

**SCICOM (MSC) BERHAD**  
(Company No. 200201029763 (597426-H))  
(Incorporated in Malaysia)  
**THIRD QUARTER REPORT ENDED 31 MARCH 2024**

**ANNOUNCEMENT**

The Board of Directors of Scicom (MSC) Berhad (hereinafter referred to as “Scicom” or “the Company”) is pleased to announce the following unaudited consolidated results for the third quarter ended 31 March 2024.

**UNAUDITED CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME**

|                                         | INDIVIDUAL QUARTER           |                                            |         | CUMULATIVE QUARTERS                  |                                        |         |
|-----------------------------------------|------------------------------|--------------------------------------------|---------|--------------------------------------|----------------------------------------|---------|
|                                         | Current<br>Period<br>Quarter | Preceding Year<br>Corresponding<br>Quarter | Changes | Current<br>Financial<br>Period Ended | Preceding<br>Financial<br>Period Ended | Changes |
|                                         | 31.3.2024                    | 31.3.2023                                  |         | 31.3.2024                            | 31.3.2023                              |         |
|                                         | RM'000                       | RM'000                                     | %       | RM'000                               | RM'000                                 | %       |
| <b>Revenue</b>                          | 54,286                       | 56,779                                     | -4%     | 179,503                              | 188,336                                | -5%     |
| Operating expenses                      | (42,430)                     | (42,814)                                   | -1%     | (137,168)                            | (141,401)                              | -3%     |
| Depreciation and amortisation           | (4,541)                      | (4,668)                                    | -3%     | (13,797)                             | (13,519)                               | 2%      |
| <b>Operating profit</b>                 | 7,315                        | 9,297                                      | -21%    | 28,538                               | 33,416                                 | -15%    |
| Gain on foreign exchange                | 798                          | 169                                        |         | 452                                  | 338                                    |         |
| Bad debts recovered                     | -                            | 90                                         |         | -                                    | 90                                     |         |
| Gain on disposal of plant and equipment | -                            | -                                          |         | -                                    | 7                                      |         |
| Plant and equipment written off         | (13)                         | -                                          |         | (13)                                 | -                                      |         |
| Finance income                          | 352                          | 309                                        |         | 1,127                                | 614                                    |         |
| Finance costs                           | (324)                        | (455)                                      |         | (1,114)                              | (1,385)                                |         |
| <b>Profit before taxation</b>           | 8,128                        | 9,410                                      | -14%    | 28,990                               | 33,080                                 | -12%    |
| Taxation                                | (2,124)                      | (2,087)                                    | 2%      | (8,284)                              | (8,056)                                | 3%      |
| <b>Profit for the financial period</b>  | 6,004                        | 7,323                                      | -18%    | 20,706                               | 25,024                                 | -17%    |

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**UNAUDITED CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME**  
(cont'd)

|                                                                              | INDIVIDUAL QUARTER                                  |                                                                   |              | CUMULATIVE QUARTERS                                         |                                                               |              |
|------------------------------------------------------------------------------|-----------------------------------------------------|-------------------------------------------------------------------|--------------|-------------------------------------------------------------|---------------------------------------------------------------|--------------|
|                                                                              | Current<br>Period<br>Quarter<br>31.3.2024<br>RM'000 | Preceding Year<br>Corresponding<br>Quarter<br>31.3.2023<br>RM'000 | Changes<br>% | Current<br>Financial<br>Period Ended<br>31.3.2024<br>RM'000 | Preceding<br>Financial<br>Period Ended<br>31.3.2023<br>RM'000 | Changes<br>% |
| <b>Other comprehensive loss, net of tax</b>                                  |                                                     |                                                                   |              |                                                             |                                                               |              |
| Foreign currency translation<br>differences for foreign operations           | 48                                                  | 394                                                               | -88%         | (116)                                                       | 302                                                           | -138%        |
| <b>Total comprehensive income for the<br/>financial period</b>               | <b>6,052</b>                                        | <b>7,717</b>                                                      | <b>-22%</b>  | <b>20,590</b>                                               | <b>25,326</b>                                                 | <b>-19%</b>  |
| Profit attributable to:                                                      |                                                     |                                                                   |              |                                                             |                                                               |              |
| - Owners of the Company                                                      | 6,006                                               | 7,324                                                             | -18%         | 20,710                                                      | 25,027                                                        | -17%         |
| - Non-controlling interest                                                   | (2)                                                 | (1)                                                               | 100%         | (4)                                                         | (3)                                                           | 33%          |
| Profit for the financial period                                              | 6,004                                               | 7,323                                                             | -18%         | 20,706                                                      | 25,024                                                        | -17%         |
| Total comprehensive income attributable to:                                  |                                                     |                                                                   |              |                                                             |                                                               |              |
| - Owners of the Company                                                      | 6,054                                               | 7,718                                                             | -22%         | 20,594                                                      | 25,329                                                        | -19%         |
| - Non-controlling interest                                                   | (2)                                                 | (1)                                                               | 100%         | (4)                                                         | (3)                                                           | 33%          |
| Total comprehensive income for the<br>financial period                       | 6,052                                               | 7,717                                                             | -22%         | 20,590                                                      | 25,326                                                        | -19%         |
| <b>Earnings per share attributable to<br/>equity holders of the Company:</b> |                                                     |                                                                   |              |                                                             |                                                               |              |
| - Basic (sen)                                                                | 1.69                                                | 2.06                                                              | -18%         | 5.83                                                        | 7.04                                                          | -17%         |
| - Diluted (sen)                                                              | 1.69                                                | 2.06                                                              | -18%         | 5.83                                                        | 7.04                                                          | -17%         |

Other disclosure items pursuant to Paragraph 16, Part A of Appendix 9B of the Main Market Listing Requirements of Bursa Malaysia Securities Berhad are not applicable.

The condensed consolidated statement of comprehensive income should be read in conjunction with the audited financial statements for the financial year ended 30 June 2023 and the accompanying explanatory notes attached to the interim financial report.

**SCICOM (MSC) BERHAD**  
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**THIRD QUARTER REPORT ENDED 31 MARCH 2024**

**UNAUDITED CONSOLIDATED STATEMENT OF FINANCIAL POSITION**

|                                                                        | As At Current<br>Financial Period Ended<br>31.3.2024<br>RM'000 | As At Preceding<br>Financial Year Ended<br>30.6.2023<br>RM'000 |
|------------------------------------------------------------------------|----------------------------------------------------------------|----------------------------------------------------------------|
| <b>ASSETS</b>                                                          |                                                                |                                                                |
| <b>Non-Current Assets</b>                                              |                                                                |                                                                |
| Plant and equipment                                                    | 14,270                                                         | 17,079                                                         |
| Intangible assets                                                      | 7,622                                                          | 9,805                                                          |
| Right-of-use assets                                                    | 23,340                                                         | 27,769                                                         |
| Other receivables, deposits and prepayments                            | 3,337                                                          | 3,337                                                          |
| Deferred tax assets                                                    | 1,038                                                          | 1,421                                                          |
|                                                                        | 49,607                                                         | 59,411                                                         |
| <b>Current Assets</b>                                                  |                                                                |                                                                |
| Trade receivables and contract assets                                  | 60,848                                                         | 55,816                                                         |
| Other receivables, deposits and prepayments                            | 8,938                                                          | 7,626                                                          |
| Tax recoverable                                                        | 2,682                                                          | 3,086                                                          |
| Investments in cash funds                                              | 22,278                                                         | 16,131                                                         |
| Cash and bank balances                                                 | 14,707                                                         | 19,939                                                         |
|                                                                        | 109,453                                                        | 102,598                                                        |
| <b>TOTAL ASSETS</b>                                                    | 159,060                                                        | 162,009                                                        |
| <b>EQUITY AND LIABILITIES</b>                                          |                                                                |                                                                |
| <b>Equity attributable to Owners of the Company</b>                    |                                                                |                                                                |
| Share capital                                                          | 35,545                                                         | 35,545                                                         |
| Retained earnings                                                      | 88,911                                                         | 89,528                                                         |
| Currency translation reserve                                           | (7,220)                                                        | (7,104)                                                        |
| <b>Total equity attributable to Owners of the Company</b>              | 117,236                                                        | 117,969                                                        |
| Non-controlling interest                                               | (1,628)                                                        | (1,624)                                                        |
| <b>TOTAL EQUITY</b>                                                    | 115,608                                                        | 116,345                                                        |
| <b>Non-Current Liabilities</b>                                         |                                                                |                                                                |
| Lease liabilities                                                      | 16,312                                                         | 21,007                                                         |
| Deferred tax liabilities                                               | 2,099                                                          | 2,196                                                          |
|                                                                        | 18,411                                                         | 23,203                                                         |
| <b>Current Liabilities</b>                                             |                                                                |                                                                |
| Trade and other payables                                               | 15,687                                                         | 13,398                                                         |
| Lease liabilities                                                      | 9,354                                                          | 9,063                                                          |
|                                                                        | 25,041                                                         | 22,461                                                         |
| <b>TOTAL LIABILITIES</b>                                               | 43,452                                                         | 45,664                                                         |
| <b>TOTAL EQUITY AND LIABILITIES</b>                                    | 159,060                                                        | 162,009                                                        |
| <b>NET ASSETS PER SHARE ATTRIBUTABLE TO OWNERS OF THE COMPANY (RM)</b> | 0.33                                                           | 0.33                                                           |

The condensed consolidated statement of financial position should be read in conjunction with the audited financial statements for the financial year ended 30 June 2023 and the accompanying explanatory notes attached to the interim financial report.

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**UNAUDITED CONSOLIDATED STATEMENT OF CHANGES IN EQUITY**

|                                                               | -----Attributable to Owners of the Company----- |               |                              |                   |                          |              |
|---------------------------------------------------------------|-------------------------------------------------|---------------|------------------------------|-------------------|--------------------------|--------------|
|                                                               | Issued and fully paid ordinary shares           |               | Non-distributable            | Distributable     | Non-controlling interest | Total Equity |
|                                                               | Number of shares                                | Share capital | Currency translation reserve | Retained earnings |                          |              |
|                                                               | '000                                            | RM'000        | RM'000                       | RM'000            | RM'000                   | RM'000       |
| <b>9 months ended 31.3.2023</b>                               |                                                 |               |                              |                   |                          |              |
| As at 1 July 2022                                             | 355,454                                         | 35,545        | (7,415)                      | 85,626            | (1,619)                  | 112,137      |
| Currency translation differences                              | 0                                               | 0             | 302                          | 0                 | 0                        | 302          |
| Profit/(expense) for the financial period                     | 0                                               | 0             | 0                            | 25,027            | (3)                      | 25,024       |
| Total comprehensive (expense)/income for the financial period | 0                                               | 0             | 302                          | 25,027            | (3)                      | 25,326       |
| Dividends paid for the financial period ended:                |                                                 |               |                              |                   |                          |              |
| - 30 June 2022                                                | 0                                               | 0             | 0                            | (7,109)           | 0                        | (7,109)      |
| - 30 June 2023                                                | 0                                               | 0             | 0                            | (14,218)          | 0                        | (14,218)     |
| As at 31 March 2023                                           | 355,454                                         | 35,545        | (7,113)                      | 89,326            | (1,622)                  | 116,136      |
| <b>9 months ended 31.3.2024</b>                               |                                                 |               |                              |                   |                          |              |
| As at 1 July 2023                                             | 355,454                                         | 35,545        | (7,104)                      | 89,528            | (1,624)                  | 116,345      |
| Currency translation differences                              | 0                                               | 0             | (116)                        | 0                 | 0                        | (116)        |
| Profit/(expense) for the financial period                     | 0                                               | 0             | 0                            | 20,710            | (4)                      | 20,706       |
| Total comprehensive (expense)/income for the financial period | 0                                               | 0             | (116)                        | 20,710            | (4)                      | 20,590       |
| Dividends paid for the financial period ended:                |                                                 |               |                              |                   |                          |              |
| - 30 June 2023                                                | 0                                               | 0             | 0                            | (7,109)           | 0                        | (7,109)      |
| - 30 June 2024                                                | 0                                               | 0             | 0                            | (14,218)          | 0                        | (14,218)     |
| As at 31 March 2024                                           | 355,454                                         | 35,545        | (7,220)                      | 88,911            | (1,628)                  | 115,608      |

The condensed consolidated statement of changes in equity should be read in conjunction with the audited financial statements for the financial year ended 30 June 2023 and the accompanying explanatory notes attached to the interim financial report.

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**UNAUDITED CONDENSED CONSOLIDATED STATEMENT OF CASH FLOW**

|                                                                           | Current<br>Financial<br>Period Ended<br>31.3.2024<br>RM'000 | Preceding<br>Financial<br>Period Ended<br>31.3.2023<br>RM'000 |
|---------------------------------------------------------------------------|-------------------------------------------------------------|---------------------------------------------------------------|
| <b>Operating Activities</b>                                               |                                                             |                                                               |
| <b>Net profit for the financial period</b>                                | 20,706                                                      | 25,024                                                        |
| <b>Adjustments:</b>                                                       |                                                             |                                                               |
| Depreciation of plant and equipment                                       | 4,792                                                       | 4,836                                                         |
| Amortisation of intangible assets                                         | 2,116                                                       | 1,919                                                         |
| Depreciation of right-of-use assets                                       | 6,889                                                       | 6,764                                                         |
| Bad debts recovered                                                       | -                                                           | (90)                                                          |
| Unrealised foreign exchange gain                                          | (223)                                                       | (28)                                                          |
| Plant and equipment written off                                           | 13                                                          | -                                                             |
| Gain on disposal of plant and equipment                                   | -                                                           | (7)                                                           |
| Taxation                                                                  | 8,050                                                       | 8,043                                                         |
| Finance income                                                            | (1,127)                                                     | (614)                                                         |
| Finance cost                                                              | 1,114                                                       | 1,385                                                         |
| <b>Operating profit before changes in working capital</b>                 | 42,330                                                      | 47,232                                                        |
| Trade and other receivables                                               | (6,121)                                                     | 3,817                                                         |
| Trade and other payables                                                  | 2,289                                                       | (3,842)                                                       |
| <b>Cash flow from operations</b>                                          | 38,498                                                      | 47,207                                                        |
| Net tax paid                                                              | (7,359)                                                     | (6,844)                                                       |
| <b>Net cash flow generated from operating activities</b>                  | 31,139                                                      | 40,363                                                        |
| <b>Investing Activities</b>                                               |                                                             |                                                               |
| Purchase of plant and equipment                                           | (1,919)                                                     | (3,235)                                                       |
| Purchase of intangible assets                                             | (79)                                                        | (3,115)                                                       |
| Decrease/(Increase) in fixed deposits with maturity of more than 3 months | 983                                                         | (6,515)                                                       |
| Placement of investments in cash funds                                    | (6,148)                                                     | (220)                                                         |
| Interest received                                                         | 1,127                                                       | 614                                                           |
| Proceed from disposal of plant and equipment                              | -                                                           | 8                                                             |
| <b>Net cash flow used in investing activities</b>                         | (6,036)                                                     | (12,463)                                                      |
| <b>Financing Activities</b>                                               |                                                             |                                                               |
| Payment of principal element of lease liabilities                         | (6,865)                                                     | (6,383)                                                       |
| Payment of interest element of lease liabilities                          | (1,114)                                                     | (1,385)                                                       |
| Payment of dividends                                                      | (21,327)                                                    | (21,327)                                                      |
| <b>Net cash flow used in financing activities</b>                         | (29,306)                                                    | (29,095)                                                      |
| <b>Net decrease in cash and cash equivalents</b>                          | (4,203)                                                     | (1,195)                                                       |
| Effect of foreign exchange on cash and cash equivalents                   | (46)                                                        | 297                                                           |
| Cash and cash equivalents at beginning of financial year                  | 12,956                                                      | 21,568                                                        |
| <b>Cash and cash equivalents at end of financial period</b>               | 8,707                                                       | 20,670                                                        |
| Deposits with maturity of more than 3 months                              | 6,000                                                       | 8,515                                                         |
| <b>Cash and bank balances at the end of the financial period</b>          | 14,707                                                      | 29,185                                                        |

The condensed consolidated statement of cash flow should be read in conjunction with the audited financial statements for the financial year ended 30 June 2023 and the accompanying explanatory notes attached to the interim financial report.

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**NOTES TO THE UNAUDITED INTERIM FINANCIAL REPORT**

**1. BASIS OF PREPARATION**

The unaudited interim financial report has been prepared in accordance with the reporting requirements of Malaysian Financial Reporting Standards ("MFRS") 134 "Interim Financial Reporting", International Accounting Standards ("IAS") 34 "Interim Financial Reporting" and paragraph 9.22 and Appendix 9B of the Main Market Listing Requirements of Bursa Malaysia Securities Berhad ("Bursa Securities"). The unaudited interim financial report should be read in conjunction with the Group's most recent audited financial statements for the financial year ended 30 June 2023.

**2. SIGNIFICANT ACCOUNTING POLICIES**

The accounting policies and method of computation adopted by the Group in this interim financial report are consistent with those adopted in the annual financial statements for the financial year ended 30 June 2023.

***Amendments to published standards that are effective and applicable to the Group***

The Group have applied the following for the first time for the financial year beginning on 1 January 2023:

- Amendments to MFRS 101 "Disclosure of Accounting Policies"
- Amendments to MFRS 108 "Definition of Accounting Estimates"
- Amendments to MFRS Practice Statement 2 "Disclosure of Accounting Policies"
- Amendments to MFRS 112 "Deferred Tax related to Assets and Liabilities arising from a Single Transaction"
- Amendments to MFRS 112 'International Tax Reform – Pillar Two Model Rules'

The adoption of the above did not have any impact on the current period or any prior period and is not likely to affect future periods.

***Amendments that are applicable to the Group but not yet effective***

Amendments effective for annual periods beginning on or after 1 January 2024

- Amendments to MFRS 101 "Non-current Liabilities with Covenants"
- Amendments to MFRS 107 and MFRS 7 "Supplier Finance Arrangements"
- Amendments to MFRS 16 "Lease Liability in a Sale and Leaseback"

The Group will adopt the above amendments when they become effective in the respective financial periods. The Group is in the process of assessing the impact of the adoption of these amendments to existing standards.

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**NOTES TO THE UNAUDITED INTERIM FINANCIAL REPORT**

**3. AUDITORS' REPORT OF PRECEDING AUDITED ANNUAL FINANCIAL STATEMENTS**

The auditors' report on the financial statements for the financial year ended 30 June 2023 was not qualified.

**4. SEASONAL / CYCLICAL FACTORS**

The operations of the Group were not significantly affected by seasonal and cyclical factors during the financial quarter under review.

**5. UNUSUAL ITEMS**

There were no significant unusual items affecting assets, liabilities, equity, net income or cash flows during the financial quarter under review and financial period to date.

**6. MATERIAL CHANGES IN ESTIMATES OF AMOUNTS REPORTED**

There were no material changes in the basis of estimates of amounts previously reported which have a material effect in the financial quarter under review and financial period to date.

**7. MOVEMENT IN DEBT AND EQUITY SECURITIES**

During the current financial quarter and financial period to date, there were no issuances, cancellation, repurchases, resale and repayments of debt and equity securities.

**8. DIVIDENDS PAID**

The following dividends were paid during the financial year to date :-

| In respect of the financial year ended | Dividend                                       | Date of dividend payment | Amount paid |
|----------------------------------------|------------------------------------------------|--------------------------|-------------|
| 2023                                   | Interim dividend of 2.0 sen per ordinary share | 22 September 2023        | RM7,109,071 |
| 2024                                   | Interim dividend of 2.0 sen per ordinary share | 28 December 2023         | RM7,109,071 |
| 2024                                   | Interim dividend of 2.0 sen per ordinary share | 25 March 2024            | RM7,109,071 |



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**NOTES TO THE UNAUDITED INTERIM FINANCIAL REPORT**

**9. SEGMENT RESULTS AND REPORTING**

Management monitors the operating results of its business units separately for the purpose of making decisions about resource allocation and performance assessment. Segment performance is evaluated based on operating profit or loss.

The two primary segments that are the focus of the management's internal financial and operational reporting structure are as follows:

- a. Business Process Outsourcing (BPO)'s suite of services includes integrated solutions in Customer Lifecycle Management, Digital/ E-Commerce Solutions and E-Government (Gov-Tech) Solutions.
- b. Education provides physical and online educational and industrial training services primarily focused on customer care in the service industry and also internal training for the Group.

Segmental analysis by geographical areas:

|                | Current<br>Period<br>Quarter<br>31.3.2024<br>RM'000 | Preceding Year<br>Corresponding<br>Quarter<br>31.3.2023<br>RM'000 |
|----------------|-----------------------------------------------------|-------------------------------------------------------------------|
| <b>Revenue</b> |                                                     |                                                                   |
| Malaysia       | 42,782                                              | 42,451                                                            |
| Singapore      | 1,606                                               | 1,456                                                             |
| Philippines    | 5,898                                               | 6,030                                                             |
| Sri Lanka      | 1,440                                               | 1,035                                                             |
| Greater China  | 249                                                 | 3,632                                                             |
| Germany        | 1,443                                               | 1,117                                                             |
| Others         | 868                                                 | 1,058                                                             |
|                | 54,286                                              | 56,779                                                            |

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**NOTES TO THE UNAUDITED INTERIM FINANCIAL REPORT**

**9. SEGMENT RESULTS AND REPORTING (cont'd)**

Segmental analysis by business segment is as follows:

For the financial period ended 31 March 2024

| FY 2024                             | Current Financial Period Ended 31.3.2024 |           |             |              |
|-------------------------------------|------------------------------------------|-----------|-------------|--------------|
|                                     | Outsourcing services                     | Education | Elimination | Consolidated |
|                                     | RM'000                                   | RM'000    | RM'000      | RM'000       |
| Revenue from external customers     | 179,245                                  | 258       | -           | 179,503      |
| Inter-segment revenue               | 4,500                                    | -         | (4,500)     | -            |
| Total revenue                       | 183,745                                  | 258       | (4,500)     | 179,503      |
| Segment results                     | 42,824                                   | (50)      | -           | 42,774       |
| Depreciation of plant and equipment |                                          |           |             | (4,792)      |
| Amortisation of intangible assets   |                                          |           |             | (2,116)      |
| Amortisation of right-of-use assets |                                          |           |             | (6,889)      |
| Finance income                      |                                          |           |             | 1,127        |
| Finance cost                        |                                          |           |             | (1,114)      |
| Profit before taxation              |                                          |           |             | 28,990       |
| Taxation                            |                                          |           |             | (8,284)      |
| Net profit for the financial period |                                          |           |             | 20,706       |

For the financial period ended 31 March 2023

| FY 2023                             | Preceding Financial Period Ended 31.3.2023 |           |             |              |
|-------------------------------------|--------------------------------------------|-----------|-------------|--------------|
|                                     | Outsourcing services                       | Education | Elimination | Consolidated |
|                                     | RM'000                                     | RM'000    | RM'000      | RM'000       |
| Revenue from external customers     | 187,169                                    | 1,167     | -           | 188,336      |
| Inter-segment revenue               | 4,500                                      | -         | (4,500)     | -            |
| Total revenue                       | 191,669                                    | 1,167     | (4,500)     | 188,336      |
| Segment results                     | 46,674                                     | 696       | -           | 47,370       |
| Depreciation of plant and equipment |                                            |           |             | (4,836)      |
| Amortisation of intangible assets   |                                            |           |             | (1,919)      |
| Amortisation of right-of-use assets |                                            |           |             | (6,764)      |
| Finance income                      |                                            |           |             | 614          |
| Finance cost                        |                                            |           |             | (1,385)      |
| Profit before taxation              |                                            |           |             | 33,080       |
| Taxation                            |                                            |           |             | (8,056)      |
| Net profit for the financial period |                                            |           |             | 25,024       |

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**NOTES TO THE UNAUDITED INTERIM FINANCIAL REPORT**

**10. VALUATION OF PLANT AND EQUIPMENT**

There was no revaluation of plant and equipment during the financial quarter under review and financial year to date. As at 31 March 2024, all plant and equipment were stated at cost less accumulated depreciation.

**11. SUBSEQUENT EVENTS**

There were no material events subsequent to the end of the financial quarter under review up to the date of the interim financial report.

**12. CHANGES IN THE COMPOSITION OF THE GROUP**

There were no changes in the composition of the Group, including business combinations, acquisition or disposal of subsidiaries and long term investments, restructuring and discontinuing operations for the financial quarter under review.

**13. CONTINGENT LIABILITY OR CONTINGENT ASSET**

There was no contingent liability or contingent asset arising since the last audited financial statement for the financial year ended 30 June 2023.

**14. COMMITMENTS**

Commitments for the Group not provided for are as follows:

(a) Capital commitments

In respect of plant and equipment  
- Authorised and contracted

| Current<br>Financial<br>Period Ended<br>31.3.2024<br>RM'000 | Preceding<br>Financial<br>Period Ended<br>31.3.2023<br>RM'000 |
|-------------------------------------------------------------|---------------------------------------------------------------|
| 534                                                         | 816                                                           |

**15. SIGNIFICANT RELATED PARTY TRANSACTIONS**

There were no significant related party transactions during the financial period under review.

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**16. REVIEW OF PERFORMANCE**

**PERFORMANCE BY QUARTER**

| Financial quarter ended       | 31 Mar 2024   | 31 Mar 2023   | Increase/<br>(decrease) |
|-------------------------------|---------------|---------------|-------------------------|
| <b>Revenue</b>                | RM'000        | RM'000        | RM'000                  |
| BPO                           | 54,206        | 56,245        | (2,039)                 |
| Education                     | 80            | 534           | (454)                   |
| <b>Total revenue</b>          | <b>54,286</b> | <b>56,779</b> | <b>(2,493)</b>          |
|                               |               |               |                         |
| <b>Profit before taxation</b> | <b>8,128</b>  | <b>9,410</b>  | <b>(1,282)</b>          |

**a. Revenue**

BPO

The Group recorded a decrease in BPO revenue of RM2.04 million for the current financial quarter under review due mainly to lower transactional volume for certain BPO clients.

Education

The lower Education revenue for the current financial quarter under review is due to lower number of online training sessions performed as compared to the preceding year corresponding quarter.

**b. Profit before taxation**

The Group recorded lower profit before tax due primarily to the lower revenue and operating margin for certain transactional based BPO projects. The lower operating margin is due to the timing of the reduction in the corresponding operating cost.

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**16. REVIEW OF PERFORMANCE**

**PERFORMANCE BY PERIOD TO DATE**

| Financial period ended        | 31 Mar 2024    | 31 Mar 2023    | Increase/<br>(decrease) |
|-------------------------------|----------------|----------------|-------------------------|
| <b>Revenue</b>                | RM'000         | RM'000         | RM'000                  |
| BPO                           | 179,245        | 187,169        | (7,924)                 |
| Education                     | 258            | 1,167          | (909)                   |
| <b>Total revenue</b>          | <b>179,503</b> | <b>188,336</b> | <b>(8,833)</b>          |
|                               |                |                |                         |
| <b>Profit before taxation</b> | <b>28,990</b>  | <b>33,080</b>  | <b>(4,090)</b>          |

**a. Revenue**

BPO

The Group recorded a decrease in BPO revenue of RM7.92 million for the current financial period under review and is due mainly to lower transactional volumes for certain BPO clients.

Education

The lower Education revenue for the current financial period under review is due to lower number of online training sessions performed as compared to the preceding year corresponding period.

**b. Profit before taxation**

The Group recorded lower profit before tax due primarily to the lower revenue and operating margin for certain transactional based BPO projects. The lower operating margin is due to the timing of the reduction in the corresponding operating cost.

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**17. COMPARISON WITH PRECEDING QUARTER'S RESULTS**

| Financial quarter ended       | 31 Mar 2024   | 31 Dec 2023   | Increase/<br>(decrease) |
|-------------------------------|---------------|---------------|-------------------------|
| <b>Revenue</b>                | RM'000        | RM'000        | RM'000                  |
| BPO                           | 54,206        | 62,674        | (8,468)                 |
| Education                     | 80            | 177           | (97)                    |
| <b>Total revenue</b>          | <b>54,286</b> | <b>62,851</b> | <b>(8,565)</b>          |
|                               |               |               |                         |
| <b>Profit before taxation</b> | <b>8,128</b>  | <b>9,521</b>  | <b>(1,393)</b>          |

**a. Revenue**

BPO

The Group recorded a decrease in BPO revenue of RM8.47 million for the current financial quarter under review and is due mainly to lower transactional volumes for certain BPO clients.

**b. Profit before taxation**

The decrease in the Group's profit before taxation for the current financial quarter under review as compared to the preceding quarter is due mainly to the lower revenue for the Group's BPO business.

**18. CURRENT YEAR REVIEW**

For the first nine months of the current financial period under review, the Group registered a decrease in revenue and profit before taxation of 5% and 12% respectively, as compared to the preceding corresponding period. The lower revenue is primarily due to lower transactional volume during the current period under review as certain clients scale back their BPO needs due to macro-economic factors and their respective industry changes. Uncertainties owing to conflicts, trade disputes, and interest rates continue to impact the global economic outlook.

The BPO sector of our business is facing challenges with threats posed by a competitive market environment, along with the imminent threat of technology driven innovation such as Artificial Intelligence (AI), machine learning and Robotic Process Automation (RPA). The Group is currently in transition from offering traditional human centric BPO services to AI enabled and enhanced BPO services. The Group has developed tools and skill sets within this new technology innovation to ensure that our new service offerings are competitive and innovative in today's rapidly changing digital landscape.



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**18. CURRENT YEAR REVIEW (cont'd)**

The Group continues its marketing efforts for both its customer lifecycle management and Gov-tech business sectors in our targeted domestic and global markets leveraging on our track record, proven capability, competitive cost base and innovative product offerings.

The Group has an emphasis for its Education business to pivot towards providing continuous professional management development specifically for the digital age.

With the conversion of current prospects in the Group's pipeline, the Group is cautiously optimistic that profitability is sustainable moving forward.

**19. EXPLANATORY NOTES FOR VARIANCE OF ACTUAL PROFIT FROM PROFIT FORECAST OR PROFIT GUARANTEE**

The Group did not publish any profit forecast in respect of the financial period ended 31 March 2024.

**20. TAXATION**

Group

Current tax  
Deferred tax

| Current<br>Financial<br>Quarter Ended<br>31.3.2024<br>RM '000 | Current<br>Financial<br>Period Ended<br>31.3.2024<br>RM '000 |
|---------------------------------------------------------------|--------------------------------------------------------------|
| 2,227                                                         | 7,999                                                        |
| (103)                                                         | 285                                                          |
| 2,124                                                         | 8,284                                                        |

Effective tax rate

26.1%

28.6%

The Malaysian current income tax is calculated at the statutory tax rate of 24% (2023: 24%) of the estimated assessable profit for the financial year.

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**20. TAXATION (cont'd)**

Numerical reconciliation between the average effective tax rate and the Malaysian statutory tax rate:

| <u>Group</u>                                                      | <b>Current<br/>Financial<br/>Quarter Ended<br/>31.3.2024<br/>RM '000</b> | <b>Current<br/>Financial<br/>Period Ended<br/>31.3.2024<br/>RM '000</b> |
|-------------------------------------------------------------------|--------------------------------------------------------------------------|-------------------------------------------------------------------------|
| Malaysian statutory tax rate                                      | 24.0%                                                                    | 24.0%                                                                   |
| Tax effects of:                                                   |                                                                          |                                                                         |
| -Expenses not deductible for tax purposes                         | 1.6%                                                                     | 1.4%                                                                    |
| -Income not subject to tax                                        | (0.4%)                                                                   | (0.3%)                                                                  |
| -Recognition of previously unrecognised deferred tax              | (1.4%)                                                                   | 3.0%                                                                    |
| -Utilisation of capital allowances and unabsorbed business losses | (0.6%)                                                                   | (0.3%)                                                                  |
| -Under provision of prior year tax                                | 2.9%                                                                     | 0.8%                                                                    |
| Effective tax rate                                                | 26.1%                                                                    | 28.6%                                                                   |

As reported in the previous financial years, a wholly owned subsidiary of the Company, Scicom Contact Centre Services Private Limited (India) has received tax assessment notices of RM1.4 million, INR23.8 million (2023: RM1.4 million, INR23.8 million). These assessments are in respect to transfer pricing adjustments and the disallowance of certain expenses for tax purposes. Currently, the subsidiary is challenging the assessments on the ground that the tax matter has become barred by limitation of time. The Board of Directors have received expert advice on this matter from a tax agent. Based on the advice received, the Board of Directors are of the view that no significant liability will crystallize from these assessments.

**21. STATUS OF CORPORATE PROPOSALS ANNOUNCED**

There were no corporate proposals announced but not completed as at 30 May 2024, being the date of this report.

**22. GROUP BORROWINGS AND DEBT SECURITIES**

The Group does not have any borrowings and debt securities as at 31 March 2024.

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**23. UPDATE ON LITIGATION**

Informatics International Limited

Further to disclosures made in previous quarterly announcements, the case proceeded on 26<sup>th</sup> March 2024 but was not concluded due to lack of court time and shall continue on 25<sup>th</sup> and 26<sup>th</sup> June 2024.

Other than the above, there were no material litigation matters dealt with during the financial period or pending as at 30 May 2024, being the date of this report.

**24. DIVIDENDS**

The Board of Directors has approved and declared a third interim dividend of 1.25 sen, single-tier, per ordinary share, amounting to RM4,443,170 which is payable on 28 June 2024.

|                                                                     | Current Financial<br>Period Ended<br>31.3.2024 | Preceding Financial<br>Period Ended<br>31.3.2023 |
|---------------------------------------------------------------------|------------------------------------------------|--------------------------------------------------|
| <b>Interim dividend for the financial year ended 30 June</b>        | <b>2024</b>                                    | <b>2023</b>                                      |
| <u>Third interim</u>                                                |                                                |                                                  |
| Approved and declared on                                            | 30-May-24                                      | 29-May-23                                        |
| Date payable/paid                                                   | 28-Jun-24                                      | 28-Jun-23                                        |
| Based on register members dated                                     | 14-Jun-24                                      | 14-Jun-23                                        |
| Amount per share                                                    | 1.25 sen single-tier                           | 2.0 sen single-tier                              |
| Net dividend payable/paid(RM)                                       | 4,443,170                                      | 7,109,071                                        |
| <b>Interim dividend for the financial year ending/ended 30 June</b> | <b>2024</b>                                    | <b>2023</b>                                      |
| <u>Second interim</u>                                               |                                                |                                                  |
| Approved and declared on                                            | 26-Feb-24                                      | 27-Feb-23                                        |
| Date paid                                                           | 25-Mar-24                                      | 24-Mar-23                                        |
| Based on register members dated                                     | 11-Mar-24                                      | 14-Mar-23                                        |
| Amount per share                                                    | 2.0 sen single-tier                            | 2.0 sen single-tier                              |
| Net dividend paid (RM)                                              | 7,109,071                                      | 7,109,071                                        |
| <b>Interim dividend for the financial year ending/ended 30 June</b> | <b>2024</b>                                    | <b>2023</b>                                      |
| <u>First interim</u>                                                |                                                |                                                  |
| Approved and declared on                                            | 30-Nov-23                                      | 21-Nov-22                                        |
| Date paid                                                           | 28-Dec-23                                      | 21-Dec-22                                        |
| Based on register members dated                                     | 15-Dec-23                                      | 6-Dec-22                                         |
| Amount per share                                                    | 2.0 sen single-tier                            | 2.0 sen single-tier                              |
| Net dividend paid (RM)                                              | 7,109,071                                      | 7,109,071                                        |
| <b>Interim dividend for the financial year ended 30 June</b>        | <b>2023</b>                                    | <b>2022</b>                                      |
| <u>Fourth interim</u>                                               |                                                |                                                  |
| Approved and declared on                                            | 25-Aug-23                                      | 26-Aug-22                                        |
| Date paid                                                           | 22-Sep-23                                      | 28-Sep-22                                        |
| Based on register members dated                                     | 12-Sep-23                                      | 13-Sep-22                                        |
| Amount per share                                                    | 2.0 sen single-tier                            | 2.0 sen single-tier                              |
| Net dividend paid (RM)                                              | 7,109,071                                      | 7,109,071                                        |

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**25. EARNINGS PER SHARE (“EPS”)**

The basic earnings per share for the financial quarter/period under review are computed as follows:

|                                                                                    | <b>Current<br/>Financial<br/>Quarter Ended<br/>31.3.2024</b> | <b>Current<br/>Financial<br/>Period Ended<br/>31.3.2024</b> |
|------------------------------------------------------------------------------------|--------------------------------------------------------------|-------------------------------------------------------------|
| Profit attributable to the Owners of the Company for the financial period (RM'000) | 6,006                                                        | 20,710                                                      |
| Weighted average number of ordinary shares in issue ('000)                         | 355,454                                                      | 355,454                                                     |
| Basic earnings per share (sen)                                                     | 1.69                                                         | 5.83                                                        |

Diluted earnings per share is the same as basic earnings per share as the Company has no potential ordinary shares to be issued.

**26. DERIVATIVE FINANCIAL INSTRUMENTS**

There were no outstanding derivative financial instruments as at 31 March 2024.

**27. FAIR VALUE OF FINANCIAL LIABILITIES**

There were no gains/losses arising from fair value changes of financial liabilities for the financial period ended 31 March 2024.

By order of the Board of Directors

DATO' SRI LEO SURESH ARIYANAYAKAM  
DIRECTOR  
30 MAY 2024