
FREQUENTLY ASKED QUESTIONS ON AGM ARRANGEMENT

OUE Lippo Healthcare Limited (the “**Company**” or “**OUELH**”) refers to:

- (a) the Notice of Annual General Meeting (“**AGM**”) dated 28 April 2020 notifying shareholders that the AGM of the Company will be convened and held by way of electronic means on Wednesday, 20 May 2020 at 2.00 p.m. (Singapore time) to transact the business set out in the Notice of AGM; and
- (b) the accompanying announcement released by the Company on 28 April 2020 providing shareholders with more information on the alternative arrangements for shareholders to participate in the AGM electronically.

For more information on the pre-registration, pre-submission of questions and voting at the AGM, shareholders of the Company can refer to this Frequently Asked Questions (“**FAQs**”) which can be found on the pre-registration website at the URL <http://www.ouelh.com/AGM2020.html> and at our corporate website at the URL https://investor.ouelh.com/agm_egm.html.

PRE-REGISTRATION

Q1: How do I register to watch the AGM via live audio-visual webcast and/or listen to the live audio-only stream?

A: You will need to take the following steps by **2:00 p.m. on Friday, 15 May 2020**:

- Step 1 : Go to the pre-registration website at <https://www.ouelh.com/AGM2020.html>.
- Step 2 : Click on the “Register Now” button.
- Step 3 : Fill in the information required on the pre-registration page and click “Next”.
- Step 4 : Review the information submitted. If accurate, please click “Submit”.
- Step 5 : After you click “Submit”, you will see an acknowledgement of submission page.
- Step 6 : An acknowledgement email will also be sent to the email address you submitted.
- Step 7 : (a) Following verification that you are a shareholder of OUELH, an email will be sent to you by 12:00 p.m. (noon) on Tuesday, 19 May 2020 with your login credentials, as well as the link to access the live audio-visual webcast and a toll-free telephone number to access the live audio-only stream of the AGM proceedings.

OUE Lippo Healthcare Limited

Company Registration No. 201304341E

(In receivership over charged shares in certain subsidiaries)

6 Shenton Way, #10-09A, OUE Downtown 2, Singapore 068809

T: +65 6578 9188 F: 64794647 www.ouelh.com

- (b) If we are unable to verify that you are a shareholder on our records, you will receive an email by 12:00 p.m. (noon) on Tuesday, 19 May 2020 to notify you that we are unable to verify your shareholder status.

Step 8 : On the day of the AGM (Wednesday, 20 May 2020), you will need to log in to the webcast site with your login credentials to watch the live audio-visual webcast, or call the toll-free telephone number to access the live audio-only stream, of the AGM proceedings. The AGM is scheduled to start at 2:00 p.m.

Shareholders who do not receive an email by 12:00 p.m. (noon) on Tuesday, 19 May 2020, but have registered by the 15 May 2020 deadline should contact OUELH's Share Registrar, Boardroom Corporate & Advisory Services Pte. Ltd. at +65 6536 5355 during operating hours from 9.00 a.m. to 4.00 p.m.

Q2: When will I receive the login credentials?

A: Authenticated shareholders will receive an email by 12:00 p.m. (noon) on Tuesday, 19 May 2020. The email will contain the user ID and password details, as well as the link to access the live audio-visual webcast and a toll-free telephone number to access the live audio-only stream of the AGM proceedings.

Shareholders who do not receive an email by 12:00 p.m. (noon) on Tuesday, 19 May 2020, but have registered by the 15 May 2020 deadline should contact OUELH's Share Registrar, Boardroom Corporate & Advisory Services Pte. Ltd. at +65 6536 5355 during operating hours from 9.00 a.m. to 4.00 p.m.

Q3: What happens if I have registered by the 15 May 2020 deadline but OUELH cannot verify my shareholder status?

A: You will receive an email by 12:00 p.m. (noon) on Tuesday, 19 May 2020 notifying you that OUELH is not able to verify your shareholder status, and therefore, you will not receive access to the live audio-visual webcast or live audio-only stream of the AGM proceedings.

If you do not receive an email by 12:00 p.m. (noon) on Tuesday, 19 May 2020, but have registered by the 15 May 2020 deadline, you should contact OUELH's Share Registrar, Boardroom Corporate & Advisory Services Pte. Ltd. at +65 6536 5355 during operating hours from 9.00 a.m. to 4.00 p.m.

Q4: Who can register to watch the AGM via live audio-visual webcast and/or listen to the live audio-only stream?

A: Only shareholders of OUELH will be able to register to watch the live audio-visual webcast and/or listen to the live audio-only stream of the AGM proceedings.

Q5: Can I register my representative to watch the AGM via live audio-visual webcast and/or listen to the live audio-only stream?

A: No. Only shareholders of OUELH will be able to register to watch the live audio-visual webcast and/or listen to the live audio-only stream of the AGM proceedings.

Q6: If I am a CPF and/or SRS investor holding OUELH shares, can I register to watch the AGM via live audio-visual webcast and/or listen to the live audio-only stream?

A: Yes, you can pre-register to watch the live audio-visual webcast and/or listen to the live audio-only stream of the AGM proceedings. However, if you wish to submit your votes, you need to contact your respective CPF Agent Banks and/or SRS Operators through which you hold your OUELH shares as soon as possible and in any case, by **5:00 p.m. on Friday, 8 May 2020**.

Q7: If I hold OUELH shares via a securities sub-account in a depository agent (e.g. a nominees' company), can I register to watch the AGM via live audio-visual webcast and/or listen to the live audio-only stream?

A: You should contact the relevant intermediary through which you hold OUELH shares as soon as possible in order for them to make the necessary arrangements for your participation in the AGM.

Q8: Is there a deadline to pre-registration?

A: Yes, pre-registration must be completed by **2:00 p.m. on Friday, 15 May 2020**.

INFORMATION REQUIRED

Q9: What information do I need to provide to pre-register?

A: You will need to provide the following information:

- First Name and Last Name (as per NRIC / FIN / Passport)
- Email Address
- Shareholding type (how you hold your OUELH shares, e.g., via CDP, CPF, SRS or scrip, Corporate Representative)
- NRIC, FIN or Passport Number
- Name of Company and Company Registration Number (for Corporate Representatives only)

Providing of your contact number is optional.

Q10: Why do I need to provide my full NRIC / FIN / Passport number?

A: This is to enable OUELH to verify that you are a shareholder of OUELH.

VOTING

Q11: Will I be able to vote online?

A: OUELH's Constitution allows for absentia voting through channels such as mail, email or fax subject to the applicable laws. However, given that the authentication of shareholder identity and other related integrity issues still remain a concern, OUELH has decided, for the time being, not to implement online voting. Therefore, shareholders who observe and/or listen to the live audio-visual webcast or live audio-only stream of the AGM proceedings will not be able to vote online during the AGM.

Q12: How do I vote if I can only observe and/or listen to the AGM proceedings but cannot vote online during the AGM?

A: You will need to submit a proxy form appointing the Chairman of the Meeting as your proxy to vote on your behalf at the AGM, and give specific instructions as to voting, or abstentions from voting, in respect of a resolution in the proxy form, failing which the appointment of the Chairman of the Meeting as proxy for that resolution will be treated as invalid.

Proxy forms must be submitted in the following manner:

- if submitted by post, be lodged at the office of OUELH's Share Registrar, Boardroom Corporate & Advisory Services Pte. Ltd., at 50 Raffles Place, #32-01 Singapore Land Tower, Singapore 048623; or
- if submitted electronically, be submitted via email to OUELH's Share Registrar at Srs.teamE@boardroomlimited.com,

in either case, by **2:00 p.m. on Monday, 18 May 2020**.

You will need to download, complete and sign the proxy form, before submitting it by post to the address provided above, or before scanning and scanning it by email to the email address provided above.

Q13: Where can I find the proxy forms?

A: The proxy form has been made available together with the Notice of AGM on 28 April 2020 at OUELH's website at the URL https://investor.ouelh.com/aggm_eggm.html and the SGX website at the URL <https://www.sgx.com/securities/company-announcements>. You may also download the proxy form directly from the pre-registration website at <https://www.ouelh.com/AGM2020.html>.

Q14: Is there a deadline to submit the proxy form?

A: Yes, proxy forms must be submitted by **2:00 p.m. on Monday, 18 May 2020**.

ASKING QUESTIONS

Q15: Will I be able to ask questions?

A: You cannot ask questions during the live audio-visual webcast or live audio-only stream of the AGM proceedings. However, shareholders can submit their questions related to the resolutions to be tabled for approval at the AGM to the Chairman of the Meeting, in advance of the AGM by completing the questions form.

Questions forms must be submitted in the following manner:

- if submitted by post, be lodged at the office of OUELH's Share Registrar, Boardroom Corporate & Advisory Services Pte. Ltd., at 50 Raffles Place, #32-01 Singapore Land Tower, Singapore 048623; or
- if submitted electronically, be submitted via email to OUELH's Share Registrar at Srs.teamE@boardroomlimited.com,

in either case, by **2:00 p.m. on Friday, 15 May 2020**.

You will need to download, complete and sign the questions form, before submitting it by post to the address provided above, or before scanning and scanning it by email to the email address provided above.

Q16: Where can I find the questions form?

A: The questions form has been made available together with the Notice of AGM on 28 April 2020 at OUELH's website at the URL https://investor.ouelh.com/agm_egm.html and the SGX website at the URL <https://www.sgx.com/securities/company-announcements>. You may also download the questions form directly from the pre-registration website at <https://www.ouelh.com/AGM2020.html>.

Q17: Is there a deadline to submit questions?

A: Yes, all questions must be submitted via the questions form by **2:00 p.m. on Friday, 15 May 2020**.

Q18: Will all questions be addressed?

A: The Management and the Board of Directors of OUELH will endeavour to address all substantial and relevant questions received from shareholders during the AGM through the live audio-visual webcast and/or live audio-only stream. However, as there may not be sufficient time to address all such questions during the AGM itself, OUELH will publish our responses to substantial and relevant questions which we are unable to address during the AGM, on OUELH's corporate website at the URL https://investor.ouelh.com/agm_egm.html and on SGXNET at the URL <https://www.sgx.com/securities/company-announcements> prior to the AGM.

OUELH will also publish the minutes of the AGM on our corporate website and on the SGXNET, and the minutes will include the responses to substantial and relevant questions from shareholders which are addressed during the AGM.

HOW TO WATCH THE LIVE WEBCAST

Q19: What do I need to watch the live audio-visual webcast?

A: You need to use a web browser on any electronic device such as a mobile phone, tablet or computer to view the live audio-visual webcast. Please ensure that the device is connected to Wi-Fi as viewing the live audio-visual webcast may consume a large amount of data.

Q20: What are the supported browsers?

A: You will need the latest versions of Chrome, Safari, Internet Explorer 11, Edge or Firefox. Please ensure that your web browser is compatible.

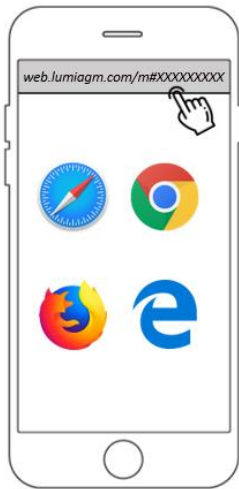
Q21: Once I receive the login credentials, can I log in to test before the AGM on Wednesday, 20 May 2020?

A: Yes, you can. You are encouraged to log in once you receive the email containing the login credentials to ensure that you can log in successfully. However, the AGM webcast will only commence at 2:00 p.m. on Wednesday, 20 May 2020.

Q22: What will be the login process be like?

A: Authenticated shareholders will receive an email by 12:00 p.m. (noon) on Tuesday, 19 May 2020. The email will contain a weblink as well as your user ID and password.

To watch on your mobile device:



Step 1: Go to the URL provided in the email through a web browser. Ensure the browser is of the latest version.



Step 2: Log in with the user ID and password provided in the email.



Step 3: After you have logged in, you should see a welcome page with the OUELH logo and your name. The AGM webcast will only commence at 2:00 p.m. on Wednesday, 20 May 2020.



Step 4: When the AGM webcast commences, the broadcast banner will appear at the bottom of the page. Tap the banner to bring up the webcast.

To watch on your computer:



Step 1: Go to URL provided in the email through a web browser. Ensure the browser is of the latest version.



Step 2: Log in with the user ID and password provided in the email.



Step 3: After you have logged in, you should see a welcome page with the OUELH logo and your name. The AGM webcast will only commence at 2:00 p.m. on Wednesday, 20 May 2020.



Step 4: When the AGM webcast commences, the broadcast panel will appear automatically at the side.

GENERAL

Q23: If there are any changes to the AGM arrangements, how will I know?

A: In view of the constantly evolving COVID-19 situation, the AGM arrangements may change at short notice. You are reminded to regularly check SGXNET for updates on the AGM.

Q24: For further information, who can we contact?

A: For further information on our AGM arrangements, you may contact OUE LH's Share Registrar, Boardroom Corporate & Advisory Services Pte. Ltd. at **+65 6536 5355** during operating hours from 9.00 a.m. to 4.00 p.m. on Mondays to Fridays (excluding public holidays in Singapore). You may also send an email to the Share Registrar at Srs.teamE@boardroomlimited.com or the Company at info@ouelh.com.

Due to the constantly evolving COVID-19 situation in Singapore, we may be required to change our arrangements for the AGM at short notice. Shareholders are reminded to regularly check SGXNET for updates on the AGM.

By Order of the Board
OUE Lippo Healthcare Limited

Mr. Yet Kum Meng
Chief Executive Officer and Executive Director
5 May 2020

*This announcement has been prepared by the Company and its contents have been reviewed by the Company's sponsor, PrimePartners Corporate Finance Pte. Ltd. (the "**Sponsor**"), in accordance with Rules 226(2)(b) and 753(2) of the Singapore Exchange Securities Trading Limited (the "**SGX-ST**") Listing Manual Section B: Rules of Catalyst.*

This announcement has not been examined or approved by the SGX-ST. The SGX-ST assumes no responsibility for the contents of this announcement, including the correctness of any of the statements or opinions made or reports contained in this announcement.

The contact person for the Sponsor is Ms Gillian Goh, Director, Head of Continuing Sponsorship (Mailing address: 16 Collyer Quay, #10-00 Income at Raffles, Singapore 049318 and E-mail: sponsorship@ppcf.com.sg).