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# **Shareholder Communication Policy**

Pacific Smiles Group Limited ACN 103 087 449

Adopted by the Board on 28 August 2014, conditional on listing

## 1 Purpose

- (a) Pacific Smiles Group Limited (ACN 103 087 449) (**Pacific Smiles Group**) recognises that shareholders and other stakeholders are entitled to be informed in a timely and readily accessible manner of all major developments affecting Pacific Smiles Group.
- (b) The purpose of this shareholder communications policy is to promote effective communication with shareholders and other stakeholders and to encourage and facilitate participation at Pacific Smiles Group's general meetings and dealing promptly with the enquiries of shareholders and other stakeholders.

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## 2 Methods of communication

Information is provided to shareholders and other stakeholders through, but is not limited to:

- (a) releases to the Australian Securities Exchange (**ASX**) in accordance with continuous disclosure obligations;
- (b) the investor relations section of Pacific Smiles Group's website ([www.pacificsmilesgroup.com.au](http://www.pacificsmilesgroup.com.au));
- (c) Pacific Smiles Group's annual and half-yearly reports; and
- (d) the annual general meeting (**AGM**).

Pacific Smiles Group encourages shareholders to receive company information electronically by registering their email address online with Pacific Smiles Group's share registry.

Shareholders may send their queries or make other communications to Pacific Smiles Group electronically, to the following email address: [investor.relations@pacificsmiles.com.au](mailto:investor.relations@pacificsmiles.com.au)

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## 3 ASX releases

- (a) Pacific Smiles Group will make announcements to the ASX in a timely manner in accordance with the ASX Listing Rules and Pacific Smiles Group's Disclosure Policy.
- (b) All announcements made to the ASX are available to shareholders:
  - (i) under the investor section of Pacific Smiles Group's website; or
  - (ii) under the company announcements section of the ASX website.

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## 4 Pacific Smiles Group's website

- (a) The investor relations section of Pacific Smiles Group's website is the primary medium of providing information to all shareholders and stakeholders. It has been designed to enable information to be accessed in a clear and readily accessible manner.
- (b) The investor relations section of Pacific Smiles Group's website will contain information relevant to shareholders and stakeholders including statements lodged with the ASX by Pacific Smiles Group (including all financial results and annual reports), board and board committee charters

and corporate governance policies, press releases and other material relevant to Pacific Smiles Group shareholders.

- (c) The Company Secretary will be responsible for ensuring Pacific Smiles Group's website contains information referred to in paragraph (b) above.

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## 5 Annual general meeting

- (a) The AGM provides an important opportunity for Pacific Smiles Group to provide information to its shareholders and a reasonable opportunity for informed shareholder participation. At the AGM, shareholders can express their views to the board of Pacific Smiles Group (**Board**) and management and to vote on the Board's proposals. All shareholders are encouraged to attend the AGM.
- (b) The date, time and location of the AGM will be provided in the notice of meeting, in the annual report and on Pacific Smiles Group's website.
- (c) The notice of meeting and proxy form will be distributed to all shareholders prior to the AGM in the timeframe set by the Corporations Act, and will be available on Pacific Smiles Group's website.
- (d) Pacific Smiles Group's auditor attends its AGM and is available to answer any questions regarding the conduct of and any issues arising from the audit or the preparation and content of the auditor's report.

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## 6 General

- (a) **Annual report:** Unless the share registry has been notified otherwise, the annual report will be emailed to all shareholders (to the email address recorded on Pacific Smiles Group's share register) prior to the AGM within the timeframe set by the Corporations Act.
- (b) **Half-year and full year results:** The half-year and full-year results will be announced to the ASX pursuant to the ASX Listing Rules and are available to shareholders in the same manner as other ASX announcements. Following the release of Pacific Smiles Group's half-year and full-year results, Pacific Smiles Group may conduct investor and analyst briefings at which the media, institutional investors, and stockbroking analysts will be briefed and given an opportunity to ask questions of the Chief Executive Officer, Chief Financial Officer and other relevant members of management.
- (c) **Dividends:** Australian resident shareholders are encouraged to provide Pacific Smiles Group's share registry with bank account details to enable Pacific Smiles Group to pay dividends by electronic funds transfer, rather than by cheque.
- (d) **Share registry:** Shareholders with any questions related to their shareholding should contact Pacific Smiles Group's share registry at:

Link Market Services Limited

Locked Bag A14  
Sydney South NSW 1235 Australia

Telephone: +61 1300 554 474

Facsimile: +61 2 9287 0303

Email: [registrars@linkmarketservices.com.au](mailto:registrars@linkmarketservices.com.au)

Website: [www.linkmarketservices.com.au](http://www.linkmarketservices.com.au)

- (e) **Shareholder enquiries:** Pacific Smiles Group is committed to dealing with shareholder enquiries promptly and courteously and takes measure to ensure that its registry, Link Market Services, also does so.
- (f) **Shareholder privacy:** Pacific Smiles Group recognises that privacy is important and will not disclose registered shareholder details unless required by law. Shareholder details will only be used in accordance with applicable privacy laws.
- (g) **Investor Relations Program:** The Board intends to design and implement an investor relations program to facilitate effective communication between the Company and its investors, including interactions with institutional investors, private investors, analysts and the financial media.