Attachment I

Summary of Questions Submitted by Shareholders/Proxies/Corporate Representatives Before the Annual General Meeting (AGM)

Business Strategies

- *Enquiry on Public Bank's strategies and prospects for the next 3 to 5 years.*

  The Managing Director & Chief Executive Officer stated that the domestic economy is expected to remain resilient. However, given the rising global headwinds, Public Bank will remain highly vigilant.

  Public Bank will remain focused on pursuing synergistic growth strategy in consumer banking and commercial lending. There would be continued focus on home financing, small and medium enterprise (SME) financing and hire purchase financing.

  Complementing the core financing and deposit businesses, Public Bank will further boost non-interest income in particular wealth management, capital market operations and transactional services. By tapping on the large pool of customers from Public Bank, including its subsidiaries, there is great potential for cross selling.

  Certainly, digitalisation and environmental, social and governance (ESG) are among the key growth areas to help spur business growth. Overall, the Group's strategic direction would remain focused on optimising value for its key stakeholders.

Synergistic Growth

- *Last year, the Board cited a few key initiatives to sustain Total Shareholders' Return (TSR) including asset quality and cost efficiency measures. As asset quality and cost efficiency approach their natural limits, synergistic growth in the retail and commercial banking business appears to be the remaining active lever to sustain TSR. What initiatives are being pursued to drive this synergistic growth and are they sufficient to reverse the trend of declining return on equity (ROE)?*

  The Managing Director & Chief Executive Officer stated that while the ROE has moderated, Public Bank has continued to maintain a leading double-digit ROE, despite significant challenges in the operating environment. Public Bank aims to continue sustain a double-digit ROE going forward.

  With leading market share, Public Bank remains well-positioned to continue pursuing synergistic growth strategy in consumer banking and commercial lending, focusing on home financing, SME financing, and hire purchase. In particular, the Bank has been very proactive in expanding its SME financing portfolio, with a 10.6% growth in domestic SME financing in 2025. Leveraging on the growing prominence of SMEs in the economy, coupled with the Government's strong supports, there are continued huge opportunities stemming from the SME segment.

  Complementing its core business, Public Bank will further boost its non-interest income business, which include unit trusts, bancassurance, general insurance, foreign exchange and structured products.

  To spur fee-based business, Public Bank proactively organises promotional events and campaigns, as well as intensifying its cross selling efforts, leveraging its large customer base to generate additional fee income. The Bank is also proactively embracing customer analytic, active customer engagement, digitalisation and new product launch to spur cross selling.

  This year also marked Public Bank's 60th Anniversary, the Bank has launched a Diamond Jubilee campaign to take advantage of its strong market positions to further accelerate business growth.

Return on Equity

- *ROE declined from 13.2% to 12.8% in Financial Year (FY) 2025, while earnings per share (EPS) growth decelerated sharply from 8.1% to 1.5% in FY2025. What does the Board attribute these deteriorations to, and does it expect both metrics to recover?*

  The Managing Director & Chief Executive Officer explained that the decline in ROE and the deceleration of EPS growth in 2025 were primarily attributed to several factors, including continued net interest margin compression arising from time-lag effect of overnight policy rate reduction of 0.25% in July 2025 and continued intense market competition in both lending and deposit funding.

  Furthermore, the uncertainties surrounding the trade tariffs, geopolitical tensions and heightened volatility in global financial markets continued to weigh on the local equity market. These factors contributed to softer market performance, lower trading volume and subdued investor sentiment which in turn affected Public Bank's unit trust and stock-broking businesses.

  Similarly, Public Bank's overseas operations faced comparable headwinds arising from these global uncertainties.

  Nevertheless, Public Bank is committed to navigating the prevailing challenges with agility, and continue to monitor the market and adapt strategies to capture growth without compromising operational resilience.

SME Client and Asset Quality

- *As Public Bank grows its SME segment to improve margin, what differentiates the Bank from peers in attracting quality SME customers, and how does the Bank plan to balance between higher returns and credit risk to preserve the Bank's strong asset quality?*

  The Managing Director & Chief Executive Officer stated that Public Bank is very supportive of SME development. The Bank has been continuously enhancing access to financing and offering targeted financing and campaigns tailored to the diverse needs of SME customers, covering property financing, working capital financing, land financing etc.

  Public Bank also actively taps on SME financing facilities funded or guaranteed by the Government or Bank Negara Malaysia (BNM) to expand its SME portfolio.

  In terms of SME engagement, the Bank is mindful of having in place effective channels that SMEs can conveniently reach out. There is dedicated support for SMEs through the SME Helpdesk. In addition, the Bank has set up 8 Regional Commercial Banking Units across the nation to further expand its SME business.

  At the same time, the Bank remains disciplined in balancing growth opportunities with prudent lending approach to preserve asset quality. From prudent credit assessment prior to customer onboarding to close monitoring of customer repayment trend and pre-emptive measures to address the first sign of repayment delinquency, the Bank has always taken a prudent and proactive approach in managing its credit portfolio.

  As at end-2025, despite the Bank's strong domestic SME loan growth of 10.6%, its gross impaired loan ratio for the SME financing portfolio has remained low at 0.8%, well below the industry's 3.56%.

Dividend Payout

- *Will Public Bank increase its dividend payout in the next 3 to 5 years?*

  The Managing Director & Chief Executive Officer informed the Meeting that Public Bank has consistently maintained stable dividend payout over the years despite various challenges. The Bank's dividend payout ratio has been on an upward trend, from 47.9% in 2018 to 60.5% in 2025.

  The Bank is committed to maintaining a healthy dividend payout and also ensures sufficient capital buffer to support future business growth. For FY2026, the Bank is targeting a dividend payout at around 60%. However, any dividend proposal will be subject to the Group's financial performance, capital conservation and regulators' approval.

Special Dividend

- *Will Public Bank declare any special dividend after the Basel III reform?*

  The Managing Director & Chief Executive Officer informed the Meeting that the Bank will provide more information on the specific capital management plan in due course. At the current juncture, the Bank's dividend payout guidance of around 60% is a healthy level. The Bank has always aimed to optimise, while providing a sustainable and consistent dividend payout.

Total Shareholders' Returns

- *To disclose the annualised TSR of Public Bank for the past 1, 3, and 5 years up to the end of FY2025. What would the Board attribute the performance to?*

  The Managing Director & Chief Executive Officer informed the Meeting that the TSR of Public Bank was as follows:-

  - 4.5% annualised for the past 1 year.
  - 6.1% annualised for the past 3 years.
  - 5.9% annualised for the past 5 years.

  The Public Bank Group's consistent return performance is attributed to the Group's stable financial results and sustained investors' confidence in its overall performance and fundamentals.

Dividend Payout and Share Buy-Back

- *How will the Board decide whether to utilise Public Bank's surplus financial resources for additional dividend distribution (e.g. special dividends), or to purchase its own shares? How does TSR factor into this decision-making process?*

  The Managing Director & Chief Executive Officer stated that the Bank's objective is always to optimise returns to its shareholders.

  Additional dividend payout is always the key approach taken by the Bank to enhance TSR. Meanwhile, share buy-back provides another option for the Bank to further optimise its capital. In addition, share buy-back will help to stabilise the supply and demand of Public Bank shares against price volatility. These would also effectively contribute to enhanced shareholder return.

  Both options are also subject to various other factors including regulatory approval, market condition, the Bank's profit performance and future growth plans.

Earnings Retention

- *With Public Bank guiding for a maintained 60% dividend payout and the Group's Common Equity Tier 1 ratio comfortably above 14%, could the Board elaborate on the strategic rationale for retaining the remaining 40% of earnings?*

  The Managing Director & Chief Executive Officer explained that over the years, Public Bank has been maintaining a consistent dividend payout to shareholders despite rising challenges. The Bank's dividend payout ratio has been on an upward trend, from 47.9% in 2018 to 60.5% in 2025.

  While Public Bank remains committed to maintaining a healthy dividend payout, the Board also recognises the importance of retaining sufficient capital to support the Bank's long-term growth strategy.

Digital Capabilities and Cost Discipline

- *Given Public Bank's consistently low cost-to-income ratio and lower spending on technology relative to its peers, does the Board believe the current digital investments are sufficient for Public Bank to remain competitive, or is there a risk that focusing too much on cost discipline today could limit future digital capabilities?*

  The Managing Director & Chief Executive Officer informed the Meeting that Public Bank always strikes a balance between cost discipline and growing business. While managing cost prudently, the Bank ensures its digital capabilities and information technology infrastructure support competitiveness and are in line with industry players. The Bank focuses on developing digital capabilities that are relevant to customer needs, which deliver long-term and sustainable values to its customers.

  In recent years, Public Bank has been increasing its technology expenses in upgrading its digital capabilities. For example, Public Bank has rolled out new MyPB online and mobile banking platforms prioritising enhanced user convenience and security. In addition, the Bank adopts a forward-looking artificial intelligence (AI) strategy aimed at enhancing operational efficiency and strengthening risk management capabilities. In 2025, the Bank implemented the Artificial Intelligence Fraud Prevention System, which is capable of analysing customer activities, triggering alerts, as well as detecting and blocking malware activity in real time.

  As a result, the Bank has seen continued growth in active users of its digital banking platforms.

  As Public Bank actively embraces digital transformation, the Bank is highly vigilant to cyber security. The Bank has been very proactive in strengthening its cyber defences to safeguard customer information and data against emerging cyber threats. Amongst others, the Bank has set up the PB Scam Ranger, which is a specialised mobile team who travel around the country to engage with the public on scam prevention.

  As the Bank embraces digitalisation initiatives, its in-house IT support capabilities has continued to contribute to greater cost efficiency and operational flexibilities.

Competition from Digital Banks

- *With growing competition from digital banks and fintech players, how does the Bank strengthen its digital ecosystem and remain competitive?*

  The Managing Director & Chief Executive Officer stated that generally, incumbent banks can do what the new digital banks are allowed to do.

  Public Bank constantly explores and embraces digitalisation initiatives that meet the expectations and demands of its customers. Facing the rapidly evolving digitalisation landscape, Public Bank's digital products and services have continued to meet customer demand for convenient and efficient banking services. The Bank is also actively exploring AI and has deployed AI in fraud prevention system, which is capable of analysing customer activities, triggering alerts and detecting malware activity.

  Moving forward, the Bank's focus remains on accelerating digital capabilities, future-proofing the Bank's internal talents and capabilities as well as exploring partnerships with fintech companies.

ESG Transition Risk Plan

- *How does the Bank consider transition risk in credit assessment, particularly for the real estate sector?*

  The Managing Director & Chief Executive Officer explained that the Bank has integrated customers' transition risk into its overall credit evaluation as part of the ESG due diligence.

  For the real estate sector, the Bank reviews the sustainability profile of the underlying assets, which includes the presence of recognised green certifications.

  The Bank also focuses on the credibility of customers' transition plans, which include the adoption of energy efficient systems and de-carbonisation plan. Furthermore, the Bank has recently established the ESG risk acceptance criteria for the real estate sector to strengthen the risk grading of customers, and form part of the credit assessment process.

Incentivising Green Real-Estate Products

- *Enquiry on the Bank's efforts to promote green real estate products.*

  The Managing Director & Chief Executive Officer informed the Meeting that the Bank has tailored green financing solutions for loan purposes that contribute to green and environmentally friendly economic activities and such financing is offered with competitive features. For solar panel, the Bank offers tailored packages for both residential and commercial properties.

SMEs and Energy Shocks

- *How does the Bank support SMEs in navigating the current global energy shocks?*

  The Managing Director & Chief Executive Officer informed the Meeting that Public Bank is mindful that cost pressure arising from the global energy shocks is a major concern for the SMEs and it is important to support viable businesses to maintain stability.

  The Bank provides working capital financing for the SMEs to manage higher operating costs. The Bank also offers the access to BNM support measures, which include the upcoming SME Stabilisation Relief Facility.

  For SMEs that wish to adopt energy efficient facilities such as solar panel, the Bank has in place financing packages that are tailored to their needs. The Bank also actively raises awareness among its SME customers through its flagship SME engagement seminars. In addition, Public Bank is a member of the Joint Committee on Climate Change-SME Focus Group, an industry collective effort to support the SMEs in their transition journey.

Branch Rationalisation

- *Enquiry on the Bank's branch rationalisation.*

  The Managing Director & Chief Executive Officer stated that currently, the Bank has a total of 264 branches domestically, which is at an optimum level. At the current juncture, the Bank has no intention to trim down branches. All the Bank's branch opening had undergone careful consideration and assessment. The Bank will take into consideration customer needs and ensure high quality service delivery and will continue to assess every branch's viability.

Restricted Offer for Sale (ROFS)

- *When will the ROFS take place?*

  The Managing Director & Chief Executive Officer explained that the ROFS can be implemented over a five-year period. The Estate of the late Tan Sri Dato' Sri Dr. Teh Hong Piow and Consolidated Teh Holdings Sdn Bhd are assessing the timing carefully. Market dynamics and stakeholders' interests are also taken into consideration. The progress is underway and careful assessment is to be undertaken to ensure minimal disruption.

Audit Fees

- *Request for clarification on the key reason(s) for the year-on-year changes in audit fees in FY2025 versus FY2024 for each of the following items:*

RM '000	*FY2024*	*FY2025*
Audit	*7,521*	*8,699*
Regulatory related services	*1,053*	*1,163*
Other services	*1,961*	*306*
Total	***10,535***	***10,168***

  The Managing Director & Chief Executive Officer explained that the increase in audit and regulatory related services fees was mainly due to consolidation of fees from LPI Capital Bhd (LPI) Group following the completion of the acquisition of LPI by the Bank in December 2024.

  Meanwhile, the decrease in fee for other services was mainly due to the engagement of auditors for a one-off thematic review in year 2024, which was non-recurring in 2025.

Compliment/Feedback

- *Positive feedback received from shareholders in regard to arrangements of hybrid AGM.*

  The Managing Director & Chief Executive Officer thanked the shareholders for the positive feedback and assured all shareholders that Public Bank will continue to strive hard in meeting stakeholders' expectations.