



MTN Zakhele Futhi (RF) Limited

**How to use the Online and USSD
Voting Platform to submit your
votes and participate in the Virtual
Annual General Meeting (AGM) to
be held on
19 May 2025 at 11h00**

<https://mtnzakhelefuthi.vagm.africa>

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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 **11h00 on 16 May 2025** for administrative convenience.

A letter of representation for all Shareholders holding shares with Nedbank Private Wealth, through the facilitated trading process, has already been obtained and no further action in this regard by such Shareholder will, therefore, be required.

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 **11h00 on 16 May 2025** 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 by proxy on the resolutions set out on pages 55 to 59 of the Notice of the AGM by:

- completing and returning the Form of Proxy on pages 64 - 65 of the notice of the AGM; or
- appointing a proxy to attend in your stead; or
- casting your proxy votes electronically through the iProxy or USSD platform where you are appointing the Chairman of the meeting as your proxy to vote on your behalf.

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 take part in and/or vote at the AGM are provided below.

a) Your login credentials.

The URL address to access the iProxy platform is: <https://mtnzakhelefuthi.vagm.africa>

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

If you did not provide the Transfer Secretaries, Nedbank Limited, acting through its Share Scheme Administration business unit, with your SA 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 pages 64 and 65 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 **11h00 on 16 May 2025** for administrative convenience.

b) Mobile 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 both your email address and mobile number in instances where these have been provided. If you keep logging in and requesting a new OTP it is important to note that the newest OTP overwrites and cancels its predecessor. To check if email and mobile details are recorded for you go to Point 3 on Page 8 of this document.

c) 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.

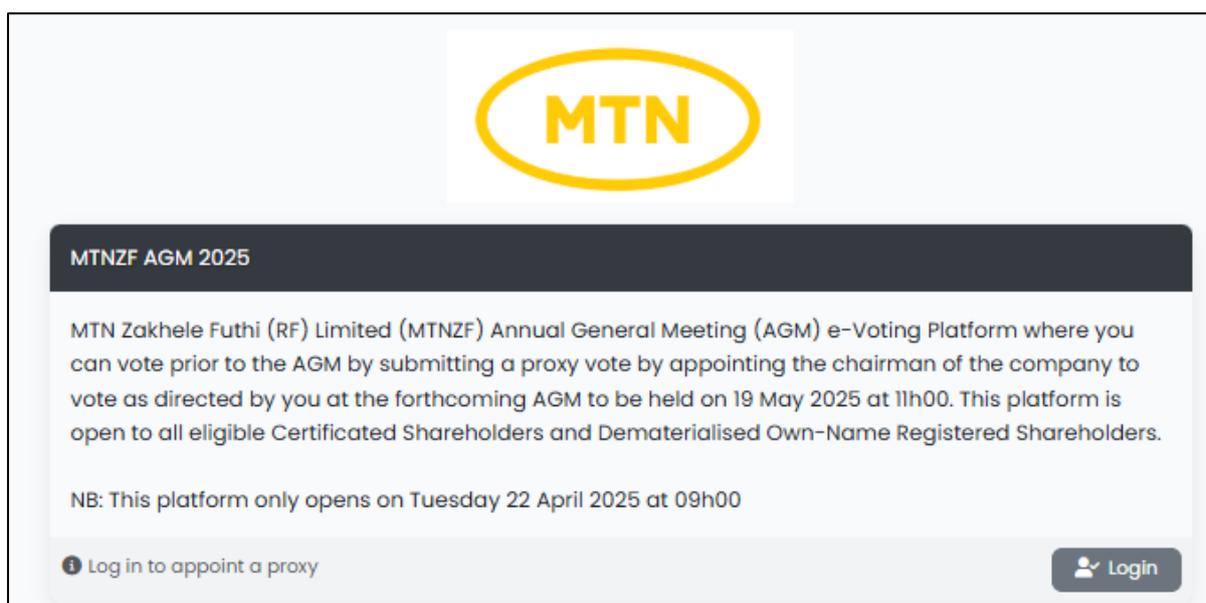
d) Are your mobile and email details, correct?

The platform is designed to allow you to update your email and mobile details should these need to be changed. Go to section 4 (page 8) of this document to check on and if required, to update your contact details.

2. Login screens

The login screen is shown below. This is accessed at:

<https://mtnzakhelefuthi.vagm.africa>



The first login screen provides you with information about the event and who may utilise the platform. To view more details of the event, click on the **Login** button.

The platform will now open to the View Event Page (see overleaf).

The next screen has three specific components:

Top Block

The screenshot shows a dark header with the text "MTNZF AGM 2025". Below the header, the main text reads: "MTN Zakhele Futhi (RF) Limited (MTNZF) Annual General Meeting (AGM) e-Voting Platform where you can vote prior to the AGM by submitting a proxy vote by appointing the chairman of the company to vote as directed by you at the forthcoming AGM to be held on 19 May 2025 at 11h00. This platform is open to all eligible Certificated Shareholders and Dematerialised Own-Name Registered Shareholders." Below this, a note states: "NB: This platform only opens on Tuesday 22 April 2025 at 09h00". At the bottom left, there is an information icon and the text "Attend the virtual event and vote online". At the bottom right, there is a "Continue" button with a person icon.

This segment of the screen shows a top-level summary of the platform.

Centre Block

The screenshot shows a dark header with the text "Appointing a proxy". Below the header, the text reads: "Started at: Tue, 1 Apr 2025, 12:00" and "Ends at: Tue, 8 Apr 2025, 12:00". Below this, the section is titled "Appointing a proxy:" and the text reads: "You may appoint the Chairperson of the Annual General Meeting to act as your proxy." Below this, the text reads: "You can choose to vote 'For,' 'Against,' or 'Abstain.' To change your voting choice on each resolution, click on any of the unticked radio buttons against each resolution." Below this, a note states: "NB: You may only make one voting choice per resolution." At the bottom, the text reads: "Once you've made your decision, please click the 'Submit Votes' button."

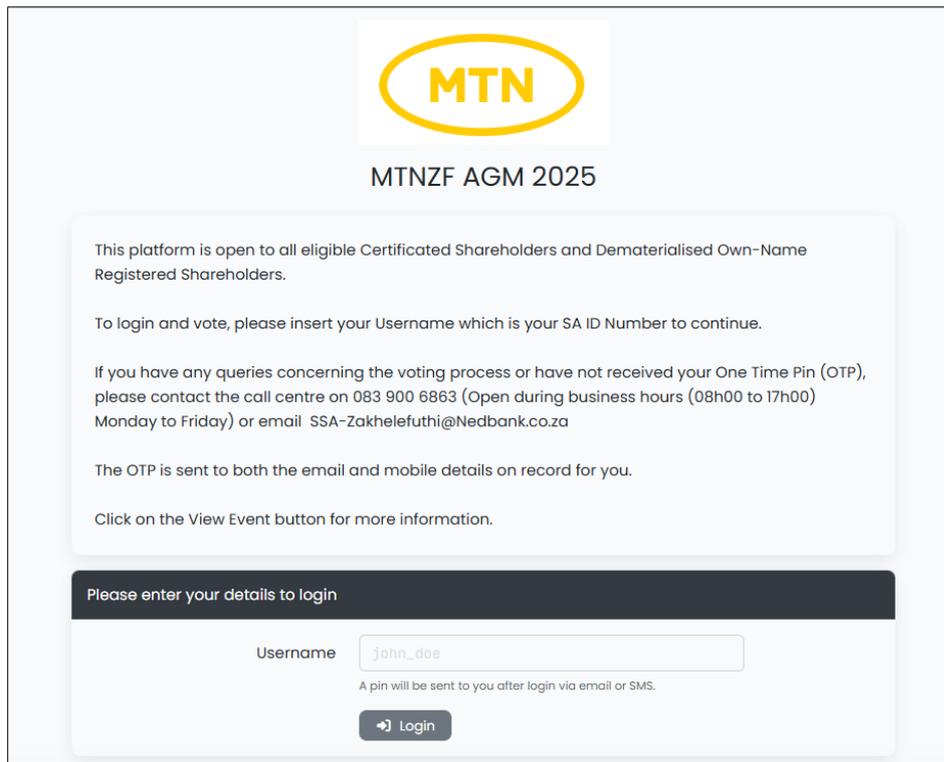
This segment of the screen shows proxy voting instructions.

Bottom Block

The screenshot shows a dark header with the text "Voting Event". Below the header, the text reads: "Started at: Mon, 7 Apr 2025, 08:00" and "Ends at: Mon, 7 Apr 2025, 22:00". Below this, the section is titled "Event Instructions:" and the text reads: "When casting your votes, kindly indicate your preference for each of the resolutions. You can choose to vote 'For,' 'Against,' or 'Abstain.' To change your voting choice on each resolution, click on any of the unticked radio buttons against each resolution." Below this, a note states: "NB: You may only make one voting choice per resolution." Below this, the text reads: "Once you've made your decision, please click the 'Submit Votes' button." Below this, the text reads: "Please note that once your votes have been submitted that they are deemed irrevocable and cannot be changed." Below this, the text reads: "To join the live stream of the webcast: click on the Voting button and then click on the blue Join button below the screen icon displayed on your screen." Below this, the text reads: "To ask a question: follow the onscreen prompts on the right hand side of the Voting page"

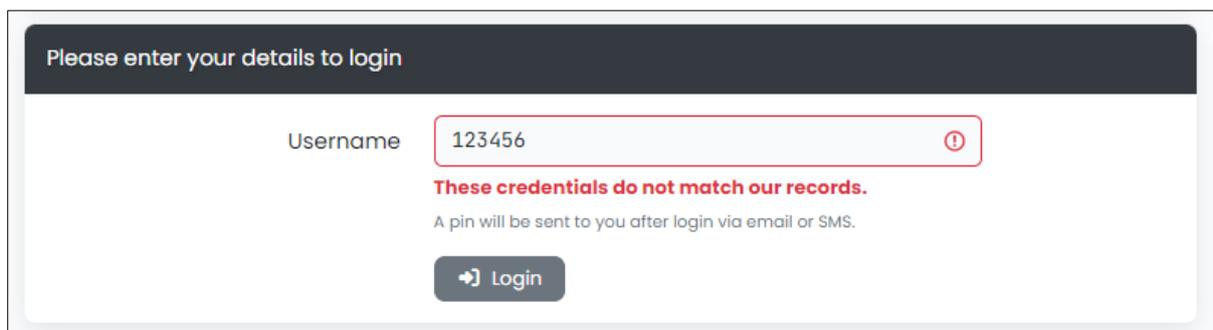
This segment of the screen shows voting instruction applicable to the day of the AGM

Click on the **Login button** to continue. This will open the main login screen (see next page).



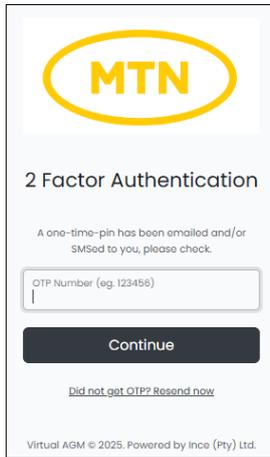
Insert your Username which is your SA Identity Number and click on the Login Button

If you make an input error or insert a SA Identity Number that is not in the eligible shareholders database, then the platform will show the below message to you.

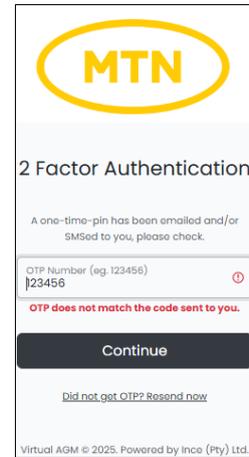


Once a valid SA Identity Number has been inserted and validated, the platform will open the screen to insert the One Time Pin (OTP) that is sent to your email and mobile contact details. (see overleaf).

OTP Capture Screen

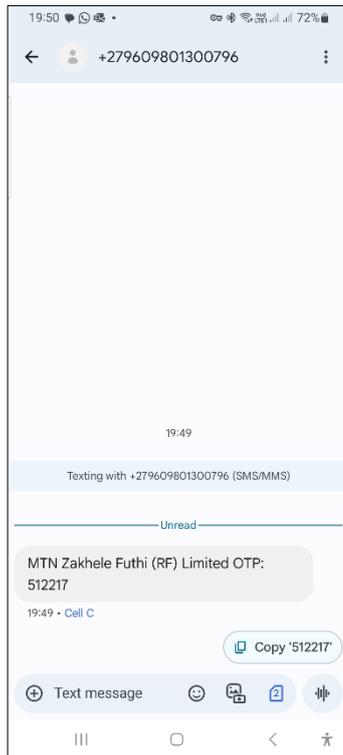


Incorrect OTP inserted

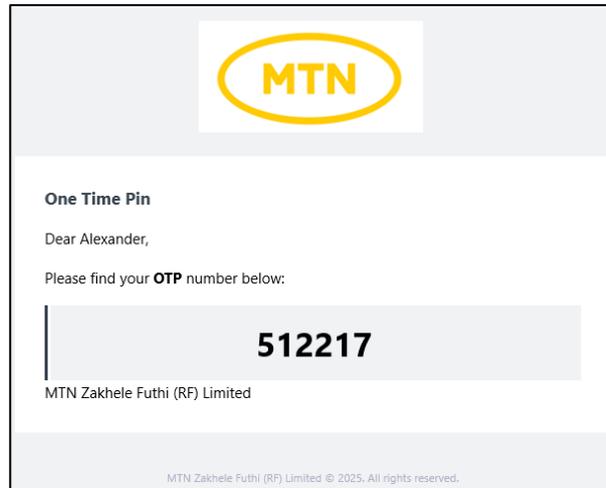


Examples of the OTP messages that you will receive are detailed in the table below.

OTP sent by SMS



OTP Sent by Email

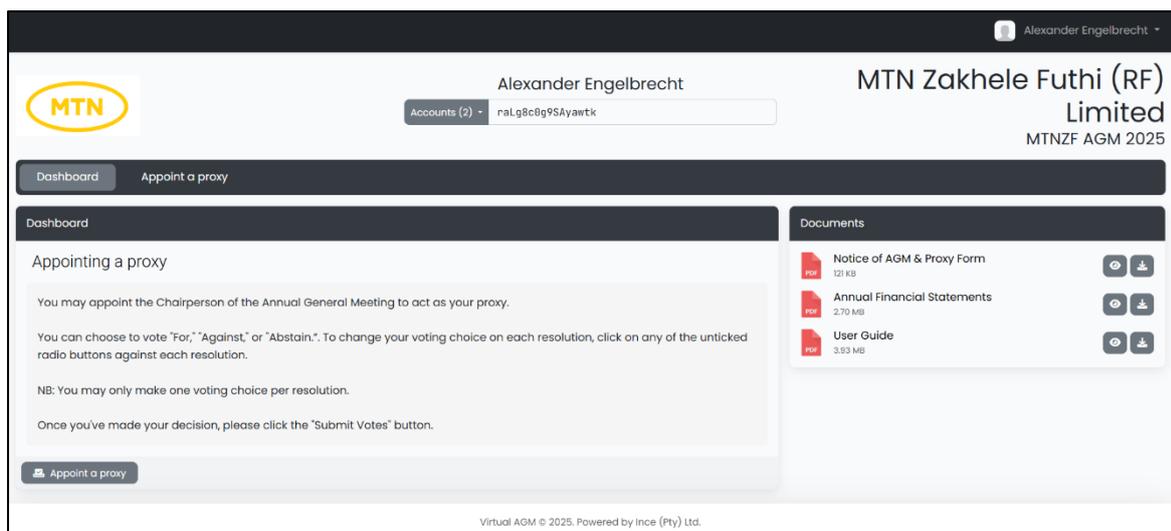


Once the correct OTP has been inserted the platform will open to the main dashboard screen (see point 3 overleaf).

NB: 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). If you keep logging in and requesting a new OTP it is important to note that the newest OTP overwrites and cancels its predecessor.

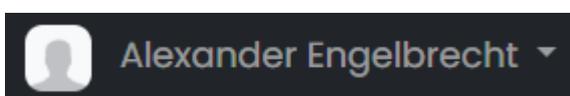
3. Landing page once you have logged in (Pre-AGM).

Once you have logged in, you will see the main dashboard screen (see below).

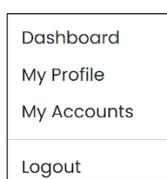


4. Updating your email and mobile details.

The platform is designed to allow you to update your email and mobile details should these need to be changed. Click on the down arrow on the right of profile icon that appears on the top right-hand corner of your screen (see below). Please check that there is a mobile and email contact details for you as this information is used to send you One Time Pin(s) (OTP) enabling you to login and to also send you confirmation of a proxy appointment made by you or to conform the votes that you have cast on the day of the meeting.



This action then opens further drop-down options (see below).

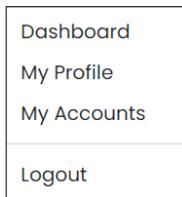
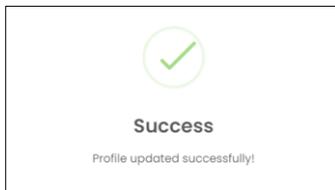


Click on the **My Profile** option to view the **Update Profile** caption screen (see below).

Please note that **you may only update your email and mobile details** and that updates to the First Name, Last Name and Member ID (Your shareholder reference number) are not allowed.

Insert your preferred email and mobile contact details and then click on the **Update Profile** button once you are happy with your input.

The platform will acknowledge your input by showing you a success message (see below)



To return to the dashboard to record a proxy vote, click on the down arrow on the right of profile icon that appears on the top right-hand corner of your screen (see left) and click on the Dashboard option in the top of the block.

5. Casting your proxy vote prior to the AGM

Click on the **Appoint a proxy** button on the main dashboard screen to view the resolutions being voted upon (see below). This action will open the proxy voting screen (see next page)

Appoint a proxy

Prescribe to the chairperson on how to vote on my behalf

Chairperson details:

Chairperson name:

Prescribe my own votes

Ordinary resolution number 1.1: Election of Belinda Mapongwana as a director
 For Against Abstain

Ordinary resolution number 1.2: Election of Grant Gelink as a director
 For Against Abstain

Ordinary resolution number 2.1: Election of Grant Gelink as a member of the audit, risk and compliance committee
 For Against Abstain

Ordinary resolution number 2.2: Election of Edward Pitsi as a member of the audit, risk and compliance committee
 For Against Abstain

Ordinary resolution number 2.3: Election of Belinda Mapongwana as a member of the audit, risk and compliance committee
 For Against Abstain

Ordinary resolution number 3: Re-appointment of external auditors SizweNtsalubaGobodo Grant Thornton Inc.
 For Against Abstain

Special resolution number 1: Proposed remuneration payable to non-executive directors
 For Against Abstain

Special resolution number 2: Proposed financial assistance by the Company
 For Against Abstain

Members are reminded that they are appointing the chairman to vote on their behalf and that there are eight (8) resolutions being voted upon.

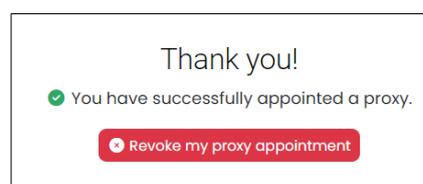
The options are to vote **For**, **Against**, or to **Abstain**. To correct your voting choice(s), click on the radio button that is unticked against the relevant resolution(s). **NB: you must make a single choice against each resolution.**

Click on the **Submit Votes** button once you are happy with your voting choices. The platform will then acknowledge your vote with the below messages.

First acknowledgement message

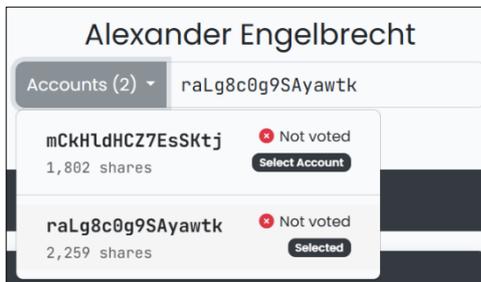
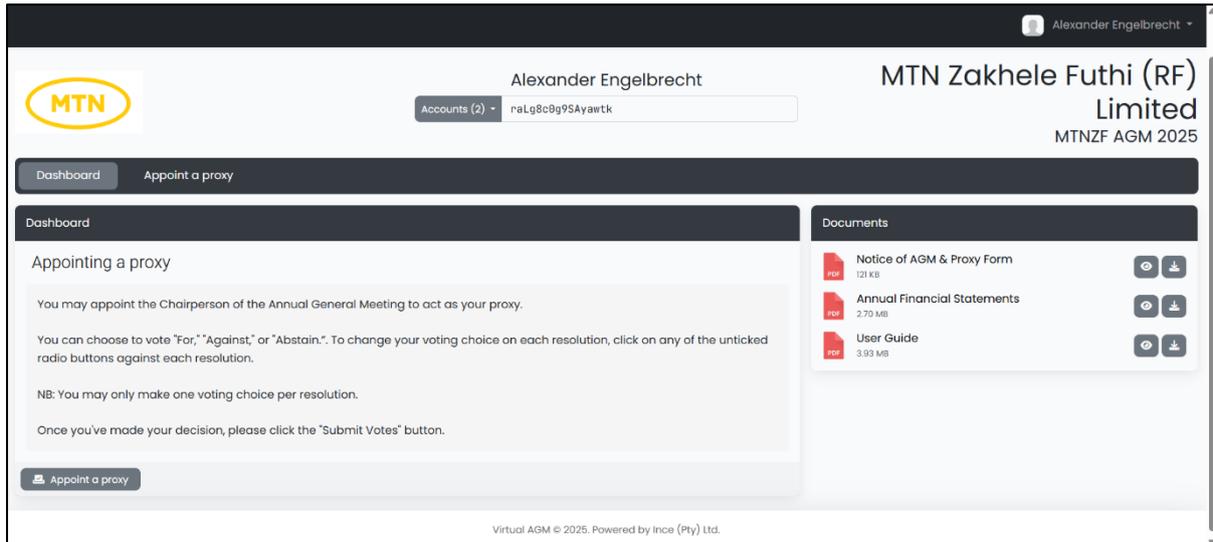


Second acknowledgement message



6. Voting on multiple accounts

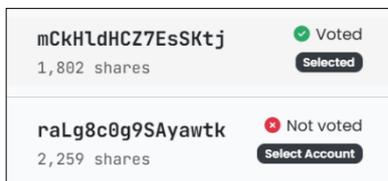
If you are entitled to vote on multiple accounts, these can be accessed by clicking on the **Accounts** section of the screen (see next page) which is situated in the centre of your screen.



Clicking on the down arrow to see if you are entitled to vote on multiple accounts.

The platform shows **“Not Voted”** against each account.

Select the account that you wish to vote upon and then when you have completed, select the next account.

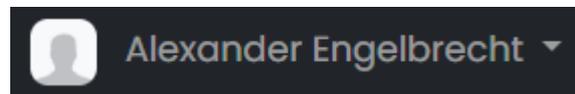


Once you have voted on an account, the selected message changes to **“Voted”**.

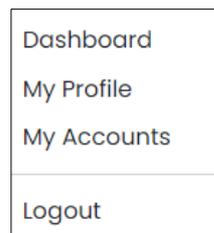
NB: You must individually vote on all accounts allocated to you.

You can also view this information by clicking on the down arrow next to your name in the top right-hand corner of the screen (see below)

Clicking on the down arrow next to your name in the top right-hand corner of the screen opens a 2nd drop-down box (see below)



Select the **My Accounts** which opens the screen view showing the status of your accounts



Accounts that you can still vote upon, are clickable and show a **“Not Voted”** status.

Those accounts where a vote has been cast show a **“Voted”** status.

Currently logged in			
Name	Member ID	Mobile	Status
Andile Adam	mCkH1dHCZ7EsSKtj	+27847794966	● Voted

Other accounts			
Name	Member ID	Mobile	Status
Alexander Engelbrecht	naLg8c0g9SAyawtk	0847794966	● Not voted

Click on an account to log into it.

7. Revoking your proxy vote

Up to the closing date and time to lodge a proxy vote (09h00 on 16 May 2025), you can revoke your proxy appointment by clicking of the red **Revoke my proxy appointment** button. This will prompt a pop-up to open that requires you to confirm that you wish to revoke your proxy vote (see below).

Revoke Pop-up Message

mtnzakhelefuthi.vagm.africa says

Are you sure? This will revoke your proxy appointment!

OK
Cancel

Revoke Confirmation Message

Success

Proxy appointment revoked successfully!

Clicking OK, revokes your proxy vote and clicking on Cancel leave your proxy vote as voted.

The Voting screen will now reappear on your screen and you can make a new proxy appointment or take no action (see below).

Appoint a proxy

Prescribe to the chairperson on how to vote on my behalf

Chairperson details:

Chairperson name:

Prescribe my own votes

Ordinary resolution number 1.1: Election of Belinda Mapongwana as a director
 For Against Abstain

Ordinary resolution number 1.2: Election of Grant Gelink as a director
 For Against Abstain

Ordinary resolution number 2.1: Election of Grant Gelink as a member of the audit, risk and compliance committee
 For Against Abstain

Ordinary resolution number 2.2: Election of Edward Pitsi as a member of the audit, risk and compliance committee
 For Against Abstain

Ordinary resolution number 2.3: Election of Belinda Mapongwana as a member of the audit, risk and compliance committee
 For Against Abstain

Ordinary resolution number 3: Re-appointment of external auditors SizweNtsalubaGobodo Grant Thornton Inc.
 For Against Abstain

Special resolution number 1: Proposed remuneration payable to non-executive directors
 For Against Abstain

Special resolution number 2: Proposed financial assistance by the Company
 For Against Abstain

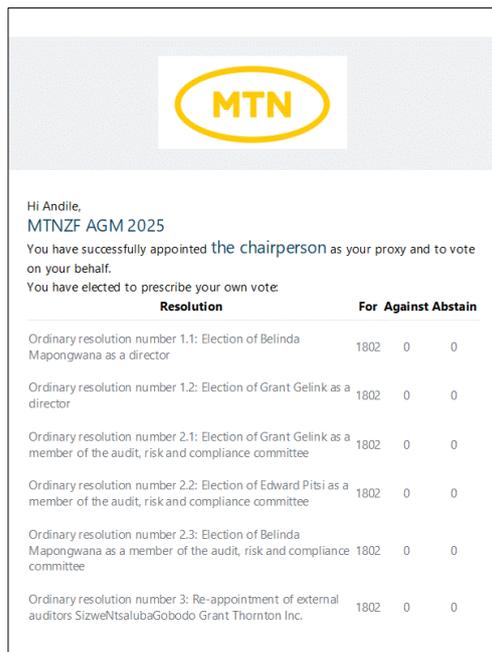
Submit proxy appointment

8. Confirmation of your Vote prior to the AGM.

Once you have cast your proxy vote the platform will send you an email and an SMS confirming that you have appointed a proxy. This confirmation is sent to the mobile number and email on record for you.

Examples of the Email and SMS messages that you will receive when making a proxy appointment are shown below.

Proxy Appointment Email example

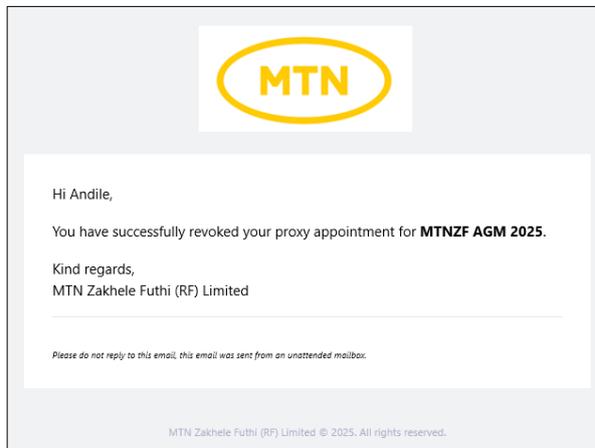


Proxy Appointment SMS Example



The platform will similarly confirm the revocation of your proxy votes by email and SMS and these examples are shown overleaf.

Revocation Email example



Revocation SMS Example



9. Voting on the day of the AGM – 19 May 2025

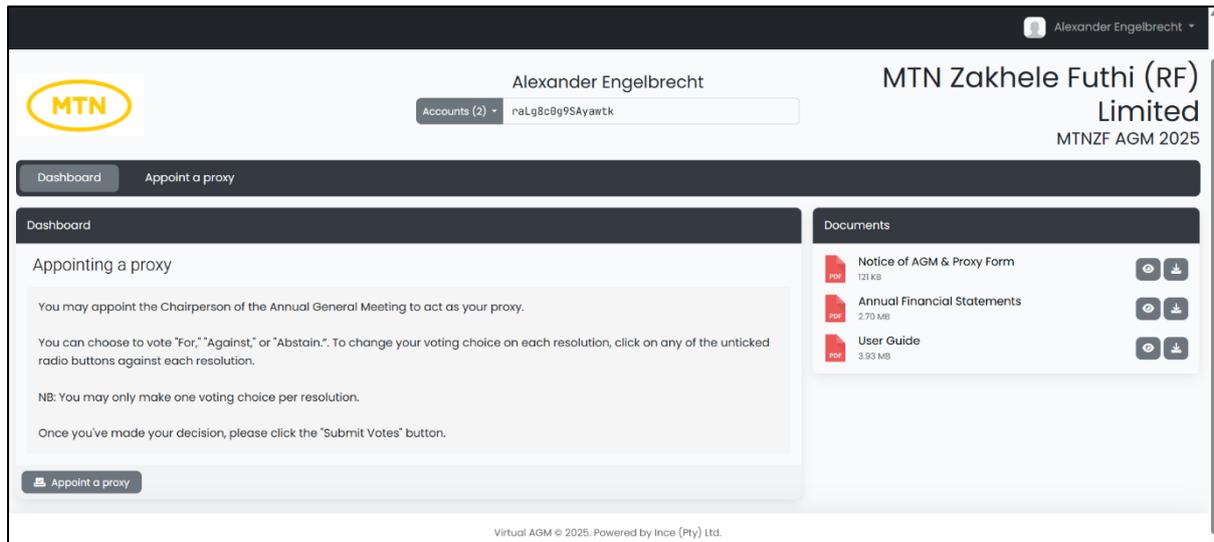
a) Logging onto the platform

Follow the same login process as detailed in point 2 of this document.

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://mtnzakhelefuthi.vagm.africa> .

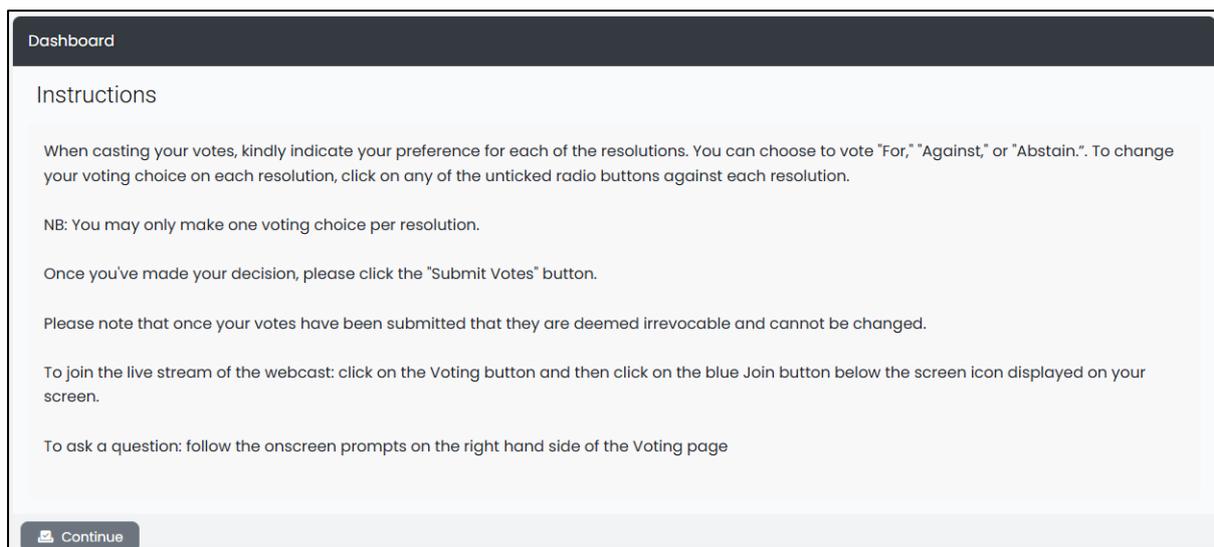
b) Landing page after logging into the platform

Once you have logged into the platform, you will be shown the main dashboard page (see overleaf)



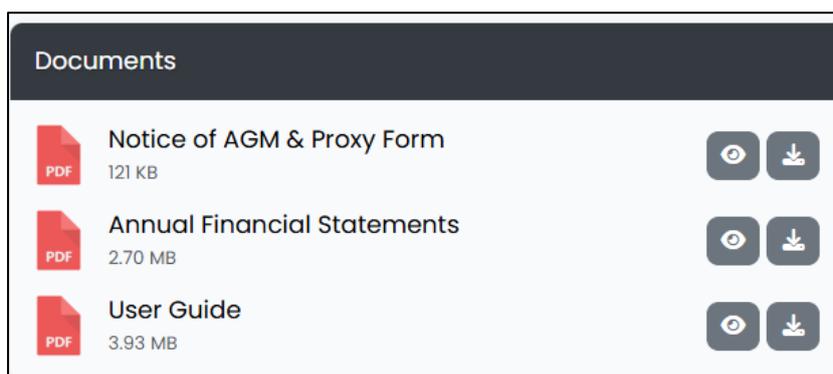
This screen has two sections namely the **Dashboard** and **Documents** Sections. These two screens are shown below:

Dashboard Block



This section of the screen provides you with information re the voting process and how to join the webcast and how to ask a question.

Documents Block



Click on the **Eye** icon to view the document or the **Download** icon to download the document.

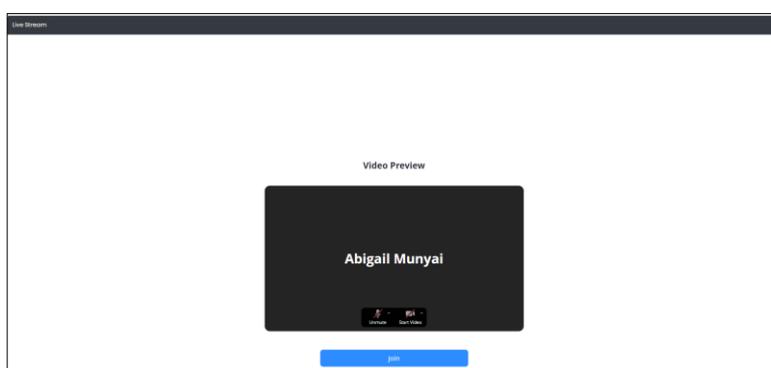
c) Voting during the Virtual AGM

Click on the **Attend and Vote Online** Button. This action will open the voting page (see below). This screen is into three sections showing the following features:

- **Live Stream** (this is where you will watch the webcast)
- **Ask Questions** (this is where you send through questions)
- **My Votes** (this is where you cast your votes if you have not already done so by proxy). This option appears below the Video Preview

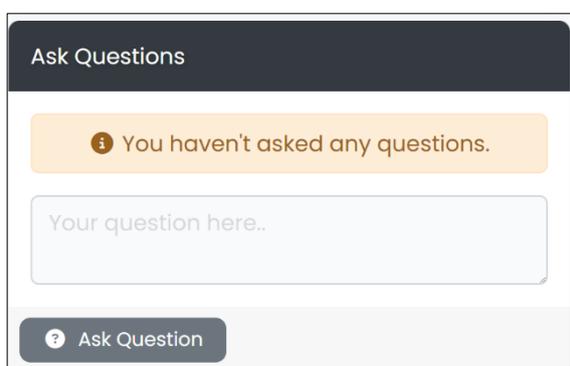
An explanation of each of the above features is detailed overleaf.

Live Stream Section



Click on the blue join button to join the webcast of the live proceedings.

Ask Questions



Insert your question in the **Ask Questions** text box and once you have finished, click on the res Ask Question button.

All text questions go to the company secretary at the GM to read into the meeting.

Questions of a repetitive nature, those that have already been answered and any that are not applicable to the business of the AGM may not be responded to.

My Votes (this is where you cast your votes if you have not already done so by proxy). This option appears below the Live Stream (see overleaf).

The screenshot shows a web interface titled "My Votes". It contains a list of eight resolutions, each with three radio button options: "For", "Against", and "Abstain". The resolutions are:

- Ordinary resolution number 1.1: Election of Belinda Mapongwana as a director
- Ordinary resolution number 1.2: Election of Grant Gelink as a director
- Ordinary resolution number 2.1: Election of Grant Gelink as a member of the audit, risk and compliance committee
- Ordinary resolution number 2.2: Election of Edward Pitsi as a member of the audit, risk and compliance committee
- Ordinary resolution number 2.3: Election of Belinda Mapongwana as a member of the audit, risk and compliance committee
- Ordinary resolution number 3: Re-appointment of external auditors SizweNtsalubaGobodo Grant Thornton Inc.
- Special resolution number 1: Proposed remuneration payable to non-executive directors
- Special resolution number 2: Proposed financial assistance by the Company

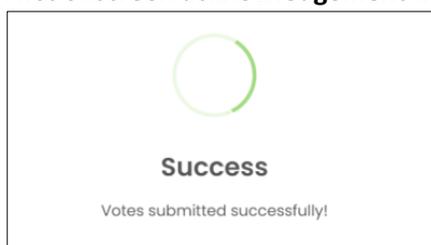
At the bottom of the interface is a "Submit Votes" button.

The voting options are to vote **For**, **Against**, or to **Abstain**. To correct your voting choice(s), click on the radio button that is unticked against the relevant resolution(s). **NB: you must make a single choice against each resolution.**

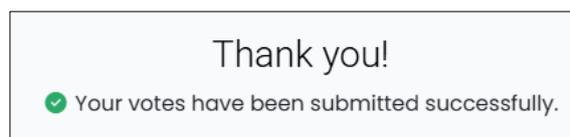
Click on the **Submit Votes** button once you are happy with your voting choices. The platform will then acknowledge your vote with the below pop-up messages.

Click on the Submit Votes button once you are happy with your voting choices. The platform will then acknowledge your vote with the messages shown overleaf.

First onscreen acknowledgement message



Second onscreen acknowledgement message

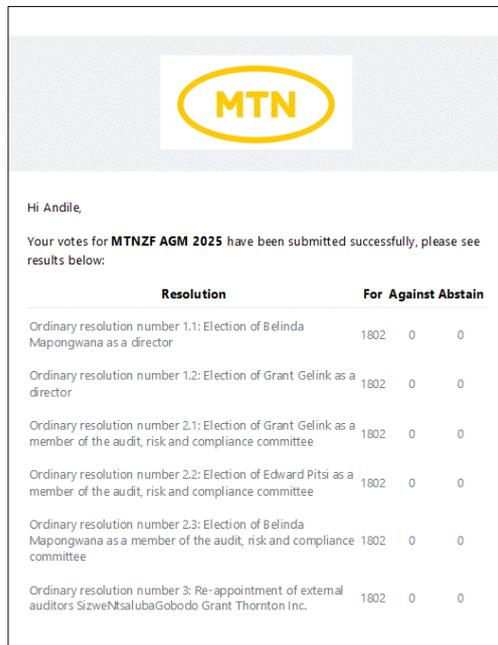


10. Confirmation of your Vote at the AGM

Once you have cast your vote the platform will send you an email and an SMS confirming that you have appointed a proxy. This confirmation is sent to the mobile number and email on record for you.

Examples of the Email and SMS messages that you will receive when making a proxy appointment are shown overleaf.

Email Confirmation



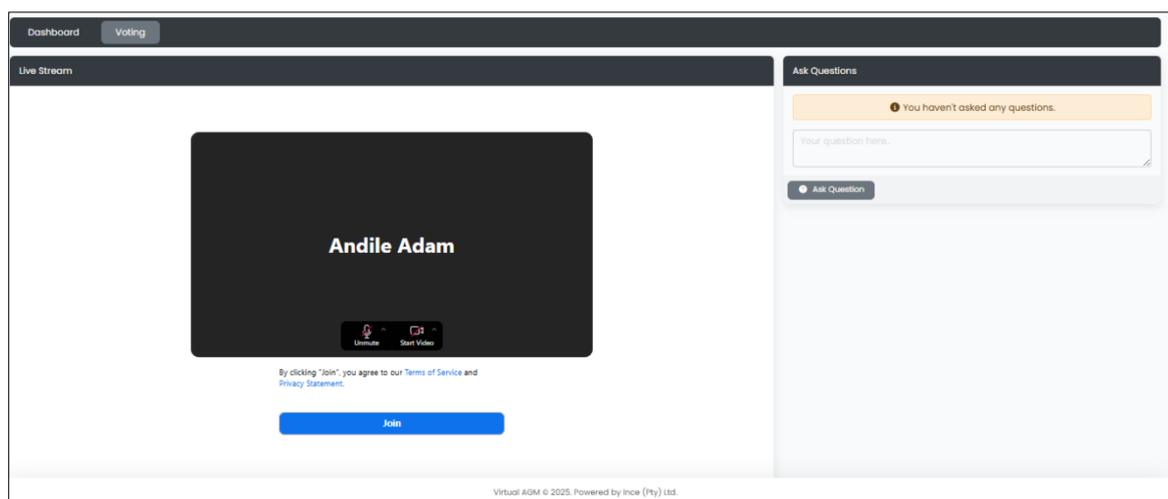
SMS Confirmation

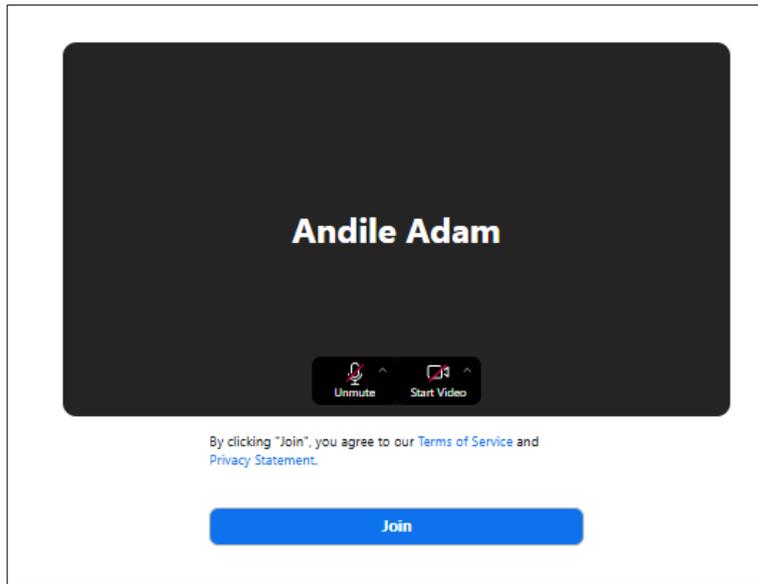


11. Watching the webcast

a) Clicking on the Webcast of the AGM

The Virtual AGM will be broadcast via a Zoom Webcast. The live webcast is shown on the **Live Stream Section** of your screen (see below).





Click on the blue **Join** button to join the webcast.

Once you have joined, the webcast, you will be able to select the preferred language from the below options:

- **English** (the official language of the business of the AGM)
- **Sesotho** (live translation from English)
- **IsiZulu** (live translation from English)

b) Selecting your preferred language

The main business of the meeting will be broadcast in English. Members may follow live Sesotho and IsiZulu translations by selecting their preferred language within the webcast.



Once the webcast has started, click on the global icon at the bottom of your screen (see below)





This action opens a language drop-down allowing you to select your preferred language.



NB: The screenshots above are for information purposes only and are not indicative of the languages available during the live event.



The language that you have chosen to listen in to will now appear on your screen.

12. Using the USSD Platform to vote your proxy vote – Dial *120*0130#

The USSD Platform may be accessed by dialling ***120*0130#**

Important points to note:

- Usage of the USSD line does incur costs calculated at 20c per 20 seconds or part thereof.
- The platform links your mobile to your SAID Number and as a result when you dial in again, any incomplete voting journey can be continued at the place where you left off.
- The platform is designed to review the SAID inputted. If the number does not start with the YYYYMMDD format and be 13 digits in length, the platform will keep sending you the screen message “Invalid RSA ID Number, please try again”.
- If you dial in and make an error with your SA ID where you have input a valid number (i.e., one that is a correctly formatted SAID) which is not recorded on the database, the platform will inform you to call the MTNZF Call Centre. You may dial in again after a few moments and retry should you then have the correct number that appears in the database.
- The USSD platform will close at the same time as the submission of proxies closes at **11h00 on 19 May 2025**.

An explanation of how the USSD works and actual screenshots of the various screens starts overleaf on page 21 of this document.

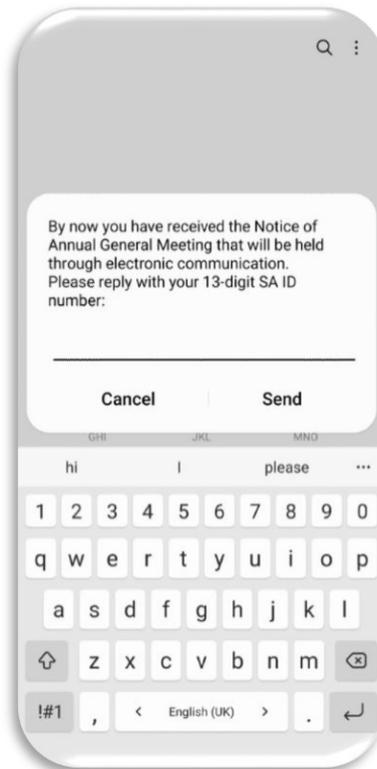
How to use the Online Voting Platform and USSD Platform to submit your proxy votes and participate in the Virtual Annual General Meeting (AGM)



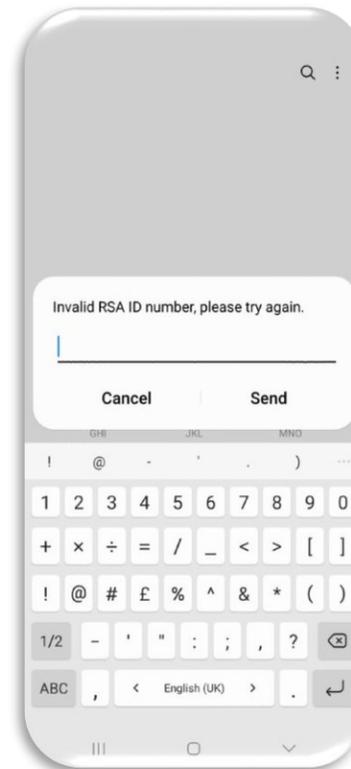
a) Dialling in to the USSD Line *120*0130#



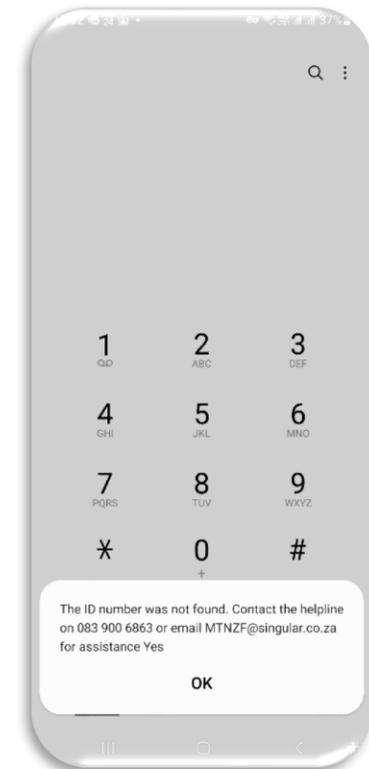
b) Welcome Message – Insert your SA ID Number



c) Input error message on SA ID if your SAID is not formatted like a SAID¹



d) Error message if a validly formatted SA ID input but same not in the database

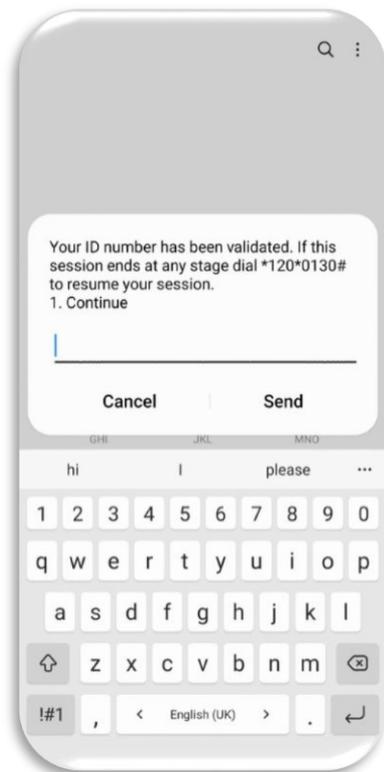


¹ The platform is designed to review the SAID inputted. If the number does not start with the YYYYMMDD format and be 13 digits in length, the platform will keep sending you the screen message "Invalid RSA ID number, please try again" Please note that you will continue seeing this message until a valid SA ID number that is in the database has been input.

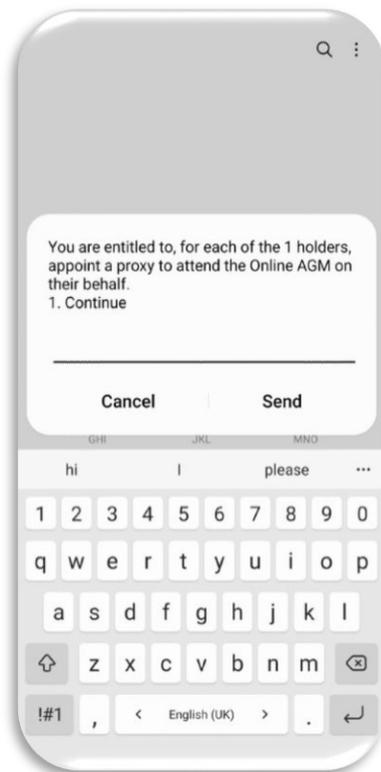
How to use the Online Voting Platform and USSD Platform to submit your proxy votes and participate in the Virtual Annual General Meeting (AGM)



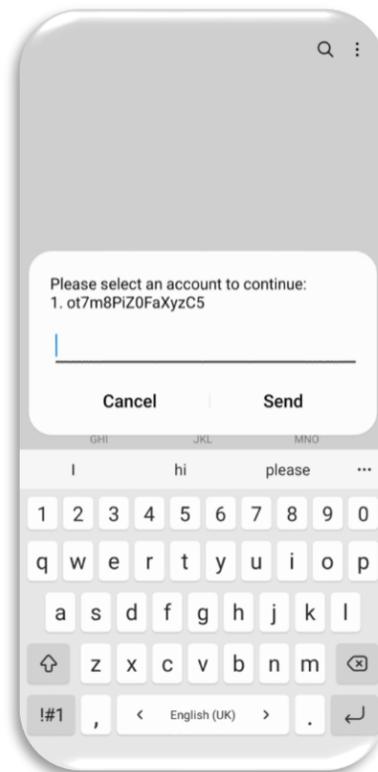
e) Your SA ID Validated



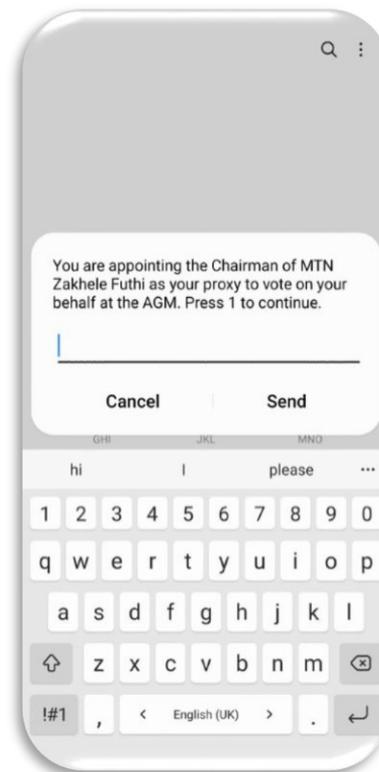
f) Indicate the accounts that you are voting on 1st Screen



g) Indicate the accounts that you are voting on 2nd Screen



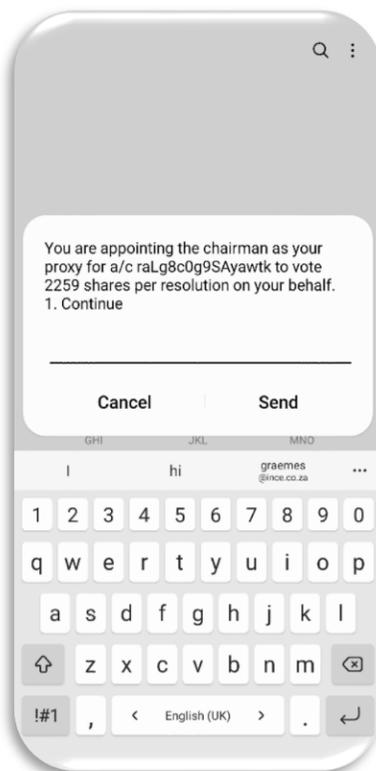
h) Notice that you are appointing the chairman



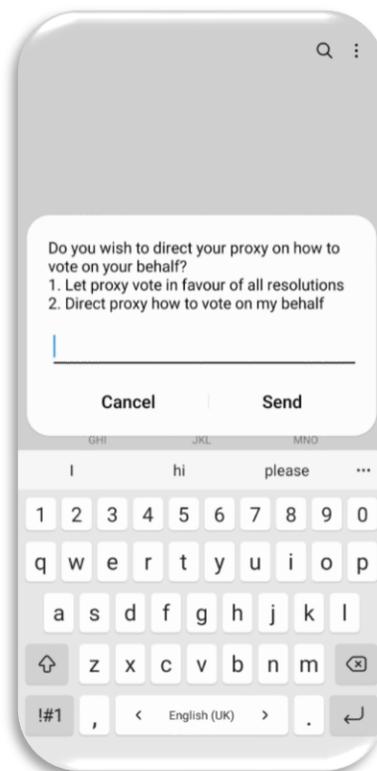
How to use the Online Voting Platform and USSD Platform to submit your proxy votes and participate in the Virtual Annual General Meeting (AGM)



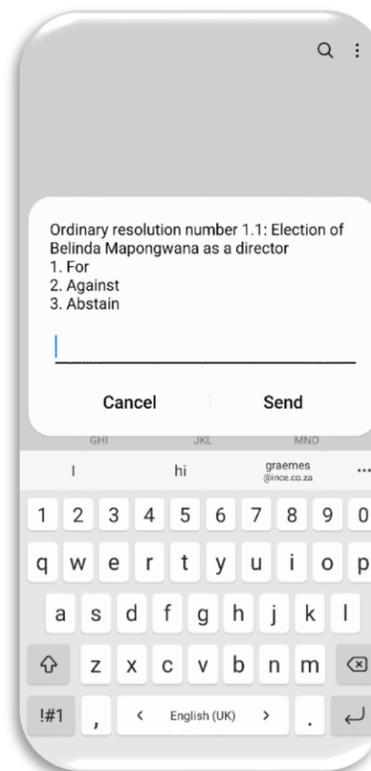
i) Confirmation of the account No and shares



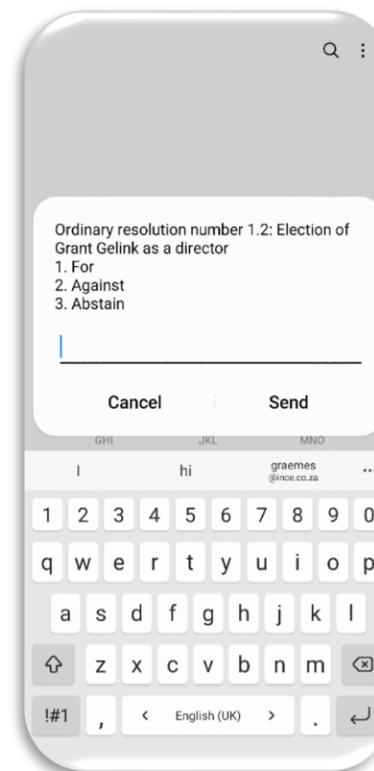
j) Vote FOR all resolutions or direct proxy to how to vote²



k) Vote on Resolution 1.1



l) Vote on Resolution 1.2



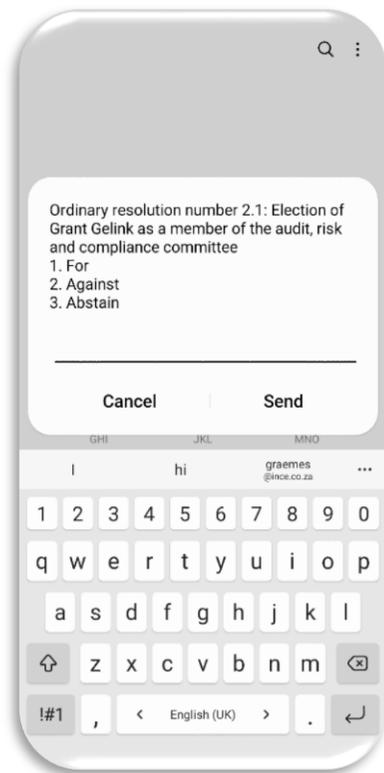
T

² Selected 2 in this example – Direct proxy how to vote on my behalf.

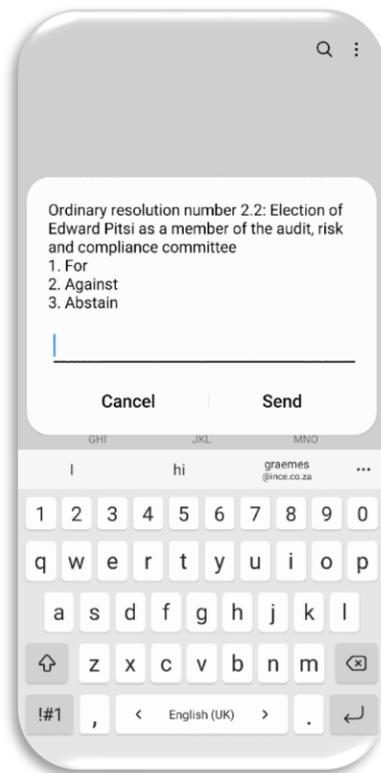
How to use the Online Voting Platform and USSD Platform to submit your proxy votes and participate in the Virtual Annual General Meeting (AGM)



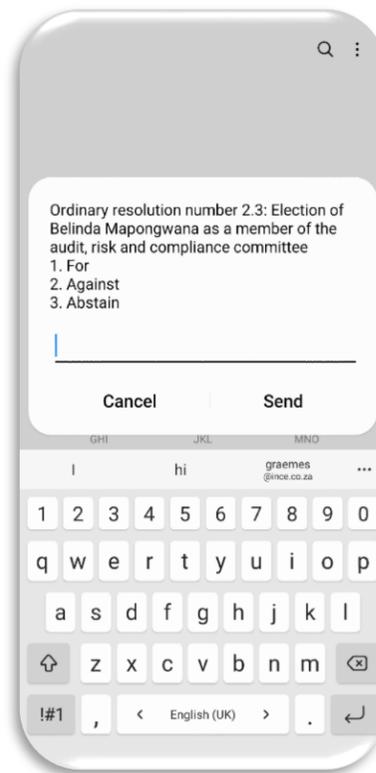
m) Vote on Ordinary Resolution 2.1



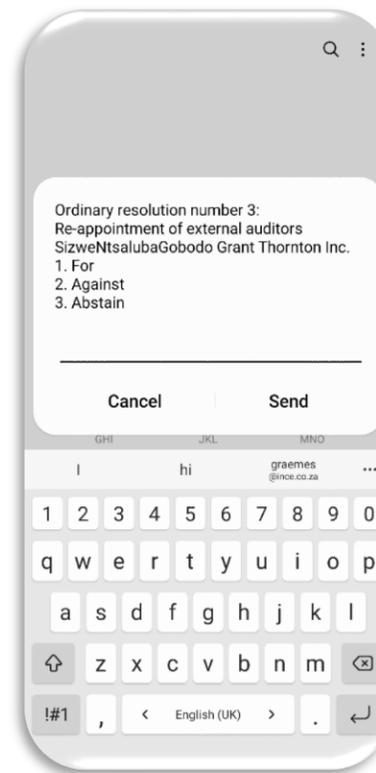
n) Vote on Ordinary Resolution 2.2



o) Vote on Ordinary Resolution 2.3



p) Vote on Ordinary Resolution 3



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

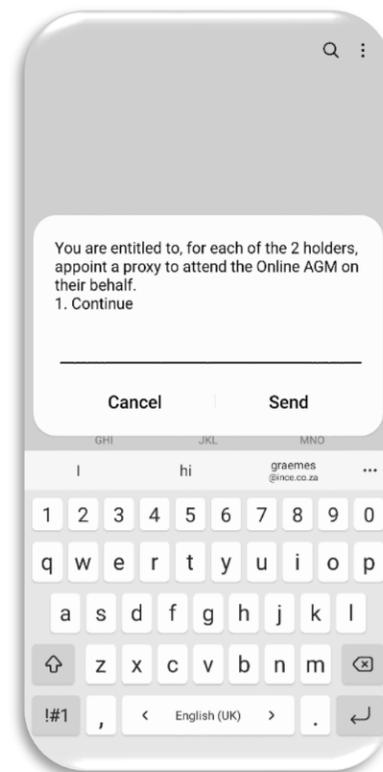
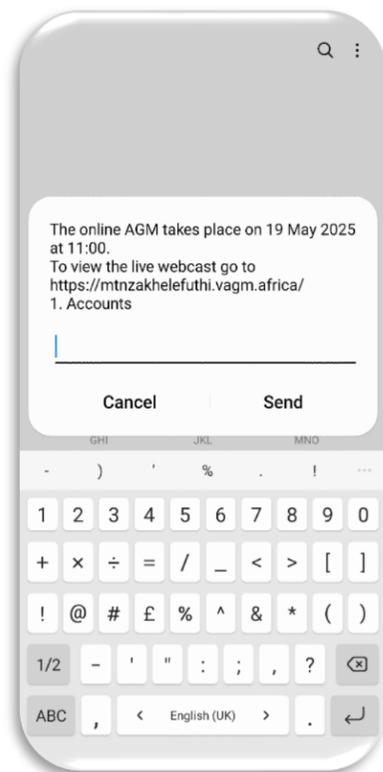
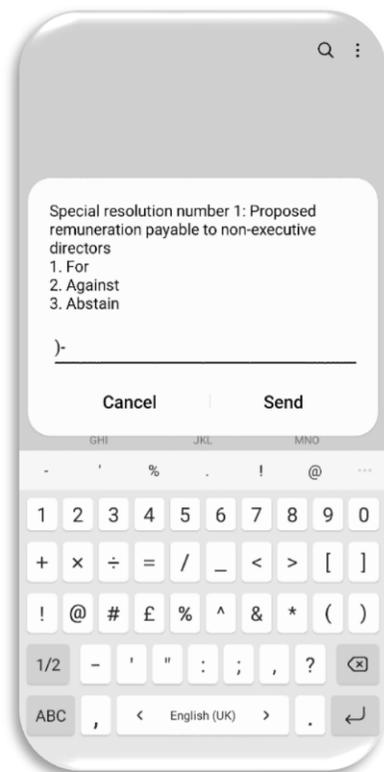


q) Vote on Special Resolution 1

r) Vote on Special Resolution 2

s) Complete Voting

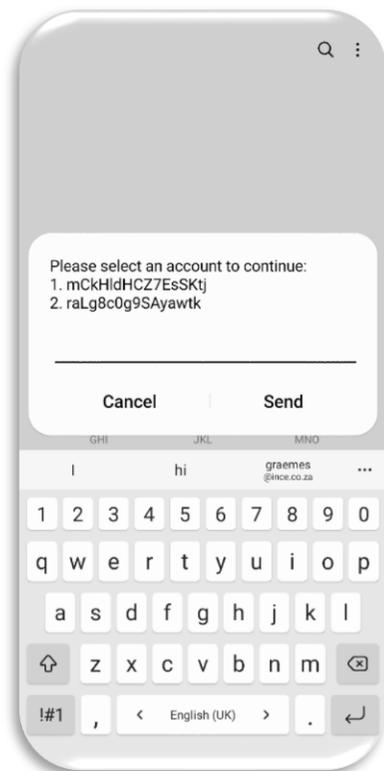
t) Multiple accounts after SAID has been validated (see from point (t) below)



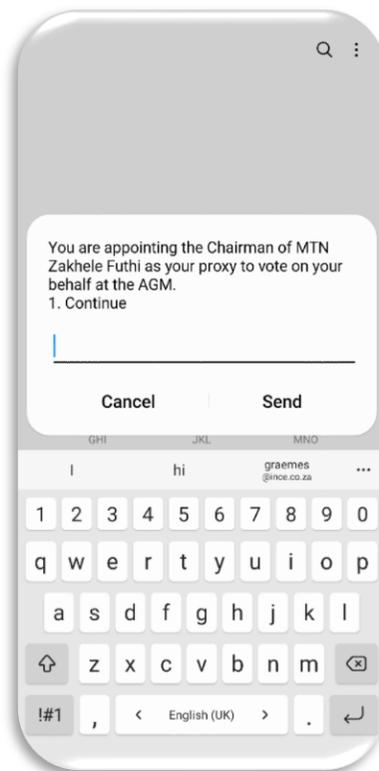
How to use the Online Voting Platform and USSD Platform to submit your proxy votes and participate in the Virtual Annual General Meeting (AGM)



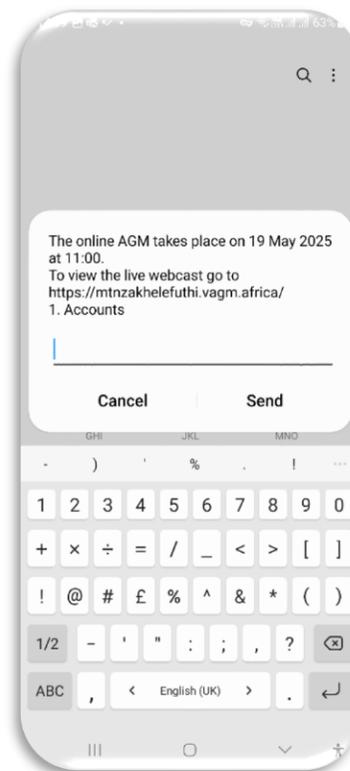
u) Multiple accounts selection if your SA ID No is linked to more than one account³



v) Notice that you are appointing the chairman. See point (i) and complete voting journey.



w) Holder dials in a 2nd time after completing the full voting journey



x) You have already appointed a proxy message

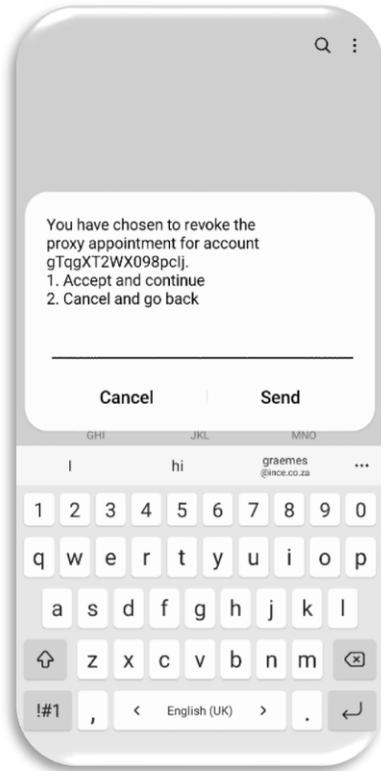


³ Holder must select from one of the accounts shown to continue. NB: They must vote individually on all accounts allocated to them to vote.

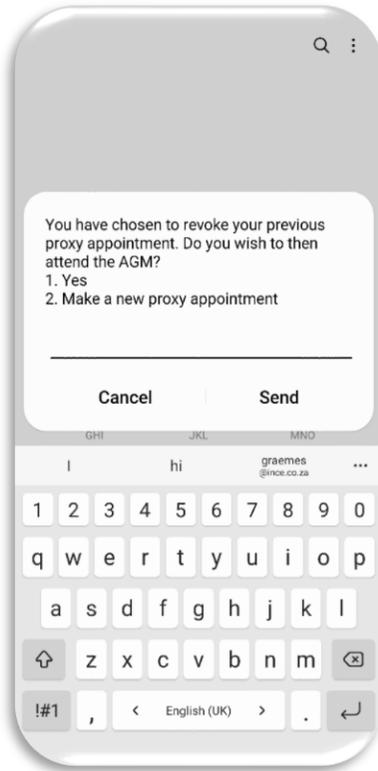
How to use the Online Voting Platform and USSD Platform to submit your proxy votes and participate in the Virtual Annual General Meeting (AGM)



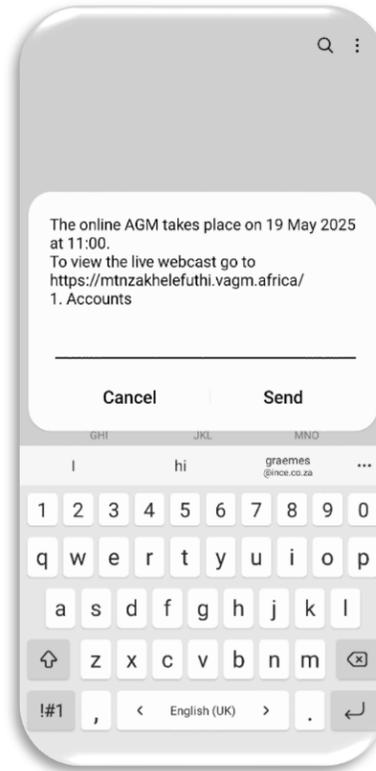
y) Revoke option selected (selected 1)



z) Selects 1 in to confirm revoke and attend the AGM



aa) Attend AGM message shown after revoke recorded



bb) Select 2 in Point (g) and then recomplete the proxy appointment process⁴



⁴ Go to point (g) and restart the proxy appointment process.

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



cc) Appoint the Chairman to vote all in favour

dd) Confirmation Message after selecting 1 in point (bb)

c) Account is not eligible to vote (bad standing)

