

## ANNUAL GENERAL MEETING OF SHAREHOLDERS FISCAL YEAR 2021 INSTRUCTION MANUAL

### I. PREPARATION

- Computer/tablet/mobile phone with adequate speakers, microphone, camera, and a stable Internet connection.
- Necessary documents such as ID card/Passport that were used to open the securities account owning HCM shares, Power of attorney if you are authorized to attend the General Meeting on behalf of others.
- Mobile phone with your phone number/email registered in the list of shareholders that is stored at the Vietnam Securities Depository Center (to receive OTP)

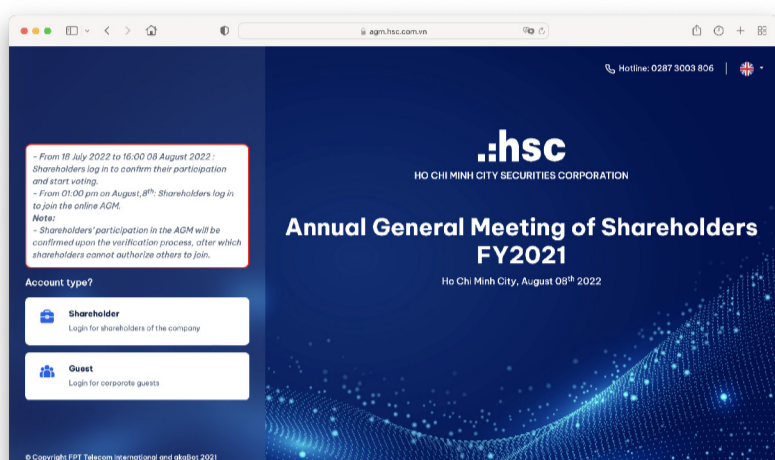
### II. LOG IN

Note:

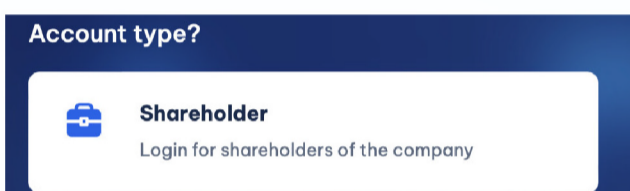
- Shareholders' attendance at the Meeting will be confirmed upon the completion of the verification process.
- Shareholders that have authorized their representatives to attend the AGM, please do not log in.

**Step 1:** Access the link: <https://agm.hsc.com.vn/>

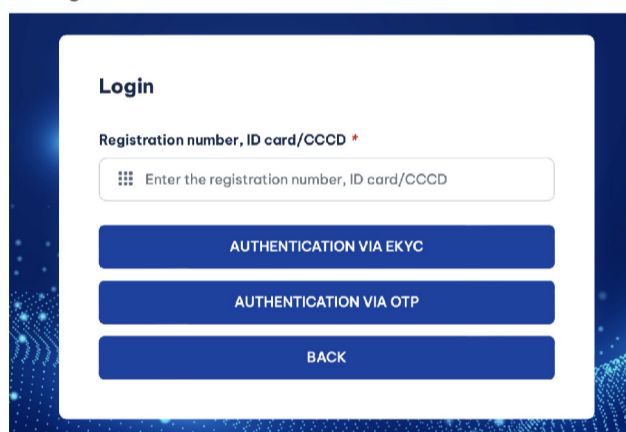
Shareholders can choose between 2 languages: Vietnamese or English.



**Step 2:** Click on "Shareholder" to verify your information.



**Step 3:** Enter your ID number/Passport/Securities trading code that was used to open the securities account owning HCM shares.



**Step 4:** Shareholders can select between 2 options: Authentication via eKYC or Authentication via OTP  
Note: In case shareholders do not receive OTP, please contact hotline 028 7300 3806 for support.

#### Case 1: Authentication via eKYC

**Step 5:** Select Authentication by ID card or Authentication by Passport (according to the type of documents Shareholders used to open the securities account owning HCM shares).



**Step 6:** Select Open camera to take a photo of the front side of the document.

**Step 7:** Bring the document to the front of the Camera and select Capture (Please note that the sharpness of the photo will affect the correct identification of the system).

**Step 8:** Select Open camera to record your face in 5s (Shareholders note the angle of the face).

#### Case 2: Authentication via OTP

**Step 5:** Select Authentication by OTP sent via SMS or via Email (according to the information registered in the list of shareholders stored at the Vietnam Securities Depository Center).

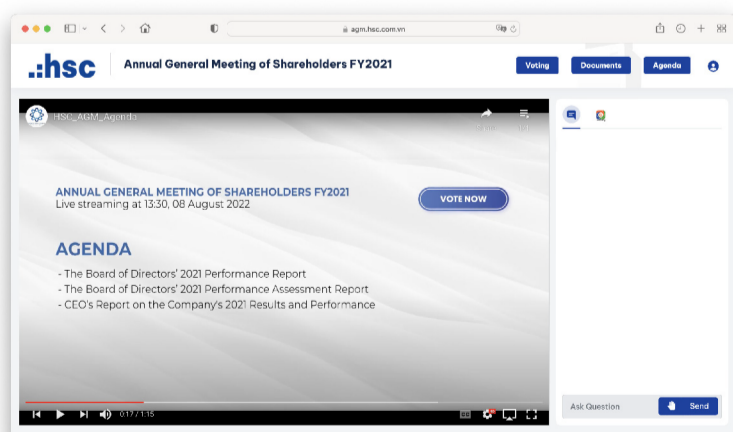


**Step 6:** Enter the OTP code sent via SMS or via Email.



### III. INSTRUCTIONS FOR THE ONLINE MEETING

After being authenticated, Shareholders will be allowed to proceed to the online AGM window.



### IV. INSTRUCTIONS FOR VOTING

On your viewing screen, click on "Voting and elections".



Shareholders can opt for "For", "Against" or "Abstain", then click on "Submit" for each voting content.

Note: From 18 July 2022 to 16:00 08 August 2022, Shareholders can log in to confirm participation and start voting.