

# FREQUENTLY ASKED QUESTIONS

## for the Annual General Meeting and Scheme Meeting

being held on Thursday, 15 December 2022

### MEETING DETAILS

#### 1 When is ANZ's AGM and Scheme Meeting?

Australia and New Zealand Banking Group Limited's (ANZ) 2022 Annual General Meeting (AGM) will be held on Thursday, 15 December 2022 commencing at 10:00 am (Adelaide Time) followed by the Scheme Meeting shortly following the conclusion or adjournment of the AGM but not before 12.00pm (Adelaide Time).

#### 2 Access to the Online Platform

To participate in the online Meetings, visit <https://meetnow.global/ANZ2022> and click on the JOIN MEETING NOW button one hour prior to commencement (from 9:00am Adelaide Time).



**JOIN MEETING NOW**

#### i Important Information

See question 20 regarding the process for asking a question over the phone.

#### 3 Where are the Meetings held this year?

The Meetings will be held at the Adelaide Convention Centre, Hall H, North Terrace, Adelaide South Australia.

Due to the ongoing uncertainty regarding COVID-19, prior to attending the meetings please check our website at: [anz.com/agm](https://anz.com/agm) and [anz.com/schememeeting](https://anz.com/schememeeting) or contact the Share Registry to confirm if alternative meeting arrangements have been made.

Please call Computershare on:

**T 1800 11 33 99** within Australia

**T +61 3 9415 4010** outside Australia

#### 4 If restrictions on physical gatherings are enforced, can I attend the Meetings in person?

If restrictions on physical gatherings are enforced at the last minute, you will not be able to attend in person. In these circumstances, all shareholders and proxyholders who wish to participate in the Meetings must do so virtually via the Online Platform.

#### 5 Can I listen to the Meetings by telephone?

Yes, you can listen to the AGM and the Scheme Meeting by telephone by dialling one of the following numbers:

Country	Number	Guest Passcode
Australia	1800 173 224/1800 556 264	7500882
New Zealand	0800 452 794/0800 880 585	7500882
Worldwide	+61 7 3107 0200	7500882

**You will not be able to ask a question using this method.  
To ask a question over the phone, see question 20.**

**You will not be able to submit a vote using this method.**

### IMPORTANT NOTICE

#### Notice of Meeting and Proxy Forms

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

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

**T 1800 11 33 99** within Australia

**T +61 3 9415 4010** outside Australia

Your completed forms must be received by 10:00am (Adelaide Time) for the AGM and 3:30pm (Adelaide Time) for the Scheme Meeting on Tuesday, 13 December 2022.

Once completed, mail your forms with the included reply paid envelope or Fax to:

**F 1800 783 447** within Australia

**F +61 3 9473 2555** outside Australia

## MEETING DOCUMENTATION

### 6 How do I request hard copy Notices of Meeting and Proxy Forms?

You are able to request a hard copy of the Notices of Meeting, Proxy Forms and the Explanatory Memorandum to the Scheme Meeting. This will be mailed out to you as a priority. Please refer to question 16 for the deadline for returning completed Proxy Forms.

To request a hard copy of the above documents please call:

**T 1800 11 33 99** within Australia

**T +61 3 9415 4010** outside Australia

Once completed, mail your forms with the included reply paid envelope or Fax to:

**F 1800 783 447** within Australia

**F +61 3 9473 2555** outside Australia

### 7 Can I update my details to receive electronic communications?

Receiving your communications electronically is an important way to stay informed as an ANZ shareholder.

We encourage you to take this opportunity to switch to electronic communications. This will help us with sustainable practices that also enable the fastest possible access to information in a secure and cost-effective way.

Scan this QR Code to update your details online or open your browser and go to [anz.com/easyupdate](https://anz.com/easyupdate) and updated your details online.



### 8 How do I access the documents online?

You can access all of the documentation at [anz.com/agm](https://anz.com/agm) or [anz.com/schememeeting](https://anz.com/schememeeting) from Monday, 7 November 2022.

## HOW DO I ACCESS THE ONLINE PLATFORM?

### 9 What do I use to access and register for the Scheme Meeting?

You can use any of the following devices with internet access to register, vote, ask questions and watch the Meetings: a computer, mobile device or tablet.



### 10 What Internet browser are compatible?

Browser	Compatible versions
Chrome	supports the latest versions
Firefox	supports the latest versions
Edge	supports the latest versions
Safari	supports the latest versions

You may also wish to consider voting and/or submitting any questions you have prior to the Meetings. See question 16 and question 19 on the next page for further information on how to do this.

### 11 How do I register for the AGM and Scheme Meeting?

You can log into the Online Platform using the following steps:

- Open your browser and go to: <https://meetnow.global/ANZ2022>
- Click on the JOIN MEETING NOW button
- To Register as a Shareholder, select 'Shareholder', enter your SRN or HIN and select your country. If Australia, also enter your post code.

To register as a Proxyholder click on the link in the invitation e-mail sent to you. Or select 'Invitation' and enter your invite code provided in the e-mail.

To register as a Guest, select 'Guest' and enter your details.

Once logged in, the webcast will appear automatically once the meeting has started. If the webcast does not start automatically press the play button and ensure the audio on your computer or device is turned on.

- To view meeting documents select the "Documents" icon and choose the documents you wish to view.
- Icons will be displayed in different areas, depending on the device you are using.

### 12 Can others see me if I participate in the Meeting via the Online Platform?

No.

## ISSUES ACCESSING THE ONLINE PLATFORM

### 13 I can't log into the Online Platform. What do I do?

Please call the following numbers:

Country	Hotline
Australia	03 9415 4024
New Zealand	+61 3 9415 4024
Worldwide	+61 3 9415 4024

### 14 What do I do if I am logged out of the Online Platform during the Meeting?

You will need to re-register. Refer to question 11.

Alternatively, please call our share registry provider, Computershare Investor Services, using the telephone numbers provided in question 13.

### 15 I don't have a (reliable) internet connection – what are my options?

You will need to have a reliable internet connection to participate in the Meetings via the Online Platform.

If you do not have an internet connection, or are concerned about its reliability, we encourage you to submit your proxy appointment and direct your proxy how to vote in advance of the Meetings, as well as any questions you would like to ask, prior to the Meetings.

 Please refer to 'HOW DO I VOTE?' section for further information.

## HOW DO I VOTE?

### 16 Appointing a proxy to vote on my behalf

You can appoint a proxy to vote on your behalf but must do so prior to the Meetings. You can appoint a proxy either online or in writing using the Proxy Forms, as set out in the table below.

To be effective, proxy appointments must be received by **10.00 am (Adelaide Time) for the AGM and 3:30 pm (Adelaide Time) for the Scheme Meeting on Tuesday, 13 December 2022.**

Method	How to appoint a proxy
Online	Open your browser and go to: <a href="https://investorvote.com.au/login">investorvote.com.au/login</a> AGM (Control Nbr 131545) Scheme Meeting (Control Nbr 131546)
In writing	To request Proxy forms – please call Computershare on: <b>T 1800 11 33 99</b> within Australia <b>T +61 3 9415 4010</b> outside Australia  Once completed, mail your forms with the included reply paid envelope or Fax to: <b>F 1800 783 447</b> within Australia <b>F +61 3 9473 2555</b> outside Australia

### 17 Can I vote during the Meetings?

You can vote during the Meetings via the Online Platform. For detailed instructions, please refer to the Online Meeting Guide.

## HOW DO I ASK A QUESTION?

### 18 Can I submit a question prior to the Meetings?

You can ask questions prior to the Meetings either online or in writing using the Questions from Shareholders Forms, as set out in the table below.

Such questions must be received by **4.30pm (Adelaide Time) on Thursday, 8 December 2022.**

Method	How to ask a question
Online	Open your browser and go to: <a href="https://investorvote.com.au/login">investorvote.com.au/login</a> AGM (Control Nbr 131545) Scheme Meeting (Control Nbr 131546) using the Shareholder Question icon at the end of the voting process or <a href="https://anz.com/agm">anz.com/agm</a> and <a href="https://anz.com/schememeeting">anz.com/schememeeting</a> – use the online form
In writing	To request hard copy Questions from Shareholders Forms – please call Computershare on: <b>T 1800 11 33 99</b> within Australia <b>T +61 3 9415 4010</b> outside Australia  Your forms must be received by <b>4:30pm (Adelaide Time) on Thursday, 8 December 2022.</b> Mail your forms in the included reply paid envelope or Fax to: <b>F 1800 783 447</b> within Australia <b>F +61 3 9473 2555</b> outside Australia

### 19 Can I ask questions during the Meetings?

Yes, you can ask questions during the Meetings in person by walking up to the microphone at the appropriate time or via text or over the phone.

For text questions, tap on the Q&A icon on the Online Platform and then type your question in the chat box at the bottom of the screen and press 'Send'.

Questions will be read aloud during the AGM and Scheme Meeting for the Board and Management to respond to.

For telephone questions, refer to question 20.

## 20 How do I ask a question over the telephone?

### Step 1:

- Please call the Share Registrar on 1800 11 33 99 or +61 3 9415 4010 and press option 3 (ANZ Meeting Phone conference details), to request a PIN and the conference call number
- The lines will be open from Wednesday, 9 November 2022
- The operator will ask for your HIN/SRN and once they validate these details they will give you a PIN and the required telephone numbers (this will also be emailed or text to you so please indicate your preference to the operator).

### Step 2:

On the day of the Meetings, Thursday, 15 December 2022

1. Please ring the number you have been provided
2. Provide your name as per your holding and PIN when asked by the operator
3. Once you have been verified you will be put through to the conference line
4. To ask a question please press \*1 (Star 1) on your telephone key pad
5. The operator will ask which item number you wish to ask a question on and you will be placed into the Questions queue (you can still hear the meeting)
6. At the relevant time you will be introduced to ask your question.

## 21 What if I lose connection with the Online Platform and miss my opportunity to ask a question or vote?

You will need to be logged in to the Online Platform in order to ask questions online and vote at the Meetings. If you lose connection with the Online Platform you may miss your opportunity to vote or ask a question.

If you are concerned about this, please consider voting and/or submitting any questions you have prior to the AGM and Scheme Meeting.

To rejoin the Meetings, please refer to question 14.

## OTHER QUESTIONS?

## 22 Will there be an opportunity to meet the Board and Management?

If you are attending the Meetings in Adelaide, South Australia you will be able to meet with the Board and Management. Shareholders are encouraged to ask questions of the Board and Management prior to or during the Meetings using the methods set out in 'HOW DO I ASK A QUESTION?' section.

Due to the ongoing uncertainty regarding COVID-19, prior to attending the meetings please check our website at: [anz.com/agm](https://anz.com/agm) and [anz.com/schememeeting](https://anz.com/schememeeting) or contact the Share Registry (details above) to confirm if alternative meeting arrangements have been made.

## 23 How do I watch a recording after the Meetings?

A link which will allow you to watch a recording of the AGM and Scheme Meeting will be posted on the ANZ website at [anz.com/agm](https://anz.com/agm) and [anz.com/schememeeting](https://anz.com/schememeeting) shortly after the Meetings have ended.