

**MINUTES
ANNUAL MEETING OF STOCKHOLDERS
PLDT INC.
JUNE 8, 2021**

The Annual Meeting of Stockholders of PLDT Inc. (the “Company” or “PLDT”) was held in virtual format, on June 8, 2021 at 3:00 p.m. (the “Annual Meeting”)

As announced by Ms. Catherine Yap-Yang, Group Corporate Communications Officer, before proceeding to the meeting proper, the Philippine National Anthem was played, followed by the invocation/song, One Day, rendered by the Ateneo Chamber Singers. Thereafter, Mr. Yang introduced the Chairman of the Board of Directors (the “Chairman”), Mr. Manuel V. Pangilinan, who presided at the Annual Meeting.

The Chairman welcomed the stockholders to the Annual Meeting – PLDT’s 69th and second virtual meeting of stockholders. He explained that the meeting was in virtual format due to the COVID-19 related government regulations which prevent the holding of an in-person meeting, and more importantly, to keep our stockholders safe and avoid the risk of contagion. He informed the stockholders that he was speaking from Studio 4 of TV5 in Mandaluyong City, and with him in the Studio were the Company’s Chief Revenue Officer, Mr. Alfredo S. Panlilio, Chief Financial Officer and Chief Risk Management Officer, Ms. Anabelle L. Chua, Chief Legal Counsel, Atty. Marilyn A. Victorio-Aquino, and Group Corporate Communications Officer, Ms. Catherine Yap-Yang.

The Chairman also welcomed the members of the Board and Advisory Board/Committee of PLDT¹, Ms. Bernadine T. Siy who is nominated for election as independent director for the ensuing year, and the Non-Executive Directors of Smart

¹ The following members of the Board of Directors and Advisory Board/Committee and other Board Committees of PLDT were present in the meeting: Directors – Manuel V. Pangilinan (Chairman of the Board of Directors and the Governance, Nomination and Sustainability, Executive Compensation, Technology Strategy and Data Privacy and Information Security Committees), Helen Y. Dee, Ray C. Espinosa (member of the Technology Strategy and Data Privacy and Information Security Committees), James L. Go (member of the Technology Strategy and Risk Committees and advisor to the Audit Committee), Shigeki Hayashi, Junichi Igarashi (member of the Governance, Nomination and Sustainability, Executive Compensation, Technology Strategy, Risk and Data Privacy and Information Security Committees and advisor to the Audit Committee), Bernido H. Liu (member of the Governance, Nomination and Sustainability, Executive Compensation, Audit, Data Privacy and Information Security and Risk Committees), Artemio V. Panganiban (Chairman of the Risk Committee and member of the Governance, Nomination and Sustainability, Audit and Executive Compensation Committees), Pedro E. Roxas (Chairman of the Audit Committee and member of the Governance, Nomination and Sustainability, Executive Compensation and Risk Committees), Ma. Lourdes C. Rausa-Chan (non-voting member of the Governance, Nomination and Sustainability Committee), Albert F. Del Rosario (member of the Technology Strategy Committee), Manuel L. Argel, Jr. and Marife B. Zamora; Members of the Advisory Board/Committee – Oscar S. Reyes (non-voting member of the Technology Strategy Committee), Roberto R. Romulo (Advisor to the Audit Committee), Orlando B. Vea (non-voting member of the Technology Strategy Committee), Benny S. Santoso and Christopher H. Young. Mr. Alfredo S. Panlilio and Ms. Bernadine T. Siy who were first elected as Director and Independent Director, respectively, in the Annual Meeting were also present.

Communications, Inc. ("SMART")² who have been invited to join the meeting, all of whom participated in the meeting via livestream. He also advised that other members of the Top Management Team as well as Senior Officers and Senior Advisors were participating in the online meeting³.

1. **CALL TO ORDER**

The Chairman called the meeting to order. He requested the Company's Chief Legal Counsel, Atty. Marilyn A. Victorio-Aquino, who acted as Secretary of the Meeting, to report on the service of notice of, and existence of a quorum at, the meeting.

2. **CERTIFICATION OF SERVICE OF NOTICE AND QUORUM**

The Secretary of the Meeting reported that the Notice and Agenda of the Annual Meeting was published in the business section of two newspapers of general circulation, Philippine Daily Inquirer and PhilStar, both printed and online editions, for two consecutive days on May 8, 2021 and May 9, 2021. The Notice informs the stockholders of the date, time and agenda of the Annual Meeting, and the availability of the electronic copy of the Information Statement, 2020 Management Report, 2020 Annual Report in SEC Form 17-A and Quarterly Report for the first quarter of 2021 in SEC Form 17-Q (the "Annual Meeting Materials") in the Company's website and the PSE EDGE. This alternative mode for distributing or providing the Annual Meeting Materials is allowed under the Philippine Securities and Exchange Commission, or SEC, Notice dated March 16, 2021, and is considered as compliant with the requirement on the distribution and provision of the Annual Meeting Materials under the 2015 Implementing Rules and Regulations of the Philippine Securities Regulation Code and other applicable issuances of the Philippine SEC. Furthermore, separate Notices of the Annual Meeting were mailed to the Company's non-resident holders of shares of Common Stock and holders of American Depositary Shares informing them that the Information Statement, 2020 Management Report, 2020 Annual Report in SEC Form 17-A, and the Quarterly Report for the first quarter of 2021 in SEC Form 17-Q, can be viewed and downloaded via the Company's website.

² The following Non-Executive Directors of SMART were present in the meeting: Oscar J. Hilado, Imelda A. Manguiat, Emerlinda R. Roman and Lorenzo V. Tan.

³ The following Top Management Team, Officers and Senior Advisors were present in the meeting: Top Management Team – Marilyn A. Victorio-Aquino, Anabelle L. Chua, Mary Rose L. Dela Paz, Gina Marina P. Ordoñez, Alfredo S. Panlilio, Victorico P. Vargas; Officers – Alejandro O. Caeg, Juan Victor I. Hernandez, Menardo G. Jimenez, Jr., Ma. Lourdes C. Rausa-Chan, Mario G. Tamayo, Katrina L. Abelarde, Marco Alejandro T. Borlongan, Mary Julie C. Carceller, Bernard H. Castro, Joan A. De Venecia-Fabul, Gil Samson D. Garcia, Ma. Criselda B. Guhit, Albert Mitchell L. Locsin, Florentino D. Mabasa, Jr., Leo I. Posadas, Angel T. Redoble, Victor Y. Tria, Melissa V. Vergel De Dios, Catherine Y. Yang, Gary F. Ignacio, Silverio S. Ibay, Jr., Aniceto M. Franco III, Jerameel Azurin, Marven S. Jardiel, Javier Lagdameo, Milan M. Topacio, Tito Rodolfo B. Aquino, Czar Christopher S. Lopez and Arvin L. Siena.

The Secretary of the Meeting also certified that based on the attendance record and proxy report, stockholders who own or hold a total of 310,364,518 shares representing 84.79% of the total outstanding shares of Common and Voting Preferred Preferred Stocks as of the Record Date⁴, April 12, 2021, were present via remote communication or represented by proxies in the meeting; therefore, a quorum existed for the valid transaction of business.⁵

There being a quorum, the Chairman declared the meeting duly convened and open for business.

The Chairman requested the Secretary of the Meeting to discuss the protocol regarding the conduct of the meeting.

The Secretary of the Meeting announced that the Company has published the Notice and Agenda, and Annex A thereof which contains the instructions for online registration, online voting or voting in absentia, and participation in this Meeting via remote communication. Stockholders who successfully registered between May 14, 2021 and June 1, 2021 can participate in this Meeting by remote communication/via livestream. For the purpose of availing of online voting, stockholders must have successfully registered on or before the deadline, May 26, 2021.

Stockholders may send their questions pertaining to items in the Agenda via email to pldtshareholderservices@pldt.com.ph and pldtmedia@outlook.com. To ensure the smooth and orderly flow of the proceedings, the questions will be addressed after Agenda Item 5 on Election of Directors and before Agenda Item 6 on Other Business. Should there be any outstanding questions at the time of adjournment, Management will respond to the stockholders concerned via email.

The Secretary of the Meeting also informed that the Company's online registration, online voting, proxy validation, tabulation of votes, and report generation system has been tested and reviewed by an independent third party. She also stated that representatives from SGV & Co. have checked the completeness and accuracy of the online votes and encoded proxies as well as the completeness and accuracy of the voting and attendance results generated by the system.

⁴ The total outstanding shares of Common and Voting Preferred Stocks as of the Record Date, April 12, 2021, were 216,055,775 and 150,000,000, respectively.

⁵

QUORUM	
STOCKHOLDERS ATTENDING VIA REMOTE COMMUNICATION AND BY PROXY	VOTING STOCK
Number of shares represented by stockholders attending via remote communication	705,243
Number of shares represented by proxy	309,659,275
Total number of shares represented by stockholders attending via remote communication and represented by proxy	310,364,518
Total outstanding common and voting preferred shares as of April 12, 2021 (Voting Stock)	366,055,775
Percentage to outstanding Voting Stock	84.79

3. **PRESIDENT'S REPORT**

The next item on the Agenda was the President's Report.

The Chairman, who is concurrently the President and CEO, announced that the President's Report will have three parts: First, the Chief Financial Officer, Ms. Anabelle L. Chua, will discuss the highlights of the Company's financial and operating results in 2020, and the first quarter of 2021. Second, the Chief Revenue Officer, Mr. Alfredo S. Panlilio, will describe the revenue generating initiatives in 2020 and the current year. Lastly, the President and CEO, Mr. Manuel V. Pangilinan, will provide the outlook for 2021.

Ms. Chua and Mr. Panlilio rendered their reports, copies of which are attached to this Minutes as Annexes A and B and made an integral part hereof. In the course of their reporting, there were slides/video presentations related to the content of their reports. Next was the President's report, a copy of which is attached hereto as Annex C and made an integral part hereof.

Ms. Cathy Yang thanked Mr. Pangilinan and remarked that his guidance, vision and tenacity have truly helped PLDT become a world-class company. She assured the Chairman that the employees will continue to rally behind him and take care of the Company under new leadership.

In response to the handover of the posts of President and CEO to Mr. Panlilio, he gave his acceptance speech, a copy of which is attached hereto as Annex D and made an integral part hereof.

The Chairman reminded that for the sake of good order and in the interest of time, any questions that the stockholders may have on the President's Report will be addressed towards the latter part of the meeting, after Item 5 on Election of Directors and before Item 6 on Other Business.

4. **APPROVAL OF THE AUDITED FINANCIAL STATEMENTS FOR THE FISCAL YEAR ENDED DECEMBER 31, 2020 CONTAINED IN THE COMPANY'S 2020 ANNUAL REPORT**

The next item on the Agenda was the approval of the audited financial statements of the Company for the fiscal year ended December 31, 2020 contained in the Company's 2020 Annual Report.

The Chairman requested the Secretary of the Meeting to announce the voting results.

The Secretary of the Meeting reported that at least 310,101,628 shares or 84.71% of the total outstanding shares of Common and Voting Preferred Stocks entitled to vote have been voted in favor of the approval of the audited financial statements⁶. This is more than the majority votes required for the approval of this corporate action. Thereafter, the Chairman declared that having obtained the required votes, the Company's audited financial statements for the fiscal year ended December 31, 2020 are approved.

5. ELECTION OF 13 DIRECTORS INCLUDING 3 INDEPENDENT DIRECTORS FOR THE ENSUING YEAR

The next item on the Agenda was the election of 13 directors including 3 independent directors for the ensuing year.

As requested by the Chairman, the Secretary of the Meeting announced the names of the persons nominated for election as directors/independent directors of the Company for the ensuing year, as follows:

Director Nominees

- | | |
|---------------------------------------|------------------------------------|
| 1. Mr. Manuel V. Pangilinan | 6. Mr. Shigeki Hayashi |
| 2. Retired Judge Manuel L. Argel, Jr. | 7. Mr. Junichi Igarashi |
| 3. Ms. Helen Y. Dee | 8. Alfredo S. Panlilio |
| 4. Atty. Ray C. Espinosa | 9. Amb. Albert F. Del Rosario, and |
| 5. Mr. James L. Go | 10. Ms. Marife B. Zamora |

⁶

Class of Shares	VOTING REQUIREMENT		
	Majority of Total Outstanding Common and Voting Preferred Shares		
	VOTES CAST		
Common	For	Against	Abstain
Stockholders who participated in the Annual Meeting and voted online	1,072	0	0
Stockholders who participated in the Annual Meeting but with proxies previously filed	620,053	0	0
Stockholders represented by proxies	159,480,503	4,864	173,908
Sub-Total	160,101,628	4,864	173,908
Voting Preferred			
Stockholders who participated in the Annual Meeting and voted online	0	0	0
Stockholders who participated in the Annual Meeting but with proxies previously filed	0	0	0
Stockholders represented by proxies	150,000,000	0	0
Sub-Total	150,000,000	0	0
Grand Total	310,101,628	4,864	173,908

Independent Director Nominees

11. Retired Chief Justice Artemio V. Panganiban
12. Mr. Bernido H. Liu, and
13. Ms. Bernadine T. Siy

The Secretary of the Meeting stated that the background information of each of the nominees is contained in the Information Statement that is posted in the Company's website.

The Chairman informed the stockholders that the Governance, Nomination and Sustainability Committee, or the GNSC, which is chaired by himself, and comprised of 4 other voting members, namely, Director Junichi Igarashi, and Independent Directors Artemio V. Panganiban, Pedro E. Roxas and Bernido H. Liu, reviewed and evaluated the background information of the persons nominated for election as directors. The GNSC has determined that: (a) each of the director-nominees possesses all of the qualifications, and has none of the disqualifications, for directorship, and (b) each of the independent director-nominees meets the independence criteria provided under the Revised Corporation Code, Securities Regulation Code and the Company's Amended By-Laws and Corporate Governance Manual. None of the independent director-nominees is involved in the Company's management or has any business or other relationships with the Company, or any of its subsidiaries or any of its substantial shareholders which could, or could be reasonably perceived to, materially interfere with the exercise of independent judgment in carrying out the responsibilities of an independent director. Upon election of the 3 independent director-nominees, the requirement that at least 20% of the members of the Board must be independent directors will be met.

Pursuant to the Board Diversity Policy, the GNSC also considered that the nominees have the appropriate mix and complementation of knowledge, skills, educational and professional background and business experiences. Three (3) nominees are female, and there is a combination of three (3) independent director-nominees, eight (8) non-executive director-nominees, and two (2) executive director-nominees. These diversity aspects are deemed important to have an optimally performing Board, which is essential for the attainment of the Company's strategic objectives and sustainable development.

The Chairman requested the Secretary of the Meeting to announce the voting results.

The Secretary of the Meeting reported that each nominee received the votes of more than a majority of the outstanding shares of Common and Voting Preferred

Stocks entitled to vote⁷, and since there are only 13 Board seats and all of the 13 nominees are qualified to be directors, including 3 who are qualified to be independent directors, all of the nominees should be declared elected as directors, with Retired Chief Justice Artemio V. Panganiban, Mr. Bernido H. Liu and Ms. Bernadine T. Siy as independent directors.

Thereafter, the Chairman declared the following as the duly elected directors/independent directors of the Company, to serve as such for the ensuing year:

Directors

- | | |
|---------------------------------------|--|
| 1. Mr. Manuel V. Pangilinan | 6. Mr. Shigeki Hayashi |
| 2. Retired Judge Manuel L. Argel, Jr. | 7. Mr. Junichi Igarashi |
| 3. Ms. Helen Y. Dee | 8. Alfredo S. Panlilio |
| 4. Atty. Ray C. Espinosa | 9. Ambassador Albert F. Del Rosario, and |
| 5. Mr. James L. Go | 10. Ms. Marife B. Zamora |

⁷ Stockholders have cumulative voting right for the purpose of election of directors.

NAME OF DIRECTOR/ INDEPENDENT DIRECTOR	VOTING REQUIREMENT			
	Thirteen (13) nominees receiving the highest number of votes from the holders of Common and Voting Preferred Shares shall be declared elected and three (3) of them who have been pre-qualified as independent directors shall be declared elected as such			
	VOTES CAST			Total Number of Votes
	Stockholder 1	Stockholder 2	Stockholder3	
Mr. Bernido H. Liu (Independent Director)	1,067	228,619	290,933,758	291,163,444
Chief Justice Artemio V. Panganiban (Ret) (Independent Director)	1,067	228,619	288,124,760	288,354,446
Ms. Bernadine T. Siy (Independent Director)	1,067	228,619	333,352,943	333,582,629
Judge Manuel L. Argel, Jr. (Ret.)	1,067	228,619	292,397,010	292,626,696
Ms. Helen Y. Dee	1,067	228,619	291,838,273	292,067,959
Amb. Albert F. Del Rosario	1,032	1,616,759	292,183,373	293,801,164
Atty. Ray C. Espinosa	1,067	398,178	291,934,312	292,333,557
Mr. James L. Go	1,067	228,619	290,173,376	290,403,062
Mr. Shigeki Hayashi	1,067	228,619	292,354,049	292,583,735
Mr. Junichi Igarashi	1,067	228,619	293,587,750	293,817,436
Mr. Manuel V. Pangilinan	1,067	3,759,562	313,629,159	317,389,788
Mr. Alfredo S. Panlilio	1,102	228,619	326,888,461	327,118,182
Ms. Marife B. Zamora	1,097	228,619	292,195,348	292,425,064

Legend:

- Stockholder 1 – Stockholders who participated in the Annual Meeting and voted online
 Stockholder 2 – Stockholders who participated in the Annual Meeting but with proxies previously filed
 Stockholder 3 – Stockholders represented by proxies

Independent Directors

11. Retired Chief Justice Artemio V. Panganiban
12. Mr. Bernido H. Liu, and
13. Ms. Bernadine T. Siy

The Chairman noted that for the ensuing year, there are two (2) new directors, namely, Mr. Alfredo S. Panlilio who replaced Ms. Ma. Lourdes C. Rausa-Chan and who will be appointed President and Chief Executive Officer of the Company, and Ms. Bernadine T. Siy who replaced Mr. Pedro E. Roxas as Independent Director.

At this point, the Chairman expressed the gratitude and appreciation of the Company and its Board of Directors to: (a) former Director Pedro E. Roxas for his exemplary service and invaluable contributions as an Independent Director in the past 18 years, and as Chairman of the Audit Committee and Independent Member of the Risk, Governance, Nomination and Sustainability and Executive Compensation Committees; and (b) former Director Ma. Lourdes C. Rausa-Chan for her dedicated service as Director in the past 10 years.

The Chairman also informed the stockholders that at the Organizational Meeting of the newly elected Board, the following shall be appointed as members of the Advisory Board/Committee:

Mr. Oscar S. Reyes
Mr. Roberto R. Romulo
Mr. Benny S. Santoso
Mr. Orlando B. Veja
Mr. Christopher H. Young

At this time, the Chairman announced that the Chair will address the questions submitted by the stockholders prior to today's meeting and questions received in the course of this meeting. He called on Ms. Cathy Yang who acted as Moderator of the Q&A portion.

Before proceeding to the Q&A, and with the permission of the Chairman, Ms. Yang introduced the representative of SGV & Co., Mr. Juan Miguel P. Machuca, who may also respond to questions pertaining to the Company's audited financial statements for the fiscal year ended December 31, 2020.

Ms. Yang proceeded to raise to the Chairman each of the questions received from the stockholders. A summary of the questions and responses is set out in Annex E attached to this Minutes and made an integral part hereof. Ms. Yang thanked the stockholders for sending in their questions and advised that for those which were not asked during the meeting due to time constraint, the responses will be sent by e-mail.

The Chairman thanked Ms. Yang as well as the stockholders for their questions.

6. **OTHER BUSINESS**

The Chairman inquired if there are other matters for information of the stockholders or for discussion in the meeting.

With the permission of the Chairman, the Secretary of the Meeting informed the stockholders that under the Company's By-Laws, it is the Audit Committee that has the power to appoint the Company's external auditors. On May 3, 2021, the Audit Committee composed entirely of independent directors, namely, Mr. Pedro E. Roxas as Chairman, Retired Chief Justice Artemio V. Panganiban and Mr. Bernido H. Liu, appointed Sycip Gorres Velayo and Co. ("SGV & Co.") to audit the Company's financial statements for the year 2021. In their meeting held on May 6, 2021, the Board of Directors confirmed such appointment of SGV & Co.

The Secretary of the Meeting also advised that the Minutes of the Annual Meeting held on June 9, 2020 and the 2020 Definitive Information Statement have been posted on the Company's website. Likewise, the Minutes of this Annual Meeting will be posted on the Company's website for the information of the stockholders.

7. **ADJOURNMENT**

There being no other matters to consider, the Chairman declared the meeting adjourned. He thanked the stockholders for joining the virtual meeting, and expressed hope that in next year's meeting, the stockholders can join in person. He closed with the message that the stockholders stay well and stay safe.

CERTIFIED CORRECT BY:



MARILYN A. VICTORIO-AQUINO
Secretary of the Meeting



MA. LOURDES C. RAUSA-CHAN
Corporate Secretary

ATTESTED BY:



MANUEL V. PANGILINAN
Chairman of the Board

REPORT OF MS. ANABELLE LIM-CHUA

2020 FINANCIAL HIGHLIGHTS

Good afternoon, fellow stockholders. This afternoon, my role is to discuss PLDT's financial highlights for 2020 and the first quarter of 2021.

2020 was a year like no other. I am pleased to share with you that notwithstanding all the challenges posed by the pandemic, your Company performed well in 2020.

Our consolidated service revenues rose 9% to P171.5 billion – the highest full year revenue ever posted by PLDT, overtaking the previous 2019 historical high.

Revenues from data and broadband services propelled top-line growth, registering an 18% year-on-year increase to P124.5 billion, and accounting for 73% of total service revenues. Demand for home broadband was fueled by work from home and study from home, while mobile data usage grew by 79% driven by our customers pursuing their various passions.

On a business segment basis, our Individual Wireless business posted a strong 15% increase in service revenues to P82.7 billion, registering another year of double digit growth. Our Home business saw a break-out growth of 11% to P41.4 billion, while our Enterprise business grew by 5% to P41.2 billion. On a combined basis, these businesses grew by 11% year-on-year.

Our consolidated EBITDA hit an all-time high of P88.8 billion, with a 7% rise from 2019, driven by robust service revenue growth. EBITDA margin stood at 51%.

Despite the challenges from the pandemic, Telco core income, excluding gains from asset sales and the impact of Voyager, was higher by 4% at P28.1 billion. Our Reported net income also rose by 8% to P24.3 billion.

In line with our dividend policy, we paid dividends amounting to P78 per share, or a 60% payout of our Telco core earnings. This translated to a dividend yield of 5.8% for our shareholders, based on the 2020 year-end share price.

Moving on to other financial highlights, PLDT invested P71.9 billion in capital expenditures in 2020. This was almost at par with our 2019 capex despite the limitations imposed by the COVID-19 related lockdowns that hampered mobility.

This brought total capex for the last 10 years to P460.8 billion. As a result of our significant investments, our fixed and mobile networks have been recognized by various third parties as the fastest and widest in the country. At the end of 2020, PLDT had the

nation's most extensive fiber footprint with about 429,300 kilometers of fiber; and we covered 96% of the country's population with our 3G and LTE mobile network.

Our capex investments are supported by a combination of internally generated cashflows as well as external borrowings. As at the end of 2020, PLDT's net debt stood at US\$3.8 billion, with net debt-to-EBITDA ratio at 2.05x. In June 2020, PLDT made a successful return to the dollar bond market after 18 years. Our 600 million USD bond issue was 17x oversubscribed and was recognized by the International Financing Review (IFR) as the Philippines' Capital Deal of the Year.

PLDT's international credit ratings remain investment grade.

LATEST VIEWS ON 2021

For 2021, despite an uncertain economic outlook due to the continuing impact of COVID-19, we are confident that PLDT will continue to experience growth in our service revenues. Demand for data and home broadband remains unabated. We expect our topline to rise by high single digit, enabled by our powerful fixed and wireless networks that allow us to deliver superior customer experience.

To support the growing data traffic and the expansion of our home broadband business, as well as the build out of our 5G network, we expect to invest between P88 – 92 billion this year in capital expenditures. This will allow us to maintain our network advantage – which is our best defense against competition – and continue to offer excellent CX.

We anticipate Telco core income of between P29 – P30 billion in 2021. In addition to our commitment to pay 60% of our telco core earnings as dividends, we are happy to note that PLDT is prepared to consider paying an additional 5% special dividend for 2021 if all goes according to our plans.

First Quarter 2021

The challenging operating environment brought on by the pandemic persisted into the first quarter of 2021, with limited mobility and people mainly confined to their homes. These, however, underpinned continued demand for data and broadband services.

Our topline remained strong with consolidated service revenues rising 8% to P44.8 billion in the first quarter of 2021. Among our business segments, Home has taken the lead with a 19% surge in revenues to P10.9 billion. The Individual Wireless segment rose by 7% to P22.1 billion while Enterprise recorded a 4% year-on-year increase to P10.3 billion.

EBITDA registered a new all-time quarter high of P23.3 billion, a 7% year-on-year growth. EBITDA margin stood at 51%.

Telco core income was higher by 9% at P7.5 billion, the highest quarter average since 2015, and on-track to hit our guidance of between P29 – 30 billion for the full year 2021.

These are early indications that we may see another remarkable year for PLDT as we do our best to try to harness the opportunities and to conquer the challenges brought about by the pandemic.

Thank you.

REPORT OF MR. ALFREDO S. PANLILIO

Good afternoon, ladies and gentlemen. I am happy to discuss our various business initiatives that contributed to our revenues in 2020 and in the current year, 2021.

Through this world crisis, we stayed true to our promise of keeping Filipinos connected. While we have seen great success, PLDT and Smart are committed to do more. Our economy's growth is dependent on public spending and better progress in the country's corona virus vaccination drive. The economic recovery feels like a waiting game, PLDT and Smart are forging ahead as technology evolves, we evolve with and ahead of it, because it is clear to us that our job is to ensure that Filipinos thrive in this fast-changing digital world.

2020 was a year of remarkable growth driven by the rapid acceleration of data consumption led by the pandemic. It is commitment, courage, and an unrelenting spirit that enabled us to deliver the needs of our customers – allowing us to achieve our goals, ending the year with a 9% year-on-year growth. We further strengthened our data revenue stream as our main source of income, attributing to 73% of our revenues.

We pivoted in 2020 and remained focused on the jobs to be done in order to accelerate our capabilities, with initial actions taken to improve overall CX.

- Individual enabled customers to utilize data through relevant content
- Home expanded Fibr across the country
- Enterprise delivered end-to-end ICT managed services while acting as a digital transformation partner
- International made the most out of niche segments and capitalizing on strategic partnerships

Our nation-widest coverage on wireless and fiber footprint expansion strengthens our foundation as the only integrated telco in the country. Speed at homes is strengthened through our continuous fiber expansion, while the introduction of 5G last year uplifted the wireless experience. We are leading this charge and will never stop innovating, as we aim to help elevate the country's overall speeds, taking the Philippines to global heights.

Citations received from 3 reputable 3rd party award-giving bodies are a true testament of our unrelenting work to deliver the best experience our customers deserved. Ookla named us the Philippines' fastest broadband network, Umlaut gave Smart the Best in Test award, and as a first in history, we brought home all 7 OpenSignal citations on speed and quality. We will continue to benchmark against global telcos. By doing this, we are not just improving PLDT and Smart but also the internet speed of the Philippines.

Wireless service now goes beyond providing mere connectivity, digitization allowed us to enable passions and redefine how information and the internet in general is consumed. We are making technology simple through the GigaLife app while providing easy access to our customer-focused data offers.

Through these combined efforts, we were able to continuously grab market share from competition, and we aim to further gain market share as we further establish our 5G system in the country.

Our investment in fiber is also crucial and continuous, to support our increasingly connected societies especially in the new normal where the digital lifestyle is powered by connectivity – supporting our livelihood, education, daily transactions, entertainment and socio-economic responsibilities. More than fiber expansion, we have ramped up our fiber installation and repair capabilities despite the restrictions brought about by the pandemic. We covered 48% of the country at the start of the year and are gunning to expand to 66% by yearend.

The enterprise business is the most impacted segment in this pandemic. As such, we will ensure to continue supporting Filipino enterprises by providing them with the best solutions available, exemplifying the most innovative digital transformation, enabling e-Industries, empowering businesses in all shapes and sizes to evolve and thrive in this new operating condition, and ultimately recover from this pandemic-induced recession.

Our International Business continues to optimize the long tail and keep the momentum in niche segments. In just a year, our A2P or Application-to-Person traffic increased to more than double in both volume and revenue. 5G roaming partnerships with the world's top operators in Taiwan, South Korea and United Arab Emirates will deliver world-class roaming services as travel restrictions relax post mass vaccination.

Leveraging on the quick adoption of a digital lifestyle, PayMaya now provides the fastest way to own a financial account, bridging the unbanked and underserved. PayMaya has over 35 million registered users across consumer platforms, with over 250,000 widest digital payment touchpoints and over 39,000 largest financial services agent network. It is the #1 digital payments processor for key industries, e-commerce, and government. Soon, PayMaya will power GigaLife.

As a telco, we not only enable lives by keeping people connected, but also by securing a safe and inclusive future through our sustainability and CSR programs.

Some key initiatives that we have rolled out:

- We have deployed the country's first carbon fiber towers on urban rooftops in an effort to transition to more sustainable and environment-friendly solutions, while providing connectivity to more communities,

- In Education, the School-in-a-Bag Program provides access to technology, connectivity, content, and a disaster-resilient learning methodology even for schools in remote areas without electricity.
- Finally, the “Buy Local, Buy Smart” initiative encourages us to buy our produce directly from local farming communities helping small-scale farmers earn more and develop a more sustainable model.

Also, we are leveraging on our relationship with Meralco to help energy efficiency projects such as chiller upgrades in the PLDT facilities and energy conservation programs for ePLDT’s data center which are heavy users of power.

We constantly take action in the area of Sustainability to empower Filipinos towards a brighter future.

With the pace at which we are transitioning to an ever more digital world, further accelerated by the impacts of COVID-19, network services and technology have proven their value and role in our economic recovery and overall nation-building. Connectivity being a primary necessity puts telco in a good position to help our country get back on its feet. PLDT and Smart being the only integrated telco in the Philippines gives us the upper hand, with entailing responsibilities, to offer a range of products and services to our countrymen today, and post-COVID. We will never stop evolving as our vision for the future is one where all Filipinos are digitally-empowered.

Thank you.

**REMARKS OF MR. MANUEL V. PANGILINAN
"WALK WITH DESTINY"**

My warm greetings to our stockholders.

I begin my remarks today by saying how proud I am of thousands of our frontliners on what they accomplished last year in the teeth of the pandemic – our network build, installs and repair, sales force and storefront staff, our account managers.

2020 was an exceptionally difficult year for all of us, especially those who lost their loved ones.

But it was also an exceptional year for PLDT – in what we achieved collectively, and how we were transformed for the better by this pandemic. As you can see from our financial and operating results, PLDT not only survived, but thrived, last year. That said, no matter how robust our profits may be in any year, we must stay keenly focused in serving our customers, especially during crises – keeping families connected, entertained, and educated; enabling businesses to operate at home or in the office; ensuring healthcare is delivered to those who need it – and simply being a source of strength amidst extraordinary adversity and affliction.

LOOKING BACK

When I first became President of PLDT 23 years ago, it was in some ways the fulfillment of my young hopes and ambition. As early as 1999, we spoke about convergence – the coming together of telecoms, media, and the internet – creating a singularly unique experience of communicating. The world has turned over many times since then, but my hopes and goals have neither diminished nor vanished. In fact, the convergence concept we discussed then has become a verdict of history today.

You will also recall that it was a time when telecommunications was a simple business model – a single product business – which was voice. More than 90% of PLDT's revenues then were driven by voice. One would assume that the job of PLDT President in 1999 was easy, because the business was simple, and PLDT still was a virtual monopoly.

But technology changed all that rapidly in the short span of 20 years. The changes were phenomenal, but problematic. For one, our revenues have seen consequential changes. Now, 76% of our revenues are data and broadband, and voice accounts for a mere 20%. At the same time, our Company has become infinitely more complicated – the coverage and complexity of our networks immense, the range of our products and plans, and customer care and experience awesome.

ONCE MORE WITH FEELING

Let me now bring you forward, to 2015.

About 66 months ago – at a time of trauma and decline for PLDT, the duties of the CEO fell upon me once again. And again, I asked for your prayers, and God’s help, that we might bring our Company back to the premiere position it once held – by fixing our networks and making them the best in the country, transforming our business processes from legacy to digital, fortifying our management bench and, most critically, uniting our people into a single purpose, and igniting that purpose with passion. My primordial goal as CEO was rejuvenation of PLDT as the foremost telco in the country.

I would be less than honest with you if I say that I knew from the start what to do, where PLDT should be going. Rather, I had my own dark nights of doubt and long days of despondency. But because we came together as one, hope was nurtured. And we healed. We are now a stronger Company, establishing historic high revenues and EBITDA these past 5 years. And as the only integrated telco, we have re-created our dominant position across product lines.

HANDING OVER

At the end of this meeting, I will have discharged my final duty as President and CEO of PLDT. I’ve asked Al Panlilio to succeed me in this position. My first words would be to declare my support to him.

This decision is made less difficult by the knowledge that Al, with his long experience with PLDT and his competent qualities, would be able to take my place forthwith, without interruption or detriment to the progress of PLDT.

Indeed, there are moments in the lives of corporations, and even in our own lives, where change becomes appropriate, even inevitable.

I now lay down my charge. I will continue to be your Chairman and, as such I will always follow the affairs and fortunes of our Company with profound interest. If I can be of service to Al and his team at any time, I shall not fail to help.

THE FUTURE — EXPECTATIONS

In the past 23 years, I’ve seen firsthand the ordeals and triumphs of this Company.

The 40 billion pesos debt re-structuring of Piltel in 1999, PLDT’s liquidity issues in 2001 exacerbated by the September 11 terrorist attack on the Twin Towers in New York; our acquisition of Sun Cellular in 2011; our loss of leadership in the wireless business starting 2015 – these are just some of the many consequential milestones of PLDT’s storied tapestry.

We've seen them all—and prevailed.

So let me say this to conclude – it has been an unparalleled privilege to have served you and this Company as your CEO. It has indeed been a remarkable walk with destiny.

Let us therefore confidently face the future as we did the past – resolute to do our duty well, resolute to uphold our values by deed and by word, resolute to attain our highest goals.

I look forward to a great future for PLDT – where our accomplishments will match our service, our passion with our purpose.

I look forward to a PLDT dauntless in facing crises of the worst kind as we did with COVID, fearless in embracing opportunities for innovation or expansion – resolute in preserving the ground we have retaken: never again shall we yield.

I look forward to a PLDT which earns the respect of its peers in business, the keen interest of investors, and the patronage of our customers and communities.

CLOSING

In closing, I wish all of you to be safe and well. In next year's annual meeting, I hope we can all be together in one place in person. May God bless PLDT. May God bless our country.

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ACCEPTANCE SPEECH OF MR. ALFREDO S. PANLILIO

Chairman MVP, PLDT Board of Directors, stockholders, ladies and gentlemen,

I stand before you, deeply touched and inspired by your words of congratulations and encouragement. With boundless gratitude for the confidence placed in me by Chairman MVP and the PLDT Board, and with an unswerving resolve to honor that trust, I humbly accept the appointment as the 6th Chief Executive Officer of this great organization, the PLDT Group. I wish to extend my sincere respect and appreciation to all the leaders and employees of the company for their strong support.

Chairman MVP, thank you for the trust. I must confess I have big shoes to fill as you have set the bar so high, and I am honored to follow the most remarkable leader. Your leadership made PLDT what it is today. Aside from enriching the business, you have enabled us to make important and lasting contributions to our community, and the country, upholding the Filipinos' deepest values and highest aspirations. You, Chairman MVP, have wisely guided our company into the 21st century. You have taught us to pivot or else we would perish. You have defined an ambitious agenda and held us all together as we attained each goal one after another. You have strengthened PLDT as a heritage brand and made us truly indispensable in every aspect of the life of Filipinos around the world. We see everything that you have put into this company, Chairman MVP, and I understand the weight of you entrusting us with the very responsibilities to which you have dedicated 23 years of your life. Our debt to your courage and vision is immeasurable. I resolve to build upon your legacy in PLDT.

Thank you, Chairman MVP, for graciously preparing and guiding me. I greatly look forward to supporting you and working with you in this new capacity, as you continue to wisely steer the whole conglomerate toward lasting success.

The road that we must pave toward our long-term goals and vision for PLDT has many pitfalls. As CEO, I will work diligently to materialize our responsibility and realize our vision for PLDT as a true customer-centric and leading-edge technology company that empowers all Filipinos in building a stronger nation, providing world-class connectivity as a human right, asserting the Philippines as a key player in the global arena and actively embarking on sustainable development to secure everyone's future.

As your new CEO, I am far from perfect, and I will need unsparing support, cooperation and trust from everyone here. But I pledge to serve you well, with all my heart and to the best of my abilities. I will seek excellence with humility. I will lead by example.

Chairman MVP, my heart is overflowing with gratitude toward you, our leaders and my colleagues and employees who have brought me here to serve. It has been a long journey from my youth as a computer programmer aspiring to do more to this leadership role and these awesome responsibilities. I am an optimist, and I am full of hope about the future of our business. Let us work together for a PLDT Group that can deliver more and better.

Thank you.

SUMMARY OF QUESTIONS RAISED BY THE STOCKHOLDERS AND RESPONSES FROM THE CHAIRMAN, PRESIDENT & CEO, CHIEF REVENUE OFFICER AND CHIEF LEGAL COUNSEL

First Question (For Mr. Alfredo S. Panlilio):

What is Chairman MVP's mandate as you take over the President & CEO position? What particular programs or projects will you be focusing on in the next few years, aside from enhancing customer experience?

Response:

As you know, Chairman MVP pushes excellence across the Company, and I think we need to be excellent in three (3) key areas. We need to operate efficiently, we need to continue to innovate, and we need to improve our customer experience. And if there is one area that we should be world-class in, it should be customer experience. There will be a lot of efforts that will be done to improve customer care, a lot of efforts across the organization to simplify the way we work so that we can also simplify how we serve our customers. We also want to push digital as a way to really interface and engage with our customers. Customer experience is a big word but it is something that should be engrained in every employee of PLDT and Smart as we are all ambassadors of our companies. And I truly believe that our North Star is our customers and we are here to serve.

Second Question (For Mr. Manuel V. Pangilinan)

What is the latest on the Group's network rollout in terms of 5G and fiber? PLDT has been spending record-high annual capex in the last few years. Do you see this trend continuing in the next few years?

Response:

I think Ms. Anabelle Chua flashed the numbers in her report - over P400 billion capex for the past ten (10) years, and for this year, our estimate is anywhere between P88 - P92 billion. It is a push to build an excellent network, 5G particularly, and fiber to the home, which is a very flourishing business for the Company. We support what Mr. Panlilio has said about promoting operational excellence and delivering the kind of global standard for customer care and experience. And as a core requirement, we do need an excellent network. Proof of that is the rapid build-up of 5G network. Part of the improvement we have seen in the past years has been the migration from 3G to 4G, and we would like to see further improvement in our revenue as a consequence of the migration from 4G to 5G, which I hope we could be accomplished sooner rather than later.

Third Question (For Mr. Alfredo S. Panlilio)

How have your competitors' recent moves – the entry of Converge in Visayas and Mindanao and DITO's expansion nationwide, affected your growth plans in the fixed broadband segment and mobile, respectively?

Response:

When we started the year, we knew two potential headwinds that we were facing: one is the pandemic which continues to be there, but hopefully, once vaccination is fully implemented nationwide, then it can open up the economy; and second is we are expecting competition to be really much stiffer this year. At the end, our push for capex not only this year, last year, but for many years now to make sure that we have the best network in the country (benchmarked not only with local competitors but with regional telcos) have enabled us to deliver world-class service deserving of Filipinos. We are wary of what competition is doing and we know basically what they are offering in the market. But at the end of the day, it is strength in service, and strength in customer experience that will win in the market. We just need to do better than competition, and as I said earlier, we are benchmarking ourselves with regional telcos and not just local competition. That is the only way we can win over the customers, or at least be top-of-mind, and remain relevant to our customers.

Fourth Question (For Mr. Manuel V. Pangilinan)

What has PLDT done so far to help fight the spread of COVID-19?

Response:

We have done quite a lot together with Metro Pacific and the Hospital Group. There have been lots of efforts exerted at helping people who were affected by COVID, either healthwise or economic wise – in terms of loss of jobs or loss of income. The Group has procured more than a million of dosages of vaccines which we hope to see the first delivery of sometime in the end of June or early July that will be administered in the first instance to our employees, staff of our suppliers, other stakeholders, and to the public in general as part of our overall corporate social responsibility effort. We have also been extending financial help to enable people to have new means of livelihood. It has been an all out and consistent effort, and we are immersed in the issue.

Fifth Question (For Atty. Marilyn A. Victorio-Aquino)

Some of the proposed bills that have been filed in Congress and certified as urgent by the President of the Philippines, such as the Public Service Act, Foreign Investments Act and economic provisions of the 1987 Constitution, included public utilities and mass media. Also, some want the legislative franchise to be removed or just to become optional. What is the Company's response to the amendments and proposals?

Response:

We are closely monitoring these amendments and proposals, but the most relevant to PLDT is really the proposed amendment to the Public Service Law, in particular the plan to create a public services category, which will take telco out of the definition of public utility, and the consequent restriction of foreign investment under the Constitution. When this happens, a foreign investor can invest in more than 40% equity in a telco like PLDT. This presents an opportunity as well as challenges for PLDT. We expect that there will be heightened competition as a result of this. And what are we doing in order to address that heightened competition beforehand? We continue with our capex or our network to preserve the superiority of our network so that we can continue to provide world-class customer experience.