

Adjourned Annual General Meeting

14 May 2020, 3.00 p.m.

Frequently Asked Questions

Why can't I attend the AGM in person?

We regret that shareholders will not be able to attend the AGM in person due to the current heightened safe distancing measures imposed by the Singapore Government during this Covid-19 circuit breaker period.

However, companies are able to hold general meetings by electronic means pursuant to the COVID-19 (Temporary Measures) (Alternative Arrangements for Meetings for Companies, Variable Capital Companies, Business Trusts, Unit Trusts and Debenture Holders) Order 2020.

As such, Great Eastern Holdings Limited will be conducting its Adjourned AGM on 14 May 2020 at 3.00 p.m. (Singapore time) via webcast and audio-only stream.

Registration

How do I participate in the Adjourned AGM via webcast or audio-only stream?

You will need to take the following steps:

Step 1: Go to the pre-registration website <https://meetings.vision/greateastern-agm-registration>;

Step 2: Click on the "**Register for Webcast**" or "**Register for Audio-Only Stream**" button;

Step 3: Fill in the information required on that page and click "**Preview Responses**";

Step 4: Review your input and ensure that it is accurate before clicking "**Submit**";

Step 5: After you click "**Submit**", you will see an acknowledgement of your registration request on the registration page, followed by an acknowledgement sent to the email address you provided during registration. **Note:** If you do not receive an email acknowledgement after your registration, it means that your pre-registration is not successful. Please check your spam/junk email folder or try again.

Step 6(a): Following verification that you are a shareholder of Great Eastern Holdings Limited, an email will be sent to you by 12 May 2020 with your login credentials and instructions to access the webcast or audio-only stream.

Step 6(b): If we are unable to verify your shareholder status, you will receive an email by 12 May 2020 to notify you that we are unable to verify your shareholder status.

Step 7: On the day of the Adjourned AGM (14 May 2020), you will need to log in to the webcast site with your log in credentials to watch the webcast or dial the toll-free number and access code to access the audio-only stream of the meeting proceedings. The Adjourned AGM is scheduled to start at 3.00 p.m.

Shareholders who do not receive an email by 12 May 2020 but have registered by 11 May 2020 at 3.00 p.m. should contact us at +65 6248 2000 or email us at GEH_AGM@greateasternlife.com.

When will I receive the login credentials?

Authenticated shareholders will receive an email by 12 May 2020. The email will contain login credentials, as well as the link to access the webcast or audio-only stream for the meeting proceedings.

If you do not receive an email by 12 May 2020, but have registered by 11 May 2020 at 3.00 p.m., you should contact our Company at +65 6248 2000 or email us at GEH_AGM@greateasternlife.com.

What happens if Great Eastern Holdings Limited cannot verify my shareholder status?

You will receive an email by 12 May 2020 notifying you that we are unable to verify your shareholder status, and therefore, you will not be able to have login access to the webcast or audio-only stream of the meeting proceedings.

If you do not receive an email by 12 May 2020, but have registered by 11 May 2020 at 3.00 p.m., you should contact our Company at +65 6248 2000 or email us at GEH_AGM@greateasternlife.com.

Who can register to watch the webcast or listen to the audio-only stream of the Adjourned AGM?

Only registered shareholders of Great Eastern Holdings Limited whose names appear on the Company's Register of Members/CDP Depository Register/CPF & SRS agent bank's lists as at 11 May 2020 can pre-register to watch the webcast or listen to the audio-only stream of the meeting proceedings.

Registrations that do not meet this criteria will be rejected during the verification stage.

Can I register my representative to watch the webcast or listen to the audio-only stream?

We regret that only registered shareholders of Great Eastern Holdings Limited whose names appear on the Company's Register of Members/CDP Depository Register/CPF & SRS agent bank's lists as at 11 May 2020 will be able to register to watch the webcast or listen to the audio-only stream.

If I hold Great Eastern Holdings Limited shares via a securities sub-account in a depository agent (e.g. a nominees' company), can I register to watch the webcast online or listen to the audio-only stream?

You should contact the depository agent as soon as possible in order to make the necessary arrangements for you to participate in the meeting.

If I am a CPF and/or SRS investor holding Great Eastern Holdings Limited shares, can I register to watch the webcast or listen to the audio-only stream?

Yes, you can pre-register to watch the webcast or listen to the audio-only stream.

What information do I need to provide to register online?

You will need to provide the following information:

- Full Name (as per NRIC/Passport)
- NRIC or Passport Number
- Email Address
- Phone number (if you are registering to listen to the audio-only stream)
- Shareholding Type(s) (e.g., via CDP, CPF/ SRS or scrip-based holder)

Why do I need to provide my full NRIC number or Passport Number?

This is to enable Great Eastern Holdings Limited to verify that you are a shareholder.

Voting

Would I be able to vote online?

Shareholders will not be able to vote online.

How do I vote?

You will need to appoint the Chairman of the Meeting as your proxy to vote on your behalf at the Adjourned 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 form(s) must be submitted in the following manner:

- By email: to the following email address: GEH_AGM@greateasternlife.com; or
- By post: to Great Eastern Holdings Limited c/o The Great Eastern Life Assurance Company Limited, 1 Pickering Street, #01-01 Great Eastern Centre, Singapore 048659.

in either case, by **3.00 p.m. on 11 May 2020**.

You can access the proxy form for the Adjourned AGM at the URL: <https://meetings.vision/greateastern-agm-registration> or Great Eastern Holdings Limited's website at the URL <https://www.greateasternlife.com/sg/en/about-us/investor-relations/agm-and-egm.html>. You will need to first download, complete and sign the proxy form, before scanning and sending it by email to the email address provided above, or before submitting it by post to the address provided above.

In view of the current Covid-19 situation and the related safe distancing measures which may make it difficult to submit completed proxy forms by post, you are strongly encouraged to submit your completed proxy forms electronically via email.

Where can I find the proxy form?

You can download the proxy form from the Home page of this website at the URL: <https://meetings.vision/greateastern-agm-registration>, or from Great Eastern Holdings Limited's website at the URL <https://www.greateasternlife.com/sq/en/about-us/investor-relations/agm-and-egm.html>.

Is there a deadline to submit the proxy form?

Yes, proxy form(s) must be submitted by 3.00 p.m. on 11 May 2020.

I had previously submitted a proxy form in March / April 2020. Do I need to submit another proxy form?

Shareholders who have submitted valid proxy forms for the AGM scheduled for 15 April 2020 previously do not have to submit proxy forms again provided that:

- (a) they had indicated in their proxy forms how they wished to vote for or vote against or abstain from voting on each resolution; and
- (b) they do not withdraw the proxy forms.

In these circumstances, if these shareholders are verified as shareholders as at 3.00 p.m. on 11 May 2020, the Company shall be entitled to, and will, treat such proxy forms as appointing the Chairman of the Meeting as their proxy to attend, speak and vote at the AGM in accordance with their specified instructions.

Can I withdraw the proxy form which I have submitted in March / April 2020?

Yes, you may withdraw proxy form(s) which had been previously submitted by sending an email to the Company at GEH_AGM@greateasternlife.com to notify the Company of the withdrawal, by 3.00 p.m. on 11 May 2020.

Can I submit a new proxy form without first withdrawing the proxy form I had submitted in March / April 2020?

Yes. If you submit a valid proxy form appointing the Chairman of the Meeting as proxy by 3.00 p.m. on 11 May 2020, this will supersede any previous proxy form submitted by you.

If I am a CPF and/or SRS investor holding Great Eastern Holdings Limited shares, can I submit the proxy form appointing Chairman of the Meeting to vote for me?

No, you need to contact your respective CPF Agent Banks and/or SRS operators through which you hold your Great Eastern Holdings Limited shares by 5.00 p.m. on 30 April 2020 in order to make the necessary arrangements to submit your votes.

If I hold Great Eastern Holdings Limited shares via a securities sub-account in a depository agent (e.g. a nominees' company), can I submit the proxy form appointing Chairman of the Meeting to vote for me?

No, you need to contact the depository agent through which you hold your Great Eastern Holdings Limited shares in order to make the necessary arrangements for you to submit your votes.

Asking Questions

Would I be able to ask questions?

You cannot ask questions during the webcast or via the audio-only stream. However, registered shareholders of Great Eastern Holdings Limited whose names appear on the Company's Register of Members/CDP Depository Register/CPF & SRS agent bank's lists as at 11 May 2020 can submit questions relating to the resolutions to be tabled for approval at the Adjourned AGM to the Chairman of the Meeting, in advance of the Adjourned AGM, in the following manner:

- By email: to the following email address: GEH_AGM@greateasternlife.com.
- By post: to Great Eastern Holdings Limited c/o The Great Eastern Life Assurance Company Limited, 1 Pickering Street, #01-01 Great Eastern Centre, Singapore 048659.

When submitting your questions, please provide the following in order for us to verify your shareholder status:

- Full Name (as per NRIC/Passport)
- your correspondence address
- Shareholding Type(s) (e.g., via CDP, CPF/ SRS or scrip-based holder)

We regret that we will not be able to answer your questions if we are unable to verify your shareholder status.

In view of the current Covid-19 situation and the related safe distancing measures which may make it difficult to submit questions by post, you are strongly encouraged to submit your questions (if any) via email.

Is there a deadline to submit questions?

Yes, all questions must be submitted by 3.00 p.m. on 11 May 2020.

Would all my questions be addressed?

We will endeavour to address all substantial and relevant questions received from shareholders during the AGM through webcast and audio-only stream. Questions should relate to the Annual Report 2019 and the other AGM agenda items set out in the Notice of AGM dated 23 March 2020.

If I hold Great Eastern Holdings Limited shares via a securities sub-account in a depository agent (e.g. a nominees' company), can I submit questions?

No, you need to contact the depository agent as soon as possible in order to make the necessary arrangements for you to submit questions.

I am a policyholder and I have questions relating to my insurance relationship with the Group. I would like to direct these questions to the Board of Directors. Can I send these questions to the email address provided earlier?

We regret that only substantial and relevant questions relating to the Annual Report 2019 and the other AGM agenda items set out in the Notice of AGM will be addressed.

For questions relating to your insurance relationship with the Group, please call 1800 248 2888 (for local calls) or +65 6248 2888 (if calling from overseas) or email wecare-sg@greateasternlife.com.

How to watch the webcast

What do I need to do to watch the webcast?

You must pre-register at the pre-registration website at <https://meetings.vision/greateastern-agm-registration> from now till 3.00 p.m. on 11 May 2020 to enable your shareholder status to be verified.

Following the verification, authenticated shareholders will receive an email by 12 May 2020. The email will contain login credentials and instructions to access the webcast or audio-only stream.

You will require an internet enabled device such as a computer, mobile phone or tablet to view the webcast. Ensure you are connected to Wi-Fi or a LAN line as viewing the webcast can consume a large amount of data. Do note that a LAN line connection is more stable than Wi-Fi.

What are the supported browsers?

You will need the latest versions of Chrome, Safari, Internet Explorer 11, Edge or Firefox. Please ensure that your browser is HTML5-compatible.