

FAQ

	Questions	Answers
REGISTRATION PROCESS		
1	What is Vpoll ?	Vpoll, also known as E-polling or E-voting is a way for businesses to efficiently conduct voting processes virtually in real-time, replacing traditional paper-based voting. This electronic method has become popular for virtual or hybrid meetings, allowing participants to securely cast their votes on various business items no matter where they are participating from.
2	What is Vpoll system and how does it work?	<p>Vpoll system allows for efficient E-polling during all types of meetings or polling ballots, making the voting experience accessible and simple for all attendees who attend either physically or virtually</p> <p>Once deployed, meeting participants can conveniently cast their votes using the E-polling system, which will then tally up all votes, ensuring accuracy.</p>
3	Is Vpoll system secure?	Yes, Vpoll system ensures your personal data such as NIRC and contact number remains encrypted and secure during all voting processes by using innovative technology that optimises your security.
4	What are the benefits of using Vpoll system?	<ul style="list-style-type: none">• Allowing more participants to easily join in on meeting polls and ballots in real-time, even if they are based in other locations or are unable to physically attend• Automation of vote tallying to ensure accurate, quick results• Extra encryption and security to keep all your votes safe and confidential•

REGISTRATION & VERIFICATION PROCESS		
1	Why am I unable to register or log in to the voting platform?	We apologize for the inconvenience. This may be due to a technical error, incomplete document submission, or high platform traffic.
2	Is this issue affecting all shareholders or just some?	At this stage, it appears that only some unitholders are affected. We are investigating the root cause and will provide updates regularly to ensure all affected unitholders can register in time.
3	What are you doing to fix the registration problem?	Our IT and platform support teams are working closely with the vendor to identify and resolve the issue as quickly as possible. We have escalated this and are implementing a workaround for affected users.
4	Will I still be able to vote if I can't register	<p>Yes. We are committed to protecting your voting rights</p> <ul style="list-style-type: none"> Attend the AGM physically and vote there (you will be guided for registration and also for the voting process). <p>or</p> <ul style="list-style-type: none"> Authorize a proxy to attend and vote on your behalf, subject to proxy submission rules and deadlines. Proxy form to be submitted by 19 May 2025 (10.00am) to The Poll Administrator, Amethyst Destiny Sdn Bhd, 54B, Damai Complex, Jalan Lumut, 50400 Kuala Lumpur, Malaysia. Alternatively it can be submitted via email to polladm@amethystdestiny.net.
5	I don't receive OTP, what can I do?	<p>Please allow for 2-3 minutes to receive the OTP. In most cases, you should receive the OTP immediately. If you still do not receive the OTP, kindly contact our service provider for technical support to review the root cause and rectify the OTP issue.</p> <p>Please contact:- Mr David Cheng at +60 17-770 0887.</p>
6	Do I need to upload my NRIC during registration process?	<p>Yes, it is required to verify the name and IC number in relation to registration for AGM.</p> <p>The IC can be uploaded using JPEG, PNG or PDF file.</p> <p>Please take note that only the front of your NRIC is required.</p>
7	Who can help me if I face issues during the registration process?	<p>For physical attendees, there will be a Technical Support Centre at the venue.</p> <p>For online attendees, please contact :- Mr David Cheng at +60 17-770 0887.</p>

VOTING PROCESS		
1	Can I attend and vote at the AGM without e-voting registration?	Yes, You can attend the AGM physically if you are a valid unitholder (except Proxy). You will be guided on the voting process at the AGM Venue.
2	Can I vote by email or submit a proxy form instead?	Yes, to ensure your votes are valid, please return the completed Proxy Form by 19 May 2025 (10.00am) to The Poll Administrator, Amethyst Destiny Sdn Bhd, 54B, Damai Complex, Jalan Lumut, 50400 Kuala Lumpur, Malaysia, alternatively it can submitted via email to polladm@amethystdestiny.net.
3	I missed the e-voting deadline. Can I still vote during the AGM?	No, you cannot vote as the session has ended. Alternatively, you may attend the AGM physically if you are a valid unitholder (except Proxy).
4	What devices can I use to login ?	It is advisable to use <ul style="list-style-type: none"> • Your laptop Smart mobile phone
5	I faced technical problems while voting (e.g., the system froze or crashed). What can I do?	<ul style="list-style-type: none"> • Retry using a different browser or device • Clear your cache and cookies on your smart phone / device • Ensure a stable internet connection