

NFU MUTUAL 2021 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 with your local Agent, call Mutual Direct on 0800 072 1065 or email us at member_relations@nfumutual.co.uk

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 2021 AGM?

In this year's AGM pack we included some detailed information on how you can vote and get involved in this year's AGM. This information is also available at nfumutual.co.uk/agm

We urge our members to follow any government advice in relation to the Coronavirus pandemic which may be in force at the date of the AGM. Please visit our website to appoint a proxy online and for the most up to date information on our 2021 AGM.

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 2021, 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 either contact your local Agent, or 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



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