

NZX/ASX release
28 October 2021

Heartland 2021 Annual Shareholder Meeting

The Annual Shareholder Meeting of Heartland Group Holdings Limited (**Heartland**) (NZX/ASX: HGH) will be held online today at www.virtualmeeting.co.nz/hgh21, commencing at 2pm (New Zealand time).

Shareholders joining online will require their shareholder number for verification purposes. For more information about joining the online meeting, please view the attached Virtual Annual Meeting Online Guide.

Please find attached the following documents relating to the meeting:

1. Annual Meeting Presentation
2. Chairman's Address
3. CEO's Address
4. Virtual Annual Meeting Online Guide.

The webcast will be available on Heartland's website at shareholders.heartland.co.nz, approximately 24 hours after the live event conclusion.

– ENDS –

For further information, please contact the person(s) who authorised this announcement:

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A photograph of two young boys walking on a large, weathered log that lies horizontally across a rocky beach. The boy on the left is wearing a light blue t-shirt, blue shorts, and a blue baseball cap. The boy on the right is wearing a green t-shirt, blue shorts, and a grey baseball cap. They are both looking down at the log as they walk. In the background, there is a calm body of water and a range of mountains under a clear sky. The scene is lit with soft, warm light, suggesting late afternoon or early morning.

2021 Annual Meeting

28 October 2021

HEARTLAND

Agenda

- Welcome and formalities
- Chair's Address
- Chief Executive Officer's Address
- Shareholder discussion
- Voting and conduct of poll
- Other business

Board of Directors

Heartland Group Board



Geoff Ricketts
Chair and Independent
Non-Executive Director



Jeff Greenslade
Executive Director and
Chief Executive Officer



Ellie Comerford
Independent
Non-Executive Director



Sir Chris Mace
Independent
Non-Executive Director



Kate Mitchell
Independent
Non-Executive Director



Geoff Summerhayes
Non-Executive Director



Greg Tomlinson
Deputy Chair and
Non-Executive Director

Heartland Bank Board



Bruce Irvine
Chair and Independent
Non-Executive Director



John Harvey
Independent
Non-Executive Director



Shelley Ruha
Independent
Non-Executive Director

Jeff Greenslade
Non-Independent Director

Geoff Ricketts
Non-Executive Director

Kate Mitchell
Non-Executive Director

Strategic Management Group



Jeff Greenslade
CEO, Heartland Group



Chris Flood
CEO, Heartland Bank



Keira Billot
Chief People & Brand Experience
Officer (on parental leave)



Laura Byrne
Chief Operating Officer



Andrew Dixon
Chief Financial Officer



Michael Drumm
Chief Risk Officer



Lydia Zulkifli
Chief Digital Officer

Other formalities

- Proxies and postal votes received
- Meeting procedures
- Voting procedures and declaration of poll
- Notice of meeting
- Minutes of last Annual Meeting

Voting and asking questions

HEARTLAND
GROUP

HELP NUMBER
0800 200 220

Ask a Question

Get a Voting Card

Exit Meeting ↗

Voting Card

+

Get a Voting Card

Question box

?

Ask a Question

Downloads

Notice of meeting

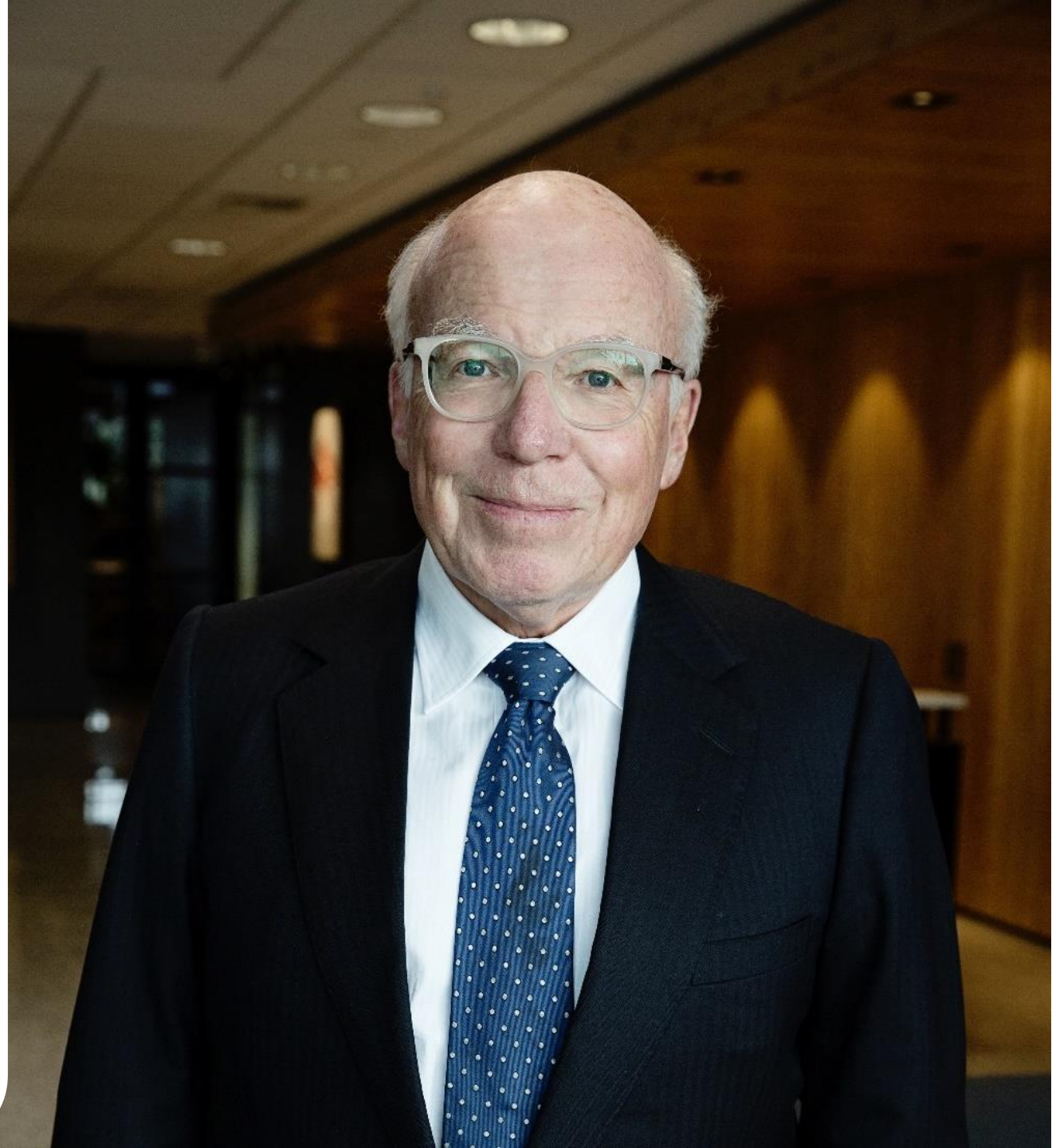
Annual report

Previous questions

6

Chair's Address

Geoff Ricketts



The year in review



Grew finance receivables by 8.0% to \$5.0b



Significant progress towards digitalisation goals



NZ Reverse Mortgages remains **Consumer Trusted** for the fifth year in a row



Heartland Bank awarded **Canstar's 2021 Savings Bank of the Year** (fourth year), and awards for Direct Call and YouChoose accounts



Australian Reverse Mortgages loan book surpassed A\$1b



Australian Reverse Mortgages awarded **Your Mortgage Magazine's 5-Star Lender Award** and **InfoChoice's Best Reverse Mortgage Award**



FY2020 Greenhouse Gas emissions 17% lower than FY2019 baseline emissions

Credit rating

Heartland Group Holdings Limited

BBB

(outlook stable)

Heartland Bank Limited

BBB

(outlook stable)

Heartland Australia Group Pty Limited

BBB-

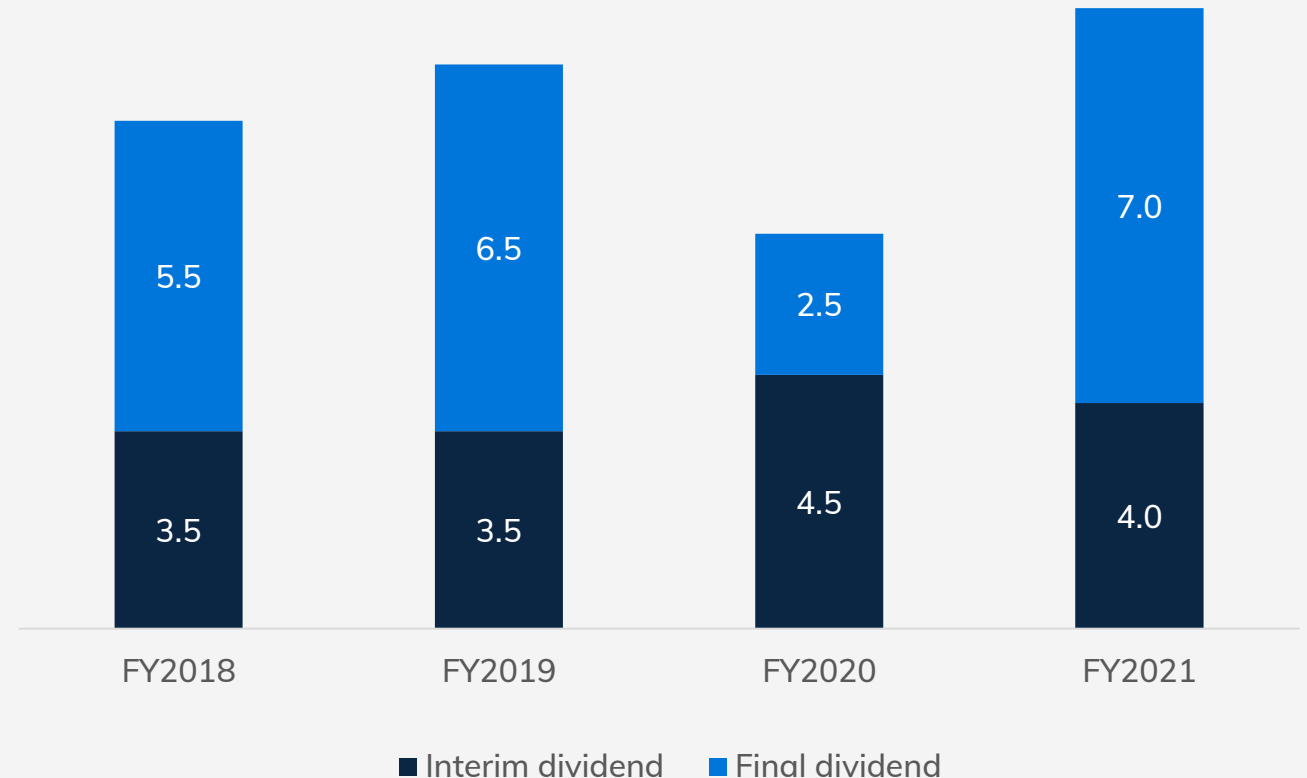
(outlook stable)

“ Heartland Bank remains one of only two Australasian banks to have no reduction or adverse change to its rating or outlook since January 2020 despite the economic impacts of COVID-19”

Shareholder return

- **Final dividend** of 7.0 cents per share
- **Total dividend** for FY2021 of 11.0 cents per share
- **Five year total shareholder return (TSR) of 107.2%**, compared with the NZX50 Index TSR of 81.9% in the same period¹

Dividend per share (cps)



¹ TSR for the period 20 August 2016 – 20 August 2021

Conduct and culture

- Continued to support customers affected by the impacts of COVID-19
- **Completion of Conduct and Culture Work Plan**, including the following initiatives:
 - internal digital resource to support good customer outcomes
 - improved tools and reporting for customer feedback
 - alert within core banking system to help identify customers experiencing vulnerabilities
- Heartland Bank became the National Foundation for Deaf and Hard of Hearing's first **Hearing Accredited Workplace**



Mahi tika

Do the right thing

Supporting our communities

The Heartland Trust is a registered charitable Trust which is independent from, but closely supported by, Heartland

“ During the year, the Heartland Trust made grants totaling \$448k to support our communities, including in the areas of education, sport and wellbeing”



Outlook

NPAT for FY2022

Noting uncertainties associated with the ongoing impacts of COVID-19, Heartland expects NPAT for FY2022 to be in the range of \$93m to \$96m

\$93m to \$96m

EXPECTED NPAT

Board changes

- Sir Christopher Mace
- Ellie Comerford
- Kate Mitchell
- Geoff Summerhayes

CEO's Address

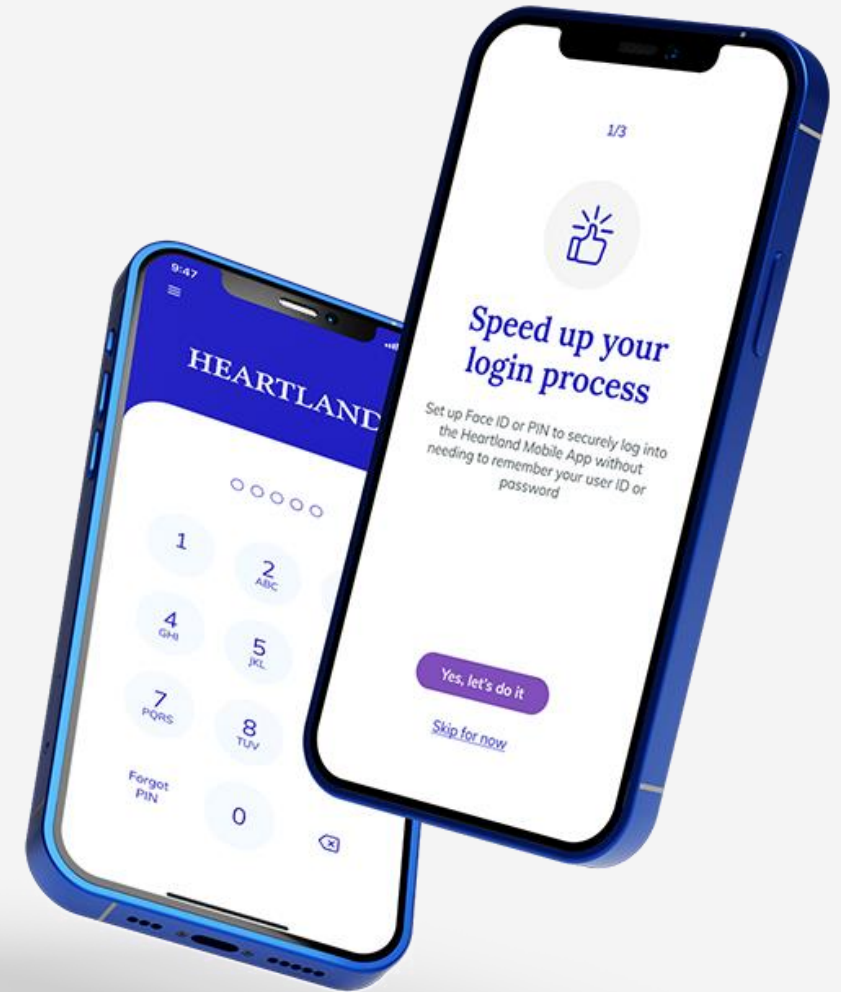
Jeff Greenslade



Digitalisation

“ Our aim is for Heartland to be one of the world’s totally digital banking groups by 2024”

- The future service proposition must be fast, immediate and accessible self-service
- Heartland Home Loans recently reached \$100m in loans – digital platform without telephony
- Digital platforms are now the primary channel for distribution and customer service



Sustainability

Environmental conservation

- Reduced vehicle fleet by 7%
- Reduced Greenhouse Gas emissions
- Initiatives underway to increase energy efficiency and improve waste management

Social equity

- Completion of Conduct and Culture Work Plan
- Heartland Bank became NZ's first Hearing Accredited Workplace
- Increase in number of employees who identify as Māori

Economic prosperity

- Ongoing digitalisation, automation and enhancements to product platforms and processes
- Cost savings passed on to customers through low rates
- 11.0 cps total dividend for the year

17%

FY2020 absolute reported Greenhouse Gas emissions were 17% lower than FY2019 emissions

7.1%

of employees identify as Māori, compared with 2% industry average

Financial performance & closing remarks

Financial performance

- COVID-19 lockdowns, supply-chain challenges, impacted flow of asset growth
- Remain on track to deliver FY2022 NPAT within guidance range of \$93m to \$96m
- Pleased with current business as usual growth in Reverse Mortgages, Motor, Asset Finance and Home Loans

Closing remarks

- Acknowledge the resilience of Heartland's employees, especially those in Melbourne who have endured more than 260 days in lockdown
- Sir Christopher Mace will continue in the new role of Kaumātua

Shareholder discussion



Voting



Other business





Thank you

For further information, please see
shareholders.heartland.co.nz

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Annual Meeting 2021: Chair's Address

1. Introduction

Throughout the year, the COVID-19 pandemic has continued to present challenges for our customers, communities, and our business – it has changed the environment in which we are all operating. As we face continued uncertainty with restrictions in travel and gatherings, and with your health and safety a priority, Heartland Group Holdings Limited (**Heartland**) will again host this year's Annual Shareholder Meeting online.

I am proud of the way in which Heartland and our customers have responded to the economic and social impacts that have resulted from COVID-19, especially as the situation continues to evolve. Heartland's priority remains on supporting customers, ensuring the health and wellbeing of our employees, and delivering exceptional value for our shareholders.

In the financial year ended 30 June 2021 (**FY2021**), I am pleased to report that Heartland achieved a net profit after tax (**NPAT**) of \$87.0 million. On an underlying basis, which excludes the impacts of one-offs, this NPAT was \$87.9 million, an increase of \$11.0 million over prior year (**FY2020**). This is another strong result for Heartland as it continues to deliver against its strategy to deliver best or only products.

2. The year in review

Heartland grew its finance receivables¹ by 8.0% to \$5.0 billion during the year as a result of strong performance across Asset Finance², Motor and Reverse Mortgages.

Reverse Mortgages in New Zealand saw a record year for new business, up 30.4% from the previous financial year. The New Zealand portfolio was also pleased to achieve Consumer Trusted accreditation for the fifth year in a row.

Australian Reverse Mortgages also achieved significant milestones, including the achievement of various awards, and its loan book surpassing \$1 billion.

Heartland Bank Limited (**Heartland Bank**) was once again named Canstar's "2021 Bank of the Year – Savings" for the fourth consecutive year, with awards also given for its Direct Call and YouChoose accounts.

¹ Gros finance receivables includes Reverse Mortgages.

² Previously referred to as Business Intermediated.

Importantly, significant progress continued towards Heartland's digitalisation goals, which Jeff Greenslade will speak to in more detail. Progress has also been made in Heartland's sustainability journey, and we are pleased to announce that our absolute reported Greenhouse Gas emissions for FY2020 were 17% lower than our emissions for the financial year ended 30 June 2019 (**FY2019**). This is a great step towards our goal to reduce our FY2019 baseline emissions by 35% by 2025.

Credit Rating

Earlier this month, Heartland's rating agency Fitch Ratings affirmed the credit ratings for Heartland and Heartland Bank at 'BBB' and Heartland Australia at 'BBB-', with the outlook remaining stable for all three companies. Heartland Bank remains one of only two Australasian banks to have no reduction or adverse change to its rating or outlook since January 2020, despite the economic impacts of COVID-19.

Dividends

Heartland paid a fully imputed final dividend of 7.0 cents per share on 15 September 2021. Together with the interim dividend of 4.0 cents per share, the total dividend for the year was 11.0 cents per share. This compares to 7.0 cents per share in FY2020.

Heartland is pleased to be able to deliver shareholder return notwithstanding dividend restrictions imposed by the RBNZ on distributions by banks in New Zealand. Total shareholder return (**TSR**) was 107.2% for the five-year period 20 August 2016 – 20 August 2021, compared with TSR of 81.9% for the NZX50. This is an excellent result for our shareholders.

3. Conduct and Culture

Heartland's commitment to doing the right thing for customers is reflected in the social impact of our products, the way in which we conduct our business, and in one of our core values, 'mahi tika', or 'do the right thing'.

During the year, Heartland continued to support customers affected by the impacts of COVID-19. This support included providing more than 150 business customers with access to the New Zealand Government's Business Finance Guarantee Scheme, and providing consumer and business customers with additional repayment flexibility through our Heartland Extend product.

Heartland launched its Conduct and Culture Work Plan in FY2020, following the recommendation that came from the 2018 Financial Markets Authority and Reserve Bank of New Zealand (**RBNZ**) review of conduct and culture in New Zealand retail banks. Heartland's Work Plan was completed in FY2021, and included initiatives such as the creation of an internal digital resource, to support the provision of good outcomes for our customers, improved tools and reporting for customer feedback, and the development of an alert within our core banking system to help identify customers who are experiencing vulnerabilities so that we can mitigate possible issues before they occur.

Heartland Bank recently became the National Foundation for Deaf and Hard of Hearings' first Hearing Accredited Workplace. The accreditation is in place to enable us to better support customers who are deaf or hard of hearing.

4. Supporting our communities

The Heartland Trust (the **Trust**) is an independent registered charitable trust which is closely supported by Heartland and is a holder of shares in Heartland. Through the Trust, Heartland is pleased to have the opportunity to make a positive impact in the communities we operate in.

During the year, the Trust made grants totalling \$448,183 to support our communities, including in the areas of education, sport and wellbeing.

Through FY2020 and part of FY2021, many of the organisations and groups the Trust supports were impacted by COVID-19 lockdowns – some are currently experiencing this. As COVID-19 Alert Levels have allowed, it has been fantastic to see rugby teams returning to the field, scholarship recipients able to connect with their cohort in person, and festivals run as planned.

The Trust continues to be a proud sponsor of the InZone Education Foundation (**InZone**), a registered charitable trust that aims to enhance the educational outcomes of Māori and Pasifika youth. A number of InZone students have participated in our Manawa Ako internship programme and are now working in permanent roles at Heartland or have continued on to tertiary education.

The Trust also continued its funding and support of Auckland University's Kupe Leadership Scholarship, the Auckland Writers Festival, WORD Christchurch Festival, Auckland City Mission, Lifeline, and a number of both boys' and girls' 1st XV rugby teams across the country.

5. Outlook

The Board is confident in Heartland's ability to deliver strong growth and profitability as it continues to deliver against its strategy to provide frictionless service at the lowest cost – reducing Heartland's cost to income ratio and passing the benefits on to customers through lower pricing.

Noting uncertainties associated with the ongoing impacts of COVID-19, Heartland expects its NPAT for the year ending 30 June 2022 to be in the range of \$93 million to \$96 million.

6. Board changes

There are three directors up for re-election:

- Earlier this year, Ellie Comerford resigned from her directorship of Heartland Bank but continues to be a very valued director of our parent company, Heartland Group. She chairs the Heartland Audit and Risk Committee. Ellie is a strong board contributor and, having had broad experience in Australia, will assist us in the growth of our business over there.
- Geoff Summerhayes has recently been appointed to our board and is a professional director and senior advisor with extensive commercial and regulatory experience. He is our second Australian-based director and is recognised as a global leader on climate change, financial risk and regulatory matters through his work at the Australian Prudential Regulatory Authority.

- Kate Mitchell has been a director of Heartland Bank since March 2019, will continue in her role at Heartland Bank, and will bring her considerable banking and finance experience internationally to the Heartland Board as she joins the Heartland Group Board.

Finally, I would like to take a few minutes to acknowledge and thank Sir Christopher Mace for his valuable contribution to the Heartland Group. Sir Chris is today retiring from the Board after having been a Heartland director since the company's inception a decade ago.

In that decade on from the merger of the Canterbury and Southern Cross Building Societies with Marac Finance, the Heartland Group has trebled the size of its loan book and seen more than a tenfold lift in annual profit. In recent days, the share price has hit \$2.39, valuing the Heartland Finance services firm at over \$1.3 billion. When Heartland first listed on the New Zealand Stock Exchange a decade ago, the shares were 88 cents each, valuing the Group at that time at \$264 million. Accordingly, over a billion dollars of value has been created by Heartland during Sir Chris' board tenure.

Sir Chris has made a significant contribution not only in the establishment of Heartland, but with his wide experience in guiding the business to where it is today.

Sir Christopher, we want to thank you for your service, and I am delighted to say Sir Chris will continue to have a relationship with the group, in that he has been appointed Kaumātua to Heartland. Jeff Greenslade will comment further on that later.

7. Conclusion

I wish to conclude my address this afternoon by expressing my thanks and gratitude to my fellow directors for their wise counsel and support.

Thank you to Jeff Greenslade, Chris Flood and the Executive team who continue to provide strong leadership for Heartland through their diverse set of skills.

On behalf of the Board and Executive team, I wish to thank our Heartland employees for their hard work during a year that continued to be impacted by the COVID-19 pandemic.

Last but not least, I would like to thank you, our shareholders and customers, for supporting Heartland. We appreciate the confidence you place in us and we look forward to continuing the delivery of strong shareholder returns.

Thank you.

I will now ask Jeff Greenslade to address you.

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2021 ANNUAL MEETING

Group Chief Executive Officer's Speech

1. Introduction

E ngā mana, e ngā reo, e ngā rau rangatira, tēnā koutou katoa.

Greetings to all of you, all voices, all authorities and leaders.

E ngā iwi maha o te motu whānui, kei te mihi, kei te mihi.

To the many iwi across the country, I acknowledge you as tangata whenua.

Ki a koutou katoa kua hui mai nei i tēnei rā, tēnā tātou katoa.

To everyone joining us today, thank you.

As the Chair outlined, Heartland achieved earnings of \$87 million, being at the top end of the range.

The first half was impacted by successive lockdowns, giving rise to postponement of activity and in some cases, cessation due to uncertainty.

However in the main, growth returned in the second half as COVID concerns eased and more particularly, we all adapted to the new environment.

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And this adaptation has continued – our behaviours have changed, we have embraced remote or near remote purchasing through online channels or click and collect. This has served to hasten the acceptance of digital commerce.

At Heartland, we were very well placed to meet this change, having highly developed digital channels, making end-to-end processing of deposits possible under Level 4 and enabling the sale and purchase of motor vehicles under Level 3.

Digitalisation not only served us well in lockdown, it is the future; it is increasingly Heartland's point of differentiation.

2. Digitalisation

Our aim is for Heartland to be one of the world's totally digital banking groups by 2024. What does this mean? Doesn't everyone claim to be digital?

Banks claim to be digital because they have internet banking or a mobile app, however much of what they ask customers to do can't be done digitally. Customers are required to wait on the telephone, make an appointment, or queue in branches. Heartland does not have branches, and, yes, we still have telephony, but over time, we want to remove the need for customers to call. If customers have to call us, we have failed. This may sound strange but the reality is telephony based on the premise that the customer has called us does not square with ordinary expectations or service standards.

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And this is the key to successful digitalisation - anticipating customer needs and providing instant self-service on a mobile phone.

We believe that this is the future - fast, immediate and accessible self-service. This leaves our people free to focus on high value services, anticipating needs ahead of customer requests via outbound calling and texting.

Digitalisation makes all this possible. In short, it takes out hassle - what is known as friction - the things that cause customers delay or inconvenience.

Friction comes at a cost so by taking out friction, we become more efficient.

This was demonstrated with the Residential Mortgage platform we launched in the last financial year. We were able to offer best in class rate because the mortgage was only available online. We recently reached \$100 million in loans, we are now writing upwards of \$30m per month. Customer behaviours are adjusting, online and more particularly, mobile phones are becoming the preferred channels.

During the year, we reached a critical milestone in our digital evolution when our platforms were integrated into the customer business units. This marked a high point of maturity in our digital journey. Making digital mainstream.

3. Sustainability

As the Chair mentioned, we have made great progress towards meeting our sustainability goals, which fall under Heartland's three sustainability pillars.

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In environmental conservation, we have reduced our vehicle fleet size by 7%, are reducing our greenhouse gas emissions, and our internal Green Team continues to drive energy efficiency in our offices, and audit our waste management.

The Chair has spoken to some of our social equity activity and the work undertaken to complete our Conduct and Culture Work Plan. In FY21, we were also pleased to have increased the proportion of employees who identify as Māori by more than 3%.

The delivery of digital platforms has enabled us to pass cost-savings on to customers through the provision of low rates, and have continued to save customers time and energy with ongoing digitalisation and automation of our platforms and services. Not to mention the continued delivery of sustainable economic value for shareholders.

4. Financial Performance

A further consequence of COVID is the flow of asset growth. As we saw in FY21, in the first half, growth was 2%, in the second 15%, driving an overall growth rate of 8%.

This reflects the ebbs and flows created by the lockdowns, further exacerbated by uneven supply chain logistics.

This lumpiness has, at times, placed strain on staff working remotely, and I am very grateful for the tolerance and commitment of our people. Working from home has become a reality due to COVID. And it can be very effective – we are now employing it in normal circumstances – some tasks are suited to remote environments. It has also allowed us to reduce reliance on

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expensive rental space. But it has its limitations. Particularly our younger staff – our Rangatahi – prefer working in physical teams, and it is vital to their development that they get the informal mentoring from physical proximity.

Lumpiness of lending impacts on reporting, with asset growth not always conforming to a linear projection - as we saw in FY21. However, despite the lockdowns, we remain on track to deliver a result within the guidance range of \$93 - \$96 million.

In terms of individual business units, Reverse Mortgage growth continues ‘business as usual’ in both countries, being largely COVID-proof – and in this regard, I would like to pay tribute to the resilience and dedication of our Melbourne-based employees who have endured over 260 days in lockdown.

Motor and Asset Finance are doing well despite uneven supply, and we are very pleased with the growth we are getting from our new Residential Mortgage offering - the book has passed through the \$100 million mark as noted before, and now is hitting \$30 million per month.

5. Sir Christopher Mace

I wish to join the Chair in thanking Sir Christopher for his contribution over the years. As one of the foundation directors, he shared the vision that has resulted in Heartland today.

I am very pleased that in the next stage of our journey, he will continue to be involved as Kaumātua. This is a new role, designed to provide cultural leadership and guidance. Sir Christopher is of Ngati Porou descent and in 2012, was Māori Businessman of the Year.

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In particular, for our Rangatahi, he will be providing an outstanding role model and I look forward to the continuation of his mana whakatipu.

6. Conclusion

Finally, I would like to thank the people of Heartland for their exceptional efforts, in what I'm sure you will all agree has been another extraordinary year.

He manawa whenua, he manawa tangata, Ko Heartland tēnei.

This is our Heartland.

Thank you also to our shareholders.

Tēnā koutou katoa.

Thank you all.



Virtual Annual General Meeting Online Guide

Virtual Annual General Meeting Online Guide

Before you begin

Ensure your browser is compatible. You can easily check your current browser by going to the website: **whatismybrowser.com**

Supported browsers are:

- Chrome – Version 44 & 45
- Firefox – 40.0.2 and after
- Safari – OS X v10.9 “Mavericks” & OS X v10.10 “Yosemite”
- Internet Explorer 9 and up (please note Internet Explorer 8 is not supported)

The virtual meeting is viewable from desktops and laptops. To attend and vote at the virtual annual general meeting you must have:

- NZX registered holders: Shareholder number and authorisation code (FIN)
- ASX registered holders: Shareholder number and postcode

If you are an appointed proxy you will need your proxy number which will be provided by Link Market Services prior to the meeting. **Please make sure you have this information before proceeding.**



Step 2

Login to the portal using your full name, email address, and company name (if applicable).

Please read and accept the terms and conditions before clicking on the blue **‘Register and Watch Annual General Meeting’** button. Once you have logged in you will see:

- On the left – a live video webcast of the Annual General Meeting
- On the right – the presentation slides that will be addressed during the Annual General Meeting.

Note: After you have logged in we recommend that you keep your browser open for the duration of the meeting. If you close your browser, your session will expire. If you attempt to log in again, you will be sent a recovery link via email for security purposes.

Step 1

Open your web browser and go to virtualmeeting.co.nz and select the relevant meeting.



Navigating

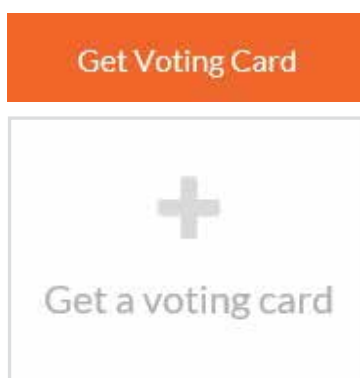
At the bottom of the webpage under the webcast and presentation there are three boxes. Refer to each section below for operating instructions.

- 1 Get a voting card
- 2 Ask a Question
- 3 Downloads



1. Get a voting card

To register to vote - click on the 'Get a voting card' box at the top of the webpage or below the videos.



This will bring up a box which looks like this.

If you are an individual or joint Shareholder you will need to register and provide validation by entering your details in the top section:

- **NZX registered holders:** Shareholder number and authorization code (FIN)
- **ASX registered holders:** Shareholder number and postcode

If you are an appointed Proxy, please enter the Proxy Number issued to you by Link Market Services in the PROXY DETAILS section. Once you have entered your appropriate details click the blue **'SUBMIT DETAILS AND VOTE'** button.

Once you have registered, your voting card will appear with all of the resolutions to be voted on by Shareholders at the Annual General Meeting (as set out in the Notice of Meeting). You may need to use the scroll bar on the right hand side of the voting card to scroll up or down to view all resolutions.

Shareholders and proxies can either submit a Full Vote or a Partial Vote. You can move between the two tabs by clicking on **'Full Vote'** or **'Partial Vote'** at the top of the voting card.

Virtual Annual General Meeting Online Guide *continued*

ADRIAS PTY LTD X39210924

Voting Card

Please complete your vote by selecting the required voting instruction (For, Against or Abstain) for each resolution. If you would like complete a partial vote, please specify the number of votes for each resolution in the Partial Vote section. Proxy holder votes will only be applied to discretionary (undirected) votes. Directed votes will be applied as per the the shareholder's voting instructions.

Full Vote Partial Vote

Resolution 2B ☒ For ☐ Against ☐ Abstain
RE-ELECTION OF MR ANTHONY FROGGATT AS A DIRECTOR

Resolution 2C ☒ For ☐ Against ☐ Abstain
RE-ELECTION OF MR JOHN BORGHETTI AS A DIRECTOR

Resolution 3 ☒ For ☐ Against ☐ Abstain
INCREASE TO DIRECTORS' MAXIMUM FEE POOL LIMIT

Resolution 4 ☒ For ☐ Against ☐ Abstain
PARTICIPATION BY EXECUTIVE DIRECTOR IN THE 2016-2018 LONG TERM INCENTIVE PLAN

SUBMIT VOTE

Full Votes

To submit a full vote on a resolution ensure you are in the **'Full Vote'** tab. Place your vote by clicking on the **'For'**, **'Against'**, or **'Abstain'** voting buttons.

Partial Votes

To submit a partial vote on a resolution ensure you are in the **'Partial Vote'** tab. You can enter the number of votes you would like to vote (for any or all) resolution/s. The total amount of votes that you are entitled to vote for will be listed under each resolution. When you enter the number of votes in a certain box it will automatically tally how many votes you have left.

Note: If you are submitting a partial vote and do not use all of your entitled votes, the un-voted portion will be submitted as No Instruction and therefore will not be counted.

Once you have finished voting on the resolutions scroll down to the bottom of the box and click the blue **'Cast Vote'** or **'Cast Partial Vote'** button.

Note: You are able to close your voting card during the meeting without submitting your vote at any time while voting remains open. Any votes you have already made will be saved for the next time you open up the voting card. The voting card will appear on the bottom left corner of the webpage. The message **'Not yet submitted'** will appear at the bottom of the page.

You can edit your voting card at any point while voting is open by clicking on **'Edit Card'**. This will reopen the voting card with any previous votes made.

If at any point you have submitted your voting card and wish to make a change while voting is still open you can do so by clicking the **'Edit Card'** button and making the required change. Once you have completed your card select the blue **'Cast Vote'** or **'Cast Partial Vote'** button.

The voting card remains editable until the voting is closed at the conclusion of the Annual General Meeting. Once voting has been closed all voting cards, submitted and un-submitted, will automatically be submitted and cannot be changed.

At the conclusion of the Annual General Meeting a red bar with a countdown timer will appear at the top of the Webcast and Slide windows advising the remaining voting time available to shareholders. Please make any changes required to your voting cards at this point and submit your voting cards.

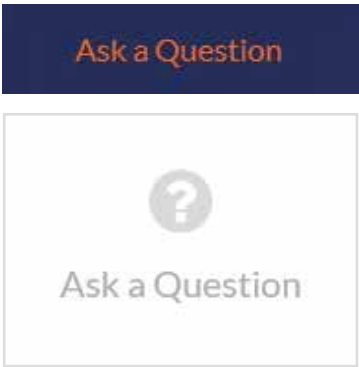
If an additional resolution is proposed during the meeting, there will be a short delay while the resolution is added to the voting card. Once the resolution has been added you will be notified by the Chairman during the meeting. In order to vote on the extra resolution you will need to reopen your voting card to cast your vote by clicking the **'Edit Card'** button.

Note: Registration for the Annual General Meeting and voting opens one hour before the meeting begins.

2. How to ask a question

Note: Only shareholders are eligible to ask questions.

You will only be able to ask a question after you have registered to vote. If you would like to ask a question, click on the 'Ask a Question' box either at the top or bottom of the webpage.



The 'Ask a Question' box will then pop up with two sections for completion.

Ask a Question

We welcome any questions that you may have and will endeavour to answer all questions during the Meeting. To submit a question, please select what the question pertains to and type your question in the provided area. If you have multiple questions please submit each individually.

Regarding

General Business

Question

Type your question here...

Submit Question

In the 'Regarding' section click on the drop down arrow and select one of the following categories:

- General Business
- Resolution 1
- Resolution 2
- Resolution 3
- Resolution 4
- Resolution 5
- Resolution 6

After you have selected your question category, click in the 'Question' section and type your question.

When you are ready to submit your question - click the blue 'Submit Question' button. This will send the question to the Management/Board.

Note that not all questions are guaranteed to be answered during the Annual General Meeting, but we will do our best to address your concerns.

Once you have asked a question a 'View Questions' box will appear.

At any point you can click on 'View Questions' and see all the questions you have submitted. Only you can see the questions you have asked.

Note: You can submit your questions by this method one hour before the meeting begins, if you have registered to vote. You can continue to submit questions up until the close of voting.

If your question has been answered and you would like to exercise your right of reply, you can do so by submitting another question.

View questions

Your submitted questions can be viewed below. We will endeavour to answer all questions during the Meeting.

Question 1

General Business

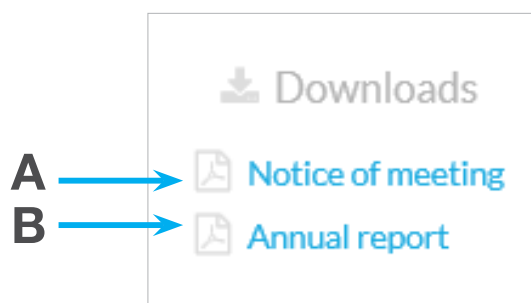
When will you be holding your next AGM?

SUBMIT ANOTHER QUESTION

Virtual Annual General Meeting Online Guide *continued*

3. Downloads

If you would like to see the Notice of Annual General Meeting or the Annual Report you can do so here.



- To download the Notice of Meeting – click A
- To download the Annual Report – click B

When you click on these links the file will open in another tab in your browser.

Voting closing

Voting will close 5 minutes after the close of the Annual General Meeting.

At the conclusion of the Annual General Meeting a red bar with a countdown timer will appear at the top of the Webcast and Slide screens advising the remaining voting time. If you have not yet submitted your vote at this point, you will be required to do so now.

At the close of the meeting any votes you have placed will automatically be submitted.



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