

# Westpac Banking Corporation 2021 Annual General Meeting Frequently Asked Questions

Details of Westpac's 2021 AGM, how to ask questions and vote are available in our Notice of Meeting and Online AGM Guide available at [westpac.com.com/AGM](https://westpac.com.com/AGM).

## 1. When is the Annual General Meeting (AGM)?

**Wednesday, 15 December 2021**, starting at 10:00am (Sydney time). The AGM will be held as an online virtual meeting.

## 2. What is the website where I can access Westpac's AGM?

You can watch and listen to the 2021 AGM live online via [westpac.com.au/AGM](https://westpac.com.au/AGM) by clicking on the '**Join the 2021 AGM**' button and registering for the meeting.

## 3. Why is Westpac not holding a physical meeting for its AGM this year?

As with last year, we have had to make some changes to how we would usually hold our AGM given the continued disruption caused by COVID-19. To ensure the safety of our shareholders, our people and the community, and to allow us to plan our AGM in a very uncertain, COVID impacted environment, our AGM will be held virtually (online), rather than in person.

## 4. What is the deadline for lodging online votes and asking questions prior to the AGM?

Right to vote	Website to lodge your vote and ask questions before the AGM	Deadline for lodging your Voting Forms before the AGM*	Deadline for asking your questions before the AGM
A person will be considered a shareholder and has a right to vote if registered as the holder of those shares at 7:00pm (Sydney time) on <b>Monday, 13 December 2021</b> .	<a href="https://vote.linkmarketservices.com/WBC">vote.linkmarketservices.com/WBC</a>  If you elected to receive communications electronically before Thursday, 28 October 2021, you will receive an email on <b>Wednesday, 3 November 2021</b> that included your voting link(s).	<b>Monday, 13 December 2021</b> , at 10:00am (Sydney time)	<b>Tuesday, 7 December 2021</b> , at 5:00pm (Sydney time)

\*To be effective, all Voting Forms must be received (either online, by email, by post or fax) by no later than the time and date noted in the table. Live voting via the AGM Online Platform will also be conducted during the meeting.

Please refer to our Notice of Meeting for more information.

## 5. I can't attend the AGM, can I view it later?

A replay will be available shortly after the conclusion of the AGM at [westpac.com.au/AGM](https://westpac.com.au/AGM).

## 6. I don't know my SRN/HIN or CSN/HRN and FIN – do I need this to watch and/or participate in the AGM?

You need your SRN/HIN (Australian shareholders) or CSN/HRN and FIN (New Zealand shareholders) to make a comment, ask a question or vote at the AGM. However, you do not need your SRN/HIN or CSN/HRN and FIN if you only wish to watch and listen to the webcast.

Your SRN/HIN or CSN/HRN is on your dividend or holding statement. If you cannot locate your SRN/HIN, please contact Link Market Services on +61 1800 990 363 **well in advance of the meeting** so that it can be mailed to you. For security reasons, your SRN/HIN can only be mailed to your registered address – it cannot be provided by email or phone.

For proxies, you will need your proxy code to verify your appointment, which Link Market Services will provide by email no later than 24 hours prior to the start of the AGM.

## 7. What do I need to do to access the AGM online?

You can access the Westpac AGM online from a device with internet access.

Before you access the AGM, check your browser is compatible. Compatible browsers are:

- Chrome – Version 44 & 45 and later
- Firefox – 40.0.2 and later
- Safari – OS X v10.9 & OS X v10.10 and later
- Internet Explorer 9 and later
- Microsoft Edge – 92.0 and later

You can check your current browser by using the website [whatismybrowser.com](https://whatismybrowser.com).

To comment, ask a question or vote through the AGM Online Platform during the AGM, you will need the following details:

- if you are a shareholder, your SRN/HIN (for New Zealand shareholders, please use your CSN/HRN and FIN); or
- if you are a proxy, your proxy code, which Link Market Services will email no later than 24 hours prior to the AGM.

A SRN or HIN can have up to 12 characters, usually starting with an 'X' or 'I' followed by up to 11 digits, for example 'X00012345678' or 'X12345678'.

A HIN, which is broker sponsored, commences with an 'X'. If you have an account number from a CHESS statement you will need to enter the 'X' followed by the account number.

A SRN, which is issuer sponsored, commences with an 'I'. You will need to enter the 'I' followed by the account number.

To register on the Platform, your SRN/HIN must be 12 characters long. If your SRN/HIN contains fewer than 12 characters, please add additional leading zeros after the 'I' or the 'X'. For proxies, use your proxy number, which is your proxy code issued to you by Link Market Services (refer to Question 6 for further details).

Further information is in the Online AGM Guide, available at [westpac.com.au/AGM](https://westpac.com.au/AGM).

## 8. How do I watch and listen to the AGM live online?

On the day of the AGM (after 9:00am), go to [westpac.com.au/AGM](https://westpac.com.au/AGM).

Please make sure your web browser is compatible (refer to Question 7).

On the Annual General Meetings page, click on the '**Join the 2021 AGM**' button. This will take you to the registration page to join the AGM.

If you had registered more than an hour before the meeting, you can sign in with the email address and password you previously registered with.

If registering within an hour of the meeting, complete the registration form, then sign in with an email address and password.

You will then be admitted to the AGM, where you can see the live webcast and the meeting presentation slides.

For further information on how to watch and listen to the AGM, refer to the Online AGM Guide, available at [westpac.com.au/AGM](https://westpac.com.au/AGM).

## 9. How do I vote during the AGM?

To vote, click on the red '**Shareholder Voting & Questions**' button in the '**Information**' tab under the webcast. This will open a new tab in your browser.

You will then be directed to the Link Market Services AGM Online Platform.

Login to the AGM Online Platform using your full name, mobile number, email address and company name (if applicable).

Select your '**Registration Type**' from the drop-down menu by choosing Shareholder or Proxy. If you selected '**Shareholder**', enter your SRN/HIN (Australian shareholders) or CSN/HRN and FIN (New Zealand shareholders) and Post Code. If you selected '**Proxy**', enter your Proxy number.

Click '**Register**'.

Your voting card will appear at the bottom left of your screen. To vote, click on '**Edit Card**'.

Once you have finished voting, scroll down to the bottom of the box and click '**Submit Vote**' or '**Submit Partial Vote**'.

For further information on how to complete and submit your voting card, refer to the Online AGM Guide, available at [westpac.com.au/AGM](https://westpac.com.au/AGM).

## 10. How do I ask a question during the AGM?

Shareholders who are entitled to ask questions can ask a question on the day of the AGM through the AGM Online Platform or via the teleconference.

To ask a question via the AGM Online Platform, click the **'Ask a Question'** box either at the bottom left or top right of the screen once you have logged in.

In the **'Regarding'** section, select the category or resolution your question relates to and type your question in the **'Question'** section. Once you have typed your question, click **'Submit Question'**. Questions are limited to 1,000 characters.

For details on how to ask a question via the teleconference, refer to Question 11. For further information, refer to the Online AGM Guide at [westpac.com.au/AGM](https://westpac.com.au/AGM).

## 11. Can I listen to the AGM and ask questions via phone? If so, how?

Shareholders can dial in to the meeting, listen to the AGM live and ask questions.

You must provide your SRN/HIN (Australian Shareholders) and CSN/HRN and FIN (New Zealand shareholders). Participants will also require a unique shareholder PIN, which can be requested from Link Market Services on +61 1800 990 363 before 5:00pm (Sydney time) on **Monday, 13 December 2021**.

The teleconference will open at **9:00am (Sydney time)** on the day of the AGM. From your phone, call:

- +61 1800 798 067 (Toll Free) or
- +61 2 9189 5793

Once the moderator has verified your details, you will be admitted to the AGM where you will be able to listen to the proceedings.

When the Chairman calls for questions on each resolution, you will be asked to **press \*1** on your keypad should you wish to indicate you would like to ask a question. When it is time to ask your question, the moderator will introduce you to the meeting, your line will be unmuted and you can then speak. For further information on how to ask a question via the teleconference, refer to the Online AGM Guide at [westpac.com.au/AGM](https://westpac.com.au/AGM).

Please note that you are not able to vote over the phone. For more information on how to vote before or during the AGM, refer to Questions 4 and 9.

## 12. If I vote prior to the AGM can I still participate in the AGM?

Yes, you can log in to the AGM or call the teleconference line from **9:00am (Sydney time) on Wednesday, 15 December 2021** via [westpac.com.au/AGM](https://westpac.com.au/AGM). If you already lodged a direct vote and then participate in the meeting, your participation may cancel your direct vote in circumstances where you elect to be issued a new voting card.

**13. If I am late logging into the AGM, am I still allowed entry? What is the latest time I can login to vote if I miss registration?**

Yes, you can log in at any time during the meeting via [westpac.com.au/AGM](https://westpac.com.au/AGM) and access your voting card by following the steps outlined in Question 9. Those entitled to vote may do so at any time after the Chairman opens the voting and up until 15 minutes after the meeting has concluded.

If you miss the AGM, a replay will be available shortly after the conclusion of the AGM at [westpac.com.au/AGM](https://westpac.com.au/AGM).

**14. How do I watch the AGM as a non-voting shareholder or member of the public?**

Login and register from **9:00am (Sydney time) on Wednesday, 15 December 2021** via [westpac.com.au/AGM](https://westpac.com.au/AGM). However, only registered shareholders can comment, ask a question and/or vote.

**15. Restrictions have eased, why are you not holding your AGM at a venue?**

While some easing of current restrictions may occur, it will not be possible to change how the AGM is conducted. This is due to the significant logistics of arranging an AGM and because, as we have seen with lockdowns, situations can change rapidly.

**16. Will Westpac have a virtual AGM next year?**

Our plan is to have a face to face meeting, but the final determination will be guided by conditions and legislative framework relating to virtual meetings at the time.

**17. Where do I get help if needed on the day of the AGM?**

Refer to the Online AGM Guide at [westpac.com.au/AGM](https://westpac.com.au/AGM). We recommend you download a copy and have it available while participating in the AGM.

If you experience issues with the AGM Online Platform on the day of the AGM, contact Link Market Services on **+61 1800 990 363**.

If you require assistance with the webcast on the day of the AGM, click on '**Help Centre**' to access a live chat for technical support.