

Annual General Meeting of flatexDEGIRO AG on 04 June 2024

Information about your speech at the virtual Annual General Meeting

1. Technical requirements

General

In order to make speeches by way of video communication, you need a camera and microphone on your end device that can be accessed from the browser, as well as one of the following browsers, depending on the device:

- For a non-mobile end device (PC, notebook, laptop): Chrome from version 89, Edge from version 88 or Safari from version 13.1.
- For an Android mobile device: Chrome version 89 or higher
- For a mobile iOS end device: Safari as of version 13.1

No further installation of software components or apps on the end devices is required. Persons who have registered for a speech via the registration desk will be activated for their speech in the password-protected internet service. The Company reserves the right to check the functionality of the video communication between the shareholder or proxy and the Company during the meeting and before the speech and to reject the speech if the functionality is not ensured.

Please note that your browser does **not have a pop-up blocker** activated.

Internet connection

Please deactivate active VPN connections. An active VPN connection may significantly reduce the transmission quality.

At a public WLAN hotspot (e.g. hotel, restaurant, etc.), a guest WLAN or company WLAN or in a public WLAN, certain functions (e.g. websocket) or the bandwidth are sometimes restricted. Mobile connections may often not be stable and sufficient. In this case, please change your internet connection.

2. Sequence of your speech

General

If you wish to speak via video communication, you must register at the registration desk. Please indicate the agenda items to which your speech relates. If you wish to make a motion in your speech, please indicate the content of your motion.

You can also voluntarily provide a telephone number and/or e-mail address where you can be reached during the general debate.

After you have registered to speak for the first time, a function test of the two-way connection will be carried out together with you. After a successful function test, you will be called to speak at the appropriate time.

Practical tips for your speech by way of video communication.

- Clothing: Avoid clothing with a small checked pattern as this can create a moiré effect (flicker) in the camera image.
- Lighting: Make sure that your face is well illuminated during the lecture. Avoid bright light sources (e.g. windows) in the background.

- Avoid acoustic and/or visual disturbances: Ensure a quiet environment with as little disturbing noise as possible. Please put mobile phones on vibrate or mute. Deactivate e-mail programmes and messenger services during your speech.

After your first request to speak at the request to speak table

The incoming applications for speaking engagements will be processed by the support team one by one. Please wait until you are first called by the support team for the function test. For the function test, you will receive a request to join a test room in a separate pop-up window. In the meantime, you can continue to follow the broadcast of the Annual General Meeting.

Request in a separate pop-up window to enter the test room (function test)

In this step, we check the functionality and technical requirements of your hardware and software components together with you. Please first confirm the request for the function test with "Enter test room" in the separate pop-up window. Please click on "Join conference". A member of the support team will guide you through the further steps. During the function test, you can continue to follow the broadcast of the Annual General Meeting. After the successful function test, we will inform the chairperson of the meeting that you are basically ready to speak. The chairperson will call you to speak at the appropriate time.

Invitation in a separate pop-up window to enter the computer room

You will receive an invitation to enter the computer room in a separate pop-up window. Please confirm this notice immediately. You will be called as one of the next speakers at the AGM. As soon as you have confirmed "Join conference" again, you will see the live broadcast of the AGM. Please now confirm (as you did in the test room) the activation of your microphone and camera and remain ready to speak. You are now following the event in real time.

Call for your speech by the chairman of the meeting

Please begin your speech as soon as the chairperson has given you the floor.

After your speech

When you have finished speaking, leave the conference room again by confirming the final pop-up window. You can now follow the Annual General Meeting via the video and audio transmission. This starts automatically. For technical reasons, there is a delay in the transmission of images and sound via stream. It is therefore possible that you will still be able to follow the end of your own speech in the video and audio transmission.

3. Questions regarding the flow of your speech

Test room

a) You have not yet received a request to enter the test room?

Please check the status of your request to speak. The status "open" means that your request to speak is still being processed. The support team will ask you to enter the test room in due course with a separate pop-up window. Please remain reachable.

We also ask you to check your internet connection: At a public WLAN hotspot (e.g. hotel, restaurant, etc.), a guest WLAN or company WLAN or in a public WLAN, certain functions (e.g. websocket) or the bandwidth are sometimes restricted. Mobile connections may often not be stable and sufficient. In this case, please change your internet connection.

b) You have received a prompt in a separate pop-up window to enter the test room, but it does not open?

We tried to reach you, but unfortunately we did not receive any response. Please remain reachable. The support team will contact you again.

We also ask you to check your internet connection: At a public WLAN hotspot (e.g. hotel, restaurant, etc.), a guest WLAN or company WLAN or in a public WLAN, certain functions (e.g. websocket) or the bandwidth are sometimes limited. Mobile connections may often not be stable and sufficient. In this case, please change your internet connection.

c) You have opened the test room, but you cannot see the support team member yet?

Please click on "Join conference". Only then can you communicate with the members of the support team.

If there is no change even after a longer waiting time, please check your Internet connection: At a public WLAN hotspot (e.g. hotel, restaurant, etc.), a guest WLAN or company WLAN or in a public WLAN, certain functions (e.g. websocket) or the bandwidth are sometimes limited. Mobile connections may often not be stable and sufficient. In this case, please change your internet connection.

d) You have picture and/or sound disturbances in the test room?

You can't hear the support team member?

Please make sure that your speakers are connected or activated. Are your headphones or speakers plugged in correctly? Is your volume control activated? Is the volume set high enough here? To do this, please call up the loudspeaker symbol on your medium.

You cannot speak to the support team member?

You can **only unlock** the microphone after the support team member has asked you to do so. Please move your cursor in the lower area of the support team member's camera image. Here you will find the symbolic image for a microphone. Please click on the symbol image to activate it. As soon as the icon is no longer crossed out, your microphone is activated in the conference.

If this step is not sufficient, please make sure that your microphone is connected. Is your microphone activated in the system settings?

You cannot unlock your camera?

You can **only** unlock the camera after the support team member has asked you to do so. Please move your cursor in the lower area of the camera picture of the support team member. Here you will find the symbol image for a camera. Please click on the symbol image to activate it. As soon as the icon is no longer crossed out, your camera is activated in the conference.

If this step is not sufficient, please make sure that your camera is connected. Is your camera activated in the system settings? Is there no mechanical protection (cover, film) in front of your camera?

Reading room

a) You have not yet received a request to enter the room?

Please check the status of your request to speak. Provided that "In speaker list" appears here and you have successfully completed the procedure in the test room, we ask you to be patient. The support team will ask you to enter the speaking room in a separate pop-up window in due course. Please continue to follow the Annual General Meeting in the video and audio transmission and remain available.

b) After entering the conference room, problems with the image and sound transmission

If you have problems with the picture and sound transmission after entering the control room, please restore the settings that were made during the successful test. Please also check your internet connection: At a public WLAN hotspot (e.g. hotel, restaurant, etc.), a guest WLAN or company WLAN or in a public WLAN, certain functions (e.g. websocket) or the bandwidth are sometimes limited. Mobile connections may often not be stable and sufficient. In this case, please change your internet connection.