



MALAYAN BANKING BERHAD

*(Co. Reg. No.: 196001000142)
(Incorporated in Malaysia)*

**General frequently asked questions for the 20th dividend reinvestment plan
that applies to the Dividend (as defined herein) (“General FAQ”)**

This General FAQ is dated 2 June 2021

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DEFINITIONS

| | |
|----------------------------------|--|
| Balance of the Electable Portion | : Balance of the Electable Portion not reinvested into new Maybank Shares and/or the fractional entitlement of the new Maybank Share in relation to the Electable Portion under the DRP, whichever is applicable, of which will be paid to you in cash in the usual manner |
| Board of Directors | : Board of Directors of Maybank |
| Book Closure Date | : Book closure date in relation to a Dividend to which the DRP applies, as announced/to be announced by Maybank Investment Bank Berhad, on behalf of Maybank, via Bursa Securities' Listing Information Network, at least 10 Market Days prior to the Book Closure Date |
| BSIP Online | : Boardroom Smart Investor Portal online website at https://boardroomlimited.my |
| Bursa Securities | : Bursa Malaysia Securities Berhad |
| CDS | : Central Depository System |
| Dividend | : Dividend (including any interim, final, special and/or other dividend) declared/proposed by Maybank for the respective financial year |
| DRF | : Dividend reinvestment form issued in connection with the DRP and contained in the Notice of Election |
| DRP | : Dividend reinvestment plan that applies to the Dividend |
| e-DRF | : Electronic DRF issued in connection with the DRP |
| Electable Portion | : The whole or a portion of the Dividend to which our Board in its absolute discretion, determines that the DRP applies |
| Expiry Date | : Last date and time (which will be fixed and announced by our Directors) for our Shareholders to make an election in relation to the Electable Portion |
| Market Day | : A day on which Bursa Securities is open for the trading of securities |
| Maximum Share Entitlement | : Maximum number of new Maybank Shares made available to you in respect of the Electable Portion under the DRP, which is computed based on your entitlement for the Electable Portion as at the Book Closure Date and the issue price of a new Maybank Share to be issued pursuant to the Dividend Reinvestment Plan |
| Maybank or Company | : Malayan Banking Berhad |
| Maybank Shares | : Ordinary shares in Maybank |
| Notice of Election | : Notice of election (in such form as the Directors may approve) by which Shareholders elect to participate in the DRP through the DRF contained therein |
| Overseas Shareholders | : Shareholders who have not provided an address in Malaysia |
| Registered Shareholders | : Shareholders who has successfully registered with the BSIP Online as a user |
| Registrar for the DRP | : Boardroom Share Registrars Sdn Bhd |

DEFINITIONS (Cont'd)

| | | |
|---------------|---|--------------------------------------|
| Shareholders | : | Shareholders of Maybank |
| SST | : | Sales and services tax |
| VWAMP | : | Volume weighted average market price |
| % or per cent | : | Percentage or per centum |

CURRENCY

| | | |
|------------|---|--------------------------|
| RM and sen | : | Ringgit Malaysia and sen |
|------------|---|--------------------------|

All references to “we”, “us”, “our”, “ourselves” are to our Company, and where the context otherwise requires, our subsidiaries. All references to “you” in this document are to our Shareholders whose names appear in our record of depositors or, as the case maybe, our register of members on the Book Closure Date, which is to be determined by our Board.

Words importing the singular shall, where applicable, include the plural and vice versa and words importing the masculine gender shall, where applicable, include the feminine and neuter genders and vice versa. Reference to persons shall include corporations. Any reference in this document to any enactment is a reference to that enactment as amended or re-enacted from time to time. Any reference to a time of day in this document shall be a reference to Malaysian time, unless otherwise stated.

Q1: What is DRP?

A1: The DRP is a dividend reinvestment plan whereby you are given the option to either keep your Dividend or reinvest your Dividend wholly or partly into new Maybank Shares.

Q2: What are the benefits of the DRP?

A2: The DRP will:

- (i) enhance and maximise our Shareholders' value via the subscription of the new Maybank Shares where the issue price of the new Maybank Shares shall be at a discount;
- (ii) provide our Shareholders with greater flexibility in meeting their investment objectives, as they would have the choice of receiving cash or reinvesting in our Company through acquisition of the new Maybank Shares without having to incur material transaction or other related costs; and
- (iii) allow Maybank to retain the cash (which would otherwise be payable by way of Dividend) to fund the continuing growth and expansion of our Group, which in turn will enlarge our Company's share capital base, strengthen its capital position and add to the liquidity of Maybank Shares on the Main Market of Bursa Securities.

Q3: Is reinvestment optional?

A3: Yes, reinvestment of your Dividend into new Maybank Shares is optional and this option is neither renounceable nor transferable. The decision is entirely yours.

Q4: How does the DRP work?

A4: Whenever a Dividend is announced, our Board may, in its absolute discretion, determine that the DRP will apply to the whole or a portion of the Dividend and where applicable, any remaining portion of the Dividend will be paid in cash. If you choose to participate in the DRP, the Electable Portion of your Dividend may apply wholly or partly towards the subscription of the new Maybank Shares and where applicable, the Balance of the Electable Portion will be paid to you in cash. Accordingly, if you choose not to participate in the DRP, the entire Electable Portion of your Dividend will be paid to you in cash.

Q5: What is the Electable Portion?

A5: The whole or a portion of the Dividend to which the DRP applies is the Electable Portion.

Q6: What are the options available for the Electable Portion?

A6: Each Shareholder has the following options in respect of the Electable Portion:

- (i) elect to receive the entire Electable Portion in cash; or
- (ii) elect to reinvest the entire Electable Portion into new Maybank Shares at an issue price to be determined by the Board on the price-fixing date; or
- (iii) elect to reinvest part of the Electable Portion into new Maybank Shares at an issue price to be determined by the Board on the price-fixing date and to receive the Balance of the Electable Portion in cash.

Q7: How much can I reinvest into new Maybank Shares?

A7: You may reinvest into new Maybank Shares in respect of your entire Electable Portion only. In other words, you are not allowed to acquire more Maybank Shares pursuant to the DRP beyond your Electable Portion value (i.e. your Maximum Share Entitlement).

Q8: Can I reinvest a portion of the Electable Portion?

A8: Yes. You are allowed to reinvest part of the Electable Portion into new Maybank Shares and to receive the Balance of the Electable Portion in cash.

Hence, for each Notice of Election to which your shareholding of Maybank Shares relates, you can elect to reinvest either the entire Electable Portion or a part thereof into new Maybank Shares and to receive the Balance of the Electable Portion in cash, where applicable. If you do not so elect, you will receive the entire Electable Portion in cash in the usual manner.

Q9: What is the price-fixing date for the DRP?

A9: The price-fixing date refers to the date of the announcement of the issue price per new Maybank Share for the DRP. The date is determined by our Board after the declaration or proposal of Dividend to which the DRP applies subsequent to the receipt of all relevant regulatory approvals for the DRP and/or the approval of the Shareholders for the allotment and issuance of the new Maybank Shares pursuant to the DRP at the general meeting, if applicable.

Q10: What will be the issue price per new Maybank Share?

A10: The issue price of the new Maybank Shares to be issued pursuant to the DRP will be fixed by our Board and announced by Maybank Investment Bank Berhad, on behalf of Maybank, on the price-fixing date.

Q11: Can the issue price be changed after the price-fixing date?

A11: Our Company is unable to change the issue price after the price-fixing announcement is made.

Nevertheless, if our Board, by reason of any event or circumstance (whether arising before or after such determination) or by reason of any matter whatsoever it is no longer expedient or appropriate to implement the DRP, our Board may, in their absolute discretion and without assigning any reason thereof, cancel the application of the DRP in relation to the Electable Portion subject to any requirement or provision imposed by any statute, law or regulation in force in Malaysia, as the case may be. In such event, the Electable Portion shall be paid to our Shareholders in cash in the usual manner.

Q12: What is DRF or e-DRF?

A12: A DRF is the Dividend Reinvestment Form contained in the Notice of Election. The DRF will be sent to all Shareholders with a registered address within Malaysia, 2 Market Days after the Book Closure Date.

Shareholders who have e-mail address registered in their CDS account will receive the Notice of Election via e-mail in softcopy, whereas Shareholders who do not have e-mail address registered in their CDS account will receive the Notice of Election in hardcopy.

If you elect to reinvest the entire Electable Portion (subject to fractional shares of which will be paid to you in cash in the usual manner) or a part thereof into new Maybank Shares, you are required to complete and submit the completed DRF to the Registrar for the DRP on or before the Expiry Date.

Meanwhile, the e-DRF is the electronic form of DRF which is available at BSIP Online 2 Market Days after the Book Closure Date. You may register yourself as user to BSIP Online, complete and submit the e-DRF during the election period.

Q13: Who can participate in the DRP?

A13: Subject to the terms and conditions of the DRP, our Shareholders whose names appear in our record of depositors or, as the case may be, our register of members as at the Book Closure Date determined for the respective Dividend have the right to participate in the DRP.

Q14: What if I am a Shareholder with a registered address outside Malaysia as at Book Closure Date?

A14: For practical reasons and to avoid any violation on the part of our Company of the securities laws applicable outside Malaysia where Shareholders may have their registered addresses, the DRP will not be offered for subscription in any country other than Malaysia. The right to participate in the DRP shall be further subject to the requirement that such participation by our Shareholder will not result in a breach of any other restriction on such Shareholder's shareholding of Maybank Shares which may be imposed by any statute, law or regulation in force in Malaysia or any other relevant jurisdiction, as the case may be, or as prescribed in the Constitution, as amended, supplemented and/or modified from time to time.

No Overseas Shareholder shall have any claim whatsoever against our Company as a result of the DRP not being offered to such Overseas Shareholder. Overseas Shareholders who receive or come to have in their possession of the DRP Statement and/or a Notice of Election may not treat the same as being applicable to them and are advised to inform themselves of, and to observe, any prohibitions and restrictions, and to comply with any applicable laws and regulations relating to the DRP as may be applicable to them.

Overseas Shareholders will be solely responsible for seeking advice as to the laws of any jurisdiction that you may be subject to, and your participation in the DRP will be on the basis that you may lawfully so participate without Maybank, our Directors, advisers and/or employees being in breach of the laws of any jurisdiction.

In addition, the documents relating to the DRP, including the DRP Statement and Notice of Election will not be sent to our Overseas Shareholders who do not have an address in Malaysia. Shareholders who currently do not have registered addresses in Malaysia and who wish to participate in the DRP may collect the Notice of Election and other documents relating to the DRP from the Registrar for the DRP, in which event, the Registrar for the DRP is entitled to satisfy itself as to the identity and authority of the person collecting the documents relating to the DRP; or alternatively provide the Registrar for the DRP with an address in Malaysia not later than 3 Market Days prior to the Book Closure Date for the Dividend to which the DRP applies.

Q15: What do I have to do to participate in the DRP?

A15: If you wish to reinvest in respect of the Electable Portion into new Maybank Shares, you should complete the DRF and submit the completed DRF to the Registrar for the DRP on or before the Expiry Date. If you do not make an election in respect of the Electable Portion, your Dividend will be paid to you in cash in the usual manner. Alternatively, if you are a Registered Shareholder, upon receiving an electronic notification to inform you that the electronic election is available on BSIP Online, you should login to BSIP Online to complete and submit the e-DRF on or before the Expiry Date, in accordance with the instructions as prescribed in the e-DRF.

Q16: What do I have to do if I wish to reinvest the entire Electable Portion into new Maybank Shares?

A16: If you wish to reinvest the entire Electable Portion into new Maybank Shares, you are required to complete the DRF by signing and filling up the columns provided in Part B of the DRF or complete the e-DRF by keying in your Maximum Share Entitlement. You should then submit the completed DRF to the Registrar for the DRP or the completed e-DRF via BSIP Online, on or before the Expiry Date.

Q17: What do I have to do if I wish to reinvest part of the Electable Portion into new Maybank Shares?

A17: If you wish to reinvest part of the Electable Portion into new Maybank Shares, you are required to fill up the number of new Maybank Shares that you wish to subscribe for in Part A of the DRF and complete the DRF by signing and filling up the columns provided in Part B of the DRF or complete the e-DRF by keying in the number of new Maybank Shares you wish to subscribe, up to your Maximum Share Entitlement. You should then submit the completed DRF to the Registrar for the DRP or the completed e-DRF via BSIP Online, on or before the Expiry Date.

You will be deemed as reinvesting the entire Electable Portion into new Maybank Shares under the DRP if:

- (i) you submit the completed DRF by signing and filling up the columns provided in Part B of the DRF without indicating the number of new Maybank Shares that you wish to subscribe for in Part A of the DRF; or
- (ii) the number of new Maybank Shares that you fill up in Part A of the DRF is greater than your Maximum Share Entitlement, of which the number of new Maybank Shares to be allotted and issued to you will be based on your Maximum Share Entitlement.

Q18: What do I have to do if I want to receive the Electable Portion in cash?

A18: You will receive the Electable Portion in cash if you do not expressly in writing elect to participate in the DRP according to the terms and conditions. As such, you need not take any action if you wish to receive the Electable Portion in cash.

Q19: Who can assist me to compute my Maximum Share Entitlement?

A19: The Maximum Share Entitlement will be set out in your DRF or e-DRF, and is the maximum number of new Maybank Shares made available to you for reinvestment based on your shareholding in Maybank as at the Book Closure Date. You are encouraged to use the electronic calculator which will be available from our website at www.maybank.com/drp, 2 Market Days after the Book Closure Date.

Q20: Who can assist me to compute my amount of cash receivable after reinvesting the entire or part of my Electable Portion?

A20: Your amount of cash receivable includes the non-Electable Portion of your Dividend and if applicable, any of your Balance of the Electable Portion. You are encouraged to use the electronic calculator which will be available from our website at www.maybank.com/drp, 2 Market Days after the Book Closure Date.

Q21: How do I compute my Maximum Share Entitlement?

A21: In respect of any Electable Portion, the Maximum Share Entitlement to be allotted and issued to you in respect of a Notice of Election shall be calculated in accordance with the following formula:

$$N = \frac{S \times D}{V}$$

where:

N = is the Maximum Share Entitlement to be allotted and issued to you in respect of such Notice of Election

S = is the number of Maybank Shares held by you as at the Book Closure Date to which such Notice of Election relates

D = is the Electable Portion to which such Notice of Election or relates

V = is the issue price of a new Maybank Share, which shall not be more than 10% discount to the adjusted 5-day VWAMP of Maybank Shares up to and including the last trading date prior to the price-fixing date, of which the 5-day VWAMP shall be adjusted ex-Dividend before applying the aforementioned discount in fixing the issue price

Any fractional entitlement of the new Maybank Share calculated in accordance to the above formula will be paid to our Shareholders in cash in the usual manner.

Q22: How do I compute my Balance of the Electable Portion? What will happen to my Balance of the Electable Portion?

A22: In respect of any Electable Portion, the Balance of the Electable Portion in respect of a Notice of Election shall be calculated in accordance with the following formula:

$$B = (S \times D) - (A \times V)$$

where:

B = is the Balance of the Electable Portion in respect of such Notice of Election relates

S = is the number of Maybank Shares held by you as at the Book Closure Date to which such Notice of Election relates

D = is the Electable Portion to which such Notice of Election relates

A = is the number of new Maybank Shares that you elect to subscribe for in respect of the Electable Portion to which such Notice of Election relates

V = is the issue price of a new Maybank Share, which shall not be more than 10% discount to the adjusted 5-day VWAMP of Maybank Shares up to and including the last trading date prior to the price-fixing date, of which the 5-day VWAMP shall be adjusted ex-Dividend before applying the aforementioned discount in fixing the issue price

The Balance of the Electable Portion will be paid to our Shareholders in cash in the usual manner.

Q23: What will it cost me to participate in the DRP?

A23: Under the present law in Malaysia, brokerage or material transaction costs is not payable on the new Maybank Shares allotted and issued under the DRP. Therefore, if you choose to participate in the DRP, no cash payment is required from you. However, you will have to affix a Malaysian Revenue Stamp of RM10.00 on the DRF.

Meanwhile, if you are the individual Registered Shareholder and confirm your election via BSIP Online, a handling fee of RM3.00 (inclusive of 0% sales and services tax) is chargeable by the Registrar for the DRP. Therefore, the total payment of RM13.00 for stamp duty and handling fee will be made electronically via online payment gateway (Maybank2u or FPX) at BSIP Online.

For corporation or institutional Registered Shareholder, a handling fee of RM2.00 (inclusive of 0% sales and services tax) is chargeable by the Registrar for the DRP. You are required to arrange to pay stamp duty at RM10.00 and handling fee of RM2.00 for each e-DRF submission once you confirm to your election into our Registrar for the DRP's bank account as follows:

| | |
|------------------|------------------------------------|
| Account Name | Boardroom Share Registrars Sdn Bhd |
| Bank | Malayan Banking Berhad |
| Bank Account No. | 514011566248 |
| Bank Swift Code | MBBEMYKL |

Q24: Why do we need to pay for the Malaysian Revenue Stamp for any election of Maybank DRP?

A24: Under Section 4(1) of the Stamp Act 1949 (“Stamp Act”), the DRF or e-DRF is deemed to be an agreement and an instrument chargeable with stamp duty. Therefore, pursuant to Section 7(4) of the Stamp Act, a Malaysian Revenue Stamp of RM10.00 is required, where the stamp must be cancelled by writing or marking distinctively the date in ink either wholly on the stamp or partly on the stamp and partly on the DRF or the printed copy of the e-DRF.

Q25: Can I change my participation at any time?

A25: No, a DRF or e-DRF in respect of any Electable Portion shall not, upon its receipt by our Company or the Registrar for the DRP, be withdrawn or cancelled for that particular Dividend. However, each Dividend to which a DRP applies shall have its own Notice of Election whereupon each Shareholder shall have the option to elect to receive the Electable Portion in cash or to reinvest the entire Electable Portion or a part thereof into new Maybank Shares.

Q26: How can I elect to automatically or permanently participate in all of Maybank's future DRPs?

A26: Currently, Maybank does not practice any automatic or permanent elections for its DRPs as our Shareholders must be given the opportunity to make informed decisions and fresh elections in relation to your participation in our DRPs as the facts and figures for each DRP differs from one another. In addition, you may also want to revise your mode and amount of receipt in relation to your Electable Portion for each DRP (receive the Electable Portion in cash or reinvest the entire Electable Portion or a part thereof into new Maybank Shares) depending on your cash flow requirements and this may not be accommodable via an automatic or permanent election.

Q27: Is there any difference between the new Maybank Shares issued arising from the DRP and the other existing Maybank Shares?

A27: No, the new Maybank Shares to be issued pursuant to the DRP will rank equally in all respects with the existing Maybank Shares, except that the holders of new Maybank Shares shall not be entitled to any Dividends, rights, allotments and/or other distributions, the entitlement date of which is prior to the allotment date of the new Maybank Shares.

Q28: Is the Dividend paid under the DRP taxable? What are the tax implications if I choose to participate in the DRP?

A28: No tax is deductible from the single-tier dividend under Section 108 of the Income Tax Act 1967 (“Income Tax Act”). The single-tier dividend is not taxable in the hands of the shareholders pursuant to Paragraph 12B of Schedule 6 of the Income Tax Act. A tax voucher for the single-tier dividend will be provided.

Maybank is not allowed to give you any tax advice and you are recommended to seek your own professional tax advice if you are in any doubt. Neither Maybank nor any of our Directors, advisers and/or employees accepts any liability or responsibility for your taxation liabilities if you elect to participate in the DRP.

Q29: How will the re-implementation of SST affect dividend payment and the DRP?

A29: In terms of dividend payment, distribution of income in the form of dividends from Maybank to our Shareholders is not subject to SST.

Q30: When will I receive the Notice of Election?

A30: The Notice of Election in relation to each CDS account held by a Shareholder will be sent to all Shareholders with registered addresses within Malaysia, 2 Market Days after the Book Closure Date.

Shareholders who have e-mail address registered in their CDS account will receive the Notice of Election via e-mail in softcopy, whereas Shareholders who do not have e-mail address registered in their CDS account will receive the Notice of Election in hardcopy.

If you choose to participate in the DRP, you should complete the DRF and submit the completed DRF to the Registrar for the DRP on or before the Expiry Date.

Meanwhile, an electronic notification on the DRP will also be sent to all Registered Shareholders on the date the Notice of Election is sent. The e-DRF will be available to Registered Shareholders, upon their login to BSIP Online. As a Registered Shareholder, you can choose to complete and submit the e-DRF via BSIP Online on or before the Expiry Date instead of completing and submitting the DRF to the Registrar for the DRP.

Q31: What if I did not receive the Notice of Election?

A31: If you did not receive the Notice of Election, you can download and complete the blank DRF available on our website at www.maybank.com/drp. Alternatively, you can obtain and complete the blank DRF which is available at:

- (i) 14th Floor, Menara Maybank, 100 Jalan Tun Perak, 50050 Kuala Lumpur (Maybank's in-house Share Registration department); and
- (ii) the Registrar for the DRP. Kindly refer to Q52 for the address and contact details of the Registrar for the DRP.

or you may also register as user to BSIP Online, complete and submit the e-DRF during the election period, at your convenience, without having to wait for the physical copy of the DRF via the postal service.

Q32: What happens if I receive more than 1 Notice of Election?

A32: If you receive more than 1 Notice of Election, you may elect to reinvest into new Maybank Shares in respect of your entitlement to which 1 Notice of Election relates and decline to reinvest into new Maybank Shares in respect of your entitlement to which any other Notice of Election relates.

If you receive more than 1 Notice of Election and wish to reinvest into new Maybank Shares in respect of all your entitlement to the Electable Portion to which the Notices of Election relate, you must complete all the DRFs received and submit the completed DRFs to the Registrar for the DRP, on or before the Expiry Date. A Notice of Election to participate in the DRP in any other form will not be accepted by our Company.

Q33: Can the DRP be modified or cancelled?

A33: The DRP may be modified, suspended (in whole or in part) or terminated at any time by our Board as they deem fit and such development shall be communicated through announcement to Bursa Securities or in such other manner as our Board deem fit, notwithstanding any terms and conditions of the DRP stating to the contrary and irrespective of the election option selected.

Should the DRP be terminated, Maybank will pay the Dividend to you fully in cash in the usual manner.

Q34: Will there be incidences of odd lots and fractional shares if I choose to participate in the DRP?

A34: If you elect to reinvest the entire Electable Portion or a part thereof into new Maybank Shares to which your Notice of Election relates, you may receive such new Maybank Shares in odd lots depending on your entitlement of the new Maybank Shares. If you receive odd lots of new Maybank Shares and wish to trade such odd lots on Bursa Securities, you should do so on the odd lot market, which allows trading of odd lots with a minimum of 1 Maybank Share.

In addition, if you elect to reinvest the entire Electable Portion into new Maybank Shares to which your Notice of Election relates, your entitlement to the fractional shares will be disregarded and such fractional entitlements of the new Maybank Share will be paid to you in cash in the usual manner. Likewise, if you elect to reinvest part of the Electable Portion into new Maybank Shares to which your Notice of Election relates, the Balance of the Electable Portion will be paid to you in cash in the usual manner.

Q35: How can I receive my new Maybank Shares if I choose to participate in the DRP?

A35: As the new Maybank Shares to be issued pursuant to the DRP are prescribed securities, the new Maybank Shares will be credited directly into your respective CDS accounts in respect of your shareholding of Maybank Shares as at the Book Closure Date, to which a Notice of Election relates thereof. No physical share certificates will be issued.

Q36: When can I receive my new Maybank Shares if I choose to participate in the DRP?

A36: Maybank will within 8 Market Days from the Expiry Date or such period as may be prescribed by Bursa Securities, allot and issue the new Maybank Shares and send the notices of allotment to you by ordinary post at your own risk to the addresses shown in the record of depositors provided by Bursa Malaysia Depository Sdn Bhd.

Q37: If I elect to participate in the DRP, can I request for the new Maybank Shares to be credited into another CDS account?

A37: No, the new Maybank Shares arising from the DRP will be credited directly into your respective CDS account in respect of your shareholding of Maybank Shares as at Book Closure Date.

Q38: When can I receive my Dividend if I choose not to participate in the DRP?

A38: Maybank will within 8 Market Days from the Expiry Date or such date as may be prescribed by Bursa Securities, pay the Dividend to you in cash in the usual manner and the tax voucher for such Dividend will be sent to you.

Q39: What should I do if I choose not to participate in the DRP?

A39: You will receive the Dividend in cash if you do not expressly in writing elect to participate in the DRP according to its terms. As such, you need not take any action if you wish to receive the Dividend in cash.

Q40: What will happen if I did not complete and submit the DRF or e-DRF? What if the DRF or e-DRF is received by the Share Registrar for DRP after the Expiry Date?

A40: In both aforementioned cases, you will be deemed to have elected to receive the Electable Portion in cash and your Dividend will be paid to you in cash in the usual manner.

Q41: What happens to my shareholding in Maybank if I choose not to participate in the DRP?

A41: Your shareholding in our Company may be diluted should you choose to receive the Electable Portion in cash, and the extent of such dilution will depend on the extent to which other Shareholders elect to reinvest the Electable Portion into new Maybank Shares.

Q42: If my entitlement for the new Maybank Shares under the Electable Portion is not in board lot, can I subscribe for additional shares by cash in order to receive the new Maybank Shares in board lot under the DRP?

A42: No, you are not allowed to subscribe for additional shares under the DRP. You are only eligible to subscribe up to your Maximum Share Entitlement based on your shareholding as at the Book Closure Date using the formula as per Q21. However, you may choose to subscribe for less than your Maximum Share Entitlement which results in board lots and the Balance of the Electable Portion will be paid to you in cash in the usual manner.

Q43: Can the administrator or executor of an estate whose participating shares are in CDS make an election in this DRP?

A43: Yes, they can make an election provided they have complied with the procedures set out by Bursa Malaysia Depository Sdn Bhd.

Q44: Would it be possible for Maybank to extend the election period for Shareholders to consider whether or not to participate in the latest DRP?

A44: Pursuant to the Bursa Securities' Main Market Listing Requirements, payment of Dividend to Shareholders must be made within 1 month from the Book Closure Date. In ensuring that the dividend payment is made to our Shareholders on time, we usually allocate 14 to 15 calendar days to our Shareholders as the election period, notwithstanding that we are required to meet our operational necessities and the regulatory requirements under the strict time frame for the implementation of the DRP and dividend payout.

Alternatively, should you prefer to expedite the process of your participation in the DRP, you can also choose to download and complete the blank DRF available on our website at www.maybank.com/drp or obtain and complete the blank DRF available at:

- (i) 14th Floor, Menara Maybank, 100 Jalan Tun Perak, 50050 Kuala Lumpur (Maybank's in-house Share Registration department); and
- (ii) the Registrar for the DRP. Kindly refer to Q52 for the address and contact details of the Registrar for the DRP.

or register yourself as user to BSIP Online, complete and submit the e-DRF during the election period, at your convenience, without having to wait for the physical copy of the DRF via the postal service.

Q45: How and where can I submit the DRF or e-DRF?

A45: If you wish to reinvest into new Maybank Shares in respect of the Electable Portion, you should complete the DRF and submit the completed DRF to the Registrar for the DRP or you may also register as user to BSIP Online, complete and submit the e-DRF via BSIP Online.

Kindly refer to Q52 for the address and contact details of the Registrar for the DRP.

Q46: Can I submit the DRF to the Registrar for the DRP by fax or e-mail?

A46: The Registrar for the DRP only accepts the original signed DRF by post or by hand.

Q47: Will our Company or the Registrar for the DRP issue an acknowledgement to me after they have received my DRF or e-DRF?

A47: No acknowledgement of receipt will be issued in respect of any DRF received by our Company or the Registrar for the DRP.

However, if you have confirmed your electronic election via BSIP Online, an electronic acknowledgement will be sent to you upon completion of your electronic election.

Q48: Can I put more than 1 DRF into 1 reply envelope?

A48: You are advised to put only 1 DRF into 1 reply envelope to avoid any dispute on the total number of DRF in the same envelope.

Q49: Can I use any other envelope if I do not have the official reply envelope?

A49: Yes, you may use any other envelope as there is no restriction placed on the type of reply envelope Shareholders can use when submitting their DRF. You are advised to address the envelope to the Registrar for the DRP. Kindly refer to Q52 for the address and contact details of the Registrar for the DRP.

The official reply envelope provided to you is for your convenience and to enhance processing efficiency as it contains the following:

- (i) checklist of items to comply with prior to submission of DRF; and
- (ii) space for details of Shareholders (i.e. name, correspondence address and contact number) to be filled by Shareholders for the purpose of submitting the DRF to Shareholders, in the event of delivery failure.

Q50: How do I register as a user of BSIP Online?

A50: You may sign up as a user of BSIP Online, under “e-Services”. An e-mail notification will be sent to you once your registration has been approved. Please refer to Section 6 of the DRP Statement for the terms and conditions of the electronic election of the DRP via BSIP Online.

Q51: How do I perform online elections via BSIP Online?

A51: An electronic notification on the DRP will also be sent to all Registered Shareholders and the e-DRF will be available, upon login to BSIP Online. As a Registered Shareholder, you will be able to view your shareholdings and entitlement details of your CDS account(s) for the DRP. You can then select the relevant CDS account(s) and indicate the number of new Maybank Shares you opt for reinvestment. Please refer to Section 6 of the DRP Statement for further instructions as well as the terms and conditions of the electronic election of the DRP via BSIP Online.

For individual Registered Shareholders, a handling fee of RM3.00 (inclusive of 0% sales and services tax) is chargeable by the Registrar for the DRP. Therefore, the total payment RM13.00 for stamp duty and handling will be made electronically via online payment gateway (Maybank2u or FPX) at BSIP Online.

For corporation or institutional Registered Shareholder, a handling fee of RM2.00 (inclusive of 0% sales and services tax) is chargeable by the Registrar for the DRP. You are required to arrange to pay stamp duty at RM10.00 and handling fee of RM2.00 for each e-DRF submission once you confirm to your election into our Registrar for the DRP's bank account as follows:

| | |
|------------------|------------------------------------|
| Account Name | Boardroom Share Registrars Sdn Bhd |
| Bank | Malayan Banking Berhad |
| Bank Account No. | 514011566248 |
| Bank Swift Code | MBBEMYKL |

Q52: Any questions?

A52: If you have any questions about the operation of the DRP, your participation in the DRP or the payment of Dividend under the DRP, please contact or submit your enquiries to the Registrar for the DRP based on the following details:

| <u>Location</u> | <u>Address</u> |
|-----------------|--|
| Selangor | <p>By post or courier:</p> <p>11th Floor, Menara Symphony No. 5, Jalan Prof. Khoo Kay Kim Seksyen 13, 46200 Petaling Jaya Selangor Darul Ehsan</p> <p>By hand:</p> <p>Ground Floor, Menara Symphony No. 5, Jalan Prof. Khoo Kay Kim Seksyen 13, 46200 Petaling Jaya Selangor Darul Ehsan</p> <p>Telephone number : 603-7890 4700 Fax number : 603-7890 4670</p> <p>E-mail address : maybankedrp@boardroomlimited.com</p> |

Meanwhile, should you have any enquiries on the electronic elections via BSIP Online, you can email your enquiries to the Registrar for the DRP via the following email address: maybankedrp@boardroomlimited.com.