

MEDIA RELEASE



For immediate release

Pos Malaysia Records Q3 2023 Revenue of RM461.7 Million and Improves Pre-Tax Losses by 19.6%

KUALA LUMPUR, 22 November 2023 – Pos Malaysia Berhad ("Pos Malaysia" or the "Group"), the national post and parcel service provider announced a revenue of RM461.7 million for the third quarter ended 30 September 2023, and a loss before taxation of RM29.1 million, an improvement of 19.6% compared to the same period in 2022.

The year 2023 has been marked by a weakened economic outlook and evolving consumer behaviour, accompanied by industry challenges such as logistics in-sourcing, masking and escalating operating costs. Despite the ongoing challenges, Pos Malaysia is focused on enhancing its financial results through the significant transformation of its core business, accelerating the margin-led new initiatives, rigorous cost management, and pursuing strategic growth opportunities across its subsidiaries.

Pos Malaysia Berhad's Group Chief Executive Officer, Charles Brewer said, "In the face of ongoing macro and local challenges, Pos Malaysia remains fully focused on its transformation. Despite the headwinds, Pos Malaysia remains resilient and has delivered significant progress on its transformation journey, including an improvement quarter on quarter."

"I am immensely proud of the Pos Malaysia team. They are dedicated and resilient, reflecting our collective commitment to adaptability and continuous improvement. We have made significant strides in elevating service levels and our commitment to consistently provide exceptional service is underscored by the results of the 2022 Courier Challenge survey, overseen by the Malaysian Communications and Multimedia Commission (MCMC). Pos Malaysia achieved an impressive 96 percent in guaranteed delivery performance, surpassing the industry average of 78 percent. This accolade reflects our dedication to excellence and our purpose in passionately building trust to connect lives and businesses for a better tomorrow," he concluded.

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Pos Malaysia Berhad (Pos Malaysia)

Pos Malaysia is the national postal and parcel service provider and sole licensee for universal postal services in the country. With a history of over 200 years, the company has diversified beyond the traditional provision of mail and parcel delivery to also offer retail, logistics and aviation products and services. It has also pivoted from a mail company that also delivers parcels, to a parcel delivery company that also delivers mail.

Pos Malaysia has the most extensive last-mile reach, delivering to more than 11 million addresses across the nation. It also has a network of more than 3,800 touchpoints with presence across the country providing Malaysians the most comprehensive retail network.

Pos Malaysia is majority owned by conglomerate DRB-HICOM Berhad.

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