



Amway

Amway

26TH ANNUAL GENERAL MEETING

Presentation by Management

25 MAY 2021

EMBRACING
CHANGE,
CHANNELLING

Strength



AMWAY (MALAYSIA) HOLDINGS BERHAD
26TH ANNUAL GENERAL MEETING
25 MAY 2021

REVIEWING THE YEAR 2020

Mike Duong - Managing Director

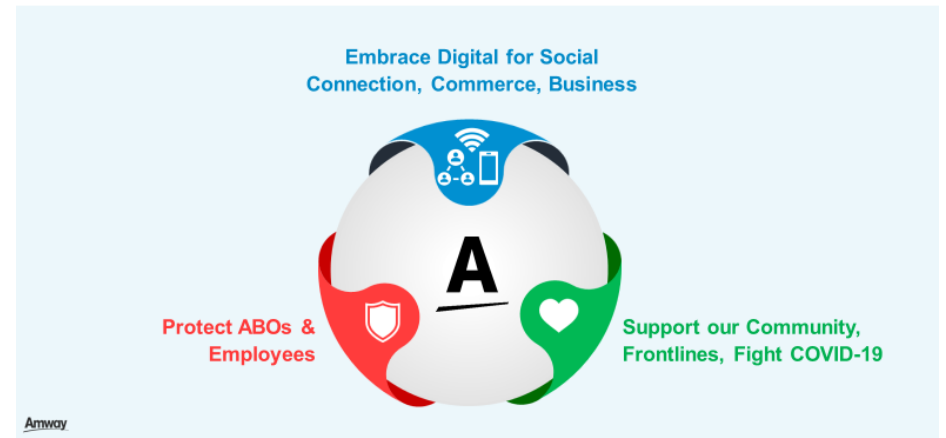


Against COVID-19 backdrop, we pulled off miraculous achievements in 2020

- *100% Online Order Delivery (Mar/Apr)*
- *100% Online Meetings, Training, Events*
- *Unprecedented Level of ABO Support & Community Outreach, resulting in*
 - *Record new ABO Signup*
 - *Strong Sales Growth*
- *Improved home delivery infrastructure; Launched new Amway eCommerce website/retail point of sales system*



TURNING **CHALLENGES** INTO **OPPORTUNITIES**
in partnership with abos and employees



HEBAT, 加油 jiā yóu, Vetri Nichiayam

+19.4%

SALES

FY2020
VS
FY2019

320K+

NEW
ABOs

Double

Online Sales
53% vs. 27%

1.1M+

Online
Orders
Shipped



RM2.6M in SUPPORT to Hospitals, Patients, & Families...

- **RM2M** donated in air purifiers to MoH hospitals
- **RM300K** for purchase of COVID test kits
- **RM260K** to Sabah hospitals to purchase PPE
- **RM77K** food aid & Nutrilite to impacted communities/families

2020 New Products



essentials by ARTISTRY
sheet masks

GLISTER White
Tea toothpaste

ARTISTRY Studio
Tokyo Edition

Nutralite Shaker

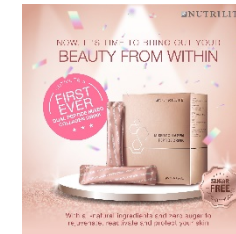
ARTISTRY Exact Fit
Cushion Foundation

ARTISTRY
Beauty Pack

BodyKey Organic
Chia Seed to go

ARTISTRY Exact Fit
Cushion Foundation
Puff EX

XS Pink
Grapefruit
Fiery Blaze



ARTISTRY INTENSIVE
SKINCARE Collagen+HA

HEBAT
Famili Bundle

Overnight
Repair Set

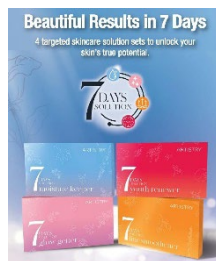
Youth Reset
Pack

ARTISTRY
SIGNATURE Select
Body Care

Nutralite Mixed
Collagen Peptide

PURSUE
Hand Sanitizer

GLISTER
Smile a Mile pack



ARTISTRY Studio
Shanghai Edition

7 Days Solution

ARTISTRY
Dermasonic Eye

G&H PROTECT+
Deodorant & Anti-
Perspirant Spray

Nutralite Mixed
Fiber Powder

HEBAT
MAMA pack

essentials by
ARTISTRY Vitamin
sheet masks

Introduced 17 products and 7 bundles

2020 Awards and Accolades



**Reader's digest –
16th Consecutive Year**



2020 - GOLD AWARD FOR
MALAYSIA UNDER VITAMINS
HEALTH SUPPLEMENTS
CATEGORY



**Reader's digest –
15th Consecutive Year** **Frost & Sullivan –
11th Consecutive Year**



2020 - GOLD AWARD FOR
MALAYSIA & ASIA UNDER
WATER PURIFIER CATEGORY



ASIA PACIFIC HOME
WATER TREATMENT
COMPANY OF THE YEAR

Amway Ponderosa Shop



**The A' Design
Awards**



IRON AWARD UNDER THE
SPATIAL CATEGORY

**International Design
Awards**



BRONZE AWARD IN THE
CATEGORY OF INTERIOR
DESIGN – RETAILS, SHOPS,
DEPARTMENT STORES, MALLS.



4th Consecutive Year
Top Employer 2020 for
Malaysia & Asia Pacific



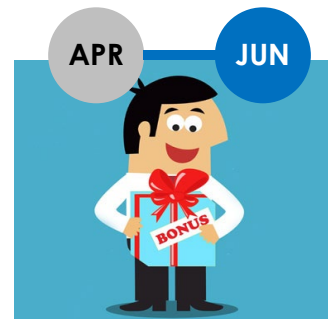
ABO Business – SUPPORT INITIATIVES



Lowering of Minimum Order Value for free home delivery



24-HOUR WAREHOUSE OPERATIONS



Early Bonus Payment



Lowering of ABO Sign Up Fee



ABO Centre Online Meeting Annual Subscription



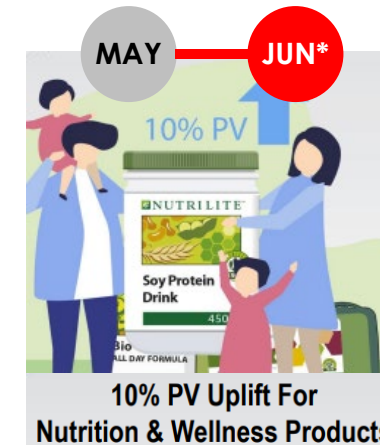
Extended Call Centre Hours



ONLINE TECHNICAL SUPPORT



eLearning & Live Training



10% PV Uplift For Nutrition & Wellness Products



Race to Sydney Incentive Programme



Delay The Instalments For Existing/ New Easy Payment Plans (EPP)



Manual Award Month (MQ)



Auto Top Up Limit Increased From 5% to 10%



Credit Facility For Leaders



PY2020 NCA Events Cancellation & Payment

The background is a complex digital interface with a blue and white color scheme. In the center is a world map with several red, spiky COVID-19 virus icons scattered across it. To the left and right of the map are various data visualization elements: bar charts, line graphs, pie charts, and circular progress indicators. Some of these indicators show percentages like 88%, 72%, 64%, and 79%. The overall aesthetic is high-tech and data-driven, suggesting a global health or digital transformation theme.

COVID-19

Accelerating Our Digital Transformation

Amway

SUPPORTING OUR ABOS

During MCO, CMCO, RMCO
(April – Dec 2020)

TOTAL VIEW
195,080



eLearning & Live Training

95 Virtual Training, 7 Business Line Rally, 2 HEBAT Rally, and 10 Leaders Engagement Meetings

ABO LEADERS GROWTH & ACHIEVEMENT

Amway PY 2020 NEW ACHIEVERS RECOGNITION VIRTUAL EVENT

12th Dec 2020 (Saturday)
8:00pm

#AmwayAchievers2020



AMWAY MALAYSIA



AMWAY MALAYSIA

Congratulate the New Achievers or share your excitement by posting your wishes and messages!





The same conditions created by COVID in 2020... still exists in 2021

- high demand for our immunity-boosting, cleaning, cooking, homecare products
- desire for income/business opportunity from a home/mobile devices
- less travel, physical events & meetings
- more online shopping & contactless delivery

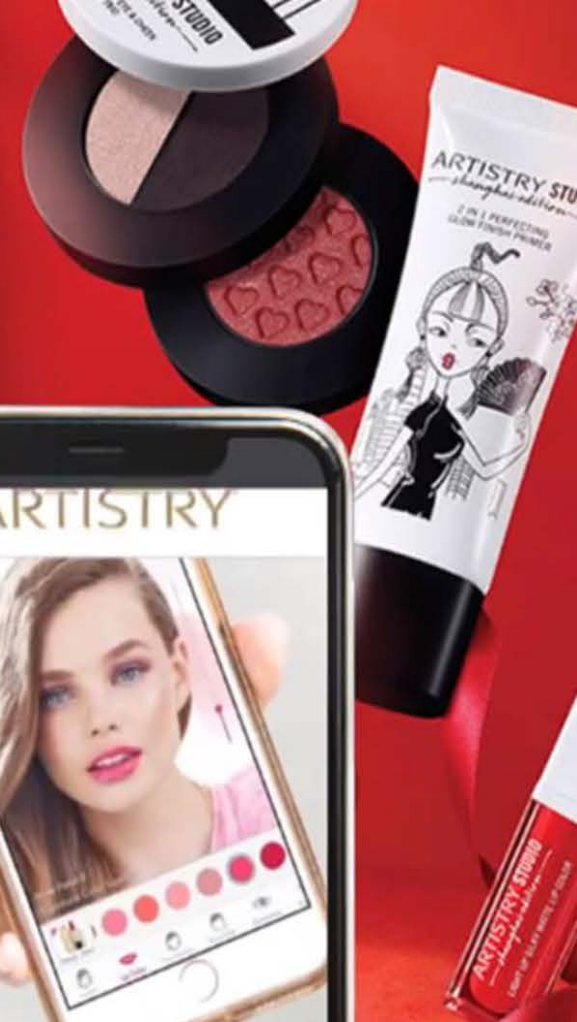
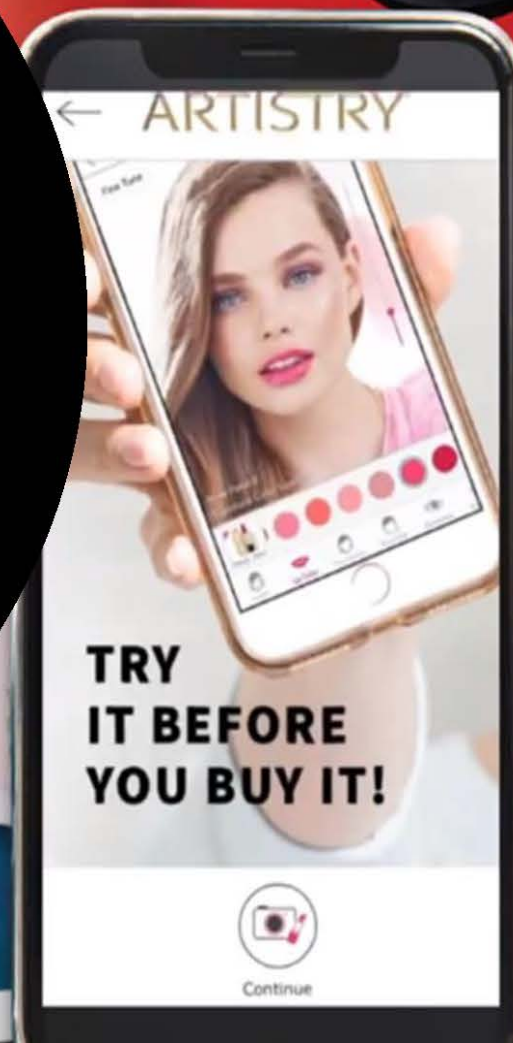
During the pandemic crisis, we focused & prioritized on what matters the most... ***get things DONE to support ABOs/customers, take care of staff, and shareholders***

A

Our Focus

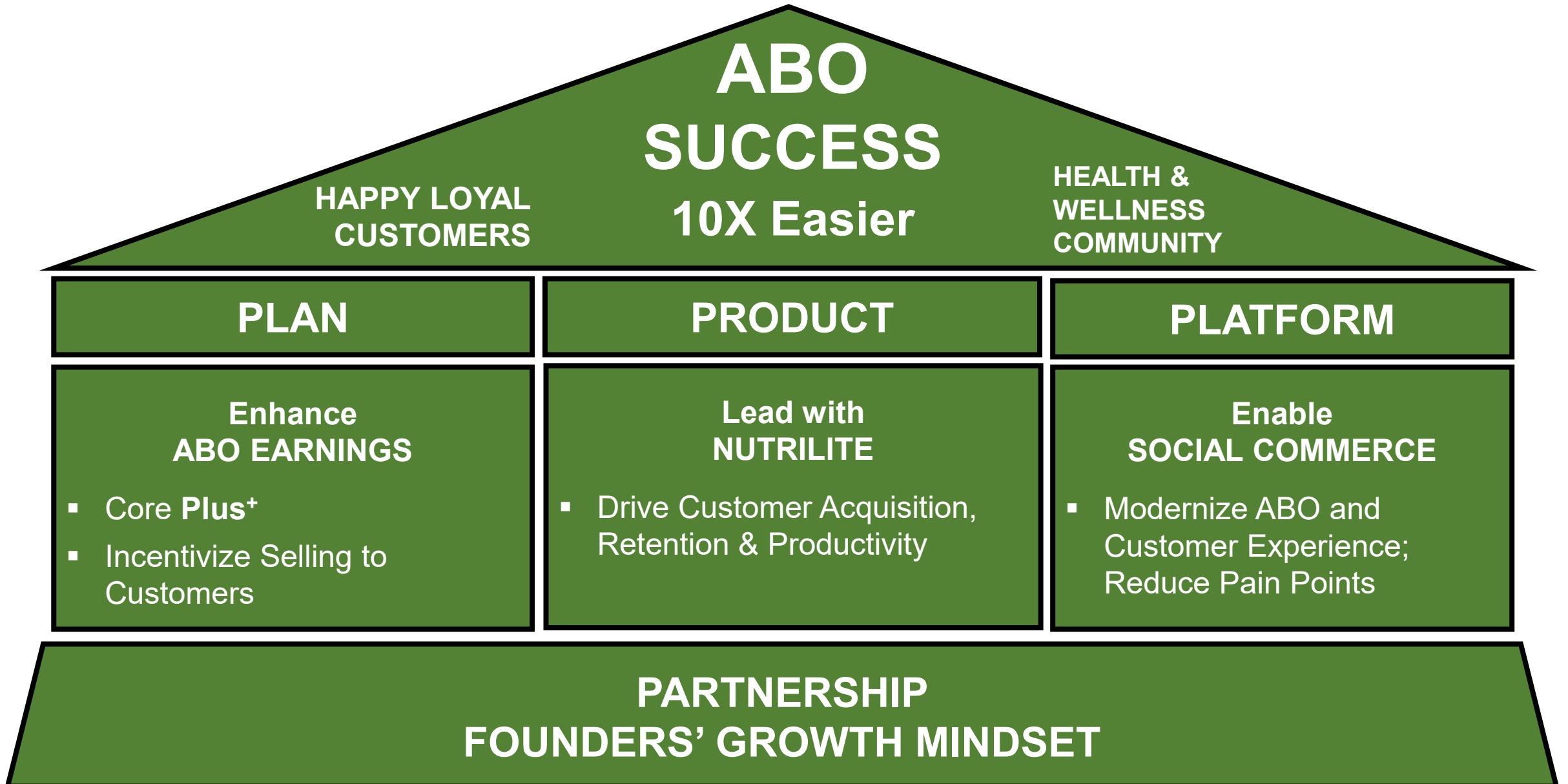
Make it 10x easier for
ABOs to acquire and
retain a *community of
engaged customers*

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AMWAY MALAYSIA's 50th Anniversary Vision

To Be Leading Social Commerce Enabled Health & Wellness Business Opportunity



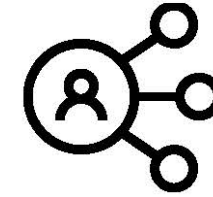
Launch HybrisCORE (Nov 2020)

It's just the beginning...

- Mobile first
- Fresh and modern design
- Faster and Optimized user experience
- Foundational Omni-channel capabilities
- Foundational for Social Commerce



Multi-channel
Virtual Assistant



Amway
Privileged
Customers

Customer
Sales &
Bronze
Incentive

Retail Margin
& Retail Profit



Mobile
Delivery
Tracking



Mobile App, and
Social Selling

Nov 2020

2021 >

THANK YOU

Amway

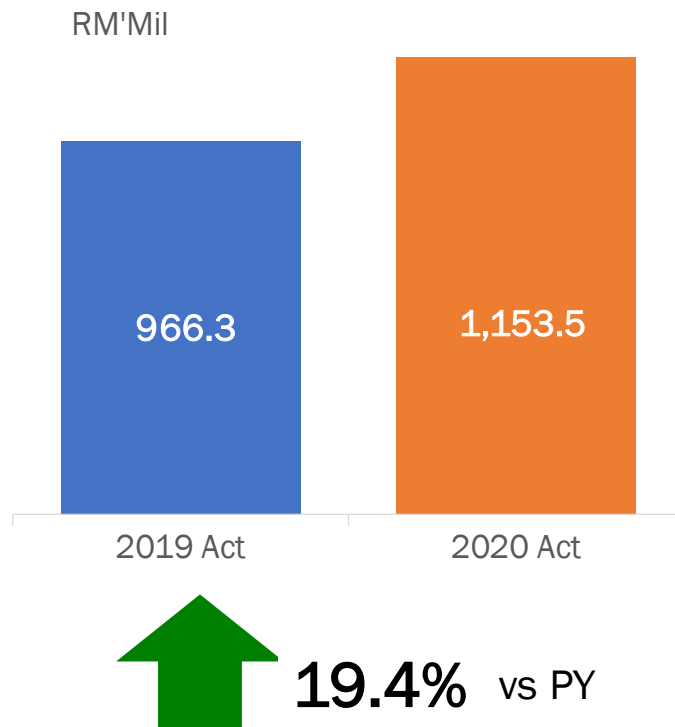


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FINANCIAL PERFORMANCE YEAR 2020

Ng Ai Lee – Chief Financial Officer

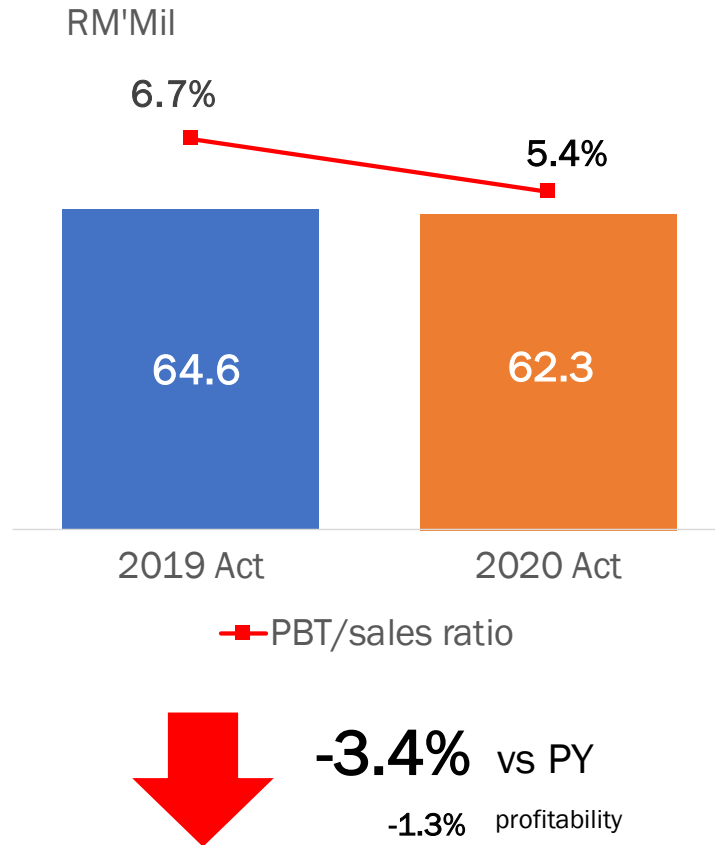
Sales Performance Review



Higher sales driven by:

- ✓ Higher demand for immunity boosting supplements, new product launches and home appliances amid COVID-19; and
- ✓ Favourable response towards marketing promotions and various initiatives to support ABOs.

Profit Before Tax (“PBT”) Performance Review



PBT was lower by 3.4%

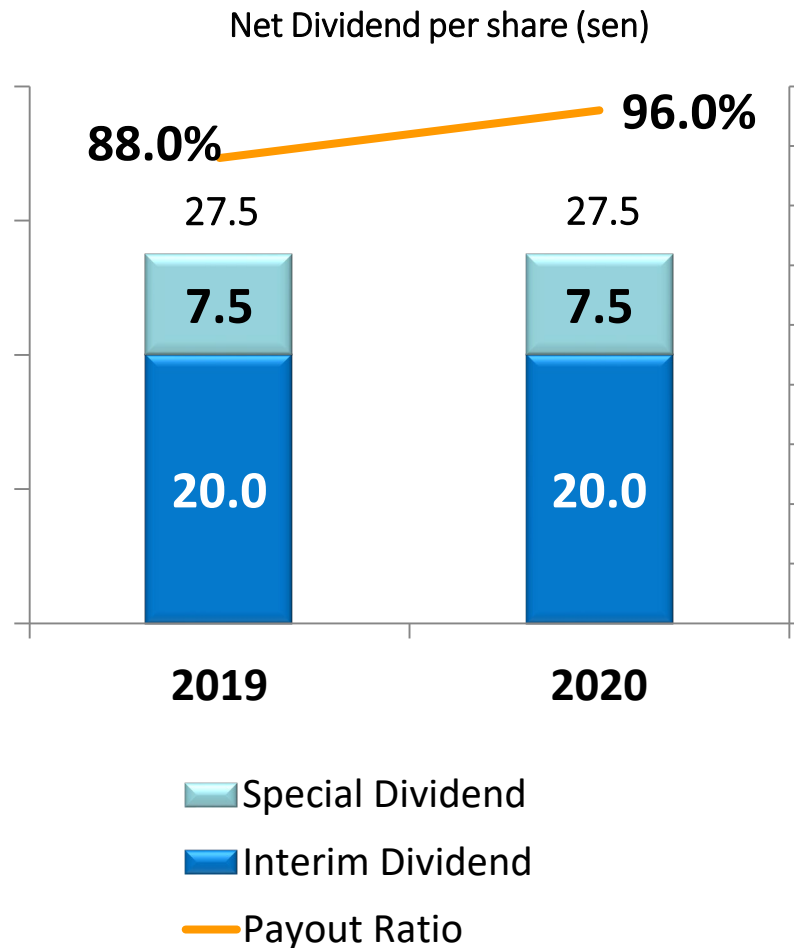
✓ New incentives plan resulted in higher ABO incentives

which partially mitigated by :

✓ higher sales and

✓ one off gain on disposal of properties (RM5.7mil)

Dividend



- ✓ Dividend policy: Dividend payout ratio of no less than 80% of current year net earnings.
- ✓ The Group has a higher dividend payout in 2020
 - Total dividend: 27.5 sen (vs. 2019: 27.5 sen)
 - Dividend payout: RM45.2mil (vs. 2019: RM45.2mil)

THANK YOU

Amway



Amway

Amway

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Agenda 1

Receive the Audited Financial Statements for the financial year ended 31 December 2020 together with the Directors' and the Auditors' Reports thereon



Agenda 2 (Resolution 1)

Re-election of
Mr Low Han Kee
as Director



Agenda 3 (Resolution 2)

Re-election of
Dato' Abdullah Thalith Bin
Md Thani as Director



Agenda 4 (Resolution 3)

Re-election of
En. Abd Malik Bin A Rahman
as Director



Agenda 5 (Resolution 4)

Approval of Directors' fees and benefits for the financial year ending 31 December 2021

Agenda 6 (Resolution 5)

Re-appointment of Ernst & Young PLT as Auditors of the Company and authorise the Directors to fix their remuneration

Agenda 7 (Resolution 6)

Proposed Renewal of Shareholders' Mandate
for Recurrent Related Party Transactions of a
Revenue or Trading Nature

Any Other Business

Q&A

Questions received in advance

Q1.

During the year, since second half of FY 2020, the Group adopted Limited Risk Distributor (“LRD”) from fixed exchange rate negotiated with Amway.

Any significant financial impact to the Group?

Does this new approach solve the forex fluctuations risk?

Questions received in advance

Q2.

As to date, how much capacity being used for the new equipment (online purchase facilities) invested in FY2020?

Questions received in advance

Q3.

What is the total expenditure allocated per year in pursuing the Environment, Social and Governance (“ESG”) activities under the Sustainability Program?

Questions received in advance

Q4.

Are the Directors attending this virtual Annual General Meeting (“AGM”) being paid meeting allowances?

Questions received in advance

Q5.

What is the cost-savings for conducting this virtual AGM compared to last year virtual AGM and also to previous year's physical AGM?

Questions received in advance

Q6.

Can the Company consider providing e-vouchers/e-wallet/door gifts to shareholders who attend the virtual AGM?

Live Streaming Question



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THANK YOU