

Announcement

For immediate release

Tuesday, 14th October 2025

MS. DHIYANA AFEEF PROMOTED AND APPOINTED AS THE DIRECTOR CUSTOMER EXPERIENCE

Ooredoo Maldives Plc's ("Ooredoo Maldives" or the "Company") current Head of Customer, Ms. Dhiyana Afeef has been promoted and appointed as the Director Customer Experience of the Company, effective from 1st October 2025.

Ms. Afeef has over 20 years of extensive experience in the field of customer care and joined Ooredoo Maldives in 2005. She has held key positions such as Manager-Contact Centre, Manager-Postpaid Business, Senior Supervisor-Quality & Training and Head of Customer Care at Ooredoo Maldives. She holds a Masters' in Business Psychology and Bachelors' Degree in Business Administration. Additionally, she has completed multiple leadership development programs including the Harvard Leadership Development Program.

Ooredoo Maldives warmly congratulates Ms. Afeef on her promotion and appointment as the Director Customer Experience and we are confident that she will continue to drive digital transformation, enhance service excellence, and implement strategies that further elevate customer satisfaction.

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About Ooredoo Maldives

Ooredoo Maldives provides an innovative range of voice, data, broadband, content, and enterprise services tailored to the growing needs of today's consumers and businesses. Guided by its vision of enriching people's lives and its belief that it can stimulate human growth by leveraging communications to help people achieve their full potential, Ooredoo Maldives has transformed the digital lives of communities across the Maldives.

Ooredoo Maldives generated revenues of MVR 2,203 million and a Profit after Tax of MVR 685 million as of 31st December 2024. Its shares are listed on the Maldives Stock Exchange.

Website: www.ooredoo.mv | LinkedIn: <https://www.linkedin.com/company/ooredoomaldives/> | Twitter: www.twitter.com/ooredoomaldives |
Facebook: www.facebook.com/ooredoomaldives | Instagram: www.instagram.com/ooredoomaldives |
YouTube: www.youtube.com/ooredoomaldives

About Ooredoo Group

Ooredoo is an international communications Company operating across the Middle East, North Africa, and Southeast Asia. It serves consumers and businesses in nine countries, delivering Ooredoo a broad range of content and services through its advanced, data-centric mobile and fixed networks. As of 31 December 2024, Ooredoo generated full-year Revenue of QAR 24 billion. Its shares are listed on the Qatar Stock Exchange and the Abu Dhabi Securities Exchange. Website: www.ooredoo.com | LinkedIn: www.linkedin.com/company/ooredoo-group/ | Twitter: www.twitter.com/ooredoo | Facebook: www.facebook.com/ooredooogroup | Instagram: www.instagram.com/ooredooogroup | YouTube: www.youtube.com/ooredooogroup