

Annual General Meeting and Extraordinary General Meeting of 6 May 2021

Information to shareholders of KBC Group NV regarding use of the Lumi AGM+ platform

- Shareholders wishing to use Lumi AGM+ to participate at the general meetings will first have to comply with all the relevant formalities contained in the convening notice. They will then receive an e-mail and a text message with the login details for taking part at the general meetings a few days beforehand. If a shareholder has designated a proxy (other than KBC Group NV) to participate remotely at the general meetings, he/she must provide this proxy with the login details received before the meetings take place.
- Shareholders and their proxies are responsible for ensuring that their device and the Internet connection used are adequate and stable enough to facilitate their virtual participation at the general meetings and to enable them to use all the relevant functions. KBC Group NV cannot be held responsible if shareholders or proxies experience connection problems, technical problems or equipment failure attributable to their personal Internet connection and/or device.

Manual for the virtual meeting 2021

Attending the meeting electronically

This year we are having a virtual meeting, allowing you to participate online, using your smartphone, tablet or computer.

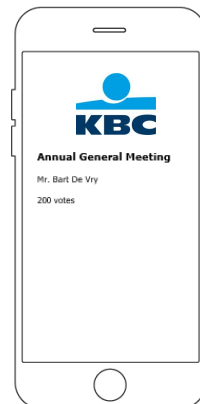
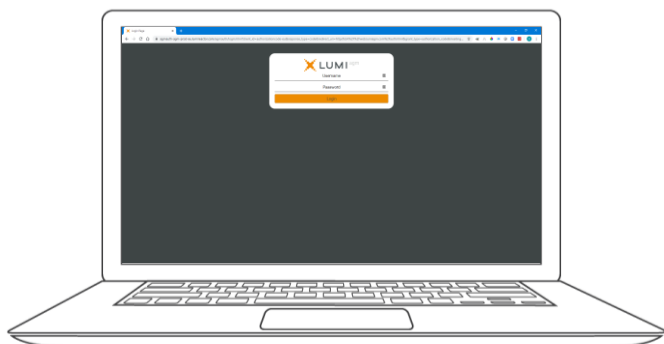
You will be able to view a live webcast of the meeting, ask the Directors questions online and submit your votes in real time.

Visit web.lumiagm.com/108618861 in your web browser (no Google search) on your smartphone, tablet or computer. Please ensure you have the latest versions of Chrome, Safari and Edge. **DO NOT USE INTERNET EXPLORER.**


Log in in time to ensure that your browser is compatible.

If you have voting rights, select "Login" and enter your username and password. Otherwise, please select "Guest",

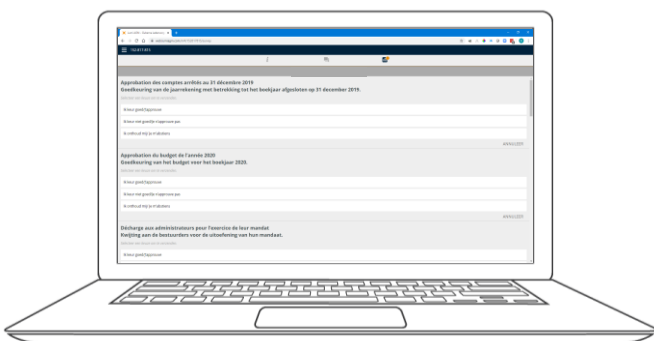
You will be able to log into the site from 6 May 2021 at 9.00 am.



NAVIGATION


When successfully authenticated, the info screen will be displayed.  You can view company information, ask questions and pre-vote.

There is no webcast during the pre-voting.



QUESTIONS

Any shareholder is eligible to ask questions.

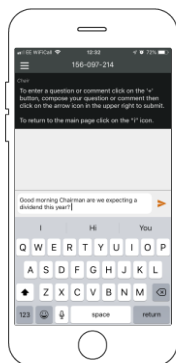
If you would like to ask a question, select the messaging icon .

Messages can be submitted at any time during the Q&A session up until the Chairman closes the session.

Type your message in the chat box at the bottom of the message screen.

If you are happy with your message, click the send button.

Questions sent via the Lumi AGM online platform will be moderated before being sent to the chairman.



MULTI MOTION VOTING

Voting during the meeting

This vote will open at the meeting. Shareholders can vote during the meeting.

Click on the icon  to enter the multi motion voting.

When the multi motion voting is open, the resolutions and the voting choices are displayed.

To vote, select from the options shown on the screen.

A message will appear that your vote has been received.

To change your voice, press another choice. If you want to cancel your vote, press Cancel.