



ASX announcement

2020 AGM and Board Update

Monday, 10 August 2020 (Sydney): Commonwealth Bank of Australia (CBA) advises that its 2020 Annual General Meeting (AGM) will be held on Tuesday, 13 October 2020 at 9.30am (Sydney time). In light of the restrictions on public gatherings, with temporary amendments to the Corporations Act in response to the coronavirus pandemic, and in the interests of the health and safety of our shareholders, employees and the broader community, CBA will hold its AGM virtually this year.

CBA wishes to advise that Wendy Stops will not be submitting herself for re-election at the 2020 AGM. Catherine Livingstone AO, Chairman of CBA said, "Wendy has been a Non-Executive Director since March 2015, and has been an integral member of the Board since her appointment providing a global, and technology perspective. On behalf of the Board, we wish to thank Wendy for her contribution as a Non-Executive Director, and as a member of the Audit and People and Remuneration Committees." Wendy will retire at the conclusion of the 2020 AGM.

CBA's Virtual AGM Frequently Asked Questions is attached to this announcement and available on CBA's AGM website at commbank.com.au/agm. Further information and guidance for shareholders joining this year's virtual AGM will be available with the Notice of Meeting scheduled for release on Wednesday, 9 September 2020.

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The release of this announcement was authorised by Kara Nicholls, Group Company Secretary.



Frequently Asked Questions 2020 Virtual AGM

1. When is CBA's Virtual AGM?

Commonwealth Bank of Australia's (CBA) Virtual Annual General Meeting (AGM) will be held on Tuesday, 13 October 2020 commencing at 9:30am (AEDT). We recommend you log in and register on the day at least 30 – 60 minutes prior to commencement, from 8:30am (AEDT) at commbank.com.au/agm.

2. Why is CBA not holding a physical meeting for its AGM this year?

CBA takes the health and safety of our shareholders, our people and the broader community seriously. The decision to hold a virtual meeting was made in light of the current coronavirus pandemic, restrictions on public gatherings and social distancing requirements.

A virtual AGM will provide equal opportunity for all of our shareholders to participate in the 2020 AGM regardless of their location.

3. Restrictions have eased, why are you not holding your AGM at a venue?

Due to the unprecedented nature of the coronavirus pandemic and the ever-evolving circumstances, it is not possible to predict what Government advice and restrictions will be in place at the time of our AGM.

To ensure the safety of our shareholders, our people and the community, and in line with current Government advice, we will proceed with a virtual AGM this year.

4. What is the website for CBA's virtual AGM?

commbank.com.au/agm

You will be able to access the website one hour prior to commencement of the meeting, from 8:30am (AEDT) on Tuesday, 13 October 2020. The meeting will commence at 9:30am (AEDT).

To vote or ask a question during the virtual AGM, you will need the following details:

- if you are a shareholder, your SRN/HIN and postcode or select 'Outside Australia'; or
- if you are a participant of an eligible Employee Share Plan, your Employee ID and postcode or select 'Outside Australia'.

See Questions 11 and 12 for further details.

5. What do I need to do to register to vote at the virtual AGM online?

You can access the virtual AGM using a desktop computer, tablet or a mobile device. To vote and ask questions during the virtual AGM you must have your SRN/HIN.

If you are intending to vote and ask questions using a desktop computer, please ensure your browser is compatible with our voting platform. To check what your current browser is, visit **www.whatismybrowser.com**. Compatible browsers on a desktop computer are:

- Chrome – Version 44 & 45 and after
- Firefox – 40.0.2 and after
- Safari – OS X v10.9 “Mavericks” & OS X v10.10 “Yosemite” and after
- Internet Explorer 9 and later releases (please note Internet Explorer 8 is not supported)

Proxyholders:

If you are an appointed proxy, you will need your Proxy Number which will be provided by Link Market Services prior to the meeting.

For further information, please refer to the CBA Virtual AGM User Guide available from Wednesday, 9 September 2020 at **commbank.com.au/agm**.

6. How will I vote or ask a question ahead of the AGM if you are not sending me a Voting Form or a Question Form?

You will be able to vote on resolutions and ask questions in advance of the AGM online from Wednesday, 9 September 2020.

If you have already elected to receive our shareholder communications electronically, or if you elect before Friday, 28 August 2020, we will send you an email when the Notice of Meeting is released on Wednesday, 9 September 2020. This email will include your personalised shareholder link to vote online and details of our AGM, including instructions on how to participate.

Although we will not be mailing hard copies of our Notice of Meeting ahead of our AGM this year, it will be accessible online at **commbank.com.au/agm** from Wednesday, 9 September 2020. This approach is consistent with the relief provided by the Commonwealth Treasurer in response to the coronavirus pandemic. It is therefore important, to enable us to keep you informed, to provide your email address if you have not already done so.

A form to make the switch to electronic communications was included with the letter sent to shareholders on 7 August 2020 from our Chairman, Catherine Livingstone AO. You can also provide your email address online at:

- Shareholders: **www.linkmarketservices.com.au**
- Employees: **<https://investorcentre.linkmarketservices.com.au/Employee/CBA>**

See Questions 7 and 8 for further details on how to vote or ask a question ahead of the AGM.

7. Can you send me a Voting Form so I can vote?

Consistent with the relief provided by the Commonwealth Treasurer and temporary amendments to the Corporations Act in response to the coronavirus pandemic, CBA will not be mailing shareholders a hard copy Notice of Meeting or a Voting Form this year. Instead, shareholders will be able to vote, submit questions and access their Notice of Meeting online.

We encourage shareholders to vote (and submit questions) online before the AGM from Wednesday, 9 September 2020 at **vote.linkmarketservices.com/cba**. To login you will need to enter your SRN/HIN and your postcode or select ‘Outside Australia’.

If you need any assistance in relation to voting, please contact Link Market Services via email at **cba@linkmarketservices.com.au** or on 1800 022 440.

8. **What is the pre-AGM deadline for lodging online votes and questions?**

Right to vote	Website to lodge your vote and submit questions before the virtual AGM	Deadline for lodging your vote before the virtual AGM	Deadline for submitting your questions before the virtual AGM
Shareholders registered as at 9:30am (AEDT) on Sunday, 11 October 2020 will be able to vote.	vote.linkmarketservices.com/cba If you sign up to electronic communications before Friday, 28 August 2020 we will send you an email on Wednesday, 9 September 2020 that will include your voting link(s)	9:30am* (AEDT) on Sunday, 11 October 2020. Your vote must be lodged no later than this date and time.	Sunday, 4 October 2020.

9. **I can't attend the virtual AGM, can I view it later?**

A recording of the virtual AGM will be available to view at **commbank.com.au/agm** after the conclusion of the AGM.

10. **I don't know my SRN/HIN – do I need this for attending the virtual AGM?**

No, you do not need your SRN/HIN to attend the virtual AGM. However, **you will need your SRN/HIN if you wish to vote or ask a question** at the virtual AGM.

You can find your SRN/HIN on:

- the letter dated 7 August 2020 from our Chairman, Catherine Livingstone AO about our virtual AGM, and the electronic communications form attached to this letter;
- your most recent Dividend Statement; or
- the Welcome Letter or other documentation you received when you first became a CBA shareholder.

Participants of eligible Employee Share Plans will require their Employee ID (instead of their SRN/HIN) to vote and ask a question at the virtual AGM.

11. **How do I attend the virtual AGM?**

1. On the day of the AGM, open your web browser and go to **commbank.com.au/agm**.
2. Register your name and email address to view the meeting.

Once you have registered and the AGM commences, you will see a live video webcast of the virtual AGM and the presentation slides.

Below the video webcast and presentation slides, you will see additional information, speaker biographies, related documents and the buttons for shareholder voting and questions.

For further information, please refer to the CBA Virtual AGM User Guide available from Wednesday, 9 September 2020 at **commbank.com.au/agm**.

12. How do I vote and ask a question at the virtual AGM?

1. On the day of the AGM, we recommend you log in and register on the day at least 30 – 60 minutes prior to commencement, from 8:30am (AEDT). Open your web browser and go to **commbank.com.au/agm**.
2. Register your name and email address to view the meeting.
3. Once you have registered and the meeting commences, you will see a live video webcast of the virtual AGM and the presentation slides. Below the presentation slides will be a button **'Shareholder Voting/Questions'**.
4. Shareholders and proxyholders who wish to vote will need to click the button **'Shareholder Voting/Questions'**.
5. You will be asked to register your details and accept the Terms and Conditions.
6. If you are a shareholder, you will need to enter your SRN/HIN and postcode or select **'Outside Australia'**.
7. If you are an appointed Proxy, you will need to enter the Proxy Number issued to you by Link Market Services in the 'Proxy Details' section.
8. Click the **'Submit Details'** button.
9. To vote click on the **'Get a voting card'** box:
 - a. Your voting card will appear with all of the resolutions to be voted on at the Meeting. You may need to use the scroll bar on the right-hand side of the voting card to view all of the resolutions.
 - b. Place your vote by clicking on the **'For'**, **'Against'**, or **'Abstain'** voting buttons.
 - c. Once you have finished voting on the resolutions scroll down to the bottom of the box and click the **'Submit Vote'** button.
10. To ask a question click the **'Ask a Question'** box:
 - a. Select the item of business your question relates to and type your question in the area provided.
 - b. Once you have typed your question, click the button **'Submit Question'**.

For further information, please refer to the CBA Virtual AGM User Guide available from Wednesday, 9 September 2020 at **commbank.com.au/agm**.

13. Can I listen to the AGM, vote and ask questions via phone? If so, how?

Yes. To participate via telephone please dial 1800 572 288 (area code +61 for shareholders dialing from outside Australia) from 8:30am (AEDT) on Tuesday, 13 October 2020 and enter your unique shareholder PIN for verification purposes.

To obtain your unique shareholder PIN, please contact Link Market Services via email at cba@linkmarketservices.com.au or on 1800 022 440 ahead of the virtual AGM.

Shareholders participating via telephone will be able ask questions during the meeting and vote after the conclusion of the meeting. Please follow the instructions provided by the call facilitator on how to ask questions and vote.

14. If I vote prior to the AGM can I still attend the AGM?

Yes, you can login to the virtual AGM from 8:30am (AEDT) on Tuesday, 13 October 2020 at **commbank.com.au/agm**.

You do not need to register for a voting card if you have previously voted. However, if you

wish to ask a question you will need to register with your SRN/HIN to submit a question (please see Question 12 for details).

15. If I am a few minutes late logging into the virtual AGM site, am I still allowed entry? What is the latest time I can login to vote at the virtual AGM if I miss registration?

You can join during the course of the meeting at **commbank.com.au/agm** and register for a voting card by following the steps outlined in Question 11 and 12. There will be a 5-minute warning prior to the close of voting for shareholders to submit their votes.

A recording of the virtual AGM will also be available to view after the conclusion of the event at **commbank.com.au/agm**.

16. How do I watch the AGM as a non-voting shareholder or member of the public?

Members of the public can register to view the virtual AGM at **commbank.com.au/agm**. Please note, only registered shareholders will be able to vote or ask a question.

A recording of the virtual AGM will also be available to view after the conclusion of the event at **commbank.com.au/agm**.

17. Will CBA have a virtual AGM next year?

The Board is yet to make a decision in respect of the 2021 AGM.

18. What is the date of the 2021 CBA AGM?

CBA's 2021 AGM will be held on Wednesday, 13 October 2021 at 9.30am (AEDT). The 2021 financial calendar is available on our Investor Centre at **commbank.com.au/investors**.

19. Where do I get help if needed during the virtual AGM?

Please refer to the CBA Virtual AGM User Guide available from Wednesday, 9 September 2020 at **commbank.com.au/agm** or contact Link Market Services via email at cba@linkmarketservices.com.au or on 1800 022 440.