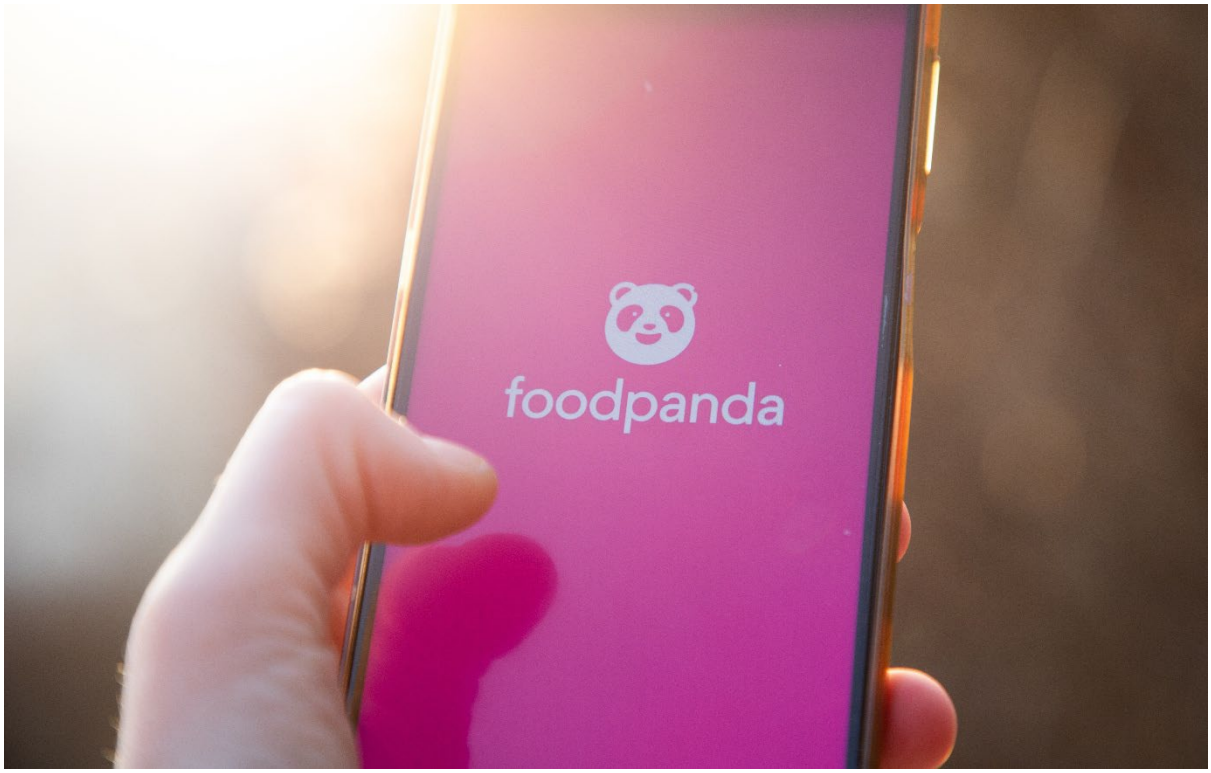
Toku Powers foodpanda's Support for Customers in Cambodia and Laos

In the latest extension of Toku's partnership with foodpanda, its AI-powered customer experience platform now supports customer conversations across these new markets.



SINGAPORE, 29 October 2026 — Toku Ltd. (SGX: TKU) ("Toku" or the "Company", and together with its subsidiaries, the "Group"), a Singapore-headquartered AI-powered customer experience (CX) platform, today announced that foodpanda is using Toku Contact Centre to power its support for customers in Cambodia and Laos, extending its regional partnership with Toku. The platform supports a team of agents managed by foodpanda's agency, handling both inbound and outbound calls. It has been in production since 8 September 2026.

This extension builds on an existing relationship between Toku and foodpanda in other markets, reflecting foodpanda's confidence in the platform's ability to perform reliably in operationally complex, fast-moving environments where connectivity and language demands are anything but standard.

"Every expansion a customer trusts us with is earned, not given," said **Thomas Laboulle, Founder and Chief Executive Officer of Toku**. "foodpanda runs one of the most demanding customer operations in the region. Its decision to take our partnership into new markets tells us the platform is doing exactly what we built it to do: perform where complexity is the norm. We intend to build on that confidence as the partnership grows."

Customer support in Cambodia and Laos runs on the same Toku platform that powers foodpanda's operations in other markets. This provides foodpanda with consistent reporting and performance metrics across the partnership, allowing results to be compared across deployments. Consolidating voice operations on a common platform also reduces the number of voice-technology relationships foodpanda needs to manage, supporting a more consistent experience for customers and agents, with inbound and outbound calling handled end-to-end through Toku.

"Reliability and speed are non-negotiable for the customers who rely on foodpanda every day," said **Ye Myint Aung, Head of Country Marketplace Experience (CLM Cluster) at foodpanda**. "Toku's platform has met that standard in our other markets, which made using it for our customers in Cambodia and Laos an easy call."

This deployment reflects Toku's modular CX Platform, built on end-to-end ownership of the technology stack from carrier-grade connectivity through to AI applications. It also adds to Toku's growing base of enterprise customers across the region, reinforcing its position as a trusted partner for complex, multi-market customer operations.

— END —

About Toku

Headquartered in Singapore, Toku Ltd. (SGX Catalist: TKU) is a cloud-native, AI-powered customer experience platform purpose-built for enterprises operating in complex, multi-market environments. With deep roots in the APAC region and an expanding global footprint, Toku's modular 360° CX Platform orchestrates customer interactions across voice, chat, email and digital channels while managing regulatory, linguistic and infrastructure complexity at scale.

Built on end-to-end ownership of its technology stack, from carrier-grade connectivity to AI applications, Toku delivers enterprise-grade security, reliability and deployment flexibility across commercial cloud, private data centres and hybrid environments. Its AI capabilities include transcription, summarisation, sentiment analysis, conversation analytics and governed virtual agents, designed to integrate seamlessly with enterprise systems and customer data.

Trusted by leading enterprises and public-sector organisations, Toku helps organisations streamline operations, scale customer engagement and deliver consistent experiences in fragmented markets worldwide.

For more information about Toku, visit toku.co

Forward-Looking Statements

This press release contains forward-looking statements regarding Toku's expansion plans and business strategy. These statements are based on current expectations and assumptions and are subject to risks and uncertainties that could cause actual results to differ materially. Toku undertakes no obligation to update these statements to reflect subsequent events or circumstances.

Sponsor's Statement

Toku Ltd. (the "Company") was listed on Catalist of the Singapore Exchange Securities Trading Limited (the "Exchange") on 22 January 2026. The initial public offering of the Company was sponsored by PrimePartners Corporate Finance Pte. Ltd. (the "Sponsor"). This press release has been reviewed by the Sponsor. It has not been examined or approved by the Exchange and the Exchange assumes no responsibility for the contents of this press release, including the correctness of any of the statements or opinions made or reports contained in this press release. The contact person for the Sponsor is Ms. Ng Shi Qing, 16 Collyer Quay, #10-00 Collyer Quay Centre, Singapore 049318, sponsorship@ppcf.com.sg.

Investor Relations Contact:

investor.relations@toku.co

Media Contact:

media@toku.co