

When is Credit Union Australia Limited's (CUA) 2020 Annual General Meeting (AGM)?

The CUA 2020 AGM will be held **online**, on Tuesday 17 November, at 2.30pm Brisbane time (or 3.30pm AEDT), with registration commencing from 2pm. The AGM will be conducted via our share registry's (Link Market Services) virtual meeting platform which can be accessed at www.agmlive.link/agm/CUA20.

CUA welcomes and encourages members to participate in the AGM.

What is an 'online' or 'virtual' AGM?

An online AGM is a meeting conducted completely online. There is no physical location for members or guests to attend the AGM as there has been in previous years.

Why is CUA having an online AGM?

The decision to hold an online meeting was made in line with Government health advice and travel restrictions due to the uncertainty surrounding the COVID-19 pandemic. This new online format will provide an opportunity for member to participate in the AGM regardless of their location via their computer or mobile device.

How do I participate in the online AGM?

You can register your details up to 30 minutes prior to the AGM commencing and participate in the online AGM via this [link](#).

Only CUA members and proxy holders are eligible to ask questions. You will only be able to ask a question after you have registered with your member number or proxy code.

If you are a proxy holder, you will need a proxy code to obtain access to the online question facilities. Link Market Services will provide the proxy code via email no later than 24 hours prior to the AGM. Proxy holders can call the AGM Information Line on 1300 494 781 to request confirmation of the proxy code.

Further instructions and information are available in the 2020 Notice of AGM and the Virtual Meeting Guide, both of which are available on the **CUA website**: cua.com.au/agm.

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

Yes. A recording of the AGM will be available on the CUA website after the AGM.

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

Please call the AGM Information Line on 1300 494 781. Further information is also available in the Virtual Meeting Guide available on the CUA website.

How do I complete the proxy form?

Instructions and information are available in the 2020 CUA Notice of AGM.

Otherwise, you can download a PDF proxy form from cua.com.au/agm, print it off and complete it by following the instructions on the Form.

Proxy Forms must be received by Link Market Services Limited **no later than 2.30pm (AEST) on Friday, 13 November 2020**.

Do I need to sign the Proxy Form?

Yes, you must sign and date the Proxy Form.

I'm not a member, can I still watch the online AGM?

Yes, members of the public are welcome to watch the AGM, however only CUA members and proxy holders are entitled to ask questions during the AGM.

To view the AGM, click on www.agmlive.link/agm/CUA20 and enter your details.

Will CUA have an online AGM next year?

A decision regarding the format of next year's AGM will be made closer to the time based on the circumstances and information available at that time. We will provide these details on the CUA website once a decision is made.

Asking questions

Can I submit a question in advance of the AGM?

Yes. members are encouraged to submit their questions or comments in advance of the AGM:

- Emailing to CUAproxy@linkmarketservices.com.au
- Posting to the Company Secretary, Credit Union Australia Limited, C/- Link Market Services, Locked bag A14, Sydney South NSW 1235
- Call the AGM Information line on 1300 494 781

All written questions must be received by the Company or Link Market Services Limited **by 5pm AEST on Monday, 9 November 2020.**

Please ensure that your question relates to an item of business.

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

Where similar questions are received from different members, the Chair will provide a single response, in order to streamline AGM proceedings. We will endeavour to answer as many of the submitted questions as possible during the meeting.

Why do I need to provide my member or proxy details to ask a question during the AGM?

Only eligible members and proxy holders are able to ask questions during the AGM. By providing this information, our share registry, Link Market Services, can verify that you are an eligible member or proxy holder. This is consistent with previous AGMs, where members and proxy holders provided these details at the registration desk.

How do I ask a question during the online AGM?

Further information on submitting questions is set out in the 2020 Notice of Meeting which is available on the CUA website.

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

Please contact the AGM Information Line on 1300 494 781.