



RADIANT GLOBALTECH BERHAD

200301018877 (621297-A)
(Incorporated in Malaysia)

SUMMARY OF KEY MATTERS DISCUSSED AT THE NINETEENTH ANNUAL GENERAL MEETING ("19TH AGM") OF RADIANT GLOBALTECH BERHAD ("RADIANT GLOBALTECH" OR "THE COMPANY") HELD AT GREEN III, SPORTS WING, TROPICANA GOLF & COUNTRY RESORT, JALAN KELAB TROPICANA, 47410 PETALING JAYA, SELANGOR DARUL EHSAN ON FRIDAY, 24 JUNE 2022 AT 2:30 P.M.

- Q1. Was the substantial increase in the administrative expenses from RM23.40 million in the financial year ended 31 December 2020 ("FY2020") to RM31.10 million in the financial year ended 31 December 2021 ("FY2021") an one-off item or due to the acquisition of the new companies in FY2021?**

Will the administrative expenses be expected to remain the same in the future?

The substantial increase in administrative expenses was not an one-off item. It was due to the increase in operating expenses that arose from the acquisition of subsidiaries in end of FY2020 and FY2021. The Management expects the operating expenses will remain more or less the same in the future.

- Q2. What is the synergy that the Company gained from the acquisition of Grand-Flo Spritvest Sdn. Bhd. ("Grand-Flo Spritvest")?**

Is there any other synergy that is in progress to achieve by this year or in the future?

The Company achieves synergies from the acquisition of Grand-Flo Spritvest as the Company and Grand-Flo Spritvest are working together closely.

Grand-Flo Spritvest is mainly focusing on salesforce solutions with majority of industrial customers. Grand-Flo Spritvest's solutions can be integrated with Business to Business ("B2B") solutions of the Company. Grand-Flo Spritvest and the Company are having similar business, hence, can cross sell the products to their respective clients. Grand-Flo Spritvest has been making a good contribution to the revenue of the Radiant Globaltech and its subsidiaries ("Group").

- Q3. How is the overall performance of Grand-Flo Spritvest and the status of the profit guarantee?**

Grand-Flo Spritvest has been performing well. The profit guarantee of RM3.20 million had met and the profit guarantee will be ended by financial year ending 31 December 2022 ("FY2022").

The Management expects Grand-Flo Spritvest will continue to perform well and contribute positively to the future earnings of the Group.

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Q4. What is the Company's contribution to the Grand-Flo Spritvest's good performance?

Grand-Flo Spritvest leverage on the strong nationwide service support team of Radiant Globaltech for technical support services and to implement its solutions.

Q5. The increase in revenue during FY2021 was mainly contributed by the hardware and maintenance segment, what is the marketing strategy for the software segment in the future?

The revenue of the software segment has been increasing on year-to-year basis and approximately the sales grow at 30% compared to FY2020.

For the software segment, the Management will grow it slow and steady as staff cost is relatively high as compared to the hardware segment. The growth of the software segment is not affected by the COVID-19 pandemic.

The Management will strike a balance between the growth of hardware supply, maintenance services and software, and also will ensure that their growth is healthy.

Q6. The hardware price has increased in the market due to the shortage in the supply chain. Is there any impact on the profit margin of the Company as there may have some contracts entered between the Company and the customers was at lower pricing?

There is room for the Company to absorb the increase in the hardware price. The Management is looking to increase the productivity of the Group and automated processes to keep cost under control.

The profit margin of the Company is at a healthy level.

Q7. Does the Company face any challenges in hiring Information Technology ("IT") talents? How does the Company retain them? Will this issue affect the software segment?

Yes, the Company is facing a shortage of IT talents. The Management mitigates this issue by setting up offices at different locations nationwide and also to leverage on hiring IT talents outside Malaysia.

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In order to retain the existing IT talents, the Management provides a better working environment and also provides training to enhance their skill and knowledge. Furthermore, the Management also improve retention by allowing flexible working hours. Currently this issue is still under control of the Management.

Q8. What is the expectation of the future growth for the business in Vietnam, Cambodia and Thailand in the next two (2) to three (3) years?

The overseas markets were affected by the COVID-19 pandemic negatively, especially in Thailand and Vietnam due to the long lock-down.

Most of the sales contribution from overseas markets is mainly from hardware and maintenance segment, while the software segment's contribution is very minimal. The Management is working on enhancing the sales contribution of the software segment in the overseas markets and will try to have a growth rate of 10% on a conservative basis.

Q9. How is the operation in the Thailand market?

Due to the restriction on travelling during the COVID-19 pandemic, the Management faces challenges in managing foreign entities remotely. Thailand's operation incurred a loss of RM1.50 million during FY2020 but the said loss had been reduced tremendously to about RM0.5 million during FY2021. The Management expects the business performance in Thailand to turnaround in FY2022.

Q10. What are the strategies to overcome the language barrier and culture in the overseas market (i.e. Thailand, Cambodia and Vietnam)?

Firstly, the Management will hire the local key persons to manage the day-to-day operations. Secondly, the overseas operations are leveraged on the Malaysia team to translate or convert the software solutions into their local language.

Q11. What are the marketing strategies/plans of the Company to get more new customers?

The Management is of the view that reputation is very important in this industry. Hence, the Management focuses on delivering good products and quality services to the customers. The Management does not implement any aggressive marketing

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strategies/plans and believes that with a good reputation, it can easily attract new customers.

Q12. Which industry that Radiant Globaltech as the market leader? What is the revenue contribution from the top customer of the Company?

Radiant Globaltech is one of the market leaders in the retail industry. The revenue contribution from the top two (2) customers is approximately 10% to 15% of the total revenue of the Group.

Q13. How much was the recurring income contributed to the total revenue of the Group during FY2021?

The recurring income was approximately 30% of the total revenue of the Group for FY2021, which was generated from the software and maintenance segment (i.e. 10% and 20% respectively).

Q14. How is the performance of Arms Software International Sdn. Bhd. ("Arms Software"), World Portal Sdn. Bhd. ("World Portal") and World Pos Sdn. Bhd. ("World Pos")? What are the marketing strategies for these three (3) companies?

There are a lot of synergies achieved from the acquisition of Arms Software. The performance of Arms Software's retail solutions is encouraging. In respect of World Portal, it is on B2B solution and leverages on the resources of the Company's and retail customers.

World Pos is focusing on the e-commerce solution and Customer Relation Management (CRM). The solutions provided are for helping retail customers to enhance their productivity.

Q15. How did Radiant Globaltech benefits from the funding offered by the Government to encourage the transformation into digitalisation business?

The Government does offer some funding to the micro-enterprise to transform their business into online platforms. Radiant Globaltech has coordinated with some of the telecommunication companies to market its products. In view that the Government's funding is for micro-enterprise, hence, majority of the customers of Radiant Globaltech are not entitled to the said funding.

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Q16. Referring to page 65 of the Annual Report 2021, why the right-of-use assets figure has not been amortised?

The right-of-use assets have been amortised and some of the lease contracts which expired have been renewed.

Q17. Referring to page 67 of the Annual Report 2021, why the Profit After Taxation ("PAT") for FY2021 increased substantially as compared to FY2020?

The upsurge of the PAT in FY2021 was mainly due to the contribution from the subsidiaries inclusive of the newly acquired subsidiaries as well as the better performance of the operation in Thailand.

Q18. What is the prospect of the Company for the next twelve (12) months?

The Company has some purchase orders which are yet to be fulfilled. The Management hope to achieve two (2) digits growth in the next twelve (12) months.

Q19. Why did the PAT decrease in the first quarter of FY2022 as compared to the first quarter of FY2021?

The decrease in the PAT in the first quarter of FY2022 was mainly due to a delay in the progress billing resulting from supply chain disruption.

Q20. Are the Company still facing the supply chain issue in FY2022?

Yes, the Company is still facing a supply chain issue. The Management is looking for alternative products to address this issue.

Q21. How did the revenue model work?

For the B2B portal, Radiant Globaltech bills the customers based on volume and value of their transactions. The growth in the customers' business will benefit the Company.



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Q22. What are the marketing strategies for the integrated solution (i.e. hardware solution and software solution)?

The Management markets the products and services based on the customers' requirements and budget instead of selling the hardware and software solutions in one go.

Q23. Will the Company consider penetrating into the business of integration solutions?

The Company is focusing on the businesses that are within its ecosystem and add value to its customers.

Q24. Is there any collaboration between 99 Speedmart and Radiant Globaltech in view that the owner of 99 Speedmart is one (1) of the substantial shareholders of the Company?

The investment of the owner of 99 Speedmart in the Company is purely his personal investment.