



**MEETING NAME:** Santam Limited AGM 2023  
**DATE:** 31 May 2023  
**TIME:** 14h00 (SAST)  
**LOCATION:** Online

## Step 1 – Registration Platform

We will be conducting an AGM, giving you the opportunity to attend and participate using a smartphone, tablet, laptop or computer.

### Shareholder

To register for the meeting:

- Visit <https://smartagm.co.za>
- Select the **Santam Limited Logo**
- Select **REGISTER**
- Complete the registration process

ComputerShare will verify the details and will reply via email  
*(Please check the spam folder too).*

### Guest

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.lumiagm.com>
- Enter the meeting ID **168587662**
- **ACCEPT** the Terms and Conditions

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

### Shareholder

In the "Meeting Access" email, look for the unique login credential (It will be sent from [smartagm-sa@lumiengage.com](mailto:smartagm-sa@lumiengage.com)).

To access as a shareholder:

- Select **"I am a Shareholder"**
- Enter the **username**
- Enter the **password**

### Guest

To access as a guest:

- Select **"I am a Guest"**
- Enter **"First name"**, **"Last name"** and **"Email"** address

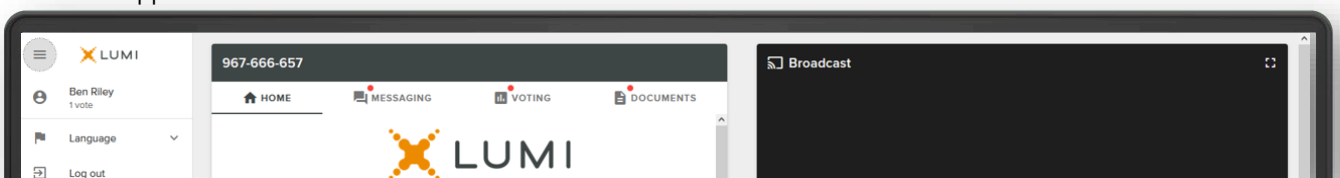
## Meeting Platform Features

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 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 **BROADCAST** 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.

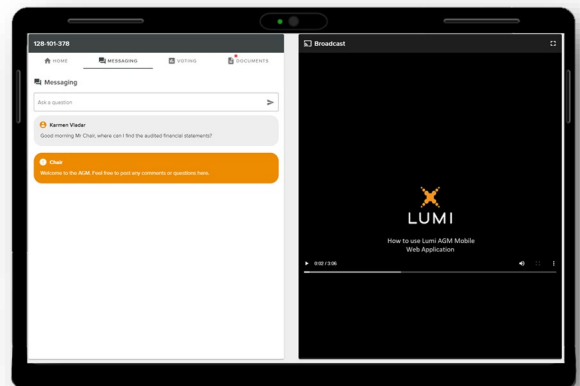


## Meeting Platform Features – Messaging

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).



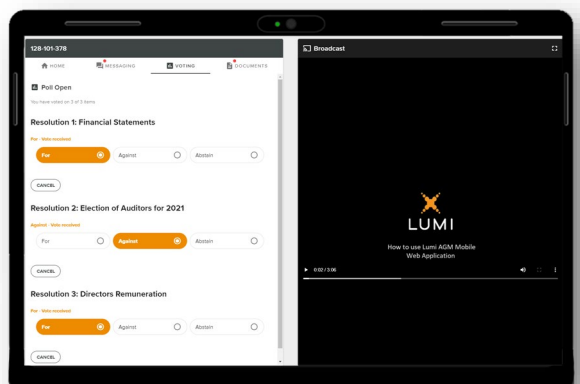
## Meeting Platform Features – Voting

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.

