

Pos Malaysia Berhad Annual General Meeting 2014

MINUTES of the 22nd Annual General Meeting ("AGM") of Pos Malaysia Berhad ("Pos Malaysia" or "Company") held at Mahkota Ballroom 2, BR Floor, Hotel Istana Kuala Lumpur, 73, Jalan Raja Chulan, 50200 Kuala Lumpur on Thursday, 4 September 2014 at 9.15 a.m.

PRESENT

YBhg. Dato' Ibrahim Mahaludin bin Puteh Chairman
YBhg. Dato' Sri Che Khalib bin Mohamad Noh
YBhg. Datuk Mohamed Razeek bin Md Hussain Maricar
YBhg. Datuk Puteh Rukiah binti Abd. Majid
YBhg. Dato' Azian binti Mohd Noh
Puan Eshah binti Meor Suleiman
Encik Abdul Hamid bin Sh. Mohamed
Encik Ahmad Fuaad bin Mohd Kenali
Mr. Lim Hwa Yu
YBhg. Dato' Iskandar Mizal bin Mahmood Group Chief Executive Officer

ABSENT WITH APOLOGIES

YBhg. Tan Sri Dato' Sri Haji Mohd Khamil bin Jamil

BY INVITATION

As per attendance list

SHAREHOLDERS

As per attendance list

PROXIES

As per attendance list

IN ATTENDANCE

Dato' Sabrina Albakri binti Abu Bakar Company Secretary

1. CHAIRMAN

YBhg. Dato' Ibrahim Mahaludin bin Puteh ("**Dato' Chairman**"), Presiding Chairman of the Meeting welcomed those present at the Meeting and informed that YBhg. Tan Sri Dato' Sri Haji Mohd Khamil bin Jamil, Chairman of the Board, was unwell and had extended his apologies for not being able to attend and chair the Meeting.

Dato' Chairman was appointed by the Board of Directors ("**Board**") as the Presiding Chairman of the Meeting pursuant to Article 92 of the Company's Articles of Association ("**Articles**").

2. QUORUM

Upon the confirmation by the Company Secretary that a quorum was present, Dato' Chairman called the Meeting to order.

3. INTRODUCTION

Dato' Chairman proceeded with the introduction of the members of the Board, the Group Chief Executive Officer and the Company Secretary who were present at the Meeting.

Dato' Chairman then announced that YBhg. Dato' Azian binti Mohd Noh ("**Dato' Azian**") who was retiring at the Meeting had decided not to seek for re-election due to her other work commitments and hence would retire as Director upon conclusion of the Meeting. Dato' Chairman thanked Dato' Azian for all her contributions during her tenure as Director and wished her all the best in her future endeavours.

4. NOTICE

Notice of the Meeting that was earlier dispatched to all the shareholders and advertised in The New Straits Times and Utusan Malaysia on 13 August 2014, was taken as read.

5. PRESENTATIONS

YBhg. Dato' Iskandar Mizal bin Mahmood ("**Dato' GCEO**") then proceeded with a presentation to the shareholders on inter alia, financial and operational highlights of the Pos Malaysia Group for the financial year ended 31 March 2014 and the Company's prospects moving forward.

The list of questions from the Minority Shareholders Watchdog Group ("**MSWG**") vide letter dated 28 August 2014 and the Company's reply vide letter dated 2 September 2014 were also projected to the shareholders for noting.

6. VOTING RIGHTS

Dato' Chairman briefed the members and proxies present at the Meeting on their voting rights as follows:-

- (i) Only members or proxies appointed by members may vote on each of the resolutions.

- (ii) Voting at the Meeting should be by way of a show of hands unless a poll is demanded by any of the persons allowed under the Articles, before or on the declaration of the result of a show of hands;
- (iii) On a show of hands, every person present who is a member or a representative or proxy or attorney shall have one vote.

7. TO RECEIVE THE AUDITED FINANCIAL STATEMENTS FOR THE FINANCIAL YEAR ENDED 31 MARCH 2014 AND THE REPORTS OF THE DIRECTORS AND AUDITORS THEREON

The first agenda of the meeting was to receive the Audited Financial Statements for the financial year ended 31 March 2014 and the Reports of the Directors and Auditors thereon.

Dato' Chairman then proceeded with the tabling of the Company's Audited Financial Statements for the financial year ended 31 March 2014 ("2014 Audited Financial Statements").

Before dealing with any question from the shareholders, Dato' Chairman highlighted that pursuant to the provisions of Section 169(1) of the Companies Act 1965, the Company's Audited Financial Statements did not require any formal approval of the shareholders at the Meeting. As such, the agenda item was for discussion only and would not be put forward for voting.

The shareholders were then invited to raise any question that they might have pertaining to the Company's 2014 Audited Financial Statements.

A summary of the salient questions and/or comments that were raised by the shareholders/proxyholders during the Meeting and the response given by Dato' Chairman and/or Dato' GCEO are as appended herewith under **Attachment 1**.

Thereafter, Dato' Chairman concluded the discussions on the Company's 2014 Audited Financial Statements.

**8. ORDINARY RESOLUTION 1
FINAL SINGLE TIER DIVIDEND**

Dato' Chairman then proceeded with the motion to vote on the proposed Ordinary Resolution 1, which was to declare a final single tier dividend of 7.1 sen per ordinary share in respect of the financial year ended 31 March 2014.

On the proposal of Dato' Chairman and seconded by Mr. William Woon, voting on the proposed Ordinary Resolution 1 was carried out by a show of hands. Upon voting, it was **RESOLVED** that a final single tier dividend of 7.1 sen per ordinary share in respect of the financial year ended 31 March 2014 be declared.

9. **ORDINARY RESOLUTION 2**
RE-ELECTION OF YBHG. TAN SRI DATO' SRI HAJI MOHD KHAMIL BIN JAMIL AS DIRECTOR PURSUANT TO ARTICLE 115 OF THE ARTICLES OF ASSOCIATION OF THE COMPANY

The following motion was to re-elect YBhg. Tan Sri Dato' Sri Haji Mohd Khamil bin Jamil ("Tan Sri Haji Mohd Khamil") as Director of the Company.

On the proposal of Mr. Tan Ken Tiong and seconded by Madam Tan Swee Yong, voting on the proposed Ordinary Resolution 2 was carried out by a show of hands. Upon voting, it was **RESOLVED** that Tan Sri Haji Mohd Khamil, who was to retire pursuant to Article 115 of the Company's Articles of Association be re-elected as Director of the Company.

10. **ORDINARY RESOLUTION 3**
RE-ELECTION OF PUAN ESHAH BINTI MEOR SULEIMAN AS DIRECTOR PURSUANT TO ARTICLE 115 OF THE ARTICLES OF ASSOCIATION OF THE COMPANY

Dato' Chairman thereafter proceeded with the motion to vote on the proposed Ordinary Resolution 3, which was to re-elect Puan Eshah binti Meor Suleiman ("Puan Eshah") as Director of the Company.

On the proposal of Mr. William Woon and seconded by Mr. Manmohan Singh a/l Fateh Singh, voting on the proposed Ordinary Resolution 3 was carried out by a show of hands. Upon voting, it was **RESOLVED** that Puan Eshah, who was to retire pursuant to Article 115 of the Company's Articles of Association be re-elected as Director of the Company.

11. **ORDINARY RESOLUTION 4**
RE-ELECTION OF ENCIK AHMAD FUAAD BIN MOHD KENALI AS DIRECTOR PURSUANT TO ARTICLE 110(2) OF THE ARTICLES OF ASSOCIATION OF THE COMPANY

The proposed Ordinary Resolution 4 was to re-elect Encik Ahmad Fuaad bin Mohd Kenali ("Encik Ahmad Fuaad") as Director of the Company.

On the proposal of Mr. Tan Ken Tiong and seconded by Mr. Manmohan Singh a/l Fateh Singh, voting on the proposed Ordinary Resolution 4 was carried out by a show of hands. Upon voting, it was **RESOLVED** that Encik Ahmad Fuaad, who was to retire pursuant to Article 110(2) of the Company's Articles of Association be re-elected as Director of the Company.

12. ORDINARY RESOLUTION 5
RE-ELECTION OF MR. LIM HWA YU AS DIRECTOR PURSUANT TO ARTICLE 110(2) OF THE ARTICLES OF ASSOCIATION OF THE COMPANY

Dato' Chairman thereafter proceeded with the motion to vote on the proposed Ordinary Resolution 5, which was to re-elect Mr. Lim Hwa Yu ("Mr. Lim") as Director of the Company.

On the proposal of Mr. William Woon and seconded by Madam Tan Swee Yong, voting on the proposed Ordinary Resolution 5 was carried out by a show of hands. Upon voting, it was **RESOLVED** that Mr. Lim, who was to retire pursuant to Article 110(2) of the Company's Articles of Association, be re-elected as Director of the Company.

13. ORDINARY RESOLUTION 6
RE-APPOINTMENT OF MESSRS KPMG AS AUDITORS

Dato' Chairman then proceeded with the motion to vote on the proposed Ordinary Resolution 6, which was to re-appoint Messrs KPMG as Auditors of the Company for the ensuing year and to authorise the Directors to fix their remuneration.

On the proposal of Dato' Chairman and seconded by Madam Tan Swee Yong, voting on the proposed Ordinary Resolution 6 was carried out by a show of hands. Upon voting, it was **RESOLVED** that Messrs KPMG be re-appointed Auditors of the Company for the ensuing year and that the Directors be authorised to fix their remuneration.

14. ORDINARY RESOLUTION 7
PAYMENT OF DIRECTORS' FEES

The proposed Ordinary Resolution 7 was to approve the payment of Directors' Fees amounting to RM849,019.20 in respect of the financial year ended 31 March 2014.

On the proposal of Mr. William Woon and seconded by Encik Mohd Azhari bin Ismail, voting on Ordinary Resolution 7 was carried out by a show of hands. Upon voting, it was **RESOLVED** as follows:-

"That the payment of the Directors' Fees of RM849,019.20 in respect of the financial year ended 31 March 2014 be hereby approved."

15. ORDINARY RESOLUTION 8
PROPOSED RENEWAL OF SHAREHOLDERS' MANDATE FOR MANDATED RECURRENT RELATED PARTY TRANSACTIONS

Dato' Chairman informed the shareholders that proposed Ordinary Resolutions 8 and 9 were to approve the Proposed Renewal of Shareholders' Mandate for the Mandated Recurrent Related Party Transactions ("RRPTs") and the Proposed New Shareholders' Mandate for the Additional/New RRPTs.

Dato' Chairman informed that both the proposed Ordinary Resolutions 8 and 9 involved the interests of related parties namely DRB-HICOM Berhad ("**DRB-HICOM**") Group, YBhg. Tan Sri Dato' Seri Syed Mokhtar Shah bin Syed Nor and Etika Strategi Sdn Bhd ("**Etika Strategi**") as Interested Major Shareholders, while Tan Sri Mohd Khamil, YBhg. Dato' Seri Che Khalib bin Mohamad Noh, YBhg. Datuk Mohamed Razeek bin Md Hussain Marizar and Encik Ahmad Fuaad were the interested Directors in the transactions.

Dato' Chairman then proceeded with the motion to vote on the proposed Ordinary Resolution 8, which was to approve the Proposed Renewal of Shareholders' Mandate for the Mandated RRPTs as set out in Section 2.2.3 of the Circular to Shareholders dated 13 August 2014 ("**Circular**").

It was noted that the Proposed Renewal of Shareholders' Mandate for the Mandated RRPTs, if passed, would allow Pos Malaysia and/or its subsidiary companies to enter into the mandated RRPTs subject to the transactions being in the ordinary course of business and on terms which are not more favourable to the related parties than those generally available to the public, and are not to the detriment of the minority shareholders of the Company.

Dato' Chairman informed that the rationale and benefits for the proposed RRPTs were as set out in Section 2.4 of the Circular. Amongst the benefits were that the close working relationships with the related parties (as named in the Circular) would ensure timely delivery of the services required and commitment and reliability of quality services for the Pos Malaysia Group in order to ensure smooth operations of the day-to-day business of the Pos Malaysia Group, as well as to fully realise the business synergies within the Group. In addition, some of the proposed RRPTs involve services provided by the Pos Malaysia Group to the related parties and these transactions would create business opportunities and revenue for the Pos Malaysia Group.

Dato' Chairman further informed that the Interested Directors had abstained from deliberation and voting at Board Meetings of Pos Malaysia on the proposed resolution pertaining to the Proposed Renewal of Shareholders' Mandate for the Mandated RRPTs. In addition, all the Interested Major Shareholders and the Interested Directors would abstain from voting on this proposed resolution and had also undertaken to ensure that persons connected to them would abstain from voting at the Meeting.

At this juncture, Dato' Chairman reminded the persons connected to the Interested Major Shareholders and Interested Directors who were present in person or by proxy or by representative, to abstain and continue to abstain from all deliberations and voting on the proposed resolution.

Dato' Chairman thereafter invited questions from the shareholders and proxy holders but no question was raised by any shareholder or proxy holder.

On the proposal of Encik Mohd Azhari bin Ismail and seconded by Mr. Manmohan Singh a/l Fateh Singh, voting on Ordinary Resolution 8 was carried out by a show of hands. Upon voting, it was **RESOLVED** as follows:-

"THAT subject to the Companies Act, 1965 ("the Act"), the Memorandum and Articles of Association of the Company and the Main Market Listing Requirements of Bursa Malaysia Securities Berhad, the mandate for the Company and its subsidiaries ("Pos Malaysia Group") to enter into any of the mandated recurrent related party transactions of a revenue or trading nature as set out in Section 2.2.3 of the Company's Circular to Shareholders dated 13 August 2014 with the transacting related parties mentioned therein which are necessary for the Pos Malaysia Group's day-to-day operations, be hereby renewed subject to the following:

- (a) the transactions are in the ordinary course of business and are on terms not more favourable to the related parties than those generally available to the public and are not to the detriment of the minority shareholders of the Company; and
- (b) the shareholders' mandate is subject to annual renewal and disclosure is made in the annual report of the Company of the aggregate value of transactions conducted pursuant to the shareholders' mandate during the financial year.

AND THAT the Proposed Renewal of Shareholders' Mandate will be subject to annual renewal and any authority conferred by the Proposed Renewal of Shareholders' Mandate, shall continue to be in force until:

- (a) the conclusion of the next AGM of the Company, at which time it will lapse, unless by a resolution passed at the meeting, the authority is renewed; or
- (b) the expiration of the period within which the next AGM of the Company is required to be held pursuant to Section 143(1) of the Act (but shall not extend to such extension as may be allowed pursuant to Section 143(2) of the Act); or
- (c) revoked or varied by resolution passed by the shareholders in general meeting;

whichever is earlier;

AND THAT the Directors of the Company and/or any of them be and are hereby authorised to complete and do all such acts and things (including executing such documents as may be required) to give effect to the transactions contemplated and/or authorised by this resolution and with full power to assent to any conditions, modifications, revaluations, variations and/or amendments thereof in the best interest of the Company."

16. ORDINARY RESOLUTION 9
PROPOSED NEW SHAREHOLDERS' MANDATE FOR ADDITIONAL/NEW
RECURRENT RELATED PARTY TRANSACTIONS

Dato' Chairman then proceeded with the motion to vote on the proposed Ordinary Resolution 9, which was to approve the Proposed New Shareholders' Mandate for additional/new RRPTs as set out in Section 2.2.3 of the Circular.

Dato' Chairman informed the shareholders that similar to the case of the Proposed Renewal of Shareholders' Mandate for the Mandated RRPTs, the rationale and benefits for the proposed additional/new RRPTs were as stated in Section 2.4 of

the Circular. The Interested Directors and/or Interested Major Shareholders in relation to the resolution were also the same as stated in Section 2.5 of the Circular.

The Interested Directors had also abstained from deliberation and voting at Board Meetings of Pos Malaysia on the proposed resolution pertaining to the Proposed New Shareholders' Mandate for the Additional/New RRPTs. Similarly, all the Interested Major Shareholders and the Interested Directors would abstain from voting on the proposed resolution and had also undertaken to ensure that persons connected to them would abstain from voting at the Meeting.

At this juncture, Dato' Chairman reminded the persons connected to the Interested Major Shareholders and Interested Directors who were present in person or by proxy or by representative, to abstain and continue to abstain from all deliberations and voting on the proposed resolution.

Dato' Chairman thereafter invited questions from the shareholders and proxy holders but no question was raised by any shareholder or proxy holder.

On the proposal of Mr. William Woon and seconded by Madam Tan Swee Yong, voting on Ordinary Resolution 9 was carried out by a show of hands. Upon voting, it was **RESOLVED** as follows:-

"THAT subject to the Companies Act, 1965 ("**the Act**"), the Memorandum and Articles of Association of the Company and the Main Market Listing Requirements of Bursa Malaysia Securities Berhad, approval be and is hereby given to the Company and its subsidiaries ("**Pos Malaysia Group**") to enter into any of the additional/new recurrent related party transactions of a revenue or trading nature as set out in Section 2.2.3 of the Company's Circular to Shareholders dated 13 August 2014 with the transacting related parties mentioned therein which are necessary for the Pos Malaysia Group's day-to-day operations subject to the following:

- (a) the transactions are in the ordinary course of business and are on terms not more favourable to the related parties than those generally available to the public and are not to the detriment of the minority shareholders of the Company; and
- (b) the shareholders' mandate is subject to annual renewal and disclosure is made in the annual report of the Company of the aggregate value of transactions conducted pursuant to the shareholders' mandate during the financial year.

AND THAT the Proposed New Shareholders' Mandate will be subject to annual renewal and any authority conferred by the Proposed New Shareholders' Mandate, shall continue to be in force until:

- (a) the conclusion of the next AGM of the Company, at which time it will lapse, unless by a resolution passed at the meeting, the authority is renewed; or
- (b) the expiration of the period within which the next AGM of the Company is required to be held pursuant to Section 143(1) of the Act (but shall not extend to such extension as may be allowed pursuant to Section 143(2) of the Act); or

(c) revoked or varied by resolution passed by the shareholders in general meeting;
whichever is earlier;

AND THAT the Directors of the Company and/or any of them be and are hereby authorised to complete and do all such acts and things (including executing such documents as may be required) to give effect to the transactions contemplated and/or authorised by this resolution and with full power to assent to any conditions, modifications, revaluations, variations and/or amendments thereof in the best interest of the Company.”

17. CLOSE OF MEETING

Dato' Chairman then informed the shareholders that there was no other business of which due notice had been given to the Company. There being no other business which required the approval of the shareholders, the Meeting ended at 11.45 a.m.


Mr. William Woon proposed a vote of thanks to Dato' Chairman.

Recorded by:

Confirmed by:



Company Secretary



Chairman of the Meeting

**POS MALAYSIA BERHAD
22nd ANNUAL GENERAL MEETING HELD ON 4 SEPTEMBER 2014
Questions Raised by Shareholders / Proxyholders**

Name of Shareholder/ Proxyholder	Questions / Comments Raised	Reply from the Chairman / GCEO
Mr. Wan Heng Wah (Shareholder)	<p>Pos Malaysia was requested to look into the availability of the following services and the following improvements in order to provide better services to the public:-</p> <p>(i) Post offices to extend its operating hours or to open on Saturdays and Sundays just like some of the banks.</p> <p>(ii) To make services available for online purchase.</p> <p>(iii) To place more kiosks or automated machines at LRT stations and shopping malls for ease of bill payments and purchase of stamps.</p> <p>(iv) To have delivery services and fulfillment services available beyond normal working hours and/or during weekend.</p>	<p>(i) There were kiosks made available at certain locations and more kiosks were intended to be opened moving forward.</p> <p>(i) Post offices open every Saturday except on the first Saturday of every month. PosLaju also makes deliveries on weekends especially when the volume is high.</p> <p>(ii) Self-service terminals known as Pos Automated Machines are available at the bigger post offices for purchase of stamps and bill payment purposes. Currently, Pos Malaysia is considering to increase the number of self-service terminals.</p> <p>(iii) 68 Pusat PosLaju have extended operating hours up to 8 p.m. or 10 p.m.</p> <p>(iv) Pos Malaysia would need to manage the Unions for its members to work extended hours.</p>
Ms. Lya Rahman (Representative of Minority Shareholder Watch Dog ("MSWG"))	<p>(i) The Board should apologise to the shareholders for making them wait outside the hall until 9:00 a.m. i.e. the time set for holding the 22nd AGM. If the Board is unable to start the meeting on time, do not have the meeting at 9.00 .am.</p>	

Attachment I

	<p>(ii) MSWG was disappointed that the Company has not uploaded its AGM minutes on its corporate website. MSWG noted that DRB-HICOM Berhad being the major shareholder of Pos Malaysia and a large Group had published its minutes of shareholders' meeting on their website. MSWG strongly encouraged the Board to upload the minutes of the shareholders' meeting on its corporate website as part of good practice and to promote transparency. MSWG expected the minutes of meeting to be published to contain questions raised by the shareholders and other pertinent questions raised at the meeting.</p>	<p>Dato' Chairman apologised to the shareholders for the incident and clarified that the Board members were not aware of the same. Dato' Chairman assured the shareholders that the incident would not repeat.</p> <p>The Board had considered and deliberated at length on MSWG's request to publish the minutes of shareholders' meeting on the corporate website. The Board would further deliberate on the matter.</p>
<p>Mr. Samuel Lim (Shareholder)</p>	<p>(i) What would be the benefits could be derived from the alleged proposed joint-venture between Pos Malaysia and Datasonic Group Berhad in the Fuel Subsidiary project for the shareholders and what was the latest status of the said project?</p> <p>(ii) In view of the Board Tender Committee comprised two (2) Non-Independent Directors and also two (2) Independent Directors, who make the decision in the event of equality of votes?</p> <p>(iii) Item no. 24.4 of Page 164 of the Annual Report 2014 referred. Who was the company owing the amount of RM45,776,000 (2013: RM45,776,000) and why was it so substantial and whether Pos Malaysia still lending to this company?</p>	<p>(i) In line with the business of Pos Malaysia, Pos Malaysia always look out for opportunity to participate in the Fuel Subsidiary rationalisation programme but more so from the aspect as a service provider through collaboration with other third parties through a consortium. The matter was now status-quo awaiting the proposal from the Economy Planning Unit.</p> <p>(iii) The Board Tender Committee so far did not experience the situation of equality of votes. In the event of equality of votes, Chairman of the Board Tender Committee would have a casting vote. He invited Dato' GCEO to respond on the other 2 questions.</p> <p>(iii) The irrecoverable amount of RM45,776,000 was owed by Prestige Future Sdn Bhd, a subsidiary of Pos Malaysia. The said amount had been fully impaired during the corporate restructuring in year 2007.</p>

<p>Mr. Sang Eng Soon (Shareholder cum Proxy)</p>	<p>(i) Long queue at post office for buying stamps. Proposed for stamps to be purchased directly through the counter without queuing.</p> <p>(ii) The 2014 Annual Reports were received on different dates. Proposed that the posting date be stamped on the envelope to see the number of days Pos Malaysia takes to deliver. Number of day of delivery must be made a KPI.</p> <p>(iii) Currently, all food vouchers were required to be utilised on the same day of the AGM. Requested to extend the validity period to utilise the food vouchers to 30 days from the date of AGM.</p> <p>(iv) What was the market share of the courier services of Pos Malaysia in public and private sectors?</p> <p>(v) Customers would need to collect the undelivered mail by PosLaju after 2 attempts at post office but still unable to collect the mail. Other courier services were able to make delivery of mails on other day upon request by the customers. He proposed that mail tracking system be used to address this shortcoming and improve the services efficiency of PosLaju.</p>	<p>(i) The Board was also very concern on the negative feedback about the services of Pos Malaysia and Management was currently undertaking initiatives to improve its services. The Board assured efficiency in the Company services moving forward.</p> <p>The poor services and weaknesses of Pos Malaysia included lack of customers centricity. The Board and Management endeavoured to enhance the skills set of the front counters staff to be more proactive and friendly when providing the services. Branch managers of post offices were required to assist at the front counters to reduce the waiting time by customers. There are also special counters at certain post offices for transactions relating to financial services.</p> <p>(ii) The mail service is a regulated business regulated by the Malaysian Communications and Multimedia Commission ("MCMC") with prescribed delivery standards.</p> <p>(iii) The validity period to utilise the food vouchers will be extended to 18 September 2014.</p> <p>(iv) On market share of PosLaju, Pos Malaysia has 12% market share for international market and remained the largest market share for domestic at 38%.</p> <p>(v) Pos Malaysia was currently working towards customer centricity and improving its service efficiency as the national postal service provider. Moving forward, Pos Malaysia would be offering parcel lockers, systemising its work processes and</p>
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Attachment I

<p>Mr. Ow Swee Ying (Shareholder)</p>	<p>(i) Why were there trade receivables of more than 120 days which was quite substantial since the business of Pos Malaysia was in cash term?</p> <p>(ii) Noted large cash was placed in liquid investments. What were these liquid investments and whether the investments gave a good return?</p>	<p>investing more in ICT to achieve excellence in services to increase the market share.</p> <p>(i) For mailing business, the biggest revenue was attributable from pre-paid i.e. corporate clients with 30 days credit period which contributed RM488 million Group of the total mail revenue of RM778 million. For PosLaju, 50% of its total revenue was from on-demand/walk-in customers and 50% was from corporate clients with credit period.</p> <p>The 120 days aging period was attributed by the Ar-Rahnu business under Pos Ar-Rahnu Sdn Bhd ("Pos Ar-Rahnu"). Pos Ar-Rahnu started operations last year offering a unique Islamic pawn business under the Islamic Pawn Scheme which provided a credit period of 6 months plus 6 months.</p> <p>However, Management was making efforts to collect the amounts due.</p> <p>The business of Pos Malaysia was therefore not only in cash terms but also on credit for the corporate customers.</p> <p>(ii) Pos Malaysia has made investments in liquid assets such as marketable securities worth RM200 million, Unit Trust Funds worth RM1 million, Unquoted Private Debt Securities worth RM20 million (through money market instruments such as SUKUK) and Prasarana Bond which would be expired in year 2015. As Pos Malaysia is in the postal business, it would take a conservative approach for investment in cash which amounted to RM439 million. Returns of these investments had</p>
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<p>Madam Bhupinder Kaur A/P Jeswant Singh (Proxy)</p>	<p>(i) Commented on the facilities and services of post offices as follows:-</p> <ul style="list-style-type: none"> • Insufficient post offices in Selangor and Kuala Lumpur; • Locations of post offices are inconvenient, difficult to get parking and not customer friendly; • Some post offices were located at higher floor in the shopping mall(s) and the elevators are faulty; • Long queue and long waiting time, not all counters are opened for service, lack of chairs and pens, poor air-conditioning system and dry and dirty sponge holder; • Letter box are full with letters sticking out from the letter box resulting some letters going missing; • Delay by PosLaju for item sent to Nusajaya, Johor Bahru which took about 8-9 days to receive. Customer service informed that the delay was due to wrong mailing address but that was not true; and • Late in mail delivery by the postman i.e at 3 p.m. <p>The time for holding AGM meeting at 9.00 a.m. was too early.</p>	<p>been reasonable. Cash is also preserved for investments in ICT, systemisation of services and for expansion in growth areas, while Pos Malaysia continues to give good dividends to its shareholders.</p>	<p>The responses were as follows:-</p> <ul style="list-style-type: none"> • Recognised many shortcomings at the post offices and the services by the front counter staff. • Management had taken steps and endeavoured to place the post offices at places which are more accessible to the public. Some of the post offices were inherited from earlier days which may no longer be customer friendly. Management had also negotiated for prominent location for post offices at shopping malls. For example, the post office at KLCC. Management had negotiated with KLCC for a prominent spot but was rejected. • The State of Selangor has the largest number of post offices with a total of 101 post offices. Pos Malaysia also has to comply with the the requirement set by MCMC which imposed the ratio of postal outlets to population. • Management was looking into having better facilities for the customers and apologised for any inconvenience caused.
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Attachment I

		<ul style="list-style-type: none"> • Renovation of the post offices was planned last year but was postponed to this year. The refurbishment and upgrading of post offices would be undertaken in phases over 3 years. • Management acknowledged the overloaded letterbox and endeavored to look into the matter. • 9 days of delivery to Johor was beyond the delivery standard for PosLaju. The delivery standard for local delivery was D+1. Encik Ahmad Najmi bin Mahfodz, the Chief Operating Officer of PosLaju was requested to investigate on the matter. • Mail delivery time by postmen depends on the area of delivery. Post Malaysia has a total of approximately 5,000 beats. In the Klang Valley area, a postman is assigned to deliver on average about 1,200 letters per day. The postmen would start to deliver the letters from around 11 a.m i.e. after the sorting process at the email processing centres. Management was also looking at increasing the productivity level and expecting the mail delivery beyond the customers' expectation by improving operational efficiency. • The time for holding AGM at 9.00 a.m. had been in the case since the last 2 meetings.
<p>Mr. Silvapathy a/l Krishnar (Shareholder)</p>	<p>(i) Some post offices were located at "hostile" area. (ii) Post office at Amcorp Mall was not user-friendly as car park rate there was RM4/- per entry.</p>	<p>It can sometime be quite difficult to secure convenient locations for the post offices. For post offices at the shopping malls; for example at Amcorp Mall and KLCC, post offices would not be given a "hot spot" on the ground floor despite Pos Malaysia's willingness to pay higher rental.</p>

Attachment I

<p>Mr. Sze Kok Sing @ See Kok Seng (Shareholder)</p>	<p>Commented on services at post offices i.e long waiting time just to buy stamp and hence suggested to install a "stamp vending machine" at busy post offices and shopping malls to address the issue. This can also address the car park issue.</p>	<p>Management's comments were as mentioned earlier.</p>
<p>Mr. William Woon (Shareholder)</p>	<p>(i) Some public listed companies provide food vouchers with 1 year validity period and also provide more vouchers to its shareholders;</p> <p>(ii) Why was final dividend declared at 7.1 sen only per share whereas the Company had achieved higher revenue and profit;</p> <p>(iii) The Company should be involved in social responsibility activities i.e. charitable activities as part of a caring society;</p> <p>(iv) The Company should improve its mailing services;</p> <p>(v) Four (4) pieces of stamps worth RM3.20 in value given out as door gift were insufficient. More stamps should be given.</p>	<ul style="list-style-type: none"> • Management took note of the practice of other public listed companies. • Pos Malaysia had earlier paid an interim dividend of 8 sen per share in December 2013. Hence, the total dividend payout for the financial year ended 31 March 2014 was 15.1 sen. • Management took note of the other comments made.