



SATS Ltd.

(Incorporated in the Republic of Singapore)
(Company Registration No. 197201770G)

48th Annual General Meeting

Thursday, 22 July 2021 at 10.00 a.m. (Singapore time)

Closing Date and Time for Online Pre-Registration for AGM

Monday, 19 July 2021 at 10.00 a.m. (Singapore time)

FREQUENTLY ASKED QUESTIONS

| PRE-REGISTRATION | |
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| Question | Answers |
| How do I participate in the AGM? | <p>As a precautionary measure due to the current COVID-19 situation in Singapore, shareholders will not be able to attend the AGM in person. Instead, alternative arrangements have been put in place to enable shareholders to observe and/or listen to the AGM proceedings via live audio-visual webcast or live audio-only stream.</p> <p>In order to observe and/or listen to the AGM proceedings, you will need to pre-register at https://www.sats.com.sg/AGM2021 from 10.00 a.m. on 30 June 2021 up to 10.00 a.m. on 19 July 2021 to enable SATS Ltd. ("SATS" or the "Company") to verify your status as a shareholder.</p> <p>Following the verification, authenticated shareholders will receive an email on how to access the live audio-visual webcast and live audio-only stream of the AGM proceedings, and how to submit relevant text-based questions live at the AGM via the audio-visual webcast platform by 10.00 a.m. on 21 July 2021 (the "Confirmation Email").</p> <div><p>Please note that the pre-registration website and live audio-visual webcast are not supported by Internet Explorer. Shareholders are advised to use the following browsers/versions for pre-registration and to access the live audio-visual webcast:</p><ul style="list-style-type: none">• Chrome version 74 and above• Safari 12.1.2 and above• Microsoft Edge Chromium 80 and above</div> |

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Co. Reg. No. 197201770G



| PRE-REGISTRATION | |
|---|---|
| Question | Answers |
| What should I do if I am unable to access the pre-registration page or if I am having problems watching the webcast? | <p>You should use the following browsers/versions for pre-registration and to access the live audio-visual webcast:</p> <ul style="list-style-type: none"> • Chrome version 74 and above • Safari 12.1.2 and above • Microsoft Edge Chromium 80 and above <p>The pre-registration website and live audio-visual webcast are not supported by Internet Explorer.</p> |
| What information do I need to provide to pre-register online? | <p>You will need to provide the following information:-</p> <ul style="list-style-type: none"> • Full name (As per CDP/CPF/SRS/scrip-based records) If your shares are held jointly, please fill in both shareholders' names as per the relevant records. However, only one NRIC/Passport Number and email address is required. • Full name of Corporate Representative (For Corporate Shareholders) • Full NRIC or Passport Number or Company Registration Number • Shareholding type (e.g., CDP/CPF/SRS/scrip-based) • Email address |
| Why do I need to provide my full NRIC number? | <p>This is to enable SATS to verify that you are a shareholder, in order to ensure that only verified shareholders are issued with the Confirmation Email containing instructions on how to access the live audio-visual webcast and live audio-only stream of the AGM proceedings.</p> |
| Who can pre-register for the live AGM proceedings? | <p>Only shareholders of SATS (including CPF and SRS investors) will be able to pre-register to observe the live audio-visual webcast or listen to the live audio-only stream of the AGM proceedings.</p> |
| Can I pre-register my representative for the live AGM proceedings? | <p>No, the live audio-visual webcast and live audio-only stream of the AGM proceedings are only available to shareholders of the Company.</p> |
| If I am a CPF or SRS investor holding shares in the Company, can I pre-register for the live AGM proceedings? | <p>Yes, please pre-register at https://www.sats.com.sg/AGM2021 from 10.00 a.m. on 30 June 2021 up to 10.00 a.m. on 19 July 2021.</p> <p>However, if you wish to submit your votes with respect to the resolutions to be tabled for approval at the AGM, you should approach your CPF Agent Bank or SRS Operator through which you hold your shares in the Company to submit your votes, by 5.00 p.m. on 9 July 2021.</p> |



| PRE-REGISTRATION | |
|---|--|
| Question | Answers |
| If I hold the Company's shares via a securities sub-account in a depository agent, can I pre-register for the live AGM proceedings? | <p>We regret that you will not be able to pre-register via our pre-registration website.</p> <p>Please contact the relevant intermediary through which you hold your shares in the Company <u>as soon as possible</u>, in order for them to make the necessary arrangements for you to participate in the AGM.</p> |
| Is there a deadline to pre-register on the pre-registration website? | <p>Yes, please complete your pre-registration <u>before 10.00 a.m. on 19 July 2021</u>. Only <u>verified shareholders who have pre-registered before the deadline</u> will be allowed access to the live AGM proceedings.</p> |
| When will I receive the Confirmation Email for the live AGM proceedings? | <p>Authenticated shareholders will receive the Confirmation Email on how to access the live audio-visual webcast and live audio-only stream of the AGM proceedings, and how to submit relevant text-based questions live at the AGM via the audio-visual webcast platform by <u>10.00 a.m. on 21 July 2021</u>.</p> <p>Shareholders who do not receive the Confirmation Email by <u>10.00 a.m. on 21 July 2021</u>, but have registered by the 19 July 2021 deadline, should contact our Share Registrar, M & C Services Private Limited, at +65 6228 0506 or via email at gpe@mncsingapore.com before 7.00 p.m. on 21 July 2021 or between 8.00 a.m. and 9.00 a.m. on 22 July 2021.</p> |
| What happens if my status as a shareholder cannot be verified by the Company? | <p>You will receive an email by <u>10.00 a.m. on 21 July 2021</u> notifying you that we were unable to verify your shareholder status, and therefore, you will not be given access to the AGM proceedings.</p> <p>Please contact our Share Registrar, M & C Services Private Limited, at +65 6228 0506 or via email at gpe@mncsingapore.com before 7.00 p.m. on 21 July 2021 or between 8.00 a.m. and 9.00 a.m. on 22 July 2021, if you have any questions.</p> |



| VOTING/SUBMISSION OF PROXY FORMS | |
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| Question | Answers |
| How do I vote if I can only attend the AGM online? | <p>You will need to <u>appoint the Chairman of the Meeting as your proxy</u> to vote on your behalf at the AGM, in accordance with the instructions on the proxy form. Specific instructions must be given 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. There will be no live voting at the AGM.</p> <p>You can submit an instrument appointing the Chairman of the Meeting as proxy in the following manner:</p> <p>(a) By post, to be lodged with the Company's Share Registrar, M & C Services Private Limited, at 112 Robinson Road #05-01, Singapore 068902;</p> <p>(b) Via email to the Company's Share Registrar at gpe@mncsingapore.com; or</p> <p>(c) Via pre-registration website at https://www.sats.com.sg/AGM2021.</p> <p>in each case, by <u>10.00 a.m. on 19 July 2021</u>.</p> <p>If you wish to submit the proxy form by post or via email, you must first download, complete and sign the proxy form, before submitting it by post to the address provided above, or before scanning and sending it by email to the email address provided above. You may download a copy of the proxy form from the Company's website at https://www.sats.com.sg/AGM2021 or from the SGX website at https://www.sgx.com/securities/company-announcements.</p> <p>Due to the current COVID-19 situation in Singapore, shareholders are strongly encouraged to submit completed proxy forms electronically via email or via the pre-registration website at https://www.sats.com.sg/AGM2021.</p> |
| If I am a CPF or SRS investor holding shares in the Company, how can I vote? | <p>If you are a CPF or SRS investor holding shares in the Company and wish to vote on the resolutions to be tabled for approval at the AGM, you should approach your CPF Agent Bank or SRS Operator through which you hold your shares in the Company to submit your votes, by <u>5.00 p.m. on 9 July 2021</u>.</p> |



| VOTING/SUBMISSION OF PROXY FORMS | |
|--|---|
| Question | Answers |
| If I hold the Company's shares via a securities sub-account in a depository agent, how can I vote? | If you hold the Company's shares via a securities sub-account in a depository agent and wish to vote on the resolutions to be tabled for approval at the AGM, please contact the relevant intermediary through which you hold your shares in the Company <u>as soon as possible</u> , in order for them to make the necessary arrangements to submit your votes. |
| Where can I find the proxy form? | The proxy form may be downloaded from the Company's website at https://www.sats.com.sg/AGM2021 or from the SGX website at https://www.sgx.com/securities/company-announcements . |
| Can I submit my proxy form online? | Yes, you can submit your proxy form online via the pre-registration website at https://www.sats.com.sg/AGM2021 . |
| Is there a deadline to submit the proxy form? | Yes, proxy forms must be submitted by <u>10.00 a.m. on 19 July 2021</u> . |



| SUBMISSION OF QUESTIONS | |
|-------------------------|--|
| Question | Answers |
| How do I ask questions? | <p>Shareholders, including CPF and SRS investors, can submit questions in advance of, or live at, the AGM,</p> <p>Submission of substantial and relevant questions in advance of AGM. Shareholders, including CPF and SRS investors, can submit substantial and relevant questions related to the resolutions to be tabled for approval at the AGM, in advance of the AGM, in the following manner:</p> <p>(a) Via pre-registration website. Shareholders who pre-register to observe and/or listen to the AGM proceedings may submit their questions via the pre-registration website at https://www.sats.com.sg/AGM2021.</p> <p>(b) Via email. Shareholders may submit their questions via email at sats_ir@sats.com.sg.</p> <p>(c) By post. Shareholders may submit their questions by post to the Company's Share Registrar, M & C Services Private Limited, at 112 Robinson Road #05-01, Singapore 068902.</p> <p>When sending in your questions via email or by post, please also provide us with the following details:</p> <ul style="list-style-type: none"> • your full name; • your address; and • the manner in which you hold shares in SATS (e.g., via CDP, CPF, SRS and/or scrip). <p>All questions submitted in advance via any of the above channels must reach us by <u>10.00 a.m. on 19 July 2021</u>.</p> <p>Submission of substantial and relevant questions live at the AGM. Shareholders, including CPF and SRS investors, who wish to submit text-based questions live via the audio-visual webcast platform during the AGM must pre-register at https://www.sats.com.sg/AGM2021 so that the Confirmation Email containing instructions on how to access the live audio-visual webcast or live audio-only stream of the AGM proceedings, and how to ask questions live at the AGM, can be sent to them following verification. Shareholders will not be able to submit questions live at the AGM via the audio-only stream of the AGM proceedings.</p> |



| SUBMISSION OF QUESTIONS | |
|--|--|
| Question | Answers |
| Will all my questions be addressed? | <p>We will endeavour to address all substantial and relevant questions received from shareholders in advance of the AGM by publishing our responses to such questions on the Company's website at https://www.sats.com.sg/AGM2021 and on SGXNet prior to the AGM on 22 July 2021. During the AGM, we will address as many substantial and relevant questions (which are related to the resolutions to be tabled for approval at the AGM) which have not already been addressed prior to the AGM, as well as those text-based questions received live via the audio-visual webcast platform at the AGM, as we can.</p> <p>Where substantially similar questions are received, we will consolidate such questions and consequently not all questions may be individually addressed.</p> |
| GENERAL | |
| Question | Answers |
| Will there be a replay available for shareholders who pre-registered but missed the live AGM proceedings? | There will not be a replay of the AGM proceedings. However, we will publish the minutes of the AGM on the Company's website and on SGXNet. The minutes will include the responses to substantial and relevant questions from shareholders which were addressed during the AGM. |
| How do I know if there are any changes to the AGM? | Please refer to the Company's website at https://www.sats.com.sg/AGM2021 and/or the SGX website at https://www.sgx.com/securities/company-announcements for the latest updates on the status of the AGM. |
| Can I request for a hard copy of the AGM documents (e.g., AGM Notice, Proxy Form, Letter to Shareholders and Annual Report) to be sent to me? | <p>We seek your understanding that hard copies of the AGM documents will not be printed nor sent to shareholders. This is in line with our continuing efforts to be environmentally friendly.</p> <p>The AGM documents may be accessed online on the Company's website at https://www.sats.com.sg/AGM2021 and the SGX website at https://www.sgx.com/securities/company-announcements.</p> |