



# 2020 Suncorp Online Annual General Meeting Frequently Asked Questions

## 1. When is Suncorp's 2020 Annual General Meeting (AGM)?

The Suncorp Group Limited (Suncorp) 2020 AGM will be held **online**, on Thursday 22 October, at 10.00am Brisbane time (11.00am Sydney time; 11.00am ADST; 9.00am AWST; 9.30am ACST).

## 2. What is an 'online' AGM?

An online AGM is a meeting conducted completely online. There is no physical location for shareholders or guests to attend the AGM as there has been in previous years.

This new online format will allow all our shareholders located across Australia and overseas to participate in the AGM, regardless of location, via their computer, tablet or mobile phone.

The AGM will be conducted via our share registry's (Link Market Services) virtual meeting platform which can be accessed by clicking on this [link](#).

## 3. Why is Suncorp having an online AGM?

The health and safety of our shareholders and employees is our number one priority and in light of COVID-19, the rapidly changing environment and the uncertainty surrounding future restrictions on travel and mass gatherings, we decided to change the way we host this year's AGM.

## 4. How do I participate in the online AGM?

You can participate in the online AGM by clicking on this [link](#) and entering your details. By registering your details, you will be able to watch the AGM via your computer, tablet or mobile phone. Please note that a desktop or laptop computer will provide the most optimal viewing experience.

If you are an eligible shareholder who would like to vote or ask a question during the AGM, you will also need to enter your Shareholder Number (Securityholder Reference Number (SRN), Holder Identification Number (HIN) or Employee Number) and post code or country code details. This process is similar to attending an AGM in person in past years, where you were asked to provide these details at the registration desk to enable you to vote or ask a question.

If you are a proxy holder, you will need a proxy number to obtain access to the online voting and question facilities. Link Market Services will provide the proxy number via email no later than 24 hours prior to the AGM. Alternatively, proxy holders can call Link Market Services on 1300 882 012 (within Australia) or +612 8767 1219 (outside Australia) to request confirmation of the proxy number.

Further instructions and information are available in the 2020 Notice of AGM and the Online AGM Guide, which are both available on the [Suncorp AGM website](#).

## 5. When can I register to participate in the online AGM?

You can enter your details up to one hour before the AGM starts (9.00am Brisbane time, 10.00am Sydney time, 10.00am ADST, 8.00am AWST, 8.30am ACST).

## 6. I can't participate in the online AGM. Will I be able to watch it at a later date?

Yes. A recording of the AGM will be available on the [Suncorp Group website](#) after the AGM.

## 7. Who can I call for help registering or using the online AGM platform?

Please call the Link Market Services Virtual Meeting Support Line on 1800 990 363. Further information is also available in the Online AGM Guide available on the [Suncorp Group website](#).

## **8. Why didn't I receive a hard copy of the Notice of AGM and voting form this year? Will I still receive a printed Annual Report in the mail as usual?**

We released our Notice of AGM online this year and emailed this, together with personalised online voting links, to shareholders who had requested to receive their communications by email. We did not post printed copies of the Notice of AGM and voting forms to shareholders this year, even to those shareholders who have previously requested to receive their shareholder communications via post.

This approach is consistent with the relief provided to companies by the Commonwealth Treasurer in response to the COVID-19 pandemic. Further information was set out in the Chairman's letter which was mailed to shareholders on 7 September and can be read [here](#).

Printed copies of the Annual Report were sent to shareholders who have previously requested a copy on 23 September.

Please contact our share registry, Link Market Services, by email to [suncorp@linkmarketservices.com.au](mailto:suncorp@linkmarketservices.com.au) or by telephone on 1300 882 012 (within Australia) or +61 2 8767 1219 (outside Australia), if you have previously requested to receive a printed copy of the Annual Report but do not receive it. Our Annual Report is also available on the [Suncorp Group website](#).

## **9. Why do I need to provide my shareholder or proxy details to vote or ask a question during the AGM?**

Only eligible shareholders and proxy holders are able to vote or ask questions during the AGM. By providing this information, our share registry, Link Market Services, can verify that you are an eligible shareholder or proxy holder. This is consistent with previous AGMs, where shareholders and proxy holders provided these details at the physical registration desk.

## **10. I'm not a shareholder, can I still watch the online AGM?**

Yes. The general public is welcome to watch the AGM, however only eligible shareholders and proxy holders are entitled to vote and ask questions during the AGM. To view the AGM, click on the [online AGM link](#) and enter your details.

## **11. Will Suncorp have an online AGM next year?**

It is too early to make a decision about next year's AGM. This decision will be made closer to the time based on the available facts and circumstances. We will update shareholders once a decision is made.

# **Voting**

## **12. How do I vote in advance of the AGM? What is the deadline for voting in advance of the AGM?**

You can vote or appoint a proxy online at [linkmarketservices.com.au](http://linkmarketservices.com.au). You will need your Shareholder Number (Securityholder Reference Number (SRN) or Holder Identification Number (HIN)) and postcode for your shareholding (or country code, if you are located outside Australia).

If you received the Notice of AGM by email, you can vote or appoint a proxy online using the personalised voting link(s) and instructions sent on 22 September.

**Your voting or proxy directions must be received by the share registry by no later than 10.00am Brisbane time (11.00am Sydney time; 11.00am ADST; 9.00am AWST; 9.30am ACST) on Tuesday 20 October 2020 to be valid.**

Further information on how to vote is set out in the 2020 Notice of AGM [Suncorp Group website](#).

### **13. How do I vote during the online AGM?**

On Thursday, 22 October, from 9.00am Brisbane time (10.00am Sydney time; 11.00am ADST; 9.00am AWST; 9.30am ACST,) click on the [online AGM link](#) and follow the instructions on this page to register and watch the online AGM.

Click on the 'Get a Voting Card' box. Enter your Shareholder Number (Securityholder Reference Number (SRN) or Holder Identification Number (HIN)) and postcode/country code, then complete the form and submit your vote.

Further information on how to vote is set out in the 2020 Notice of AGM [Suncorp Group website](#).

### **14. What is my Shareholder Number (SRN or HIN)? Where do I find it?**

Your Shareholder Number is a unique identification number which has been allocated to you. Depending on your holding you may have a Securityholder Reference Number (SRN), Holder Identification Number or Employee "U" Number.

You can find your Shareholder Number in the following places:

- Printed in the top right-hand corner of the Letter from Chairman dated 7 September and mailed to shareholders who requested to receive shareholder communications by post.
- Printed on the Welcome Letter or other documentation you received when you first became a Suncorp shareholder.
- On any previously received printed Suncorp dividend statement.

### **15. What do I do if I've lost my Shareholder Number?**

Shareholder Numbers can only be sent by mail to the shareholder's registered address. They cannot be provided by email or phone. Shareholders can attend the AGM without their Shareholder Number but will not be able to vote or ask a question.

To request confirmation of your Shareholder Number, please contact Link Market Services by email to [suncorp@linkmarketservices.com.au](mailto:suncorp@linkmarketservices.com.au) or by telephone on 1300 882 012 (within Australia) or +61 2 8767 1219 (outside Australia) and allow enough time (including recent changes to Australia Post deliveries) for this to be posted to you in advance of the AGM.

### **16. I voted in advance of the AGM. Can I change my vote during the online AGM?**

Yes. You can follow the instructions set out above to vote during the AGM. Please note, the vote you submit during the AGM will cancel your previous vote or proxy instructions.

### **17. I normally vote using a paper form. Where can I get a paper voting form from?**

We released our Notice of AGM online this year and emailed this, together with a personalised online voting link(s), to shareholders who had requested to receive their communications by email. We did not post printed copies of the Notice of AGM and voting forms to shareholders this year, even to those shareholders who have previously requested to receive their shareholder communications via post.

This approach is consistent with the relief provided to companies by the Commonwealth Treasurer in response to the COVID-19 pandemic. Further information was set out in the Letter from the Chairman which was mailed to shareholders on 7 September and can be read [here](#).

Instructions on how to vote online ahead of the AGM are set out above and in the Notice of AGM which is available on the [Suncorp Group website](#). If you are having trouble following these instructions or voting

online, please contact Link Market Services by email to [suncorp@linkmarketservices.com.au](mailto:suncorp@linkmarketservices.com.au) or by telephone on 1300 882 012 (within Australia) or +61 2 8767 1219 (outside Australia) and they will assist you.

If you are having trouble voting during the AGM via the online AGM platform, please contact the Link Market Services Virtual Meeting Support Line on 1800 990 363.

#### **18. Can I still participate in the online AGM if I have voted in advance?**

Yes. We encourage all shareholders to participate in the AGM including those who have voted or asked a question in advance.

## **Asking questions**

#### **19. Can I submit a question in advance of the AGM?**

Yes. Shareholders are encouraged to submit their questions or comments in advance of the AGM, by emailing [investor.relations@suncorp.com.au](mailto:investor.relations@suncorp.com.au). Please ensure that your question or comment relates to an item of business.

#### **20. I submitted a question in advance of the AGM. Will the Chairman read my question out during the online AGM?**

Where highly similar questions are received from different shareholders, the Chairman will provide a single response, in order to streamline the AGM proceedings.

Following the AGM Suncorp will publish a summary of questions asked and answers provided on the [Suncorp Group website](#).

#### **21. How do I ask a question during the online AGM?**

On Thursday, 22 October, from 9.00am Brisbane time (10.00am Sydney time; 11.00am ADST; 9.00am AWST; 9.30am ACS) click on the [online AGM link](#) and follow the instructions in this document to register and watch the online AGM.

Click on the 'Ask a Question' box. Enter your Shareholder Number (Securityholder Reference Number (SRN) or Holder Identification Number (HIN) and postcode/country code, then complete the online form and submit your question.

Further information on submitting questions is set out in the 2020 Notice of AGM which is available on the [Suncorp Group website](#).

#### **22. Why do I need to provide my shareholder or proxy number to ask a question?**

Only eligible shareholders and proxy holders are entitled to ask a question during the AGM. This is the same as previous AGMs. By providing your Shareholder Number, Link Market Services can confirm you are an eligible shareholder or proxy holder.

#### **23. Can I still participate in the online AGM if I have asked a question in advance?**

Yes. We encourage all shareholders to participate in the AGM including those who have voted or asked a question in advance.

## **24. I am a shareholder and a customer. I have a question about my insurance policy and/or Suncorp banking. Who can I contact?**

If you have a customer-related question or comment, please contact our Customer Relations team using the contact details provided below. Customer-related questions that are received prior to, or during, the AGM will be referred to our Customer Relations team to respond and will not be addressed by the Chairman during the AGM.

## **25. I'm having trouble submitting my question during the online AGM. Who can I call for help?**

Please contact the Link Market Services Virtual Meeting Support Line on 1800 990 363.

## **Need help?**

### **Shareholder enquiries**

Please contact Link Market Services via the details below if you have:

- General questions about your holding
- Require confirmation of your Shareholder Number (SRN/HIN) noting this will need to be mailed to you.
- Questions about voting in advance of the AGM
- Questions about your communication preferences including receiving printed Annual Reports.

**Email:** [suncorp@linkmarketservices.com.au](mailto:suncorp@linkmarketservices.com.au)

**Phone:** 1300 882 012 (inside Australia)

**Phone:** +61 2 8767 1219 (outside Australia)

### **To submit a question in advance of the AGM:**

**Email:** [investor.relations@suncorp.com.au](mailto:investor.relations@suncorp.com.au)

### **Online AGM Platform help**

Please contact the Link Market Services support team if you are having trouble:

- Registering to watch the online AGM
- Need help voting or asking a question during the AGM
- Any other problems with the online platform.

**Phone:** 1800 990 363

**Online:** The Online AGM guide available on the [Suncorp Group website](#).

### **Customer Relations**

If you have a customer query, please contact our Customer Relations team:

**Online:** [via our customer feedback form](#)

**Phone:** 1800 689 762 (Monday to Friday 9.00am-5.00pm Brisbane time)

**Mail:** Suncorp Customer Relations - RE058, Reply Paid 1453, Brisbane, Qld 4001

**For general customer queries please call:** 13 11 55

**Registered office |** Level 28, Brisbane Square, 266 George Street, Brisbane, Qld 4000