

(Translation)

**Minutes of the 2021 Annual General Meeting of Shareholders  
Bangkok Dusit Medical Services Public Company Limited (“the Company”)**

**Date, time, and venue:**

The Meeting was convened on 9 April 2021, at 13.30 hrs., at His Royal Highness Crown Prince Maha Vajiralongkorn Ballroom, 3<sup>rd</sup> Floor, Royal Golden Jubilee Building, Soi Soonvijai (Soi Phetchaburi 47), New Phetchaburi Road, Huai Khwang District, Bangkok.

**Directors in attendance:**

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| 1. Mr. Chuladej Yossundharakul, M.D.           | Vice Chairman of the Board of Directors / Member of the Executive Committee and Member of the Nomination and Remuneration Committee                      |
| 2. Miss Poramaporn Prasarttong-Osoth, M.D.     | President / Chairperson of the Executive Committee   |
| 3. Mrs. Narumol Noi-am                         | Director / Member of the Executive Committee / Member of the Risk Management Committee / Senior Executive Vice President / Chief Financial Officer       |
| 4. Professor Emeritus Santasiri Sornmani, M.D. | Independent Director / Chairman of the Audit Committee and Chairman of the Nomination and Remuneration Committee   |
| 5. Mr. Chavalit Sethameteekul                  | Independent Director / Chairman of the Risk Management Committee / Member of the Audit Committee and Member of the Nomination and Remuneration Committee |
| 6. Mr. Pradit Theekakul                        | Director / Member of the Risk Management Committee and Member of the Corporate Governance Committee  |
| 7. Mr. Sripop Sarasas                          | Director / Member of the Risk Management Committee / Member of the Corporate Governance Committee and Chief Administrative Officer                       |
| 8. Mr. Arsa Sarasin                            | Independent Director   |
| 9. Mr. Kan Trakulhoon                          | Independent Director   |
| 10. Mr. Thongchai Jira-alongkorn               | Director and Member of the Executive Committee   |

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| 11. Mr. Att Thongtang                 | Director                                       |
| 12. Mr. Puttipong Prasarttong-Osoth   | Director                                       |
| 13. Mr. Chairat Panthuraamphorn, M.D. | Director and Member of the Executive Committee |
| 14. Mr. Subhak Siwaraksa              | Independent Director                           |

**Directors absent:**

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| 1. Professor Emeritus Arun Pausawasdi, M.D. | Chairman of the Board of Directors (sick leave)  |
| 2. Mr. Weerawong Chittmittrapap             | Independent Director / Member of the Audit Committee / Chairman of the Corporate Governance Committee (Self- quarantine in order to show social responsibility, as he had previously attended a company meeting in a COVID-19 risk area) |

14 directors attended the Meeting, out of a total of 16 directors, representing 87.50 percent of the Board of Directors.

**Auditors from EY Office Co., Ltd.:**

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| 1. Mr. Wichart Lokatekrawee | Partner |
| 2. Mr. Samran Taengcham     | Partner |

**Legal advisor from Weerawong, Chinnavat & Partners Ltd.:**

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| 1. Miss Pratumporn Somboonpoonpol | Senior Associate |
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**Preliminary proceedings:**

Miss Kessara Wongsekate, the Company Secretary, informed the Meeting that there were 1,734 shareholders attending the Meeting in person and by proxy, representing 11,453,421,944 ordinary shares, equivalent to 72.07 percent of the total sold shares of the Company. A quorum was thus constituted in accordance with Article 33 of the Articles of Association of the Company, which provides that, at a shareholders' meeting, unless otherwise prescribed by law, the presence of shareholders and/or proxies appointed by no less than 25 shareholders and holding shares amounting to no less than one-third of the total issued shares in aggregate, is required to constitute a quorum.

Mr. Chuladej Yossundharakul, M.D., the Vice Chairman of the Board of Directors, who presided as the Chairman of the Meeting (the "**Chairman**"), declared the 2021 Annual General Meeting of Shareholders duly convened and introduced the directors, executives of the Company, and external attendees who were representatives of the auditor and the legal advisor. The Chairman then delegated Miss Kessara Wongsekate, the Company Secretary, to inform the procedures for casting votes, as follows:

Miss Kessara Wongsekate, the Company Secretary, explained that to ensure the Meeting complies with the principles of good corporate governance. For voting part of the Meeting, the Company would explain the procedures for voting and the counting of votes, as set out below.

- 1) With regard to voting in the Meeting, a shareholder will have a number of votes equivalent to the number of shares he/she holds in the Company, whereby one share is equivalent to one vote.
- 2) In the interests of expediting the process for each agenda item, with respect to voting in each agenda items, the Company will ask if a shareholder wishes to vote ‘against’ or to abstain from voting, and request the shareholder to mark under  ‘against’ or  ‘abstain’ on his/her ballot card and raise his/her hand to signal to the staff to collect the relevant ballot card for the purpose of vote counting. In counting vote, the Company will deduct both the votes cast against or in abstention of an agenda item from the total number of votes, and the remaining number will be treated as the total number of votes of approval of that agenda item.

Agenda Item 4 deals with the appointment of directors in replacement of the directors who are due to retire by rotation and electing additional directors. To be in compliance with best practices in convening the shareholders’ meeting, the voting on this agenda item will be carried out on an individual basis. With regard to the counting of votes for the election of each director, the Company will deduct the number of ballots with a vote cast against or in abstention from the total number of votes. The remaining votes shall be considered as the total number of votes in favor of this agenda item. For the purpose of transparency, the Company shall collect all ballot cards after the vote casting on the appointment of the last director. In the interests of convenience and expediency, the Company’s staff will collect the ballot cards from the shareholders.

- 3) A ballot that is filled in with more than one mark in the space provided; or a ballot that casts a vote expressing a conflict of intent; or a ballot with a vote that has been crossed out without a signature thereon; or a ballot on which there are votes cast in excess of the permitted number of votes on a ballot, shall be considered invalid.

If a shareholder wishes to correct his/her vote on the voting ballot, the shareholder should cross out the existing vote on the voting ballot and affix his/her signature thereto. Any vote cast in a different manner from that which is specified above shall be considered invalid.

- 4) A shareholder or a proxy who wishes to leave the Meeting before the Meeting is adjourned is requested to submit his/her voting ballot to the staff, in advance, before he/she leaves the meeting room. The Company will deduct the number of shares of such a shareholder, attending the Meeting in person or by proxy, from the quorum.
- 5) To minimize the risk in relation to Coronavirus 2019 (COVID-19) (the “**COVID-19 Disease**”), the Company did not prepare microphones for shareholders to ask questions, and the Company asks shareholders to wear masks at all times throughout the Meeting. A shareholder who would like to ask a question is required to write it on the paper provided, specifying his/her first and last name and indicating whether he/she is a shareholder or a proxy, and send it to the Company’s staff for it to be passed to the Chairman. If there is a question in respect of an agenda item of the Meeting and concerning the Company’s operations, which is not responded to during the Meeting, the Company will record the question, the answer, and the name of the person who asked the question, in the minutes of the Meeting.

To ensure that the Meeting was conducted in compliance with good corporate governance principles, the Company delegated Miss Sirirath Kirtiputra, a legal advisor from Weerawong, Chinnavat & Partners Limited, to act as a voting inspector.

The Chairman then informed the Meeting that, in this 2021 Annual General Meeting of Shareholders, the Company gave the shareholders the opportunity to propose matters that would be considered beneficial and appropriate to be agenda items in advance of this Meeting, as well as to nominate a person who is knowledgeable, competent, and qualified for appointment as a director, from 1 December 2020 to 14 January 2021. The guidelines for proposing such additional matters were posted on the Company's website. By the end of the given period, no shareholder had proposed any matter in advance for the Board of Directors to consider and add to the list of agenda items for this Meeting, and there was no nomination of other qualified persons for appointment as directors. Thereafter, the Chairman proceeded with the Meeting in accordance with the following agenda items.

**Agenda Item 1: To acknowledge the Company's performance for the year 2020**

The Chairman asked Miss Poramaporn Prasarttong-Osoth, M.D., the President, to inform the Meeting of the Company's business during the year 2020.

Miss Poramaporn Prasarttong-Osoth, M.D., the President, presented to the Meeting an overview of the business of the Company during the year 2020. The important details are summarized as follows:

**Overview of the Company:**

- Presently, the Company has a hospital business with a total of 49 operational hospitals and a total of approximately 8,600 beds across all of the hospitals in its network. In addition, the Company also operates BDMS Wellness Clinic and Mövenpick BDMS Wellness Resort Bangkok. The Company has hospital personnel in its network of approximately 12,000 doctors, 8,000 nurses, and 22,000 supporting staff.
- The Company also operates other non-hospital businesses, which are A.N.B. Laboratories Co., Ltd., a manufacturer and distributor of saline solutions, The Medicpharma Co., Ltd., a drug manufacturer and distributor, and Save Drug, a pharmacy chain that currently has 100 stores.
- In the year 2020, the Company received "AA Stable" as its credit rating, as ranked by TRIS Rating.

**Collaboration in the midst of the COVID-19 Disease outbreak:**

Due to the COVID-19 Disease outbreak lasting from early 2020 until the present, the Company has adapted to and followed government policies, such as cooperating to provide Alternative Hospital Quarantine Services. The Company allocated and adjusted areas of the hospital to serve patients traveling from abroad and provided them with special care in accordance with the government's policy. These Alternative Hospital Quarantine Service sites are located in Bangkok and vicinity and are present in 17 locations in total, 6 in the eastern region, 3 in the northern and the northeastern regions, and 4 in the southern region. In addition, the Company used an area within Mövenpick BDMS Wellness Resort Bangkok as an Alternative State Quarantine site, to provide services to persons traveling from abroad.

### **Operational strategy:**

- The Company places an importance to revenue growth by focusing on the customer base of the hospital groups and supporting businesses expansion to be able to access to quality services at a reasonable price.
- The Company focused on its customer base in various insurance companies and corporate accounts expansion, including patient referral services, both domestically and internationally. When proceeding with such actions, the Company has operated in accordance with the policy set by the Ministry of Public Health.
- The Company has developed innovations for both hospital and non-hospital groups to be Smart Healthcare, such as telehealth and telemedicine services, which are services for providing medical advice and medical prescription through a remote system, without the patient being required to travel during the COVID-19 Disease outbreak. Currently, the Company is developing system operation in the hospital to be more modern, that make medical services more convenient, faster, and more efficient. The Company provides knowledge through the Bangkok Medical Journal, including expanding the sale and purchase of medical check-up programs through an e-commerce system. Furthermore, the Company also supports both internal personnel and external individuals or companies joining with other health-related businesses such as co-developing of innovative technologies and health applications.
- The Company also places an importance to cost control and capital expenditures, for which the Company has received great cooperation and understanding from all its executives and employees. Improving operational efficiency, even surpassing that achieved in the past, enables the Company to control expenses in accordance with the income of each business group.
- Furthermore, the Company has developed its health business to ensure it will grow sustainably, by taking into account environmental, social, and governance factors.

### **Business cooperation:**

- The Company is engaged in a cooperative project with Muang Thai Life Assurance through the MTL Health Buddy Project, or comprehensive health assistance services.
- The Company is engaged in a cooperative project with Bangkok Life Assurance to provide emergency medical services (BLA Medevac Hotline).
- The Company has entered into a joint agreement with Ping An Healthcare and Technology, the developer of Ping An Good Doctor (PAGD), China's number one online medical and healthcare platform, which currently has more than 200 million users. The Company has also entered into a joint agreement with Ping An Health (PAH), China's largest insurance company with the highest market value, to expand health services abroad, and expects to increase its customers from China to the point that they become one of its top three foreign customers in the future. The Company has continued to discuss work patterns and anticipates that the Company's business cooperation with Ping An Group will become clearer after the reopening of the country.

## Innovation of service

- Apart from telemedicine and in-home care, there is system operation development in the hospitals to make them more modern, convenient, faster, and more efficient, including expansion of the sale and purchase of medical check-up programs through the e-commerce channel. In addition, the Company also supports research by publishing a medical journal known as the Bangkok Medical Journal.
- The Company has developed mobile application programs with the following names:
  - My B+, an application for customers who use the services of Bangkok Hospital.
  - Samitivej Plus, an application for customers who use the services of Samitivej Hospital.
  - Phyathai Intouch, an application for customers who use the services of Phyathai Hospital.

Customers who use the services can download the applications to check their medical history and are able to access drug listing information through the applications. In addition, the applications also have services to remind customers to take their medicine.

- The Company has developed and used an intelligent robot, “Healthy Bot”, being previously used for automated service delivery in a hospital, to communicate with and take care of the patients who are being treated in the hospital to reduce the staff’s contact with patients and reduce the risk of spreading disease, as well as increasing medical safety. Hospital staff can give orders to and communicate with Healthy Bot in relation to delivering medicine, medical supplies, food, and water, as well as hospital amenities.
- The Company developed an innovative medical check-up kit during the COVID-19 Disease outbreak with the aim of reducing contact (TytoCare). TytoCare is a device for basic medical check-ups. It is an easily portable device that can be used to measure body temperature and check the lungs, heart, ears, pharynx, and skin. Patients can use the TytoCare device by themselves in order to send information to a doctor for diagnosis through a 24-hour online platform. The device can be used for in-home care or telemedicine in the future.
- Phyathai Hospital and Paolo Hospital have cooperated with a government organization, the Center of Excellence in Life Sciences or TCELS, and partnering agencies, to develop a portable chest x-ray technology: CXR, for assisting in recording chest x-rays and using artificial intelligence (AI) technology to interpret chest x-ray (CXR) results to screen for COVID-19 Disease pneumonia, and this technology is expected to develop further in the future.
- The Company has collaborated on innovations with Siam Cement Group Public Company Limited (SCG) in relation to improving the equipment that the Company has still in use, in order to meet customers’ requirements and reduce imports from abroad, as follows:
  - **Premium BDMS Transfer Wheelchair**, an innovative product developed with regard to the problems encountered in the work of wheelchair pusher and loading and unloading patients within the hospital, in order to provide the utmost comfort and safety

for patients. The Company developed a wheelchair cushion that correctly supports sitting as per ergonomic principles, added a safety belt to prevent patients from falling from the wheelchair, and adjusted the armrest to help patients hold on when sitting on or getting up from the wheelchair, including adjusting the design of the footrest to help support patients whose legs are injured or patients with leg casts. The said modifications are suitable in relation to the actual performance of the wheelchair pusher, facilitating the wheelchair pusher to push more easily, minimizing storage space, and making it easier to clean, in turn providing more efficient service. In addition, the innovation of products that can be manufactured domestically will ultimately foster the country's competency and competitiveness in the future. The Company has begun using this type of wheelchair in Bangkok Hospital.

- **Medication Cart**, this is developed from the integration of knowledge between the designer and the faculty of nursing at one of the Company's hospital affiliates, with the aim of making the Medication Cart meet medical operational requirements and able to link up to the hospital's database in order to accurately identify patients and medical prescriptions to prevent any errors prior to drug administration and distribution. In addition, it helps by resolving obstacles during operations, such as size adjustments of the drawer containing drugs, adding supporting equipment to increase the effectiveness of services for the patient, and reducing the size of the cart for easy relocation and energy-saving. The Company has begun using this type of cart in its hospitals. This is domestically produced and helps to reduce foreign imports. Additionally, it is effective and in line with the requirement of the Company.
- **Circular Christmas Trees**, this is part of the business operations as per the Circular Economy Principle and to make use of available resources to the greatest benefits. The Company used a gallon of dialysis liquid, the main material of which is high-density polyethylene (HDPE), and recycled this into indoor plant pots to grow Golden Pothos. Research on Golden Pothos proves that it can reduce PM 2.5, carbon dioxide, and pollution inside buildings. During the festival season of the year 2021, the Company used the said Golden Pothos as Christmas trees before gifting them as souvenirs for the festival.

#### **Awards:**

- Bangkok Hospital, the headquarters, was rated as "The Best Hospital in Thailand 2020" by Newsweek (an international magazine) from the United States of America, along with Statista (a statistics research center in Germany) and GeoBlue (a leading international insurance company), based on votes cast by medical experts, patients, and customers.
- The Company was granted the "Thailand Corporate Excellence Award 2020" in Product/Service Excellence for organizations with income over THB 10,000 million, for 2 consecutive years.
- The Company was granted "Outstanding Company Performance Awards" for listed companies with market capitalizations over THB 100,000 million from the SET Awards 2020, organized by the Stock Exchange of Thailand.

- The Company was nominated and added to Thailand Sustainability Investment (THSI) 2020 in the service sector by the Stock Exchange of Thailand.
- The Company received the “Best Public Company of the year 2020” award from Money and Banking Magazine.
- The Company received the “Best IR in Health Sector” award from IR Magazine.
- The Company was awarded “All - Asia Executive Team Honored Company - Thailand” (Best CEO, Best IR Professional, Best IR Program, and Best ESG) from Institutional Investor Magazine.
- The Company received the Global Health and Travel Awards 2020 award granted by Global Health and Travel Magazine as follows:
  - Oncology (Medical) Service Provider of the Year in Asia Pacific – Wattanosoth Cancer Hospital.
  - Best Hospital of the Year in Thailand – Samitivej Sukhumvit Hospital.
  - BDMS Wellness Clinic received three awards: 1) Integrated Health and Wellness Service Provider of the Year in Asia Pacific, 2) Regenerative Clinic of the Year Asia Pacific, and 3) Dental Clinic of the Year Asia Pacific.

**CSR activities:**

- The Company consistently organized the Parent Vaccine Training program to promote knowledge concerning raising children, including workshops, such as child resuscitation and first aid for children. In 2020, the Company implemented a total of 10 programs, with 521 parents and teachers in the community participating.
- The Company organized the Support and Care Project for patients who face financial difficulty and have urgent symptoms. In 2020, the Company carried out 69 surgeries on impoverished patients.
- The Company cooperated with the Vejdsut Foundation to establish a health check-up project for children in slum communities. The Company conducted primary health check-ups and medical treatment for children in slum communities under the care of the Slum Child Foundation. As a result of the Company's project implementation in 2020, the morbidity rate among children participating in the program was 61.50 percent, reduced from 66 percent in 2019.
- The Company organized CPR and basic first aid training in the year 2020 in order for people to be able to help themselves and those around them in a crisis. In the year 2020, the Company organized 5 activities, with a total of 758 participants.

The Chairman then gave the shareholders an opportunity to ask questions or express opinions with respect to this agenda item.



Mr. Sombat Kulsathitporn, a proxy, asked the company to clarify the characteristics and patterns of telehealth and telemedicine services.

Miss Poramaporn Prasarttong-Osoth, M.D., the President, clarified that legitimate telehealth and telemedicine services must be performed by a medical facility authorized by the Health Service Support Department of the Ministry of Public Health. Therefore, such services must be performed by the hospitals and their personnel. The user of the services must be or has been a patient of the hospitals. Nonetheless, the Company has never provided services to persons who are not or have never been patients of the hospitals.

Mr. Sathit Sathirakul, a shareholder, asked whether the information integration in the examination and treatment of patients of each hospital will receive approval from the patient or not, and how.

Miss Poramaporn Prasarttong-Osoth, M.D., the President, replied that, currently, the Company has already integrated important information which will be useful for users of medical treatment to be better in the future. However, enforcement of personal data protection law has resulted in the Company being unable to operate as quickly as expected, as the Company must proceed with safeguarding customer data, and any operations must receive consent from the data owner first.

In the absence of questions and opinions, the Chairman then asked the Meeting to acknowledge the Company's performance for the year 2020.

**Resolution:** The Meeting acknowledged the Company's performance for the year 2020.

**Agenda Item 2: To consider and approve the financial statements for the year 2020**

The Chairman proposed that the Meeting consider and approve the Financial Statements for the year ending 31 December 2020, as detailed in the 2020 Annual Report, as delivered to the shareholders, and asked Mr. Chavalit Sethameteekul, a Member of the Audit Committee, to explain the information in support of the Meeting's consideration.

Mr. Chavalit Sethameteekul, a Member of the Audit Committee, informed the Meeting that the Audit Committee had considered the information from the Auditor's Report and the Financial Statements for the year ending 31 December 2020, which had been audited by Mr. Wichart Lokatekrawee, the Company's certified public accountant of EY Office Limited, and was of the view that the financial statements had been prepared in accordance with accounting standards and reflected accurate information by disclosing sufficient material facts. The auditor was also of the view that the financial statements accurately represented the Company's financial position, operating results, and cash flow, in accordance with financial reporting standards. Also, the Audit Committee was of the view that the connected transactions occurring in the year 2020 appeared in the 2020 Annual Report were reasonable and had been entered into on an arm's length basis. The summary of the income statement and statement of financial position of the Company and its subsidiaries as at the end of the year 2020 is concluded, the details of which are as follows:

### Summary of the 2020 Consolidated Income Statement

(Unit: THB million)	Financial Statements		Percentage change
	2020	2019 (Reclassified)	
Operating income	69,057	83,774	(17.6%)
Total revenue	71,492	91,402	(21.8%)
Cost of hospital operations and goods sold	46,371	54,277	(14.6%)
Administrative expenses	14,161	17,447	(18.8%)
Profit for the year	7,649	16,009	(52.2%)
Net profit attributed to the Company's shareholders	7,214	15,517	(53.5%)

### Summary of Consolidated of Financial Position Statement as of 31 December 2020

(Unit: THB million)	Financial Statements		Percentage change
	2020	2019	
Cash and cash equivalents	19,666	4,696	318.8%
Trade and other receivables	7,192	8,850	(18.7%)
Property, premises, and equipment	81,313	78,440	3.7%
<b>Total assets</b>	<b>136,050</b>	<b>133,662</b>	<b>1.8%</b>
Total liabilities	44,588	46,480	(4.1%)
Total shareholders' equity	91,463	87,182	4.9%
<b>Total liabilities and shareholders' equity</b>	<b>136,050</b>	<b>133,662</b>	<b>1.8%</b>

### Summary of Discussion and Analysis of Financial Position and Performance

- Operating income decreased 18 percent from 2019 as a result of:
  - An epidemic of COVID-19 Disease.
  - Income from Thai patients decreasing by 8 percent.
  - Income from foreign patients decreasing by 43 percent due to travel restrictions.
- Costs decreased by 16 percent from 2019 as a result of the cost-saving measures as follows:
  - Expenses related to staff and doctors.
  - Marketing and traveling expenses, etc.
- The Company recorded a consolidated net profit of THB 6,045 million, excluding non-recurring items.
- The Company recorded a consolidated net profit of THB 7,214 million, including non-recurring items.

The Chairman then gave the shareholders an opportunity to ask questions and express opinions related to this agenda item. No shareholders asked any further questions or expressed any further opinions. Therefore, the Chairman requested the Meeting to vote on this agenda item. Miss Kessara Wongsekate,

the Company Secretary, informed the Meeting that the resolution on this agenda item shall be passed by a majority vote of the shareholders attending the Meeting and casting their votes.

**Resolution:** After due consideration, the Meeting resolved, by a majority vote of the shareholders attending the Meeting and casting their votes, to approve the Financial Statements for the year 2020, in accordance with the following votes:

	<b>Number of votes</b>		<b>Percentage</b>
Approved	11,529,619,587	votes	99.97
Disapproved	3,588,100	votes	0.03
Abstained	0	votes	0
Invalid ballots	0	votes	0

**Agenda Item 3: To consider approving the allocation of the 2020 profit**

The Chairman proposed that the Meeting consider approving the allocation of the 2020 profit and delegated Mrs. Narumol Noi-am, the Senior Executive Vice President and Chief Financial Officer, to provide the Meeting of the information.

Mrs. Narumol Noi-am, the Senior Executive Vice President and Chief Financial Officer, proposed to the Meeting to consider and approve the allocation of dividends from the 2020 operating profit and retained earnings at the rate of THB 0.55 per share, for which the total dividend is THB 8,741 million. The entire amount of the dividend is allocated from non-BOI profits, representing a dividend payout of approximately 121.2 percent of net profit according to the consolidated financial statements, which complies with the Company's dividend payment policy to pay dividend of not less than 50 percent of the net profit from the consolidated financial statements.

The Company has set the record date for the shareholders who are entitled to receive dividends to be 11 March 2021, and the dividend payment is scheduled to be on 23 April 2021. In addition, the Company is not required to allocate profit as a legal reserve, as the Company has a full legal reserve amount in compliance with the Articles of Association of the Company.

The Chairman then gave the shareholders an opportunity to ask questions or express opinions in relation to this agenda item.

Mr. Natee Naktanasukan, a shareholder, asked the reason that the Company is able to declare dividend payment in an amount greater than the net profit.

Ms. Sineenuch Nimitdee, a shareholder, asked the reason that the Company announced dividend payment in 2020 to be equal to that of 2019, even though the net profit attributable to the shareholders in 2020 has decreased by more than half of that in 2019, and the earning per share in 2020 is less than that in 2019.

Mrs. Narumol Noi-am, the Senior Executive Vice President and Chief Financial Officer, informed both shareholders that, in considering the dividend payment of the Company, the Company considered its capability with respect to paying a dividend and the operational results of each year. At present, the Company invests in 49 hospitals and affiliated hospitals, almost reaching 50 hospitals, in accordance with the Company's policy. Most hospitals are still profitable, except for some hospitals that have

suffered small losses. In addition, the Company still has a certain amount of unappropriated retained earnings. Therefore, in return for the shareholders, the Company considered announcing a dividend payment that is more than the net profit, partly being paid from the retained earnings of the Company, which, from a legal perspective, it is able to do. However, in announcing dividend payment, the Company will consider its appropriateness annually and comply with the Company's dividend payment policy to pay dividend of not less than 50 percent of the net profit from the consolidated financial statements, by considering the additional investments of the Company together with the Company's cash flow in the year of paying the dividend.

No shareholders asked further questions or expressed further opinions. The Chairman then asked the Meeting to cast votes on this agenda item. Miss Kessara Wongsekate, the Company Secretary, informed the Meeting that the resolution on this agenda item shall be passed by a majority vote of the shareholders attending the Meeting and casting their votes.

**Resolution:** The Meeting resolved to approve the allocation of the year 2020 profit, by a majority vote of the shareholders attending the Meeting and casting their votes, as follows:

	<b>Number of votes</b>	<b>Percentage</b>
Approved	11,511,819,742 votes	99.81
Disapproved	21,388,945 votes	0.19
Abstained	0 votes	0
Invalid ballots	0 votes	0

**Agenda Item 4:** **To consider electing directors in replacement of those who are due to retire by rotation and electing additional directors**

The Chairman delegated Professor Emeritus Santasiri Sornmani, M.D., the Chairman of the Nomination and Remuneration Committee, to inform the Meeting of the information in support of the consideration and appointment of directors in place of the directors who are due to retire by rotation and propose to elect additional directors.

Professor Emeritus Santasiri Sornmani, M.D., the Chairman of the Nomination and Remuneration Committee, informed the Meeting that, Clause 17 of the Company's Articles of Association provides that one-third of the members of the Board of Directors shall retire from office by rotation in every annual general meeting. Currently, there were five directors due to retire by rotation, namely:

1. Professor Emeritus Arun Pausawasdi, M.D. Chairman of the Board of Directors
2. Mr. Thongchai Jira-alongkorn Director
3. Mr. Kan Trakulhoon Independent Director
4. Mr. Puttipong Prasarttong-Osoth Director
5. Mr. Chavalit Sethameteekul Independent Director

Professor Emeritus Arun Pausawasdi, M.D. has expressed his intention not to be nominated for re-election.

Furthermore, the Company gave the shareholders an opportunity to nominate a person qualified for the director position, who possesses no prohibited characteristics, to be elected as a director in accordance

with the criteria posted on the Company's website between 1 December 2020 and 14 January 2021. No shareholders nominated any person.

The Board of Directors, as proposed by the Nomination and Remuneration Committee (excluding interested directors and/or those who are nominated at this meeting), had taken into consideration several reasons and appropriateness, including the candidates' past performance as directors and members of subcommittees, as well as the variety composition of the qualifications, knowledge, abilities, specialization, and work experience of the Board of Directors, and was of the view that the directors being proposed as directors for another term and being appointed as new directors this time shall be able to use their knowledge and capabilities and to provide suggestions which are most beneficial to the Company. This being the case, it was deemed appropriate to propose that the Meeting:

1. Nominate Mr. Thongchai Jira-alongkorn and Mr. Puttipong Prasarttong-Osoth as directors, and also nominate Mr. Kan Trakulhoon and Mr. Chavalit Sethameteekul as independent directors; and
2. Appoint Mr. Prasert Prasarttong-Osoth, M.D. as director, to a position that had been vacant.
3. Nominate two additional independent directors, namely, Mr. Veerathai Santiprabhob and Mr. Predee Daochai, which shall make the total number on the board from 16 to 18 directors.

The directors and independent directors, who have been nominated for appointment, do not hold a directorship position in any other company which would be in conflict or competition with the Company.

#### **Summary of the names of the seven proposed directors for election**

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| 1. | Mr. Thongchai Jira-alongkorn        | Director                          |
| 2. | Mr. Kan Trakulhoon                  | Independent Director              |
| 3. | Mr. Puttipong Prasarttong-Osoth     | Director                          |
| 4. | Mr. Chavalit Sethameteekul          | Independent Director              |
| 5. | Mr. Prasert Prasarttong-Osoth, M.D. | Director (for a vacant seat)      |
| 6. | Mr. Veerathai Santiprabhob          | Independent Director (additional) |
| 7. | Mr. Predee Daochai                  | Director (additional)             |

The profiles, experience, periods of directorship duration, and the number of attendances at board and sub-committee meetings of the four former directors being nominated to preside as directors, as well as the profiles and experience of the one person being nominated to be elected to fill a vacant position of a former director and the two people being nominated for additional election are set out in Enclosure 1, and the criteria and guidelines on the nomination of directors are set out in Enclosure 3, all of which were delivered to all shareholders together with the Notice of the Meeting.

The independent directors who are nominated for re-election for another term, as well as the two people nominated as additional independent directors, are qualified for independence as per the definition of Independent Director by the Company and in line with the eligibility criteria of the Capital Market Supervisory Board, being able to provide independent opinion free from executives, having never been executives or service professionals and not having business relationships of material significance with the Company or its subsidiaries (the Company's definition of Independent Director is as set out in Enclosure 4 of the Notice of the Meeting).

As for the nomination of Mr. Chavalit Sethameteekul, who has been in the position for more than nine years, to be re-elected as an Independent Director for another term, the Board of Directors and the Nomination and Remuneration Committee consider that, during his term of office, he has been able to express his opinions independently and in accordance with the relevant rules.

The Chairman then gave the shareholders an opportunity to ask questions or express opinions in relation to this agenda item.

Mr. Atiruj Prakitsuwan, a shareholder, inquired about the reasons for the Company appointing two additional independent directors and the necessity of the Company appointing such new directors.

Professor Emeritus Santasiri Sornmani, M.D., the Chairman of the Nomination and Remuneration Committee, replied that the reason to appoint additional directors is due to the expansion of the Company's business, which currently consists of 49 affiliated hospitals in its network. The Company is also operating other businesses apart from hospitals and medical services, such as pharmaceutical businesses, pharmacy businesses, and health insurance businesses. The two directors possess qualifications, knowledge, and abilities, and these directors bring with them a great deal of experience in business administration on a large scale, including the state and private sectors at a national level, as well as possessing honesty which is generally appearing to be able to provide recommendations which will be beneficial to the administration and the continued growth of the organization's sustainability. In addition, these two directors possess qualifications as independent directors, which will provide the structure of the Company's Board of Directors to have more additional independent directors.

No shareholders asked further questions or expressed further opinions. The Chairman then asked the Meeting to cast votes on this agenda item. Miss Kessara Wongsekate, the Company Secretary, informed the Meeting that the voting for this agenda item will be carried out on an individual basis and all of the ballot cards would be collected.

**Resolution:** After due consideration, the Meeting resolved to approve the reappointment of the four directors who are due to retire by rotation to hold office as directors for another term, the appointment of one director to fill a vacant position, and the appointment of two new independent directors, which shall increase the total number on the board from 16 to 18 directors, as proposed. The votes were cast individually for each director, as follows:

<b>4.1 Mr. Thongchai Jira-alongkorn</b>		<b>Director</b>	
	<b>Number of votes</b>		<b>Percentage</b>
Approved	10,870,027,395	votes	94.26
Disapproved	662,169,933	votes	5.74
Abstained	0	votes	0
Invalid ballots	0	votes	0

**4.2 Mr. Kan Trakulhoon****Independent Director**

	<b>Number of votes</b>		<b>Percentage</b>
Approved	11,111,751,005	votes	96.35
Disapproved	420,446,323	votes	3.65
Abstained	0	votes	0
Invalid ballots	0	votes	0

**4.3 Mr. Puttipong Prasarttong-Osoth****Director**

	<b>Number of votes</b>		<b>Percentage</b>
Approved	10,826,107,557	votes	93.88
Disapproved	706,089,771	votes	6.12
Abstained	0	votes	0
Invalid ballots	0	votes	0

**4.4 Mr. Chavalit Sethameteekul****Independent Director**

	<b>Number of votes</b>		<b>Percentage</b>
Approved	8,784,904,786	votes	76.18
Disapproved	2,747,292,542	votes	23.82
Abstained	0	votes	0
Invalid ballots	0	votes	0

**4.5 Mr. Prasert Prasarttong-Osoth, M.D.****Director (vacant position)**

	<b>Number of votes</b>		<b>Percentage</b>
Approved	9,901,315,767	votes	88.00
Disapproved	1,350,623,224	votes	12.00
Abstained	280,258,337	votes	0
Invalid ballots	0	votes	0

**4.6 Mr. Veerathai Santiprabhob****Independent Director (additional)**

	<b>Number of votes</b>		<b>Percentage</b>
Approved	10,725,663,781	votes	93.01
Disapproved	806,533,547	votes	6.99
Abstained	0	votes	0
Invalid ballots	0	votes	0

**4.7 Mr. Predee Daochai****Independent Director (additional)**

	<b>Number of votes</b>	<b>Percentage</b>
Approved	10,723,639,101 votes	93.01
Disapproved	806,533,547 votes	6.99
Abstained	2,024,680 votes	0
Invalid ballots	0 votes	0

**Agenda Item 5: To consider approving the directors' remuneration**

The Chairman delegated Professor Emeritus Santasiri Sornmani, M.D., the Chairman of the Nomination and Remuneration Committee, to inform the Meeting of the details in support of the consideration of this agenda item.

Professor Emeritus Santasiri Sornmani, M.D., the Chairman of the Nomination and Remuneration Committee, informed the Meeting that the Nomination and Remuneration Committee had thoroughly considered and reviewed the directors' remuneration by taking into account the economic situation, the revenue and profit growth of the Company, concordance with businesses of the same size, as well as the duties and responsibilities of directors.

In this regard, the Board of Directors, as proposed by the Nomination and Remuneration Committee, deemed it appropriate to propose that the Meeting consider and approve the determination of the directors' remuneration as set out below:

**1. Remuneration for the Company's directors**

(unit: THB)

<b>Details</b>	<b>Proposed to 2021 AGM</b>	<b>2020 AGM</b>	<b>2019 AGM</b>
<b>1.1 Directors' remuneration</b> (total) to be allocated among the board members themselves	50.0 million <sup>(1)</sup>	64.05 million	79.4 million
<b>1.2 Meeting allowance</b>			
- Chairman	75,000 per meeting	75,000 per meeting	75,000 per meeting
- Directors (each)	50,000 per meeting	50,000 per meeting	50,000 per meeting
<b>1.3 Medical Expenses</b> <i>(for outside directors who are not executives or employees under employment contracts of the Company, and for treatment at Bangkok Hospital and affiliated hospitals only)<sup>(2)</sup></i>	3 million per person per year (from 2021 AGM to the next AGM)	3 million per person per year (from 2020 AGM to the next AGM)	3 million per person per year (from 2019 AGM to the next AGM)



Remarks:

- (1) According to the previous director remuneration criteria, the Company has calculated the remuneration for the Company's directors at the rate of 0.1% of the total revenue from the consolidated financial statements of the previous year, which is equal to THB 71.4 million, based on the consolidated financial statements of the year 2020 (total revenue in 2020 amounts to THB 71,491 million). However, due to the ongoing COVID-19 Disease outbreak, resulting in the Company and its affiliates' staff being at risk of infection at all times, with caring for staff members' health and for the Company to be able to source vaccines and protective equipment conveniently, the Board of Directors has determined a 30% reduction in director remuneration, resulting in the amount of THB 50.0 million to be proposed for approval at this shareholders' meeting.
- (2) At present, there are 8 outside directors (excluding the director who has expressed wishes not to be nominated for re-election) who are entitled to the medical expenses, namely 1. Professor Emeritus Santasiri Sornmani, M.D., 2. Mr. Chavalit Sethameteekul, 3. Mr. Weerawong Chittmittrapap, 4. Mr. Kan Trakulhoon, 5. Mr. Arsa Sarasin, 6. Mr. Thongchai Jira-alongkorn, 7. Mr. Puttipong Prasarttong-Osoth, and 8. Mr. Subhak Siwaraksa.

In this regard, should Mr. Veerathai Santiprabhob and Mr. Predee Daochai be elected as independent directors by the 2021 Annual General Meeting of Shareholders, the number of outside directors entitled to the medical expenses according to 1.3 will be 10 persons in total.

## 2. Remuneration for sub-committees

The subcommittees comprise the Audit Committee, the Executive Committee, the Nomination and Remuneration Committee, the Risk Management Committee, and the Corporate Governance Committee, all of which shall receive remuneration in the form of meeting allowances at the same rate as the previous year, as set out below:

(unit: THB)

Subcommittee	Proposed to 2021 AGM	2020 AGM	2019 AGM
<b>2.1 Audit Committee</b>			
Chairman	105,000 per meeting	105,000 per meeting	105,000 per meeting
Members (each)	70,000 per meeting	70,000 per meeting	70,000 per meeting
<b>2.2 Executive Committee</b>			
Chairman	90,000 per meeting	90,000 per meeting	90,000 per meeting
Members (each)	60,000 per meeting	60,000 per meeting	60,000 per meeting
<b>2.3 Nomination and Remuneration Committee</b>			
Chairman	75,000 per meeting	75,000 per meeting	75,000 per meeting
Members (each)	50,000 per meeting	50,000 per meeting	50,000 per meeting

Subcommittee	Proposed to 2021 AGM	2020 AGM	2019 AGM
<b>2.4 Risk Management Committee</b>			
Chairman	75,000 per meeting	75,000 per meeting	75,000 per meeting
Members (each)	50,000 per meeting	50,000 per meeting	50,000 per meeting
<b>2.5 Corporate Governance Committee</b>			
Chairman	75,000 per meeting	75,000 per meeting	75,000 per meeting
Members (each)	50,000 per meeting	50,000 per meeting	50,000 per meeting

The Chairman gave the shareholders an opportunity to ask questions or express opinions relating to this agenda item.

Ms. Narinlak Pichai, a shareholder, asked about the number of Board of Directors Meetings held in a one-year period.

Miss Kessara Wongsekate, the Company Secretary, informed the shareholder that, generally, the Company will schedule a meeting timetable for the Board of Directors Meeting, as well as the Executive Committee Meeting every month. Therefore, within a year, the Company will hold meetings approximately 12 times. As for other committees, the meeting shall be arranged as appropriate and necessary in relation to matters to be considered.

No shareholders asked further questions or expressed further opinions. The Chairman then asked the Meeting to cast votes on this agenda item. Miss Kessara Wongsekate, the Company Secretary, informed the Meeting that the resolution on this agenda item shall be passed by votes of no less than two-thirds of the total votes of the shareholders attending the Meeting.

**Resolution:** After due consideration, the Meeting resolved, by votes of no less than two-thirds of the total votes of the shareholders attending the Meeting, to approve the directors' remuneration, as proposed, in accordance with the following votes:

	Number of votes	Percentage
Approved	11,384,620,815 votes	98.72
Disapproved	145,569,437 votes	1.26
Abstained	2,024,680 votes	0.02
Invalid ballots	0 votes	0

**Agenda Item 6: To consider appointing the auditors for the year 2021 and fixing the audit fee**

The Chairman proposed that the Meeting consider and approve the appointment of auditors for the year 2021, and the fixing of the audit fee, and asked Professor Emeritus Santasiri Sornmani, M.D., the Chairman of the Audit Committee to inform the Meeting of the details of the auditors.

Professor Emeritus Santasiri Sornmani, M.D., the Chairman of the Audit Committee, informed the Meeting that, as indicated in the information delivered to all shareholders along with the Notice of the Meeting, the Audit Committee has selected the auditors of the Company based on the following criteria:

1. The knowledge, ability, and experience of the auditors;
2. The availability and number of personnel available, as well as the team's experience and performance in the past;
3. The reasonableness of the proposed fee, as compared to the amount of work and the fees of other listed companies at the same level; and
4. The independence of the auditors and their audit firm, as not being persons who have a relationship and/or conflict of interest with the Company, its subsidiaries, management, major shareholders, or related persons of the aforesaid persons.

The Board of Directors deemed it appropriate to propose to the shareholder's meeting to consider and approve the following auditors of EY Office Co., Ltd. as the auditors of the Company for the year 2021:

<b>List of auditors proposed for appointment in this Meeting</b>	<b>Certified Public Accountant No.</b>	<b>First year signing as an auditor</b>
1. Mr. Wichart Lokatekrawee	No. 4451	2018 – 2020
2. Ms. Kamontip Lertwitworatep	No. 4377	2016 – 2017
3. Mr. Samran Taengcham	No. 8021	-

In addition, it was proposed to approve the audit fee for the year 2021, in an amount not exceeding THB 2,450,000, which is the same rate as the previous year, as set out below:

(unit: THB)

<b>Audit Fee</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
Quarterly audit fee for 3 quarters	1,047,000	1,047,000	1,047,000
Annual audit fee	1,403,000	1,403,000	1,403,000
<b>Total audit fee</b>	<b>2,450,000</b>	<b>2,450,000</b>	<b>2,450,000</b>

In this regard, the proposed auditors, and EY Office Co., Ltd., which is the auditor of the Company and its subsidiaries, have no relationship with, nor any interests in the Company, its subsidiaries, executives, major shareholders, or related persons of the aforementioned parties. In addition, the auditors demonstrated independence in auditing and providing their professional opinions on the financial statements of the Company and its subsidiaries. The profiles and experience of the nominated auditors for 2021 are set out in Enclosure 5 of the Notice of the Meeting.

The Chairman then gave the shareholders an opportunity to ask questions and express opinions related to this agenda item. No shareholders asked any questions or expressed any opinions. Therefore, the

Chairman requested the meeting to vote on this agenda item. Miss Kessara Wongsekate, the Company Secretary, informed the meeting that the resolution on this agenda item shall be passed by a majority vote of the shareholders attending the Meeting and casting their votes.

**Resolution:** After due consideration, the Meeting resolved, by a majority vote of the shareholders attending the Meeting and casting their votes, to approve the appointment of Mr. Wichart Lokatekrawee, Certified Public Accountant No. 4451; and/or Ms. Kamontip Lertwitworatep, Certified Public Accountant No. 4377; and/or Mr. Samran Taengcham Certified Public Accountant No. 8021, of EY Office Co., Ltd., as the auditors of the Company for the year 2021, and to approve the fixing of the audit fee at THB 2,450,000 as proposed, in accordance with the following votes:

	<b>Number of votes</b>		<b>Percentage</b>
Approved	11,407,317,732	votes	98.92
Disapproved	124,879,700	votes	1.08
Abstained	0	votes	0
Invalid ballots	0	votes	0

**Agenda Item 7: To consider other matters (if any)**

The Chairman informed the Meeting that, as all agenda items indicated in the Notice of the Meeting have been fully considered by the Meeting, the shareholders are to be given an opportunity to ask further questions and express further opinions.

Mr. Surat Sakulwongyai, a shareholder, asked about the guidelines and policy the Company is employing to increase its operating income in relation to the impact of the COVID-19 Disease outbreak on the business, which has been evidenced by a decrease in revenue from medical services to foreigners.

Miss Poramaporn Prasarttong-Osoth, M.D., the President, replied that the main impact the Company has felt mostly results from foreign patients who are unable to travel to receive treatment in Thailand. Nonetheless, apart from its hospital business, the Company presently operates other related healthcare businesses, including pharmacies. The Company has improved upon and stimulated other businesses, such as collaborating with various insurance companies and corporate account customers in order to expand its client base and provide more effective healthcare, treatment, and prevention.

As for the decrease in income from medical treatment of foreigners, the Company is unable to predict when the foreign patient group will be able to return for treatment. There are many factors involved in this; however, the Company still keep in contact with patients from abroad in order to maintain good relations. Additionally, the Company has derived another source of income, providing persons entering the country with quarantine as a part of Alternative Hospital Quarantine Services. This service provides effective healthcare for those traveling to the country for a period of at least 14 days. Furthermore, the Company has immersed itself in continuing to develop its pharmacy, drug factory, and saline factory businesses with the aim to be more efficient. The Company is also focusing on another important business for the future, preventive medicine. The Company is of the view that this business should not only be company policy, but to be a policy to care for the health of the world population, as healthcare

provided before illness occurs is more cost-effective and efficient than that which is provided after illness.

Mr. Sirapop Mahansuwan, a shareholder, inquired with regard to the following:

1. the Company's income expansion plan after investing in all 50 hospitals, and how this is to occur; and
2. as the Centre for the Administration of the Situation Due to the Outbreak of the Communicable Disease Coronavirus 2019 (COVID-19) has a policy for private companies to participate in the import of COVID-19 vaccines, whether the Company has been in negotiations with any companies concerning this.

Miss Poramaporn Prasarttong-Osoth, M.D., the President, replied that the Company sent representatives from private hospitals to attend a meeting with the Prime Minister and the Ministry of Public Health. The government has confirmed that private companies may import COVID-19 vaccines and prefers that the COVID-19 vaccines imported are sourced from companies from which the government will not import. The main obstacle, at present, is that the production capacity of the manufacturers of anti-COVID-19 vaccines is not sufficient for the world's current demands. As the Company is a member of the private hospital group, the Company will continue to do its best, with utmost efficiency, to procure and import COVID-19 vaccines in accordance with the government's guidelines and approval. Currently, the medical personnel of the Company, who are working hard, have not been fully vaccinated. In the event the Company receives COVID-19 vaccines, the Company will ensure that its medical personnel shall be the first to receive the vaccine.

Mr. Anusorn Gaivigaikummerd, a shareholder submitting question in advance through investor relations channel, asked about revenue predictions of the Company in relation to COVID-19 vaccines.

Miss Poramaporn Prasarttong-Osoth, M.D., the President, stated that the Company does not have a policy in prioritizing profits stemming from COVID-19 vaccines, as this is a matter of public health. If the Company is involved in the procurement of COVID-19 vaccines, the Company's view is that it shall proceed in taking care of the health of the public in a professional manner.

Mr. Noppadol Sombatjiraporn, a shareholder, asked the Company to explain the reasons for the sale of shares in Bumrungrad Hospital and how the sale of such shares will affect the Company's revenue.

Mrs. Narumol Noi-am, the Senior Executive Vice President and Chief Financial Officer, replied that the Company has been a shareholder of Bumrungrad Hospital since 2012, and the Company has recognized profits, under the equity method, of approximately THB 6,000 million. As a result of the Company policy on holding shares of Bumrungrad Hospital for investment, once the Company received a satisfactory return, the Company determined to divest such investment. The ongoing COVID-19 Disease outbreak also impacted this decision, which has had a profound effect upon the hospital business, particularly with regard to foreign patients, along with a large number of future competition. Therefore, when considering various factors, the Company deemed it appropriate to sell all of its shares in Bumrungrad Hospital. After selling the said investment, the Company was unable to continue recognizing profit, as per the equity method, from such investment.

Mr. Vasant Pongputtamon, a shareholder, inquired with regard to the following:

1. the Company's plans to sell other investment, the reasons for selling the BH shares at lower than the market price and the plan to use the proceeds;
2. the Company's plan to expand additional branches or mergers and acquisitions in other businesses.

Mrs. Narumol Noi-am, the Senior Executive Vice President and Chief Financial Officer, explained as follows:

1. In regard to the divestment of investment portfolios in any company, the Company will consider these on an individual basis. However, the Company currently does not plan to distribute any equity investment at this time. In regard to the proceeds from sold shares of Bumrungrad Hospital, the Company plans to utilize this to expand the hospital business or for additional investments, in which a part will be used to reduce loan debt due to be paid. However, due to the current situation concerning the COVID-19 Disease outbreak, the Company, at this time, does not have any investment projects and has not expanded the business as expected, and has not used the entire amount of the proceeds from the sold shares.

As for the BH share price issue, the Company considers the appropriateness and reason for sale in each period. At the time of the said share sale, the Company considered these and other factors completely and is of the view that it was a suitable price at that date and time.

2. On the matter of branch expansion, mergers and acquisitions, the Company has determined that it has no plans to do so at this time. However, the Company is focused on increasing its revenue by expanding its new customer base who have not yet utilized the Company's services. This can be observed from the Company's partnering with various insurance companies, such as Viriyah Insurance in the sale of exclusive insurance or with Allianz Ayudhya in selling various health protection plans, which has been quite successful and has benefited the Company and provided it with a large customer base. In addition, the Company will expand patient referrals, both domestically and internationally, to increase bed occupancy rates or in-patients, and will develop and improve innovations in Smart Healthcare, telehealth, and telemedicine, while remaining focused on cost control.

Mr. Vasant Pongputtamon, a shareholder, inquired further as to whether the current COVID-19 Disease outbreak situation affects the Company's revenue or not, the number of patients who present with COVID-19 that are referred for treatment, and the difference of the impact from the COVID-19 Disease outbreak on the Company between the year 2021 and the year 2020.

Ms. Soraya Sangkanuam, a proxy, inquired concerning additional issues on the effects of the current COVID-19 Disease outbreak situation on the Thai customer group and the strategies the Company has to increase income from the Thai customer group if the foreign customer group decreases.

Miss Poramaporn Prasarttong-Osoth, M.D., the President, replied that the impact the Company feels from the current COVID-19 Disease outbreak situation would not be different from that felt at the end of 2020. However, what is different and noticeable are concerns in relation to traveling to the hospital for treatment, especially in April 2020, customers were concerned and believed that hospitalization would lead to COVID-19 infection. Afterward, these concerns began to subside, and customers began to understand that hospitalizations were not the cause of COVID-19 infection. In addition, the hospital

has made further preparations, both in terms of the cleanliness of areas, as well as taking good care of personnel and customers, thus, ensuring customers that the hospital is not a risk area which made uninfected patients entering the hospital to use its services. As a result, the revenue from treatment services will be similar to the end of 2020.

Regarding the care of those who are examined and treated for COVID-19, the Company has allocated an appropriate area for the care of COVID-19 patients to ensure they do not come in contact with uninfected patients. However, increasing the number of beds and personnel to accommodate people who are being treated for COVID-19 within a short period of time would be difficult. In terms of staff, the Company's staff continue to work at full efficiency. The Company has not yet had to shut down its COVID-19 medical examination and treatment service but may have to delay providing service.

In addition, the Ministry of Public Health has requested cooperation from the private hospital group to open hotel areas to accommodate asymptomatic COVID-19 patients. As the number of COVID-19 patients continues to increase considerably, the Company is in the process of inspecting areas to ensure that it may continue to accept patients with COVID-19.

With respect to the approach of increasing revenue from the Thai customer group if the foreign customer group decreases, as explained in the previous agenda item, the Company has placed importance on revenue growth by immersing itself in expanding its customer base in various insurance companies, through collaborations with leading insurers, in order for Thai people to be able to access quality services at a reasonable price, including client base expansion by adapting innovation to enable BDMS's network to function as Smart Healthcare through telehealth and telemedicine.

As no shareholders wished to ask any more questions or express any further opinions, the Chairman then declared the Meeting adjourned and expressed his appreciation to all shareholders for their participation and providing beneficial recommendation to the Company.

**The Meeting was adjourned at 15.13 hrs.**

Signed by **Mr. Chuladej Yossundharakul, M.D.**  
(Mr. Chuladej Yossundharakul, M.D.)  
Chairman of the Meeting

Signed by **Kessara Wongsekate**  
(Miss Kessara Wongsekate)  
Company Secretary