

Challenger Limited 2020 Online Annual General Meeting

Frequently asked questions

1. When is Challenger holding its AGM?

Challenger's 2020 AGM will be held at 9:30am (Sydney time) on Thursday 29 October 2020. The meeting will be held online.

2. Why is Challenger holding its 2020 AGM online?

The health and safety of our shareholders and our community is of paramount importance and we've decided to hold our AGM online this year due to COVID-19 and restrictions on public gatherings and travel.

Challenger has adopted these measures so shareholders have an opportunity to participate in the AGM regardless of their location.

3. I'm a shareholder – how do I access Challenger's AGM?

To participate in the AGM, you'll need to log in and register before the AGM starts at 9:30am.

Registration will open from 8.30am (Sydney time) on the day of the meeting (Thursday 29 October 2020).

You can log in to the AGM:

- from your computer or mobile device, by entering the following URL in your browser: web.lumiagm.com/380659978;
- by using the Lumi AGM app, which is available from the Apple App Store or Google Play Store.

Shareholders will need the following information to log in and participate in the AGM in real time:

- the meeting ID for the Challenger Limited AGM, which is **380659978**;
- your username, which is your SRN/HIN; and

- your password, which is the postcode registered to your holding if you are an Australian shareholder (overseas shareholders should refer to the Challenger AGM Online Meeting Guide, available on challenger.com.au/agm, for their password details).

You can access the AGM from your desktop computer, laptop, tablet or mobile device and you will need the latest versions of Chrome, Safari, Internet Explorer 11, Edge or Firefox. We recommend you check your web browser a few days before the meeting by visiting www.whatismybrowser.com.

4. I don't know my SRN/HIN – do I need it?

You'll need your SRN/HIN if you want to vote or ask a question at the AGM.

You can find your SRN/HIN on:

- the welcome letter or other documents you received when you first became a Challenger shareholder;
- your Dividend Statements; or
- either your CHES Broker Sponsored or Issuer Sponsored holding statements (depending on holding type).

5. I'm a shareholder – how do I vote at Challenger's AGM?

Before the AGM

You can vote online before the AGM at:

› www.investorvote.com.au

At the AGM

Once you have logged in to the AGM using the instructions in Question 3, you will be able to vote on each item of business between the commencement of the AGM and the closure of voting as announced by the Chair during the AGM.

6. How do I ask a question?

If you are attending the AGM as a shareholder or appointed proxy, you can submit a question via the Lumi online platform during the AGM. Please ensure you have registered as a shareholder/appointed proxy during the registration period (which will open one hour before the start of the meeting).

Shareholders and appointed proxies can also submit a question before the AGM when voting prior to the AGM at:

› www.investorvote.com.au

To be considered in advance of the AGM, written questions must be received no later than 5.00pm (Sydney time) on Thursday 22 October 2020.

If you are not a Challenger shareholder, you will not be able to ask questions.

7. I'm a proxyholder – how do I vote at Challenger's AGM?

To participate in the AGM, appointed proxies will need a unique username and password.

To receive their unique username and password, proxyholders will need to contact Computershare Investor Services on +61 3 9415 4024 during the online registration period which will open one hour before the start of the meeting.

Appointed proxyholders can also submit a question via the Lumi online platform during the AGM.

8. What happens if I'm a few minutes late logging into the AGM? Will I still be allowed to attend?

Yes, you can join the AGM and vote at any time up until the closure of voting as announced by the Chair during the AGM.

You can log in to the AGM using the instructions in Question 3.

9. Can I still attend the AGM if I've voted prior to the AGM?

Yes, you can attend the AGM by logging into the AGM using the instructions in Question 3.

You don't need to vote at the AGM if you've already voted prior to the AGM. However, your prior vote will be revoked if you vote during the AGM. If you log into the AGM and not vote, your original vote will stand

10. What if I can't attend the AGM?

A recording of the AGM will be available shortly after the AGM concludes at:

› challenger.com.au/agm

11. Who can I call if I need help during the AGM?

If you require assistance before or during the AGM, please call Computershare on +61 3 9415 4024.

This line will be open from registration at 8.30am until the close of the meeting.

12. I'm not a shareholder – can I watch the AGM?

Yes, members of the public can register to view the AGM webcast by visiting the Challenger website at:

› challenger.com.au/agm

Click on the blue "Watch the AGM" tile on the day of the AGM to watch in real time.

If you are not a Challenger shareholder, you will not be able to vote or ask questions.

13. Can I receive future AGM materials and other communications electronically?

Challenger can deliver all of your shareholder communications electronically and we encourage you to make the switch to electronic communications.

You can easily update your email address and communication preferences through Computershare Investor Services:

› <https://www.challenger.com.au/shareholder/shareholder-information/manage-shareholding>