

# Virtual AGM

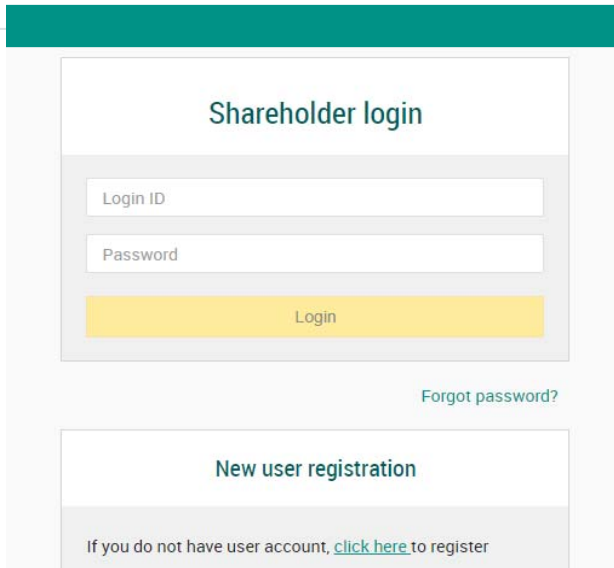
Manual and Frequently Asked Questions

22 April 2021

Wolters Kluwer

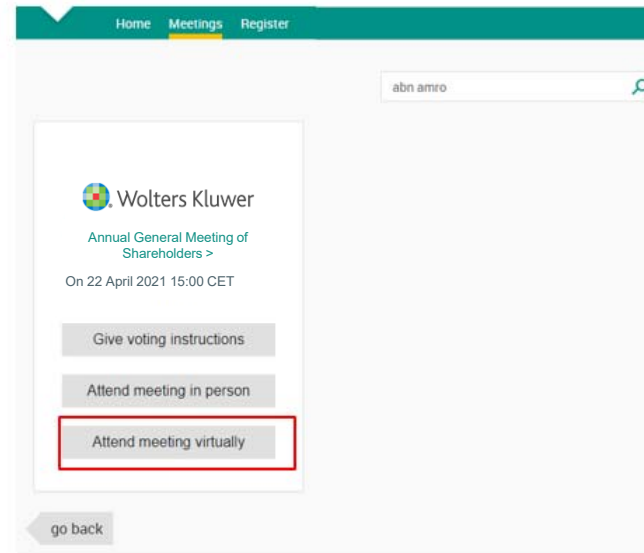
Registration Period: as from Friday, 26 March, 2021 and no later than on Thursday, 15 April, 2021 at 17:30 CET

Click <https://corporatebroking.abnamro.com/shareholderlogin> to login to the shareholder portal, fill in your login details and click "Login", or register for a user account



The screenshot shows the 'Shareholder login' page. It features a teal header bar. Below it, the title 'Shareholder login' is centered. There are two input fields: 'Login ID' and 'Password'. A yellow 'Login' button is positioned below the password field. A link for 'Forgot password?' is located to the right of the login button. Below the login section is a 'New user registration' section with a link to register if the user does not have an account.


Select the upcoming meeting of Wolters Kluwer N.V. and select "Attend meeting virtually"



The screenshot shows the 'Meetings' page. It has a teal header bar with 'Home', 'Meetings', and 'Register' tabs. A search bar with 'abn amro' is visible. The main content area displays the 'Wolters Kluwer' logo and the title 'Annual General Meeting of Shareholders >'. The meeting date and time are 'On 22 April 2021 15:00 CET'. Three buttons are listed: 'Give voting instructions', 'Attend meeting in person', and 'Attend meeting virtually'. The 'Attend meeting virtually' button is highlighted with a red border. A 'go back' button is at the bottom left.

Before Thursday, 15 April 2021, 17:30 CET

## Register for virtual participation

 Wolters Kluwer N.V.  
On 22 April 2021 11:50:00 CET

Cancel

### 1/4 Shares and Account

#### Ordinary shares

Security class

Depository Receipts

Intermediary

ABN AMRO Registrar

ISIN

NL0006237562

Number of securities

Entire holding

Partial holding

Enter number of securities

8

#### Account

Securities account number


543913465

Next

Fill in all details regarding your shares

Before Thursday, 15 April 2021, 17:30 CET

## Register for virtual participation

 **Wolters Kluwer N.V.**  
On 22 April 2021 | 15:00 CET

[← Back](#) [Cancel](#)

2/4 Phone, Terms and Conditions

### Verification of phone number

Mobile phone number:

+31

Re-enter mobile phone number

+31

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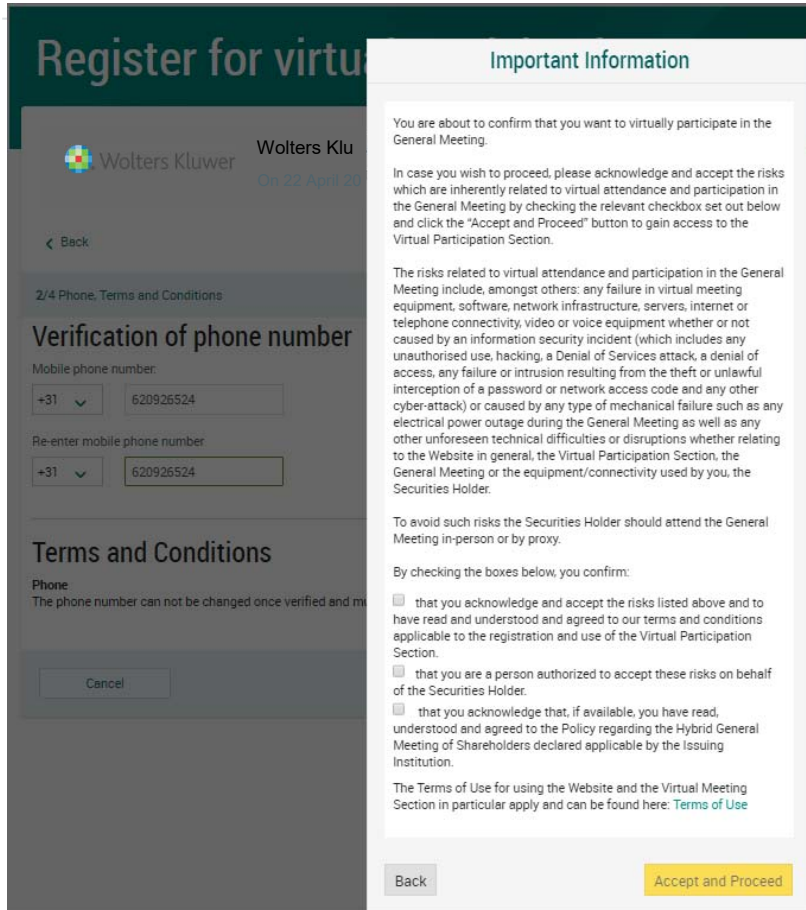
### Terms and Conditions

**Phone**  
The phone number can not be changed once verified and must be used till meeting ends.

[Cancel](#) [Acknowledge and Accept](#)

Fill in mobile phone number which will be used for 2-factor authentication

Before Thursday, 15 April 2021, 17:30 CET



The screenshot shows a mobile application interface. In the background, a page titled "Register for virtual" is visible, featuring the Wolters Kluwer logo, a date "On 22 April 2021", a "Back" button, a progress indicator "2/4 Phone, Terms and Conditions", a "Verification of phone number" section with input fields for a mobile number (+31 620926524), and a "Terms and Conditions" section with a "Cancel" button. Overlaid on this is a modal titled "Important Information".

**Important Information**

You are about to confirm that you want to virtually participate in the General Meeting.

In case you wish to proceed, please acknowledge and accept the risks which are inherently related to virtual attendance and participation in the General Meeting by checking the relevant checkbox set out below and click the "Accept and Proceed" button to gain access to the Virtual Participation Section.

The risks related to virtual attendance and participation in the General Meeting include, amongst others: any failure in virtual meeting equipment, software, network infrastructure, servers, internet or telephone connectivity, video or voice equipment whether or not caused by an information security incident (which includes any unauthorised use, hacking, a Denial of Services attack, a denial of access, any failure or intrusion resulting from the theft or unlawful interception of a password or network access code and any other cyber-attack) or caused by any type of mechanical failure such as any electrical power outage during the General Meeting as well as any other unforeseen technical difficulties or disruptions whether relating to the Website in general, the Virtual Participation Section, the General Meeting or the equipment/connectivity used by you, the Securities Holder.

To avoid such risks the Securities Holder should attend the General Meeting in-person or by proxy.

By checking the boxes below, you confirm:

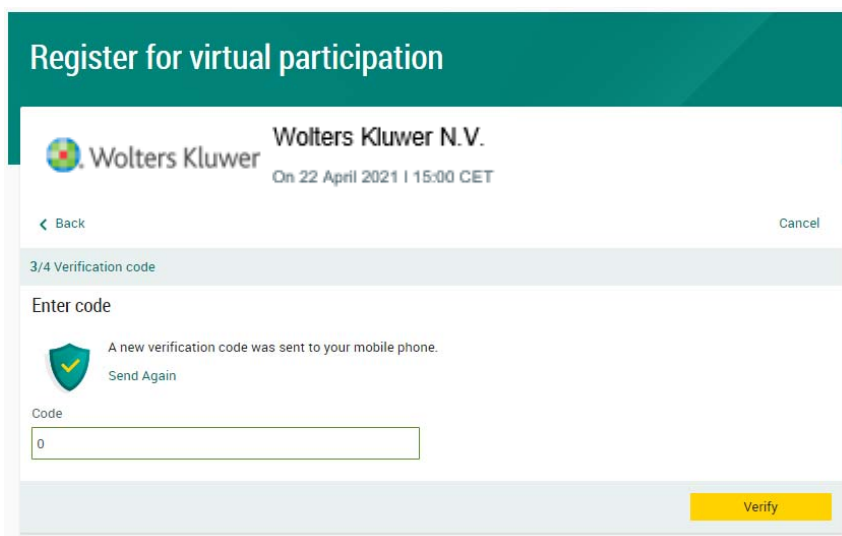
- that you acknowledge and accept the risks listed above and to have read and understood and agreed to our terms and conditions applicable to the registration and use of the Virtual Participation Section.
- that you are a person authorized to accept these risks on behalf of the Securities Holder.
- that you acknowledge that, if available, you have read, understood and agreed to the Policy regarding the Hybrid General Meeting of Shareholders declared applicable by the Issuing Institution.

The Terms of Use for using the Website and the Virtual Meeting Section in particular apply and can be found here: [Terms of Use](#)


Buttons: Back, Accept and Proceed

Notification will be displayed with risks and terms of use of ABN AMRO (including reference to Wolters Kluwer's Policy for Virtual General Meetings). Please review, then click "Accept and Proceed"

Before Thursday, 15 April 2021, 17:30 CET




Register for virtual participation

 Wolters Kluwer **Wolters Kluwer N.V.**  
On 22 April 2021 | 15:00 CET

< Back Cancel

3/4 Verification code

Enter code

 A new verification code was sent to your mobile phone.  
[Send Again](#)

Code

[Verify](#)

Fill in one-time verification code as sent to your mobile phone

Before Thursday, 15 April 2021, 17:30 CET

## Register for virtual participation



You successfully registered to join for virtual participation

Now that you have requested to virtually participate during the meeting your intermediary will have to provide an approval.

Please confirm your account number and telephone number to your intermediary

ABN AMRO Registrar  
corporate.broking@registrar.co

-

### Question

In case you have any further questions, please do not hesitate to contact ABN AMRO.

corporate.broking@nl.abnamro.com

[To my events](#)

Confirmation of successful registration

Before Thursday, 15 April 2021, 17:30 CET




Under My Events you will find your request (status: pending, until intermediary approves)

**My events** Meetings My Account

Request type:

Virtual participation     Attendance requests     Voting instructions     Confirmed votes

Status: Pending

 <b>Wolters Kluwer N.V.</b> On 22 April 2021   15:00 CET	Annual General Meeting 8 securities   Registration number 1.184.00002	Pending	 
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Before Thursday, 15 April 2021, 17:30 CET

## Email details

Sent to: [redacted]  
Subject: IMPORTANT: Confirmation request to vote virtually at the Extraordinary General Meeting of ABN AMRO Bank N.V. on 17-Dec-2019 and login instructions  
Sent date: Nov 01, 2019 17:09  
Email body:



Dear [redacted]

Your request to vote virtually during the meeting has been successfully processed.

We hereby inform you that your Intermediary has confirmed your entitlement to vote virtually during the Extraordinary General Meeting of ABN AMRO Bank N.V. on 17-Dec-2019.

### How to vote virtually during the meeting?

Please click on this link below:  
[https://cbp-at05.eu-gb.mybluemix.net/shareholderlogin?gmid=5m915399X1a3aNDf8vprReqd=0yu490vbrGkZ2DypOA=8&isid=JkLqx-\\_PESAv04mMTg08reqType=VP](https://cbp-at05.eu-gb.mybluemix.net/shareholderlogin?gmid=5m915399X1a3aNDf8vprReqd=0yu490vbrGkZ2DypOA=8&isid=JkLqx-_PESAv04mMTg08reqType=VP)

Note:  
The virtual meeting environment will be made available shortly before the start of the meeting as set out in the convocation note of ABN AMRO Bank N.V.. Please check the meeting date and time and log in to [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder) before the meeting starts. Make sure you join on time. If you join after the meeting starts, you will not be entitled to vote. Voting virtually will be enabled after the meeting is opened by the chairperson. Please note that you will receive login information necessary to vote virtually at the phone number you provided during your registration. You will need this phone number to vote virtually throughout the meeting.

Please email [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) for all queries.

You can also contact helpdesk number +31 203442000 for any problems with joining the meeting virtually.

Thank you for using [www.abnamro.com/shareholder](http://www.abnamro.com/shareholder).

Yours faithfully,  
ABN AMRO Bank N.V.

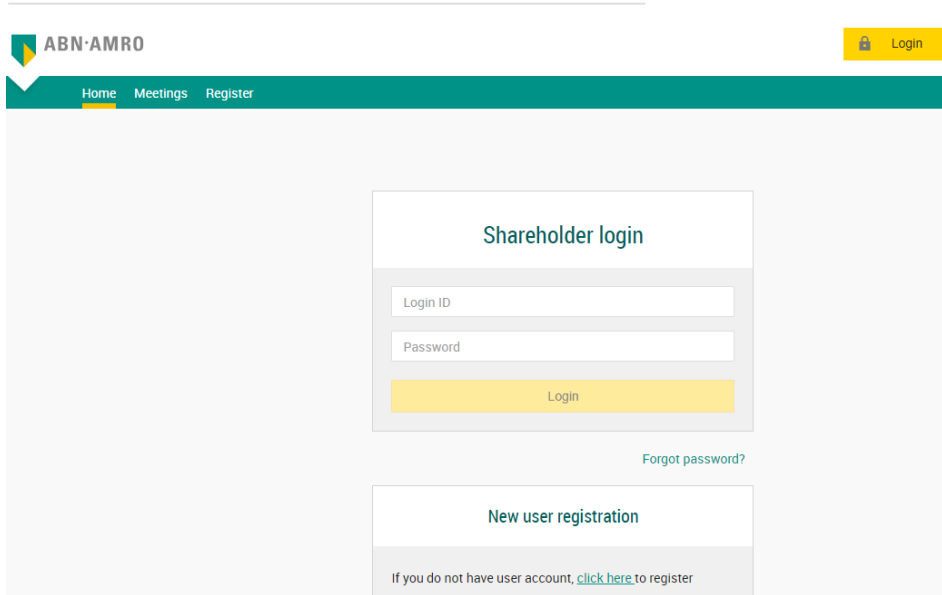
### Important information

Voting virtually during the meeting has certain inherent risks, which include, but are not limited to any failure in virtual meeting equipment, software, network infrastructure, servers, internet or telephone connectivity, video or voice equipment whether or not caused by an information security incident (which includes any unauthorized use, hacking, a Denial of Services attack, a denial of access, any failure or intrusion resulting from the theft or unlawful interception of a password or network access code and any other cyber-attack) or caused by any type of mechanical failure such as any electrical power outage during the General Meeting as well as any other unforeseen technical difficulties or disruptions whether relating to the Website in general, the Virtual Attendance Section, the General Meeting or the equipment/connectivity used by you, the Securities Holder.

To avoid such risks the Securities Holder should attend the General Meeting in-person or by proxy.

Once the request has been approved by the intermediary, a shareholder will receive a confirmation e-mail, including further instructions

Before Thursday, 22 April 2021, 15:00 CET

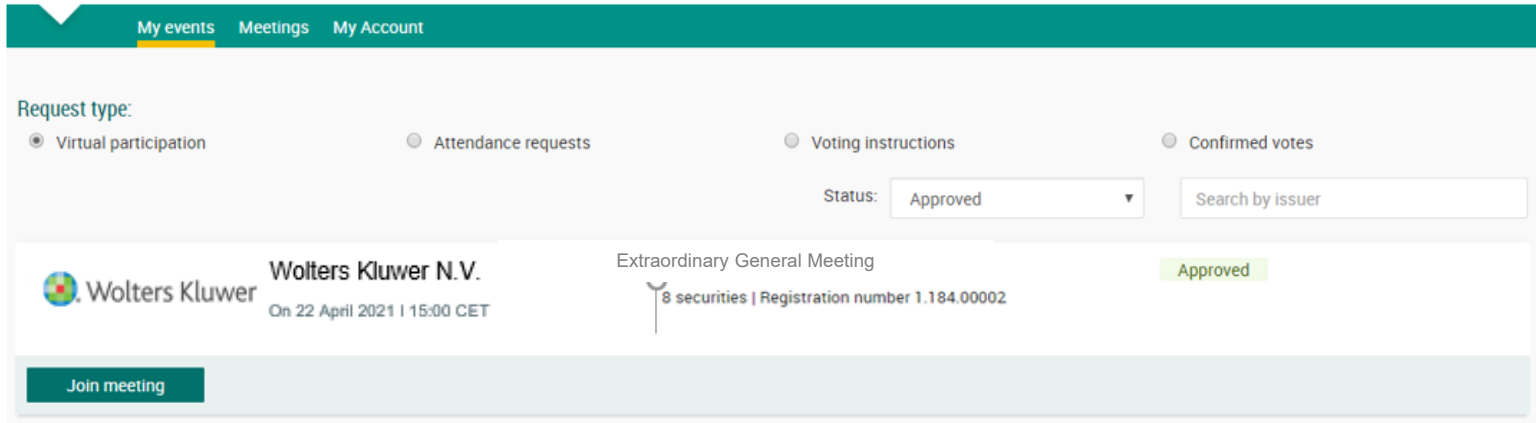


The screenshot shows the ABN-AMRO corporate portal. At the top left is the ABN-AMRO logo. To its right is a yellow 'Login' button with a lock icon. Below the logo is a navigation bar with 'Home', 'Meetings', and 'Register' links. The main content area features a 'Shareholder login' section with two input fields for 'Login ID' and 'Password', and a yellow 'Login' button. Below this is a 'Forgot password?' link. Underneath is a 'New user registration' section with a link to register: 'If you do not have user account, [click here](#) to register'.

On the day of the Annual General Meeting, choose <https://corporatebroking.abnamro.com/shareholderlogin> to login to the shareholder portal and click "Login"

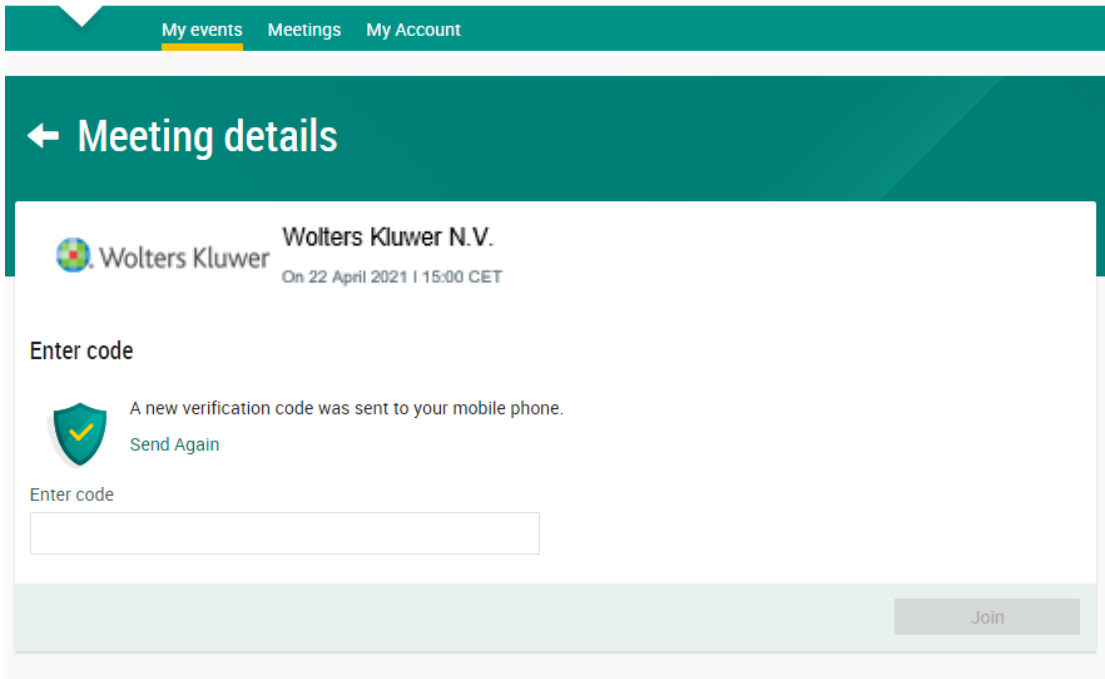
Before Thursday, 22 April 2021, 15:00 CET

Go to My events and click "Join Meeting"



The screenshot shows a user interface with a teal header bar containing navigation links: "My events" (highlighted), "Meetings", and "My Account". Below the header, there is a "Request type:" section with four radio button options: "Virtual participation" (selected), "Attendance requests", "Voting instructions", and "Confirmed votes". To the right of these options is a "Status:" dropdown menu set to "Approved" and a "Search by issuer" input field. The main content area displays a meeting card for "Wolters Kluwer N.V." with the date and time "On 22 April 2021 | 15:00 CET". The meeting title is "Extraordinary General Meeting" and it includes the text "8 securities | Registration number 1.184.00002". A green "Approved" label is visible in the top right corner of the card. At the bottom of the card, there is a teal "Join meeting" button.

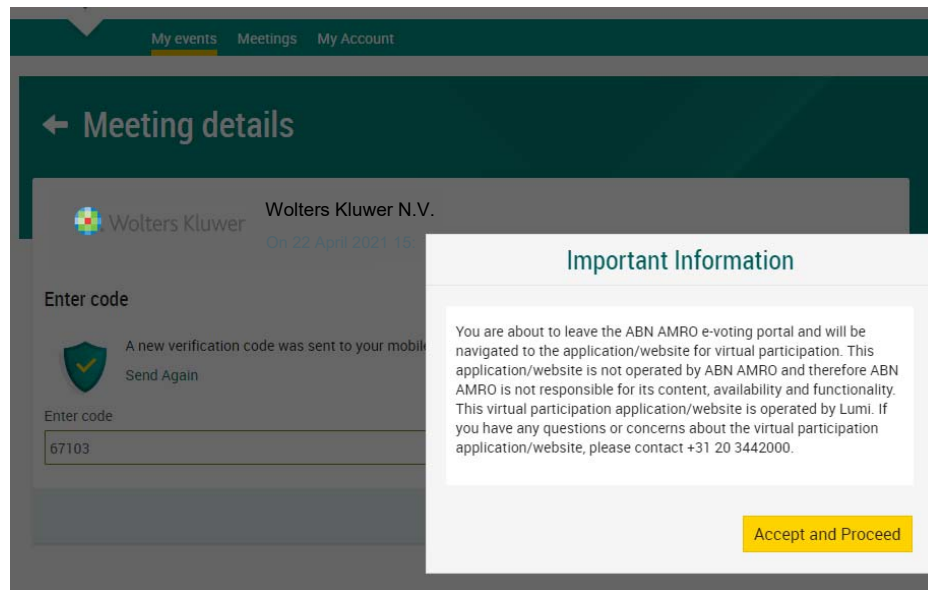
Before Thursday, 22 April 2021, 15:00 CET



The screenshot shows a web interface for a meeting. At the top, there is a navigation bar with 'My events', 'Meetings', and 'My Account'. Below this is a header for 'Meeting details'. The main content area displays the Wolters Kluwer logo and 'Wolters Kluwer N.V.' with the date and time 'On 22 April 2021 | 15:00 CET'. Underneath, there is a section titled 'Enter code' which includes a green shield icon with a checkmark and the text 'A new verification code was sent to your mobile phone.' and a 'Send Again' link. Below this is an input field labeled 'Enter code'. At the bottom right of the form is a 'Join' button.

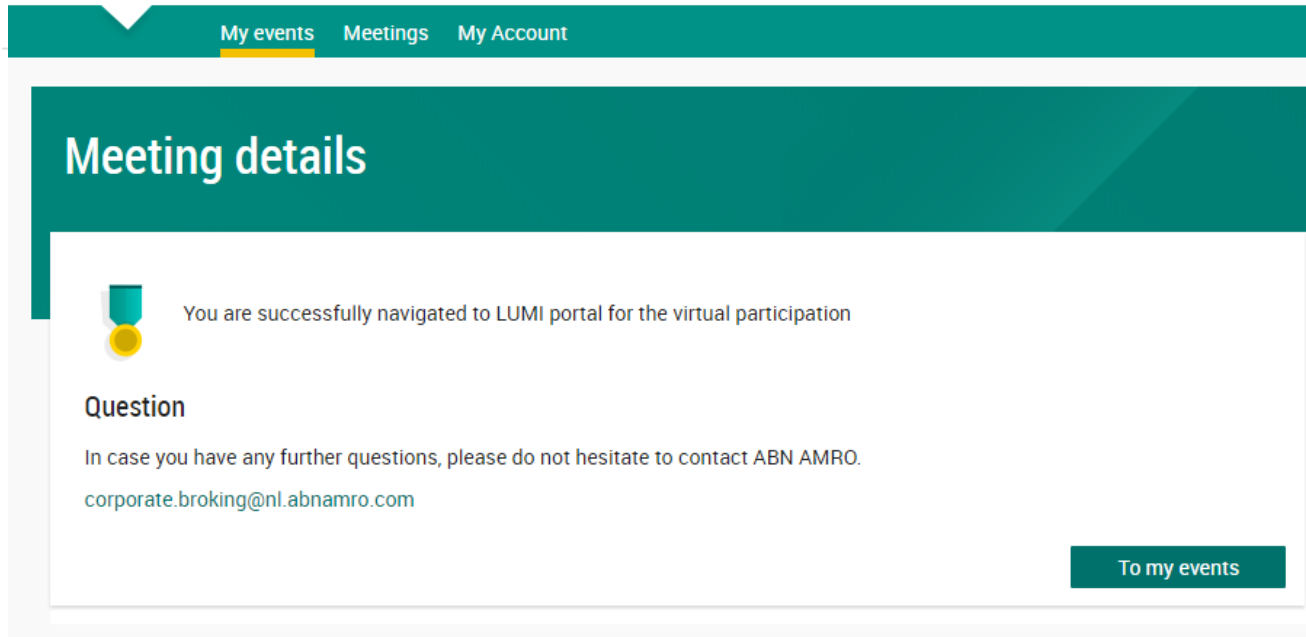
Fill in the one-time verification code as sent to your mobile phone

Before Thursday, 22 April 2021, 15:00 CET



Once the verification code is validated, a notification will be shown. Click "Accept and Proceed"

Before Thursday, 22 April 2021, 15:00 CET



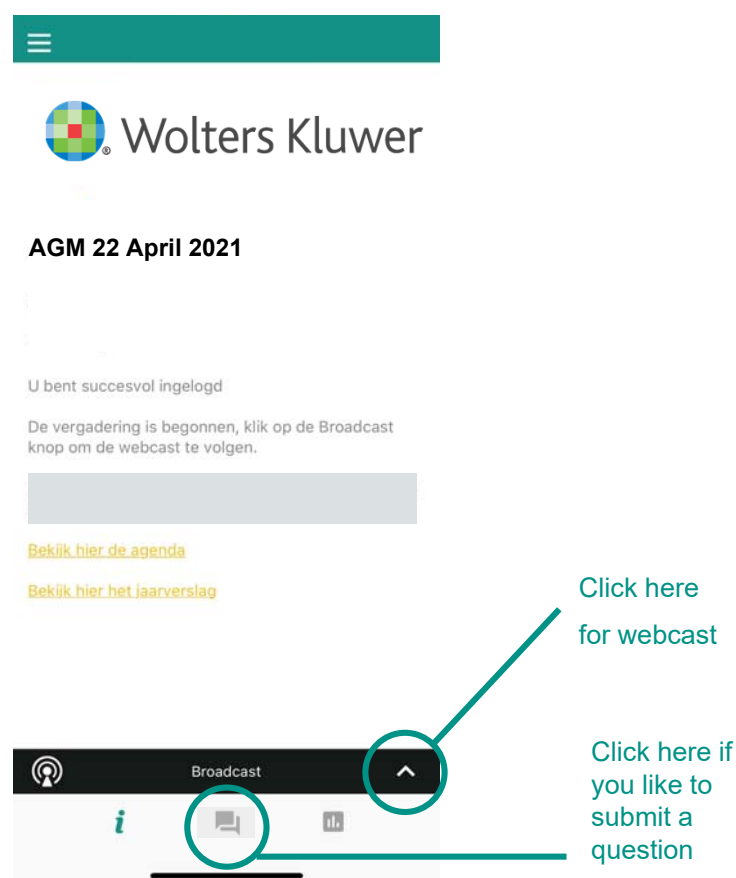
The screenshot shows a web interface with a dark teal header containing navigation links: "My events" (highlighted with a yellow underline), "Meetings", and "My Account". Below the header is a teal banner with the text "Meeting details". The main content area is white and contains a confirmation message with a teal and yellow icon: "You are successfully navigated to LUMI portal for the virtual participation". Below this is a section titled "Question" with the text: "In case you have any further questions, please do not hesitate to contact ABN AMRO. corporate.broking@nl.abnamro.com". A teal button labeled "To my events" is located in the bottom right corner of the content area.

You will then be navigated to LUMI portal (the environment in which the meeting is shown and voting is possible)

13:00 – 15:00 CET: virtual registration desk open



15:00 CET: webcast starts



Shareholders who log in after 15:00 CET will only have access to the meeting via the webcast at [www.wolterskluwer.com/investors](http://www.wolterskluwer.com/investors) and will neither be able to ask questions nor to vote.

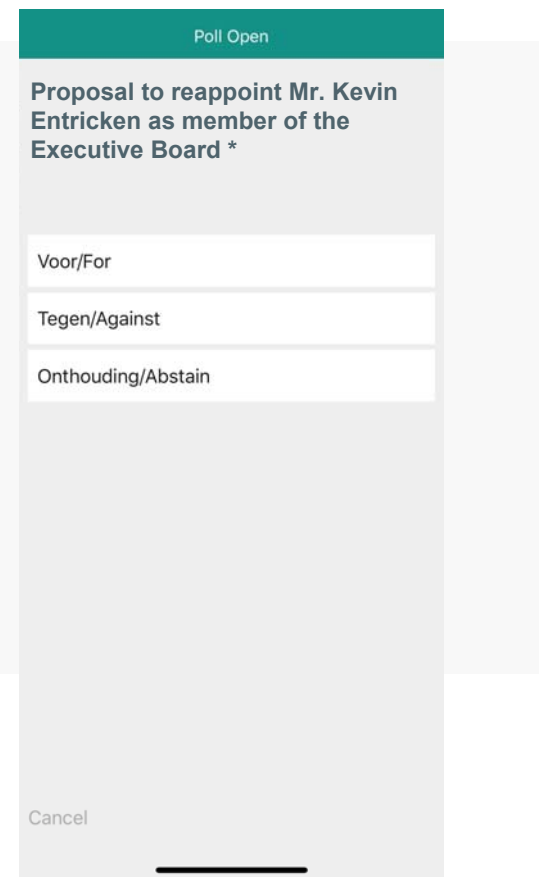
15:00 CET: Start of the meeting



When the voting is open please submit your vote by clicking on "For", "Against" or "Abstain".

You can change your vote until the voting is closed for the relevant agenda item.

A vote confirmation will be displayed.





### Registration process

**Q: How can I register to participate as a virtual shareholder at the Wolters Kluwer N.V. virtual meeting?**

A: As a Wolters Kluwer N.V. shareholder, you will first need to create a profile via [www.abnamro.com/evoting](http://www.abnamro.com/evoting), where you are requested to provide your mobile phone number and custody account number.

**Q: Where can I login to participate in the virtual meeting as a virtual shareholder?**

A: You can participate via the ABN AMRO platform and login via [www.abnamro.com/evoting](http://www.abnamro.com/evoting).

**Q: I don't know my login details for the ABN AMRO platform?**

A: You can easily request a new password via the website [www.abnamro.com/evoting](http://www.abnamro.com/evoting) or contact ABN AMRO via: [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com).

**Q: The ABN AMRO platform isn't allowing me to login, what should I do?**

A: Please contact ABN AMRO at [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) or by telephone +31 (0)20 344 2000.

**Q: Can I test if I can get into the virtual environment ahead of the virtual meeting?**

A: Yes, you can do so after the Close of Registration, following the guidelines on [www.abnamro.com/evoting](http://www.abnamro.com/evoting). Should you face difficulties, please contact [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) or by telephone +31 (0)20 344 2000.

### Registration process

**Q: How do I know if my bank has approved my registration for the virtual meeting?**

A: You will receive a confirmation from ABN AMRO by email. This might take a few minutes. In case the confirmation takes longer than that, please do not hesitate to contact ABN AMRO via [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) or by telephone +31 (0)20 344 2000. We advise that you already use the testing period before the day of the virtual meeting to test your access to the platform.

**Q: I have already registered for online participation at the virtual meeting, but now I would like to participate in-person or through a proxy. Is that possible?**

A: In light of the COVID-19 pandemic and the associated continuing health risks and in accordance with the 'Temporary Act COVID-19 Justice and Safety', the Annual General Meeting will only be virtually accessible for shareholders. This means that shareholders will not be able to attend the meeting in-person. Participation through proxy is possible, as long as you make this change before the Close of Registration on Thursday, 15 April 2021, 17:30 CET. As further specified in the convocation of the virtual meeting and as stated on [www.abnamro.com/evoting](http://www.abnamro.com/evoting).

**Q: As of which moment can I login to the virtual meeting?**

A: You can login within a time frame of two hours before the start of the virtual meeting. Once you have done so you are counted as a shareholder attending the virtual meeting, even if you leave before the start of or any time during the virtual meeting (whether or not due to an internet connection failure).

### Shareholder meeting

**Q: How can I follow the virtual meeting?**

A: You will be able to follow the meeting via a live video webcast via [www.wolterskluwer.com/investors](http://www.wolterskluwer.com/investors) or in the virtual environment via [www.abnamro.com/evoting](http://www.abnamro.com/evoting).

**Q: What do I need to do to participate at the virtual meeting?**

A: You can submit your votes via proxy through ABN AMRO or attend the virtual meeting online. You can register via [www.abnamro.com/evoting](http://www.abnamro.com/evoting).

**Q: When do I need to login when I want to attend and vote at the virtual meeting?**

A: You will be able to login from two hours prior to the meeting until the meeting starts. The meeting will start at 15:00 CET on 22 April 2021.

**Q: How do I know that I can vote during the virtual meeting?**

A: Once the Chairman has opened the shareholder meeting and has put the relevant agenda item to the vote you will be able to vote until the Chairman or the secretary of the meeting declares that the voting will be closed for that specific agenda item. You can change your vote until the voting is closed for the relevant agenda item.

## Shareholder meeting

**Q: How do I know that I have voted at the virtual meeting?**

A: The application will confirm that your vote(s) has/have been received.

**Q: Can I ask questions as a virtual participant of the virtual meeting?**

A: Yes, questions about items on the agenda can be submitted prior to the virtual meeting as described in the convocation. Further, it will be possible for shareholders who virtually attend the meeting to ask follow-up questions in relation to the items on the agenda via the chat system of ABN AMRO.

**Q: Can I also vote in advance of the virtual meeting?**

A: Yes, you can by giving a proxy voting instruction via [www.abnamro.com/evoting](http://www.abnamro.com/evoting).

**Q: I have already voted through proxy on the ABN AMRO website, do I need to vote again?**

A: No, your proxy voting instruction will remain valid.

**Q: I have already voted through proxy on the ABN AMRO website, can I change my vote during the virtual meeting?**


A: If you grant a proxy voting instruction your vote has, in fact, been made before the meeting takes place and you will only be able to change your voting instruction until Close of Registration, Thursday, 15 April 2021, at 17:30 CET.

### Shareholder meeting


**Q: I have already voted through proxy on the ABN AMRO website, can I still follow the virtual meeting?**

A: Yes, you can via the webcast available on [www.wolterskluwer.com/investors](http://www.wolterskluwer.com/investors).

**Q: I am unable to vote.**

A: Once the Chairman has opened the shareholder meeting and has put the relevant agenda item to the vote you will be able to vote if you are a registered shareholder. Voting will be possible until the moment the Chairman or the secretary of the meeting declares that the voting will be closed for that specific agenda item. You can change your vote until the voting is closed for the relevant agenda item. Press the voting button  to submit your votes. Please make sure you are connected to the internet.

**Q: How can I submit a vote?**

A: Once the Chairman has opened the shareholder meeting and has put the relevant agenda item to the vote you will be able to vote until the moment the Chairman or the secretary of the meeting declares that the voting will be closed for that specific agenda item. Press the voting button  to submit your votes. When selecting the button of your choice your vote will be cast automatically. Please submit your votes on all resolutions. You will see a confirmation in your screen.

**Q: How can I change my vote?**

A: You can change your vote until the voting is closed for the relevant agenda item.

### Exercise of rights

**Q: Are my votes valid when leaving early? Can I re-join after I have left?**

A: Yes, assuming you have logged in successfully prior to the start of the virtual meeting this will not affect the votes casted until the moment you left. Re-joining the virtual meeting after you've left is possible, but you will not be able to vote upon items that have been put to the vote in the meantime.

**Q: When there's a failure in my network connection, or my device stops working during the virtual meeting will I be able to login and continue to participate in the virtual meeting once the connection has been restored?**

A: Yes, assuming you have logged in successfully prior to the start of the virtual meeting, you will be able to continue participating in the virtual meeting after the network connection has been restored. You will however not be able to vote on items that have been put to vote in the meantime.

**Q: Will I be able to ask questions or make any comments to the meeting during the virtual meeting when I participate online?**

A: From today until Monday, 19 April 2021, 15:00 CET at the latest, shareholders may submit written questions in relation to the items on the agenda via email to: [2021AGM@wolterskluwer.com](mailto:2021AGM@wolterskluwer.com). Shareholders must include their name and their shareholder certificate number, which can be obtained from their bank, in their email. Wolters Kluwer intends to answer these questions (possibly combined) during the virtual meeting. Wolters Kluwer reserves the right to individually respond to a question, if this is deemed appropriate. It will also be possible for shareholders virtually attending the meeting to ask follow-up questions in relation to the items on the agenda by electronic means, via the use of a chat function in the Wolters Kluwer online voting platform. However, the Chairman of the meeting may use his discretion not to respond to all follow-up questions, in the interest of the order of the virtual meeting.

### Exercise of rights

**Q: Are there any voting restrictions when participating online?**

A: When participating online split-voting is not possible as it is not supported by the platform yet. Holders of ADRs will not be able to participate in online voting.

**Q: I have registered for online participation but have sold my shares after that. Can I still vote on these shares?**

A: Yes, according to Dutch Corporate law the 28<sup>th</sup> day before the day of the virtual meeting is decisive for those who will be able to vote at the virtual meeting. As registration is only possible after that record date (*record date Wolters Kluwer: 25 March 2021 at 17:30 CET*) the right to vote remains even if you have already sold your shares in the meantime.

**Q: Will the possibility of online participation affect the proceedings at the general meeting?**

A: At the virtual meeting the usual proceedings for general meetings of Wolters Kluwer N.V. will be followed.

### General Questions

**Q:** I appreciate the possibility to participate online at the virtual meeting, I wonder how Wolters Kluwer N.V. ensures that online participation will be without issues?

**A:.** Wolters Kluwer N.V. offers the application to shareholders through third parties that have gathered experience with organizing virtual shareholders' meetings. But even though Wolters Kluwer N.V. has given its best efforts to ensure that shareholders are offered a best-in-market service, it cannot guarantee that shareholders will not experience any issues.

**Q:** Why should I choose for online participation when I can grant a proxy voting instruction as I did before?

**A:** When you participate online, you will be able to take into account the deliberations at the Annual General Meeting before you decide how to vote. If you grant a proxy voting instruction your vote has, in fact, been made before the meeting takes place and you will only be able to change your voting instruction until Close of Registration, Thursday 15 April 2021, at 17:30 CET.

**Q:** What will be done with all my personal data which I am asked to provide when opting for online participation?

**A:** ABN ARMO will process your personal data and adheres to its GDPR policy, which can be found on [www.abnamro.com/en/footer/privacy-statement.html](http://www.abnamro.com/en/footer/privacy-statement.html).



## General Questions

**Q: Are there any rules and conditions set by Wolters Kluwer N.V. that apply to the virtual meeting?**

A: Yes, we would like to refer you to the Policy relating to the virtual meeting of shareholders that applies and which can be found on our website, [www.wolterskluwer.com/agm](http://www.wolterskluwer.com/agm). If you participate online, you should have read this Policy. As described in the Policy virtual voting entails risks. Shareholders who wish to avoid such risks, should choose to give a voting instruction to the Notary.

**Q: I don't have a smartphone, tablet or pc. Will I be able to participate in the virtual meeting?**

A: Unfortunately, in that case you cannot join the virtual meeting.

**Q: My internet connection isn't working properly. Will I be able to participate in the virtual meeting?**

A: You will need a working internet connection during the meeting. On your phone you can also use a mobile (3G/4G) signal if available, or use WiFi.

**Q: My battery is almost empty. What do I do?**

A: The shareholder is responsible for a properly functioning and charged device.

**Q: How do I know this is a safe way to vote?**

A: The website and portal provided through [www.abnamro.com/evoting](http://www.abnamro.com/evoting) has been thoroughly tested by various parties.

## General Questions

**Q: Which device should I use to participate in the virtual meeting?**

A: You can participate at the virtual meeting with any device that has a working internet connection and successfully logged in to the virtual environment via [www.abnamro.com/evoting](http://www.abnamro.com/evoting). Please make sure to have installed the latest version of your internet browser, Chrome, Firefox, Internet Explorer 11 and 10, Edge or Safari.

**Q: The device that I will use for online participation has a camera installed: will, or can, I be made visible in the virtual meeting to other participants or anyone else?**

A: No, that will not be the case.

**Q: When I participate online, will other shareholders be informed that I am participating or do they have the possibility to know that?**

A: No. You will be registered on the registration list of all shareholders attending the virtual meeting in accordance with the provisions of the articles of association of Wolters Kluwer N.V. However this information will not be provided to other shareholders of Wolters Kluwer N.V.

**Q: Who can I contact if my question is not listed above?**

A: You can contact ABN AMRO via email [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) or by telephone +31 (0)20 344 2000.