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PTG ENERGY PCL IR E-NEWSLETTER

Hello all investors, now, Thailand has officially entered the rainy season. During the rainy season, the visibility of driving is not good, all investors please drive carefully. **Also, wherever you go, be sure to visit PT stations to recharge your car with fresh oil every day.** In addition to the good oil quality, PTG also focuses on the customer service. Therefore, we have the PT Service Master project, which aims to allow front-desk service personnel to better serve customers. Apart from raising the level of service provided by the front staff, PTG also has the PT Service Volunteer project, which allows the head office staff to assist customers in the PT stations within Bangkok and suburbs on Saturday at 08:00 - 12:00 hrs. from March to June 2019 to endorse employees to be closer and understand the needs of customers.

Then, PTG will apply comments from customers to develop the services in various areas to match and create more ease in living for each group of customers.

In this year, PTG has begun to pursue the goal in concrete movement. We started with the launch of a new PT Max Card that not only provides benefits from using PTG services, but also can collect and redeem points, get rewards and discounts with affiliate networks of more than 100 brands, as well as swap points between membership cards. However, PTG has committed to develop in a comprehensive dimension to meet customers' needs with the intention that "Where there are Thai people, PT will be there to serve and become the top of mind brand for Thai people nationwide"



Executive View

Today, we have been honored by Mr. Chaiwat Lertvanarin, Executive Vice President, to talk about the development of PTG in the era of the technology advancement.

1. Over the past few years, consumer behavior and daily life of people has changed from the technology that has played a greater role. How does PTG adjust to the digital generation?

I would like to speak in 2 parts.

Part 1 Within the Company

We adjust the working process to be faster and more compact by using the SCOR Model (Supply Chain Operation Reference Model) to manage the supply chain. In addition, we develop the work of various business unit by changing from manual method to more automatic method, and using workflow system to replace the consumable resources like paper which also supports the paperless policy and helps reduce the cost of the Company. An example of the adaptation that we have used is the online approval process via mobile, notebook or tablet, which currently has a warning system, to enable faster business management and be able to store electronic data as well. Before, the approval process had many steps, which was required many personnel, and took 7-8 days to complete. In addition, there are several projects that we are developing as follows: 1. Using robotic software to view documents in order to reduce manpower in routine work, such as in accounting tasks. The use of such software helps make the job more accurate, therefore, staff can have time to develop their work to be effective or to think about future business. 2. Receiving and answering questions using Chat bot in response to the problem of using service stations. Now, we started from internal use to make the information more precise and processed in an AI manner. We developed this program by our own. In addition, there are many projects that are during the development because we want to **create a learning culture** for the team and incubate project to complete before broad public launch.

Part 2 Outside the Company

We have developed software on Mobile Application for customers to check the PT Max card points and see what and where benefits that they can get. This would raise the value of our loyalty program which the points can be burnt and earned in a wide range of products and services, not only from our ecosystem. Also, this allows customers to experience, to get closer, to know us better to another level. The Sharing Ecosystem is connected to **provide customers with a variety of lifestyles and more convenience**. In addition, customers can also manage their own account or request for assistance through the application 24/7. Before, the customers had to contact our call center 1614 and then the call center will pass on the request to the related business units to solve the issues. This allows us to shorten the process and increase the speed of service to the customers.



**“Mr. Chaiwat Lertvanarin,
Executive Vice President”**

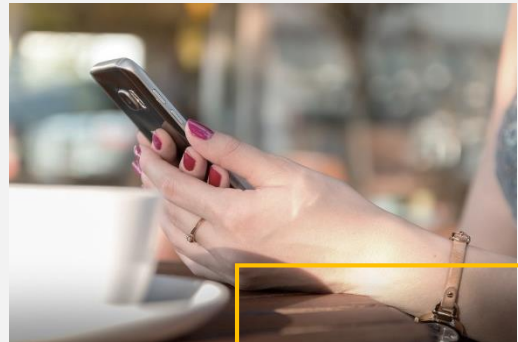
Executive View

2. How does PTG use technology to create happiness for customers?

At present, we apply our PT Max Card loyalty program via Mobile Application as an intermediary to communicate and to be close to the customer. As for individual customers, we add value to PT Max Card to connect with more than 100 partners as our slogan is “Find many great deals with many partners at many places through PT Max Card”. For example, the car can be attached to the Lamina film filter and receive points which these points can be used as discount to fuel oil or to eat at Zen restaurant which gives customers a good experience from using various services. As for business owners who require a lot of transportation and the car must be refueled regularly, now the driver can fill up at our service station and deduct payment through the business bank account. Unlikely in the past that the owner had to come to the service stations and make payments. Since we have a Payment Gateway with all banks, the amount spent will be sent to confirm with the card owner via SMS and with the PT Max Card which will tell what type of oil and which car has been fueled. This make the owner feel comfortable with fueling without showing up at the service station. However, we continue to improve our service to create happiness and convenience for our customers.

3. How technology trends in the next 5-10 years would be an opportunity for PTG's business.

We see the service station as a Touch Point that serves customers in every angle more than just a petrol station. Thus, PTG has a subsidiary named INA to help develop and implement IOT (Internet of Things) to become a Customer Centric service station. In addition to improving the level of service for customers, the system that INA has developed also helps the cost management, inventory control and transportation operation by determining the amount of oil left in the tank and the amount of oil that is dispensed. The system enables more accurate oil forecasting that must be transmitted in advance. Everything that has been developed, we used the happiness of our both external and internal customers as the goal. We strive to response to the customers' needs and adhere to the principle of the minimum investment but maximum efficiency. Also, we try to learn and develop from the inside but do not deny opportunities from the outside. So, what we see that is definitely useful, we are ready to invest to raise the level of service. Besides, we are ready to adapt and cope with any situation in order to move forward substantially and sustainably.



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Major events in the first half of 2019



Annual General Meeting of Shareholders

On April 19, 2019, PTG Energy Public Company Limited or "PTG" passed a resolution at the Annual General Meeting of Shareholders for the year 2019 with the following significant resolutions:

1. Certified the Annual General Meeting of Shareholders Year 2018
2. Acknowledged the report of the Board of Directors regarding the Company's operating results for the year 2018
3. Approved the financial statements that have been audited by the auditor of the company For the fiscal year ending 31 December 2018
4. Approved the allocation of net profit as legal reserve and dividend payment for the year 2018
5. Approved the election of directors to replace those retiring by rotation
6. Approve the determination of remuneration for directors for the year 2019
7. Approved the appointment of auditors And determination of remuneration for auditors for the year 2018
8. Approve other matters



CONNECTING LIFE'S BENEFIT เชื่อมได้หลายที่ ดั้งเดิม ก็มีเยอะ

The launch of the new PT Max Card

In March 2019, PTG launched PT Max Card that is able to provide benefits and meet the lifestyles of customers more comprehensively. In addition to being able to collect points from using services under the PTG business, customers also can earn points, redeem discounts and rewards with over 100 affiliate brands and can transfer points between each membership card as well.

PTG aims to fully meet the needs of customers, not only providing services under the PTG business, but also creating a wider awareness of the PT brand. Moreover, PTG targets to increase PT Max Card members from 10 million members in 2018 to 20 million members in 2022, so that 80-90% of households in Thailand have access to services under the PTG network and partners.



The launch of franchise of Punthai Coffee and Coffee World

Punthai Coffee Company Limited, a subsidiary of PTG, operates a coffee shop under the brand "Punthai Coffee" and "Coffee World". Most branches of Punthai Coffee shops are located in PT station and most branches of Coffee World are located in leading department stores, community mall, and airports in both domestic and abroad. By improving the management and brand building to be more standardized and modernized, the Company saw opportunities to expand outside service stations and outside department stores. Also, the Company has been in the coffee market for more than 7 years and has knowledge in the coffee business. In addition, the brand became more widely known. Therefore, in March 2019, the Company has launched a franchise model of Punthai Coffee and Coffee World to speed the branch expansion and to provide the opportunity for investors who interested in investing in the coffee business under the brand Punthai Coffee and Coffee World.



The opening of the diesel B20 fuel service

In March 2019, PTG first opened the service for selling diesel B20 in PT station at Khao Yoi 2 branch in Phetchaburi province. The aim is to promote the use of diesel fuel with a mixture of biodiesel which will help reduce transportation costs and public fares and, to response to the government's policy in supporting oil palm farmers who face problems from the falling in palm prices due to oversupply of palm oil products. From the strengths of PTG in having a comprehensive service station throughout the country and PT Max Card members who are in commercial transport segments. Therefore, PTG is able to instantaneously provide diesel B20 service in order to add more choices and services to customers in a more comprehensive aspect. At the present, **there are 303 branches of PT station that provide diesel B20 product.** The opening of the diesel B20 fuel service helps to increase the number of customers with more than 1,000 new customers. Since our main customers are transport vehicles and big trucks, thus our sales volume continues to increase. PTG will continue to expand branches to provide diesel B20 to be convenience for customers by choosing from stations that are the main travel lines of transportation vehicles and big trucks.





Open deposit-withdrawal services for Krungsri bank account at Max Mart

Max Mart convenience store launched "Krungsri service is here", where customers can deposit and withdraw money of Krungsri bank accounts at the store. The customer can make a deposit transaction easily by just having Krungsri bank account number and ID card, and can also withdraw money from Krungsri credit card and debit / ATM card in participating PT stations from 08:00 – 22:00 hrs. same as doing transactions via ATM to increase convenience for customers. However, we will continue to expand our branches and develop services to be more diverse.



Open the PT Maxnitron Racing Series 2019 to become a leader in motorsport

In May 2019, the Company opened PT Maxnitron Racing Series 2019, which will be held at Peera International Circuit, Chonburi. The racing series divided into 6 races in 3 racecourse which 1st course is on 27-28 July 2019, 2nd course is on 14-15 September 2019, and the final course is in 9-10 November. PTG becomes the main sponsor of the PT Maxnitron Motorsport team to prove the quality and performance of "PT Maxnitron" lubricant to support a wide range of engines in a variety of driving conditions.

In addition, PTG commits to support motorsport to be widely known, including raising the level of the motorsport industry in Thailand to be in the international level. This activity helps increase brand awareness with partners and expand distribution channels to dealers, parts shop, and car and motorcycle repair center to cover all distribution channels in the whole country.



What's new?



Firm and smooth texture

Punthai flavor

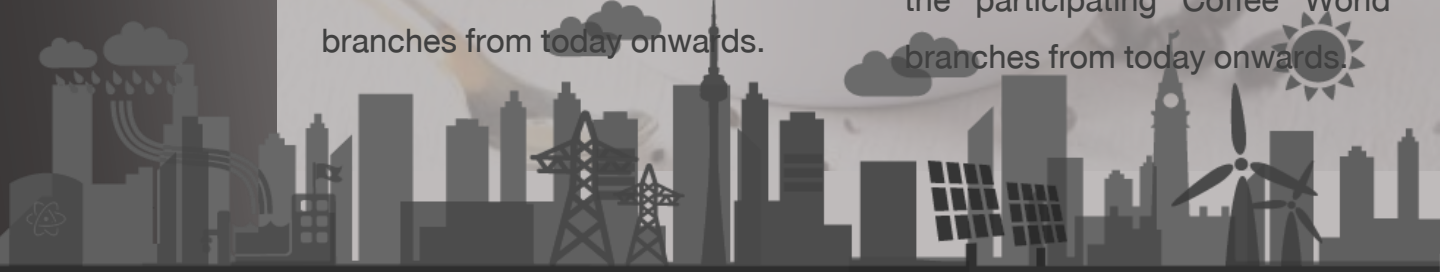
Products released! Ice cream, with firm and smooth texture, and taste style Punthai which customers can add a variety of toppings for ice cream. There are 4 ice cream flavors include fresh milk, Affogato, Thai tea Affogato, and green tea Affogato. Everybody can enjoy our new products at the participating Punthai Coffee branches from today onwards.



Coffee lovers don't miss!

100% Arabica

Coffee lovers don't miss the single origin coffee from Brazil which is 100% Arabica with coffee aroma and rich smell from chocolate beans and fruits. Customers just only pay an additional price of 20 Baht to change the coffee to the single origin from Brazil. Everyone can taste the real Brazilian beans at the participating Coffee World branches from today onwards.



PT Football Clinic 2019

PTG for Community and Environment

PTG teamed up with PT Prachuap FC to organize football training activities for employees at the Three Bay Stadium, Prachuap Khiri Khan Province. There were Mr. Songkiat Lim-aroonrak (President of PT Prachuap FC Club), Mr. Chalong Tiratraipusit (Director of Corporate Communication of PTG Energy Public Company Limited), Coach Phansa Meesattham, and Mr. Yuthachai Pariyawate (President of Prachuap Khiri Khan Province Sports Association) attended this event. In this regard, the Company promotes sport activities as part of CSR activities to encourage employees to play more exercises and recognize the importance of improving the quality of life, in terms of physical health and mental health. Playing sport is also an effective way of spending free time.



PT Together Building Happiness for Children Project (3rd Year)

The Company has continuously organized the project for the 3rd year under the concept of "PT Together Building Sustainable Happiness". We believe that everyone who has physical and mental well-being is ready to share happiness for society. One of the happiness sharing projects that the Company regularly organizes every year is "PT Together Building Happiness for Children Project (3rd Year)". This year, the project held at Naresuan Pa La-u Border Patrol Police School in Huai Fa Yai Subdistrict, Hua Hin District, Prachuap Khiri Khan Province. The Company's volunteer employees packed 240 survival bags to give to students. In the event, PTG organizes recreational activities to make student enjoy and happy. The project focuses on supporting and promoting education development, and improving the quality of life of children to grow into a quality person with good consciousness, discipline, knowledge, morality to be completely prepared to live in the society.

“ PT Together Building Sustainable Happiness ”

PT Together Building Happiness for Society Project

PTG organized "PT Together Building Happiness for Society Project" at Ban Chuchee School, Moo 4, Bangjakrong Subdistrict, Mueang District, Samut Songkhram Province under the concept of "PT Together Building Sustainable Happiness". In the event, PTG provided many activities to create happiness including 1. Mobile dental examination unit. 2. Exhibition about "Marine and Coastal Resources, and Guidelines for Conservation of Marine Resources and Marine Waste Management". 3. Exhibition about OTOP products for career promotion in the community. 4. Garbage collection activities in the mangrove forest area near Ban Chuchee School. This activity aimed to create and develop a better environment and promote the learning of the mangrove ecosystem for students. These activities had received cooperation from partners in both public and private sectors as well as the general public in developing communities, environment between organizations (oil depots), community government agencies, and people in the area. The project also encouraged employees to participate in social and environmental responsibility activities that aim to develop society and community to achieve economic, social, environmental and sustainable growth.





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