



2021 ANNUAL GENERAL MEETING

VIRTUAL AGM MEETING 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 or telephone service.
- Visitors may only view (and not participate in) the proceedings of the AGM.

The AGM commences at 12:00pm (Sydney time) on Friday, 26 November 2021.

You will be able to test your web browser from 11:30am 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 Help Line on 1800 990 363.

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"
 - Microsoft Edge
 - Internet Explorer 9 or later
- Check what your current browser is by using the website whatismybrowser.com

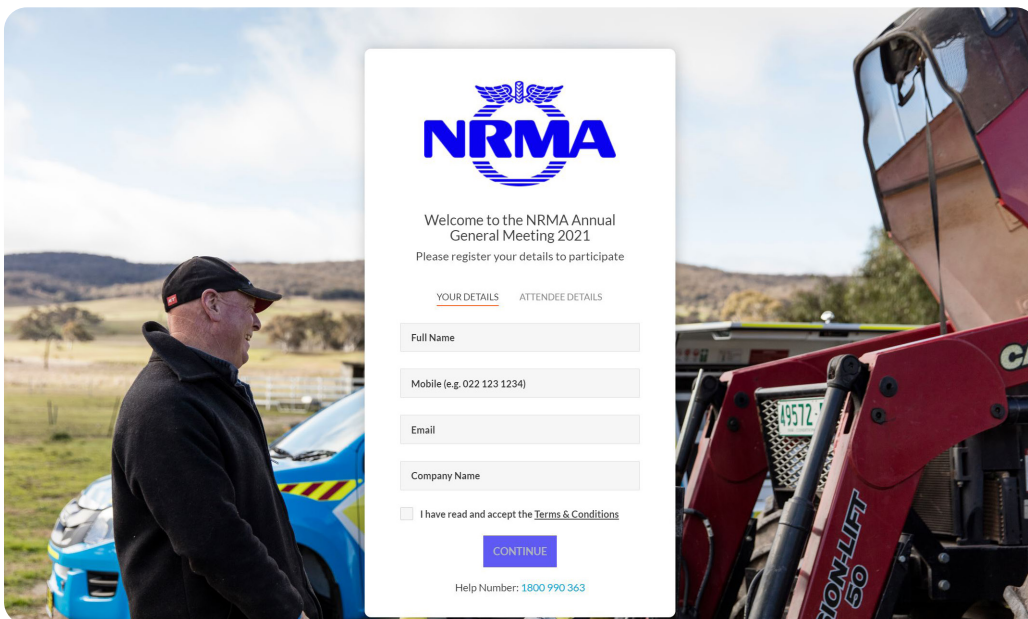
Step 1

Open your web browser and go to <https://agmlive.link/nrma21>

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.



NRMA

Welcome to the NRMA Annual General Meeting 2021
Please register your details to participate

[YOUR DETAILS](#) [ATTENDEE DETAILS](#)

Full Name

Mobile (e.g. 022 123 1234)

Email

Company Name

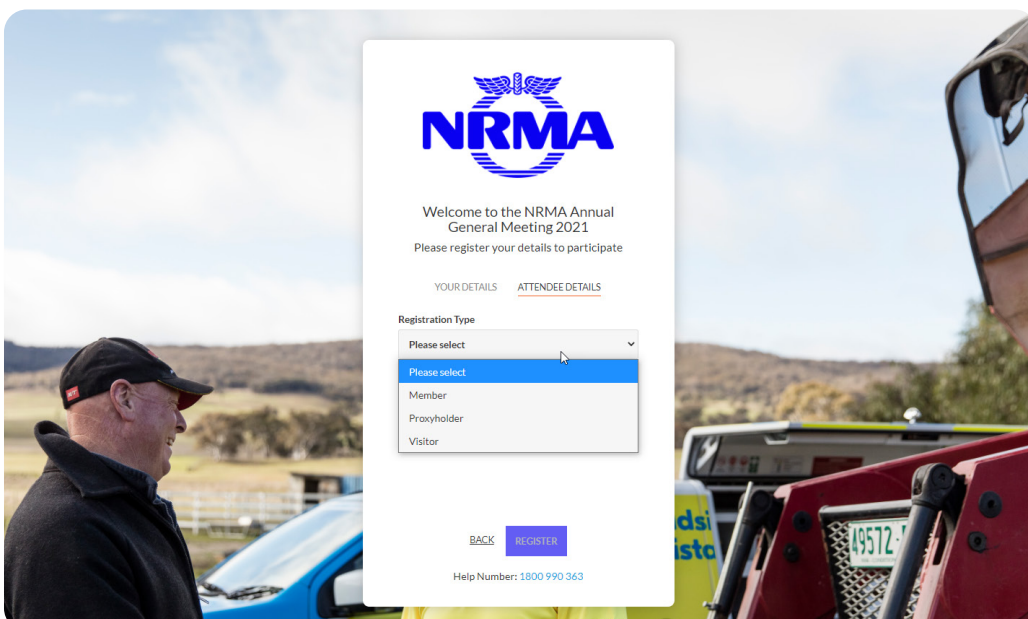
☐ I have read and accept the [Terms & Conditions](#)

[CONTINUE](#)

Help Number: 1800 990 363

Step 2

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



NRMA

Welcome to the NRMA Annual General Meeting 2021
Please register your details to participate

[YOUR DETAILS](#) [ATTENDEE DETAILS](#)

Registration Type

Please select

[Please select](#)

Member

Proxyholder

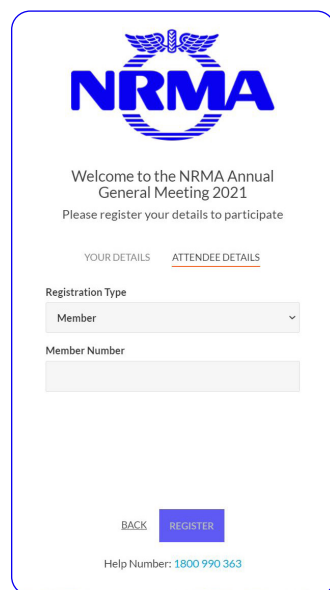
Visitor

[BACK](#) [REGISTER](#)

Help Number: 1800 990 363

Step 3

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



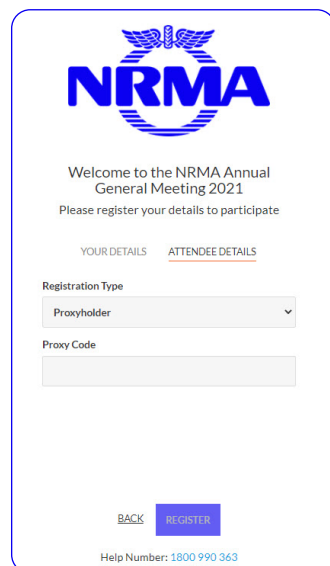
The screenshot shows the NRMA registration page for the 2021 Annual General Meeting. The NRMA logo is at the top. Below it, the text reads: "Welcome to the NRMA Annual General Meeting 2021" and "Please register your details to participate". There are two tabs: "YOUR DETAILS" and "ATTENDEE DETAILS", with the latter being selected. Under "ATTENDEE DETAILS", there is a "Registration Type" dropdown menu with "Member" selected. Below this is a "Member Number" text input field. At the bottom, there are "BACK" and "REGISTER" buttons, and a "Help Number: 1800 990 363" link.

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.



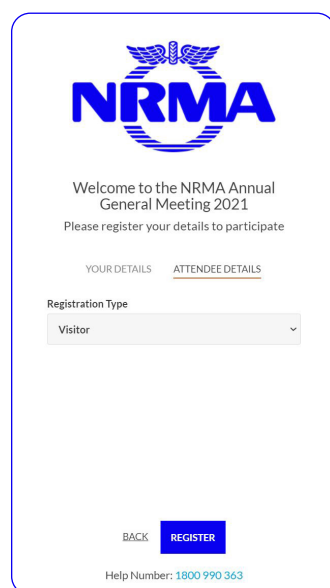
The screenshot shows the NRMA registration page for the 2021 Annual General Meeting. The NRMA logo is at the top. Below it, the text reads: "Welcome to the NRMA Annual General Meeting 2021" and "Please register your details to participate". There are two tabs: "YOUR DETAILS" and "ATTENDEE DETAILS", with the latter being selected. Under "ATTENDEE DETAILS", there is a "Registration Type" dropdown menu with "Proxyholder" selected. Below this is a "Proxy Code" text input field. At the bottom, there are "BACK" and "REGISTER" buttons, and a "Help Number: 1800 990 363" link.

Proxyholder

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

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 registration page for the 2021 Annual General Meeting. The NRMA logo is at the top. Below it, the text reads: "Welcome to the NRMA Annual General Meeting 2021" and "Please register your details to participate". There are two tabs: "YOUR DETAILS" and "ATTENDEE DETAILS", with the latter being selected. 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 990 363" link.

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 11:30am (Sydney time) on Friday, 26 November 2021 you will see:


- on the left the screen of the live webcast of the AGM; and
- on the right 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 12:00pm (Sydney time) on Friday, 26 November 2021.



You will be able to test your web browser from 11:30am on the day of the AGM to ensure that you can see and hear the proceedings.



HELP NUMBER
1800 990 363


Ask a Question


Exit Meeting →





0.00 /

The presentation will begin at XX:XX am/pm ZONE


Ask a Question

 Downloads

-  Notice of meeting
-  Annual report

How to ask a question

Only Members and Proxyholders are eligible to ask questions or make comments either in writing or verbally 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.

Asking a question via the online portal

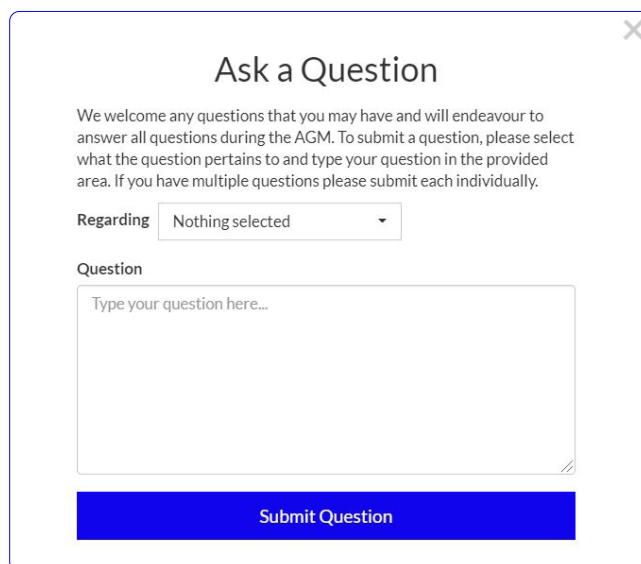
To ask a question in writing at the AGM click on the 'Ask a Question' box. There is one box located in the top right of the screen or another located at the bottom left of the screen.

A pop up box will open with the heading 'Ask a Question'.

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

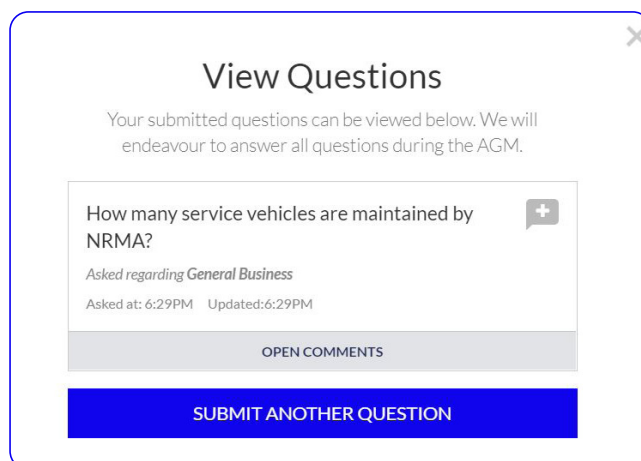
At 'Question' type your question in the box.

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 'Ask a Question' pop-up box has a title bar with a close button (X). The main heading is 'Ask a Question'. Below it is a welcome message: 'We welcome any questions that you may have and will endeavour to answer all questions during the AGM. 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.' There is a 'Regarding' dropdown menu currently set to 'Nothing selected'. Below this is a 'Question' label and a large text input area with the placeholder 'Type your question here...'. At the bottom right of the input area is a small icon of two overlapping sheets of paper. A blue button labeled 'Submit Question' is at the bottom of the box.

Once you have asked a question you can click on 'View Questions' to see all the questions you have submitted.



The 'View Questions' pop-up box has a title bar with a close button (X). The main heading is 'View Questions'. Below it is a message: 'Your submitted questions can be viewed below. We will endeavour to answer all questions during the AGM.' There is a list of questions. The first question is 'How many service vehicles are maintained by NRMA?' with a plus icon in a speech bubble to its right. Below the question is the text 'Asked regarding General Business' and 'Asked at: 6:29PM Updated:6:29PM'. Below the question list is a grey button labeled 'OPEN COMMENTS'. At the bottom of the box is a blue button labeled 'SUBMIT ANOTHER QUESTION'.

Asking a question by telephone

Step 1

Members who would like to ask a question or make a comment verbally should contact Link Market Services on 1800 990 363 or +61 1800 990 363 **beforehand**:

1. to be verified as a Member;
2. to receive a personalised PIN number; and
3. to receive the telephone number to call from 12pm on the day of the meeting.

Members will need a land line or mobile phone and their membership number and details.

Once you have a personalised PIN number and the telephone number to call you can access the telephone service to ask a question at the appropriate time in the AGM by following the steps below:

Step 2

From 12pm you may call the telephone number you received when you contacted Link Market Services in Step 1 to be ready to ask your question at the appropriate time in the AGM.

Step 3

Your call will be answered by the telephone service moderator, who will ask you to provide the personalised PIN number you received when you contacted Link Market Services (see Step 1). When verified you will be admitted into the meeting and able to listen to proceedings whilst waiting for the appropriate time for Members to ask questions. We suggest you remain logged into the online portal so that you can continue to see and hear the proceedings of the meeting.

Step 4

When the Chair opens the meeting for questions on the Ordinary Business, if you would like to ask a question press ***1** on the keypad of your telephone. This advises the telephone service moderator that you would like to ask a question.

If at any time you no longer wish to ask a question press ***2** on the keypad of your telephone. This advises the telephone service moderator that you no longer want to ask a question. If you are logged into the online portal you may hang up the telephone service to continue to see and hear the proceedings of the meeting.

Step 5

The telephone service moderator will advise you when it is your time to ask your question.

If you are logged into the online portal, please mute your computer or other device while you ask your question.

Step 6

The telephone service moderator will introduce you to the meeting, your line will be unmuted and you can then start speaking.

Step 7

After your question has been answered your line will be muted.

The telephone service moderator will return you to the meeting so you can hear the proceedings.

Step 8

If you would like to ask another question please go to Step 4.

If you are logged into the online portal you may hang up the telephone service to continue to see and hear the proceedings of the meeting.

If you are not logged into the online portal and you would like to continue to hear the proceedings of the meeting, please do not hang up.

How to Download – Notice of Meeting and Annual Report

Under the webcast and presentation you will see 2 sections 'Ask a Question' and 'Downloads'. Click on 'Downloads' to access the 2021 AGM Notice of Meeting and 2021 Annual Report. To download the 2021 AGM Notice of Meeting click on 'Notice of Meeting'. To download the 2021 Annual Report click on 'Annual report'.

Downloads

 Notice of meeting

 Annual report

Need Help?

If you require assistance with using the online portal, please call the AGM Information Line on **1800 990 363**.

