



# 2020 ANNUAL GENERAL MEETING ONLINE PORTAL USER GUIDE



# Join the NRMA AGM online

Members, proxyholders and visitors who would like to attend the Annual General Meeting (AGM) can access the online portal using a desktop computer or mobile device with internet access.

- Members or Proxyholders can attend the AGM and participate by asking questions via the online portal.
- Visitors may only view the proceedings of the AGM.

The AGM commences at 11:00am (Sydney time) on Friday, 27 November 2020.

You will be able to test your web browser from 10:30am on the day of the AGM to ensure that you can see and hear the proceedings.

## Need Help?

If you require assistance using the online portal prior to or during the AGM, please call the AGM Information Line on 1800 285 677.

## Getting Started

- Members will need their NRMA member number which is located on their membership card.
- Proxyholders will need their proxy code. The proxy code has been provided to you via an email from Link Market Services.
- Check your browser is compatible with the online portal. Compatible browsers are:
  - Chrome – Version 44 & 45
  - Firefox – 40.0.2 or later
  - Safari – OS X v10.9 "Mavericks" & OS X v10.10 "Yosemite"
  - Internet Explorer 9 or later
- Check what your current browser is by using the website [whatismybrowser.com](http://whatismybrowser.com)

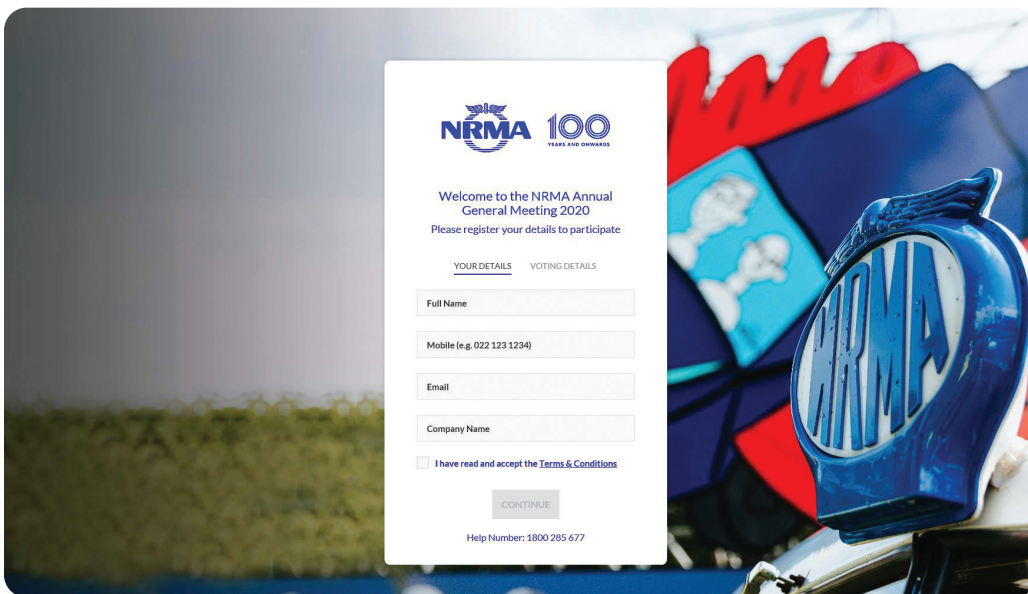
## Step 1

Open your web browser and go to <https://agmlive.link/NRMA20>

Login to the online portal using your full name, mobile number, email address and company name (if applicable).

To proceed further you will need to read and accept the terms and conditions by ticking the box.

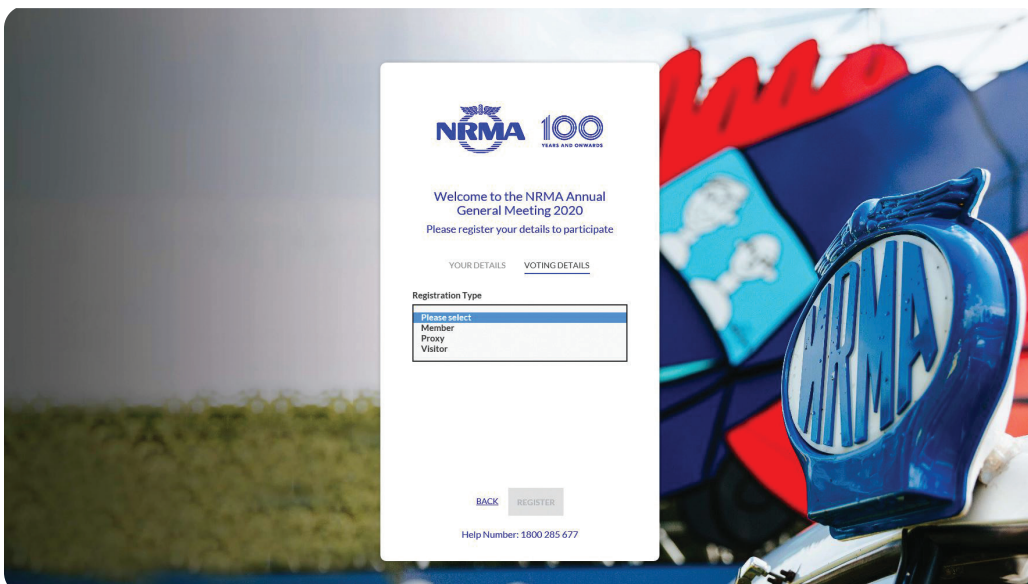
Click on the 'Continue' button.



The screenshot shows a registration form for the NRMA 100 Years and Onwards Annual General Meeting 2020. The form is titled "Welcome to the NRMA Annual General Meeting 2020" and asks the user to "Please register your details to participate". It has two tabs: "YOUR DETAILS" (selected) and "VOTING DETAILS". The form contains the following fields: "Full Name", "Mobile (e.g. 022 123 1234)", "Email", and "Company Name". There is a checkbox for "I have read and accept the Terms & Conditions". A "CONTINUE" button is at the bottom, along with the "Help Number: 1800 285 677". The background of the page features a blue and red flag and a blue NRMA logo on a car's headlight.

## Step 2

Select your 'Registration Type' from the drop-down box by choosing – Member, Proxyholder or Visitor.



The screenshot shows the same registration form as in Step 1, but now the "Registration Type" field is expanded into a drop-down menu. The menu options are "Please select", "Member", "Proxy", and "Visitor". The "BACK" and "REGISTER" buttons are visible at the bottom of the form, along with the "Help Number: 1800 285 677". The background of the page remains the same, featuring a blue and red flag and a blue NRMA logo on a car's headlight.

## Step 3

Follow the instructions below that correspond to the 'Registration Type' you selected in Step 2.

The screenshot shows the NRMA 100 logo at the top. Below it, the text reads: "Welcome to the NRMA Annual General Meeting 2020. Please register your details to participate." There are two tabs: "YOUR DETAILS" and "ATTENDEE DETAILS". Under "ATTENDEE DETAILS", there is a "Registration Type" dropdown menu with "Member" selected. Below that is a "Member Number" input field. At the bottom, there are "BACK" and "REGISTER" buttons, and a "Help Number: 1800 285 677" at the very bottom.

### Member

At 'Registration Type' select from the drop-down box 'Member'.

Enter your NRMA Member number. This is located on your membership card.

Click the 'Register' button.

The screenshot shows the NRMA 100 logo at the top. Below it, the text reads: "Welcome to the NRMA Annual General Meeting 2020. Please register your details to participate." There are two tabs: "YOUR DETAILS" and "ATTENDEE DETAILS". Under "ATTENDEE DETAILS", there is a "Registration Type" dropdown menu with "Proxy" selected. Below that is a "Proxy Number" input field. At the bottom, there are "BACK" and "REGISTER" buttons, and a "Help Number: 1800 285 677" at the very bottom.

### Proxyholder

At 'Registration Type' select from the drop-down box 'Proxy'.

Enter your proxy code. The proxy code has been provided to you via an email from Link Market Services.

Click the 'Register' button.

The screenshot shows the NRMA 100 logo at the top. Below it, the text reads: "Welcome to the NRMA Annual General Meeting 2020. Please register your details to participate." There are two tabs: "YOUR DETAILS" and "ATTENDEE DETAILS". Under "ATTENDEE DETAILS", there is a "Registration Type" dropdown menu with "Visitor" selected. At the bottom, there are "BACK" and "REGISTER" buttons, and a "Help Number: 1800 285 677" at the very bottom.

### Visitor

At 'Registration Type' select from the drop-down box 'Visitor'.

Click the 'Register' button.

## Step 4

You have logged in and registered for the AGM on completion of Step 3.

From 10:30am (Sydney time) on Friday, 27 November 2020 you will see two screens at the top of the window.

- The screen on the left is the live webcast of the AGM.
- The screen on the right shows any presentations used during the AGM.

Once you have logged in and registered it is recommended you keep your browser open for the duration of the AGM.

If you close your browser and want to re-join the AGM, when you try to log in again you will be sent a link via email. You will need to click on the link to re-join the AGM. This process is in place for security purposes.

The AGM commences at 11:00am (Sydney time) on Friday, 27 November 2020.

You will be able to test your web browser from 10:30am on the day of the AGM to ensure that you can see and hear the proceedings.

The screenshot displays the NRMA Online Meeting portal. At the top left is the NRMA 100 logo. The main header reads "Online Meeting" with "POWERED BY LINK MARKET SERVICES" below it. On the top right, there is a "HELP NUMBER 1800 285 677" and a blue "Ask a Question" button. The central area features a video player for the "2020 Annual Meeting" with a play button and the text "Webcast will show here". To the right of the video player is a large image of NRMA branding. Below the video player is an "Agenda" section. At the bottom, there is an "Ask a Question" button and a "Downloads" section containing links for "Notice of meeting", "Annual report", and "Previous questions".

## How to ask a question

Only Members and Proxyholders are eligible to ask questions.

To ask a question at the AGM click on the 'Ask a Question' box. There is one box located in the top right of the screen or another located at the bottom left of the screen.

A new window will open with the heading 'Ask a Question'.

At 'Regarding' choose in the drop-down box 'General Business'.

At 'Question' type your question in the box.

Click on the button 'Submit Question'. This will send your question to the Moderator. The Moderator will provide questions received through the online portal to the Chair at the appropriate time during the AGM.

The Chair will give Members a reasonable opportunity to ask questions about, or make comments on, the business of the AGM or the management of the NRMA. The Auditor will be in attendance to address Members' questions about the conduct of the audit, the Auditor's Report, the accounting policies adopted by NRMA in relation to the preparation of the Financial Report and the independence of the Auditor in relation to the conduct of the audit.

The Chair will exercise their powers as the chair of the meeting to ensure it is conducted in an orderly, courteous and timely fashion, in the interests of Members.

### Ask a Question ✕

We welcome any questions that you may have and the Chair will seek to address as many of the more frequently raised question topics as possible during the meeting. To submit a question, please select what the question pertains to and type your question in the provided area. If you have multiple questions please submit each individually.

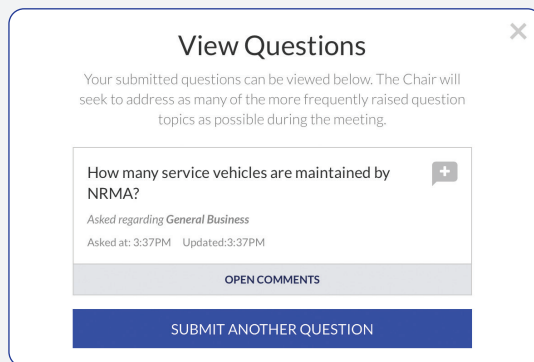
**Regarding**

**Question**

Type your question here...

**Submit Question**

Once you have asked a question a new window will open with the heading 'View Questions'.  
At any point you can click on 'View Questions' to see all the questions you have submitted.



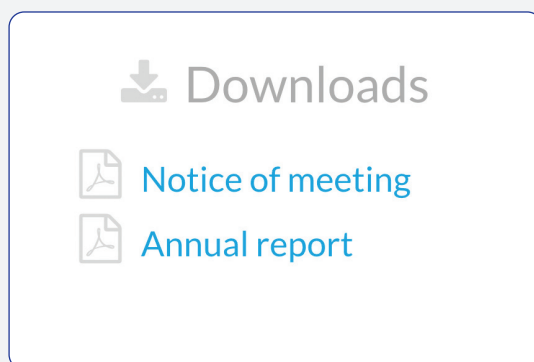
## How to Download – Notice of Meeting and Annual Report

Below the two screens of the webcast and presentation there are two boxes 'Ask a Question' and 'Downloads'.

Click on 'Downloads' to access the 2020 AGM Notice of Meeting and 2020 Annual Report.

To download the 2020 AGM Notice of Meeting click on 'Notice of Meeting'.

To download the 2020 Annual Report click on 'Annual report'.



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