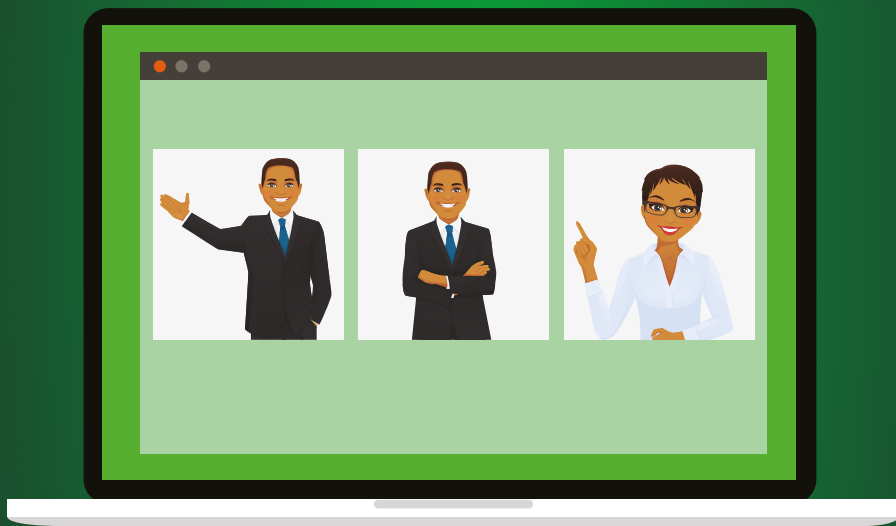




Annual General Meeting 2020 Digital Conference Guide



Mshirika wako katika maendeleo

**Fahari
Kilimo**

Mafanikio kwa jamii

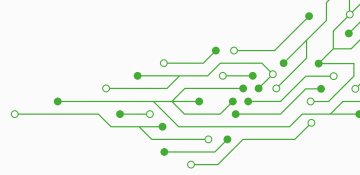
Niamoja
ACCOUNT

Mafanikio kwa
wanakikundi



How to connect your device with the Annual General Meeting.

GUIDE 2020



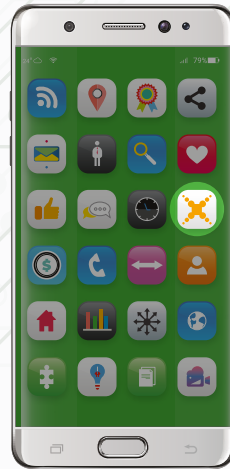
Attending the AGM electronically

This year we will be conducting a virtual AGM, giving you the opportunity to attend the AGM and participate online, using your smartphone, tablet or computer.

If you choose to participate online you will be able to view a live webcast of the meeting, ask the board questions and submit your votes in real time and you will need to either:

OPTION 1

Download the Lumi AGM app from the Apple App store or Google Play Stores by searching for Lumi AGM.



OPTION 2

Visit <https://web.lumiagm.com> on your smartphone, tablet or computer. You will need the latest versions of Chrome, Safari, Internet Explorer 11, Edge and Firefox.

Please ensure your browser is compatible.



Meeting ID: Will be shared privately via sms) To login you must have your Username and password which will be shared with you via SMS For inquiries, Call Phone numbers: Working hours 0767 757215 (WhatsApp Only) 0753 260176 (Calls only) 24 hours: Call center line 0755 197700 **Email:** shareholders@crdbbank.com

Using the AGM online facility:

1

ACCESS

Once you have either downloaded the **Lumi AGM app** or entered **web.lumiagm.com** into your web browser, you'll be prompted to enter the Meeting ID.

You will then be required to enter your:

- a) Username; and
- b) Password.

You will be able to log into the site from 23/06/2020 to 27/06/2020.

2

LOG IN

To register as a shareholder, select **'I have a login'** and enter your username and password. If you are a visitor, select **'I am a guest'**


As a guest, you will be prompted to complete all the relevant fields including; title, first name, last name and email address.

Please note, visitors will not be able to ask questions or vote at the meeting.

3

NAVIGATION

When successfully authenticated, the info screen "**i**" will be displayed. You can view company information, ask questions and watch the webcast.

If you would like to watch the webcast press the broadcast icon  at the bottom of the screen. *To return to normal screen tap the 'down arrow' icon on the top right corner of your screen*

If viewing on a computer the webcast will appear at the side automatically once the meeting has started.



4

HOW TO VOTE

The chairman will open voting on all resolutions at the start of the meeting. Once the voting has opened, the polling icon will appear on the navigation bar at the bottom of the screen. From here, the resolutions and voting choices will be displayed.

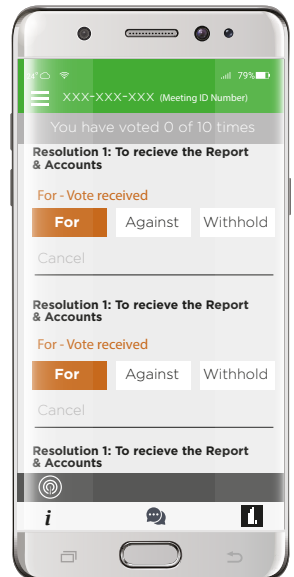
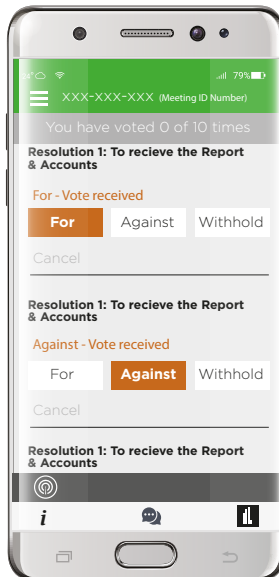
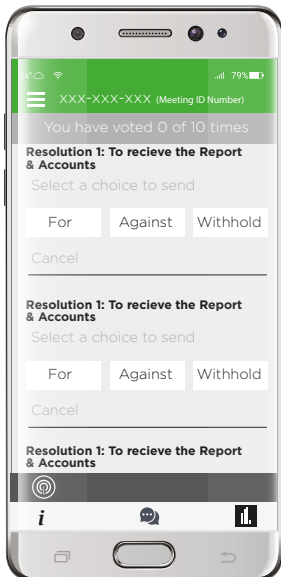
To vote, simply select your voting direction from the options shown on screen. A confirmation message will appear to show your vote has been received.

To change your vote, simply select another direction. If you wish to cancel your vote, please press Cancel

Once the chairman has opened voting, voting can be performed at anytime during the meeting until the chairman closes the voting on the resolutions. At that point your last choice will be submitted.

You will still be able to send messages and view the webcast whilst the poll is open.

NB: Please, vote only once



5

QUESTIONS

Any shareholder or appointed proxy attending the meeting is eligible to ask questions.

If you would like to ask a question, select the messaging icon 

Messages can be submitted at any time during the Q&A session up until the Chairman closes the session.

6

MESSAGING

Type your message within the chat box at the bottom of the messaging screen.

Once you are happy with your message click the send button.

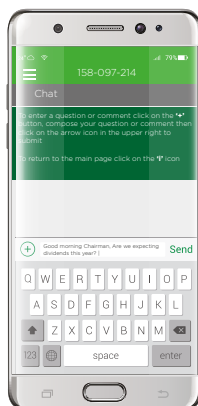
Questions sent via the Lumi AGM online platform will be moderated before being sent to the chairman. This is to avoid repetition and remove any inappropriate language.

7

DOWNLOADS

Links are present on the info screen . When you click on a link, the selected document will open in your browser.

Data usage for streaming the annual shareholders' meeting or downloading documents via the AGM platform varies depending on individual use, the specific device being used for streaming or download (Android, iPhone, etc) and the network connection (3G, 4G).





SHAREHOLDERS' Self -Registration

Unregistered users

Shareholders who have not received login credentials, Follow below 3 steps receive Username and Password

STEP 1 BROWSE

Visit:
<https://agm.crdbbank.com>

Click AGM link.

Provide your Shareholder number (CDS), Phone number (including Area Code) then click 'submit' button



STEP 2 REGISTER

You will receive a verification code via sms. Enter the code to register



STEP 3 LOGIN

You will receive Meeting ID and Password.



How to join the meeting

Once you have received login details please follow below steps to join the Meeting

STEP 1 MESSAGE

The Admin will send SMS to Invitees with Username and ID:

Message sent to mobile:

Your Meeting ID

is xxx-xxx-xxx,

Your username is xxxxxx,
your meeting Password
is xxx.



STEP 2 STATUS

You will be prompted to select if you are a shareholder or an invited guest (Non-Shareholder)





STEP 3 LOGIN

To join the meeting you will be prompted to insert your Meeting ID and Password

(case sensitive)



STEP 4 NAVIGATION

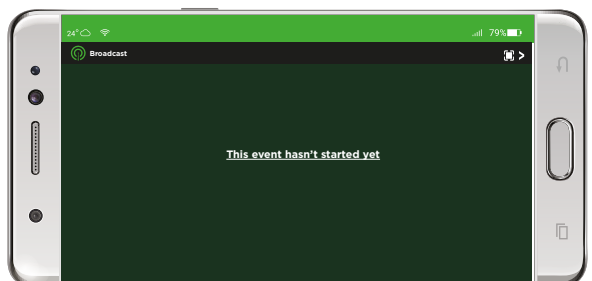
To watch / participate in video press  (Broadcast) To return to normal screen tap the 'down arrow' icon  on the top right corner of your screen



WELCOME

Once the meeting starts you will be connected live. You may opt to switch between viewing agenda content or participating live "Broadcast" view

For PC users: If you are unable to view split screen (Video + Notes) you are advised to adjust your device's screen resolution.





POPOTE INATIKI✓

Kimbiza miamala yako upendavyo.



PIGA

***150*03#**

PAKUA KWENYE

