

PREPARATION FOR ELECTRONIC GENERAL MEETING



INTRODUCTION

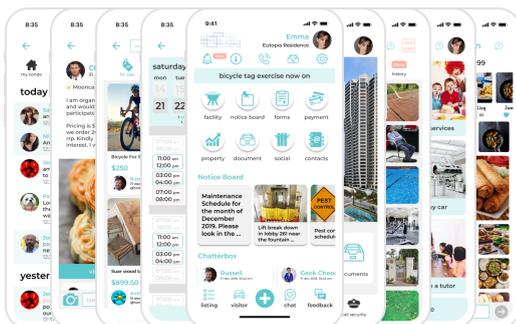
Kindly refer to your AGM Cover Page for the following:

- Date and time of eAGM
- Date and time for eAGM registration via the iCondo app

WHAT DO I NEED TO PREPARE FOR THE eAGM?

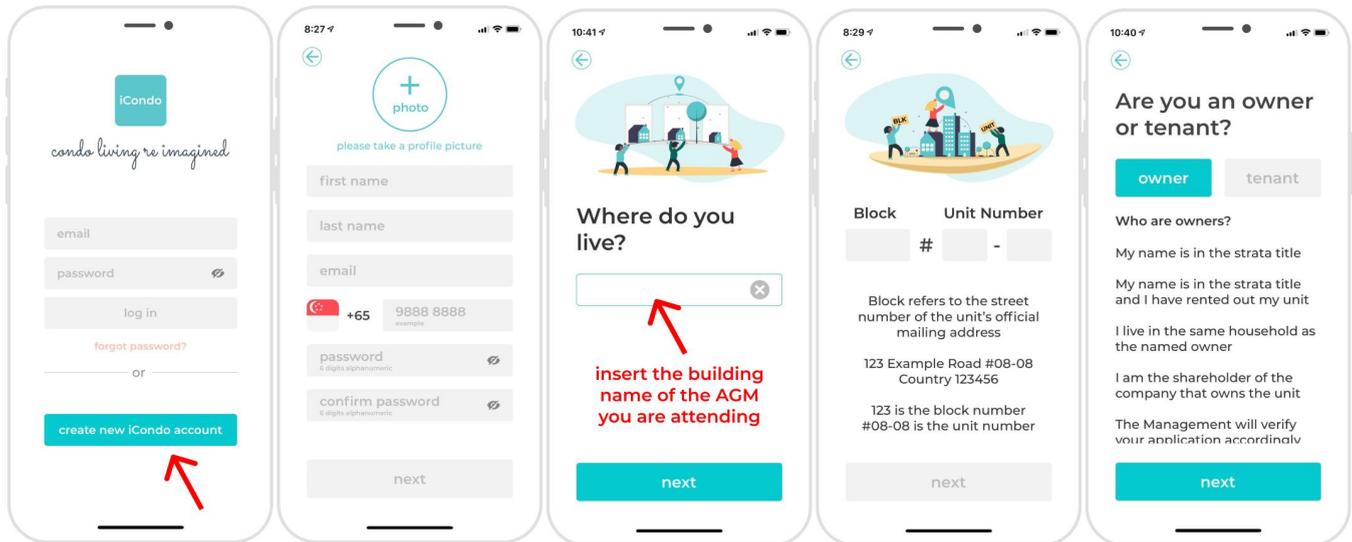
Step 1: Download the iCondo App

The iCondo app will be used for registration and voting. You may use the QR code below for easy access, alternatively you may go to the **Apple App Store** or the **Google Play Store** and search for the “iCondo” app.



Need Support? Please send us a **WhatsApp** message to +65 9088 1034

Step 2: Create an iCondo account



To create an iCondo account, click on “create new iCondo account” and follow instructions to complete the registration process. Please ensure that you allow the iCondo app permission to send you push notifications. Kindly use your full name as reflected in the estate strata roll to expedite the approval process.

The Management Team of your estate will review your iCondo account application. Kindly **contact your Management Office** if you would like to check on the status of your iCondo account application.

You will receive a Push Notification to the iCondo app once the Management team has approved your application.

Step 3: Download Zoom - Video conferencing Tool



The Zoom app will be used for video conferencing the eAGM.

Download the Zoom app to your mobile phone, ipad or tablet from to **Apple App Store or the Google Play Store**.

Laptop or desktop users please proceed to <https://zoom.us>

The Zoom meeting ID and password will be given upon successful registration.

FAQ

I have downloaded the iCondo app and submitted my user application, what do I do next?

Please allow the management team some time to review your user application and verify it against the strata roll or letter of authorisation. Kindly **contact your Management Office** if you would like to check on the status of your iCondo account application.

Once your details have been verified, your user application will be approved and you will be able to enter the iCondo app created for your estate.

You will find detailed eAGM information and instruction videos inside the iCondo app to familiarise yourself with the eAGM process.

Do I have to register to attend the electronic eAGM?

YES! Just like a physical AGM, SPs are required to register and the MA team needs to verify each participant in order to establish a quorum.

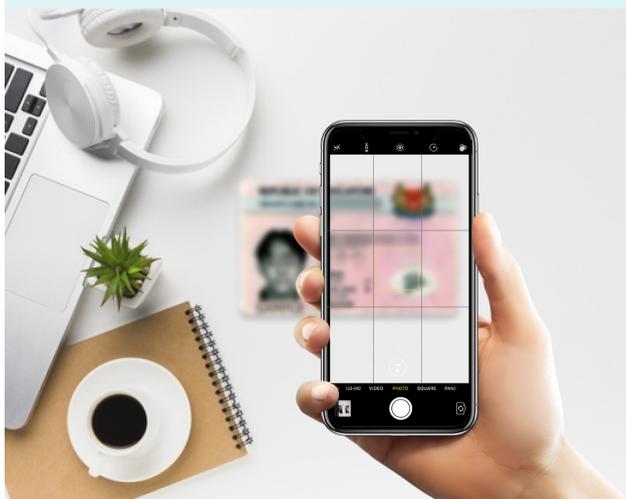
A push notification will be sent via the iCondo app to notify you that registration to attend the eAGM is open. Please ensure that you have allowed the iCondo app permission to send you push notifications. You may go to your phone notification settings to check.

Click on the registration banner in the app to register for the eAGM electronically.

One electronic voting slip will be allotted to each unit and it will be given to the first SP who registers eAGM via the iCondo app.



**Photo 1
NRIC/PASSPORT**



**Photo 2
Selfie + NRIC/PASSPORT**



The BCA requires that all electronic platform used for eAGM registration must allow the Secretary of the MCST to **IDENTIFY** and **VERIFY** the identities of Subsidiary Proprietors, Proxy Holders and Company Nominees at time of the AGM **in order to establish quorum of Meeting.**

You will need to upload two photos for verification of identification purposes;

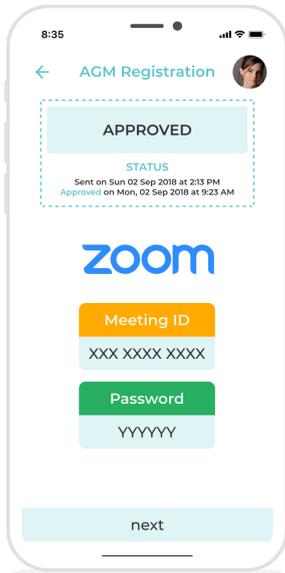
1. A Photograph of your NRIC or Passport
2. A Selfie Photograph of yourself holding your NRIC or Passport

Please ensure the photos uploaded shows your photograph and full name clearly. Please redact or tape over sensitive information such as NRIC number and other personal particulars. Only your name and photograph on the NRIC or Passport is needed for verification to attend the eAGM

In accordance with Personal Data Protection Commission (PDPC) guidelines on the use of personal information under the Personal Data Protection Act 2012 (PDPA), all submissions of identification photos will be deleted at the end of the AGM.

Once the Management Team has successfully verified your identity against their records, your AGM registration will be approved.

Now that I have successfully registered for AGM, how can I join the live video conferencing? Where can I find the ZOOM ID and Password?



Upon successful registration and verification, the iCondo App will automatically issue you the Zoom meeting ID and Password.

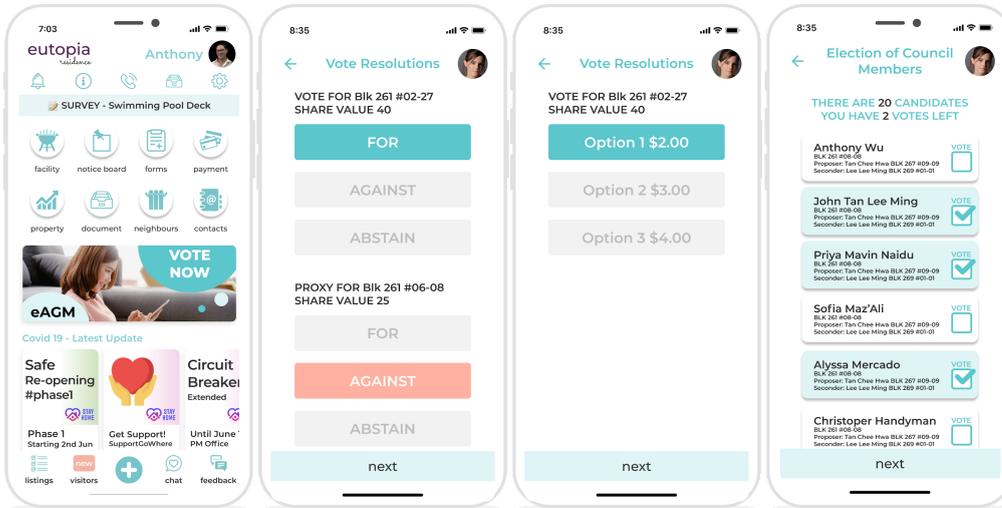
Please ensure that you have allowed the iCondo app permission to send you push notifications. You may go to your phone notification settings to check.

While it is possible to use both ZOOM and iCondo App on the same device, for your convenience, we recommend that you use ZOOM on a separate device to the iCondo App.

Kindly sign up for a Zoom account and use your **full name, block and unit number** during the eAGM Zoom session.

The iCondo App will be used for registration and **VOTING** during the eAGM.

How do I vote?



After each resolution has been discussed, the AGM moderator will announce that the resolution is ready to be voted upon. You can then launch the iCondo app and tap on the “Vote now” banner.

You will be able to see the resolution that is tabled to be voted, read the resolution again, if necessary, cast your vote and sign to authorize it. If you would like to change your vote, click on this back arrow button to change your selection. You can only change your selection BEFORE submitting your vote. You will not be able to change your vote selection once you have signed and submitted your vote.

Please ensure you submit your votes before the moderator closes each voting session. You will not be able to submit your votes after each voting session is closed. If you are a proxy holder, your proxies will be labeled and will appear on your voting page. You will have to click on each individual proxies to place your votes.

PLEASE NOTE THAT THE MCST AND ICONDO WILL NOT BE LIABLE FOR POOR INTERNET CONNECTIONS THAT PREVENT YOU FROM CASTING YOUR VOTES.

During the eAGM, the moderator will take you through the voting process again, one step at a time. Do not worry, you will have plenty of time to familiarize yourself with the voting process. The moderator will ensure that everyone has been given sufficient time to vote for each resolution.

How can I get additional support?

If you have any questions regarding the eAGM process, arrears checking, proxies management, resolutions, accounts or other AGM related matters, you may **contact the Management Office of your Estate for assistance**.

If you have any iCondo platform related questions, you may contact us via WhatsApp messaging at +65 9088 1034.

We wish you all the best in your eAGM.