

# Virtual AGM Frequently Asked Questions



## 1. When is IOOF Holdings Limited's virtual AGM?

IOOF Holdings Limited (IOOF) Virtual Annual General Meeting (AGM) will be held on Thursday, 25 November 2021 commencing at 9:30am (AEDT).

The online registration will open the same day one hour prior to commencement, from 8:30am (AEDT).

## 2. Why is IOOF not holding a physical meeting for its AGM this year?

IOOF has been monitoring the advice of the government health authorities regarding the ongoing risks from the COVID-19 disease outbreak. As a result of the COVID-19 pandemic and the associated government restrictions in place on travel and public gatherings as at the date of this notice, the Board of IOOF has decided to conduct the AGM entirely online.

The health of our shareholders, employees and the broader community are key considerations for your Board, and we consider that holding a virtual AGM in the current environment is an appropriate and responsible measure.

## 3. What do I need to do to attend IOOF's virtual AGM online?

Shareholders who wish to participate in the AGM online may do so by entering the following URL into an internet browser on their computer, laptop, smartphone, tablet, or other smart device:

<https://web.lumiagm.com/370300136>

**You can log into the meeting by entering:**

- 1 Your username, which is your Voting Access Code, which can be located on the first page of your proxy form or Notice of Meeting email.
- 2 Your password, which is the postcode registered to your holding if you are an Australian shareholder. Overseas shareholders should refer to the user guide for their password details.
- 3 If you have been nominated as a third-party proxy, please contact Boardroom on **1300 552 203** (within Australia) or **+61 2 8016 2893** (internationally).

Attending the meeting online enables shareholders to view the AGM live and to also ask questions and cast direct votes at the appropriate times whilst the meeting is in progress.

## 4. What information do I require to log in to IOOF's virtual AGM online?

To login to the portal, you will need the following information:

**Meeting ID: 370300136**

Australian Residents Username – Voting Access Code and Password (postcode of registered address)

Overseas Residents Username – Voting Access Code and Password (three-character country code e.g. New Zealand NZL. A full list of country code can be found in Virtual AGM online guide).

Voting Access Code can be located on the first page of your proxy form or on notice of meeting email.

## 5. Where will the Appointed Proxy get its username and password information from?

To receive your username and password, please contact our share registry, Boardroom on **1300 552 203** (within Australia) or **+61 2 8016 2893** (internationally) between 8:30am to 5:30pm (AEDT) Monday to Friday, the day before the meeting.

## 6. How do I join IOOF's virtual AGM online?

To join the meeting, you will be required to enter the **unique 9-digit meeting ID (370300136)** and select **"Join"**. To proceed to registration, you will be asked to read and accept the terms and conditions.

If you are shareholder, select **"I have a login"** and enter your **Voting Access Code** and **password** (postcode or country code). If you are proxyholder you will need to enter **unique username** and **password** provided by Boardroom and select **"Login"**.

## 7. How do I watch the AGM as a non-voting shareholder or member of the public?

Members of the public can register to view the virtual AGM by visiting LUMI's website <https://web.lumiagm.com>, entering the **9-digit meeting ID (370300136)** and then selecting **"Guest"**. You will be asked to enter your name and email address, then select **"enter"**.

Please note, only registered shareholders and proxyholders will be able to vote or ask a question. A recording of the virtual AGM will also be available to view after the conclusion of the event at [www.ioof.com.au/agm](http://www.ioof.com.au/agm)

## 8. How do I vote and ask a question at the virtual AGM?

If you would like to cast a vote:

- When the Chair declares the polls open, the resolution and voting choices will appear.
- Press the option **FOR, AGAINST** or **ABSTAIN** corresponding the way in which you wish to vote.
- Once the option is selected the vote will change colour and a confirmation message will appear. If you change your mind and wish to change your vote, you can simply press the new vote or cancel your vote at any time before the Chair closes the polls.

If you would like to ask a question:

- Select the messaging tab.
- Select the **"Ask a Question"** box and type in your message. Compose your question in the area provided, then once your question is typed select the **"send"** icon.

The Chair will give all shareholders a reasonable opportunity to ask questions and will endeavor to answer all questions at the meeting.

## 9. I can't attend the virtual AGM. Can I view it later?

A recording of the virtual AGM will be available to view at [www.ioof.com.au/agm](http://www.ioof.com.au/agm) after the conclusion of the AGM.

## 10. What is the pre-AGM deadline for lodging online proxies and questions?

For your vote to be effective it must be recorded before 9.30am (AEDT) on Tuesday 23 November 2021.

To vote online before the AGM, visit [www.votingonline.com.au/iflagm2021](http://www.votingonline.com.au/iflagm2021) and enter your postcode (or country of residence if outside Australia) and your Voting Access Code, which can be located on the first page of your proxy form or notice of meeting email.

## 11. Will IOOF have a virtual AGM next year?

The Board is yet to decide in respect of the 2022 AGM.

## 12. Where do I get help if needed during the virtual AGM?

Please refer to the IOOF's Virtual AGM Online Guide at [www.ioof.com.au/agm](http://www.ioof.com.au/agm) or contact Boardroom on **1300 552 203** (within Australia) or **+61 2 8016 2893** (internationally).