

### Credit Union Australia Ltd trading as Great Southern Bank ('Great Southern Bank')

#### When is Great Southern Bank's 2022 Annual General Meeting (AGM)?

The 2022 AGM will be a hybrid meeting held in person and online, on Wednesday 16 November, at 2.30pm Brisbane time (or 3.30pm AEDT), with registration commencing from 2pm. The in-person aspect of the AGM will be held at Great Southern Bank's Head Office, Level 27, 300 George Street, Brisbane QLD 4000. The online aspect of the AGM will be conducted via Link Market Services' virtual meeting platform which can be accessed at [gsb.com.au/agm](https://gsb.com.au/agm)

Great Southern Bank welcomes and encourages members to participate in the AGM.

#### What is a 'hybrid' AGM?

A hybrid AGM is a meeting which is conducted both in person and online. There is a physical location for members or guests who wish to attend in person and a virtual meeting platform for those members or guests wishing to attend online.

#### Why is Great Southern Bank having a hybrid AGM?

The decision to hold a hybrid meeting was made given the relaxing of Government health advice and travel restrictions in relation to COVID-19.

A hybrid meeting provides an opportunity for members to participate in the AGM regardless of their location whether that be in person or via their computer or mobile device.

#### How do I participate in the hybrid AGM?

You can register on arrival if attending in person, or if attending online you can register your details up to 15 minutes prior to the AGM commencing and participate in the online AGM via this [link](#).

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

Further instructions and information are available in the 2022 Notice of AGM and the Virtual Meeting Online Guide, both of which are available on our website: [gsb.com.au/agm](https://gsb.com.au/agm). You may also call the AGM Information Line on 1300 494 781.

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

Yes. A recording of the AGM will be available at [gsb.com.au/agm](https://gsb.com.au/agm) 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.

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

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

To view the AGM, click on <http://www.gsb.com.au/agm> and enter your details.



### Voting, Proxies and Questions

#### **Will there be a vote this year?**

No, there is no vote this year.

#### **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:

- Direct voting: <https://investorcentre.linkgroup.com/Voting/GSBU>
- Emailing to [vote@linkmarketservices.com.au](mailto:vote@linkmarketservices.com.au)
- Posting to the Company Secretary, Credit Union Australia Ltd, C/- Link Market Services, Locked bag A14, Sydney South NSW 1235
- Calling Link Market Services on 1800 990 363 or +61 1800 990 363 prior to the Meeting to obtain a personalised PIN number
- 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 Tuesday, 8 November 2022.**

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

#### **I submitted a question in advance of the AGM. Will the Chairman read my question out during the hybrid 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.

#### **How do I complete the proxy form?**

Instructions and information are available in the 2022 Notice of AGM.

Otherwise, you can download a PDF proxy form from [gsb.com.au/agm](https://gsb.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 Monday, 14 November 2022.**

#### **Do I need to sign the Proxy Form?**

Yes, you must sign and date the Proxy Form.

#### **How do I ask a question during the hybrid AGM?**

Further instructions and information are available in the 2022 Notice of AGM and the Virtual Meeting Online Guide, both of which are available on our website: [gsb.com.au/agm](https://gsb.com.au/agm).

#### **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.

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

Please contact the AGM Information Line on 1300 494 781.

