MEETING GUIDE

MEETING NAME: Standard Bank Group Limited AGM 2024
DATE: 10 June 2024
TIME: 10:00 (SAST)
VIRTUAL MEETING
Email **smartagm-sa@lumiengage.com** if you require any technical assistance.

Step 1 - Registration Platform

Shareholder	**Guest**
To register for the meeting: Visit **https://smartagm.co.za** Select the **Standard Bank Group Limited** logo Select **REGISTER** Complete the registration process ComputerShare will verify the details and will reply via email. (Please check the spam folder too).	Guests do not need to register. Please see next Section.

Step 2 - Meeting Platform (on the day of the meeting) - Access

You will be able to view a live webcast of the meeting, ask the Board questions and submit your votes in real time.

To access the meeting platform:
Visit **https://web.lumiconnect.com/104325309** (meeting ID 104325309)
ACCEPT the Terms and Conditions

The latest version of Chrome, Safari, Edge or Firefox is required. Please ensure the web browser is compatible.

| **Shareholder**	**Guest**
In the "Meeting Access" email, look for the unique login credential sent from **smartagm-sa@lumiengage.com** To access as a shareholder: Select "**I am a Shareholder**" Enter the **username** Enter the **password**	To access as a guest: Select "**I am a Guest**" Enter "**First name**", "**Last name**" and "**Email**" address

Meeting Platform - Features

When successfully authenticated, the home screen will be displayed. You can view company information, ask questions, view relevant documents and watch the webcast.

Note:
- **Guests will only have access to some features**
- The broadcast screen will either appear on the right (laptops and computers) or at the bottom of the screen (smartphones and tablets). Once the meeting starts, the broadcast will start automatically. If the broadcast does not appear automatically, contact the support team.
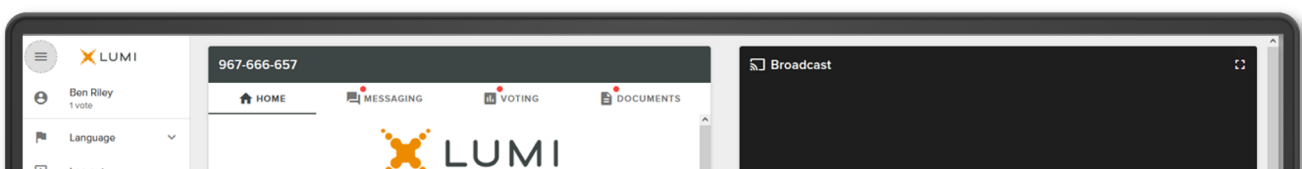
MEETING GUIDE

MEETING PLATFORM - Features - Virtual Microphone

Should you wish to ask a verbal questions you can: Dial the numbers provided in the **HOME** screen

or

Click on the **REQUEST TO SPEAK** in the **BRAODCAST** screen to access the virtual microphone.

Make sure that you allow the web browser permission to use the Device's Microphone. Please note that it is important for you to pause the webcast before you make use of the virtual microphone.
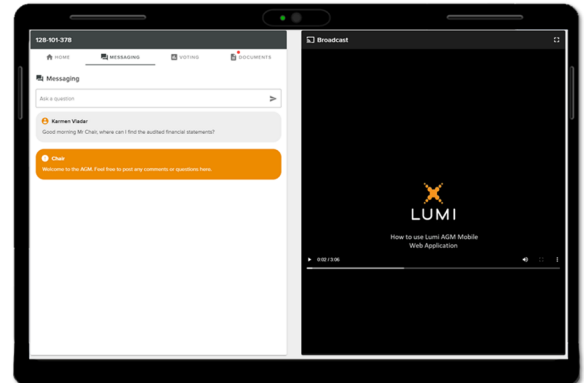
MEETING PLATFORM - Features - Messaging

The **MESSAGING** icon can appear on the navigation bar at the top of the screen. In this section, you can ask questions and comment on items discussed at the meeting and view your and other participating members' questions and comments.

To ask a question or comment, select the **MESSAGING** icon.

Type your message within the chat box and then press send (the arrow button).
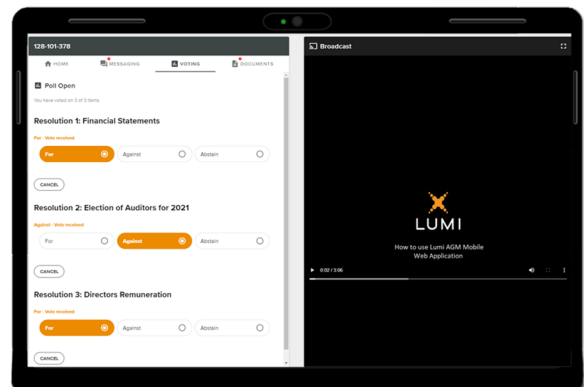
MEETING PLATFORM - Features - Voting

Once the poll/s has opened, the **VOTING** icon will appear on the navigation bar at the top of the screen. From here, resolutions or motions will be displayed.

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

If you wish to change your vote, simply select an alternate choice while the voting is open or select cancel if you wish to cancel your vote.

Once opened, voting can be performed at anytime during the meeting until the Chairman closes the voting. At that point, your last choice will be submitted.

MEETING PLATFORM - Features - Documents

If there are documents pertaining to the meeting, the **DOCUMENTS** icon will appear on the navigation bar at the top of the screen. You can view, download and print the pdf documents.

Select the **DOCUMENTS** icon and then select the document.