

# **Chuan Holdings Limited**

## **川 控 股 有 限 公 司\***

(Incorporated in the Cayman Islands with limited liability)  
(the “Company”, together with its subsidiaries, the “Group”)

### **SHAREHOLDERS COMMUNICATION POLICY**

(Adopted by the Company pursuant to the Board resolution passed on 30 June 2022)

#### **1. INTRODUCTION**

- 1.1 The Company believes that maintaining a high level of transparency is a key to enhancing investor relations and recognises the importance of disclosing the Group’s information in a timely, accurate and complete manner.
- 1.2 This Policy aims to set out the provisions with the objective of ensuring that Company’s shareholders, both individual and institutional (collectively, the “Shareholders”), and, in appropriate circumstances, the Group’s customers and the investment community at large, are provided with ready, equal and timely access to balanced and understandable information about the Group (including its financial performance, strategic goals and plans, material developments, governance and risk profile), in order to enable the Shareholders to exercise their rights in an informed manner, and to allow Shareholders and the investment community to engage actively with the Company.
- 1.3 For the purpose of this Policy, reference to the investment community is intended to include the Company’s potential investors as well as analysts reporting and analysing the Group’s performance.

#### **2. GENERAL POLICY**

- 2.1 The board (the “Board”) of directors (the “Directors”) of the Company shall maintain an on-going dialogue with the Shareholders and the investment community, and will regularly review this Policy to ensure its effectiveness.
- 2.2 Information shall be communicated to the Shareholders and the investment community mainly through the Company’s financial reports (interim and annual reports) and other regulatory disclosures, general meeting(s), as well as through the Company’s website.

*\* For identification purpose only*

- 2.3 Effective and timely dissemination of information to the Shareholders and the investment community shall be ensured at all times. Any question regarding this Policy shall be directed to the Company via the Company website ([www.chuanholdings.com](http://www.chuanholdings.com)) or mail to the Company's principal place of business in Singapore or email at [chuanlc@singnet.com.sg](mailto:chuanlc@singnet.com.sg).

### **3. COMMUNICATION STRATEGIES**

#### *Enquiries*

- 3.1 The Shareholders should direct their questions about their shareholdings to the Company's share registrar in Hong Kong, Tricor Investors Services Limited at Level 54, Hopewell Centre, 183 Queen's Road East, Hong Kong.
- 3.2 The Shareholders and the investment community may at any time make a request for the Company's information to the extent such information is publicly available.
- 3.3 The Shareholders and the investment community may at any time make query in respect of the Group and/or the Board via the Company website ([www.chuanholdings.com](http://www.chuanholdings.com)) or mail to the Company's principal place of business in Singapore or email at [chuanlc@singnet.com.sg](mailto:chuanlc@singnet.com.sg).

#### *Corporate Communications\**

- 3.4 Corporate communications will be provided to the Shareholders in plain language and in both English and Chinese versions to facilitate the Shareholders' understanding. The Shareholders are encouraged to access Company's corporate communications electronically via the Company website ([www.chuanholdings.com](http://www.chuanholdings.com)) to help protect the environment. The Shareholders may change their choice of language (either English and/or Chinese).

#### *Company Website*

- 3.5 A dedicated Investor Relations section is available on the Company website ([www.chuanholdings.com](http://www.chuanholdings.com)). Information on the Company website is updated on a regular basis.
- 3.6 Information released by the Company to The Stock Exchange of Hong Kong Limited is also posted on the Company website ([www.chuanholdings.com](http://www.chuanholdings.com)) immediately thereafter. Such information includes financial reports, results announcements, circulars and notices of general meetings and other regulatory disclosures.

### *Shareholders' Meetings*

- 3.7 The Shareholders are encouraged to participate in general meetings of the Company or to appoint proxies to attend and vote at meetings for and on their behalf if they are unable to attend the meetings.
- 3.8 Appropriate arrangements for the annual general meetings of the Company shall be in place to encourage the Shareholders' participation.
- 3.9 The process of the Company's general meeting will be monitored and reviewed on a regular basis, and, if necessary, changes will be made to ensure that the Shareholders' needs are best served.
- 3.10 Directors, including the chairman of the Board and the chairmen of Board committees, key senior executives and the external auditor of the Company will attend the annual general meetings of the Company to answer the Shareholders' questions.
- 3.11 Shareholders are encouraged to attend shareholders' activities (if any) organised by the Company, where information about the Company, including its latest strategic plan, products and services etc. will be communicated.

### *Suggestions / Complaints*

- 3.12 Other than the concerns about possible improprieties in financial reporting, internal control or other matters which shall be subject to the scope of the whistleblower policy of the Company, the Shareholders and the investment community as well as the Group's customer may lodge any suggestion or complaint in respect of the Group and/or the Board by addressing to the complaints officer (the "Complaints Officer") of the Group via the Company website ([www.chuanholdings.com](http://www.chuanholdings.com)) or mail to the Company's principal place of business in Singapore or email at [chuanlc@singnet.com.sg](mailto:chuanlc@singnet.com.sg) with full details.
- 3.13 Any person can contact the Complaints Officer by telephone (+65 63834925) if he/she has any individual difficulties which might prevent him/her from making a written complaint.
- 3.14 The persons raising such suggestion or complaints are encouraged to disclose their identity and contact details so that they can be contacted for further information, if necessary.
- 3.15 All complaints will be dealt with expeditiously. The Complaints Officer acknowledge receipt of each complaint within 5 working days. A substantive reply will be given within 10 working days as far as possible. For complicated cases requiring longer processing time, the Complaints Officer would keep the complainant informed of the progress.

3.16 If the complainant is not satisfied with the Group's response, he/she has the right to ask for reconsideration of the response by the Complaints Officer or report the complaint to the Board.

#### **4. Privacy**

4.1 The Company recognises the importance of each individual's privacy and will not disclose such information without his/her consent, unless otherwise required by law.

*\*Corporate Communication refers to any document issued or to be issued by Company for the information or action of holders of any of its securities, including, but not limited to, the directors' report and annual accounts together with a copy of the auditor's report, the interim report, a notice of meeting, a circular and a proxy form.*