

Canterbury Surrey Hills Community Finance Limited

Virtual Annual General Meeting Guide

Step 1 – Register to attend

You are required to register to attend the Annual General Meeting. Registration is open and will remain open for the duration of the Annual General Meeting.

To register go to <https://bit.ly/CASHAGM2020>

Canterbury Surrey Hills Community Finance Limited
Annual General Meeting

Webinar Registration

Topic: 2020 Annual General Meeting

Description: Canterbury Surrey Hills Community Finance Limited 2020 Virtual Annual General Meeting.
The Notice of Annual General Meeting and Annual Report for the year ended 30 June 2020 is available on our website at <http://supportingourcommunity.com.au/investor-relations/annual-general-meetings/>

Time: Nov 19, 2020 06:30 PM in Canberra, Melbourne, Sydney

Registration Fields:

- First Name *
- Last Name *
- Email Address *
- Confirm Email Address *
- Registered Holding Name
- Are you attending the meeting as a *
 - Shareholder
 - Guest
- Voting Access Code (this can be found on your proxy form or AGM email correspondence. If you are attending as a Guest please leave this section blank).

Callouts:

- Provide your full name and email address (points to Name and Email fields)
- Provide your registered holding name if different to your full name (e.g. John Smith Pty Ltd, John Smith and Jane Smith Super) (points to Registered Holding Name field)
- Your personalised voting access code can be found on the Notice of Meeting email correspondence received from Boardroom. In addition, shareholders who did not elect to receive their Notice of Meeting electronically were sent the Notice of Meeting and personalised Proxy Form by post which contained the voting access code. (points to Voting Access Code field)

Register

Step 2 – Registration confirmation

You will receive an email confirming your registration to attend the Annual General Meeting. This email provides you with a link to access the meeting. You will not be able to access the meeting without this link. Each Shareholder has a unique attendee link and it cannot be shared with others. If you are having difficulty registering and do not receive a confirmation email, please contact us for assistance.

Step 3 – Joining the meeting

Check you are compatible:

The Annual General Meeting will be delivered via Zoom videoconferencing facility. You do not need to install any extra software to join a Zoom meeting. You can join through a web browser.

Please see compatible web browsers below:

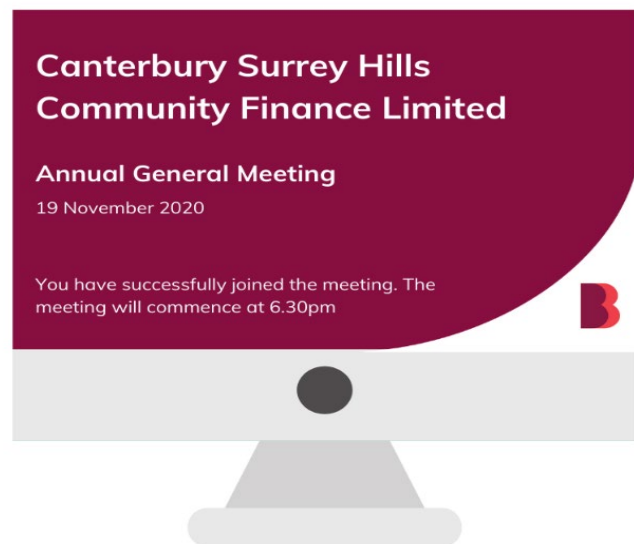
- Internet Explorer 10 or higher
- Chromium Edge 80 or higher
- Google Chrome 53.0.2785 or higher
- Safari 10.0.602.1.50 or higher
- Firefox 76 or higher

You can check which browser you are using at <https://www.whatismybrowser.com/>

To join the meeting from your **desktop**, simply click the link that is provided in your registration confirmation email. A new tab will open in your preferred browser, if you do not have the Zoom desktop app, the page will ask you to download the app. You can do this; however, you can skip this step and go to the small print: "If you cannot download or run the application, join from your browser." Click the highlighted text "join from your browser".

To join the meeting from a **tablet** or **mobile** device, download the Zoom app for IOS or for Android, Google Play. Click on the link provided in the email and join the meeting.

When you have successfully joined the meeting, you will see this slide. The meeting will commence at 6.30pm (AEDT) on Thursday 19 November 2020.



Voting

Prior to the meeting

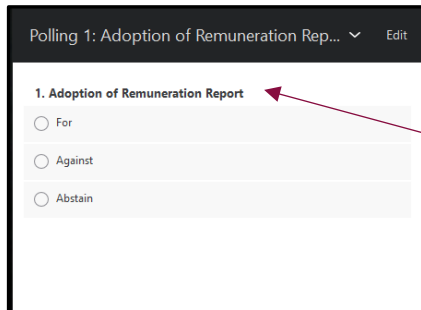
Given the virtual nature of the meeting and to avoid any technical difficulties, shareholders are encouraged to lodge an online proxy vote prior to the meeting. To do this, follow the steps below:

- STEP 1** Visit www.votingonline.com.au/cshaqm2020
- STEP 2** Enter your Postcode (if within Australia) OR Country of Residence (if outside Australia)
- STEP 3** Enter your Voting Access Code (VAC)
- STEP 4** Follow the prompts to vote on each resolution

For your voting instructions to be valid and counted towards this meeting please ensure your online lodgement is received no later than 6:30pm (AEDT) on Tuesday, 17 November 2020.

At the meeting

Shareholders will be able to lodge a vote at the meeting through online polls which will be conducted during the meeting. When prompted, you will be asked to respond to the question on your screen. You may only vote once and if you have already lodged an online proxy vote any vote submitted at the meeting will override that previous instruction.



During the meeting, when the Chairman declares the polls open the meeting resolutions will be displayed on your screen in a box like this. To vote, tap/click one of the voting options to record your response.

Asking Questions

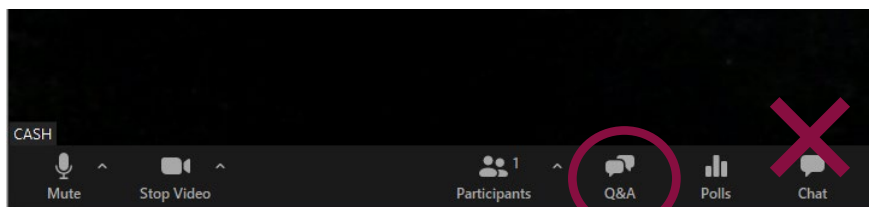
Prior to the meeting

Given the virtual nature of the meeting and to avoid any technical difficulties, shareholders are encouraged to submit written questions prior to the meeting by email to eo@supportingourcommunity.com.au or via <http://bit.ly/CASHAGM2020Questions>

Questions must be submitted by Thursday, 12 November 2020.

At the meeting

Shareholders will be able to ask written questions at the meeting using the Q&A tool as shown below.



Questions **cannot** be submitted via the Chat function

During the meeting shareholders can submit questions via the **Q&A** tool. The Chairman will endeavour to address as many questions as possible during the course of the meeting. However, there may not be sufficient time available at the meeting to address all questions raised. Please note that individual responses will not be sent to shareholders.

Contact us:

Please contact us if you are having any issues registering for the meeting or require any further assistance.

Rose Laird, Executive Officer

E: eo@supportingourcommunity.com.au

M: 0413 504 964