

FREQUENTLY ASKED QUESTIONS

If there's anything you're still unsure about with regard to this year's AGM, you might find the answer below. If not, please speak to your local Agent, call us on 0800 072 1065* or email us at member_relations@nfumutual.co.uk

1. Why have I received an AGM pack?

As a customer of NFU Mutual you are also a member, entitling you to attend our AGM and vote on resolutions that come before the meeting.

It is good practice to send out information in advance of an AGM. We also believe that providing you with the information in this pack is a good way to keep you up to date with developments within NFU Mutual.

2. Why have I received more than one pack?

Under NFU Mutual's Articles of Association, each individual, joint membership (including a partner in a partnership) and corporate body is a distinct member of NFU Mutual and has a separate right to vote. For example, you might be a member because you have a policy in your own name, but you might also be a joint member with someone else or a Director of a corporate member, so you will receive an AGM pack for each membership. If this is the case, it will continue to be appropriate for you to receive more than one pack.

If we have made a mistake in sending you more than one pack, please accept our apologies. You can notify us either by phoning us on 0800 072 1065* or by writing to us at AGM Correspondence, NFU Mutual, Tiddington Road, Stratford-upon-Avon, Warwickshire CV37 7BJ, and we will update our records accordingly. Please quote your reference numbers, which are included at the top of each copy of the Notification of AGM in the packs you have received.

If you have received more than one proxy form, please complete and return all of them to ensure that all your votes are counted. We look forward to learning how you feel about the resolutions which are to be proposed at the AGM.

* Telephone lines are open Monday to Friday 9am-5pm.

3. Who is entitled to vote at the AGM?

Every member of NFU Mutual as of 31 January 2018 is able to vote on any of the proposed resolutions, either in person (by attending the meeting) or by proxy (by appointing someone to vote at the meeting on their behalf). In general, holding a policy with NFU Mutual confers membership on the policyholder.

4. How does a member which is a corporation (such as a limited company) attend the AGM?

A corporation can appoint a proxy to attend, speak and vote on its behalf (as described in 5 below), but can also attend the AGM in person should it wish, through appointing a person who is authorised to act as its corporate representative for the purposes of the AGM. Any such corporate representative will be entitled to attend, speak and vote at the AGM and otherwise exercise the same powers on behalf of the corporation as the corporation could exercise if it were an individual attending the AGM in person.

5. How do I appoint a proxy to vote for me?

We've made it as simple as possible for you to vote. You can appoint either the Chairman or another person to act as your proxy to attend the meeting and vote on your behalf. If you want your proxy to speak (as well as vote) on your behalf at the meeting, you should appoint someone other than the Chairman. You can either complete your proxy form online at nfumutual.co.uk/agm or return it by post. We have provided a Quick Vote option if you wish to appoint the Chairman as your proxy. Your proxy form must be received by 2.30pm on 18 June 2018 in order to be valid.

To complete your proxy form online, go to nfumutual.co.uk/agm and follow the links to a secure independent voting site. Log on by using the security codes printed in the 'How do I appoint a proxy to vote for me?' section of your proxy form and follow the instructions. The online service is available 24 hours a day from 8 May 2018 to 18 June 2018. Please note you will not be asked for any of your personal data in order to use the online facility.

Alternatively you can return your proxy form by post using the pre-paid envelope included in your AGM pack. In addition, you can come to the AGM on 20 June 2018 and have your say in person. This remains the case even if you have appointed a proxy to attend on your behalf.

At the AGM, a vote will initially be held on a show of hands and you (or your proxy) have one vote on any resolution. In certain circumstances a poll may be called. On a poll we calculate the number of votes to which each member is entitled according to premium income.

6. Are AGM documents available in large print and other formats?

Yes. Please call 0800 072 1065* and speak with one of our helpful advisers to discuss your needs. Alternatively, you can email us at member_relations@nfumutual.co.uk

7. Where and when will the AGM be held?

NFU Mutual's AGM will be held on Wednesday 20 June 2018 at 2.30pm at the National Conference Centre, part of The National Motorcycle Museum, Coventry Road, Bickenhill, Solihull, West Midlands, B92 0EJ, and we look forward to seeing you there. Directions and a map are in the booklet included in your AGM pack.

8. Why is my change of details or circumstances not reflected in this mailing?

If you notified us of a change of details or circumstances after 31 January 2018, this change may not have taken effect in time to be reflected in this mailing. Rest assured, no action is necessary and this change will be updated in all future communications.

9. If my details (name, address etc) are incorrect, what should I do?

If your details are incorrect, please contact your local Agent, contact Mutual Direct by dialling **0808 278 2261** or write to us at AGM Correspondence, NFU Mutual, Tiddington Road, Stratford-upon-Avon, Warwickshire CV37 7BJ. Details of your local Agent can be found by visiting nfumutual.co.uk/branches.

10. Can I receive this pack digitally in the future?

We are committed to reducing our global carbon footprint and as such are striving to make more services available online to all members. As a part of this process we are also working towards providing customers with the option to receive information digitally in the future.

11. Where can I find out more about your Responsible Business activity?

We are committed to being a Responsible Business. Our 'no shareholder' status is one of our key assets. We have a strong sense of responsibility to our customers and wider society. We support communities through charity partnerships, our employee volunteering programme, our Agency Network as well as our charities The Farm Safety Foundation and the NFU Mutual Charitable Trust. Find out more by visiting nfumutual.co.uk/about-us.

* Telephone lines are open Monday to Friday 9am-5pm.

12. What if I have a query regarding my existing policy?

For any queries on your policy, contact your Agent directly or contact Mutual Direct by dialling **0808 278 2261**. Details of your local Agent can be found by visiting nfumutual.co.uk/branches.

13. What does the Privacy Policy mean to me?

We value the privacy of every individual we do business with and are committed to ensuring we remain compliant with current data protection laws. The Privacy Policy leaflet explains how your data is used, and can be found online at nfumutual.co.uk/privacy.

14. Where can I find your 2017 Report and Accounts?

The 2017 Report and Accounts along with other information relating to the AGM is available online by visiting nfumutual.co.uk/agm.

HOW TO VOTE



Vote online at nfumutual.co.uk/agm



Vote by post **using this proxy form**

It only takes a minute to use the Quick Vote option



Attend the AGM on **Wednesday 20 June 2018**