

# HYBRID SHARE HOLDERS MEETING

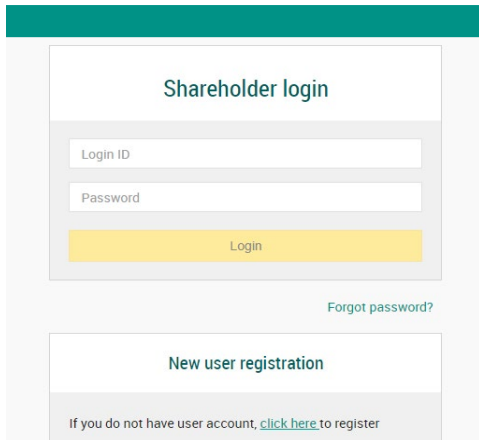
Manual and  
Frequently Asked Questions

15 April 2020

# Login procedures pre Close of Registration

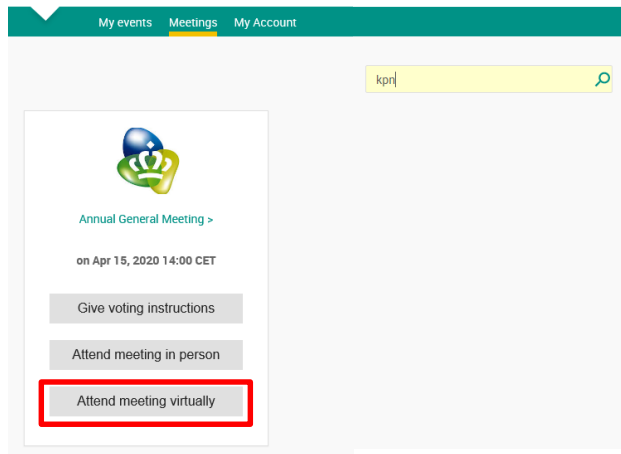
before Wednesday 8 April 2020, at 17:30 (CET)

[Click here](#) to login to the shareholder portal and click login



The screenshot shows the 'Shareholder login' page. It features a teal header bar. Below it, the title 'Shareholder login' is centered. There are two input fields: 'Login ID' and 'Password'. A yellow 'Login' button is positioned below these fields. To the right of the button is a link 'Forgot password?'. At the bottom, there is a section for 'New user registration' with a link 'click here' to register.

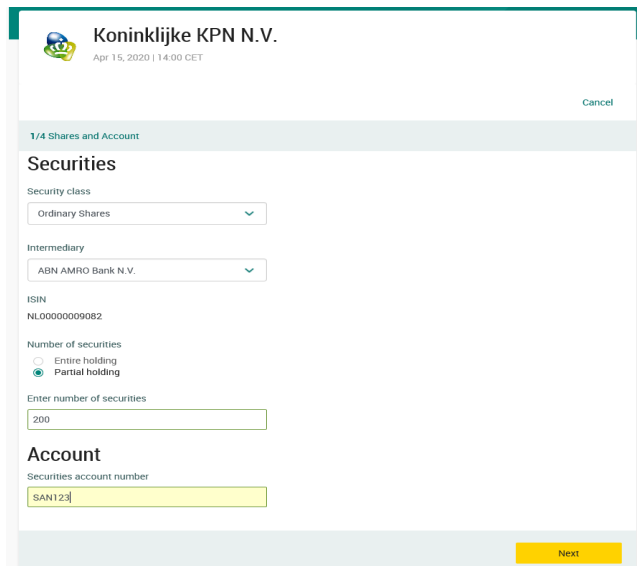
Select the recent meeting of KPN and select "Attend meeting virtually"



The screenshot shows the 'Meetings' page of the KPN shareholder portal. The teal header bar contains 'My events', 'Meetings' (highlighted), and 'My Account'. A search bar with 'kpn' is visible. The main content area displays the 'Annual General Meeting >' scheduled for 'on Apr 15, 2020 14:00 CET'. Below this, there are three buttons: 'Give voting instructions', 'Attend meeting in person', and 'Attend meeting virtually'. The 'Attend meeting virtually' button is highlighted with a red rectangle.

# Login procedures pre Close of Registration

before Wednesday 8 April 2020, at 17:30 (CET)



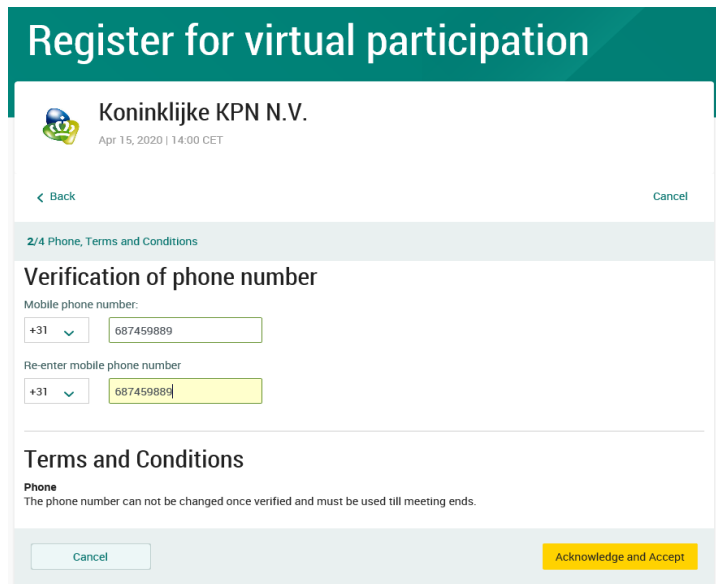
The screenshot shows a web form for Koninklijke KPN N.V. with the following fields and options:

- Header:** Koninklijke KPN N.V., Apr 15, 2020 | 14:00 CET, Cancel button.
- Section:** 1/4 Shares and Account
- Securities Section:**
  - Security class: Ordinary Shares (dropdown)
  - Intermediary: ABN AMRO Bank N.V. (dropdown)
  - ISIN: NL00000009082
  - Number of securities:
    - ☐ Entire holding
    - ☒ Partial holding
  - Enter number of securities: 200 (text input)
- Account Section:**
  - Securities account number: SAN123 (text input)
- Footer:** Next button

Fill in all the details of  
registration for this  
meeting

# Login procedures pre Close of Registration

before Wednesday 8 April 2020, at 17:30 (CET)



The screenshot shows a web form titled "Register for virtual participation" for Koninklijke KPN N.V. The page is dated Apr 15, 2020, at 14:00 CET. It features a "Back" link and a "Cancel" button. The form is divided into two main sections: "Verification of phone number" and "Terms and Conditions".

**Verification of phone number**

Mobile phone number:

+31 687459889

Re-enter mobile phone number

+31 687459889

**Terms and Conditions**

**Phone**  
The phone number can not be changed once verified and must be used till meeting ends.

Buttons: Cancel, Acknowledge and Accept

Key in phone number  
which will be used for  
2 factor authentication

# Login procedures pre Close of Registration

before Wednesday 8 April 2020, at 17:30 (CET)

ABN-AMRO

My events Meetings My Account

## Register for virtual

Koninklijke KPN N.V.  
Apr 15, 2020 | 14:00 CET

← Back

2/4 Phone, Terms and Conditions

### Verification of phone number

Mobile phone number:

+31 687459889

Re-enter mobile phone number

+31 687459889

### Terms and Conditions

Phone  
The phone number can not be changed once verified and must be used for the duration of the virtual meeting.

Cancel

### Important Information

You are about to confirm that you want to virtually participate in the General Meeting.

In case you wish to proceed, please acknowledge and accept the risks which are inherently related to virtual attendance and participation in the General Meeting by checking the relevant checkbox set out below and click the "Accept and Proceed" button to gain access to the Virtual Participation Section.

The risks related to virtual attendance and participation in the General Meeting include, amongst others: any failure in virtual meeting equipment, software, network infrastructure, servers, internet or telephone connectivity, video or voice equipment whether or not caused by an information security incident (which includes any unauthorised use, hacking, a Denial of Services attack, a denial of access, any failure or intrusion resulting from the theft or unlawful interception of a password or network access code and any other cyber-attack) or caused by any type of mechanical failure such as any electrical power outage during the General Meeting as well as any other unforeseen technical difficulties or disruptions whether relating to the Website in general, the Virtual Participation Section, the General Meeting or the equipment/connectivity used by you, the Securities Holder.

To avoid such risks the Securities Holder should attend the General Meeting in-person or by proxy.

By checking the boxes below, you confirm:

- ☒ that you acknowledge and accept the risks listed above and to have read and understood and agreed to our terms and conditions applicable to the registration and use of the Virtual Participation Section.
- ☒ that you are a person authorized to accept these risks on behalf of the Securities Holder.

The Terms of Use for using the Website and the Virtual Meeting Section in particular apply and can be found here: [Terms of Use](#)


Back Accept and Proceed

Notification will be displayed with highlighted risks and terms of use (including reference to KPN's policy)

# Login procedures pre Close of Registration

before Wednesday 8 April 2020, at 17:30 (CET)


## Register for virtual participation

**Koninklijke KPN N.V.**  
Apr 15, 2020 | 14:00 CET

[< Back](#)[Cancel](#)

**3/4 Verification code**

### Enter code



A new verification code was sent to your mobile phone.

[Send Again](#)

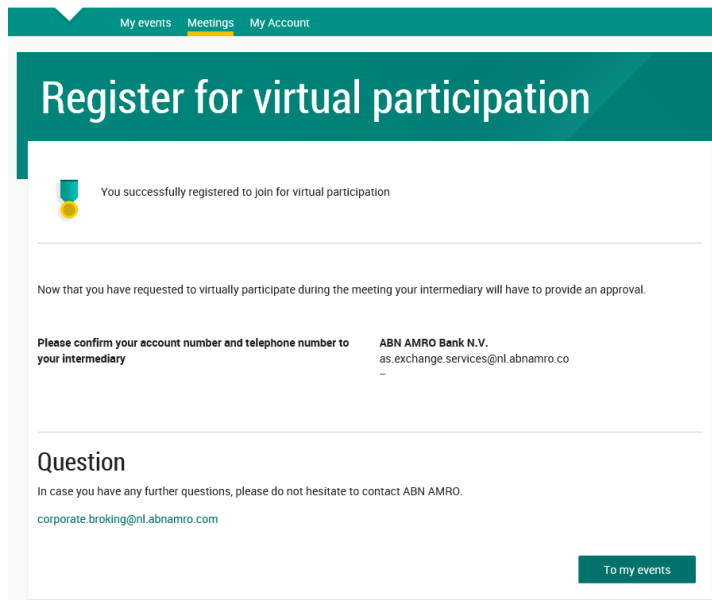
Code

[Verify](#)

Key in the one-time-passcode as  
received on your mobile phone

# Login procedures pre Close of Registration


before Wednesday 8 April 2020, at 17:30 (CET)



The screenshot shows a web interface with a teal header bar containing navigation links: "My events", "Meetings" (highlighted with a yellow underline), and "My Account". Below the header, a teal banner displays the title "Register for virtual participation". The main content area is white and contains a confirmation message with a small icon of a person at a computer. The message states that the user has successfully registered and that their intermediary will provide approval. It then provides contact information for ABN AMRO Bank N.V., including an email address for exchange services. A section titled "Question" follows, advising users to contact ABN AMRO for further questions and providing a corporate broking email address. At the bottom right, there is a teal button labeled "To my events".

My events Meetings My Account

## Register for virtual participation

 You successfully registered to join for virtual participation

Now that you have requested to virtually participate during the meeting your intermediary will have to provide an approval.

Please confirm your account number and telephone number to your intermediary

ABN AMRO Bank N.V.  
as.exchange.services@nl.abnamro.co  
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### Question

In case you have any further questions, please do not hesitate to contact ABN AMRO.  
[corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com)

To my events

Successful  
registration

# Login procedures pre Close of Registration

before Wednesday 8 April 2020, at 17:30 (CET)


A created requests can be seen in My Events  
(observe pending state)

[My events](#) [Meetings](#) [My Account](#)

Request type:

☒ Virtual participation ☐ Attendance requests ☐ Voting instructions ☐ Confirmed votes

Status: Pending ▼





**Koninklijke KPN N.V.**

Apr 15, 2020 14:00 CET

Annual General Meeting

200 securities | Registration number 1.021.00001

Pending

8



# Login procedures pre Close of Registration

## before Wednesday 8 April 2020, at 17:30 (CET)

Subject: IMPORTANT: Confirmation request to vote virtually at the KPN Demo AGM Meeting of Koninklijke KPN N.V. on 15 Apr 2020 and login instructions

Sent date: 15 Apr 2020 15:52

Email body:



Dear Mr. Shareholder,

**Your request to vote virtually during the meeting has been successfully processed.**

We hereby inform you that your Intermediary has confirmed your entitlement to vote virtually during the KPN Demo AGM Meeting of Koninklijke KPN N.V. on 15 Apr 2020

### How to vote virtually during the meeting?

Please click on this link below:

<https://cbp-st05.eu-gb.mybluemix.net/shareholderlogin?gmid=mYuDullobH4WXF-MTK1&vpReqId=W30VBOvAnMBC3fJxOTk3&isid=Jyxbah38nryV-TUNJl=&reqType=VP>

### Note:

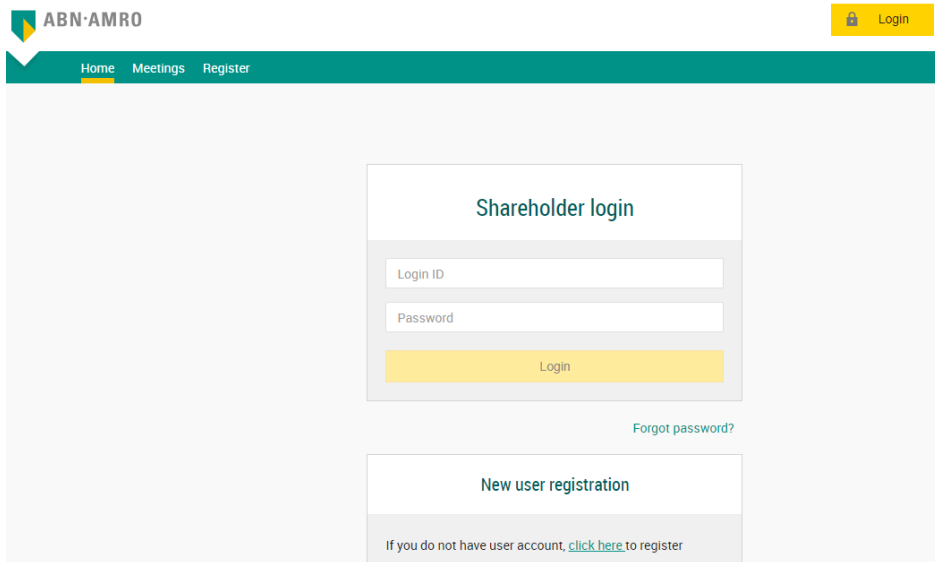
The virtual meeting environment will be made available shortly before the start of the meeting as set out in the convocation note of Koninklijke KPN N.V.. Please check the meeting date and time and log in to [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder) before the meeting starts. Make sure you join on time! If you join after the meeting starts, you will not be entitled to vote. Voting virtually will be enabled after the meeting is opened by the chairperson. Please note that you will receive login information necessary to vote virtually at the phone number you provided during your registration. You will need this phone number to vote virtually throughout the meeting.

Please email [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) for all queries.

Once approved by the intermediary, a shareholder will receive a confirmation mail

# Login procedures

## at day of AGM




The screenshot shows the ABN-AMRO shareholder login interface. At the top left is the ABN-AMRO logo. To its right is a yellow 'Login' button with a lock icon. Below the logo is a teal navigation bar with links for 'Home', 'Meetings', and 'Register'. The 'Home' link is highlighted with an orange underline. The main content area is light gray and contains a white box titled 'Shareholder login'. Inside this box are two input fields: 'Login ID' and 'Password'. Below these fields is a yellow 'Login' button. To the right of the 'Shareholder login' box is a blue link 'Forgot password?'. Below the 'Shareholder login' box is another white box titled 'New user registration'. At the bottom of this box is a line of text: 'If you do not have user account, [click here](#) to register'.

[Click here](#) to login to the shareholder portal and click login

# Login procedures


## at day of AGM

Join the meeting in My events

 **ABN-AMRO**

maaïke@sh.cc

NL | **EN** | FR



**My events** Meetings My Account

Request type:

☒ Virtual participation

☐ Attendance requests


☐ Voting instructions

☐ Confirmed votes

Status: 

All

Search by issuer

 **Koninklijke KPN N.V.**

Annual General Meeting

Approved

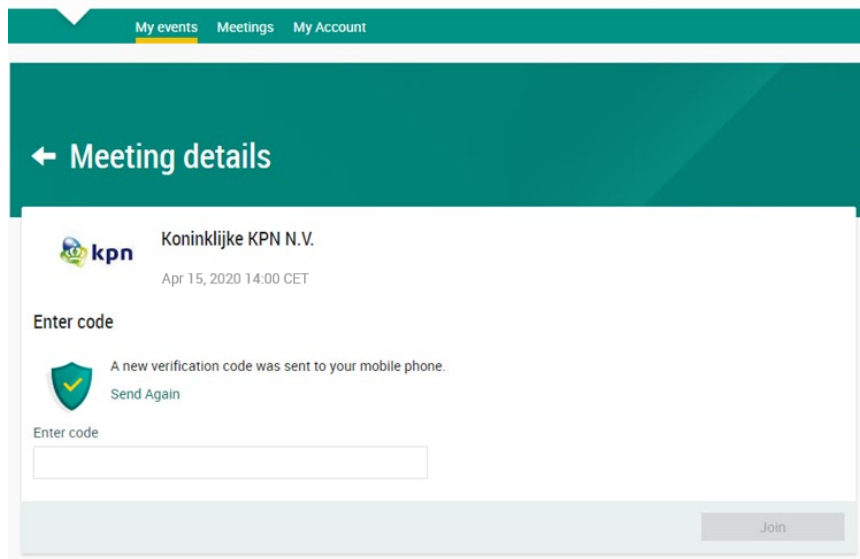
Apr 15, 2020 14:00 CET

100 Shares | Registration number 1.062.00009

Join meeting

# Login procedures

## at day of AGM




The screenshot shows the KPN mobile app interface. At the top, there is a teal navigation bar with three tabs: 'My events', 'Meetings', and 'My Account'. Below this is a teal header with a back arrow and the text 'Meeting details'. The main content area is white and displays the KPN logo, the text 'Koninklijke KPN N.V.', and the date and time 'Apr 15, 2020 14:00 CET'. Underneath, it says 'Enter code'. A green shield icon with a checkmark is shown next to the text 'A new verification code was sent to your mobile phone.' and a 'Send Again' link. Below this is another 'Enter code' label and a text input field. At the bottom right, there is a grey 'Join' button.

Key in the one-time-passcode as  
received on your mobile phone


# Login procedures

## at day of AGM

← Meeting details

 **Koninklijke KPN N.V.**  
Apr 15, 2020 | 14:00 CET

**Enter code**

 A new verification code was sent to your mobile  
[Send Again](#)

Enter code

25488

**Important Information**

You are about to leave the ABN AMRO e-voting portal and will be navigated to the application/website for virtual participation. This application/website is not operated by ABN AMRO and therefore ABN AMRO is not responsible for its content, availability and functionality. This virtual participation application/website is operated by Lumi. If you have any questions or concerns about the virtual participation application/website, please contact +31 20 3442000.

[Accept and Proceed](#)

Successful one-time-passcode validation, notification will be shown please accept to proceed

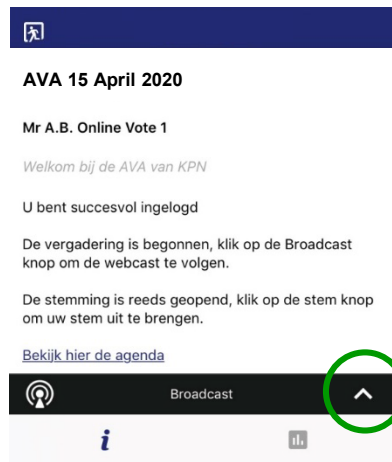
# Login procedures

## at day of AGM

12:00-14:00  
Registration open



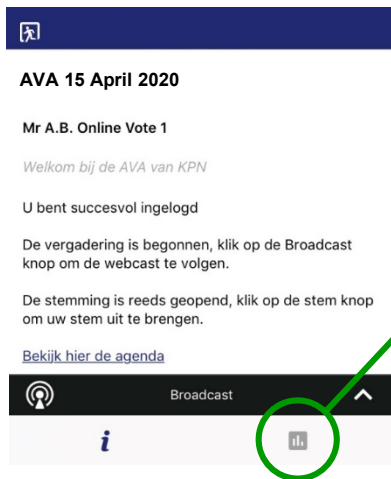
14:00  
Follow the webcast



# Virtual voting procedures

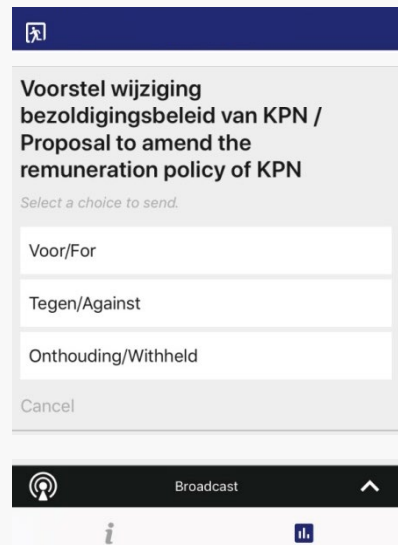
## at day of AGM

14:00  
Voting is open



Please vote on all  
agenda items

This feature will  
be open during  
the AGM



# Frequently asked questions

## registration process

Q: How can I register to participate as a virtual shareholder at the KPN Hybrid Meeting?

A: As a KPN shareholder, you will first need to create a profile via [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder), where you are requested to provide your mobile phone number and custody account number.

Q: Where can I login to participate in the Hybrid Meeting as a virtual shareholder?

A: You can participate via the ABN AMRO platform and login via [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder).

Q: I don't know my login details for the ABN AMRO platform?

A: You can easily request a new password via the website [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder) or contact ABN AMRO via: [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com).

Q: Why do I need to login via the ABN AMRO platform and not via a KPN website?

A: KPN cannot confirm your actual holding in KPN shares. This needs to be confirmed by your bank or broker, which generally has a relationship with ABN AMRO.



# Frequently asked questions

## registration process

Q: I registered myself to attend the Hybrid Meeting in person, can I also participate online in case I can't attend the meeting physically?

A: Changing your attendance is possible until the Close of Registration, Wednesday 8 April 2020, at 17:30 (CET) as stated on [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder). After the registration deadline you can't change your attendance.

Q: The ABN AMRO platform isn't allowing me to login, what should I do?

A: Please contact ABN AMRO at [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) or by telephone +31 (0)20 344 2000.

Q: Can I test if I can get into the virtual environment ahead of the Hybrid Meeting?

A: Yes, you can do so after the Close of Registration, following the guidelines on [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder). Should you face difficulties, please contact [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) or by telephone +31 (0)20 344 2000.

Q: How do I know if my bank has approved my registration for the Hybrid Meeting?

A: You will receive a confirmation from ABN AMRO by email. This might take a few minutes. In case the confirmation takes longer than that, please do not hesitate to contact ABN AMRO via [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) or by telephone +31 (0)20 344 2000. We advise that you already use the testing period before the day of the Hybrid Meeting to test your access to the platform.

# Frequently asked questions

## registration process

Q: I haven't received an email from ABN AMRO, what should I do?

A: Please contact ABN AMRO via [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) or by telephone +31 (0)20 344 2000.

Q: I have already registered for online participation at the Hybrid Meeting, but now I would like to participate in-person or through a proxy. Is that possible?

A: Yes, as long as you make this change before the Close of Registration, Wednesday 8 April 2020, at 17:30 (CET). As further specified in the convocation of the Hybrid Meeting and as stated on [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder).

Q: As of which moment can I login to the Hybrid Meeting?

A: You can login within a time frame of two hours before the start of the Hybrid Meeting. Once you have done so you are counted as a shareholder attending the Hybrid Meeting, even if you leave before the start of or any time during the Hybrid Meeting (whether or not due to an internet connection failure).

# Frequently asked questions

## shareholder meeting

Q: How can I follow the Hybrid Meeting?

A: You will be able to follow the meeting via webcast via [ir.kpn.com](https://ir.kpn.com) or in the virtual environment via [www.abnamro.com/shareholder](https://www.abnamro.com/shareholder), or attend in person.

Q: Can I follow/participate the Hybrid Meeting if I'm not a shareholder?

A: Yes, to follow the webcast please visit [ir.kpn.com](https://ir.kpn.com), but you cannot vote.

Q: What do I need to do to participate at the Hybrid Meeting?

A: You can submit your votes via proxy through ABN AMRO, attend the virtual meeting online, or attend in person. You can register via [www.abnamro.com/shareholder](https://www.abnamro.com/shareholder).

Q: When do I need to login when I want to attend and vote the Hybrid Meeting virtually?

A: You will be able to login from two hours prior to the meeting until the meeting starts. The meeting will start at 14:00 CET on 15 April 2020.

Q: How do I know that I can vote during the Hybrid Meeting?

A: Once the Chairman has opened the shareholder meeting, you will be able to vote until the Chairman declares that the voting will be closed after the last voting item.

# Frequently asked questions

## shareholder meeting

Q: How do I know that I have voted at the Hybrid Meeting?

A: The application will confirm that your vote(s) has/have been received.

Q: Can I ask questions as a virtual participant of the Hybrid Meeting?

A: No, when participating online you will only be able to follow the proceedings of the Hybrid Meeting and to vote. To submit questions or any comments during the Hybrid Meeting, you should attend the Hybrid Meeting in-person.

Q: Can I also vote in advance of the Hybrid Meeting?

A: Yes, you can by giving a proxy voting instruction via [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder).

Q: I have already voted through proxy on the ABN AMRO Website, do I need to vote again?

A: No, your proxy voting instruction will remain valid.

Q: I have already voted through proxy on the ABN AMRO Website, can I change my vote during the Hybrid Meeting?

A: If you grant a proxy voting instruction your vote has, in fact, been made before the meeting takes place and you will only be able to change your voting instruction until Close of Registration, Wednesday 8 April 2020, at 17:30 (CET).


# Frequently asked questions

## shareholder meeting


Q: I have already voted through proxy on the ABN AMRO Website, can I still follow the Hybrid Meeting?

A: Yes, you can via the webcast available on [ir.kpn.com](https://ir.kpn.com).

Q: I am unable to vote.

A: Once the Chairman has opened the shareholder meeting, you will be able to vote until the end of the meeting if you are a registered shareholder. Press the voting button  to submit your votes. Please make sure you are connected to the internet.

Q: How can I submit a vote?

A: During the meeting you will be able to vote. Press the voting button  to submit your votes. When selecting the button of your choice your vote will be cast automatically. Please submit your votes on all resolutions. You will see a confirmation in your screen.

Q: How can I change my vote?

A: You will be able to amend your votes during the meeting, you will be able to vote until the Chairman declares that the voting will be closed after the last voting item.

# Frequently asked questions

## general questions

Q: I appreciate the possibility to participate online at the Hybrid Meeting, I wonder how KPN ensures that online participation will be without issues?

A: KPN offers the application through third parties that have gathered experience with organizing these hybrid and virtual shareholders' meetings outside the Netherlands. But even though KPN has given its best efforts to ensure that shareholders are offered a best-in-market service, it cannot guarantee that shareholders may experience issues that are common to any first-generation innovative application.

Q: Is the Hybrid Meeting a step that KPN takes in moving towards a virtual-only shareholders' meeting?

A: Dutch law still prescribes that a physical shareholders' meeting must be held. As long as this rule has not been changed, which is not likely to happen in the coming years, KPN will not switch to virtual-only shareholders' meetings. One should be aware, however, that times are changing quickly these days and the development of online tools is an ongoing process.

# Frequently asked questions

## general questions

Q: Will all upcoming shareholders' meetings of KPN be in hybrid form, i.e. open for online and in-person participation?

A: KPN may decide, at its own discretion, for each shareholders' meeting separately whether the possibility of online participation will be provided next to in-person access.

Q: Why should I choose for online participation when I can grant a proxy voting instruction as I did before?

A: When you participate online, you will be able to take into account the deliberations (just before and) at the general meeting before you decide how to vote. If you grant a proxy voting instruction your vote has, in fact, been made before the meeting takes place and you will only be able to change your voting instruction until Close of Registration, Wednesday 8 April 2020, at 17:30 (CET).

Q: What will be done with all my personal data which I am asked to provide when opting for online participation?

A: KPN adheres to its GDPR policy, which can be found on [ir.kpn.com](https://ir.kpn.com).

Q: Are there any rules and conditions set by KPN that apply to the Hybrid Meeting?

A: Yes, we refer to the Policy regarding the Hybrid General Meeting of Shareholders which can be found on [ir.kpn.com](https://ir.kpn.com). By participating online, the policy becomes applicable.

# Frequently asked questions

## general questions

Q: I don't have a smartphone, tablet or pc. Will I be able to participate the Hybrid meeting?

A: Unfortunately, in that case the shareholder can't join the AGM virtually. If you are registered for the meeting, you can always attend the Hybrid Meeting in person.

Q: My internet connection isn't working properly. Will I be able to participate the Hybrid meeting?

A: You will need a working internet connection during the meeting. On your phone you can also use a mobile (3G/4G) signal if available or use WiFi.

Q: My battery is almost empty. What do I do?

A: The shareholder is responsible for a properly functioning and charged device.

Q: What are the terms of use?

A: You can find the Policy regarding the Hybrid General Meeting of Shareholders on [ir.kpn.com](https://ir.kpn.com). If you participate online, you should have read this policy.



# Frequently asked questions

## general questions

Q: How do I know my privacy is protected?

A: KPN adheres to its GDPR policy, which can be found on [ir.kpn.com](https://ir.kpn.com).

Q: How do I know this is a safe way to vote?

A: The website of ABN AMRO has been thoroughly tested by various parties.

Q: Which device should I use to participate online at the Hybrid Meeting?

A: You can participate at the Hybrid Meeting with any device that has a working internet connection and successfully logged in to the virtual environment via [www.abnamro.com/shareholder](https://www.abnamro.com/shareholder). Please make sure to have installed the latest version of your internet browser, Chrome, Firefox, Internet Explorer 11 and 10, Edge and Safari.

# Frequently asked questions

## general questions

Q: The device that I will use for online participation has a camera installed: will, or can, I be made visible in the Hybrid Meeting to other participants or anyone else?

A: No, that will not be the case.

Q: When I participate online, will other shareholders be informed that I am participating, or do they have the possibility to know that?

A: No. You will be registered on the registration list of all shareholders attending the Hybrid Meeting, in accordance with the provisions of KPN's articles of association. However, this information will not be provided to other shareholders of KPN.

Q: Who can I contact if my question is not above?

A: You can contact ABN Amro via email [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) or by telephone +31 (0)20 344 2000.

# Frequently asked questions

## exercise of rights

**Q: Are my votes valid when leaving early? Can I re-join after I have left?**

A: Yes, assuming you have logged in successfully prior to the start of the Hybrid Meeting this will not affect the votes casted until the moment you left. Re-joining the Hybrid Meeting after you've left is possible and you will also be able to vote upon items that have been put to vote in the meantime. The polls for all items are open during the Hybrid Meeting and closed after the last voting item on the agenda has been discussed.

**Q: When there's a failure in my network connection, or my device stops working during the Hybrid Meeting will I be able to login and continue to participate in the Hybrid Meeting once the connection has been restored?**

A: Yes, assuming you have logged in successfully prior to the start of the Hybrid Meeting, you will be able to continue participating in the Hybrid Meeting after the network connection has been restored. You will also be able to vote on items that have been put to vote in the meantime. The polls for all items are open during the Hybrid Meeting and closed after the last voting item on the agenda has been discussed.

**Q: Will I be able to ask questions or make any comments to the meeting during the Hybrid Meeting when I participate online?**

A: No, when participating online you will only be able to follow the proceedings of the Hybrid Meeting and to vote. To submit questions or any comments during the Hybrid Meeting, you should attend the Hybrid Meeting in person.

# Frequently asked questions

## exercise of rights

Q: Are there any voting restrictions when participating online?

A: When participating online split-voting is not possible as it is not supported by the platform yet. In order to be able to use split-voting, you should attend the Hybrid Meeting in person or by proxy. Holders of ADRs will not be able to participate in online voting.

Q: I have registered for online participation, but have sold my shares after that. Can I still vote on these shares?

A: Yes, according to The Dutch law the 28th day before the day of the Hybrid Meeting is decisive for who will be able to vote at the Hybrid Meeting. As registration is only possible after that record date, the right to vote remains even if you have already sold your shares in the meantime.

Q: Will the possibility of online participation affect the proceedings at the general meeting?

A: At the Hybrid Meeting the usual proceedings for general meetings of KPN will be followed. However, the polls for all items are open during the Hybrid Meeting and closed after the last voting item on the agenda has been discussed.