

Online Meeting Guide



The meeting will be conducted in English, with a Cantonese language option available. The steps below explain how to participate via the online platform.

Accessing the meeting online

Visit <https://meetings.lumiconnect.com/800-245-323-225> on your smartphone, tablet or computer.

You will then be required to enter your:

- Shareholder Reference Number (SRN)
- PIN

Access will be available one hour prior to the start of the meeting. If you experience any difficulties, please contact Computershare using the following details.

For shares held on the UK register please email the Web Queries Inbox WebCorres@computershare.co.uk stating your full name and postcode.

If your shares are held on the Hong Kong register, you should contact our branch registrar, Computershare Hong Kong Investor Services Limited on +852 2862 8555.

You will need the latest version of Chrome, Safari, Edge or Firefox. Please ensure your browser is compatible. An active internet connection is required at all times to participate in the meeting.

Home page and broadcast

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

At the commencement of the meeting, the live broadcast of the proceedings will be available on the right-hand side of your device.

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



Voting

Once the Chair has opened the voting, the list of resolutions will automatically appear on your screen. For each resolution, the voting options 'For', 'Against' and 'Withheld' will appear. Select the option for each resolution that corresponds with how you wish to vote.

Once you have selected your vote, the option will change colour and a confirmation message will appear to indicate your vote has been cast and received - there is no submit button.

To vote on all resolutions displayed select the vote all option at the top of the screen. Alternatively, you can select your votes for each resolution separately.

To change your vote, select the resolution again. To cancel your vote, select the 'cancel' button. You will be able to do this at any time whilst voting remains open. Voting will remain open throughout the meeting and for approximately 10 minutes after the meeting closes.



Questions

Written questions can be submitted by selecting the messaging icon from the navigation bar and typing your question at the top of the screen. To submit your question, click on the 'Send' button to the right of the text box.

Copies of questions you have submitted can be viewed by selecting 'My Messages'. You can also ask a question verbally by selecting the 'Request to speak' option.



Documents

Meeting documentation can be found within the documents tab in the navigation bar. Documents can be read within the platform or downloaded to your device in pdf format.

Appointed proxies and corporate representatives

If you plan to participate in the meeting as a proxy or corporate representative you will require a unique username and password. Once a valid proxy appointment or letter of representation has been recorded please contact the following agents to receive your log-in details:

For shares held on the UK register, please email the Web Queries Inbox
WebCorres@computershare.co.uk.

For shares held on the Hong Kong register, please contact our branch registrar, Computershare Hong Kong Investor Services Limited on +852 2862 8555.

To avoid delays accessing the meeting, you should make contact to obtain your username and password **at least 24 hours prior to the meeting date and time.**

The Computershare mailbox is monitored from 8.30am to 5.30pm local time Monday to Friday.

Further information

You should read this document together with the Notice of Annual General Meeting for full details on joining the meeting and voting. A copy is available at
<https://www.prudentialplc.com/en/investors/shareholder-information/agm/2025>.