



**MTN Zakhele Futhi (RF) Limited  
How to use the Online Voting  
Platform to submit your votes  
and participate in the Annual  
General Meeting (AGM)**

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## 1. Overview

This platform is available to all Certificated Shareholders and dematerialised own-name registered Shareholders only.

Dematerialised shareholders without own-name registration who wish to attend, participate electronically in and/or vote at the AGM are required to first contact and/or instruct their CSDP, broker or nominee to issue them with the necessary letters of representation in terms of the custody agreement entered into between the dematerialised shareholder and their CSDP, broker or nominee to do so before accessing the online facility and following the procedure below. For administrative convenience, shareholders are requested to lodge the letters of representation with the Company's registrars by no later than 14:00 on 30 July 2020.

Dematerialised shareholders without own-name registration who do not wish to attend the meeting must instruct their CSDP, broker or nominee as to how they wish to vote. The voting instructions must reach the CSDP, broker or nominee in sufficient time to allow the CSDP, broker or nominee to advise the Company or the Company's transfer secretaries, Nedbank Limited (acting through its Share Scheme Administration business unit) of their instructions by no later than 14:00 on 30 July 2020, for administrative convenience.

**If you are unable to attend the AGM**, you may, through the online facility, prior to the commencement of the meeting, vote on the resolutions set out on page 31 of the Notice of the AGM by:

- completing and returning the Form of Proxy on page 31 of the notice of the AGM; or
- appointing a proxy to attend in your stead; or
- casting your votes electronically through the iProxy platform.

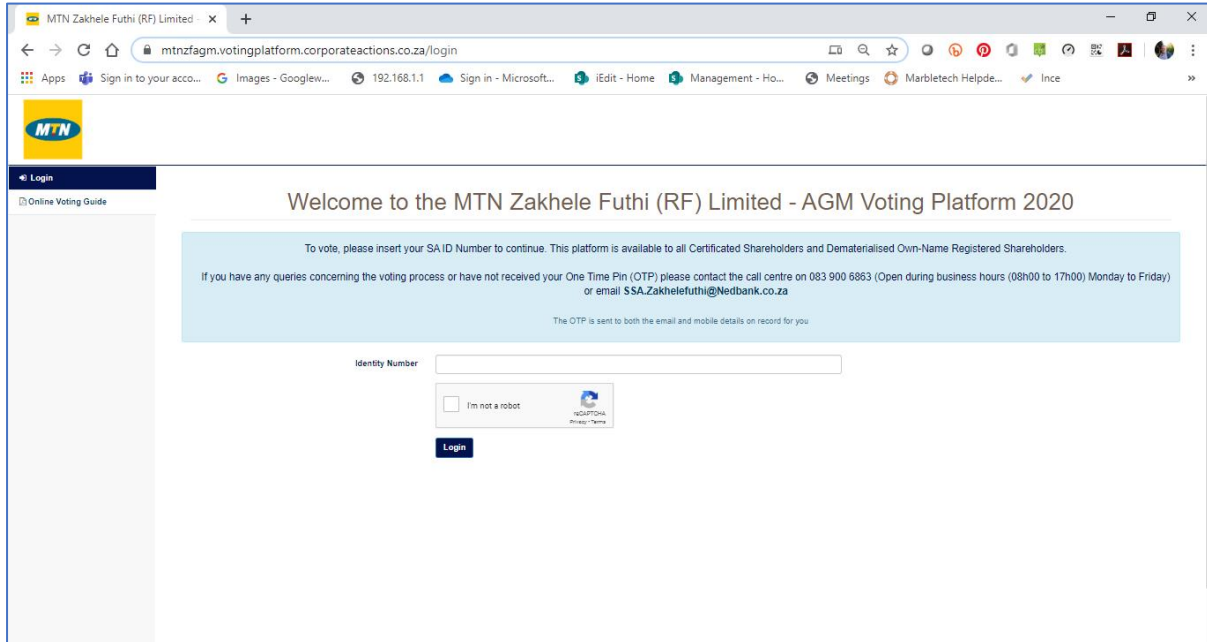
Details are provided below on how to cast your votes prior to the meeting.

**Shareholders who are able to attend the AGM** can do so by accessing the online webcast facility. Details on how to access the online webcast facility to participate in and/or vote at the AGM are provided below.

### a) Your Login Credentials

The URL address to access the iProxy platform is

<https://mtnzf.votingplatform.corporateactions.co.za/login>



The login credentials are your SA ID Number which, once successfully input, triggers a One Time Pin (OTP) that is sent to your mobile device and email. In the case of Groups, the SA ID Number of the authorised representative, once successfully input, triggers an OTP that is sent to the authorised representative's mobile device and email.

**If you did not provide the Transfer Secretaries, Nedbank Limited, acting through its Share Scheme Administration business unit, with your ID number – you will not be able to vote using the online voting platform but may still cast your vote by completing the Form of Proxy on page 31 of the Notice of the AGM and returning it to the Company's transfer secretaries, Nedbank Limited (acting through its Share Scheme Administration business unit) by no later than 14:00 on 30 July 2020, for administrative convenience.**

### b) Cell Phone Networks and OTPs

Whilst the delivery of OTPs is normally quick to your mobile device, circumstances outside our control can delay the delivery of OTPs. It is for this reason that your OTP is also sent to your email address (in instances where one has been provided to the Transfer Secretary, Nedbank Limited, acting through its Share Scheme Administration business unit). If you keep logging in and requesting a new OTP it is important to note that the newest OTP overwrites and cancels its predecessor.

### c) Time Out messages

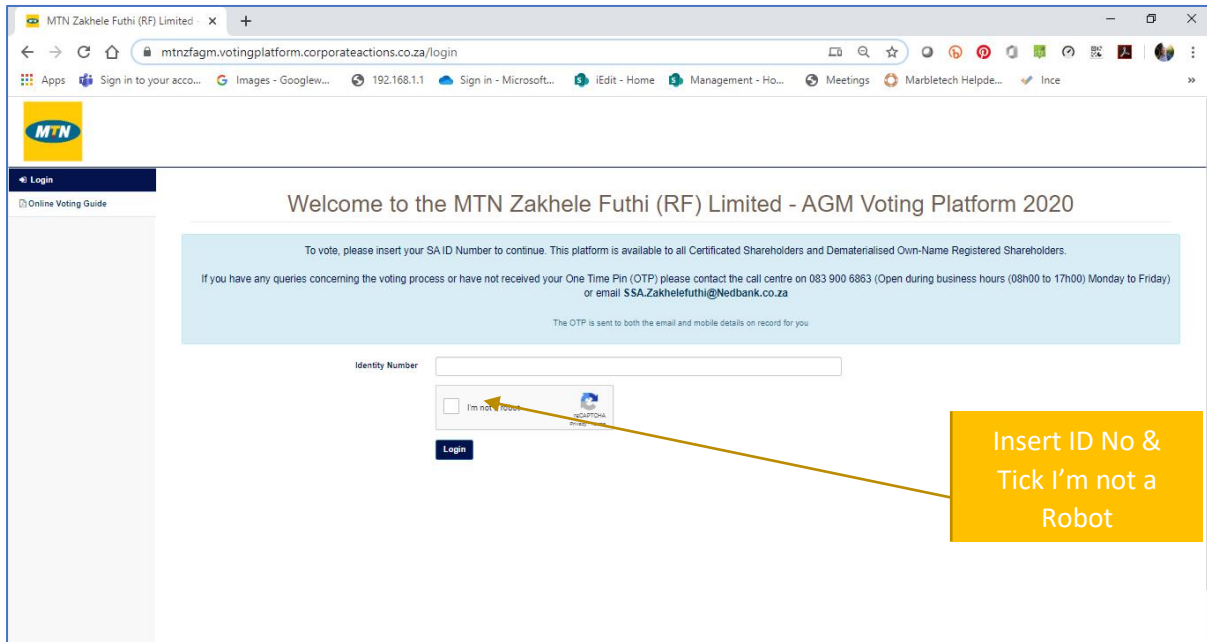
The platform has built-in security features that time out users after 5 minutes of no activity. If you get an error message that reads **Invalid CSRF token. Form ignored.** refresh your screen and login again.

### d) Logging out without completing your vote

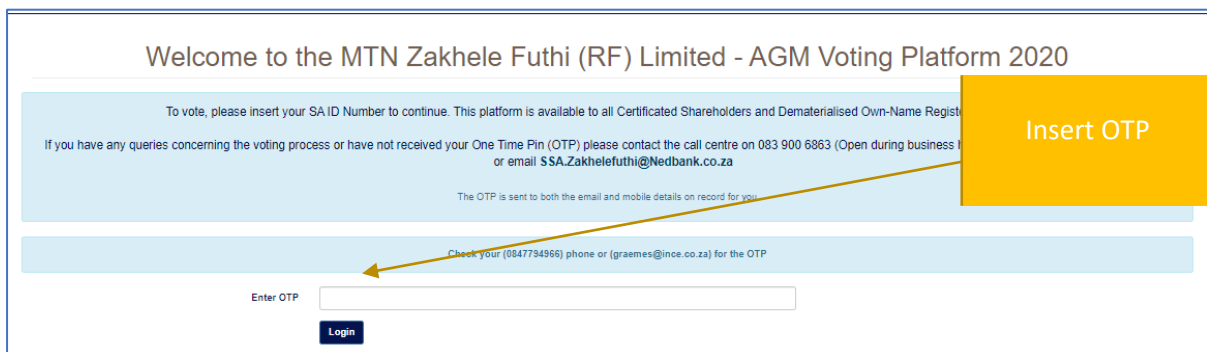
The platform is designed to allow you to login and not vote and then login again and cast your vote.

## 2. Login in Screen

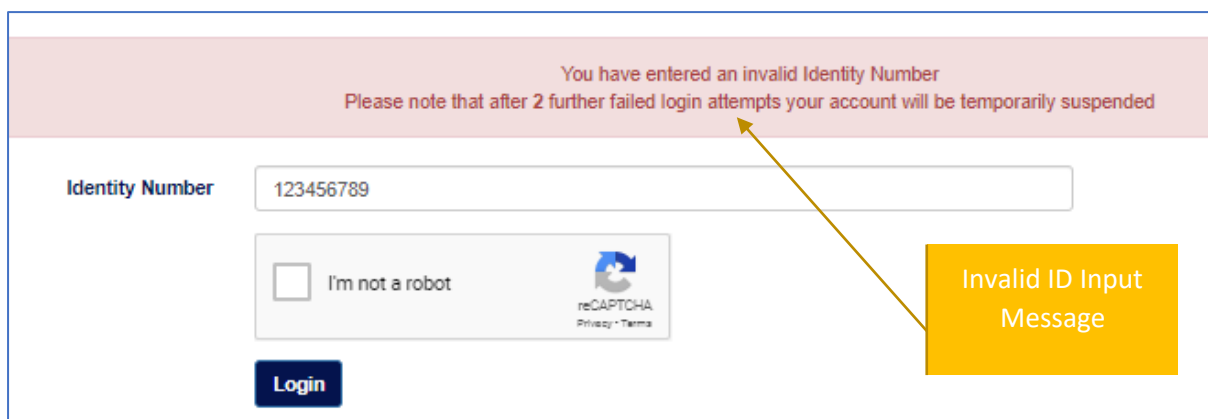
The login screen is shown below. This is accessed at <https://mtnzf.votingplatform.corporateactions.co.za/login>



Insert your SA ID Number where the comment **Enter Identity Number** is shown in addition to ticking the **I'm not a Robot** Tick Box. Once you have inserted a valid SA ID Number, the platform indicates where the OTP has been sent (see below)



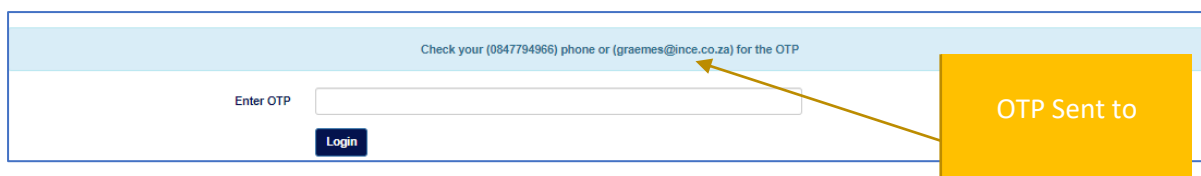
If you insert an incorrect ID Number, the platform will advise an error message indicating this fact (see below).



The screenshot shows a login form with a red error banner at the top. The banner contains the text: "You have entered an invalid Identity Number" and "Please note that after 2 further failed login attempts your account will be temporarily suspended". Below the banner, the "Identity Number" field contains "123456789". There is a checkbox for "I'm not a robot" and a reCAPTCHA logo. A yellow callout box labeled "Invalid ID Input Message" has an arrow pointing to the error banner.

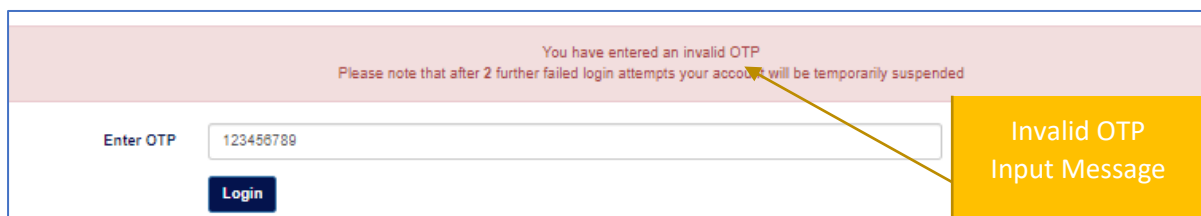
On your third attempt where incorrect details are input, the platform will temporarily suspend you logging on for 5 minutes

The OTP is a random six-digit number that is emailed to your address on record



The screenshot shows an OTP input page. At the top, a light blue banner contains the text: "Check your (0847794966) phone or (graemes@inco.co.za) for the OTP". Below this, the "Enter OTP" field is empty. A yellow callout box labeled "OTP Sent to" has an arrow pointing to the banner text.

If you insert an incorrect OTP, the platform will advise an error message indicating this fact (see below).



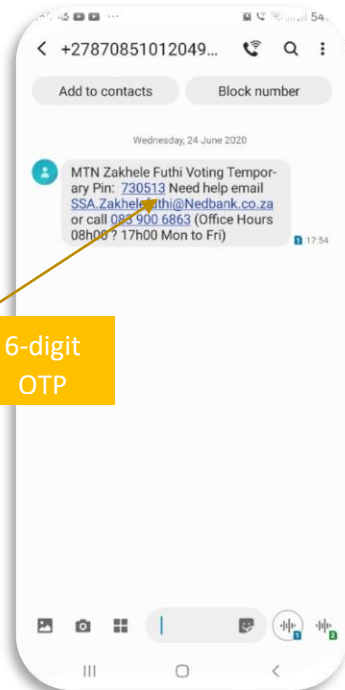
The screenshot shows the login page with a red error banner. The banner contains the text: "You have entered an invalid OTP" and "Please note that after 2 further failed login attempts your account will be temporarily suspended". Below the banner, the "Enter OTP" field contains "123456789". A yellow callout box labeled "Invalid OTP Input Message" has an arrow pointing to the error banner.

An example of the OTP messages sent to your mobile device and email address are shown overleaf.

#### OTP sent to Mobile Device

Sender Number:

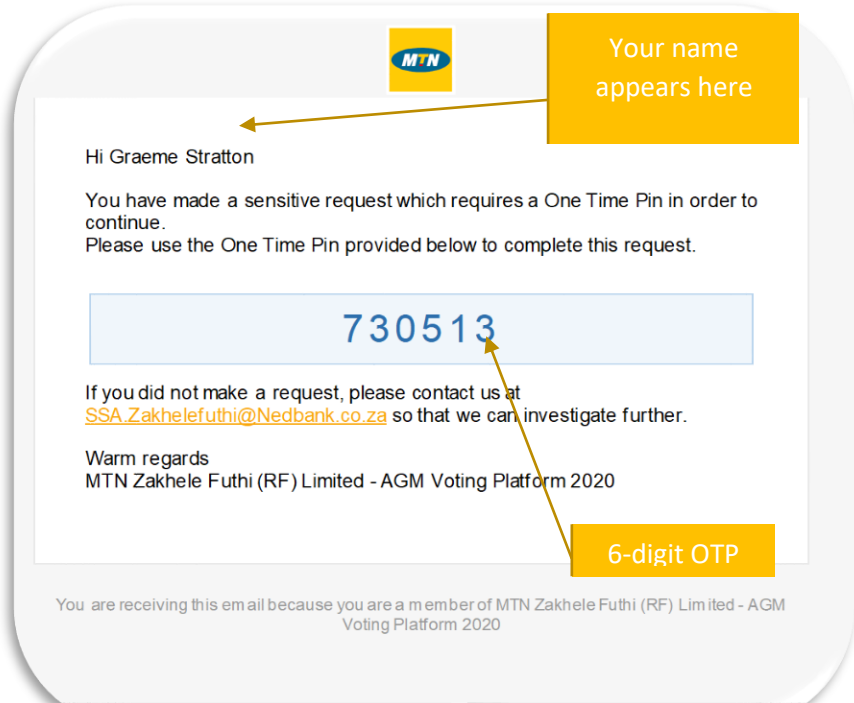
**+2787085101216927**



#### OTP Sent to Email Address

Sender Address: MTN Zakhele Futhi

[noreply@votingplatform.corporateactions.co.za](mailto:noreply@votingplatform.corporateactions.co.za)



### 3. Landing Page Once you have logged in

Once you have logged in you will view the account(s) that you are entitled to cast votes for (see below)

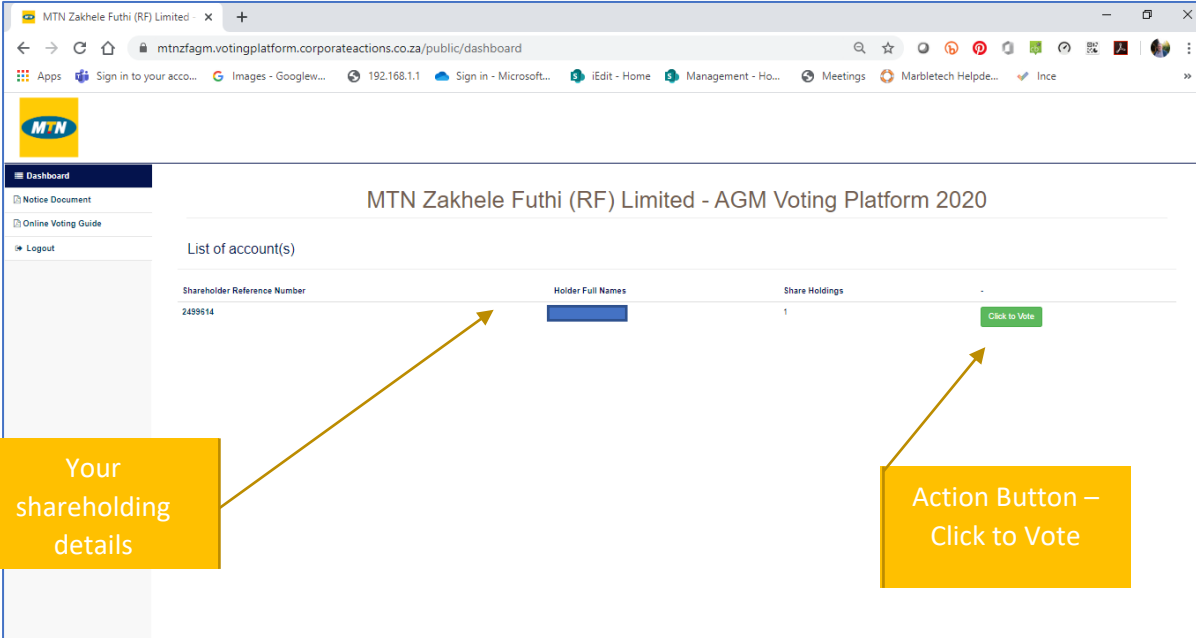
The accounts are sorted in name order indicating:

- Shareholder Reference Number (Your share register account number)
- Holder Full Names
- Shareholding
- Click to Vote button

If you are entitled to vote for multiple accounts, you must vote on each account individually

## 4. Casting Your Vote

Selecting the *Click to Vote* button opens the voting details page (see screen shot below)



MTN Zakhele Futhi (RF) Limited - AGM Voting Platform 2020

List of account(s)

Shareholder Reference Number	Holder Full Names	Share Holdings
2495514	[Redacted]	1

Click to Vote

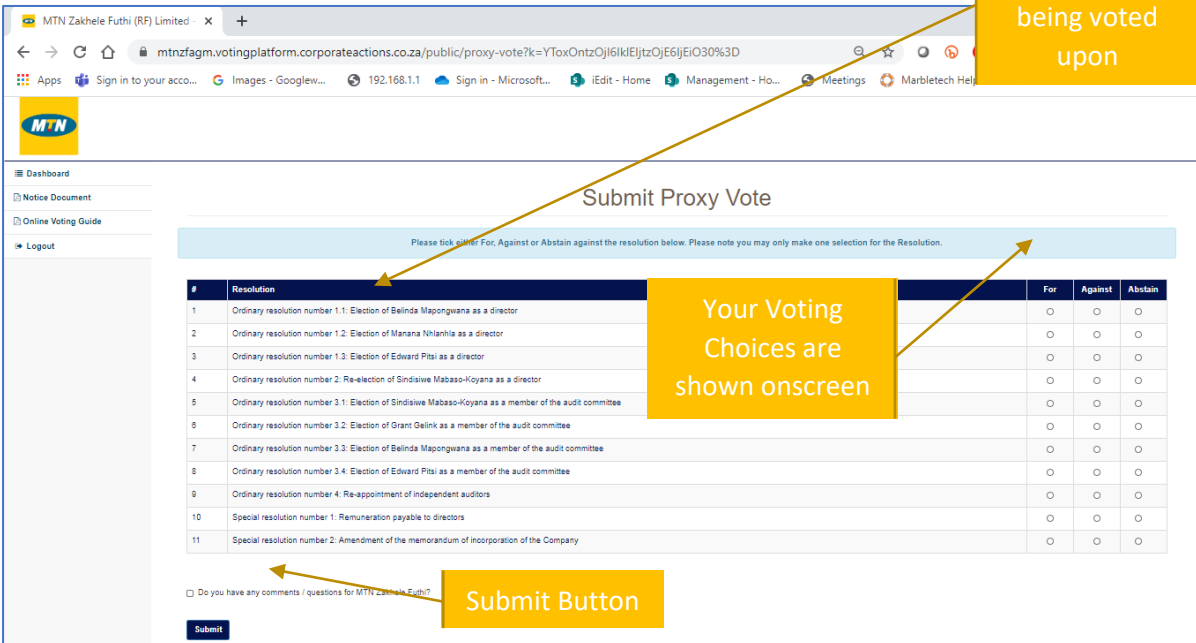
Your shareholding details

Action Button – Click to Vote

This page shows the full text of the resolutions as detailed in the Proxy Form issued with the Notice of Annual General Meeting. The voting options are to vote **For** or to vote **Against** or to **Abstain**.

**You may only make one choice when voting.**

## 5. Confirmation of your Vote



Submit Proxy Vote

Please tick **For**, **Against** or **Abstain** against the resolution below. Please note you may only make one selection for the Resolution.

#	Resolution	For	Against	Abstain
1	Ordinary resolution number 1.1: Election of Belinda Mapongwana as a director	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	Ordinary resolution number 1.2: Election of Manana Nhlashila as a director	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	Ordinary resolution number 1.3: Election of Edward Pitsi as a director	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	Ordinary resolution number 2: Re-election of Sindisive Mabaso-Koyana as a director	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	Ordinary resolution number 3.1: Election of Sindisive Mabaso-Koyana as a member of the audit committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	Ordinary resolution number 3.2: Election of Grant Gelinik as a member of the audit committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7	Ordinary resolution number 3.3: Election of Belinda Mapongwana as a member of the audit committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8	Ordinary resolution number 3.4: Election of Edward Pitsi as a member of the audit committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9	Ordinary resolution number 4: Re-appointment of independent auditors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10	Special resolution number 1: Remuneration payable to directors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11	Special resolution number 2: Amendment of the memorandum of incorporation of the Company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any comments / questions for MTN Zakhele Futhi?

Submit

Resolutions being voted upon

Your Voting Choices are shown onscreen

Submit Button



## How to use the Online Voting Platform to submit your votes and participate in the Annual General Meeting (AGM)



If you have any comment for MTN Zakhele Futhi regarding your vote, please click on the comment box *Do you have any comments / questions for MTN Zakhele Futhi?* (see below). This opens a box that you may insert your comments questions into.

☐ Do you have any comments / questions for MTN Zakhele Futhi?

## 6. Submitting your vote

Once you are happy with your voting choices, click on the blue *Submit* button on the bottom left of your screen (see below)

Submit Proxy Vote

Please tick either For, Against or Abstain against the resolution below. Please note you may only make one selection for the Resolution.

#	Resolution	For	Against	Abstain
1	Ordinary resolution number 1.1: Election of Belinda Mapongwana as a director	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	Ordinary resolution number 1.2: Election of Manana Nhlamhla as a director	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	Ordinary resolution number 1.3: Election of Edward Pitso as a director	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	Ordinary resolution number 2: Re-election of Sindiswe Mabaso-Koyana as a director	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	Ordinary resolution number 3.1: Election of Sindiswe Mabaso-Koyana as a member of the audit committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	Ordinary resolution number 3.2: Election of Grant Gelink as a member of the audit committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7	Ordinary resolution number 3.3: Election of Belinda Mapongwana as a member of the audit committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8	Ordinary resolution number 3.4: Election of Edward Pitso as a member of the audit committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9	Ordinary resolution number 4: Re-appointment of independent auditors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10	Special resolution number 1: Remuneration payable to directors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11	Special resolution number 2: Amendment of the memorandum of incorporation of the Company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

☐ Do you have any comments / questions for MTN Zakhele Futhi?

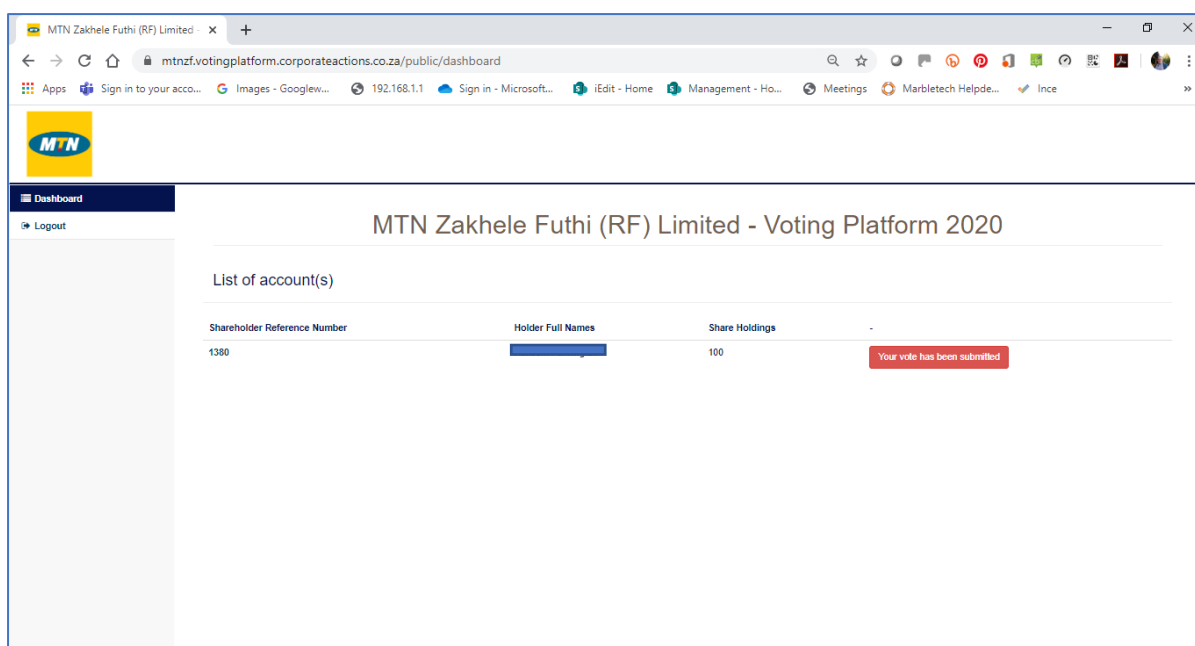
**Submit Button**

The platform will then accept your vote and show a success message (see below)

Thank you for submitting your proxy vote. [Back to dashboard](#)

**Success Message**

The platform will after a few seconds return you to the screen shown below.

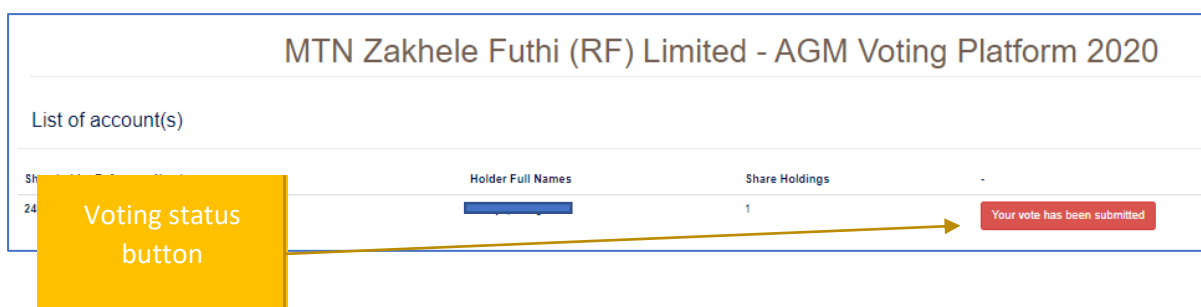


If you click on the *Your vote has been submitted* button the platform will show the message below:

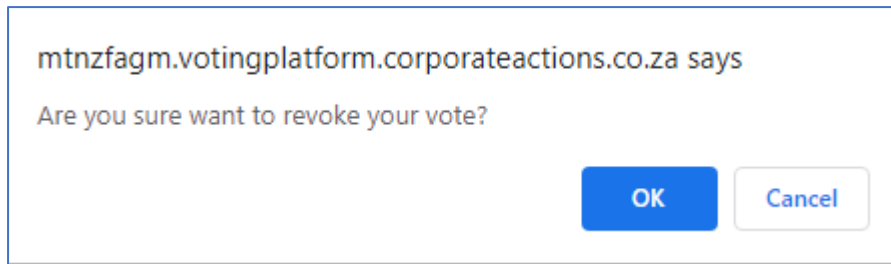
**Your vote has been submitted. Thank you for voting.**

## 7. Revoking your vote

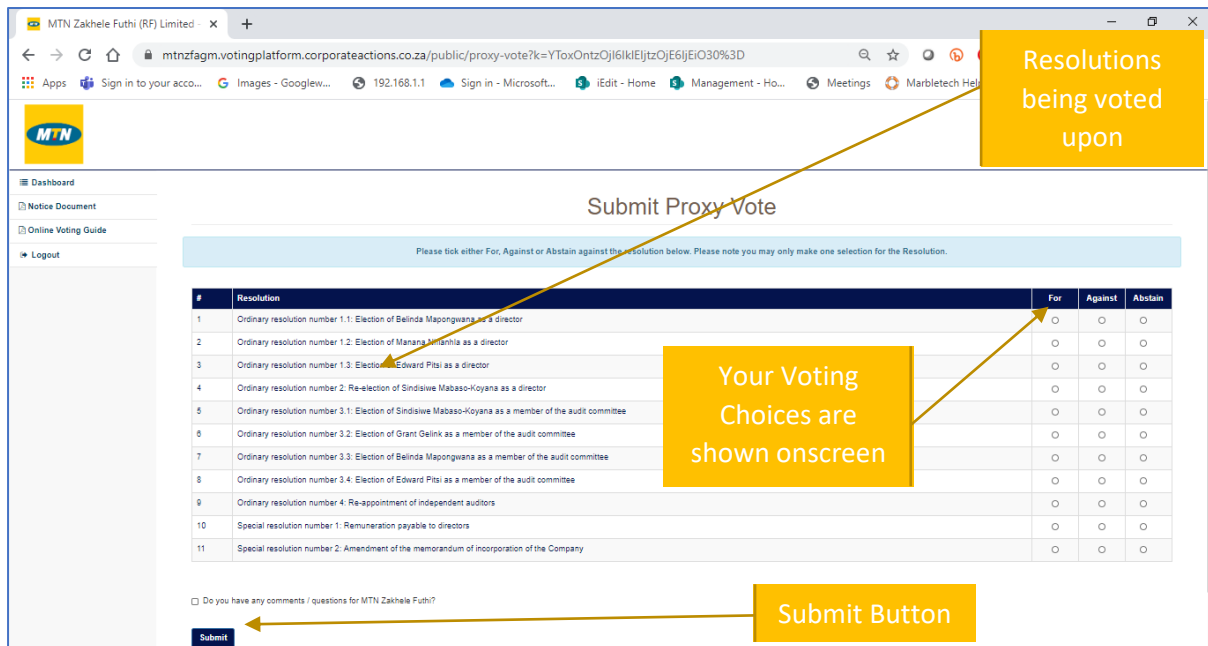
The platform allows you to login multiple times and revoke and change your vote any time up to the close of the pre-AGM voting for administrative purposes. Once you have voted on the platform, a red Voting Status message box stating **Your vote has been submitted** is displayed on the screen (see overleaf).



In order to revoke your vote, click on the **Your vote has been submitted** box. This opens a pop-up message asking **Are you sure want to revoke your vote?** (see below)



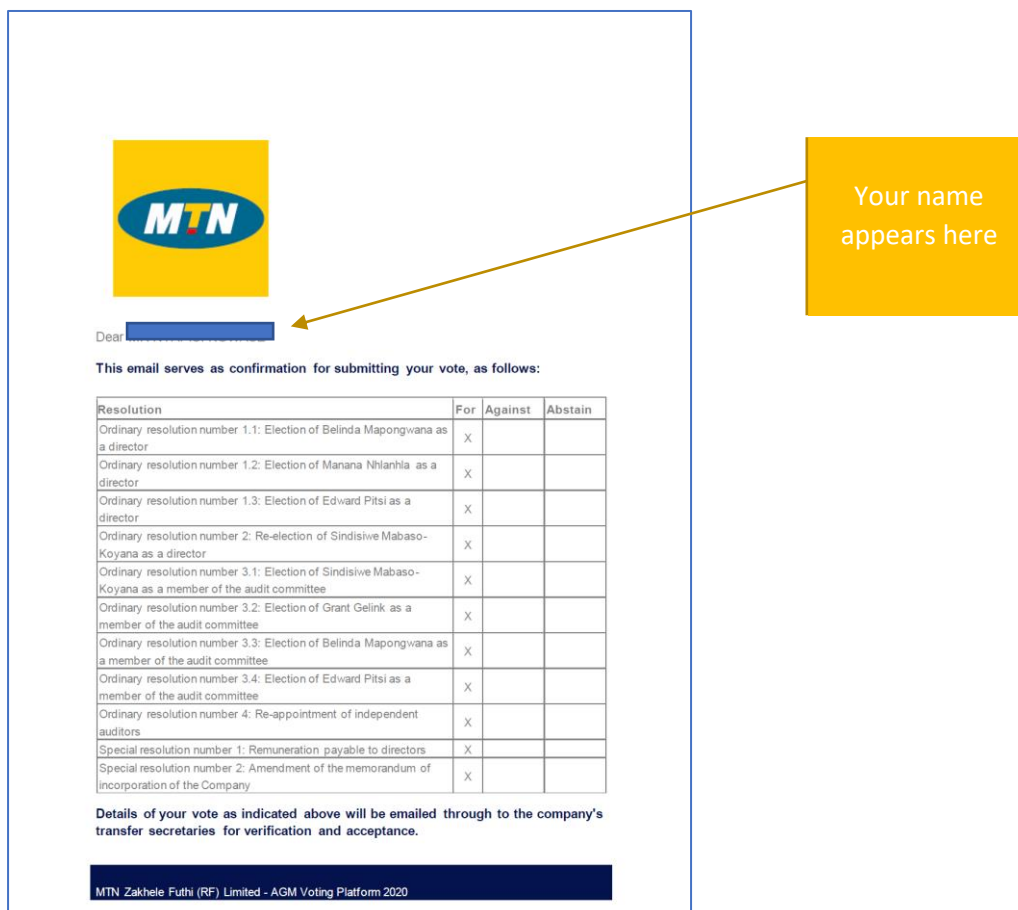
Clicking on the **OK** re-opens the voting page (see below). Your previously recorded vote will be overwritten by your new vote.



This then enables you to remake you voting choices and submit your input.

## 8. Confirmation of your Vote prior to the AGM

Once you have cast your vote the platform will send you an email confirming your voting selections. This confirmation is sent to the email on record for you. (see overleaf)



**MTN**

Dear [REDACTED]

This email serves as confirmation for submitting your vote, as follows:

Resolution	For	Against	Abstain
Ordinary resolution number 1.1: Election of Belinda Mapongwana as a director	X		
Ordinary resolution number 1.2: Election of Manana Nhlanhla as a director	X		
Ordinary resolution number 1.3: Election of Edward Pitsi as a director	X		
Ordinary resolution number 2: Re-election of Sindisive Mabaso-Koyana as a director	X		
Ordinary resolution number 3.1: Election of Sindisive Mabaso-Koyana as a member of the audit committee	X		
Ordinary resolution number 3.2: Election of Grant Gelink as a member of the audit committee	X		
Ordinary resolution number 3.3: Election of Belinda Mapongwana as a member of the audit committee	X		
Ordinary resolution number 3.4: Election of Edward Pitsi as a member of the audit committee	X		
Ordinary resolution number 4: Re-appointment of independent auditors	X		
Special resolution number 1: Remuneration payable to directors	X		
Special resolution number 2: Amendment of the memorandum of incorporation of the Company	X		

Details of your vote as indicated above will be emailed through to the company's transfer secretaries for verification and acceptance.

MTN Zakhele Futhi (RF) Limited - AGM Voting Platform 2020

Your name appears here

## 9. Voting on the day of the AGM

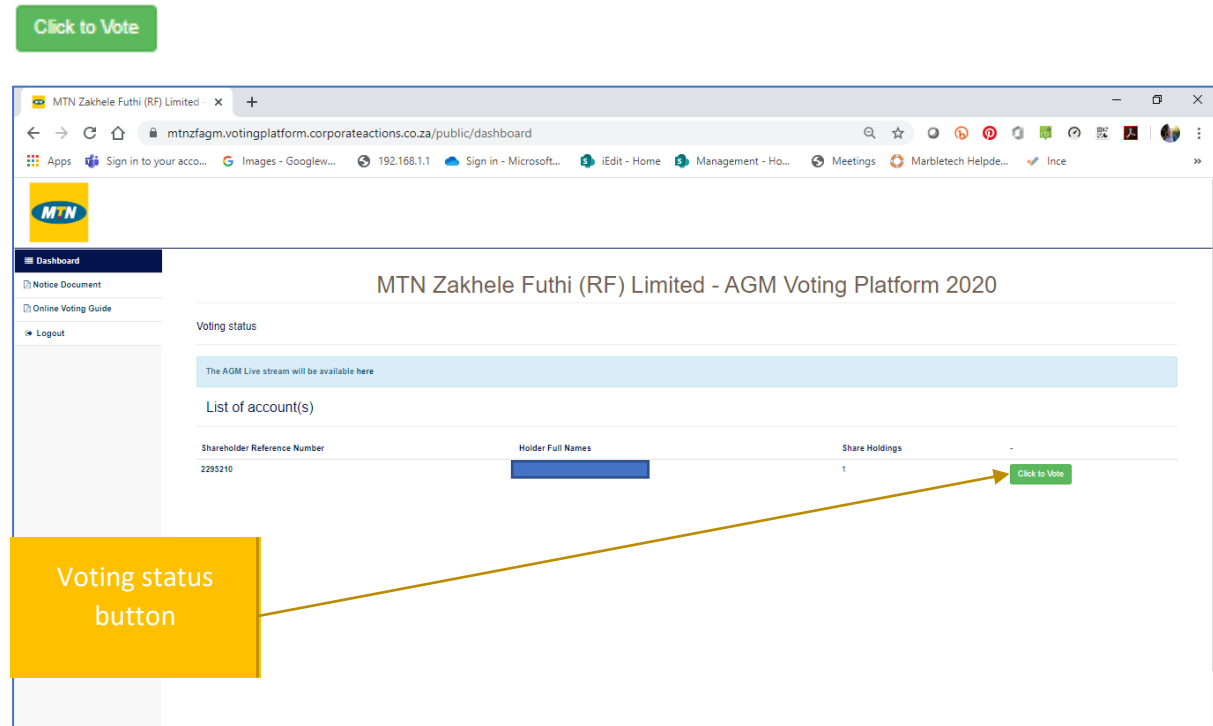
### a) Logging into the platform

If you have not cast a proxy vote prior to the AGM, you will login at the same URL to vote on the day of the AGM which is <https://mtnzfagm.votingplatform.corporateactions.co.za/login>

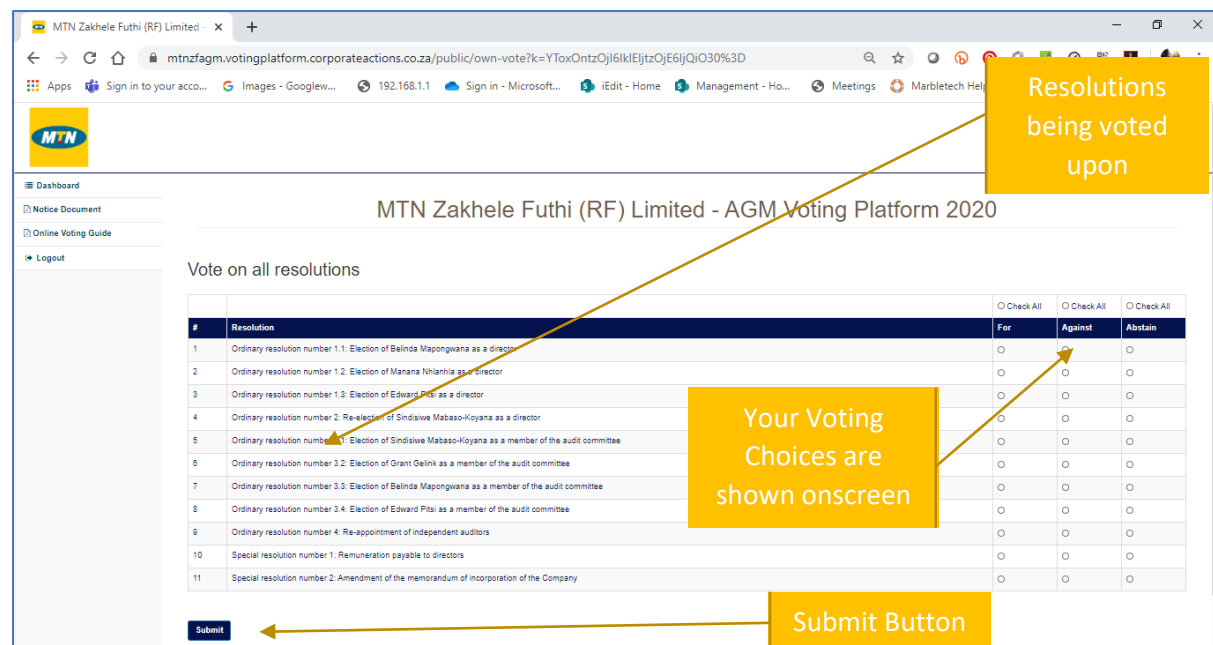
Please complete the login process as detailed in points 1, 2 and 3 above.

b) Landing page after logging into the platform and voting

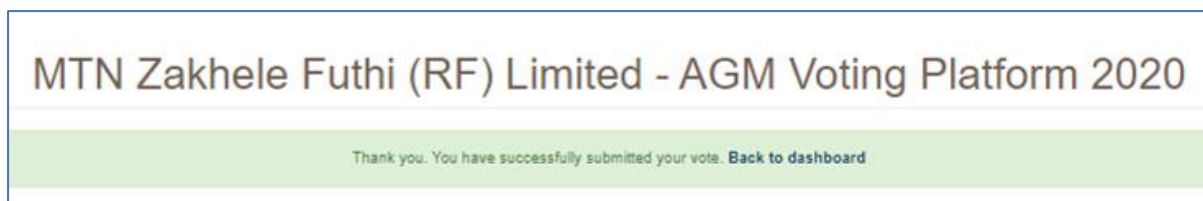
The platform indicates if you have already voted prior to the AGM or not, If the action button **Click to Vote** (see below) is green, then you have not voted and may now do so (see below)



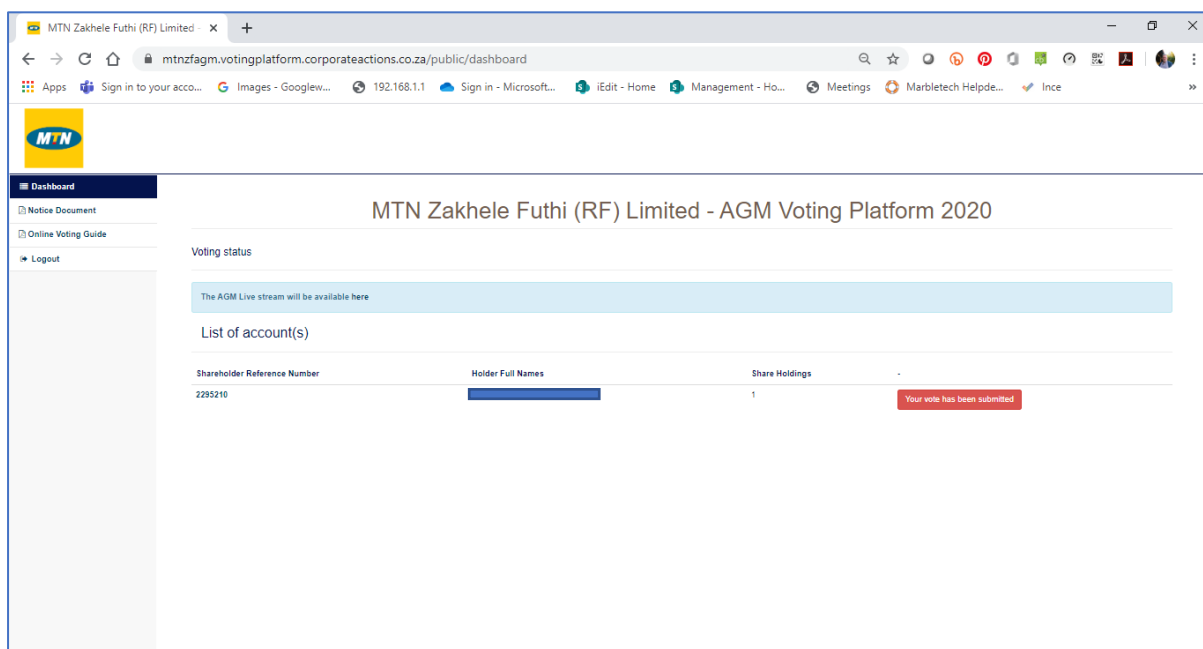
Clicking on the Click to vote button opens the voting page (see below)



Once you have made your voting selections, click on the **Submit** button (bottom left of the screen) to complete your votes. The platform acknowledges your submission by showing the message ***“Thank you. You have successfully submitted your vote. Back to Dashboard.”*** This message is shown overleaf.

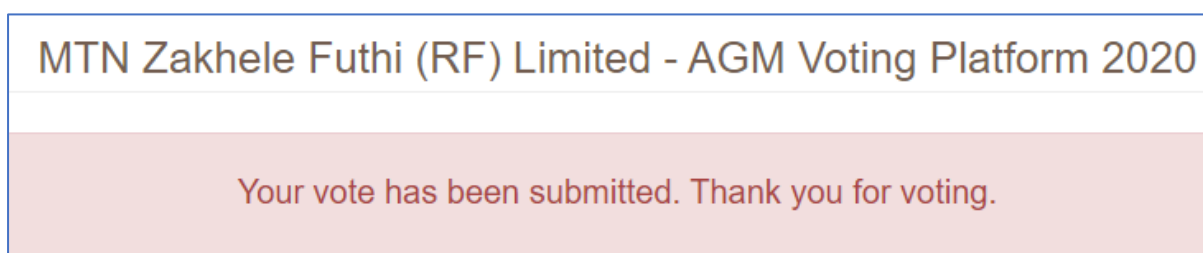


After a few moments, the main landing page (see below)



The Voting Status changes from Click to Vote to **Your Vote has been submitted**

If you click on this message, the platform will indicate an information message “Your vote has been submitted. Thank you for voting” as you may only vote once at the AGM. (see below)



## 10. Confirmation of your Vote at the AGM

Once you have cast your vote at the AGM, the platform will send you an email confirming your voting selections. This confirmation is sent to the email on record for you.



Your name  
appears here

Dear [REDACTED]

**This email serves as confirmation for submitting your vote at the AGM, as follows:**

Resolution	For	Against	Abstain
Ordinary resolution number 1.1: Election of Belinda Mapongwana as a director	X		
Ordinary resolution number 1.2: Election of Manana Nhlanhla as a director	X		
Ordinary resolution number 1.3: Election of Edward Pitsi as a director	X		
Ordinary resolution number 2: Re-election of Sindisiwe Mabaso-Koyana as a director	X		
Ordinary resolution number 3.1: Election of Sindisiwe Mabaso-Koyana as a member of the audit committee	X		
Ordinary resolution number 3.2: Election of Grant Gelink as a member of the audit committee	X		
Ordinary resolution number 3.3: Election of Belinda Mapongwana as a member of the audit committee	X		
Ordinary resolution number 3.4: Election of Edward Pitsi as a member of the audit committee	X		
Ordinary resolution number 4: Re-appointment of independent auditors	X		
Special resolution number 1: Remuneration payable to directors	X		
Special resolution number 2: Amendment of the memorandum of incorporation of the Company	X		

Yours faithfully,

MTN Zakhele Futhi (RF) Limited - AGM Voting Platform 2020

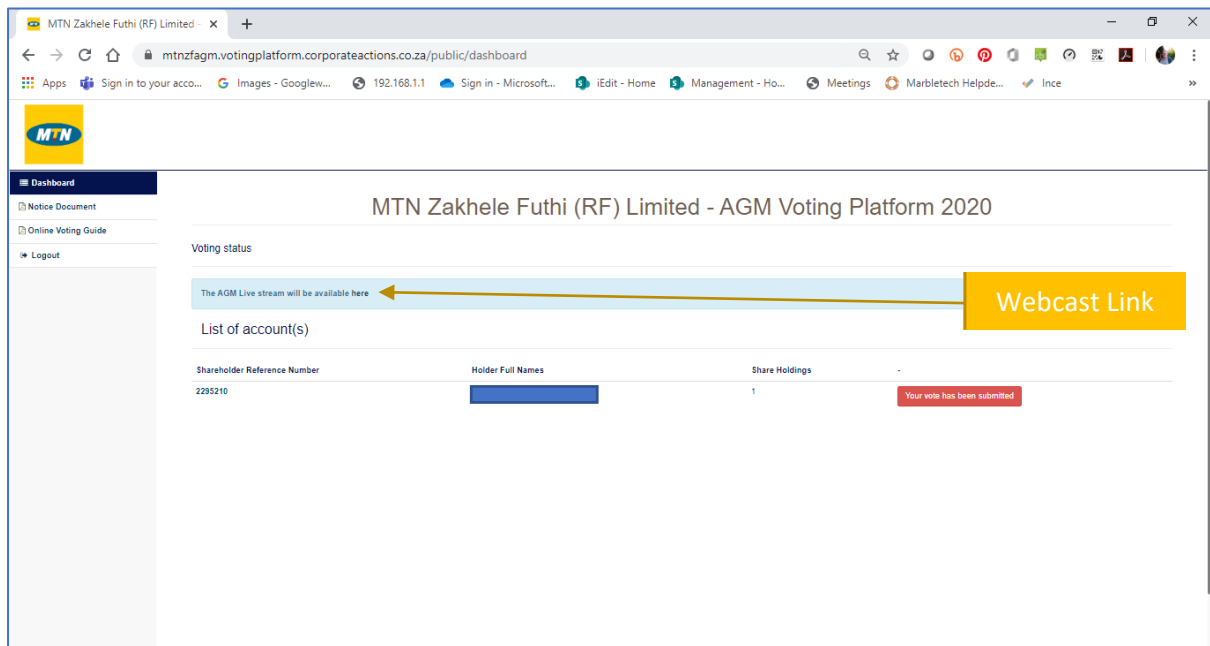
MTN Zakhele Futhi (RF) Limited - AGM Voting Platform 2020

## 11. Watching the webcast

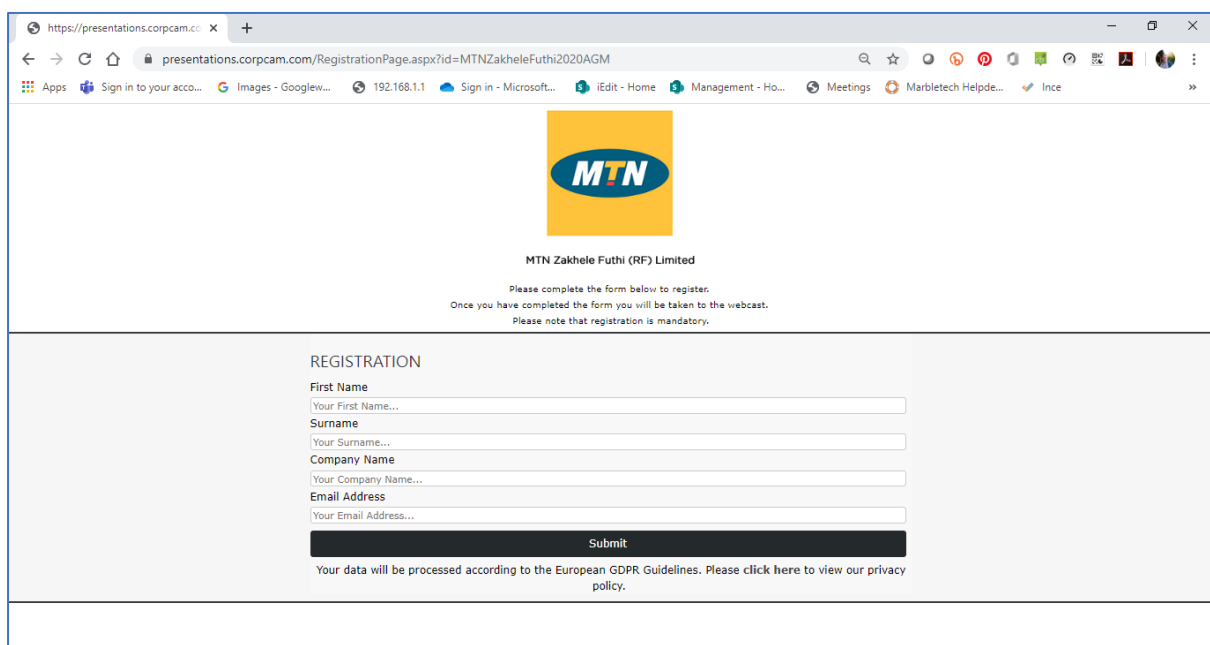
### a) Clicking on the webcast Link

The webcast may be viewed by clicking on the word *here* in the comment “The AGM Live stream will be available here” (see below)

The AGM Live stream will be available here



Clicking on this link will open-up the webcast in another window (see below)



https://presentations.corpcam.co.za/RegistrationPage.aspx?id=MTNZakheleFuthi2020AGM

**MTN**

MTN Zakhele Futhi (RF) Limited

Please complete the form below to register.  
Once you have completed the form you will be taken to the webcast.  
Please note that registration is mandatory.

**REGISTRATION**

**First Name**  
Your First Name...

**Surname**  
Your Surname...

**Company Name**  
Your Company Name...

**Email Address**  
Your Email Address...

**Submit**

Your data will be processed according to the European GDPR Guidelines. Please click [here](#) to view our privacy policy.

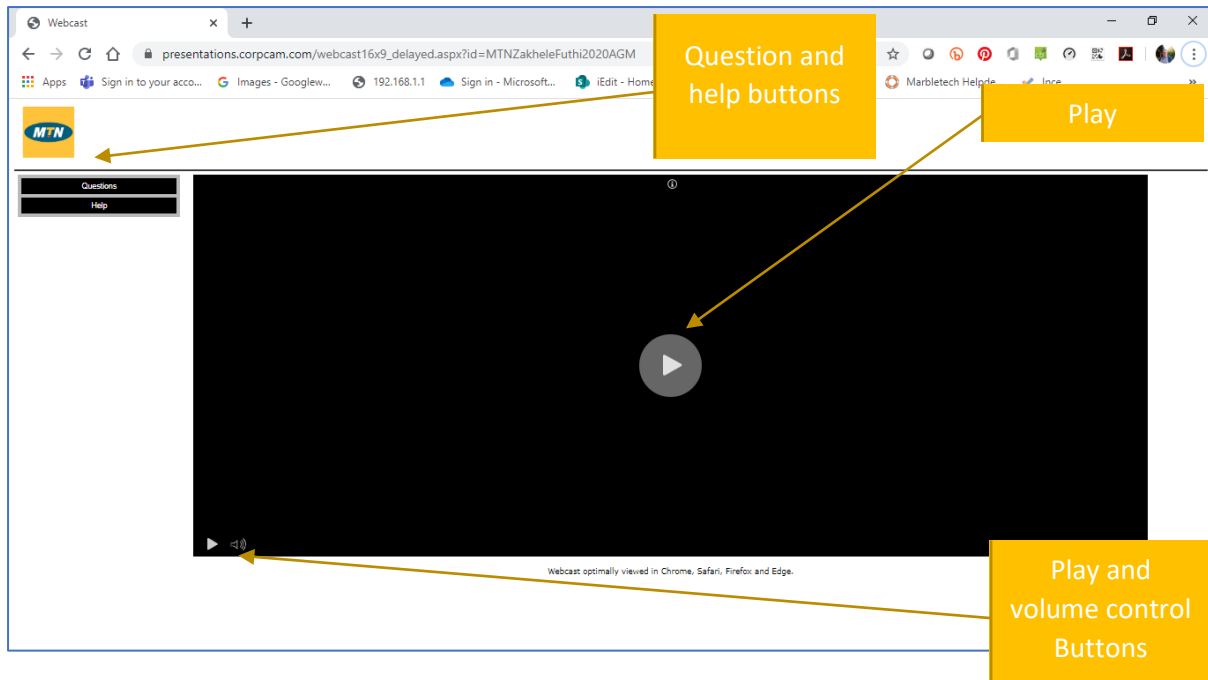


## How to use the Online Voting Platform to submit your votes and participate in the Annual General Meeting (AGM)

Please insert your details to view the webcast. The details required are :

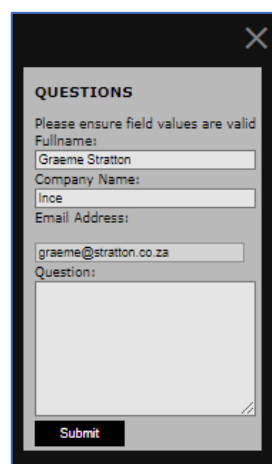
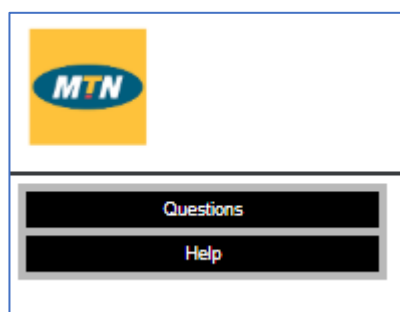
- First Name
- Surname
- Company Name
- Email Address

The Webcast will now open (see below)



### b) Asking Questions

The webcast screen enables you to ask text questions. Click on the *Questions* Button (below the MTN logo (see below)



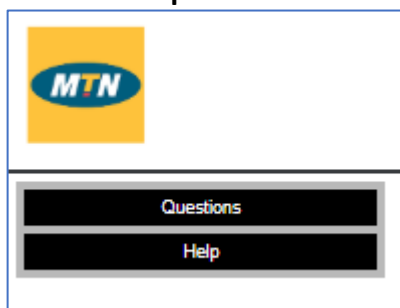
A screenshot of a 'QUESTIONS' form. At the top, it says 'Please ensure field values are valid'. The form contains the following fields: 'Fullname:' with the value 'Graeme Stratton', 'Company Name:' with the value 'Ince', and 'Email Address:' with the value 'graeme@stratton.co.za'. Below these is a large text area for the 'Question:'. At the bottom of the form is a 'Submit' button.

Insert your question and then click on the *Submit* button

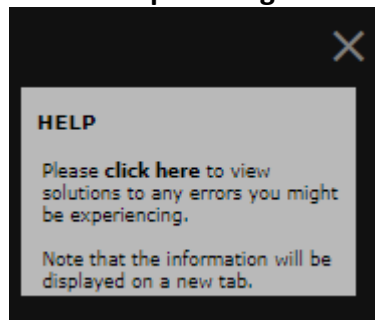
### c) Webcast Trouble Shooting

Should you experience any trouble during the webcast please click on the *help* button on the webcast screen situated below the PPS Logo (see below)

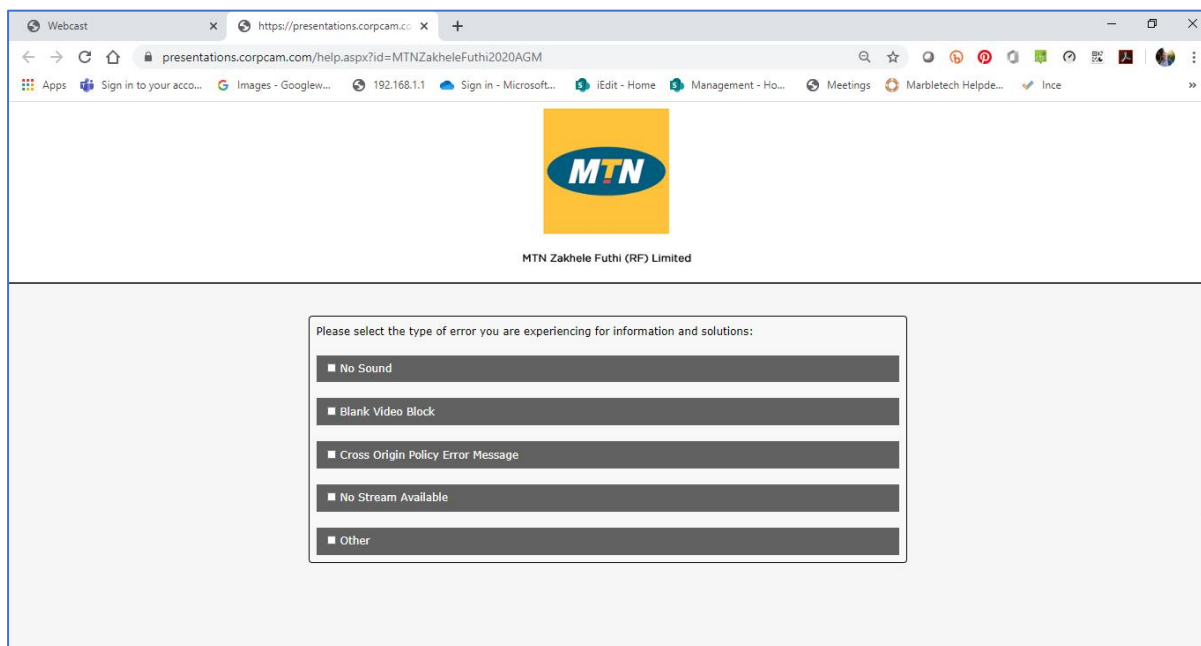
**Help Button**



**Help Message**



Clicking on the *click here* opens a help screen (see below) that allow you to troubleshoot the problem





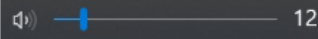


By opening the subjects useful trouble shooting information is displayed (see below)

Please select the type of error you are experiencing for information and solutions:

☒ No Sound

**The video is playing but no sound is coming through**

**Solution**

1. Ensure your speakers are not on mute
  - a. On bottom right of screen, in notification section, look for the speaker icon 
  - b. Ensure that it is not muted 
  - c. Ensure that the volume is not too low  12
2. Ensure that the video is not on mute
  - a. On bottom left of video block, ensure that the sound is not muted, by clicking on the speaker button in the video block and unmute  
3. Ensure that the speaker sound is not too low in both above speaker options.

☐ Blank Video Block

☐ Cross Origin Policy Error Message

☐ No Stream Available

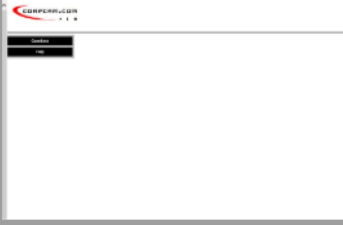
☐ Other

Please select the type of error you are experiencing for information and solutions:

☐ No Sound

☒ Blank Video Block

**Tabs can be viewed on the left but no video block is loading on the right.**



**Solution**

Please use one of the following browsers instead:

- Google Chrome
- Microsoft Edge
- Firefox
- Safari

☐ Cross Origin Policy Error Message

☐ No Stream Available

☐ Other

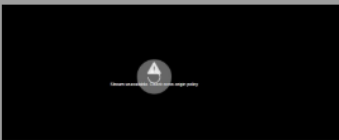
Please select the type of error you are experiencing for information and solutions:

☐ No Sound

☐ Blank Video Block

☒ Cross Origin Policy Error Message

You can see the video block with a Cross Origin Policy error message in the center of the video block.



**Solution**

1. Disconnect from your company wireless.
2. Connect to a 3G connection either from your computer or your mobile device.
3. Click on the webcast link again and see if you can view the webcast.
4. If the video can be viewed from the different connection, it means your company firewall is blocking the webcast.
5. Contact your IT department to resolve.

☐ No Stream Available

☐ Other

Please select the type of error you are experiencing for information and solutions:

☐ No Sound

☐ Blank Video Block

☐ Cross Origin Policy Error Message

☒ No Stream Available

You can see a video block with an error message in the center of the video block – No Stream Available.

**Solution**

1. Please ensure that you have the correct date and time for the event.

If the date and time is correct, please try the following:

1. Close the browser
2. Open the webcast link again

☐ Other