

NFU MUTUAL 2020 AGM

FREQUENTLY ASKED QUESTIONS

If there is anything you're still unsure about with regard to this year's AGM you might find the answers below. If not, please speak to your local Agent, call Mutual Direct on 0808 278 2261* or email us at member_relations@nfumutual.co.uk

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

Why have I received an AGM pack?

As an NFU Mutual customer, you are also a member. This means you're entitled to vote on resolutions that come before the AGM. Ahead of our AGM we write to members, providing information about our results and our progress, and where to learn more before you vote.

Why have I received more than one AGM pack?

Under NFU Mutual's Articles of Association, each individual membership, 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.

Some members will therefore hold policies in more than one capacity with us, often at the same postal address. Those members will receive more than one copy of this AGM pack - one for each separate membership.

Each pack includes unique voting codes. These should be used when completing the proxy form or voting online to ensure that your vote is counted. If you have received more than one proxy form, please complete and return all of them or use all of your voting codes online to ensure that your full voting entitlement is counted.

Can I opt out of receiving this AGM mailing?

Good corporate governance requires that we write to all of our members about our AGM providing them with the information they need to vote on the resolutions put forward.

As it is not a marketing mailing our members are unable to opt out of receiving this information.

How do I attend, vote or appoint a proxy at your 2020 AGM?

In this year's AGM pack we included some detailed information on how the worldwide coronavirus outbreak and latest Government advice may impact our 2020 AGM.

A copy of 'Our AGM - A Coronavirus Update' can be found on our website nfumutual.co.uk/agm

Can I receive this pack digitally?

Clear communication with our members is really important to us and we've carefully considered the benefits and drawbacks of sending our AGM mailing digitally.

The Myners report into mutuals highlighted the need for clear communication and we believe that to only make our pack available online unless a customer requests a hard copy would potentially not meet the requirements of our members.

Our AGM and the mailing packs play an important part in us communicating with all of our members, giving them the information they need about our results and progress and where to find out more. We keep costs at a minimum, ensure the packs qualify for low postage rates and are printed on sustainably and responsibly sourced paper.

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.



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 31st January 2020, 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.

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.

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.



NFU Mutual

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