



## **Policy on Relations with Shareholders and Investors**

In terms of the Rules of the Colombo Stock Exchange [CSE] and the Principles of the Code of Best Practice on Corporate Governance issued by the Institute of Chartered Accountants of Sri Lanka [CA Sri Lanka], the Companies are required to establish and maintain a policy on Relations with Shareholders and Investors.

### **1. Purpose**

The purpose of the Policy is to lay down the essential principles and criteria governing the relations/communication with shareholders and investors.

The Board recognises the importance of engaging with its shareholders and investors by providing them with appropriate information and facilities to allow them to assist and strengthen the Company actively. The Company expects the shareholders to exercise their rights as shareholders effectively and both the shareholders and investors to provide new ideas and suggestions for the development of the Company which includes the continuous evaluation of the operations and governance processes of the Company.

### **2. Scope**

The Policy is applicable to all the company directors, executives and employees in their relations with shareholders and investors.

### **3. Communication Principles**

The Company believes in open communication with shareholders and investors and providing them access to information to make informed assessments of its performance and future prospects. As far as it is practical, the Company uses clear and concise language in communicating with shareholders and investors and the main medium of communication is English. However, in order to fully and accurately communicate company information it may use industry terminologies and where considered translated versions of such communications will be issued.

### **4. Communication Channels**

The Company shall use different channels of communication to ensure that shareholders and investors have equal access to corporate information in the public domain.

#### **4.1 Shareholder Meetings (physical, hybrid and virtual) –**

The general meetings of the Company, namely, the annual general meetings and extraordinary general meetings are the primary forums for communication with shareholders

and for shareholder participation. The Company encourages shareholders to participate in general meetings in person or by representative proxies, if the shareholders are unable to attend. Notices of general meetings, proxy forms and accompanying circulars and reports are provided within the prescribed time period prior to general meetings. These documents along with the Company's Annual Reports are provided in soft copy form on the Company's corporate website, [www.ceylincolife.com](http://www.ceylincolife.com). A hard copy of the Annual Report is issued if any shareholder makes a written request.

#### **4.2. Website of the Colombo Stock Exchange [CSE] –**

Audited Financial Statements, Interim Financial Statements and corporate disclosures with price sensitive information shall be disseminated to the Colombo Stock Exchange [CSE] through the parent company, Ceylinco Holdings PLC through the Company Secretary of the parent company within the timelines stipulated by the CSE.

#### **4.3. Corporate Website –**

The Company believes that communicating with shareholders and investors by electronic means, particularly through its website is an efficient way of communicating and updating the shareholders/investors in a timely and convenient manner. The Company's website, [www.ceylincolife.com](http://www.ceylincolife.com) has dedicated 'Investor Relations' and 'Corporate Governance' sections which carry latest corporate announcements and press releases made to the market and media, Annual Reports together with financial statements and notices of general meetings and the corporate governance related information etc.

#### **4.4. Social Media -**

The Company uses social media platforms such as Facebook, YouTube, LinkedIn, TikTok and Instagram to disseminate business information to the public in general, including shareholders and investors.

#### **4.5 E-mails, Faxes, Letters, circulars etc. –**

The Company shall use these communication methods case by case basis as applicable to keep a good rapport with the shareholders and investors.

### **5. Contact Person**

The shareholders shall contact the Company Secretary for matters concerning the company and/or the shareholders who shall communicate such matters to the Board of Directors through the Chairman.

Contact Details : The Company Secretary  
Ceylinco Life Insurance Ltd  
No.106, Havelock Road  
Colombo 05.  
Tele : 0112 461327/0112 461117  
E-mail : kushanw@ceylife.lk

**6. The Process to Make All Directors Aware Of Major Issues and Concerns of Shareholders**

The major issues and concerns communicated by the shareholders to the Company Secretary shall be circulated to the Board through the Chairman within a reasonable time period depending on the status of the issue/concern.

The responses of the Company shall be communicated to the shareholder concerned in line with the applicable communication process with the shareholder.

**7. Shareholder/Investor Privacy**

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

**8. Review of the Policy**

The Policy shall be reviewed annually or when the need arises and shall be approved by the Board of Directors.

**9. Publication of the Policy**

This Policy is made available on Ceylinco Life Insurance Ltd's corporate website for reference of its shareholders and investors.

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