



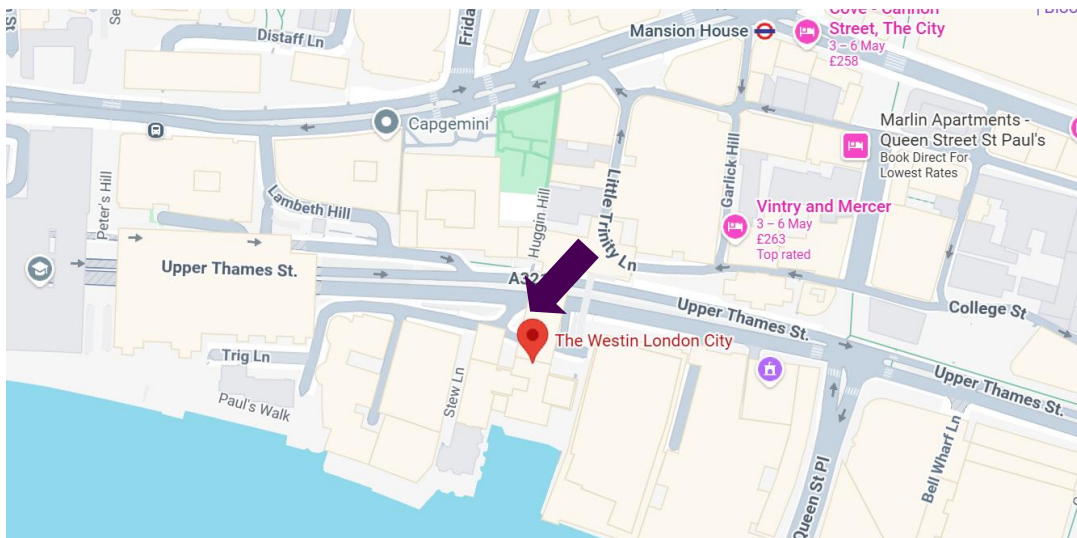
## Annual General Meeting 2026 – FAQs

Our Annual General Meeting (**AGM**) takes place at **11:00am on Tuesday 2 June 2026** at The Westin Ballroom, The Westin London City Hotel in London. You can attend in person or online. Please find more information about the event below.

### Attending in person

#### How do I get there?

The Westin Ballroom, The Westin London City Hotel, is situated at Huggin Court off Huggin Hill, EC4V 4AY. If you arrive at any of the other hotel entrances, stewards will guide you to the Westin Ballroom.



- **Nearest underground station:** Mansion House (2-minute walk) or Bank (6-minute walk).
- **Nearest national rail station:** Cannon Street (7-minute walk) or London Blackfriars (11-minute walk).
- **If driving**, the nearest car park is the NCP London Vintry Thames Exchange (4-minute walk).
- [What3words](https://www.what3words.com/office.fans.trains): office.fans.trains

#### When should I arrive?

The venue doors will open at 10:00am. Please arrive in time to pass through security checks and register before the meeting which begins at 11:00am. Stewards will be on hand to welcome you.

## How long is the AGM?

The AGM is expected to last an hour, followed by a light lunch. Here are the approximate timings:

- **10:00:** Doors open for registration
- **10:00-10:45:** Refreshments in the foyer
- **11:00-12:00:** AGM, including the Q&A session and final opportunity to vote
- **12:00-13:00:** Light lunch
- **13:00:** – Finish

## Do I need to bring anything?

Please bring your voting invitation email or letter to help with registration. If you are attending as a proxy of a member, please also bring a form of photo ID – for example, a valid driving licence.

## What refreshments will be on offer?

- Tea, coffee, water and biscuits will be provided on arrival.
- This year's AGM will include a light lunch, which will include vegetarian, vegan and gluten-free options, all allergen information will be clearly labelled.
- Please note there will be limited seating available during lunch. If you require a seat for accessibility or health reasons, please let us know before you arrive and we'll do our best to ensure this is provided.
- If you have any specific dietary requirements, please let one of our stewards know on the day and we'll do our best to accommodate them.

## How do I ask a question at the AGM?

- If you'd like to ask the Board or leadership team a question before the AGM, please email us at [agm@royallondon.com](mailto:agm@royallondon.com).
- You can ask a question in person during our Q&A session. Please raise your hand when the Chair invites you to do so, and a steward will pass you a microphone.

## Can I vote during the AGM itself?

Yes – please bring along your printed proxy voting form on the day. If you forget to bring this with you, please mention this at the registration desk when you arrive. You will be issued with a duplicate form and you will be able to cast your vote in the meeting. Any votes cast at the meeting will supersede any votes cast in advance.

## I have already voted – can I change my vote during the AGM?

Yes – you can change your vote on the day of the AGM, whether you attend in person or online. Any votes cast at the meeting will supersede any votes cast in advance.

## Attending online

If you attend the AGM online, you still have the opportunity to vote and ask questions.

### How do I attend the AGM online?

On the day, you can join the meeting via our online portal (details below) as early as 10:00am. We recommend joining around 15 minutes before the 11:00am start time. Please follow these steps:

- Go to <https://attend.cesjoinin.com/>
- Enter the meeting ID **30435**
- Then enter your two personal security codes – which you can find on your AGM email or the AGM hard copy letter we sent you in April.

### What do I do if I cannot find my security codes?

- Your security codes can be found on your AGM email or the AGM letter we sent to you in April.
- If you don't have your email or letter, you can access them on our voting site under "where is my security code?". You will be directed to the 'forgot codes' link and once you have entered your registered email, your codes will be automatically emailed to you.
- Alternatively, you can email [takepart@cesvotes.com](mailto:takepart@cesvotes.com) and someone will get back to you.

### How do I ask a question online during the AGM?

To ask the Board or leadership team a question before the AGM, please email us at: [agm@royallondon.com](mailto:agm@royallondon.com).

On the day, you can ask a question via the voting portal. Please click on the Q&A tab in the menu bar.

- **For general questions:** Please submit these in the 'Messages' tab.
- **For a question you would like to ask the Chair directly:** Please submit your question in the 'Request to speak' tab, and a member of our team will talk you through the process.

A notification will appear to confirm that your message has been sent successfully. You may receive a written response, or your question may be asked live to the presenters.

### I have already voted – can I change my vote online during the AGM?

Yes – you can change your vote on the day of the AGM, whether you attend in person or online. Any votes cast at the meeting will supersede any votes cast in advance.

### I'm having technical issues with the online event website – what should I do?

- The event website can be accessed through the following web browsers:
  - Google Chrome
  - Safari
  - Firefox
  - Microsoft Edge.
- For the best viewing experience, please update to the latest version of your browser and make sure you have a stable Wi-Fi connection.

- We recommend logging in at least 15 minutes before the AGM, so that any issues can be resolved before the meeting starts.
- If you have any technical issues on the day, please contact our partner at [support-cesjoinin@civica.com](mailto:support-cesjoinin@civica.com)

### **What security measures are in place at the AGM?**

We have procedures and checks in place to keep everyone safe at our event:

- We have a team of Registered Security Officers and stewards to help you both inside and outside of the venue. All our security officers and stewards will wear identification badges so you can spot them easily.
- Our security team will be carrying out bag searches and metal detector checks when attendees arrive. For everyone's safety, please cooperate if a member of the team asks to carry out such a search. If you refuse any such searches, you may be denied entry to the event.
- When you arrive, please register at the registration desk. Please bring along your AGM email or hard copy letter.
- All members and proxy holders will be issued with an identification badge when they arrive. If you are given one of these, please wear this throughout the AGM.
- You will be able to store larger items in the cloakroom, along with any personal items you don't wish to carry. Please don't leave any items unattended at the venue.
- Attendees are not permitted to take photographs or make any form of recording on any media at the event.
- At any point during the event, if you notice anything you feel uncomfortable with, please let one of the stewards or a member of the security team know.
- In the event of an incident, please follow the instructions from our security or stewarding team.

### **Is the venue accessible by wheelchair?**

Yes, the hotel has wheelchair access. If you have any special requirements, please let us know at [agm@royallondon.com](mailto:agm@royallondon.com).

### **Will there be a hearing loop?**

Yes, there will be a hearing loop available during the event. This will be clearly signposted.

### **Will the online event be subtitled?**

Yes, the online event will be live-captioned.

### **Will the AGM be recorded?**

Yes, the AGM will be recorded and made available on the [Royal London website](#) after the event.

### **How can I find out the results of the votes?**

We will share the Resolutions and voting results on the [Royal London website](#) after the event.

## Any questions?

If you have any questions about the AGM or for the Board and leadership team, please email [agm@royallondon.com](mailto:agm@royallondon.com) or call **0800 085 7835**. Lines are open 9am to 5pm, Monday to Friday, except bank holidays. You can also write to us at: FAO Company Secretary, 80 Fenchurch Street, London, EC3M 4BY.