

(Stock Code: 2383)

6 April 2020

Dear Shareholders.

Election of Language and Means of Receipt of Corporate Communications

We are writing to seek your election in relation to the following matters regarding the corporate communications ("Corporate Communications") of TOM Group Limited (the "Company") to be despatched in the future:

- (1) the language of Corporate Communications; and
- (2) to read future Corporate Communications published on the Company's website ("Website Version") in place of receiving printed copies thereof.

Corporate Communications include but not limited to (a) the directors' report, its annual accounts together with a copy of the auditor's report and, where applicable, its summary financial report; (b) the interim report and, where applicable, summary interim report; (c) a notice of meeting; (d) a listing document; (e) a circular; and (f) a proxy form.

In support of environmental protection and for the purpose of saving printing and mailing costs, the Company recommends you to select the Website Version. To make your election, please mark (X) in the appropriate box on the enclosed reply form ("Reply Form") and sign and return it to the Company c/o its branch share registrar ("Hong Kong Share Registrar"), Computershare Hong Kong Investor Services Limited at 17M Floor, Hopewell Centre, 183 Queen's Road East, Wanchai, Hong Kong, using the mailing label at the bottom of the Reply Form (no postage is needed if posted in Hong Kong). If your registered address is outside Hong Kong, please affix an appropriate stamp.

If the Company does not receive the enclosed Reply Form or receive a response indicating an objection from you by 4 May 2020 and until you inform the Company c/o the Hong Kong Share Registrar by reasonable prior notice in writing or sending a notice by email to tomgroup@computershare.com.hk according to the relevant laws and regulations, you will be deemed to have consented to receiving Website Version and only a printed notification letter of the publication of the Corporate Communications on the Company's website will be sent to you in the future.

You have the right at any time by reasonable notice in writing to the Company c/o the Hong Kong Share Registrar to change the choice of means of receipt and language of the Corporate Communications. You may also send such a notice by email to tomgroup@computershare.com.hk. Even if you have chosen (or are deemed to have consented) to receive Website Version but for any reason have difficulty in receiving or gaining access to the Corporate Communications, the Company will upon your request send the Corporate Communications to you in printed form free of charge as soon as possible.

Please note that the English and Chinese versions of all future Corporate Communications will be available on the Company's website at www.tomgroup.com and the website of Hong Kong Exchanges and Clearing Limited at www.hkexnews.hk.

Should you have any queries in relation to this letter, please call the hotline of the Company's Hong Kong Share Registrar at (852) 2862 8688 during business hours from 9:00 a.m. to 6:00 p.m., Monday to Friday, excluding public holidays.

Yours faithfully, For and on behalf of TOM Group Limited Yeung Kwok Mung Executive Director