

**MINUTES OF THE ANNUAL GENERAL MEETING** ("the Meeting") of the Company held at 705 Serangoon Road Block A, #03-01 @Kwong Wai Shiu Hospital, Singapore 328127 and using virtual meeting technology on 7 September 2024 at 10:00 am.

**PRESENT:**

<b>MEMBERS:</b>	
1. Ms Tan Soh Keng	2. Mr Tan Choon Seng
3. Dr Caroline Lim Seow Ling (Lin Xiao Ling)	4. Mr Tay Beng Hwee
5. Mr Terence Kew Huat Meng	6. Mr Tay Swee Yuan
7. Mr Bruce Leong Teik Ping	8. Mr Daniel Teo Teow Hock
9. Mr Sia Kheng Hong	10. Ms Matilda Woo Kwai Merng
11. Ms Pang Wai Yin	12. Dr Neo Soek Hui (Patricia)
<b>ATTENDED VIRTUALLY:</b>	
13. Dr Ling Ai Mee @ Seet Ai Mee	
<b>IN-ATTENDANCE:</b>	
Ms Karen Lee (Chief Executive Officer)	Ms Zhang Kaiyu (AGM Secretariat)
Dr Chong Poh Heng (Medical Director)	Ms Loh Wan Ching (Head, Finance and Corporate Development & Planning)
<b>NOT PRESENT But received Proxy Forms and considered being presented and having voted :</b>	
14. Mr Lim Kok Thai	15. Dr Richard Yap Chin Yee
16. Mdm Tan Wee King	17. Ms Wee Ai Ning
18. Mr Alvin Ong Siau-Wah	

**1. CHAIRPERSON AND QUORUM**

Ms Tan Soh Keng chaired the Meeting and Dr Chong Poh Heng assisted with the proceedings of the AGM.

Dr Chong informed that the Notice of AGM and its appendices had been circulated to members earlier. Out of a total of 21 members,

- 11 members submitted the proxy forms (of which 6 also attended the AGM in person)
- 6 members were present in person
- 1 member attended virtually,

There were 18 [11+6+1] members who were considered present at the AGM, with 12 members present in person. With at least three members present in person to form a quorum (as per our Constitution), the Chairperson called the meeting to order.

**2. NOTICE OF MEETING**

The notice of meeting was, with the permission of the Meeting, taken as read. Members were asked to submit their questions for the AGM and there were no questions and nominations received from members by 31 August 2024.

### **3. CHAIRPERSON’S WELCOME MESSAGE**

Ms Tan Soh Keng warmly welcomed the members attending the AGM. She started with a brief update on the financial performance.

Ms Tan highlighted our service expansion achievements - increase in number of patients served and home visits made - the results of our dedicated staff and volunteers working hard to deliver on our ongoing commitments to provide compassionate and comprehensive care to those we serve.

Ms Tan also shared that the dedication and increased support from our volunteers and donors, allowed us to extend our reach and expand our capabilities to provide even better care for our patients.

Ms Tan reflected on the various awards and accolades received for FY2023 and the importance of this year which is HCA's 35th anniversary. She concluded by expressing heartfelt gratitude to all supporters for HCA - donors, volunteers, Board of Directors and HCA team, for their unwavering dedication and support.

### **4. CONFIRMATION OF MINUTES OF 2ND AGM**

As there were no matters arising and no questions asked, the minutes of the 2<sup>nd</sup> AGM were confirmed without amendments.

### **5. REPORT BY CHAIR OF FINANCE AND INVESTMENT COMMITTEE (“FIC”)**

Mr Daniel Teo Teow Hock, Chair of FIC, reported the following key financial results and highlights for the financial year ended March 31, 2024 (“FY23”).

#### Key Financials

For FY23, financial year ended 31 March 2024, HCA Hospice reported a total income of \$23.78m, up from \$23.14m in FY22. Operating expenditure increased to \$25.35m from \$23.38m, while net investment income improved significantly to \$1.61m from a loss of (\$0.43m) in FY22. This resulted in a slight surplus of \$0.04 million, reversing the (\$0.67m) deficit reported in FY22. Initially, a (\$0.7m) deficit was planned to support expansion efforts, but the surplus was achieved due to higher-than-expected investment income, which offset a decrease in ROE (recurrent operating expense) grant income from CST (Community Silver Trust). As of the end of FY23, unrestricted funds reserves covered 1.22 times the annual operating expenditure, slightly down from 1.30 times in FY22. Our reserve policy aims to maintain reserves at 2 to 3 times the annual expenditure.

#### Sources of Income

Our total income has increased by \$0.6m/2.8%. Government grants still account for 78% of the total income, slightly decreased from 81% due to a \$0.8 million rise in donations and fundraising, which increased from \$4.1m to \$4.9m. This shift improves income diversification and self-sufficiency, although lower than our initial FY23 Budget of \$6.5m. Our FY24 budget target for donations remains \$6.5m. The board and management are committed to meeting this target in FY24, HCA's 35th anniversary. Government grants have stayed relatively stable at \$18.7m (FY22: \$18.8m). The increase in MOH (Ministry of Health subvention), which rose by \$0.5m due to a 9% increase in patients served, was offset by a (\$0.6m) decrease in other government grants, primarily due to reductions in the Community Care Salary Enhancement Grant and the one-off COVID-19 Healthcare Award grant in FY22.

#### Operating Expenditure

Our total operating expenditure has increased by \$2.0m/8.4%, in line with the expansionary FY23 budget. Personnel cost amounting to \$19.4m, remains our biggest cost component comprising 77% of our total operating expenditure. This is not unexpected, due to the human intensive nature of our operations. Personnel cost has increased \$1.65m/9% mainly due to an increase in headcounts.

**HCA HOSPICE LIMITED**  
Company Registration Number: 202114297R  
(Incorporated in the Republic of Singapore)  
(the “Company”)

Headcount grew by 20/ 12% from 170 at end of FY22 to 190 at end of FY23. This was in line with our FY23 budget, which was to reach a total headcount of 196.  
Correspondingly, the total no of patients served in FY23 increased by 9% from 3,812 in FY22 to 4,158 in FY23.

In line with the increase in patient load, 2 other costs have also correspondingly increased:

1. Transport costs increased by \$0.18m/ 29%. We were also impacted by the hike in taxi and private-hire taxi costs in 2023/2024.
2. Patient care & caregiver support has increased by \$0.23m/58%. In Feb 2023, to upscale our equipment loan (& inventory management) service for our patients and caregivers, we have changed service provider from a low-cost low-service provider to idsMED.

Depreciation and premises costs have decreased slightly by \$0.14m/5% due to assets fully depreciated. Other operating expenses decreased by \$0.24m/15% due to \$0.2m lower IT equipment and expenses after completion of automation/digitisation CST projects in the prior year. Fundraising expenses, that include personnel cost of Philanthropy & Partnership department, have increased \$0.29m/116% to drive donations. The fundraising efficiency ratio is kept well below 30% requirement at 11% (FY22: 6.2%).

Investments

In FY23, our investment portfolios managed by Lion Global Investors and Schroders Investment Management showed a recovery of 5.3%, resulting in a marked-to-market fair value gain of \$1.21m, reversing the (\$0.62m) loss in FY22. This positive shift is attributed to improved market conditions and easing US interest rates. Since appointing these managers in FY21, our portfolio has grown from an initial \$24m to \$24.276m as of July 31, 2024, with Schroders' investment increasing by 1.5% to \$10.155m and LGI's increasing by 0.9% to \$14.121m. We have also benefited from higher interest rates by earning an additional \$0.39m from Fixed Deposits, up from \$0.19m in FY22. However, this income stream is expected to slow in FY24 due to anticipated softer interest rate environment. The FIC will continue to monitor the performance of our asset managers and recommend any necessary adjustments to the Board.

Strong Financial Position

HCA continues to be in a strong financial position with total funds and reserves amounting to \$32.4m and total cash, bank balances and investments at \$40.0m.

## 6. RESOLUTIONS

Ms Tan Soh Keng, the Chairperson of AGM, had been appointed as proxy by the 11 voting members in accordance with their specific instructions. The counting of all votes casted through the proxy forms was verified by 2 independent parties namely Ms Karen Lee and Ms Loh Wan Ching in the presence of two witnesses, Dr Chong Poh Heng and Ms Zhang Kaiyu on 3 September 2024.

**As Ordinary Business**

1. As an Ordinary Resolution: Based on the vote cast of 18 “for”, the AGM Chairperson declared the audited accounts for the financial year ended 31 March 2024 and the Reports of the Directors and the Auditors thereon, as approved and adopted.

Results	For	Against	Abstain
Proxy Forms	11	0	0
Show of Hands	7	0	0
<b>Total</b>	<b>18</b>	<b>0</b>	<b>0</b>

**HCA HOSPICE LIMITED**  
Company Registration Number: 202114297R  
(Incorporated in the Republic of Singapore)  
(the "Company")

2. As an Ordinary Resolution: Based on the vote cast of 18 "for", the AGM Chairperson declared the M/s Baker Tilly TFW LLP as Auditor of the Company to hold office until the conclusion of the next Annual General Meeting and to authorise the Directors to fix their remuneration, as approved and adopted.

Results	For	Against	Abstain
Proxy Forms	11	0	0
Show of Hands	7	0	0
Total	18	0	0

**As Special Business**

3. As an Ordinary Resolution: Based on the vote cast of 18 "for", the AGM Chairperson declared the adoption of the Annual Report for the financial year ended 31 March 2024 as approved and adopted.

Results	For	Against	Abstain
Proxy Forms	11	0	0
Show of Hands	7	0	0
Total	18	0	0

**CONCLUSION**

There being no other business, the Meeting concluded with a vote of thanks to the Chairperson.

**CONFIRMED**



---

Chairperson  
Ms Tan Soh Keng