

1. When is Suncorp's 2022 Annual General Meeting (AGM)?

The Suncorp Group Limited (Suncorp) 2022 AGM will be held on Friday 23 September, at 1.00pm AEST. The AGM will be held as a hybrid meeting, allowing shareholders to attend in-person or online.

2. Why did you change the date of the AGM?

The 2022 AGM has been deferred by one day, following the announcement by the Prime Minister that Thursday, 22 September 2022 will be a National Day of Mourning and a public holiday in honour of the life and service of Her Majesty, Queen Elizabeth II.

3. How do I participate in-person at the AGM?

You can attend the AGM in person at Hilton Brisbane, Ballroom, Level 5, 190 Elizabeth Street, Brisbane. Shareholder registration will be available from 12.00pm AEST.

Your safety is important and we ask all attendees to ensure you are well, do not have COVID, and are currently not experiencing any cold or flu symptoms before attending in person.

4. How do I participate in the online AGM?

The online format allows shareholders located across Australia and overseas to participate in the AGM, regardless of location. The AGM will be conducted via our share registry's (Link Market Services) virtual meeting platform.

You can participate in the online AGM by clicking on this [link](#) and entering your details. By registering your details, you will be able to watch the AGM via your computer, tablet or mobile phone. Please note that a desktop or laptop computer will provide the best viewing experience. If you are an eligible shareholder who would like to vote or ask a question during the AGM, you will also need to enter your Shareholder Number (Securityholder Reference Number (SRN), Holder Identification Number (HIN) or Employee Number) and post code or country code details. *More detail on how to vote or ask a question during the AGM is included in Questions 11 and 20 below.*

If you are a proxyholder, you will need a proxy number to obtain access to the online voting and question facilities. Link Market Services will provide the proxy number via email no later than 24 hours prior to the AGM. Alternatively, proxyholders can call Link Market Services on 1300 882 012 (within Australia) or +612 8767 1219 (outside Australia) no earlier than Wednesday 21 September to request confirmation of the proxy number.

Further instructions and information are available in the 2022 Notice of AGM and the Online AGM Guide, which are both available on the [Suncorp Group website](#).

5. When can I register to participate in the online AGM?

You can enter your details up to 30 minutes before the AGM starts (from 12:30pm AEST, Friday 23 September).

6. I can't participate in the AGM. Will I be able to watch it at a later date?

Yes. A recording of the AGM will be available on the [Suncorp Group website](#) after the AGM.

7. Who can I call for help registering or using the online AGM platform?

Please call the Link Market Services Virtual Meeting Support Line on 1800 990 363 (within Australia) or +61 1800 990 363 (outside Australia). Further information is also available in the Online AGM Guide available on the [Suncorp Group website](#).

8. Why didn't I receive a hard copy of the Notice of AGM, Annual Report or voting form this year?

Recent legislative changes to the Corporations Act 2001 (effective 1 April 2022) means there are new options available to you as a shareholder as to how you elect to receive your communications. We no longer send you physical meeting documents unless you request a copy to be mailed.

We released the Notice of AGM online and emailed this, together with personalised online voting links, to shareholders who had requested to receive their communications by email. Printed copies of the Notice of AGM, voting forms and/or Annual Report were sent only to those shareholders who specifically elected to receive one.

To review or update your current communication preference simply logon to our share registry's website [here](#). You will need your portfolio log in details or your SRN or HIN, then select the Communications tab at the top of the page.

If at any time you require an additional copy of a communication, or you need more information about the options available to you, please contact Link Market Services via email to suncorp@linkmarketservices.com.au or by telephone on 1300 882 012 (within Australia) or +61 2 8767 1219 (outside Australia).

Our Annual Report is also available on the [Suncorp Group website](#).

9. Why do I need to provide my shareholder or proxy details to vote or ask a question during the AGM?

Only eligible shareholders and proxyholders are able to vote or ask questions during the AGM. By providing this information, our share registry, Link Market Services, can verify that you are an eligible shareholder or proxyholder. This is consistent with all previous AGMs.

10. I'm not a shareholder, can I still watch the online AGM?

Yes. The general public is welcome to watch the AGM, however only eligible shareholders and proxyholders are entitled to vote and ask questions during the AGM. To view the AGM, click on the [online AGM link](#) and enter your details.

Voting

11. How do I vote in advance of the AGM? What is the deadline for voting in advance of the AGM?

You can vote or appoint a proxy online at linkmarketservices.com.au. You will need your Shareholder Number (SRN or HIN) and postcode for your shareholding (or country code, if you are located outside Australia).

If you received the Notice of AGM by email, you can vote or appoint a proxy online using the personalised voting link(s) and instructions sent on 23 August.

Your voting or proxy directions must be received by the share registry by no later than 1.00pm AEST on Wednesday 21 September to be valid.

Further information on how to vote is set out in the 2022 Notice of AGM available on the [Suncorp Group website](#).

12. How do I vote online during the AGM?

On Friday 23 September, from 12:30pm AEST click on the **online AGM link** and follow the instructions in Question 3 to register and participate in the online AGM.

Click on the 'Get a Voting Card' box. Enter your Shareholder Number (SRN or HIN) and postcode/country code, then complete the form and submit your vote.

Further information on how to vote is set out in the 2022 Notice of AGM available on the **Suncorp Group website**.

13. Can I vote while I attend the AGM in-person?

Yes, you or your proxy can attend the AGM and vote. If you are voting in person, you will need your Shareholder Number (SRN or HIN). If your proxy is voting in person on your behalf, please ensure that the proxy appointment is received by the share registry by 1.00pm AEST on Wednesday 21 September. When your appointed proxy arrives at the AGM, they should proceed to the registration desk and advise that they are attending as a proxyholder. The proxyholder may be requested to produce ID documentation for verification. If the proxyholder is a corporate entity, the appropriate 'Certificate of Appointment of Corporate Representative' must be produced prior to admission. A form of the certificate may be obtained from the share registry or online at **www.linkmarketservices.com.au**.

14. What is my Shareholder Number (SRN or HIN)? Where do I find it?

Your Shareholder Number is a unique identification number which has been allocated to you. Depending on your holding you may have a Securityholder Reference Number, Holder Identification Number or Employee "U" Number. You can find your Shareholder Number printed on your holding statement.

15. What do I do if I've lost my Shareholder Number?

Shareholder Numbers can only be sent by mail to the shareholder's registered address. They cannot be provided by email or phone. Shareholders can attend the AGM without their Shareholder Number but will not be able to vote or ask a question.

To request confirmation of your Shareholder Number, please contact Link Market Services by email to **suncorp@linkmarketservices.com.au** or by telephone on 1300 882 012 (within Australia) or +61 2 8767 1219 (outside Australia) and allow enough time for this to be posted to you in advance of the AGM.

16. I voted in advance of the AGM. Can I change my vote during the AGM?

Yes. You can follow the instructions set out in Questions 11 or 12 to vote during the AGM. Please note, the vote you submit during the AGM will cancel your previous vote or proxy instructions.

17. I normally vote using a paper form. Where can I get a paper voting form from?

We released our Notice of AGM online and emailed this, together with a personalised online voting link(s), to shareholders who had requested to receive their communications by email. We posted printed copies of the Notice of AGM and voting forms to only those shareholders who specifically elected to receive one.

Instructions on how to vote online ahead of the AGM are set out above and in the Notice of AGM which is available on the **Suncorp Group website**. If you are having trouble following these instructions or voting online, please contact Link Market Services by email to **suncorp@linkmarketservices.com.au** or by telephone on 1300 882 012 (within Australia) or +61 2 8767 1219 (outside Australia) and they will assist you.

If you are having trouble voting during the AGM via the online AGM platform, please contact the Link Market Services Virtual Meeting Support Line on 1800 990 363 (within Australia) or +61 1800 990 363 (outside Australia).

18. Can I still participate in the AGM if I have voted in advance?

Yes. We encourage all shareholders to participate in the AGM including those who have voted or asked a question in advance.

Asking questions

19. Can I submit a question in advance of the AGM?

Yes. Shareholders are encouraged to submit their questions or comments in advance of the AGM, by emailing investor.relations@suncorp.com.au. Please ensure that your question or comment relates to an item of business, as set out in the Notice of AGM. Questions will also be taken on the announced sale of Suncorp Bank to ANZ.

20. I submitted a question in advance of the AGM. Will the Chairman read my question out during the AGM?

During the course of the AGM, the Chairman will provide shareholders with a reasonable opportunity to ask relevant questions or make relevant comments as each item of business is considered, including questions and comments that have been submitted in advance of the AGM.

Where similar questions are received from different shareholders, the Chairman will provide a single response, in order to streamline the AGM proceedings.

Following the AGM, Suncorp will publish a summary of questions asked and answers provided on the [Suncorp Group website](#). Please note that individual responses will not be sent to shareholders.

21. How do I ask a question during the online AGM?

On Friday 23 September, from 12:30pm AEST click on the [online AGM link](#) and follow the instructions in Question 3 to register and participate in the online AGM.

Click on the 'Ask a Question' box. Enter your Shareholder Number (SRN or HIN) and postcode/country code, then complete the online form and submit your question.

If you wish to ask a question or make a comment orally rather than via the online AGM platform, a questions and comments phone line will be available during the AGM. To utilise the questions and comments line, please call Link on 1800 990 363 (inside Australia) or +61 1800 990 363 (outside Australia) to register your participation and obtain the required access code.

Further information on submitting questions is set out in the 2022 Notice of AGM which is available on the [Suncorp Group website](#).

22. Why do I need to provide my shareholder or proxy number to ask a question?

Only eligible shareholders and proxyholders are entitled to ask a question during the AGM. By providing your Shareholder Number, Link Market Services can confirm you are an eligible shareholder or proxyholder. This is consistent with all previous AGMs.

23. Can I still participate in the online AGM if I have asked a question in advance?

Yes. We encourage all shareholders to participate in the AGM including those who have voted or asked a question in advance.

24. I am a shareholder and a customer. I have a question about my insurance policy and/or Suncorp banking. Who can I contact?

If you have a customer-related question or comment, please contact our Customer Relations team using the contact details provided below. Customer-related questions that are received prior to, or during, the AGM will be referred to our Customer Relations team to respond and will not be addressed by the Chairman during the AGM.

25. I'm having trouble submitting my question online during the AGM. Who can I call for help?

Please contact the Link Market Services Virtual Meeting Support Line on 1800 990 363 (within Australia) or +61 1800 990 363 (outside Australia).

Need help?

Shareholder enquiries

Please contact Link Market Services via the details below if you have:

- General questions about your holding
- Require confirmation of your Shareholder Number (SRN/HIN) noting this will need to be mailed to you
- Questions about voting in advance of the AGM
- Questions about your communication preferences including receiving printed Annual Reports.

Email: suncorp@linkmarketservices.com.au

Phone: 1300 882 012 (inside Australia)

Phone: +61 2 8767 1219 (outside Australia)

To submit a question in advance of the AGM:

Email: investor.relations@suncorp.com.au

Online AGM Platform help

Please contact the Link Market Services support team if you need help:

- registering to watch the online AGM
- voting or asking a question during the AGM
- with any other problems you are experiencing with the online platform.

Phone: 1800 990 363 (inside Australia)

Phone: +61 1800 990 363 (outside Australia)

Online: The Online AGM Guide is available on the **Suncorp Group website**.

Customer Relations

If you have a customer query, please contact our Customer Relations team:

By email: customer.relations@suncorp.com.au

Phone: 1800 689 762 (Monday to Friday 9.00am-5.00pm Brisbane time)

Mail: Suncorp Customer Relations - RE058, Reply Paid 1453, Brisbane, Qld 4001

For general customer queries please call: 13 11 55

Registered office | Level 23, Heritage Lanes, 80 Ann Street, Brisbane, Qld 4000