ANNUAL GENERAL MEETING AND ONLINE VOTING PROCEDURES

2020

The Bonitas Annual General Meeting will be held virtually *via* a digital platform, and the voting on Resolutions will take place by electronic means through such a digital platform.

The provision of the digital platforms will be facilitated and administered by an independent company, Ince (Pty) Ltd (Ince). The Scheme will neither have access to the votes nor administer the aforementioned digital platforms.

The Scheme has appointed PricewaterhouseCoopers Advisory Services (Pty) Ltd (PwC) as the Independent Oversight Body (IOB) to oversee and monitor the AGM proceedings and the electronic voting activities.

MEMBERS WILL BE ABLE TO JOIN AND PARTICIPATE VIRTUALLY, AND VOTE ONLINE AS FOLLOWS:
- The AGM will be streamed *via* a live webcast, and Members will be able to join the live webcast streaming through a link, which will require members to authenticate themselves by entering their valid Bonitas membership number or South African Identity number("SA ID"); and
- The Scheme will provide members with an opportunity to vote on Resolutions either Online *via an* E-Voting platform or by SMS *via* a USSD voting platform as explained below.

The links and information to access the above-mentioned platforms will be sent to members in due course.

ACCESS TO THE LIVE WEBCAST TO JOIN/STREAM THE AGM VIRTUALLY
- The Scheme's AGM will be accessed virtually through a live webcast.

- Principal Members with valid email addresses and mobile numbers recorded on the membership database of the Scheme will receive an email and/or SMS containing a URL link to the AGM live webcast.

- Principal Members who do not have valid email addresses and mobile numbers will receive their AGM packs *via* the postal service. Notwithstanding this, they will still be required to participate *via* these digital platforms. Members are therefore encouraged to contact the Bonitas Call Centre to update their contact details.

- Members will have to access the live webcast by clicking on the URL link which is sent to them.

- Once you have clicked on the URL link, it will redirect you to the live webcast. To access the live webcast you will be required to enter your valid Bonitas Membership number or your valid 13-digit SA ID.

- Upon input of this information, a **One Time Pin** ("OTP") will be sent to the email and/or mobile number on record. This OTP will have to be entered on the platform to gain access.

PLEASE NOTE THAT VOTING WILL OPEN PRIOR TO THE AGM ON WEDNESDAY, 4 NOVEMBER 2020 AT 09H00 AND CLOSE ON WEDNESDAY, 11 NOVEMBER 2020, ON THE DAY OF THE AGM, 10 MINUTES AFTER THE LAST AGENDA ITEM HAS BEEN DISCUSSED. THE PRELIMINARY OUTCOME ON THE VOTING ON RESOLUTIONS BY THE MEMBERS WILL BE ANNOUNCED BY THE CHAIRPERSON AFTER THE VOTING HAS CLOSED BUT PRIOR TO THE ADJOURNMENT OF THE AGM. THE FINAL RESULTS, AFTER THEY HAVE BEEN VERIFIED BY THE IOB WILL BE COMMUNICATED TO ALL MEMBERS ELECTRONICALLY AFTER 48 HOURS.

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ONLINE VOTING INSTRUCTIONS ON RESOLUTIONS

- Voting on the Resolutions set out in the AGM Agenda, will be conducted by an electronic voting means which will be either *via* one of the two following digital platforms:
  a. accessing the E-Voting platform *via* a link that will be sent to Members who have valid email addresses recorded in the Scheme membership database; and
  b. accessing the USSD voting platform, where Members with mobile numbers recorded in the Scheme membership database will be able to vote by SMS using any mobile device, even if it is not a smart phone.

- Only Principal Members who are in good standing with the Scheme may vote. Each member is entitled to cast one (1) vote per Resolution by either voting "for", "against" or "abstain".

- Should a Member have both an email address and mobile number recorded on the Scheme membership database, Members are requested to vote using only one platform, as the first votes that are successfully submitted in either of the voting platforms will count as the valid votes. The votes subsequently cast *via* the alternative voting platform will be deemed as invalid votes and will therefore not count.

PLEASE READ CAREFULLY AND FOLLOW THE INSTRUCTIONS BELOW IN ORDER TO SUCCESSFULLY SUBMIT YOUR VOTES.

E-VOTING PLATFORM

- Principal Members with valid email addresses recorded on the membership database of the Scheme will receive an email, which will be sent in due course, containing a URL link to the E-Voting platform.

- Once you have clicked on the URL link, it will redirect you to the E-Voting platform. To access this platform, you will be required to enter your valid Bonitas Membership number or your valid 13-digit SA ID. This information will be matched to the information that is on the Bonitas member database to confirm access.

- Upon input of this information, the E-Voting platform will send a **One Time Pin** ("OTP") to the email and/or mobile number on record. This OTP will have to be inserted on the E-Voting platform to allow access and enable you to vote.

- Once successfully authenticated, the voting screen will appear, and the landing page will show a grid of Resolutions with voting buttons alongside each Resolution. You will be able to vote by clicking on the vote "for" or "against" or "abstain" in respect of each Resolution.

- You may choose to vote "for" or "against" or "abstain" on any, or all, Resolutions.

- Once you have made your selection of **one (1)** vote per Resolution, the E-Voting platform will show you a summarised list of your votes. You may edit your selection and amend your votes by clicking on the "Remove" button that appears next to the Resolutions.

- Clicking "OK" commits/confirms your votes.

- Any Resolution which are not voted on will be counted as a "Not Voted".

- Should Members have selected an option to vote, but did not click the submit button at the end, those votes will be automatically submitted by the system on the closing of the E-Voting platform. Should the E-Voting platform fail to submit any of the votes for any reason, and any Resolutions which are not voted on, will be recorded as "Not Voted".

PLEASE NOTE THAT ONCE YOU CLICK "OK" TO CONFIRM YOUR SELECTION, YOUR VOTE WILL BE SUBMITTED AND WILL THUS BE IRREVOCABLE. MEMBERS MAY ONLY VOTE ON A ONE-TIME EVENT, MEANING YOU CANNOT GO BACK TO VOTE, OR EDIT YOUR VOTING SELECTION, ONCE YOU HAVE CONFIRMED AND SUCCESSFULLY SUBMITTED YOUR VOTES. THE E-VOTING PLATFORM WILL AUTOMATICALLY EXIT YOU ONCE YOUR VOTES HAVE BEEN SUCCESSFULLY SUBMITTED.

USSD VOTING PLATFORM

- USSDs are familiar services that many members use on everyday purchases such as online banking, airtime recharges, pre-paid services, and thus this service will provide ease of access when voting on the Resolutions.

- All Principal Members who have a valid mobile number on record, will in due course receive a SMS to vote on the USSD voting platform. Please ensure that you enter the mobile number that you have provided to Bonitas.

- The SMS will include a number to dial to access the USSD voting platform. As an example: *"To access the Bonitas AGM USSD voting platform, please dial,*120*11111#. Calls will be charged at 20c/20 seconds."*

- Members will then be able to vote by dialling the number provided, which will redirect you to the USSD voting platform. To access this platform, you are required to enter your valid Bonitas Membership number or your valid 13-digit SA ID. This information will be matched to the Bonitas membership database in order to confirm access.

- After successful authentication, the voting screens with the Resolutions will appear on the screen as you scroll up to the last Resolution. You will be prompted to vote, *"Select 1. For, 2. Against, 3. Abstain"*, in respect of each Resolution.

- After you have made your selection in respect of each Resolution, the screen will show your selection, and prompt you to either confirm your selection or make changes *"To confirm select 1, to change select 2".*

- If you select 2, you will be required to start over to vote in respect of each Resolution as explained above, and then to confirm your selection by selecting 1.

- Once you select 1 to confirm your selection a terminating message thanking you for voting will appear on the screen, as a confirmation that your vote has been successfully submitted.

- Any Resolution which are not voted on will be counted as a "Not Voted" .

- Should Members have selected their votes, but did not confirm their selection at the end, those votes will be automatically submitted by the system on closing of the USSD voting platform. Should the USSD platform fail to submit any of the votes for any reason, and any Resolutions which are not voted on, will be recorded as "Not Voted".

PLEASE NOTE THAT ONCE YOU HAVE CONFIRMED YOUR SELECTION, YOUR VOTE WILL BE SUBMITTED AND WILL THUS BE IRREVOCABLE. MEMBERS MAY ONLY VOTE ON A ONE-TIME EVENT, MEANING YOU CANNOT GO BACK TO VOTE, OR EDIT YOUR VOTING SELECTION, ONCE YOU HAVE CONFIRMED AND SUCCESSFULLY SUBMITTED YOUR VOTES. THE USSD VOTING PLATFORM WILL AUTOMATICALLY EXIT AND SHOW A TERMINATING MESSAGE THANKING YOU FOR VOTING, ONCE YOUR VOTES HAVE SUCCESSFULLY BEEN SUBMITTED.

FOR ANY AGM QUERIES PLEASE CONTACT THE IOB ON 011 287 0974 OR EMAIL ZA_BONITASVAGM2020@PWC.COM

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