

VIRTUAL AGM GUIDE

GETTING STARTED

If you choose to participate online at ANZ's 2020 Annual General Meeting (the meeting) you will be able to view a live webcast of the meeting, ask questions online and submit your votes in real time.

Visit web.lumiagm.com on your smartphone, tablet or computer. You will need the latest versions of Chrome, Safari, Internet Explorer 11, Edge and Firefox. Please ensure your browser is compatible.

MEETING ID: 348-909-606

To log in, you must have the following information:



Australian Residents

- › **Username** (SRN or HIN) and
- › **Password** (postcode of your registered address).

Overseas Residents

- › **Username** (SRN or HIN) and
- › **Password** (three-character country code) e.g. New Zealand – NZL; United Kingdom – GBR; United States of America – USA; Canada – CAN.
- › A full list is provided at the end of this guide.

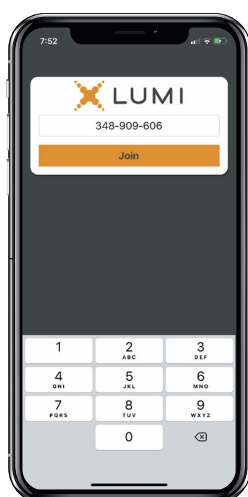
Appointed proxy

To receive your unique username and password, please contact Computershare Investor Services on +61 3 9415 4024 during the online registration period which will open 1 hour before the start of the meeting.

Online registrations will open 1 hour before the start of the meeting (so from 9:00am (AEDT) on Wednesday 16 December 2020)

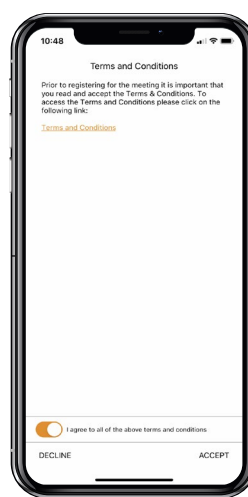
01

To participate in the meeting, you will be required to enter the unique **9-digit** Meeting ID provided above.



02

To proceed into the meeting, you will need to read and accept the Terms & Conditions.



Important notice

Notice of Meeting and Proxy Form

You will be able to request a hard copy of the Notice of Meeting and Proxy Form. This will be mailed out to you as a priority.

To request a hard copy of the these documents: please call Computershare on

T 1800 11 33 99 within Australia

T (03) 9415 4010 outside Australia

Once completed, mail your form with the included reply paid envelope or Fax to this number by **10:00am (AEDT) Monday, 14 December 2020:**

F 1800 783 447 within Australia

F +61 3 9473 2555 outside Australia

03

To register as a securityholder, select 'Securityholder or Proxy' and enter your SRN or HIN and Postcode or Country Code.



04

To register as a proxyholder, select 'Securityholder or Proxy' and you will need your username and password as provided by Computershare. In the 'SRN or HIN' field enter your username and in the 'Postcode or Country Code' field enter your password.



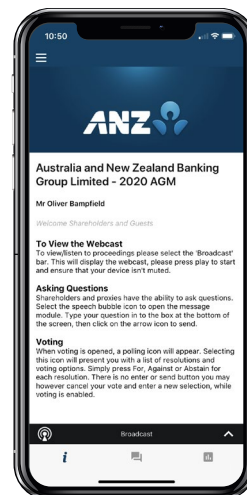
05

To register as a guest, select 'Guest' and enter your name and email address.



06

Once logged in, you will see the home page, which displays the meeting title and name of the registered securityholder, nominated proxy or guest.



Icon descriptions



The broadcast bar allows you to view and listen to the proceedings



Home page icon, displays meeting information



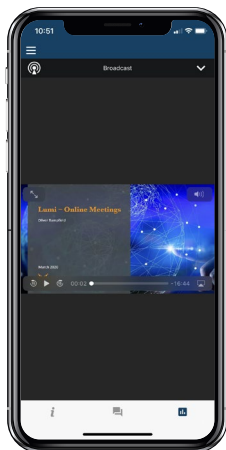
Questions icon, used to ask questions



Voting icon, used to vote. Only visible when the chairman opens poll



07

To view the webcast you must tap the broadcast arrow on your screen and press the play button. Toggle between the up and down arrow to switch between screens.



08

TO ASK QUESTIONS


Tap on the Questions icon  type your question in the chat box at the bottom of the screen and then select the send icon . Confirmation that your message has been received will appear.



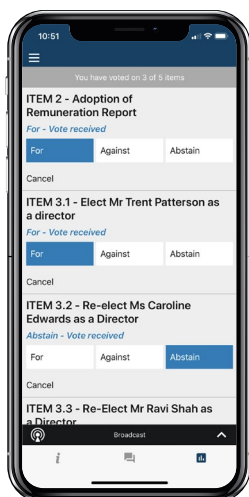
09

TO VOTE

When the Chairman declares the poll open:

- › A voting icon  will appear on your device and the Meeting Resolutions will be displayed.
- › To vote tap one of the voting options. Your response will be highlighted.
- › To change your vote, simply press a different option to override.

The number of items you have voted or yet to vote on, is displayed at the top of the screen. Votes may be changed up to the time the Chairman closes the poll.



On some devices, to vote, you may need to minimise the webcast by selecting the arrow in the broadcast bar, audio will still be available. To return to the webcast after voting, select the arrow again.

FOR ASSISTANCE

If you require assistance prior to or during the Meeting, please call **+61 3 9415 4024**.



web.lumiagm.com

COUNTRY CODES

Select your country code from the list below and enter it into the **password** field.

ABW ARUBA	CPV CAPE VERDE	IOT BRITISH INDIAN OCEAN TERRITORY	MUS MAURITIUS	SRB SERBIA
AFG AFGHANISTAN	CRI COSTA RICA	IRL IRELAND	MWI MALAWI	STP SAO TOME AND PRINCIPE
AGO ANGOLA	CUB CUBA	IRN IRAN ISLAMIC REPUBLIC OF	MYS MALAYSIA	SUR SURINAME
AIA ANGUILLA	CXR CHRISTMAS ISLAND	IRQ IRAQ	MYT MAYOTTE	SVK SLOVAKIA
ALA ALAND ISLANDS	CYM CAYMAN ISLANDS	ISL ICELAND	NAM NAMIBIA	SVN SLOVENIA
ALB ALBANIA	CYP CYPRUS	ISM BRITISH ISLES	NCL NEW CALEDONIA	SWE SWEDEN
AND ANDORRA	CZE CZECH REPUBLIC	ISR ISRAEL	NER NIGER	SWZ SWAZILAND
ANT NETHERLANDS ANTILLES	DEU GERMANY	ITA ITALY	NFK NORFOLK ISLAND ISLANDS	SYC SEYCHELLES
ARE UNITED ARAB EMIRATES	DJI DJIBOUTI	JAM JAMAICA	NGA NIGERIA	SYR SYRIAN ARAB REPUBLIC
ARG ARGENTINA	DMA DOMINICA	JEY JERSEY	NIC NICARAGUA	TCA TURKS AND CAICOS ISLAND
ARM ARMENIA	DNK DENMARK	JOR JORDAN	NIU NIUE	TCD CHAD
ASM AMERICAN SAMOA	DOM DOMINICAN REPUBLIC	JPN JAPAN	NLD NETHERLANDS	TGO TOGO
ATA ANTARCTICA	DZA ALGERIA	KAZ KAZAKHSTAN	NOR NORWAY	THA THAILAND
ATF FRENCH SOUTHERN TERRITORIES	ECU ECUADOR	KEN KENYA	NPL NEPAL	TJK TAJIKISTAN
ATG ANTIGUA AND BARBUDA	EGY EGYPT	KGZ KYRGYZSTAN	NRU NAURU	TKL TOKELAU
AUS AUSTRALIA	ERI ERITREA	KHM CAMBODIA	NZL NEW ZEALAND	TKM TURKMENISTAN
AUT AUSTRIA	ESH WESTERN SAHARA	KIR KIRIBATI	OMN OMAN	TLS EAST TIMOR DEMOCRATIC REP OF
AZE AZERBAIJAN	ESP SPAIN	KNA ST KITTS AND NEVIS	PAK PAKISTAN	TMP EAST TIMOR
BDI BURUNDI	EST ESTONIA	KOR KOREA REPUBLIC OF	PAN PANAMA	TON TONGA
BEL BELGIUM	ETH ETHIOPIA	KWT KUWAIT	PCN PITCAIRN ISLANDS	TTO TRINIDAD & TOBAGO
BEN BENIN	FIN FINLAND	LAO LAO PDR	PER PERU	TUN TUNISIA
BFA BURKINA FASO	FJI FIJI	LBN LEBANON	PHL PHILIPPINES	TUR TURKEY
BGD BANGLADESH	FLK FALKLAND ISLANDS(MALVINAS)	LBR LIBERIA	PLW PALAU	TUV TUVALU
BGR BULGARIA	FRA FRANCE	LBY LIBYAN ARAB JAMAHIRIYA	PNG PAPUA NEW GUINEA	TWN TAIWAN
BHR BAHRAIN	FRO FAROE ISLANDS	LCA ST LUCIA	POL POLAND	TZA TANZANIA UNITED REPUBLIC OF
BHS BAHAMAS	FSM MICRONESIA	LIE LIECHTENSTEIN	PRI PUERTO RICO	UGA UGANDA
BIH BOSNIA & HERZEGOVINA	GAB GABON	LKA SRI LANKA	PRK KOREA DEM PEOPLES REPUBLIC OF	UKR UKRAINE
BLM ST BARTHELEMY	GBR UNITED KINGDOM	LSO LESOTHO	PRT PORTUGAL	UMI UNITED STATES MINOR OUTLYING
BLR BELARUS	GEO GEORGIA	LTU LITHUANIA	PRY PARAGUAY	URY URUGUAY
BLZ BELIZE	GGY GUERNSEY	LUX LUXEMBOURG	PSE PALESTINIAN TERRITORY OCCUPIED	USA UNITED STATES OF AMERICA
BMU BERMUDA	GHA GHANA	LVA LATVIA	PYF FRENCH POLYNESIA	UZB UZBEKISTAN
BOL BOLIVIA	GIB GIBRALTAR	MAC MACAO	QAT QATAR	VAT HOLY SEE (VATICAN CITY STATE)
BRA BRAZIL	GIN GUINEA	MAF ST MARTIN	REU REUNION	VCT ST VINCENT & THE GRENADINES
BRB BARBADOS	GLP GUADELOUPE	MAR MOROCCO	ROU ROMANIA	VEN VENEZUELA
BRN BRUNEI DARUSSALAM	GMB GAMBIA	MCO MONACO	RUS RUSSIAN FEDERATION	VGB BRITISH VIRGIN ISLANDS
BTN BHUTAN	GNB GUINEA-BISSAU	MDA MOLDOVA REPUBLIC OF	RWA RWANDA	VIR US VIRGIN ISLANDS
BUR BURMA	GNQ EQUATORIAL GUINEA	MDG MADAGASCAR	SAU SAUDI ARABIA KINGDOM OF	VNM VIETNAM
BVT BOUVET ISLAND	GRC GREECE	MDV MALDIVES	SCG SERBIA AND MONTENEGRO	VUT VANUATU
BWA BOTSWANA	GRD GRENADA	MEX MEXICO	SDN SUDAN	WLF WALLIS AND FUTUNA
CAF CENTRAL AFRICAN REPUBLIC	GRL GREENLAND	MHL MARSHALL ISLANDS	SEN SENEGAL	WSM SAMOA
CAN CANADA	GTM GUATEMALA	MKD MACEDONIA FORMER YUGOSLAV REP	SGP SINGAPORE	YEM YEMEN
CCK COCOS (KEELING)	GUF FRENCH GUIANA	MLI MALI	SGS STH GEORGIA & STH SANDWICH ISL	YMD YEMEN DEMOCRATIC
CHE SWITZERLAND	GUM GUAM	MLT MALTA	SHN ST HELENA	YUG YUGOSLAVIA SOCIALIST FED REP
CHL CHILE	GUY GUYANA	MMR MYANMAR	SJM SVALBARD & JAN MAYEN	ZAF SOUTH AFRICA
CHN CHINA	HKG HONG KONG	MNE MONTENEGRO	SLB SOLOMON ISLANDS	ZAR ZAIRE
CIV COTE D'IVOIRE	HMD HEARD AND MCDONALD ISLANDS	MNG MONGOLIA	SLE SIERRA LEONE	ZMB ZAMBIA
CMR CAMEROON	HND HONDURAS	MNP NORTHERN MARIANA ISLANDS	SLV EL SALVADOR	ZWE ZIMBABWE
COD CONGO DEMOCRATIC REPUBLIC OF	HRV CROATIA	MOZ MOZAMBIQUE	SMR SAN MARINO	
COG CONGO PEOPLES REPUBLIC OF	HTI HAITI	MRT MAURITANIA	SOM SOMALIA	
COK COOK ISLANDS	HUN HUNGARY	MSR MONTSERRAT	SPM ST PIERRE AND MIQUELON	
COL COLOMBIA	IDN INDONESIA	MTQ MARTINIQUE		
COM COMOROS	IMN ISLE OF MAN			
	IND INDIA			