

Online Meeting Guide

Aviva Annual General Meeting

02 May 2024



Accessing the meeting virtually

Visit <https://web.lumiagm.com/178239734> on your smartphone, tablet or computer.

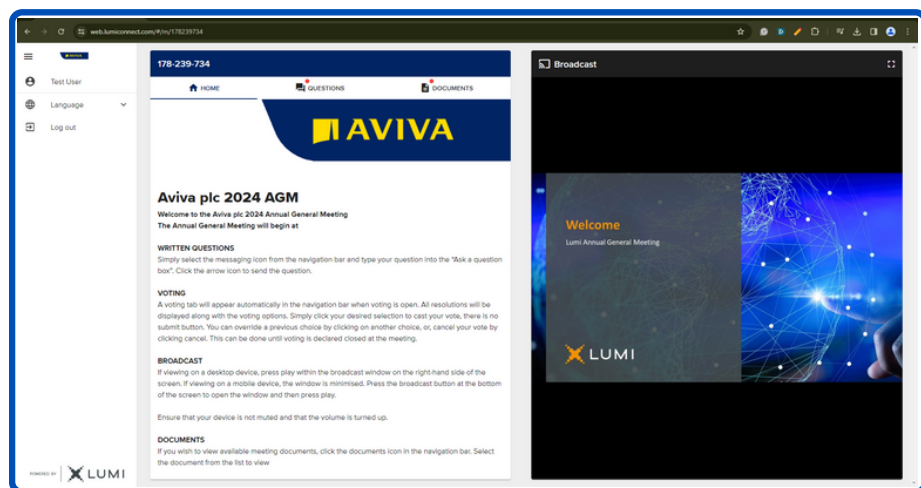
You will then be required to enter your:

- SRN
- PIN

You will need the latest version of Chrome, Safari, Edge or Firefox. Please ensure your browser is compatible.

***An active internet connection is required at all times to participate in the meeting.**

Home page and broadcast

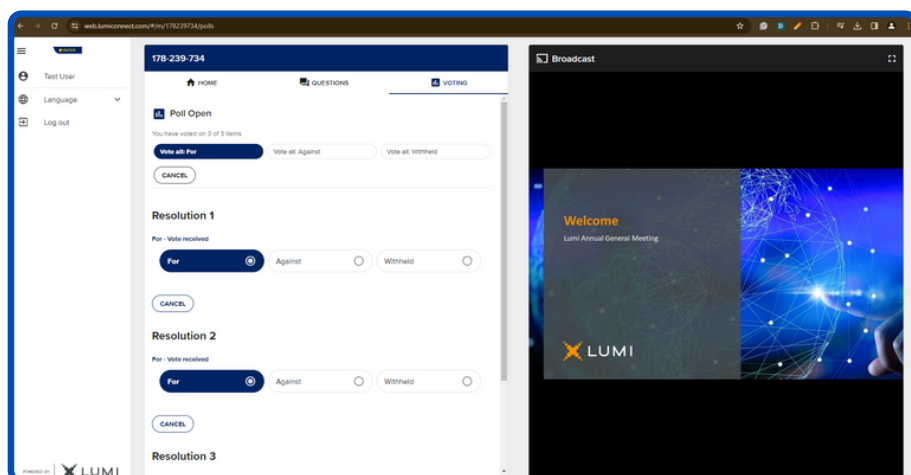


Once logged in, you will be greeted by the home page which contains instructions for using the platform.

The live broadcast of the proceedings will be available on the right-hand side of your device.

Click play on the broadcast, ensure that your device is unmuted and the volume is turned up.

Voting



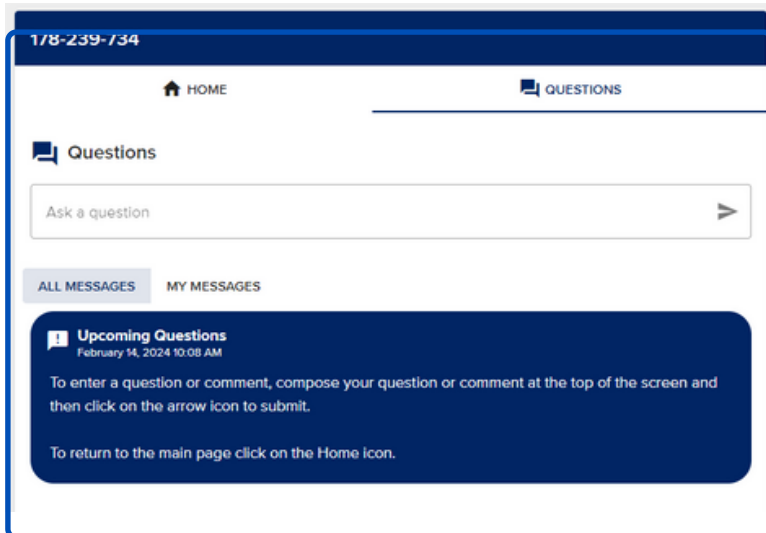
Once the vote has been opened. The voting tab will automatically appear in the navigation bar. All resolutions will be displayed along with the voting options. Simply click on your desired choice to cast your vote.

There is no submit button. You may change your vote as many times as you wish until the Chair declares voting closed. To withdraw your vote and have no selection recorded, press cancel.

To cast all your votes in the same direction, use the 'Vote all' button at the top of the screen.

You may also split your vote by clicking the split vote button.

Questions

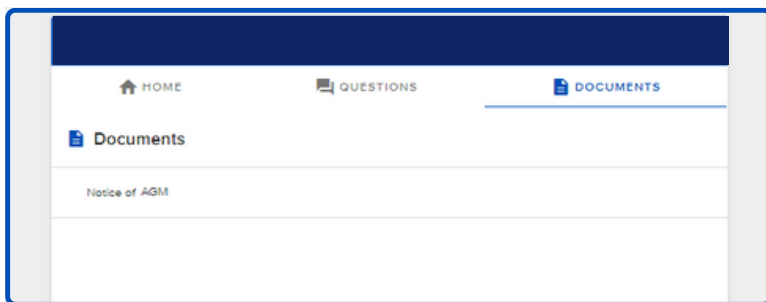


Written Questions

Written questions can be submitted by selecting the messaging icon from the navigation bar and typing your question into the 'Ask a question' box. Click the arrow icon to submit the question.

Copies of the questions you have submitted can be viewed by selecting 'My Messages'.

Documents



Meeting documentation can be found within the documents tab in the navigation bar.

Documents can be read within the platform or downloaded to your device in pdf format.

Icon descriptions



Home tab - Displays meeting instructions



Messaging tab - Submit written questions



Voting tab - View and vote on the resolutions. Only visible once the chair opens voting



Documents tab - View documents relating to the meeting, if available

Duly appointed proxies and corporate representatives

Please contact the Company's registrar at:

<https://www-uk.computershare.com/Investor/#Contact/Enquiry>