Attachment II

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

- *Enquiry on the outlook for 2026.*

  The Managing Director & Chief Executive Officer stated that Public Bank remains optimistic on the outlook for 2026, given the resilient domestic economy, whereby Malaysia's gross domestic product is expected to grow at a commendable 4% to 5%.

  However, there are rising global headwinds and Public Bank will remain cautious and highly vigilant. Furthermore, Public Bank is built on strong fundamentals and given the effective growth strategies, the Bank would remain in a good position to continue growing.

- *Enquiry on the potential impact in event of a prolonged Iran - US war.*

  The Managing Director & Chief Executive Officer stated that if the war prolongs, it would translate into a broader hike in prices, thereby affecting purchasing power. There could also be more structural effects which may impact the overall economy.

  Nonetheless, Public Bank has very sound fundamentals and has navigated various crisis over the past 6 decades, while continuing to maintain an unbroken profitability track record.

- *Enquiry on Public Bank's current impaired loan ratio.*

  The Managing Director & Chief Executive Officer informed the Meeting that as at December 2025, the Group's gross impaired loan ratio stood at 0.5% while domestically, it was lower at 0.4%.

- *Enquiry on the impact of overseas conflict on the Bank's performance.*

  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.

- *Why has Public Bank (Hong Kong) Ltd (PBHK)'s gross impaired loan ratio increased? Do you expect it to remain elevated?*

  The Managing Director & Chief Executive Officer explained that the increase in gross impaired loans of PBHK was mainly due to higher default in taxi loans. The taxi licence prices had declined further due to competition from e-hailing. The increase in PBHK's gross impaired loan ratio was also due to impairment of a fully secured large commercial borrower arising from slowdown in commercial property sector.

  The impaired loan ratio in Hong Kong is expected to reduce and stabilise in 2026 and PBHK will continue to maintain a prudent approach moving forward.

- *Any plan to introduce more flexible product such as Go Plus on Touch 'n Go?*

  The Managing Director & Chief Executive Officer stated that the Bank is constantly looking at introducing more products on the Bank's online and mobile banking platforms. The Bank will be offering more innovative and competitive products to customers.

- *When will Public Bank streamline processes to improve customer experience such as going paperless?*

  The Managing Director & Chief Executive Officer stated that as always, the Bank continues to strive towards digitalising its processes to further improve customer experience.

- *The new MyPB requires switching between platforms; will the Management benchmark peers and deliver a well-designed, single-phase launch?*

  The Managing Director & Chief Executive Officer explained that peer benchmarking is a continuous process in the management of the Bank's online platforms. More releases are in progress and implementation in stages has been adopted to ensure smoother performance of the Bank's online platforms.

- *Enquiry on the tokenisation of real world assets.*

  The Managing Director & Chief Executive Officer explained that Public Bank's growth focus remains on consumer banking and commercial lending. However, the Bank has always been agile to explore viable growth opportunities.

- *How does the Bank attract Generation Z customers?*

  The Managing Director & Chief Executive Officer stated that Generation Z is a segment that is more digitally inclined and the Bank is addressing this through continuous enhancement to its digital platforms. Targeted engagement, personalised offerings and value-added features are being introduced to strengthen customers retention and loyalty.

- *Will the Bank replace staff with machines to reduce cost?*

  The Managing Director & Chief Executive Officer stated that at the current juncture, the Bank has no intention of replacing staff with automation but would digitalise its processes to further improve efficiency and reduce cost.

- *How well positioned is the Group to maintain its industry leading cost-to-income ratio in view of a RM2 billion fraudulent transaction threat and potential increase in credit losses?*

  The Managing Director & Chief Executive Officer explained that the Group targets to maintain its cost-to-income ratio at an efficient level of between 35% to 36%. Likewise, the gross impaired loan ratio is expected to remain low at less than 0.8%.

  The Managing Director & Chief Executive Officer clarified that the RM2 billion was the amount that the Bank has prevented customers from transferring into scammers' accounts and it is not a reason contributing to the cost-to-income ratio.

- *Marketing expenses increased by 18.3% and administration and general expenses increased by 27.2%. Please explain the drivers of these significant increases.*

  The Managing Director & Chief Executive Officer explained that the increase in marketing expenses, administration and general expenses is in line with increased business activities. Nevertheless, the Group continued to maintain the most efficient cost-to-income ratio of 34.9% in the industry.

- *Base expected credit loss (ECL) has trended upward over the past 3 years, rising from RM385 million to RM677 million. What has driven this increase and does it signal any concerns?*

  The Managing Director & Chief Executive Officer explained that the increase in base ECL was mainly due to normalisation of credit charge to pre-pandemic level. The credit charge in 2025 of 2 basis points is still below the pre-pandemic level of 5 basis points in 2019.

- *Public Bank has achieved leading ROE, cost-to-income ratio and gross impaired loan ratios among peers. Please compare its net interest margin (NIM) and current account and savings account (CASA) ratios with peers. Are these also key focus areas and how does the Bank plan to improve them?*

  The Managing Director & Chief Executive Officer explained that the Bank has put in place, active and proactive balance sheet management initiatives to optimise profitability. These initiatives include the diversification of sources of funding to manage funding cost, NIM protection and CASA growth initiatives.

- *Please explain:*
  - Excluding LPI Group contribution, profit before tax (PBT) growth is 2.3% slower than peers.
  - Non-controlling interest (NCI) swung from a RM127 million loss to RM182 million profit, which subsidiaries are loss-making and what are their losses?

  The Managing Director & Chief Executive Officer explained that the Group's PBT performance in 2025 was affected by the 25 basis points overnight policy rate reduction in July 2025 and NIM compression amid a highly competitive business environment. This was mitigated by encouraging non-interest income growth.

  Loss attributable to NCI in 2024 was mainly attributable to the goodwill impairment loss in respect of Hong Kong operations.

- *Do digital bank's higher interest rates affect Public Bank?*

  The Managing Director & Chief Executive Officer stated that the higher interest rate offering by the digital banks is temporary as they accumulate funds for their business. The Bank is monitoring customers' responds and will adjust the Bank's deposit offering accordingly.

- *Please increase transaction limit to RM50K or more for personal CASA and Duitnow transactions.*

  The Managing Director & Chief Executive Officer stated that MyPB allows customers to perform transactions up to RM50K per day. The transaction limit of RM50K per day is an industry standard.

- *Enquiry on brokerage business charges by Public Investment Bank (PIVB).*

  The Managing Director & Chief Executive Officer explained that the rates charged are structured to reflect the services provided by PIVB. The Group strives to provide better service and if necessary, will review the charges.

- *Does Public Bank have any customer satisfaction survey? If yes, is it possible to view such results.*

  The Managing Director & Chief Executive Officer informed the Meeting that Public Bank Group continually engages customers to gather feedback on service quality, enabling the Group to pinpoint areas for improvement and enhance overall customer satisfaction. Details on the findings of the Customer Satisfaction Survey are available on page 302 of the Public Bank 2025 Integrated Annual Report.

- *Enquiry on the succession planning of the senior team.*

  The Managing Director & Chief Executive Officer explained that Public Bank has put in place, a structured and robust Succession Planning Framework for all leadership positions. It is a multi-pronged talent identification, talent assessment and development approach. It covers key positions and all levels of staff to cater for a sustainable talent pipeline.

- *Feedback on customer service in Klang Valley branches.*

  The Managing Director & Chief Executive Officer thanked the shareholder for the feedback and stated that the Bank's staff will contact him for further information on the matter.

- *Enquiry on the option for shareholders to reinvest their dividend in Public Bank shares.*

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

- *Enquiry on Public Bank's future outlook and whether there will be any mergers.*

  The Managing Director & Chief Executive Officer stated that Public Bank has remained resilient and strong for the past 60 years. The Bank is committed to continue growing stronger for the next 60 years and many more years to come. At the current juncture, the Bank has no merger plans.

- *Please look into a more senior citizen friendly venue for AGM.*

  The Managing Director & Chief Executive Officer thanked the shareholder for the feedback. He explained that the venue is selected based on several factors which include the availability and the necessary technical facilities for hybrid AGM. Nevertheless, the Management took note of the suggestion for future AGMs.