Annual General Meeting

Friday, 16 April 2021, 3.00 p.m. (Singapore time)

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 Covid-19 situation in Singapore.

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 AGM on Friday, 16 April 2021 at 3.00 p.m. (Singapore time) via live audio-visual webcast and live audio-only stream.

Registration

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

You will need to take the following steps:

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

Step 2: Click on the "**Register for Live Audio-Visual Webcast or Live 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 and/or junk email folder(s) 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 3.00 p.m. on 14 April 2021 with your login credentials and instructions to access the live audio-visual webcast or live audio-only stream.

Step 6(b): If we are unable to verify your shareholder status, you will receive an email by 14 April 2021 to notify you that we are unable to verify your shareholder status.

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

Shareholders who do not receive an email by 14 April 2021 but have registered by 13 April 2021 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 3.00 p.m. on 14 April 2021. The email will contain login credentials, as well as the link to access the live audio-visual webcast or live audio-only stream for the meeting proceedings.

If you do not receive an email by 14 April 2021, but have registered by 13 April 2021 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 14 April 2021 notifying you that we are unable to verify your shareholder status, and therefore, you will not be able to have login access to the live audio-visual webcast or live audio-only stream of the meeting proceedings.

If you do not receive an email by 14 April 2021, but have registered by 13 April 2021 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 live audio-visual webcast or listen to the live audio-only stream of the 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 13 April 2021 can pre-register to watch the live audio-visual webcast or listen to the live 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 live audio-visual webcast or listen to the live 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 13 April 2021 will be able to register to watch the live audio-visual webcast or listen to the live 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 live audio-visual webcast online or listen to the live 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 live audio-visual webcast or listen to the live audio-only stream?

Yes, you can pre-register to watch the live audio-visual webcast or listen to the live 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) or Legal Name (for Corporate Shareholder)
- 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 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. on13 April 2021**.

You can access the proxy form for the AGM at the URL: https://online.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 in Singapore, 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://online.meetings.vision/greateastern-agm-registration, or from Great Eastern Holdings Limited's website at the URL https://www.greateasternlife.com/sg/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 13 April 2021.

Can I withdraw the proxy form which I have submitted?

Yes, you may withdraw proxy form(s) which had been 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 13 April 2021.

Can I submit a new proxy form without first withdrawing the proxy form I had?

Yes. If you submit a valid proxy form appointing the Chairman of the Meeting as proxy by 3.00 p.m. on 13 April 2021, 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 6 April 2021 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 live audio-visual webcast or via the live 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 13 April 2021 can submit questions relating to the resolutions to be tabled for approval at the AGM to the Chairman of the Meeting, in advance of the 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 in Singapore, 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 13 April 2021.

Would all my questions be addressed?

We will endeavour to address all substantial and relevant questions received from shareholders during the AGM through live audio-visual webcast and live audio-only stream. Questions should relate to the Annual Report 2020 and the other AGM agenda items set out in the Notice of AGM dated 24 March 2021.

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 2020 and the other AGM agenda items set out in the Notice of AGM dated 24 March 2021 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 live audio-visual webcast

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

You must pre-register at the pre-registration website at https://online.meetings.vision/greateastern-agm-registration from now till 3.00 p.m. on 13 April 2021 to enable your shareholder status to be verified.

Following the verification, authenticated shareholders will receive an email by 3.00 p.m. on 14 April 2021. The email will contain login credentials and instructions to access the live audio-visual webcast or live 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.