and suburban retail focused. We believe there are still ample opportunities for growth. This may include the retail assets in the Sponsor’s portfolio, additional stake in Waterway Point (currently held by three joint venture partners) as well as third party opportunities that may present themselves from time to time.
- While the immediate focus of the management team is to improve the operations and financial performance of the enlarged portfolio, we will continue to explore and evaluate acquisition opportunities that are yield-accretive, will strengthen FCT’s business fundamentals and enhance its growth prospects. At the same time, FCT will also continue to evaluate opportunities to re-constitute its portfolio, including the divestment of certain properties, to optimise its return objectives for FCT and Unitholders.

3. Would dividend payment change to quarterly dividend payments?

- FCT moved to half-yearly reporting of its financial statements and half-yearly distribution payment with effect from the second half of its financial year ended 30 September 2020. The announcement was made on 13 May 2020. This follows the amendment of the SGX Listing Manual (Rule 705(2)) that allows issuers to move to half-yearly reporting which took effect from 7 February 2020.

4. Will DPU recover to pre-COVID-19 levels in the next quarter?

When will the fund dividends be fully restored?

What is the expected earning going forward in view of the new normal after Phase 3?

- The Manager does not provide a guidance or forward-looking comment on earnings and DPU pay-outs as it will constitute a forecast.

5. What is FCT's current market share of the retail market after the recent ARF acquisition?

- Based on the data provided by Cistri as at August 2020, FCT's market share in the Singapore suburban retail sector is approximately 10.2%. This market share is based on the aggregate net lettable area of the 11 malls (excluding Bedok Point) in the FCT portfolio post-ARF Acquisition.

6. What are the upcoming asset enhancement plans?

- There are opportunities for asset enhancement initiatives ("AEI") for certain properties within the FCT portfolio. This includes the properties in the recently acquired ARF portfolio. The AEI plans are presently held back due to the current COVID-19 pandemic situation which presents challenges in managing the manpower and project schedules for AEI projects.
- AEI is part of our active portfolio management. Asset enhancement feasibility would be evaluated from the angle of unlocking or preserving capital value and enhancing recurring income for Unitholders. The Manager will continue to evaluate the timing to resume the AEI plans, taking into consideration the situation of the COVID-19 pandemic.

7. Is there any strategy to increase foot traffic to the malls and increase sales for stores despite challenges from e-commerce and COVID-19?

- The tenants' sales of the FCT portfolio have recovered to near pre-COVID-19 level although the pace of recovery is uneven among the different trade sectors. Traffic has also recovered to about 60% to 70% of pre-COVID-19 level, and we think the easing of traffic control density in Phase 3 would help to improve the situation. However, we are not ready to increase human traffic to the malls beyond the safe distancing guidelines, given that COVID-19 is not yet behind us.
- On the digital front, we will continue to focus our efforts on our digital platforms on Frasers Makan Master and Frasers e-Store. These are part of our strategy to tap on the new opportunities in omnichannel retailing and the role of suburban malls as last mile essential fulfilment hubs to serve the increasing number of people working from home to grow tenants' sales.

8. Any strategic plans to improve the retail sales for the AsiaMall assets recently acquired?

- We will focus on improving the retail offerings that cater to the suburban catchment which include essential trades, necessities, well-being as well as daily lifestyle products and services. Our retail offerings are calibrated on an ongoing basis to ensure the freshness and relevance of the brands and offerings at each mall. The new omnichannel platforms in our recently launched Frasers e-Store and the enhanced Frasers Makan Master also support our retail tenants in widening their revenue options through both physical and digital retail offerings. We will also have marketing programs to help tenants increase their sales by driving higher foot traffic to the malls, subject to the limits of the COVID-19 control measures.

9. What are the measures taken to improve earnings and distribution to Unitholders?

- After the completion of the ARF Acquisition, we will focus on optimising the performance of the enlarged portfolio through economies of scale in our operations, purchasing, outsourcing of contracted services; strengthening our retail platform; savings in interest expense through refinancing of existing debts as well as increasing our financial flexibility by unencumbering some of the portfolio properties.
- We will also continue to explore and evaluate growth opportunities which would enhance the performance of FCT and its returns to Unitholders.

10. What is your assessment as the borders open on the retail malls?

- There is still a high degree of uncertainty on the timing and pace of borders re-opening due to the different COVID-19 situations among the other countries, which continue to evolve. We will continue to monitor the situation as it progresses.
- FCT's portfolio of suburban retail malls serves primarily the domestic residential population, and hence relies less on overseas travellers and visitors. The gradual easing of the COVID-19 control measures as Singapore moved into Phase 3 on 28 December 2020 is likely to support further recovery of shopper traffic and tenants' sales at our malls.

11. Given the completion of the Woods Square retail spaces, how will this affect Causeway Point?

- Causeway Point is a significantly larger retail mall that provides a broader range of products and services for the shoppers. It has a direct connection to Woodlands MRT Station, which serves both the North-South line and the new Thomson-East Coast line. We believe the impact on Causeway Point will not be significant.

12. What is FCT's plan to make up for the loss in revenue due to unavailability of income from atrium space?

- The tenants' sales of the FCT portfolio have recovered to near pre-COVID-19 levels, although the pace of recovery is uneven among the different trade sectors. Traffic has also recovered to about 60% to 70% of pre-COVID-19 levels, and we think the easing of traffic control density in

Phase 3 would help to improve the situation. We will continue to focus our efforts on tenant retention and preserving mall occupancy and to push on with our digital platforms on Frasers Makan Master and Frasers e-Store that would help increase the turnover rent income.

- The atrium space, unfortunately, is still not allowed to be opened until further notice from the authorities. Atrium revenue represents a small percentage of overall mall revenue.

13. How are the take up rates of the new mobile office cubicles? What are the sentiments of incorporating such commercial spaces or even bigger clients into heartland retail spaces? What are your thoughts?

- We believe the question refers to the Switch work booths installed at nine of the malls managed by Frasers Property Retail. Switch is the world's first on-demand workspace platform and the Switch booth is a smart, quiet work booth, providing privacy and convenience for the user. It is equipped with a private full-sized work desk, a Steelcase brand office chair, sound proofing, air ventilation, secured WIFI, electric socket and USB charger, and a Bluetooth speaker.
- As people and businesses rethink their workflow and work culture, flexible work solutions like Switch booths at the retail malls provides people with options to work near their preferred locations in a secured work environment equipped with amenities. We believe this initiative fulfils a rising demand in the "new normal" post COVID-19.

14. What is the mid-term to long-term plan for FCT? After COVID-19, what changes will FCT put forth to ensure sustainability? How will FCT deal with climate change issues?

- We are cognisant of the rising concerns on climate change and social issues. We believe sustainability is the key to strengthen our competitive advantage going forward. FCT's sustainability approach is aligned with our Sponsor Group, Frasers Property. The long term goal is to achieve net zero carbon by 2050 while the near-term goals include green-certifying 80% of our owned and managed assets by 2024; to finance majority of our sustainable asset portfolio with green financing by 2024; and to train all our employees on sustainability by 2021. More details are provided in our Sustainability Report found at pages 74 to 100 of our Annual Report 2020.

15. How could the increasing use of cloud kitchen impact current F&B tenants given that the rental cost of cloud kitchen is much cheaper?

- Physical F&B outlets offer different value proposition to consumers as opposed to the cloud kitchen model. As a retail space provider, we work with our F&B tenants to continuously re-invent the way we attract and retain consumers to value-add to their businesses. For example, the food ordering app on Frasers Makan Master offers consumers choices from over 100 F&B selections at Frasers malls across Singapore and the flexibility to choose dining-in, takeaway or delivery. Frasers Makan Master also allows consumers to aggregate orders from up to three F&B outlets in a single delivery order, saving them time and money. Consumers can also earn loyalty incentive points on FRx at the same time. We believe these features will extend the

catchment of our F&B tenants and help them to increase the sales and productivity of their physical space at our malls. This in turn will make them more resilient against competition such as cloud kitchens.

16. How significantly has Phase 3 affected mall traffic and revenue compared to Phase 2?

- FCT's portfolio shopper traffic has recovered to about 60% to 70% of pre-COVID-19 levels since the commencement of Phase 2. This continues to be the case after the commencement of Phase 3 on 28 December 2020. We will continue to exercise vigilance in ensuring all safe distancing guidelines are complied with. Tenants' sales on a portfolio basis have recovered to near pre-COVID-19 levels since the commencement of Phase 2 and has remained stable at these levels in the recent months up to the end of 2020.

17. What are the Board's and the Management's impending plans for Hektar Real Estate Investment Trust?

- FCT currently holds 31.15% interest in Hektar REIT. We will evaluate opportunities as they arise, with a key goal being that these opportunities are DPU-accretive to Unitholders, among other considerations.

18. Why is resolution 3 which authorises the Manager to issue Units and to make or grant convertible instruments required when the Manager has been doing this all along?

- The authority for the Manager to issue Units and to make or grant convertible instruments is required to be approved by Unitholders, and has a time validity until the earliest of (i) the conclusion of the next annual general meeting ("**AGM**") of FCT; (ii) the date by which the next AGM of FCT is required by the applicable laws and regulations or the Trust Deed to be held, whichever is earlier; or (iii) the date on which such authority is revoked or varied by the Unitholders in a general meeting. The full explanation can be found at page 223 of our Annual Report 2020.

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