



FAQ FOR DOVER PARK HOSPICE AGM 2020

1. ATTENDANCE AT AGM

Q: Are members able to attend the AGM in person physically?

A: No, as there will be no physical AGM meeting due to the current COVID-19 restriction orders imposed by the Government. The AGM will be held virtually via the electronic platform Zoom.

Q: How can I participate in the virtual AGM?

A: Members can register to attend the virtual AGM by indicating their attendance in the Proxy Form and submitting the completed form in the following manner:-

- Via email to karen_tan@doverpark.sg; or
- Via mail to DPH's registered address, at Dover Park Hospice, 10 Jalan Tan Tock Seng, Singapore 308436, Attention: Ms Karen Tan; or
- Via fax to 62547650,

in each case, as soon as possible, and preferably by Tuesday, 11 August 2020, for planning and processing purposes.

Members who have indicated their attendance in the Proxy Form will be provided with a link and a password to access a live audio-visual webcast via Zoom or a toll-free telephone number for an audio only stream of the AGM proceedings. Members who have not indicated their attendance or indicated they are not attending would not be admitted to the virtual meeting.

Members attending the AGM may be required to complete a simple exercise to verify their identity as a member of DPH, and should have their NRIC on standby for such purposes.

Q: Who can register to attend or watch the AGM via live audio-visual webcast or audio broadcast?

A: Only members of DPH will be able to register to attend or watch the live audio-visual webcast or audio broadcast of the AGM proceedings.

Q: What if I need assistance to log in?

A: If you have problems with viewing or listening to the AGM proceedings on Saturday, 22 August 2020, please call DPH IT support at any of the following numbers: 65000649, 65007565, or 65082799.

If you need assistance with setting up and/or conducting a test run prior to the AGM, please contact our IT support before Saturday, 15 August 2020 to arrange for an appointment via email at wingkit_kwok@doverpark.sg.

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

A: You need to use a web browser on any device such as a mobile phone, tablet or computer to view the live audio-visual webcast. Please ensure that the device is connected to Wi-Fi as viewing the live audio-visual webcast may consume a large amount of data.

Q: What are the supported browsers?

A: You will need the latest versions of Chrome, Safari, Internet Explorer 11, Edge or Firefox. Please ensure that your web browser is compatible.

2. VOTING ON THE RESOLUTIONS TABLED FOR APPROVAL AT THE AGM

Q: Since I am not able to attend the AGM physically, how can I exercise my votes?

A: Members who view/listen to the live AGM proceedings will not be able to vote online. Members who wish to vote on the resolutions to be tabled for approval at the AGM must complete the Proxy Form to appoint the Chairman of the AGM as their proxy to vote on their behalf.

Where members appoint the Chairman of the AGM as their proxy, they must give specific instructions as to voting in their Proxy Form, and failure to do so will be treated as authorisation for the Chairman of the AGM to vote as he deems fit on behalf of the member.

Q: How can I submit my completed proxy form?

A: You may submit your completed Proxy Form in the following manner:

- Via email to karen_tan@doverpark.sg; or
- Via mail to DPH's registered address, at Dover Park Hospice, 10 Jalan Tan Tock Seng, Singapore 308436, Attention: Ms Karen Tan; or
- Via fax to 62547650,

in each case, preferably before Tuesday, 11 August 2020 for planning and processing purposes. Appointment of proxies via Proxy Forms will not be disregarded so long as they reach us by the deadline of 2.00 p.m. on Thursday, 20 August 2020.

3. QUESTIONS FROM MEMBERS

Q: I have questions related to the resolutions to be tabled for approval at the AGM. How can I communicate my questions?

A: You can communicate your questions in the following manner:-

- Via email to karen_tan@doverpark.sg; or
- Via mail to DPH's registered address, at Dover Park Hospice, 10 Jalan Tan Tock Seng, Singapore 308436, Attention: Ms Karen Tan; or
- Via fax to 62547650.

Your questions must reach us by Saturday, 15 August 2020 and we regret that we may not be able to address questions received after the cut-off time and date.

We will do our best to answer all questions if time permits, but will give priority for substantial and relevant questions relating to the resolutions set out in the Notice of AGM to be addressed.