



**POLICY ON RELATION WITH SHAREHOLDERS AND
INVESTORS**

Merchant Bank of Sri Lanka & Finance PLC



Policy on Relations with Shareholders and Investors

Approver	Board of Directors
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Policy Owner	Company Secretary
Functional Owner	Company Secretary

Revision History				
Version	Approval Date	Effective date	Author	Description
1.0		01 st October 2024	Company Secretary	New policy

Merchant Bank of Sri Lanka & Finance PLC (MBSL)

Policy on Relations with Shareholders and Investors

1. Purpose

This policy outlines MBSL's approach to maintaining transparent, proactive, and inclusive relations with shareholders and investors. It reflects the company's commitment to fostering trust, facilitating communication, and ensuring shareholders have timely access to information that supports informed decision-making.

2. Scope

This policy applies to all interactions between the company, its shareholders, and investors, including annual general meetings, special meetings, voting procedures, and other forms of communication.

3. Objectives

- To ensure open, transparent, and consistent communication with shareholders and investors.
- To engage shareholders in decision-making processes through established feedback mechanisms.
- To foster trust and maintain positive long-term relationships.

4. Communication Mechanisms

- **Annual Reports and Financial Statements:** Shareholders will receive comprehensive reports on the company's financial and operational performance. These reports will be made available on the company's website and distributed in physical format upon request.
- **Quarterly Financial Statements ;** Company will also make available its quarterly financial statements on the company's website.
- **Press Releases and Announcements:** Significant corporate developments including changes in leadership, will be communicated via announcements to the Colombo Stock Exchange or press releases and updates on the company website.
- **Company Website:** A dedicated section on the company website will provide real-time access to annual or quarterly financial statements, regulatory filings, and other relevant information.

5. Transparent and Timely Communication

- The company is committed to providing shareholders with accurate, clear, and timely information. All communications will comply with regulatory requirements, ensuring that shareholders are fully informed about financial results, governance updates, and strategic decisions.
- The company will ensure that any material information is shared with all shareholders at the same time, preventing selective disclosure.

6. Voting Procedures

- **Voting Rights:** Shareholders will have the right to vote on significant company matters during the Annual General Meeting (AGM), including the election of directors, approval of financial reports, and other governance issues.
- **Proxy Voting:** Shareholders unable to attend the AGM in person will have the option to vote via proxy, either by mail or electronically through the investor portal.

7. Feedback Mechanisms

- **Dedicated Hotline:** A dedicated hotline will be available for shareholders to address concerns, provide feedback, and seek clarifications. The hotline will be managed by a team dedicated to handling shareholder inquiries..
- **Annual General Meeting (AGM):** Shareholders will have the opportunity to present questions and raise concerns during the AGM. The board and senior management will address questions in a transparent and respectful manner. The Directors and relevant key officials who are necessary for the conduct of the meeting will be present physically or via the on-line platform. Directors and applicable management members will respond to the queries from shareholders at these meetings. The Independent External Auditor of the Bank is invited to the general meetings and is available to answer questions on the conduct of the audit and preparation of the content of the Auditors' Report.
- The Company Secretary announces specific approvals and special resolutions passed at the general meetings to the CSE immediately or within a reasonable time period in terms of the Listing Rules of the CSE.
- **Investor Relations Contact:** An Investor Relations Officer will be appointed to address individual queries from shareholders and facilitate ongoing communication.

8. Compliance with Regulatory Requirements

- The company will ensure that all shareholder communications and engagement activities comply with local regulations and stock exchange rules. This includes adherence to disclosure obligations, fair treatment of shareholders, and timely filing of documents.

9. Shareholders' Communication with MBSL

Shareholders may at any time direct their inquiries relating to their shareholding the Bank through the Company Secretary of MBNSL at the following address:

Company Secretary
BOC Merchant Tower No.28, St. Michaels Road, Colombo 03
or email to: companysecretarial@mbslbank.com

Shareholders are requested to update their correspondence address with the Company Secretariat in the event the shares are held in the scrip form. If the shares are held in accounts maintained with the Central Depository Systems (Pvt.) Ltd [CDS], such shareholders are informed to update their correspondence address with the CDS through their respective stockbrokers.

If Shareholders or Investors have any concerns related to the affairs of MBSL they may address them to the Chairman or the Chief Executive Officer of MBSL at the following address:

Chief Executive Officer/ Chairman
BOC Merchant Tower No.28, St. Michaels Road, Colombo 03

10. Review of the Policy

- This policy will be reviewed periodically to ensure that it remains effective and aligned with best practices in shareholder relations.

11. Shareholder Privacy

MBSL recognizes the importance of shareholders' privacy and will not disclose shareholders' information without their consent unless required by law.

12. Access to this policy

This policy will be available for viewing by any shareholder of the Company on the Company's website <https://mbslbank.com/en/>