

1. When is Suncorp's 2023 Annual General Meeting (AGM)?

The Suncorp Group Limited (Suncorp) 2023 AGM will be held on Tuesday 26 September, at 11.00am AEST. The AGM will be held as a hybrid meeting, allowing shareholders to attend in-person or online.

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

You can attend the AGM in person at Sofitel Brisbane Central, 249 Turbot Street, Brisbane. Shareholder registration will be available from 10.00am AEST.

Your safety is important and we ask all attendees to be mindful of their fellow guests. If you feel unwell, please stay home and join the session virtually.

3. 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 details. *More detail on how to vote or ask a question during the AGM is included 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 Monday 25 September to request confirmation of the proxy number.

Further instructions and information are available in the Notice of 2023 AGM and the Online AGM Guide, which are both available on the [Suncorp Group website](#).

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

You can enter your details up to 30 minutes before the AGM starts (from 10:30am AEST, Tuesday 26 September).

5. 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.

6. 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](#).

7. Why don't I receive a printed copy of the Notice of AGM, Annual Report or voting form in the mail anymore?

We released the [Notice of AGM and Annual Report](#) online and emailed this, together with personalised online voting links, to shareholders who had requested to receive their communications by email. This is

now the default way for shareholders to receive the Annual Report and AGM documents, and we encourage all shareholders to receive these documents electronically – it is quick, environmentally friendly and secure.

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

Printed copies of the Notice of AGM, voting forms and Annual Report were sent only to those shareholders who specifically elected to receive one.

To review or update your current communication preference, log into the [Link Investor Centre](#) using your Portfolio log in details and 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).

8. 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.

9. 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

10. 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, 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 25 August.

Your voting or proxy directions must be received by the share registry by no later than 5.00pm AEST on Friday 22 September to be valid.

Further information on how to vote is set out in the Notice of 2023 AGM available on the [Suncorp Group website](#).

11. How do I vote online during the AGM?

On Tuesday 26 September, from 10:30am 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, then complete the form and submit your vote.

Further information on how to vote is set out in the Notice of 2023 AGM available on the [Suncorp Group website](#).

12. 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 5.00pm AEST on Friday 22 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 will be requested to produce a valid form of identification before being admitted to the AGM. 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.

Shareholders and proxyholders voting in person at the AGM are encouraged to do so using the LinkVote+ app on your mobile or tablet device. The LinkVote+ app is available for download prior to the AGM, from the Apple app store or Google Play. Link representatives will be available at the AGM to assist shareholders and proxyholders with any questions they may have in relation to using the LinkVote+ app.

For those shareholders and proxyholders who prefer, paper voting cards will also be available at the AGM venue.

13. How do I download the LinkVote+ app?

The LinkVote+ app is available to download prior to the AGM, from the Apple app store or Google Play. Link representatives will be available at the AGM to assist shareholders and proxyholders with any questions they may have in relation to using the LinkVote+ app.

14. How do I vote using the LinkVote+ app?

Once you arrive at the Sofitel Brisbane Central, locate the registration desk to obtain your unique six-digit pin code from Link representatives to enter in the app. When prompted, enter in your full name, mobile and email address.

Once registered, you can vote anytime during the meeting by completing the voting card and casting your vote.

If you have additional holdings, choose 'Get Another Voting Card' and provide your HIN or SRN to access the additional holding.

15. 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 on your holding statement.

16. 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.

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.

17. 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.

18. Why don't I receive a printed voting form in the mail anymore?

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.

19. 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 of the AGM.

Asking questions

20. 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.

21. 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 conduct of the AGM.

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

On Tuesday 26 September, from 10:30am 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, 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) by no later than Monday 25 September 2023, to register your participation and obtain the required access code.

Further information on submitting questions is set out in the Notice of 2023 AGM which is available on the **Suncorp Group website**.

23. 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.

24. 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.

25. 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.

26. 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 meeting documents

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 Virtual Meeting Support Line 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: An 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 AEST)

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

For general product queries please call: 13 11 55

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