

2024 VIRTUAL

ANNUAL GENERAL MEETING AND ONLINE VOTING PROCEDURES

The Bonitas Annual General Meeting (“AGM”) will be held virtually via a digital platform and the voting on Resolutions will take place by means of the electronic methods only provided for through such digital platforms.

The provision of the digital platforms will be facilitated and administered by an independent company, Ince (Pty) Ltd. The Scheme will neither have access to the votes nor administer the aforementioned digital platforms.

The Scheme has appointed PricewaterhouseCoopers Advisory Services (Pty) Ltd (“PwC”) as the Independent Oversight Body (“IOB”) to provide governance oversight in respect of the AGM proceedings and the electronic voting activities.

Principal Members (“Members”) in good standing, will be able to join and participate virtually and vote as follows:

- The AGM will be streamed via a Live Webcast and Members will be able to join the livestream via a link, which will require Members to authenticate themselves by entering their valid Bonitas membership number or South African Identity Number (“SA ID”); and
- Members will be able to exercise their votes via the following platforms and in accordance with the instructions which appear later in this document:
- online via the E-Voting platform: <https://bonitas.vagm.africa>;
- using the USSD voting platform: *120*0130#; or by
- the Bonitas WhatsApp platform: 060 070 2491.

The links and information to access the above-mentioned platforms appear below and will be communicated electronically to the Members who have valid email addresses and/or mobile numbers registered with the Scheme.

Ⓞ ACCESS TO THE LIVE WEBCAST TO JOIN / STREAM THE AGM VIRTUALLY

- The Scheme’s AGM will be accessed virtually through a Live Webcast.
- Principal Members with valid email addresses and/or mobile numbers recorded on the membership database of the Scheme will receive an email and/or SMS containing a URL link to the AGM Live Webcast. [https://bonitas.vagm.africa/](https://bonitas.vagm.africa)
- Principal Members in good standing (this means that your contributions are up to date, and your benefits have not been suspended), will have to access the Live Webcast of the AGM proceedings by clicking on the URL link which will be sent to them either electronically or as contained in this information pack.
- To access the AGM Live Webcast, you will be required to authenticate yourself by entering your valid Bonitas Membership number or your valid 13-digit SA ID.

- Upon input of this information, a **One Time Pin** (“OTP”) will be sent to the email and/or mobile number on record. This OTP will have to be entered on the platform to gain access to the Live Webcast.
- Members will also be able to raise questions to the Scheme during the AGM i.e., from 09h00 on 21 August 2024 until 16h00 via the digital platform. All questions will be reviewed and responded to accordingly within no more than 30 days after the conclusion of the AGM.

Please note that voting will open prior to the AGM on Wednesday, 14 August 2024 at 09h00 and close on Wednesday, 21 August 2024 at 16h00, on the day of the AGM. After the closure of the voting period, the votes will be verified by PwC. The results will be communicated to all members by Friday, 30 August 2024.

🕒 DATA VOUCHER APPLICATION

Members can apply for a data voucher that will be loaded onto their devices as per the mobile network acceptance and mobile network terms and conditions.

The data voucher application will open on 14 August 2024 at 09h00 and close on Tuesday, 20 August 2024 at 14h00.

Members can make the application for the data voucher via: <https://bonitas.mobile-data.network/login>. The membership number and mobile number on record will be used to validate the issuing of the data voucher. The data voucher will be released directly to the number indicated upon registration during the afternoon / early evening of 20 August 2024.

🕒 VOTING INSTRUCTIONS ON RESOLUTIONS

- Voting on the Resolutions set out in the AGM Agenda will be conducted via electronic voting means only through one of the following digital platforms:
 - a) accessing the E-Voting platform via <https://bonitas.vagm.africa/>, this link will also be sent to Members who have valid email addresses recorded on the Scheme membership database;
 - b) accessing the USSD voting platform by dialling ***120*0130#**, where Members with mobile numbers recorded on the Scheme membership database will be able to vote by SMS using any mobile device, even if it is not a smartphone; and
 - c) accessing the Bonitas WhatsApp platform on **060 070 2491** and typing in the word “Hi”, then selecting the AGM 2024 option from the menu.
- Only Principal Members who are in good standing with the Scheme may vote. Each Member is entitled to cast one (1) vote per Resolution by either voting “For”, “Against” or “Abstain”.
- Should a Member have access to more than one voting platform, they are requested to vote using only one platform, as the first votes that are successfully submitted through any of the voting platforms will count as a valid vote. You may only vote once using one of the available platforms.



Please read carefully and follow the instructions below to successfully submit your votes.

⦿ E-VOTING PLATFORM

- Principal Members with valid email addresses recorded on the membership database of the Scheme will receive an email in due course containing the link to the E-Voting platform: <https://bonitas.vagm.africa/>
- Once you have clicked on the URL link, it will redirect you to the E-Voting platform. To access this platform, you will be required to enter your valid Bonitas Membership number or your valid 13-digit SA ID. This information will be matched to the information that is on the Bonitas member database to confirm access. To update your contact details, please call our contact centre on **0860 002 108** or send an email to membermaint@bonitas.co.za.
- Upon input of this information, the E-Voting platform will send a **One Time Pin** (“OTP”) to the email and/or mobile number on record. This OTP will have to be inserted on the E-Voting platform to allow access to enable you to vote.
- Once successfully authenticated, the voting screen will appear, and the landing page will show a grid of Resolutions with voting buttons alongside each Resolution. You will be able to vote by clicking on the vote “For”, “Against” or “Abstain” in respect of each Resolution.
- After selecting **one (1)** vote per resolution, the E-Voting platform will show your selections. You can change them until you click the “Submit Votes” button. **Click “Submit Votes” only when you are satisfied with your selections.**
- You must vote on all Resolutions.

Please note that once you have confirmed your selection and clicked on the “Submit Votes” button, your vote will be submitted and will thus be irrevocable. Members may only vote once-off, meaning you cannot go back to vote, or edit your voting selection once you have confirmed and successfully submitted your votes. The E-voting platform will automatically exit and show a terminating message thanking you for voting once your votes have successfully been submitted.

📞 USSD VOTING PLATFORM

- USSDs are familiar services that many Members use for everyday purchases such as online banking, airtime recharges, and pre-paid services, and thus this service will provide ease of access when voting for the Resolutions.
- All Principal Members who have a valid mobile number on record can vote using the USSD voting platform. Please ensure that you use the mobile number that you have provided to Bonitas.
- Members will then be able to vote by dialling ***120*0130#**, which will redirect them to the USSD voting platform. To access this platform, you are required to enter your valid Bonitas Membership number or your valid 13-digit SA ID. This information will be matched to the Bonitas membership database to confirm access. To update your contact details, please call our contact centre on **0860 002 108** or send an email to **membermaint@bonitas.co.za**.
- After successful authentication, the voting screens with the three Resolutions will appear as you scroll up to the last Resolution. You will be prompted to vote, *"Select 1. For, 2. Against, 3. Abstain"*, in respect of each Resolution.
- After you have made your selection in respect of each Resolution, the screen will show your selection, and prompt you to either confirm your selection or make changes *"To confirm select 1, to cancel select 2"*.
- If you select 2, you will be required to start over to vote in respect of each Resolution as explained above, and then to confirm your selection by selecting 1.
- Once you select 1 to confirm your selection a terminating message thanking you for voting will appear on the screen as a confirmation that your vote was successfully submitted.
- You must vote on all Resolutions.

Please note that once you have confirmed your selection, your vote will be submitted and will thus be irrevocable. Members may only vote once-off, meaning you cannot go back to vote, or edit your voting selection once you have confirmed and successfully submitted your votes. The USSD voting platform will automatically exit and show a terminating message thanking you for voting once your votes have successfully been submitted.



🕒 WHATSAPP VOTING PLATFORM

- WhatsApp to stay in touch with friends and family, anytime and anywhere. WhatsApp is free and offers simple, secure, reliable messaging and calling, available on phones all over the world.
- All Principal Members who have a valid mobile number on record can access the Bonitas WhatsApp line, by simply clicking on the following link: <https://wa.me/27600702491>. Once in the chat, type “Hi” and the main menu will appear. Select ‘AGM 2024’ in the chat to start your voting process. Please note that the WhatsApp voting platform will only work on smart handheld devices.
- The voting process will require your membership number and dependant code i.e., 00 for the main member. You will receive a **One Time Pin** (“OTP”) to validate your membership. After successful authentication, the voting screen, with the Resolutions will be displayed. You will be prompted to vote, “*Select 1. For, 2. Against, 3. Abstain*”, in respect of each Resolution. Please type the number of your selection in the chat window.
- Once you have voted on all the Resolutions a confirmation message will ask you to review the on-screen selections. You can press 1 to confirm and submit the votes, or 2 to cancel and go back and complete the process again.
- **If you experience any technical issues, type “Exit” and restart the chat.**
- You must vote on all Resolutions.

Please note that once you have confirmed your selection, your vote will be submitted and will thus be irrevocable. Members may only vote once, meaning you cannot go back to vote, or edit your voting selection, once you have confirmed and successfully submitted your votes. The WhatsApp voting platform will automatically exit and show a terminating message thanking you for voting once your votes have successfully been submitted.

For any AGM queries please contact PwC on 011 287 0974 or email za_bonitasagm2024@pwc.com.

To update contact details, please call the contact centre on 086 000 2108 or send an email to membermaint@bonitas.co.za.