



1Q 2024 INVESTOR BRIEFING

Presentation by
Chin Keat Chyuan
President & Managing Director

Care for Life

Key Highlights



Financial

- ❖ Revenue of RM908 Mil, 2nd highest reported
- ❖ PATAMI of RM76 Mil, up 38% YoY
- ❖ Interim dividend of 1.00 sen per share



Operational

- ❖ BOR at 65%, increasing bed capacity
- ❖ Revenue intensity continues uptrend
- ❖ Leveraging tech - robotics programmes, minimally invasive surgery started at DSH2 and KPJ Kuching



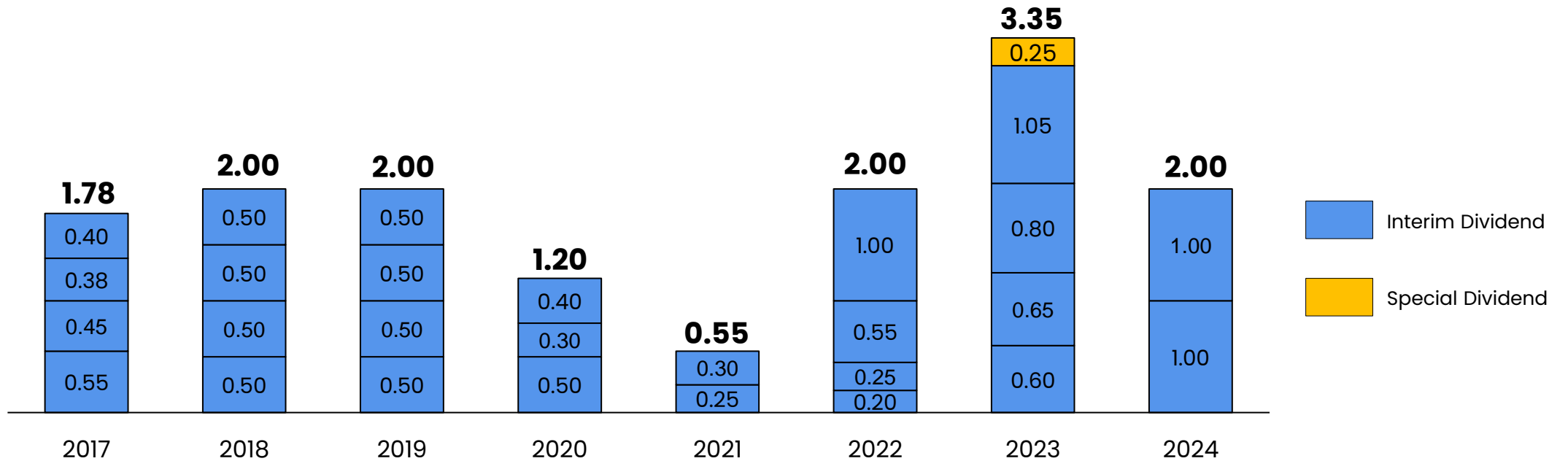
Outlook

- ❖ Focus on asset optimisation in 2024, delivering improved performance
- ❖ Implementing initiatives to drive health tourism growth
- ❖ Joint KPJ MOH Conference, 25th – 27th Oct, KLCC. Driving PPP agenda

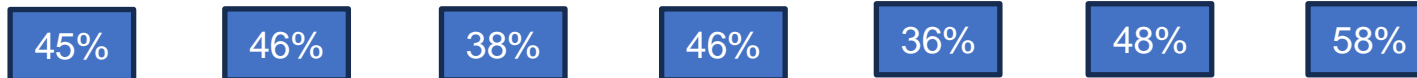
Dividend

- ❑ Interim Dividend of 1.00 sen declared, to be paid on 5 July 2024
- ❑ Maintaining consistent dividend payments to shareholders as our performance improves

Dividend (Sen Per Share)



Payout Ratio



Key Financials

- Revenue remained strong at RM908 Mil, up 11% YoY
- EBITDA 247 Mil, up 27 YoY

Revenue
RM908 Mil
↑ 11% YoY



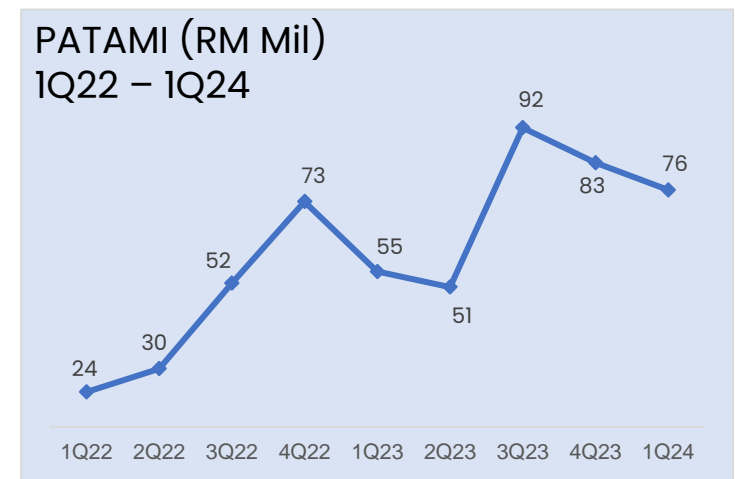
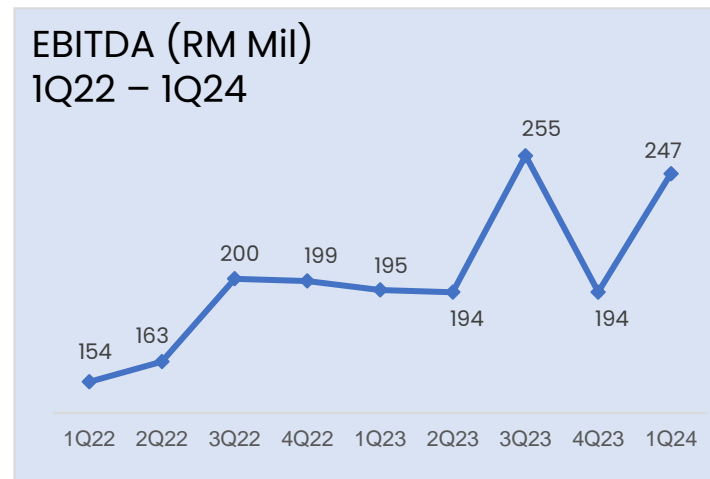
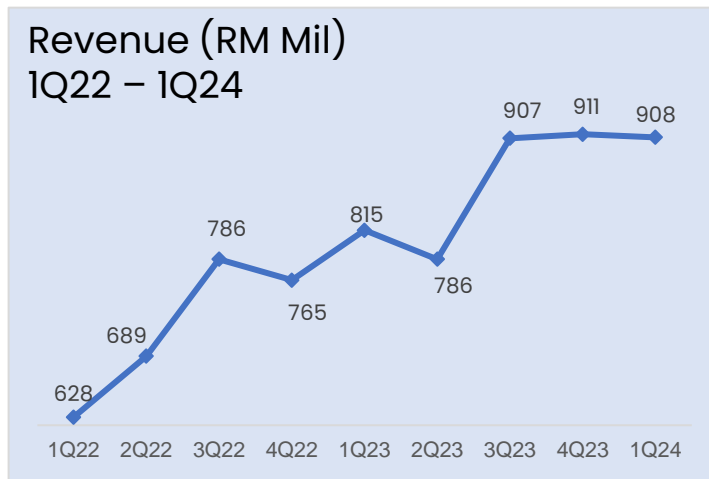
EBITDA
RM247 Mil
↑ 27% YoY

EBITDA Margin
27.2% in 1Q2024 vs
23.8% in 1Q2023



PATAMI
RM76 Mil
↑ 38% YoY

PATAMI Margin
8.4% in 1Q2024 vs
6.7% in 1Q2023

Notes:

- All figures presented are from continuing operations
- One-off provisional extinguishment of net liabilities from Jeta Gardens aged care facility amounting RM43.3 million

Inpatients & Revenue Intensity

□ Initiatives in place to grow revenue intensity

Inpatients

91,309

↑ 3% YoY



Av. Rev / Inpatient

RM7,498

↑ 11% YoY



Surgeries

26,664

↑ 1% YoY



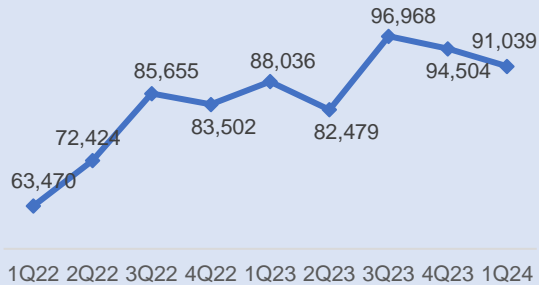
Deliveries

3,288

↓ 6% YoY



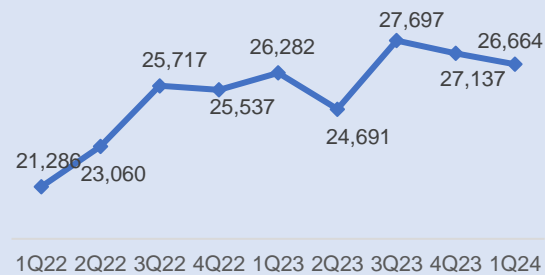
Inpatients 1Q22 – 1Q24



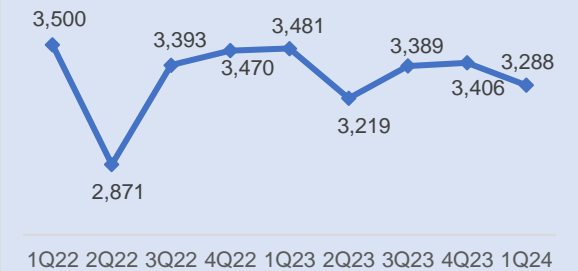
Av. Rev Per Inpatient (RM) 1Q22 – 1Q24



Surgeries 1Q22 – 1Q24



Deliveries 1Q22 – 1Q24



Capacity & Outpatients

□ BOR at 65%, continue to expand existing capacity

BOR

65%

↓ 5% PPT YoY



Operational Beds¹

3,693

↑ 8% YoY



Outpatients

718K

↓ 2% YoY



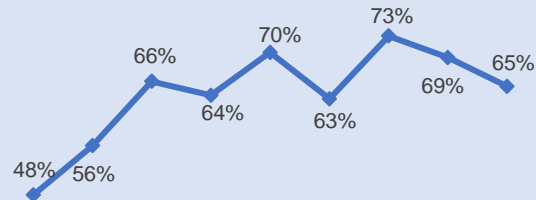
Av. Rev / Outpatient

RM304

↑ 8% YoY



BOR
1Q22 – 1Q24



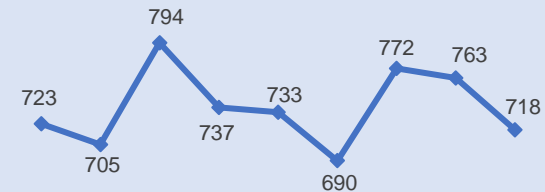
1Q22 2Q22 3Q22 4Q22 1Q23 2Q23 3Q23 4Q23 1Q24

Operational Beds¹
1Q22 – 1Q24



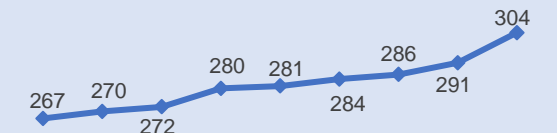
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Outpatients
1Q22 – 1Q24



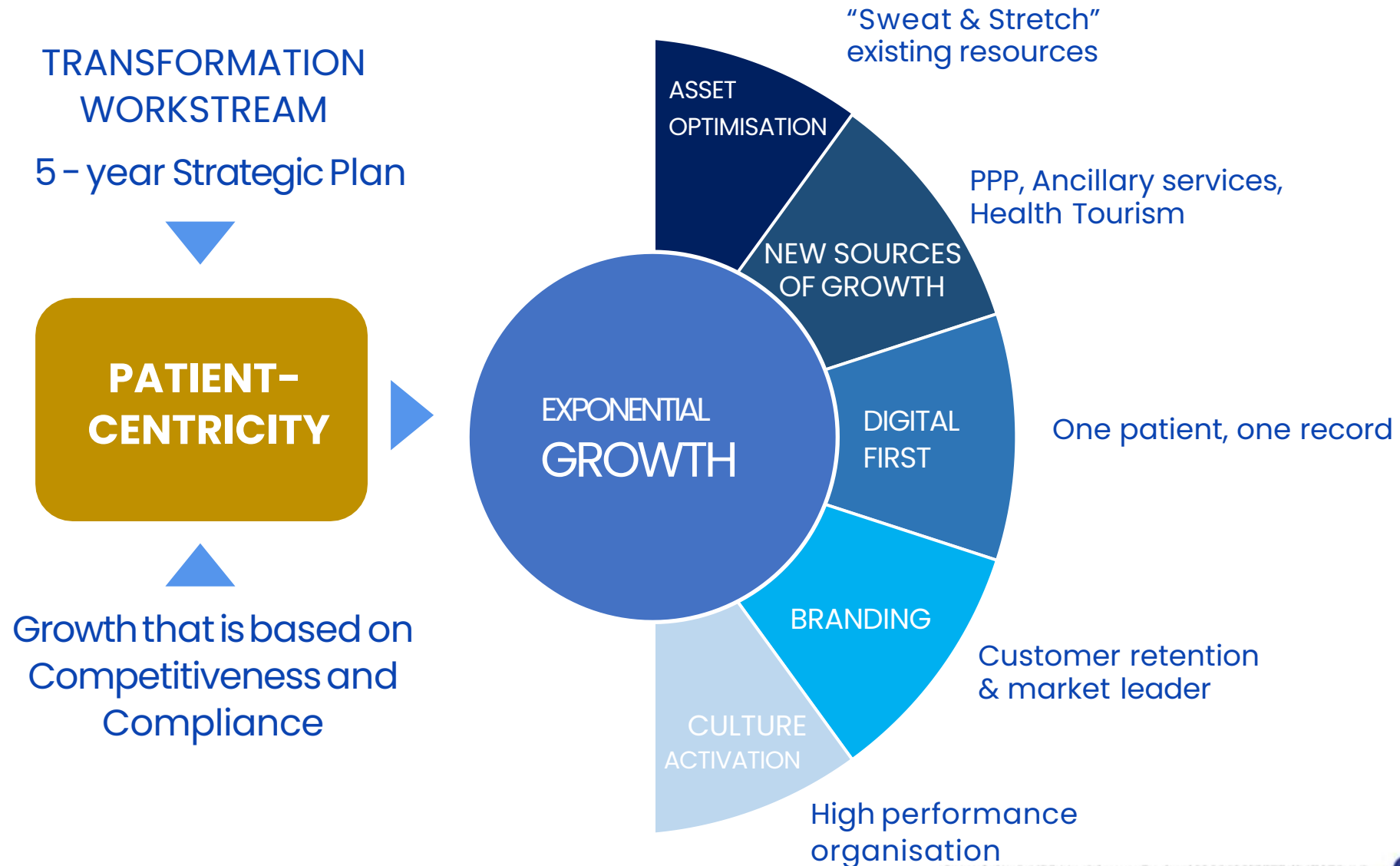
1Q22 2Q22 3Q22 4Q22 1Q23 2Q23 3Q23 4Q23 1Q24

Av. Rev Per Outpatient (RM)
1Q22 – 1Q24



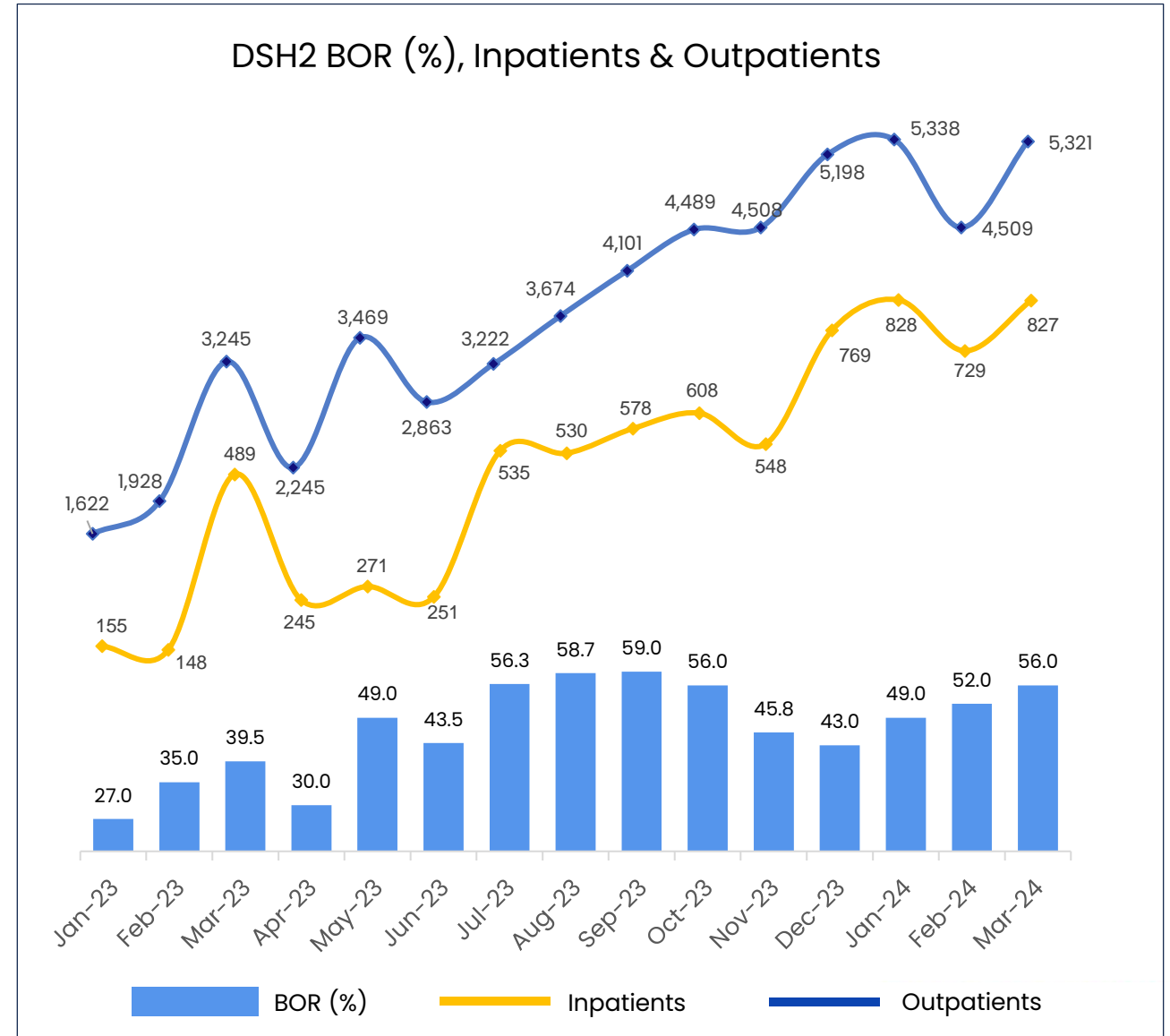
1Q22 2Q22 3Q22 4Q22 1Q23 2Q23 3Q23 4Q23 1Q24

Transformation Plan



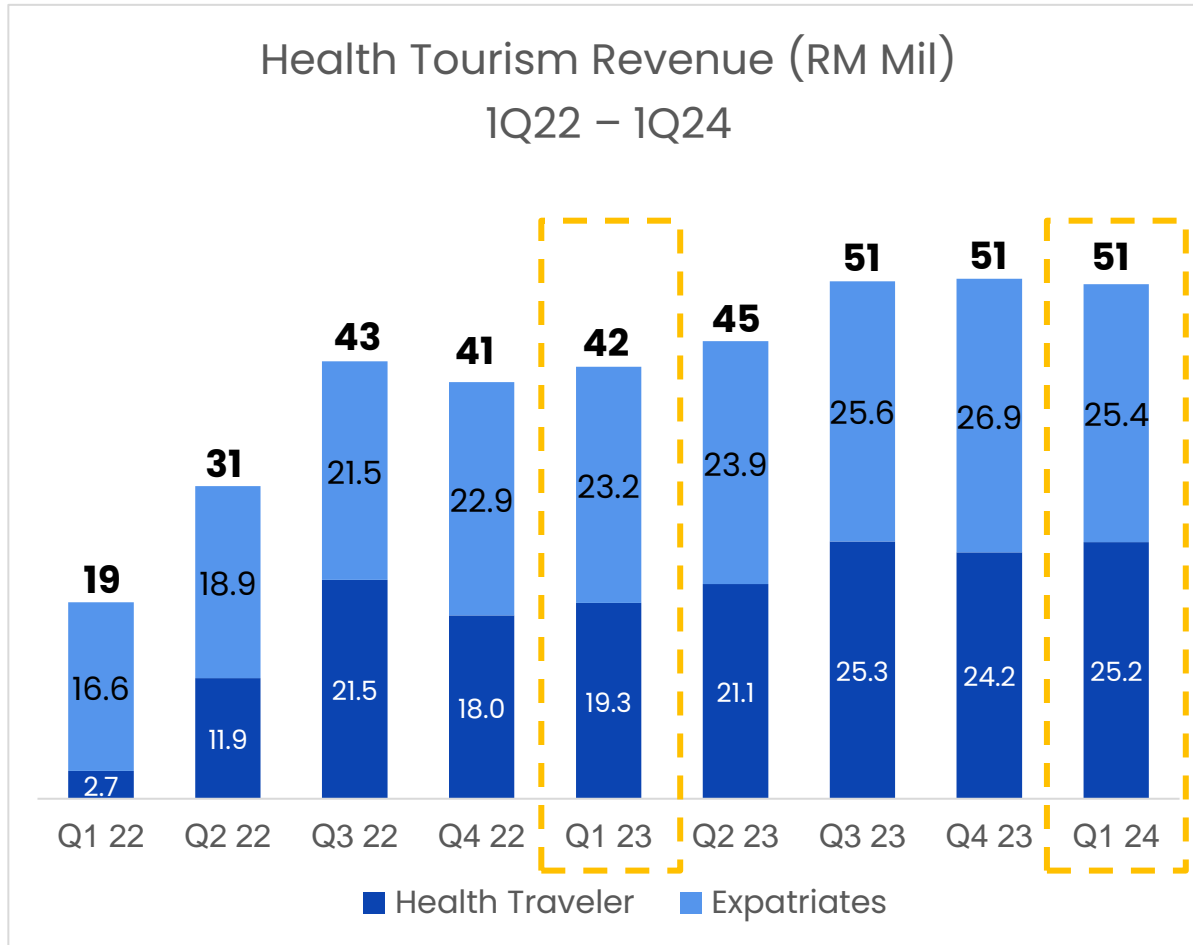
Gestation hospitals progressing on track

- ❑ DSH2 achieved EBITDA breakeven in 1Q 2024
- ❑ BDO, Batu Pahat & Perlis also EBITDA breakeven 1Q 2024
- ❑ Miri expected to achieve EBITDA breakeven by end of year







Health Tourism Revenue






Health Tourism Revenue up 19% YoY, mainly from Health Traveler Segment



Top 5 Countries (Health Traveler)

Country	Revenue (%)
Indonesia 	77
China 	2
Singapore 	2
India 	1
United Kingdom 	1

Top 5 Countries (Expatriates)

Country	Revenue (%)
Indonesia 	23
Bangladesh 	7
China 	6
India 	6
Philippines 	5

KPJ Jakarta Expo 2024

Event Details

- **OBJECTIVE:** A conversion-driven initiative to create awareness about the KPJ Healthcare brand and a platform to showcase KPJ hospitals to Indonesian patients
- **WHERE:** Central Park Mall, Jakarta Barat, Indonesia
- **WHEN:** 16 – 19 May 2024
- **WHO:** 9 KPJ HT hospitals, KPJ University and Partners

Key Outcomes

- Strategic partnership announcements: Bank Central Asia (BCA), Perisai Listrik National (PLN), Marriott International, UOB Bank Indonesia, ASTINDO, Flying Doctor Indonesia
- Media coverage on KPJ Healthcare and the official launch of KPJHX Jakarta 2024
- Talk Show and Q & A session with media
- Lead generation /on-site conversions

Next Steps

- To pursue events in cities across Indonesia including Surabaya, Bandung, Semarang



Collaboration With Marriott International

KPJ as Preferred HealthCare Partner Marriott International as Preferred Hospitality Partner

Strategic brand positioning & CX

- KPJ Healthcare as Preferred Healthcare Partner of Marriott International in Malaysia, and Marriott International as KPJ Healthcare's Preferred Hospitality Partner.
- Collaborate on Marriott-certified Premier suites at KPJ Hospitals
- Collaborative frontliner training programs between healthcare and hospitality by KPJ and Marriott

Cross-marketing & promotions

- Leverage on each other's brand strengths and consumer reach to acquire new members and retain loyalty for both Marriott Bonvoy and KPJ Cares loyalty programs
- Implement cross-marketing initiatives, such as in-room screen advertising, across hospital and hotel premises.
- KPJ to serve the medical needs of hotel guests



Employee programs:

- KPJ Healthcare to offer comprehensive wellness and health care programs which includes health screenings, preventive care services, and access to specialist consultations to all Marriot employees in Malaysia and the region
- Marriot to offer corporate rates for KPJ's employees and consultants

Medical Tourism Packages

- Joint efforts on Medical tourism from other countries to Malaysia; primarily from Indonesia
- Curate packages that offer seamless travel and accommodation arrangements for patients seeking medical treatment at KPJ hospitals

Corporate events & conferences

- KPJ to collaborate on wellness initiatives by Marriot
- KPJ's own health programs and corporate engagements to be hosted at Marriot International hotels

Advanced Technology for Better Clinical Outcome

Da Vinci XI Robotic Programme



- On 2 April 2024, DSH2 conducted its first robotic surgery on partial nephrectomy on a man aged 55 years old who was diagnosed with right renal tumour.
- DSH2 has credentialed 4 consultants within KPJs system who can perform this surgery.
- AIA already covers for robotic surgery. Approval has been obtained from Prudential Assurance & Great Eastern to cover for robotic proctectomy.

MIH Megatrends 2024



- A KPJ & MOH Initiative, anchored on PPP
- Detailed plan was presented as Nota Jemaah Menteri (NJM) in mid-April 2024 to the Cabinet
- Date: 25 – 27th October, KLCC
- Target audience: Medical professionals, government officials, healthcare administrators, medtech companies, pharmaceuticals, innovators, medical industry reps, public health officials, healthcare startups
- Theme: “Healthcare the next frontier” – Value based healthcare for all
- Thematic framework: – 1. Integrated Technology, 2. Healthcare Equity, 3. Sustainable Practices
- To date, we have a total of 19 speakers (11 international, 8 local). Anticipate a total of 36 speakers for the 3-day conference.



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THANK YOU