



ONLINE SHAREHOLDERS' MEETING GUIDE **2020**

*for the year ended 30 June*

# Online shareholders' meeting guide 2020

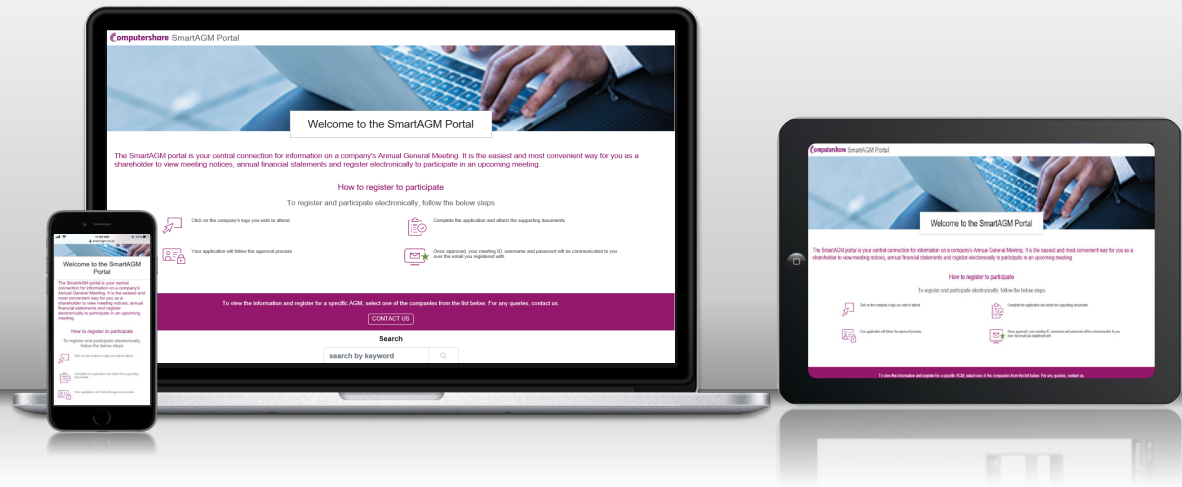
Prior registration is mandatory for all shareholders to participate in the meeting.



## SmartAGM Portal

<https://smartagm.co.za>

**Your central connection**  
for information on upcoming AGMs



## Attending the AGM electronically

This year the group will be conducting a virtual AGM, giving shareholders the opportunity to attend the AGM and participate online, using a smartphone, tablet or computer.

If you choose to participate online, you will be able to view a live webcast of the meeting, ask the board questions and submit your votes in real time. and you will need to either:

- (a) download the Lumi AGM app from the Apple App or Google Play Stores by searching for Lumi AGM; or
- (b) visit <https://web.lumiagm.com> on your smartphone, tablet or computer. You will need the latest versions of Chrome, Safari, Internet Explorer 11, Edge or Firefox. Please ensure your browser is compatible.

**Meeting ID: 165-422-451**


To log in users must have a username and password, which must be requested from [proxy@computershare.co.za](mailto:proxy@computershare.co.za).

### Using the AGM online facility:

ACCESS		NAVIGATION
<p>Once you have either downloaded the <b>Lumi AGM app</b> or entered <b>web.lumiagm.com</b> into your web browser, you'll be prompted to enter the meeting ID.</p> <p>You will then be required to enter your:</p> <ul style="list-style-type: none"> <li>a) username; and</li> <li>b) password.</li> </ul> <p><b>You will be able to log into the site from 09:00 on 2 December 2020.</b></p>	<p>To register as a member, select <b>'I have a login'</b> and enter your username and password.</p> <p>If you are a visitor, select <b>'I am a guest'</b>.</p> <p>As a guest, you will be prompted to complete all the relevant fields including title, first name, last name and email address.</p> <p><b>Please note: visitors will not be able to ask questions or vote at the meeting.</b></p>	<p>When successfully authenticated, the info screen <b>i</b> will be displayed. You can view company information, ask questions and watch the webcast.</p> <p>If you would like to watch the <b>webcast</b>, press the broadcast icon <b>📺</b> at the bottom of the screen.</p> <p>If viewing on a computer the webcast will automatically appear at the side once the meeting has started.</p>

## Online shareholders' meeting guide 2020 continued

### VOTING

The chairman will open voting on all resolutions at the start of the meeting. Once the voting has opened, the polling icon  will appear on the navigation bar at the bottom of the screen. From here, the resolutions and voting choices will be displayed.

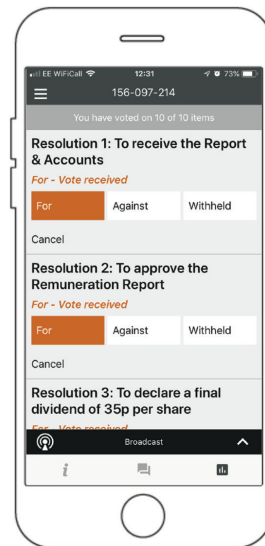
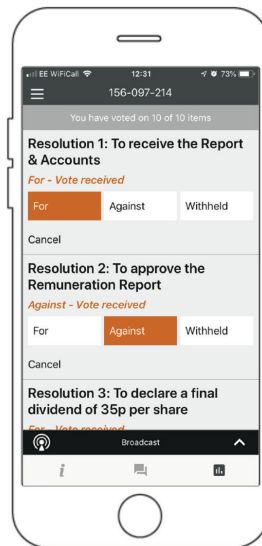
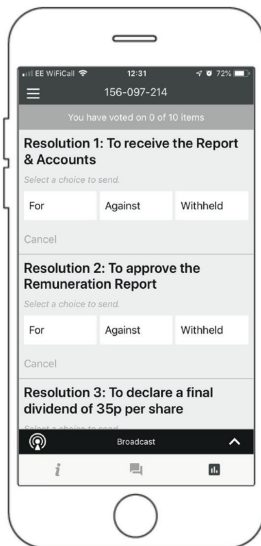
To vote, simply select your voting direction from the options shown on screen. A confirmation message will appear to show your vote has been received.

*For – Vote received*

To change your vote, simply select another direction. If you wish to cancel your vote, please press Cancel.


Once the chairman has opened voting, voting can be done at any time during the meeting, until the chairman closes the voting on the resolutions. At that point your last choice will be submitted.

You will still be able to send messages and view the webcast whilst the poll is open.



## QUESTIONS

Any member or appointed proxy attending the meeting is eligible to ask questions.

If you would like to ask a question, select the messaging icon .

Messages can be submitted at any time during the Q&A session up until such time as the chairman closes the session.

Type your message within the chat box at the bottom of the messaging screen.

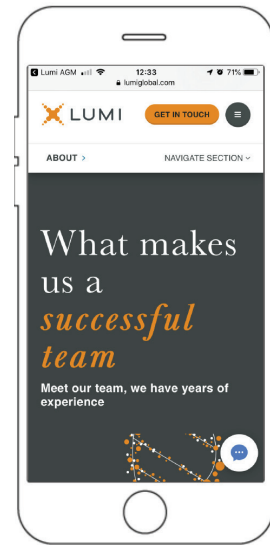
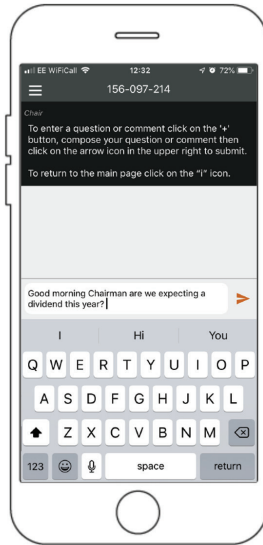
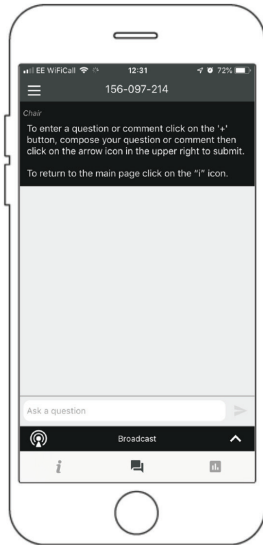
Once you are happy with your message, click the send button.

Questions sent via the Lumi AGM online platform will be moderated before being sent to the chairman. This is to avoid repetition and remove any inappropriate language.

## DOWNLOADS

Links are present on the info screen. When you click on a link, the selected document will open in your browser.

Data usage for streaming the annual general meeting or downloading documents via the AGM platform will vary depending on individual use, the specific device being used for streaming or downloading (Android, iPhone, etc) and the network connection (3G or 4G).





[WWW.FIRSTRAND.CO.ZA](http://WWW.FIRSTRAND.CO.ZA)

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