

# **Chuan Holdings Limited**

## **川 控 股 有 限 公 司\***

*(Incorporated in the Cayman Islands with limited liability)*

**(Stock Code: 1420)**

(the “Company”, together with its subsidiaries, the “Group”)

### **SHAREHOLDERS COMMUNICATION POLICY**

(adopted on 30 June 2022 and revised on 2 December 2025)

#### **1. INTRODUCTION**

- 1.1 The Company believes that maintaining a high level of transparency is a key to enhancing investor relations and recognises the importance of disclosing the Group’s information in a timely, accurate and complete manner.
- 1.2 This Policy aims to set out the provisions with the objective of ensuring that Company’s shareholders, both individual and institutional (collectively, the “Shareholders”), and, in appropriate circumstances, the Group’s customers and the investment community at large, are provided with ready, equal and timely access to balanced and understandable information about the Group (including its financial performance, strategic goals and plans, material developments, governance and risk profile), in order to enable the Shareholders to exercise their rights in an informed manner and to allow Shareholders and the investment community to engage actively with the Company.
- 1.3 For the purpose of this Policy, reference to the investment community is intended to include the Company’s potential investors as well as analysts reporting and analysing the Group’s performance.

#### **2. GENERAL POLICY**

- 2.1 The board (the “Board”) of directors (the “Directors”) of the Company shall maintain an on-going dialogue with the Shareholders and the investment community, and shall regularly review this Policy to ensure its effectiveness.
- 2.2 Information shall be communicated to the Shareholders and the investment community mainly through the Group’s financial reports (interim and annual reports) and other regulatory disclosures, general meeting(s), as well as through the Company’s website ([www.chuanholdingsltd.com](http://www.chuanholdingsltd.com)).

\* For identification purpose only

- 2.3 Effective and timely dissemination of information to the Shareholders and the investment community shall be ensured at all times. Any question regarding this Policy may be addressed to the Company via the Company's website ([www.chuanholdingsltd.com](http://www.chuanholdingsltd.com)), mail to the Company's principal place of business in Singapore or email at [chuanlc@singnet.com.sg](mailto:chuanlc@singnet.com.sg).

### **3. COMMUNICATION STRATEGIES**

#### *Enquiries*

- 3.1 If the Shareholders have any enquiry about their shareholdings or entitlements to dividend, they may contact the Company's Hong Kong branch share registrar and transfer office, Tricor Investor Services Limited at 17/F, Far East Finance Centre, 16 Harcourt Road, Hong Kong.
- 3.2 The Shareholders and the investment community may at any time make a request for the Company's information to the extent such information is publicly available.
- 3.3 The Shareholders and the investment community may at any time send their written enquiries in relation to the Group and/or the Board by addressing the same to the Board via the Company's website ([www.chuanholdingsltd.com](http://www.chuanholdingsltd.com)), mail to the Company's principal place of business in Singapore or email at [chuanlc@singnet.com.sg](mailto:chuanlc@singnet.com.sg). The Company will endeavour to respond to their enquiries in a timely manner.

#### *Corporate Communications\**

- 3.4 Corporate communications are provided to the Shareholders in plain language and in both English and Chinese versions to facilitate the Shareholders' understanding. To facilitate timely and effective communications and contribute to environmental protection, the Company has provided options for Shareholders to receive corporate communications by electronic means in lieu of receiving printed copies. The Shareholders are encouraged to access the Company's corporate communications electronically via the Company's website ([www.chuanholdingsltd.com](http://www.chuanholdingsltd.com)). The Shareholders may change their choice of language (either English and/or Chinese) or means of receipt of corporate communications (in hard copy or through electronic means).

#### *Company's Website*

- 3.5 A dedicated "Investor Relations" section is available on the Company's website ([www.chuanholdingsltd.com](http://www.chuanholdingsltd.com)). Information on the Company's website is updated on a regular basis.

- 3.6 Information released by the Company to The Stock Exchange of Hong Kong Limited is also posted on the Company's website immediately thereafter. Such information includes financial reports, results announcements, circulars, notices of general meetings and other regulatory disclosures.
- 3.7 Other information issued by the Group, including press releases, newsletters, projects profile etc. (if any), will be made available on the Company's website as and when appropriate.
- 3.8 Contact details of the Company, such as telephone hotline, fax number, email address and postal address, are also available on the Company's website, in order to enable the Shareholders and other stakeholders to communicate their views via such means.

#### *Shareholders' Meetings*

- 3.9 The Shareholders are encouraged to participate in general meetings of the Company or to appoint proxies to attend and vote at meetings for and on their behalf if they are unable to attend the meetings.
- 3.10 Appropriate arrangements for the general meetings of the Company shall be in place to encourage the Shareholders' participation.
- 3.11 The process of the Company's general meeting shall be monitored and reviewed on a regular basis, and, where necessary, appropriate revisions will be made to ensure that the Shareholders' needs are best served.
- 3.12 Directors, including the chairman of the Board and the chairmen of Board committees, and appropriate management executives and the external auditor of the Company shall attend the annual general meetings of the Company to answer the Shareholders' questions.
- 3.13 Shareholders are encouraged to attend Shareholders' activities (if any) organised by the Company, where information about the Company, including its latest strategic plan, products, services etc. will be communicated.

#### *Investment Market Communications*

- 3.14 The Group will organise investor/analysts briefings and one-on-one meetings, roadshows (both domestic and international), media interviews, marketing activities for investors, specialist industry forums etc., where necessary, in order to facilitate communications between the Company, the Shareholders and the investment community.

- 3.15 Directors and employees of the Group who have contacts or dialogues with investors, analysts, media or other interested outside parties are required to comply with the relevant laws and regulations, as well as policies of the Company, in relation to, inter alia, the disclosure of inside information.

#### *Suggestions/Complaints*

- 3.16 Other than the concerns about possible improprieties in financial reporting, internal control or other matters which shall be subject to the scope of the whistleblowing policy of the Company, the Shareholders, the investment community as well as the Group's customer may lodge any suggestion and/or complaint with full details in relation to the Group and/or the Board by addressing to the complaints officer (the "Complaints Officer") of the Group via the Company's website ([www.chuanholdingsltd.com](http://www.chuanholdingsltd.com)), mail to the Company's principal place of business in Singapore or email at [chuanlc@singnet.com.sg](mailto:chuanlc@singnet.com.sg).
- 3.17 Any person can contact the Complaints Officer by telephone (+65 63834925) if he/she has any individual difficulty to lodge a written suggestion/complaint.
- 3.18 The persons raising such suggestion or complaint are encouraged to disclose their identity and contact details so that they can be contacted for further information, if necessary.
- 3.19 All complaints will be dealt with expeditiously. The Complaints Officer will acknowledge receipt of each complaint within 5 working days. A substantive reply will be given within 10 working days as far as possible. For complicated cases requiring longer processing time, the Complaints Officer would keep the complainant informed of the progress in due course.
- 3.20 If the complainant is not satisfied with the Company's response, he/she has the right to ask for reconsideration of the response by the Complaints Officer or report the complaint to the Board.

#### **4. PRIVACY**

The Company recognises the importance of each individual's privacy and will not disclose such information without his/her consent, unless otherwise required by law.

#### **5. REVIEW OF POLICY**

The Board shall review the implementation and effectiveness of this Policy conducted at least once annually.

## **6. DISCLOSURE**

- 6.1 This Policy will be published on the Company's website.
- 6.2 A summary of this Policy, and the Board's annual review of the implementation and effectiveness of this Policy conducted (including how it arrives at the conclusion), will be disclosed in the Corporate Governance Report contained in the Group's annual report.

*\*Corporate communication refers to any document issued or to be issued by the Company for the information or action of holders of any of its securities or the investing public, including but not limited to the directors' report, its annual accounts together with a copy of the auditor's report, the interim report, a notice of meeting, a circular and a proxy form.*