



## SHAREHOLDER COMMUNICATION POLICY

### 1. PURPOSE

- 1.1. The purpose of this policy is to ensure that shareholders ("**Shareholders**") (including individual and institutional shareholders) and investors (including potential investors) of Neusoft Education Technology Co., Limited (the "**Company**") have timely and comprehensive access to information of the Company, to ensure that Shareholders can exercise their rights in an informed manner, and to enable Shareholders and investors to enhance their communication with the Company.

### 2. GENERAL POLICY

- 2.1. The Board of Directors of the Company shall be responsible for:
  - a) Maintaining an ongoing dialogue with Shareholders and investors and encouraging active communication between Shareholders and investors and the Company;
  - b) Reviewing this policy regularly to ensure its effectiveness.
- 2.2. The main channels through which the Company releases information to Shareholders and investors shall be: the Company's financial reports (interim and annual reports) and other regulatory disclosures; annual general meetings and other general meetings that may be held, etc.

The Company's newsletters and other publications shall be disclosed on the website of The Stock Exchange of Hong Kong Limited (the "**Stock Exchange**") at [www.hkexnews.hk](http://www.hkexnews.hk) and published simultaneously on the Company's website at [www.neuedu.com](http://www.neuedu.com).

- 2.3. The Company shall ensure that it is able to release information to Shareholders and investors in an effective and timely manner. The Company has a dedicated investor relations officer who will maintain contact with Shareholders and investors in a way of contacting through a dedicated

person to answer questions in a timely manner. Any questions regarding this policy may be presented to the Joint Company Secretary or the investor relations officer (the contact details of the Company are set out in Paragraph 3.3 below).

### **3. COMMUNICATION CHANNELS**

#### **Shareholders' Enquiries**

- 3.1. Shareholders should make enquiries with Hong Kong Branch Share Registrar of the Company if they have any questions about their shareholdings. The contact details are as follows:

Tricor Investor Services Limited  
17/F, Far East Finance Centre, 16 Harcourt Road, Hong Kong  
Tel: (852) 2980 1333  
Email: is-enquiries@hk.tricorglobal.com

- 3.2. Shareholders and investors may request for public information of the Company at any time.
- 3.3. Shareholders and investors may contact the Company at any time if they have any enquiries about the Company. The contact information is as follows:

No. 8, Software Park Road, Ganjingzi District, Dalian, Liaoning, China (to the Board)  
Tel: (0411) 82379616  
Email: IR@neuedu.com

#### **Corporate Communications**

- 3.4. Corporate communications issued by the Company to Shareholders shall be prepared in both Chinese and English to facilitate Shareholders' understanding of the contents of the communications. Shareholders have the right to choose the language (English or Chinese) or the method of receipt (in printed or electronic form) of the corporate communications. We encourage Shareholders to view the corporate communications of the Company through the Company's website ([www.neuedu.com](http://www.neuedu.com)) or the website of the Stock Exchange ([www.hkexnews.hk](http://www.hkexnews.hk)).

#### **Company's Website**

- 3.5. A dedicated investor relations page is available on the Company's website. The Company will update the Company's performance communication information and other information on the Company's website on a regular basis.
- 3.6. Any information or documents of the Company published on the Stock Exchange's website will be

published on the Company's website immediately afterwards, including but not limited to the Company's financial reports (interim and annual reports), results announcements, circulars, notices of general meetings, announcements, etc.

- 3.7. The Company also publishes information on the Company or its subsidiaries (e.g. internal activities of the Company, latest developments, etc.) from time to time so as to provide Shareholders and investors with a more comprehensive understanding of the Company's situation and corporate culture.

### **General Meetings**

- 3.8. The Board is committed to maintaining a dialogue with Shareholders, in particular through direct communication with Shareholders at the Company's annual general meetings or any other general meetings. Members of the Board (including the Chairman and the Chairmen of the Audit, Remuneration and Nomination Committees or their representatives) and appropriate senior management of the Company shall attend the annual general meetings to answer Shareholders' questions. The external auditor will also attend the annual general meetings to answer questions about the audit, the preparation and content of the auditor's report, accounting policies and the auditor's independence.
- 3.9. General meeting is an important channel of communication between the Company and its Shareholders. The Company encourages Shareholders to attend general meetings in person or, if they are unable to attend, to appoint a proxy to attend the meetings and vote at the meetings in their place.
- 3.10. The notice of an annual general meeting, together with the details contained in the circular, will be sent to Shareholders at least 21 days before the annual general meeting. Notice of an extraordinary general meeting, together with the details contained in the circular, shall be sent to Shareholders at least 14 days before the extraordinary general meeting.
- 3.11. The Company shall regularly review the procedures for general meetings and make changes where necessary to ensure that they meet the needs of Shareholders.
- 3.12. The Company recommends that Shareholders attend shareholder events organized by the Company so as to be informed of the Company's operation, including the latest strategic planning, etc.

### **Communications with Institutional Investors**

- 3.13. The Company shall maintain good communication with institutional investors and hold various events in due course, including but not limited to results release conferences, touring road shows,

etc., to enhance the contact and communication between the Company and its investors.

- 3.14. Directors, investor relations officers and employees of the Company shall comply with applicable laws and regulations, including the disclosure obligations and requirements under the Listing Rules of the Stock Exchange, in their contacts or communications and dialogues with investors, analysts, the media or other relevant external parties.

#### **4. SHAREHOLDERS' PRIVACY**

- 4.1. The Company is aware of the importance of safeguarding the security of personal data to maintain the trust of Shareholders. Except as otherwise required by law, the Company will not disclose Shareholders' information without their consent.

#### **5. REVIEW OF THIS POLICY**

- 5.1. To ensure the smooth and effective implementation of this policy, the Company will review it at least annually to ensure that it is effective in maintaining a high level of communication with Shareholders.

In the event of any inconsistency between the English version and the Chinese version of this document, the English version shall prevail.

Issued on 11 September 2020

Revised on 30 August 2022

\* “Corporate Communications” refer to any documents which have been or will be sent by the Company to any person holding its securities for his/her information or action, including (but not limited to) Directors’ Reports and Annual Accounts together with Auditors' Reports, Interim Reports, Notices of Meeting, Circulars, Proxy Forms, etc.