

Virtual AGM Guide



CommonwealthBank

Guide to accessing the virtual Annual General Meeting

Before you begin...

> **Ensure your browser is compatible.**

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

Supported browsers:

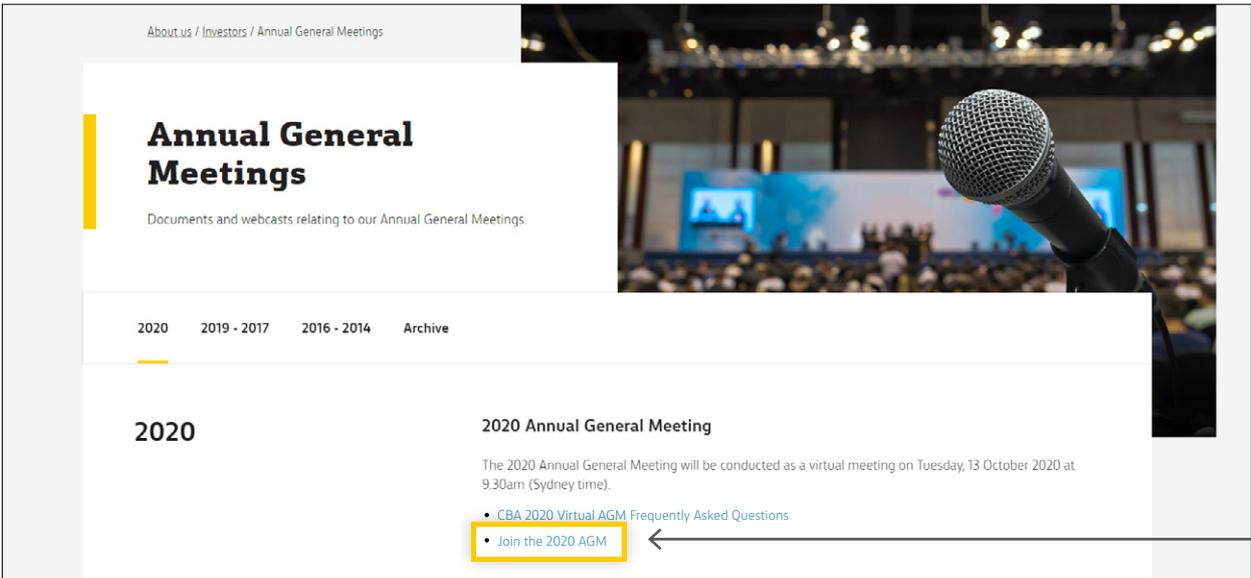
- **Chrome** – Version 44 & 45 and after
- **Firefox** – 40.0.2 and after
- **Safari** – OS X v10.9 & OS X v10.10 and after
- **Internet Explorer** – version 9 and after

> **Or, if you are attending the meeting by telephone, refer to the instructions provided on [page 8](#).**

● Step 1

Go to www.commbank.com.au/agm

On the Annual General Meetings page, click on the '**Join the 2020 AGM**' link. This will take you to the registration page to join the AGM.



The screenshot shows the 'Annual General Meetings' page on the CBA website. The page has a navigation menu with 'About Us / Investors / Annual General Meetings'. The main heading is 'Annual General Meetings' with a sub-heading 'Documents and webcasts relating to our Annual General Meetings.' Below this is a navigation bar with links for '2020', '2019 - 2017', '2016 - 2014', and 'Archive'. The '2020' link is selected. The main content area is titled '2020 Annual General Meeting' and contains the text: 'The 2020 Annual General Meeting will be conducted as a virtual meeting on Tuesday, 13 October 2020 at 9.30am (Sydney time).' Below this text are two links: 'CBA 2020 Virtual AGM Frequently Asked Questions' and 'Join the 2020 AGM'. The 'Join the 2020 AGM' link is highlighted with a yellow box and an arrow points to it from the text above. The background of the page features a microphone and a blurred audience.

● Step 2

> To access the virtual AGM you must be registered for the meeting.

To register, complete the form on the right of the page. You must fill out all fields to register:

- First name
- Last name
- Email address
- Create password

Once registered you can sign in with the email address and password.

If you are registering within an hour before the meeting, you will be admitted straight to the virtual meeting, where you will see a count down clock indicating how long until the meeting commences. **Skip to step 4.**

If you register more than an hour before the meeting, you can add the event to your calendar. The calendar invitation will contain a link to direct you back to this page. You will need your email address and password to sign back in.

Continue to step 3 when you are ready to watch the meeting live.

Registration

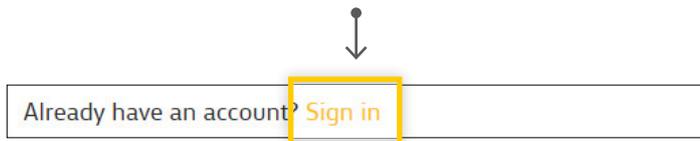
Please complete the form to register for the event.

Already have an account? [Sign in](#)

● Step 3

Before the meeting starts, open the calendar invite and click the link which will direct you back to the sign in page.

Under registration click the '**Sign in**' button.



Sign in with the email address and password you registered with. ● →

If you do not remember the password you created, click the '**Forgot Password**' button. A reset link will be sent to your email.

Sign in

Enter your email address and click Sign In to view the event.

Don't have an account? [Register](#)

 [Forgot password](#)

● Step 4

You have now been admitted to the AGM.

On this page you can watch the AGM live, see the meeting presentation slides, and access relevant documents and information.

To access the Link Market Services shareholder portal to vote and ask a question, scroll down to find the yellow **'Shareholder Voting/Questions'** button, under the **'Information'** button. This will open a new tab in your browser.

Refer to the next page for instructions on how to navigate the Link Market Services shareholder portal.

The screenshot shows the CBA 2020 Annual General Meeting interface. At the top left, a video player displays a live webcast of a woman speaking at a podium, with a callout box labeled '> Live webcast'. To the right, a slide titled 'Annual General Meeting 2019' is shown, with a callout box labeled '> Presentation slides'. Below the video, the page title 'CBA 2020 Annual General Meeting' is displayed, along with the date '13 October 2020', time '9:30 am (Australia/Sydney UTC+10:00)', and duration '04:00'. A navigation bar contains four buttons: 'Information', 'Speakers', 'Related Documents', and 'Help Centre'. The 'Information' button is highlighted with a yellow box and an arrow. Below the navigation bar, a text prompt reads 'Click below to access Link Market Services shareholder voting/questions portal', with a yellow button labeled 'Shareholder Voting/Questions' highlighted by another yellow box and arrow. At the bottom, a section titled 'More from Commbank' is visible.

More about this page

- > The **'Switch View'** button allows you to alternate between making the presentation slides or the live webcast screen larger.
- > The **'Information'** button allows you to access the Link Market Services shareholder voting/questions portal and find out more from CommBank.
- > The **'Speakers'** button allows you to learn more about who will be speaking at the AGM.
- > The **'Related Documents'** button provides you access to our 2020 Annual Report, Notice of Meeting, Virtual AGM Guide, and our FAQ's.
- > The **'Help Centre'** button provides you access to a live chat for any technical support you may require.

Guide to voting and asking questions at the virtual Annual General Meeting

You have now been directed to the Link Market Services shareholder portal where you can register to vote and ask a question.

To register to vote or ask a question you must have your SRN/HIN.

If you are an appointed Proxy, you will have been issued with a Proxy Number by Link Market Services at least 24 hours prior to the start of the meeting.

Please make sure you have this information before proceeding.

● Step 1

Login to the online portal using your full name, mobile number, email address and company name (if applicable). To proceed further you will need to read and accept the terms and conditions by ticking the box.

Click on the **'Continue'** button.

CommonwealthBank

Welcome to the Commonwealth Bank of Australia Annual General Meeting
Please register your details to participate

YOUR DETAILS VOTING DETAILS

Full Name

Mobile (e.g. 022 123 1234)

Email

Company Name

I have read and accept the [Terms & Conditions](#)

CONTINUE

Help Number: 1800 990 363

● Step 2

Select your **'Registration Type'** from the drop-down box by choosing – Shareholder or appointed Proxy.

CommonwealthBank

Welcome to the Commonwealth Bank of Australia Annual General Meeting
Please register your details to participate

YOUR DETAILS VOTING DETAILS

Registration Type

Please select

Please select

Shareholder

Proxy

[BACK](#) **SUBMIT DETAILS**

Help Number: 1800 990 363

● Step 3

Follow the instructions below that correspond to the **'Registration Type'** you selected in Step 2.

Shareholder

If you selected **'Shareholder'** from the drop down box, you will need to enter your SRN/HIN, which can be found on your most recent dividend or holding statement or by accessing your shareholding details via the Link Market Services website at **www.linkmarketservices.com.au**

Click the **'Submit Details'** button.

The screenshot shows the Commonwealth Bank registration page for the Annual General Meeting. The page has a header with the bank logo and the text "Welcome to the Commonwealth Bank of Australia Annual General Meeting Please register your details to participate". Below this are two tabs: "YOUR DETAILS" and "VOTING DETAILS". Under "YOUR DETAILS", there is a "Registration Type" dropdown menu with "Shareholder" selected. Below that is a "Shareholder Number" input field. At the bottom left is a "BACK" link, and at the bottom center is a "SUBMIT DETAILS" button highlighted with a yellow border. At the bottom right is the "Help Number: 1800 990 363". A line with a dot at the end points from the text "Click the 'Submit Details' button." to the "SUBMIT DETAILS" button.

Appointed Proxy

If you selected **'Proxy'** from the drop down box, you will need to enter your Proxy Number which will have been issued to you by Link Market Services at least 24 hours before the meeting.

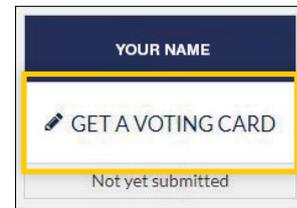
Click the **'Submit Details'** button.

The screenshot shows the Commonwealth Bank registration page for the Annual General Meeting. The page has a header with the bank logo and the text "Welcome to the Commonwealth Bank of Australia Annual General Meeting Please register your details to participate". Below this are two tabs: "YOUR DETAILS" and "VOTING DETAILS". Under "YOUR DETAILS", there is a "Registration Type" dropdown menu with "Proxy" selected. Below that is a "Proxy Number" input field. At the bottom left is a "BACK" link, and at the bottom center is a "SUBMIT DETAILS" button highlighted with a yellow border. At the bottom right is the "Help Number: 1800 990 363". A line with a dot at the end points from the text "Click the 'Submit Details' button." to the "SUBMIT DETAILS" button.

● How to vote

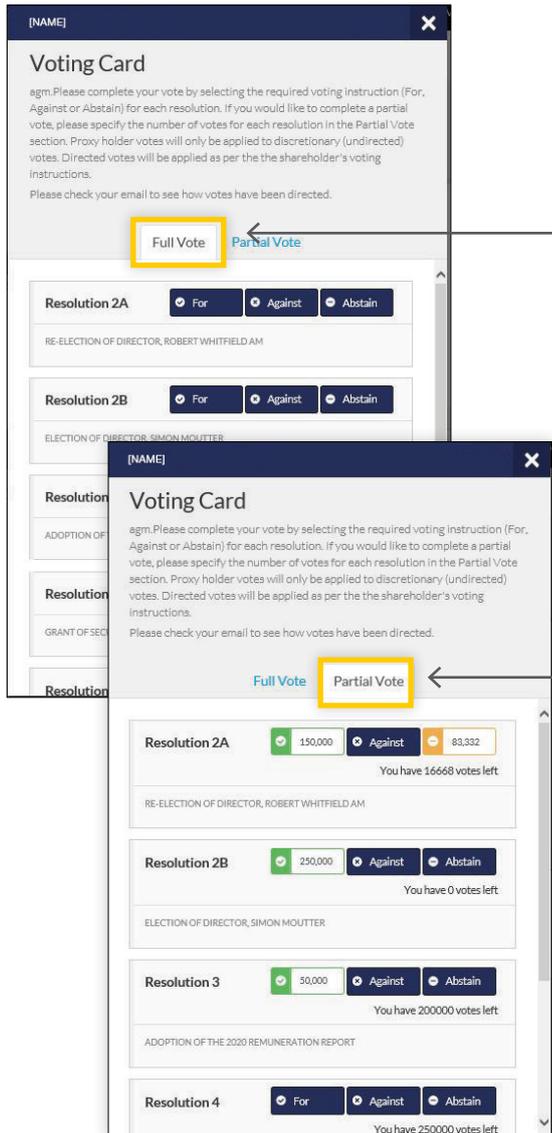
Your voting card will be on the bottom left of your screen.

To vote on the resolutions click on **'Get a Voting Card'**.



Your voting card will appear with all of the resolutions to be voted on at the 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 appointed proxyholders 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 your voting card.



● Full Votes

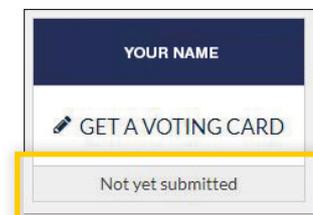
To submit a full vote on a resolution ensure you are in the **'Full Vote'** tab. Place your vote by clicking on the **'For'**, **'Against'**, or **'Abstain'** voting buttons.

● 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 (for any or all) resolutions. 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, the system will automatically tally how many votes you have left.

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 will not be counted.

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



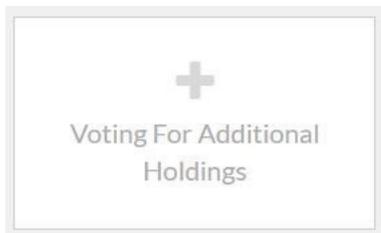
You can close your voting card without submitting your vote at any time while voting remains open. Any votes you have already made will be saved for the next time you open the voting card. The voting card will appear on the bottom left corner of the webpage. The message **'Not yet submitted'** will appear 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. Once voting has closed, all voting cards will automatically be submitted and cannot be changed.

At the conclusion of the meeting a red bar with a countdown timer will appear at the top of your screen advising the remaining voting time. Please make any changes and submit your voting cards.

● Voting on Additional Holdings

If you have more than one holding to vote for, click on '**Voting for Additional Holdings**' located at the bottom of your screen.



Enter your SRN/HIN or your Proxy Number and your additional voting card/s will appear along the bottom of the screen.

● Downloads

View relevant documentation, including our Notice of Meeting, 2020 Annual Report & Frequently Asked Questions, in the Downloads section.

● Voting closing

Voting will close 10 minutes after the conclusion of the meeting.

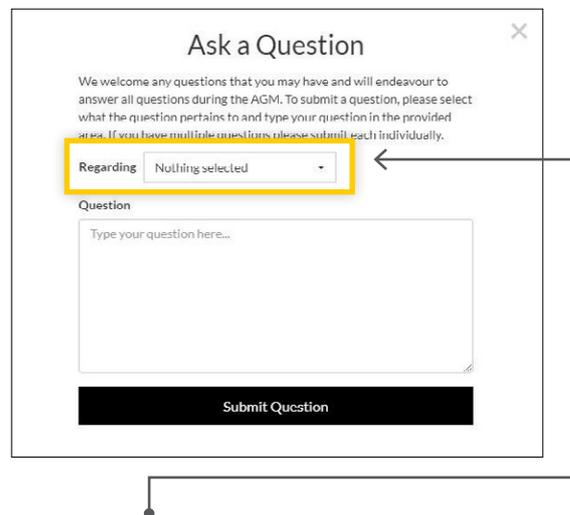
At the conclusion of the meeting a red bar with a countdown timer will appear at the top of the screen advising the remaining voting time.

If you have not submitted your vote, you should do so now.

At the closure of voting, any votes you have placed will automatically be submitted.

● How to ask a question

To ask a question, click on the '**Ask a Question**' button either at the top or bottom of the webpage. The 'Ask a Question' box will then pop up with two sections for completion.



In the '**Regarding**' section, click on the drop down arrow and select the category/resolution for which your question relates.

Click in the '**Question**' section, type your question, and click on '**Submit**'.

Note that questions are limited to 512 characters.

A '**View Questions**' box will appear where you can view your questions at any point. Only you can see the questions you have submitted.

Once your question has been answered and you would like to exercise your right of reply, you can submit another question if questions are still open for that Item of Business.



● Phone participation

What you will need:

- Land line or mobile phone
- The name of your holding/s
- Your unique PIN. To obtain your unique PIN, please contact Link Market Services on +61 1800 022 440, by no later than 5:00pm, Friday 9 October 2020.

Joining the meeting by phone:

Step 1: From your land line or mobile device, call 1800 572 288 or +61 1800 572 288 (if outside Australia).

Step 2: You will be greeted with a welcome message and provided instructions on how to participate in the meeting. Please listen to the instructions carefully.

At the end of the welcome message you will be asked to enter your unique PIN followed by the hash key. This will verify you as a CBA shareholder and allow you to submit a question and vote on the resolutions at the meeting.

Step 3: Once you have entered your unique PIN, you will be greeted by a moderator. Once the moderator has verified your details you will be placed into a waiting room and will hear music playing.

If your holding cannot be verified by the moderator, you will need to attend the meeting as a visitor and will not be able to vote or ask a question.

Step 4: At the commencement of the meeting, you will be admitted to the meeting.

Asking a question:

Step 1: When the Chairman calls for questions on each Item of Business, you will be asked to press *1 on your keypad should you wish to raise your hand to ask a question.

Step 2: The moderator will ask you what Item of Business your question relates to. For example, General Business or the relevant resolution.

Your question will be taken over the phone by the moderator, and will then be submitted to the queue.

You will be asked if you have any additional questions.

Lodging your vote:

Voting will be conducted at the conclusion of the meeting, using your key pad. The moderator will provide instructions on how to vote. There will be five resolutions to be voted on.

Step 1: The moderator will read out the first resolution and provide the following instructions:

To vote FOR, press *22.

To vote AGAINST, press *23

To ABSTAIN, press *24

You will be asked to vote immediately.

If you haven't lodged your vote within 10 seconds, the moderator will let you know you have not voted as yet, and you will be asked to submit your vote.

Once voting has closed for the first resolution, the moderator will announce that voting on that resolution is now closed.

This will be repeated for each of the five resolutions.

Step 2: The moderator will announce that voting has closed and will advise where results will be available.

● Contact

For any technical difficulties please contact Link Market Services:

Australia

T: 1300 554 474

E: info@linkmarketservices.com.au

New Zealand

T: +64 9 375 5998

E: enquiries@linkmarketservices.co.nz