Attachment III

Summary of Questions Posed by Shareholders/Proxies/Corporate Representatives Present in Person at the Main Venue of the Annual General Meeting (AGM)

- *Shareholder commended the Bank for its proactive efforts in combating scams and enquired on the additional measures that the Bank is implementing to further strengthen its efforts in combating scams and protecting customers as scams have become increasingly sophiscated and widespread.*

  The Managing Director & Chief Executive Officer thanked the shareholder for the positive feedback. He informed the Meeting that the Bank has significantly strengthened its anti-scam measures in recent years by investing heavily in security enhancements, which include upgrading online system safeguards and improving the ability of counter and frontline staff to detect and respond to suspicious transactions. Staff training has also been intensified, particularly for personnel handling large transfer requests, who are trained to proactively question and verify such transactions.

  The Managing Director & Chief Executive Officer highlighted that scam tactics have evolved from traditional online fraud to higher value investment scams and these schemes often involve amounts reaching hundreds or thousands or even millions of Ringgit, with victims ranging from retirees to professionals.

  In more complex cases, the Bank will work with the police, with officers attending in person to explain the risks of scams to customers. However, not all scam cases can be prevented as some customers insist on proceeding with the transactions despite repeated warnings. In certain cases, customers also transfer funds to accounts maintained with other banks before remitting the funds to the scammers, ultimately resulting in losses. To improve interception success rates, the Bank has established communication channels with other banks. When suspicious transactions involving transfer to other banks are detected, the receiving banks are alerted to monitor the accounts and help in preventing further onward transfers.

  Such cases reflect increasingly sophisticated scam tactics and highlight the public's continued vulnerability to high-return investment schemes. As such, beyond strengthening systems and processes, Public Bank continues to raise awareness through education and outreach.

- *Enquiry on whether the Bank has any plan to acquire other insurance companies or venture into other type of businesses.*

  The Managing Director & Chief Executive Officer informed the Meeting that Public Bank has no plan to acquire other insurance company or venture into other type of businesses at the current juncture.

- *The corporate representative from the Minority Shareholders Watch Group congratulated and commended the Board and Management for the Company's good performance and strong financial standings despite the economic headwinds.*

  The questions raised were as follows:

  - *Securities Commission and Bursa Malaysia had recently introduced the My Value Up Programme which encouraged public listed companies to articulate and disclose their growth strategy. What are the Bank's strategic priorities or targets over the next few years, particularly in terms of creating value and delivering benefits to the shareholders?*

  - *Competitor banks had announced large investments in digital development. What are the Bank's digital investment plans?*

  The Managing Director & Chief Executive Officer expressed appreciation for the positive feedback. He reiterated that Public Bank will remain focus on pursuing synergetic growth strategy in consumer banking and commercial lending. There would be continued focus on home fnancing, small and medium enterprise (SME) 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 Bank's existing large customers base, including those of its subsidiaries, there is great potential for cross selling opportunities.

  Certainly, digitalisation and environmental, social and governance 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.

On digital development, the Bank will continue its digitalisation effort while preserving its branch network and workforce. 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 increased its technology-related expenditure to strengthen its digital capabilities. The Bank is investing about RM500 million per year to enhance its digital offerings, streamline operational processes and improve productivity.

- *Enquiry on the reason for the increase in audit fees when the business structure of the Bank has not changed.*

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

- *Suggestion that the Bank implements a dividend reinvestment plan, which will benefit shareholders.*

  The Managing Director & Chief Executive Officer took note of the suggestion and explained that at the current juncture, the Bank has no plans to implement a dividend reinvestment plan.

- *Enquiry on whether there are increasing defaults in the Bank's hire purchase portfolio and whether loans extended to used car dealers are showing any signs of stress.*

  The Managing Director & Chief Executive Officer informed the Meeting that there is no serious trend of defaults across the Bank's hire purchase portfolio at the current juncture. The used car dealers' companies continue to maintain healthy cash flow and their repayment trends remain satisfactory. The motor vehicle market is still considered sustainable.

- *With the ongoing geopolitical uncertainties and rising fuel prices affecting the cost of living, how does the Bank assess the potential impact on borrowers' ability to repay their loans and the overall asset quality of the Bank.*

  The Managing Director & Chief Executive Officer stated that the Bank does not expect any significant impact at the current juncture and will continue to monitor developments closely.

  The Bank remains disciplined in balancing growth opportunities with a prudent lending approach to preserve asset quality. From prudent credit assessments prior to customer onboarding to close monitoring of customers' repayment trends and pre-emptive measures to address the early sign of repayment delinquency, the Bank has always taken a prudent and proactive approach in managing its credit portfolio.

- *Enquiry on the number of branch premises owned by the Bank and suggestion that the Bank considers purchasing properties instead of renting premises for its branches.*

  The Managing Director & Chief Executive Officer stated that the Bank does own a considerable number of branch premises and the Bank has always preferred to own its branch premises rather than renting them.

- *Public Bank has continued to deliver strong fundamentals, however the share price has been hovering between RM4 and RM5 for quite some time. What are the strategic initiatives or plans to enhance shareholders' value and support stronger share price performance going forward.*

  The Managing Director & Chief Executive Officer explained that the share price is determined by several factors, including the Bank's fundamental strength, financial performance, and prevailing market forces. The Bank has strong fundamentals and based on past trends, the volatility in the share price of the Bank has always been temporary in nature. The Bank will continue to focus on strengthening its fundamentals and resilience, which remain the core drivers in contributing to sustainable long-term value for shareholders.

- *Enquiry on the Bank's plans to grow its fee-based income to further diversify its revenue sources.*

  The Managing Director & Chief Executive Officer informed the Meeting that the Bank is actively promoting its non-interest income business, which includes 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.

- *Enquiry on the challenges faced from the emergence of digital banks which usually offer higher interest rates.*

  The Managing Director & Chief Executive Officer informed the Meeting that the higher interest rate offering by digital banks is temporary as they accumulate funds for their business. Such rates have already begun to moderate and the Bank is monitoring customers' responds and will adjust the Bank's deposit offering accordingly.

- *Enquiry on whether the Bank is satisfied with the Federal Court's decision in respect of the legal suit filed by National Feedlot Corporation Sdn Bhd (NFC) and if not satisfied, what is the follow-up action and whether the Bank will consider applying to the Federal Court to review its decision under Rule 137 of the Rules of Federal Court.*

  The Managing Director & Chief Executive Officer stated that the NFC suit had gone through due legal process and the Federal Court had made its final decision. Based on the advice from the Bank's legal counsel, and upon considering the legal issues as well as the pros and cons of pursuing a review of the matter, the Board had decided not to proceed to file the review application.

- *Complaint from shareholder on need to disclose details of financial standings and delay in opening of trading account with Public Investment Bank (PIVB).*

  The Managing Director & Chief Executive Officer took note of the comments and will arrange for staff from PIVB to attend to him.

- *Request for higher dividend payout in 2026.*

  The Managing Director & Chief Executive Officer informed the Meeting that Public 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 financial year 2026, 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.

- *Enquiry on loan exposure to Middle East countries.*

  The Managing Director & Chief Executive Officer informed the Meeting that although the Middle East conflict remains uncertain, there has been no significant impact on the Bank at the current juncture and the Bank will continue to monitor development closely and take precautionary measures if necessary to mitigate any major risks, while maintaining a proactive operating approach.

- *Shareholder commented that despite the need for the workforce to be more future-ready, there appeared to be value erosion in terms of training hours per employee, which declined from 66.0 hours in 2024 to 59.5 hours in 2025. Consequently, the total training hours across the Group also declined from more than 1.3 million hours in 2024 to 1.2 million hours in 2025.*

  The Managing Director & Chief Executive Officer explained that the decline in training hours was mainly due to recalibration of training programmes. In cultivating a future-ready workforce, the Group continues to focus on building its business, people and digital essentials through a dynamic, three-tiered approach - enable, elevate and enrich. At each level, employees will develop foundational skills, enhance their expertise and refine their capabilities, ensuring the staff are equipped to meet business needs and drive meaningful impact at every stage of their career journey.