

# Virtual AGM

**Manual and Frequently Asked Questions**

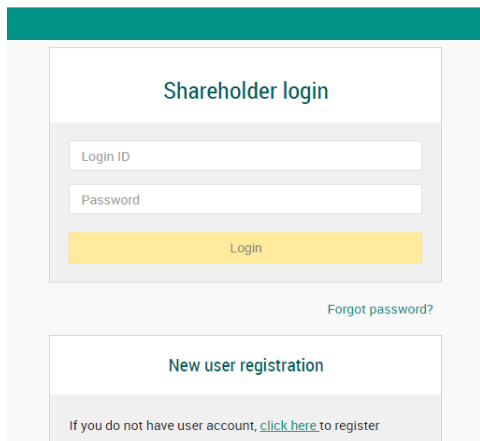
**14 April 2021**

**kpn.** The network of the Netherlands



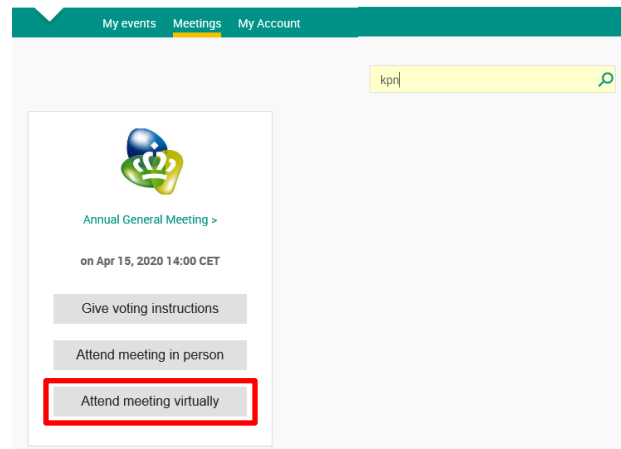
# Login procedures pre close of registration: 7 April 2021, 17:30h (CEST)

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



The image shows a 'Shareholder login' form. It has a teal header bar. Below it, the text 'Shareholder login' is centered. There are two input fields: 'Login ID' and 'Password'. Below these is a yellow 'Login' button. To the right of the button is a link 'Forgot password?'. Below the login section is a 'New user registration' section. At the bottom, it says 'If you do not have user account, [click here](#) to register'.

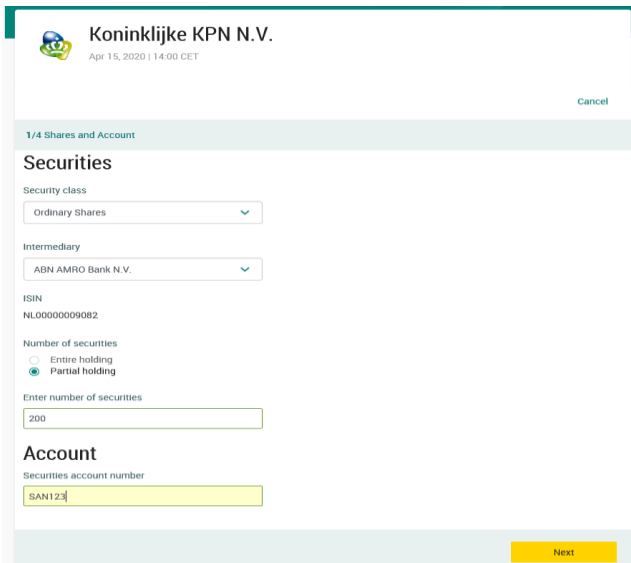
Select the recent meeting of KPN and select “Attend meeting virtually”



The image shows the KPN shareholder portal. At the top is a teal navigation bar with 'My events', 'Meetings', and 'My Account'. Below this is a search bar with 'kpn' and a magnifying glass icon. The main content area shows the KPN logo, followed by 'Annual General Meeting >'. Below that is the date and time 'on Apr 15, 2020 14:00 CET'. 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: 7 April 2021, 17:30h (CEST)

Fill in all the details of registration for this meeting



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

Cancel

1/4 Shares and Account

### Securities

Security class  
Ordinary Shares

Intermediary  
ABN AMRO Bank N.V.

ISIN  
NL00000009082

Number of securities  
☐ Entire holding  
☒ Partial holding

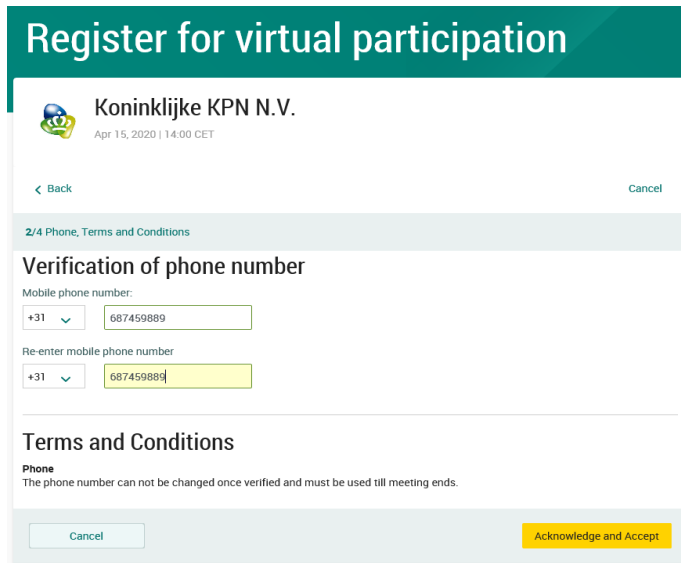
Enter number of securities  
200

### Account

Securities account number  
SAN123

Next

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



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

Back Cancel

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 till meeting ends.

Cancel Acknowledge and Accept

# Login procedures pre close of registration: 7 April 2021, 17:30h (CEST)

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

ABN-AMRO

My events Meetings My Account

## Register for virtual participation

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 587459989

Re-enter mobile phone number

+31 587459989

### Terms and Conditions

Phone

The phone number can not be changed once verified and must be used for the duration of the 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 checkboxes 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 unauthorized 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 below: Terms of Use.

Back Accept and Proceed

**Enter the one-time-passcode as received on your mobile phone**

## 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.

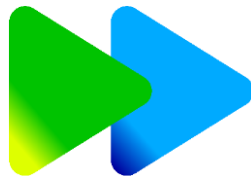
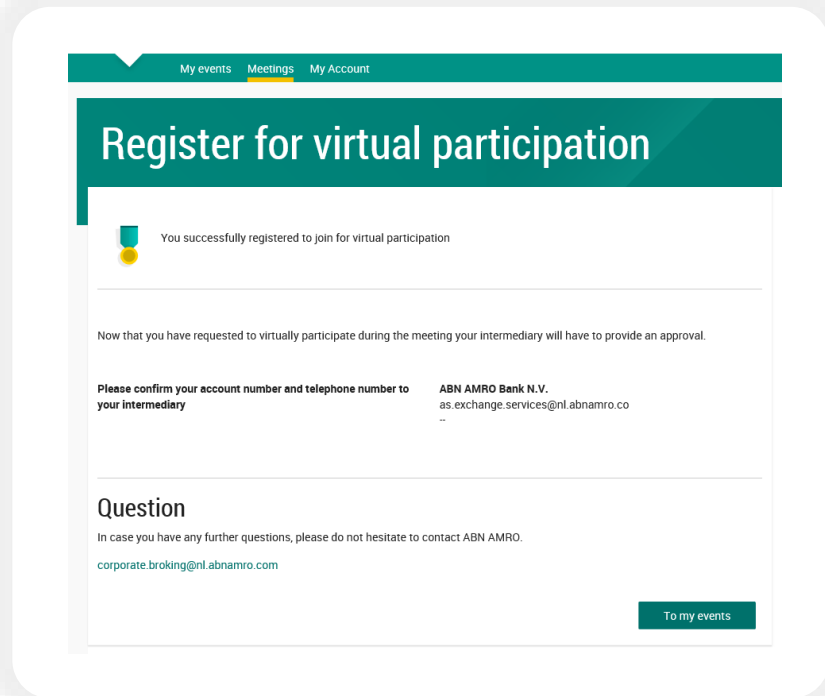
Send Again

Code

67681

Verify

# Login procedures pre close of registration: 7 April 2021, 17:30h (CEST)



**Successful registration**

# Login procedures pre close of registration: 7 April 2021, 17:30h (CEST)

**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

▼

Search by issuer





Koninklijke KPN N.V.

Apr 15, 2020 14:00 CET

Annual General Meeting

200 securities | Registration number 1.021.00001

Pending



# Login procedures pre close of registration: 7 April 2021, 17:30h (CEST)

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

Subject: IMPORTANT: Confirmation request to vote virtually at the KPN Demo AGM Meeting of Koninklijke KPN N.V. on 10 Apr 2019 and login instructions

Sent date: Feb 21, 2019 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 10 Apr 2019.

### How to vote virtually during the meeting?

Please click on this link below:

<https://cbp-st05.eu-gb.mybluemix.net/shareholderlogin?gmid=myDuDullobH4WXF-MTK1&vpReqId=W3OVBOvAnMBC3fJxOTk3&isid=Jyxbah3i8nyY-1UNjl=&reqType=VP>

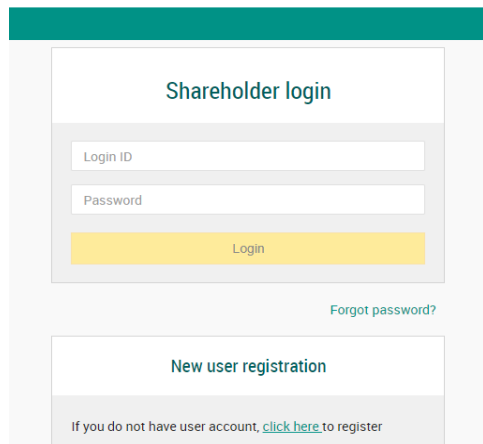
### Note:

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.

# Login procedures at day of the AGM

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



Shareholder login

Login ID

Password

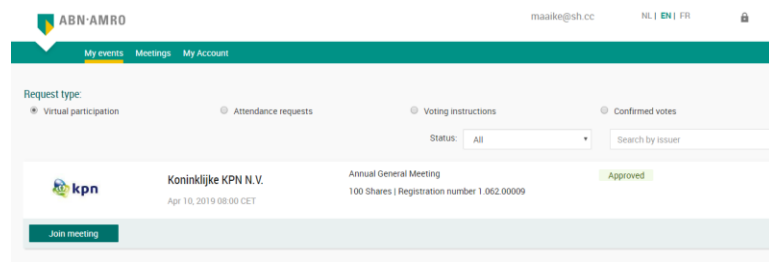
Login

[Forgot password?](#)

New user registration

If you do not have user account, [click here](#) to register

Join the meeting in 'My events'



ABN-AMRO


maaike@sh.cc NL | EN | FR

My events Meetings My Account

Request type:

- \* Virtual participation
- Attendance requests
- Voting instructions
- Confirmed votes

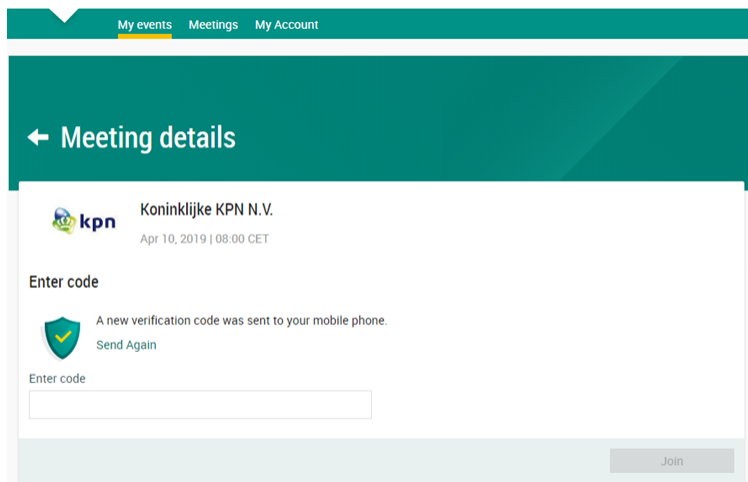
Status: All Search by issuer

 Koninklijke KPN N.V. Annual General Meeting  
Apr 18, 2019 08:00 CET 100 Shares | Registration number 1.062.00009 Approved

Join meeting

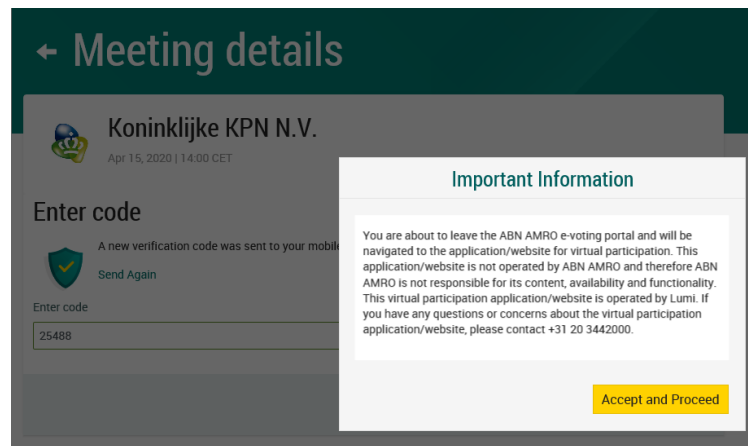
# Login procedures at day of the AGM

**Enter the one-time-passcode as received on your mobile phone**



The screenshot shows a web interface with a teal header containing 'My events', 'Meetings', and 'My Account'. Below the header is a teal banner with a back arrow and 'Meeting details'. The main content area has a white background with the KPN logo and 'Koninklijke KPN N.V.' followed by 'Apr 10, 2019 | 08:00 CET'. Under the heading 'Enter code', there is a message: 'A new verification code was sent to your mobile phone.' with a 'Send Again' button. Below this is a text input field labeled 'Enter code' and a 'Join' button at the bottom right.

**Upon successful one-time-passcode validation, a notification will be shown. Please accept to proceed**



This screenshot shows the same 'Meeting details' page as the previous one, but with a notification overlay. The notification, titled 'Important Information', states: '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.' At the bottom right of the notification is a yellow button labeled 'Accept and Proceed'. In the background, the 'Enter code' section shows the code '25488' entered into the input field.

# Login procedures at day of the AGM

## 13:00 – 14:00: Registration open



## 14:00: Follow the webcast



Click here  
for webcast

# Login procedures at day of the AGM

## 14:00: Voting is open



**AGM 14 April 2021**

Mr A.B. Online Vote 1

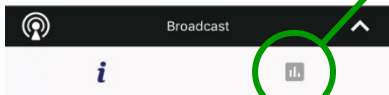
*Welkom bij de AVA van KPN*

U bent succesvol ingelogd

De vergadering is begonnen, klik op de Broadcast knop om de webcast te volgen.

De stemming is reeds geopend, klik op de stem knop om uw stem uit te brengen.

[Bekijk hier de agenda](#)



Click here  
to vote

## Please vote on all agenda items



**Voorstel wijziging  
bezoldigingsbeleid van KPN /  
Proposal to amend the  
remuneration policy of KPN**

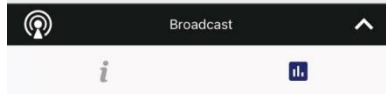
*Select a choice to send.*

Voor/For

Tegen/Against

Onthouding/Withheld

Cancel



Voting will be  
possible during the  
AGM

# Frequently asked questions: registration process

## **How can I register to participate as a virtual shareholder at the KPN Virtual Meeting?**

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

## **Where can I login to participate in the Virtual Meeting as a virtual shareholder?**

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

## **I don't know my login details for the ABN AMRO platform?**

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

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

- ▶▶ 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

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

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

## **Can I test if I can get into the virtual environment ahead of the Virtual Meeting?**

- ▶▶ Yes, you can do so after the Close of Registration, following the guidelines on [www.abnamro.com/shareholder](https://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

## **How do I know if my bank has approved my registration for the Virtual Meeting?**

- ▶▶ 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 Virtual Meeting to test your access to the platform

## **I haven't received an email from ABN AMRO, what should I do?**

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

# Frequently asked questions: registration process

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

- ▶▶ It's not possible to participate in person. You can hand in a proxy before the Close of Registration, Wednesday 7 April 2021, at 17:30h (CEST). As further specified in the convocation of the Virtual Meeting and as stated on [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder)

## **As of which moment can I login to the Virtual Meeting?**

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

# Frequently asked questions: shareholder meeting

## How can I follow the Virtual Meeting?

- ▶ 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

## Can I follow/participate the Virtual Meeting if I'm not a shareholder?

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

## What do I need to do to participate at the Virtual Meeting?

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

## When do I need to login when I want to attend and vote the Virtual Meeting virtually?

- ▶ You will be able to login from two hours prior to the meeting until the meeting starts. The meeting will start at 14:00h CEST on 14 April 2021

## How do I know that I can vote during the Virtual Meeting?

- ▶ 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

## **How do I know that I have voted at the Virtual Meeting?**

- ▶▶ The application will confirm that your vote(s) has/have been received

## **Can I ask questions as a virtual participant of the Virtual Meeting?**

- ▶▶ Yes. Questions about items on the agenda can be submitted prior to the Virtual Meeting as described in the invitation. Following the answers to the pre-posed questions, virtual shareholders can ask follow-up questions to the answers given during the meeting via the bank's chat system or, if desired, via video connection

## **Can I also vote in advance of the Virtual Meeting?**

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

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

- ▶▶ No, your proxy voting instruction will remain valid

## **I have already voted through proxy on the ABN AMRO Website, can I change my vote during the Virtual Meeting?**


- ▶▶ 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 7 April 2021, at 17:30h (CEST)

# Frequently asked questions: shareholder meeting


## **I have already voted through proxy on the ABN AMRO Website, can I still follow the Virtual Meeting?**

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

## **I am unable to vote.**

- ▶▶ 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

## **How can I submit a vote?**

- ▶▶ 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

## **How can I change my vote?**

- ▶▶ 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

## **I appreciate the possibility to participate online at the Virtual Meeting, I wonder how KPN ensures that online participation will be without issues?**

- ▶▶ 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

## **Will all future KPN AGMs take place virtually?**

- ▶▶ KPN will independently decide on the format of the meeting before each shareholders' meeting

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

- ▶▶ 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 7 April 2021, at 17:30 (CEST)

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

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

# Frequently asked questions: general questions

## **Are there any rules and conditions set by KPN that apply to the Virtual Meeting?**

- ▶▶ Yes, we would like to refer you to the terms and conditions relating to the virtual meeting of shareholders that apply and which can be found under “Policy Virtual AGM” at [ir.kpn.com](https://ir.kpn.com). If you participate online, you must read these terms

## **I don't have a smartphone, tablet or pc. Will I be able to participate the Virtual meeting?**

- ▶▶ Unfortunately, in that case the shareholder can't join the AGM virtually.

## **My internet connection isn't working properly. Will I be able to participate the Virtual meeting?**

- ▶▶ You will need a working internet connection during the meeting. On your phone you can also use a mobile (3G/4G/5G) signal if available or use WiFi

## **My battery is almost empty. What do I do?**

- ▶▶ The shareholder is responsible for a properly functioning and charged device

## **What are the terms of use?**

- ▶▶ You can find the policy regarding the virtual meeting of shareholders under “Policy Virtual AGM” on [ir.kpn.com](https://ir.kpn.com). If you participate online, these terms are applicable

# Frequently asked questions: general questions

## **How do I know my privacy is protected?**

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

## **How do I know this is a safe way to vote?**

- ▶▶ The website of ABN AMRO has been thoroughly tested by various parties

## **Which device should I use to participate online at the Virtual Meeting?**

- ▶▶ You can participate at the Virtual 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, or Safari

# Frequently asked questions: general questions

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

▶▶ No, that will not be the case

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

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

**Who can I contact if my question is not above?**

▶▶ 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

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

- ▶ Yes, assuming you have logged in successfully prior to the start of the Virtual Meeting this will not affect the votes casted until the moment you left. Re-joining the Virtual 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 Virtual Meeting and closed after the last voting item on the agenda has been discussed

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

- ▶ Yes, assuming you have logged in successfully prior to the start of the Virtual Meeting, you will be able to continue participating in the Virtual 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 Virtual Meeting and closed after the last voting item on the agenda has been discussed

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

- ▶ Yes, to ask questions, or to comment during the virtual meeting, you need to file questions prior to the AGM. You can ask follow-up questions to these questions during the virtual meeting via the provided chat system or via a separate video connection

# Frequently asked questions: exercise of rights

## **Are there any voting restrictions when participating online?**

- ▶▶ When participating online split-voting is not possible as it is not supported by the platform yet. Holders of ADRs will not be able to participate in online voting

## **I have registered for online participation but have sold my shares after that. Can I still vote on these shares?**

- ▶▶ Yes, according to The Dutch law the 28th day before the day of the Virtual Meeting is decisive for who will be able to vote at the Virtual 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

## **Will the possibility of online participation affect the proceedings at the general meeting?**

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



KPN Investor Relations

 [ir.kpn.com](https://ir.kpn.com)

