

Virtual Annual General Meeting  
ABN AMRO Bank N.V.  
21 April 2021 –  
Frequently Asked Questions

# Frequently asked questions

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## registration process

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How can I register to participate as a virtual shareholder at the ABN AMRO Virtual Meeting?

➔ As a ABN AMRO shareholder/depositary receipt holder, you will first need to create a profile via [www.abnamro.com/evoting](http://www.abnamro.com/evoting), 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/evoting](http://www.abnamro.com/evoting)

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/evoting](http://www.abnamro.com/evoting) or contact ABN AMRO via: [ava@nl.abnamro.com](mailto:ava@nl.abnamro.com).

# Frequently asked questions

## registration process

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

➔ Please contact ABN AMRO at [ava@nl.abnamro.com](mailto:ava@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/evoting](http://www.abnamro.com/evoting). Should you face difficulties, please contact [ava@nl.abnamro.com](mailto:ava@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 [ava@nl.abnamro.com](mailto:ava@nl.abnamro.com) or by telephone +31 (0)20 344 200. 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 [ava@nl.abnamro.com](mailto:ava@nl.abnamro.com) or by telephone +31 (0)20 344 2000.

# Frequently asked questions

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## registration process

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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 is not possible to participate in person. You can hand in a proxy before the Close of Registration, Wednesday 14 April 2021 17:30 CET. As further specified in the convocation of the Virtual Meeting and as stated on [www.abnamro.com/evoting](http://www.abnamro.com/evoting).

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 [www.abnamro.com/shareholdermeeting](http://www.abnamro.com/shareholdermeeting) or in the virtual environment via [www.abnamro.com/evoting](http://www.abnamro.com/evoting).

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

➔ Yes, to follow the webcast please visit [www.abnamro.com/shareholdermeeting](http://www.abnamro.com/shareholdermeeting), 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, or You can register via [www.abnamro.com/evoting](http://www.abnamro.com/evoting).

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 14:00 CET on 21 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 convocation.

Following the answers to pre-posed questions, virtual shareholders can ask follow-up questions live via a live connection (if applied for such option in time as described in the convocation), or via the live chat in the online platform during the meeting.

Can I also vote in advance of the Virtual Meeting?

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

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 14 April 2021, at 17:30 CET.




# 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 [www.abnamro.com/shareholdermeeting](http://www.abnamro.com/shareholdermeeting).

I am unable to vote.

➤ Once the Chairman has opened the shareholder meeting, you will be able to vote until the close of the last voting item 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. 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 ABN AMRO ensures that online participation will be without issues?

➤ ABN AMRO offers the application through third parties that have gathered experience with organizing these hybrid and virtual meeting outside the Netherlands. But even though ABN AMRO 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 ABN AMRO AGMs take place virtually?

➤ ABN AMRO will at its own discretion, 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 14 April 2021, at 17:30 CET.

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

➤ ABN AMRO adheres to its GDPR policy, which can be found on <https://www.abnamro.com/#/en/home/product/privacy-statement-com>



# Frequently asked questions

## general questions

Are there any rules and conditions set by ABN AMRO that apply to the Virtual Meeting?

➤ Yes, we would like to refer you to the terms and conditions relating to the Virtual General Meeting of Shareholders that apply which can be found on [www.abnamro.com/shareholdersmeeting](http://www.abnamro.com/shareholdersmeeting). 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 General Meeting of Shareholders on [www.abnamro.com/shareholdermeeting](http://www.abnamro.com/shareholdermeeting). If you participate online, these terms are applicable.

# Frequently asked questions

## general questions

How do I know my privacy is protected?

➤ ABN AMRO adheres to its GDPR policy, which can be found on <https://www.abnamro.com/#/en/home/product/privacy-statement-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/evoting](http://www.abnamro.com/evoting). Please make sure to have installed the latest version of your internet browser, Chrome, Firefox, Internet Explorer 11 and 10, Edge or Safari.

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# Frequently asked questions

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## general questions

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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 ABN AMRO's articles of association. However, this information will not be provided to other shareholders of ABN AMRO Bank N.V.

Who can I contact if my question is not above?

➤ You can contact ABN AMRO via email [ava@nl.abnamro.com](mailto:ava@nl.abnamro.com) or by telephone +31 (0)20 344 2000.

# Frequently asked questions

## exercise of rights

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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 are invited to file questions prior to the AGM. You can ask follow-up questions to these questions during the Virtual Meeting via the provided live chat or via a live connection if you have applied for such option in time as described in the convocation.

# Frequently asked questions

## exercise of rights

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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.

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

➔ Yes, according to 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 ABN AMRO 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.

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