



Virtual AGM

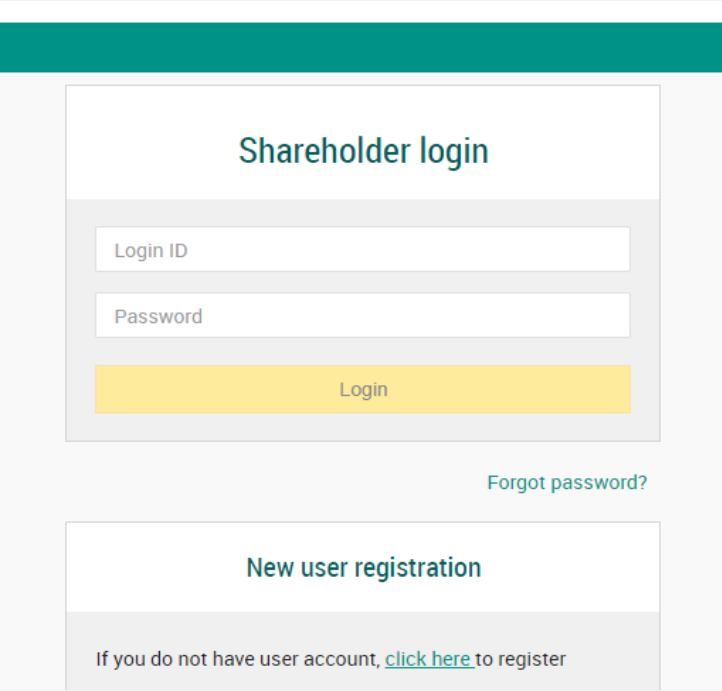
Manual and frequently asked questions



Helping people achieve a lifetime of financial security

Registration – before May 27, 2021, 23:00 CET

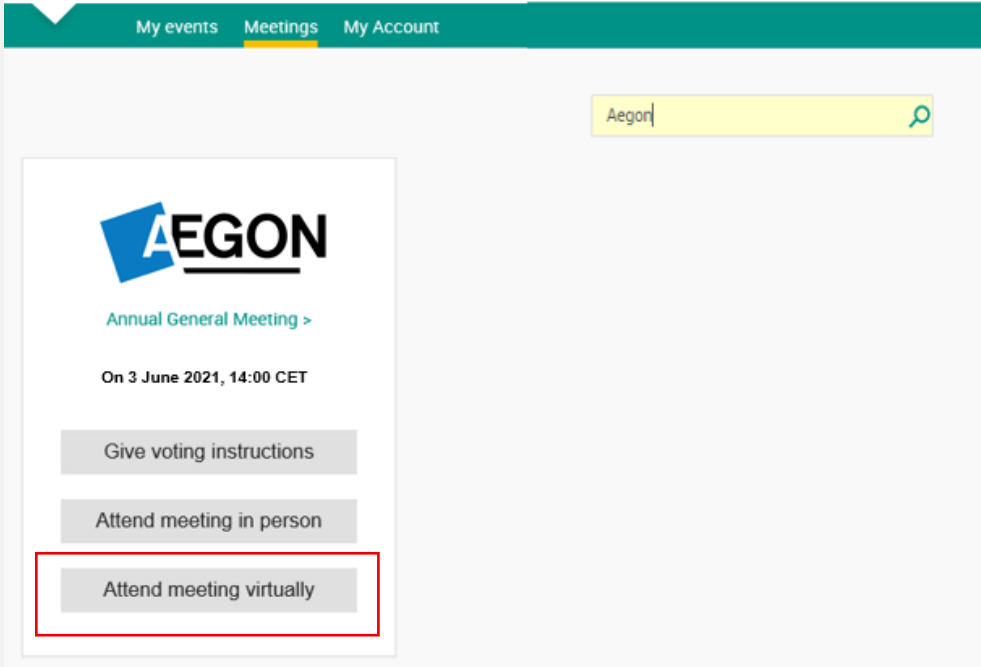
Click [here](#) to login to the shareholder portal, fill in your login details, and click “Login” (<https://abnamro.com/evoting>)



The screenshot shows a login form with the following elements:

- Header: Shareholder login
- Input fields: Login ID, Password
- Button: Login
- Link: [Forgot password?](#)
- Section: New user registration
- Text: If you do not have user account, [click here](#) to register

Select the upcoming meeting of Aegon and select “Attend meeting virtually”



The screenshot shows the Aegon shareholder portal interface with the following elements:

- Navigation bar: My events, Meetings, My Account
- Search bar: Aegon
- Logo: AEGON
- Meeting title: Annual General Meeting >
- Meeting date: On 3 June 2021, 14:00 CET
- Buttons: Give voting instructions, Attend meeting in person, Attend meeting virtually (highlighted with a red box)

Registration – before May 27, 2021, 23:00 CET

Fill in all the details to register for this meeting

AEGON Aegon N.V.
On 3 June 2021 | 14:00 CET

Cancel

1/4 Shares and Account

Securities

Security class
Ordinary Shares

Intermediary
ABN AMRO Bank N.V.

ISIN
NL0000303709

Number of securities
 Entire holding
 Partial holding

Enter number of securities
200

Account

Securities account number
SAN123

Next

Enter your mobile phone number which will be used for 2 factor authentication (SMS verification)

Register for virtual participation

AEGON Aegon N.V.
On 3 June 2021 | 14:00 CET

< Back Cancel

2/4 Phone, Terms and Conditions

Verification of phone number

Mobile phone number:
+31 687459889

Re-enter mobile phone number
+31 687459889

Terms and Conditions

Phone
The phone number can not be changed once verified and must be used till meeting ends.

Cancel Acknowledge and Accept

Registration – before May 27, 2021, 23:00 CET

Notification will be displayed with risks and terms of use of ABN AMRO (including reference to Aegon's Policy regarding Virtual Meetings of Shareholders). Please review, and if you agree, click "Accept and Proceed"

The screenshot shows a mobile application interface for 'Register for virtual participation'. The top header is green with the text 'Register for virtual participation'. Below the header, there is a section titled 'Important Information' with a white background. It contains the following text: 'You are about to confirm that you want to virtually participate in the General Meeting. In case you wish to proceed, please acknowledge and accept the risks which are inherently related to virtual attendance and participation in the General Meeting by checking the relevant checkbox set out below and click the "Accept and Proceed" button to gain access to the Virtual Participation Section. The risks related to virtual attendance and participation in the General Meeting include, amongst others: any failure in virtual meeting equipment, software, network infrastructure, servers, internet or telephone connectivity, video or voice equipment whether or not caused by an information security incident (which includes any unauthorized use, hacking, a Denial of Services attack, a denial of access, any failure or intrusion resulting from the theft or unlawful interception of a password or network access code and any other cyber-attack) or caused by any type of mechanical failure such as any electrical power outage during the General Meeting as well as any other unforeseen technical difficulties or disruptions whether relating to the Website in general, the Virtual Participation Section, the General Meeting or the equipment/connectivity used by you, the Securities Holder. By checking the boxes below, you confirm: that you acknowledge and accept the risks listed above and to have read and understood and agreed to our terms and conditions applicable to the registration and use of the Virtual Participation Section. that you are a person authorized to accept these risks on behalf of the Securities Holder. that you acknowledge that, if available, you have read, understood, and agreed to the policy regarding the hybrid/virtual voting by shareholders declared applicable by the issuing institution. The Terms of Use for using the Website and the Virtual Meeting Section in particular apply and can be found here: [Terms of Use](#)'.

Below the 'Important Information' section, there is a 'Terms and Conditions' section with a white background. It contains the following text: 'Phone The phone number can not be changed once verified and n'. There are 'Back' and 'Accept and Proceed' buttons at the bottom of the screen.

Enter the one-time verification code as sent to your mobile phone


The screenshot shows a mobile application interface for 'Register for virtual participation'. The top header is green with the text 'Register for virtual participation'. Below the header, there is a section titled 'Enter code' with a white background. It contains the following text: 'Aegon N.V. On 3 June 2021 | 14:00 CET. A new verification code was sent to your mobile phone. Send Again. Code 67681. Verify'.

Registration – before May 27, 2021, 23:00 CET

Confirmation of successful registration

My events Meetings My Account

Register for virtual participation

 You successfully registered to join for virtual participation

Now that you have requested to virtually participate during the meeting your intermediary will have to provide an approval.

Please confirm your account number and telephone number to your intermediary **ABN AMRO Bank N.V.**
as.exchange.services@nl.abnamro.co
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Question

In case you have any further questions, please do not hesitate to contact ABN AMRO.
corporate.broking@nl.abnamro.com

[To my events](#)

Registration – before May 27, 2021, 23:00 CET

Under “My events” you will find your request (note: status is pending until your intermediary approves the request)

The screenshot displays a user interface for managing events. At the top, a green navigation bar contains the links "My events", "Meetings", and "My Account". Below this, the "Request type:" section features four radio button options: "Virtual participation" (selected), "Attendance requests", "Voting instructions", and "Confirmed votes". To the right of these options, there is a "Status:" dropdown menu currently set to "Pending" and a "Search by issuer" input field. The main content area shows a list of events. The first entry is for "Aegon N.V.", with the event type "Annual General Meeting" and a status of "Pending". The event is scheduled for "On 3 June 2021 | 14:00 CET" and is associated with "200 securities | Registration number 1.021.00001". The Aegon logo is displayed to the left of the event details. To the right of the event information, there are icons for a telephone and a pencil, indicating options to contact support or edit the request.

Registration – before May 27, 2021, 23:00 CET

Once the request has been approved by the intermediary, a shareholder will receive a confirmation mail



Dear Mr. Shareholder,

You have made a request to vote virtually during the virtual Annual General Meeting of Aegon N.V. on 3 June 2021 14:00 CET. It will only be accepted after it has been processed by your intermediary

Please make sure that your intermediary registers you on time for the meeting of Aegon N.V. by confirming your mobile number and account number to us.

Intermediary contact information

Intermediary : [REDACTED]

E-mail address [REDACTED]

Phone number : --

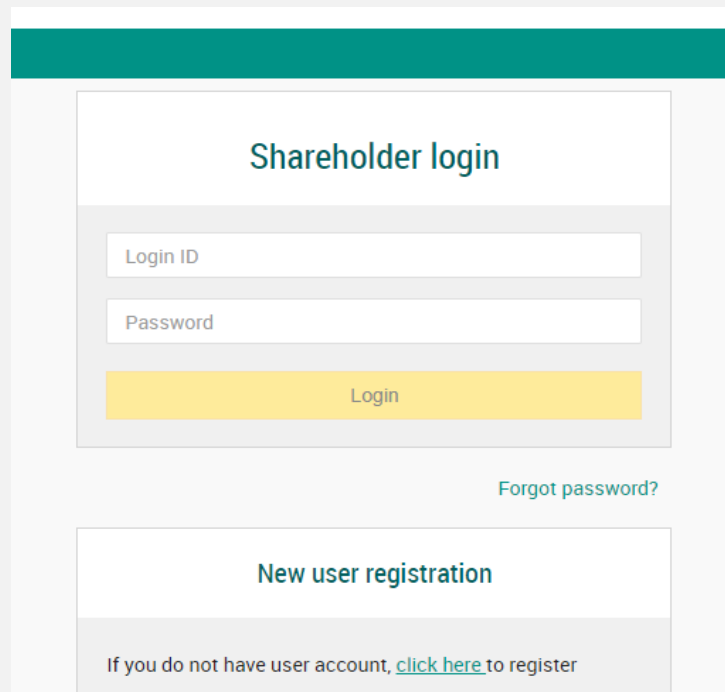
Once your intermediary has confirmed your data and your request to vote virtually during the meeting, you will receive an email from us confirming your registration for the meeting of Aegon N.V. and information about how to join this meeting.

Yours faithfully,
ABN AMRO Bank N.V.

Please email ava@nl.abnamro.com for all queries.

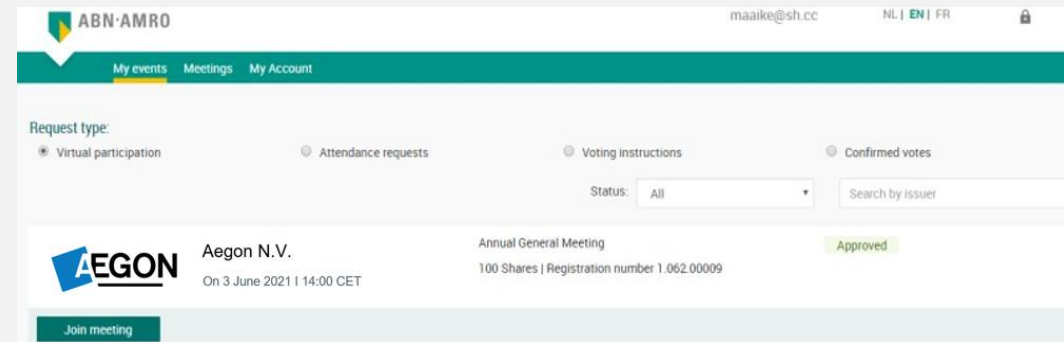
Login – on June 3, 2021, 13:00 - 14:00 CET

On the day of the Annual General Meeting, click [here](#) to login to the shareholder portal and click “Login” (<https://abnamro.com/evoting>)



The screenshot shows the 'Shareholder login' page. It features a green header bar. Below it, the text 'Shareholder login' is centered. There are two input fields: 'Login ID' and 'Password'. A yellow 'Login' button is positioned below the password field. A link for 'Forgot password?' is located below the login button. At the bottom, there is a 'New user registration' section with a link to register if the user does not have an account.

Go to “My events” and click on “Join meeting”



The screenshot shows the ABN-AMRO shareholder portal. The header includes the ABN-AMRO logo, the user email 'maaike@sh.cc', and language options 'NL | EN | FR'. The main navigation bar has 'My events', 'Meetings', and 'My Account'. Under 'Request type', there are radio buttons for 'Virtual participation', 'Attendance requests', 'Voting instructions', and 'Confirmed votes'. A 'Status' dropdown menu is set to 'All', and there is a 'Search by issuer' field. The main content area displays the Aegon logo and 'Aegon N.V.' with the date and time 'On 3 June 2021 | 14:00 CET'. It also shows 'Annual General Meeting' with '100 Shares | Registration number 1.062.00009' and an 'Approved' status. A green 'Join meeting' button is located at the bottom of the content area.

Login – on June 3, 2021, 13:00 - 14:00 CET

Enter the verification code as sent to your mobile phone

My events Meetings My Account

← Meeting details

AEGON Aegon N.V.
On 3 June 2021 | 14:00 CET

Enter code

A new verification code was sent to your mobile phone.
Send Again

Enter code

Join

A notification will be shown. Please accept to proceed

← Meeting details

Important Information

Enter code

A new verification code was sent to your mobile phone.
Send Again

Enter code

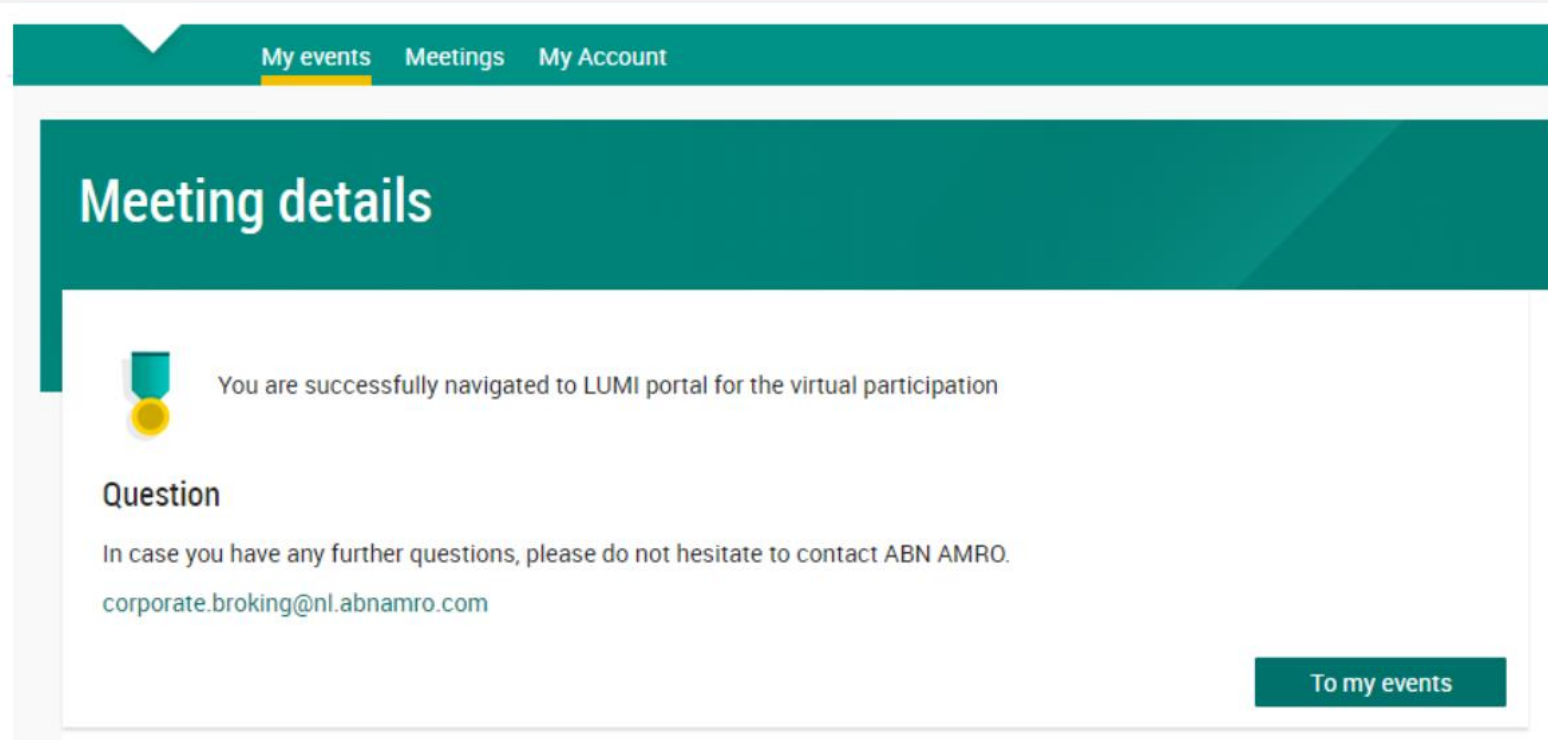
25488

You are about to leave the ABN AMRO e-voting portal and will be navigated to the application/website for virtual participation. This application/website is not operated by ABN AMRO and therefore ABN AMRO is not responsible for its content, availability and functionality. This virtual participation application/website is operated by Lumi. If you have any questions or concerns about the virtual participation application/website, please contact +31 20 3442000.

Accept and Proceed

Login – on June 3, 2021, 13:00 - 14:00 CET

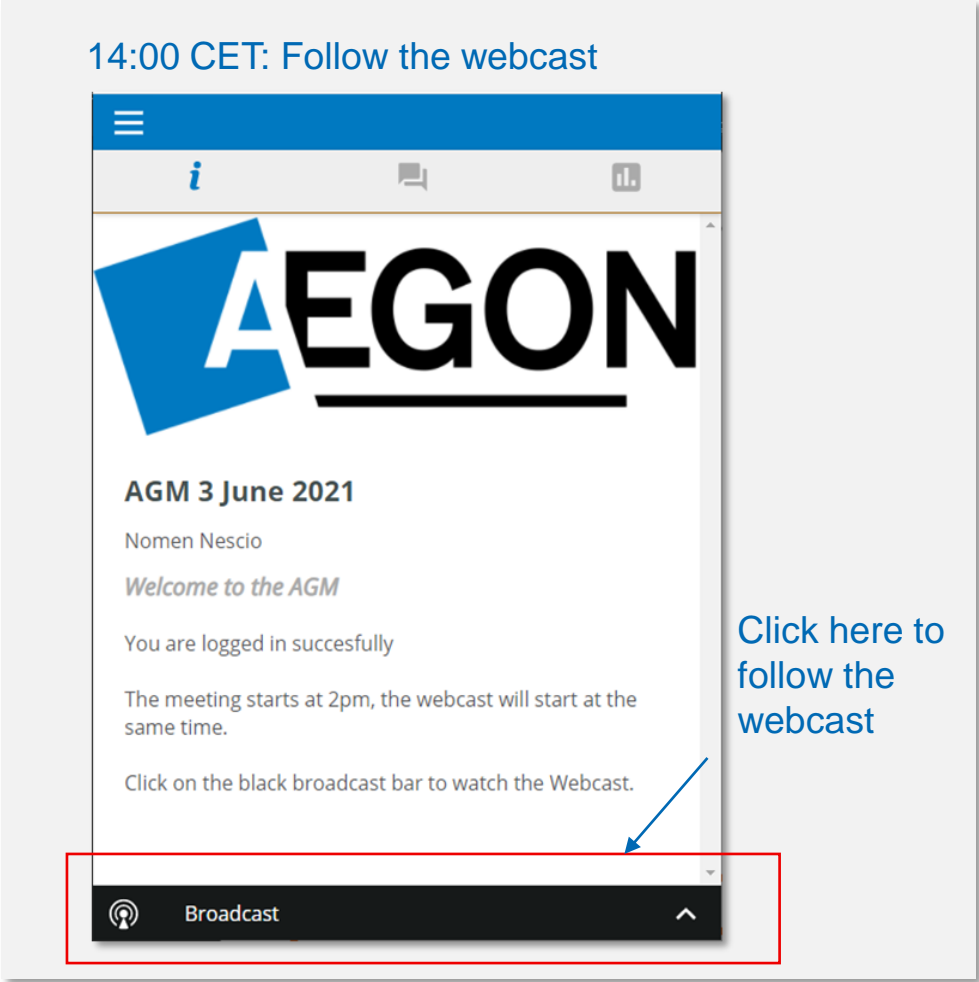
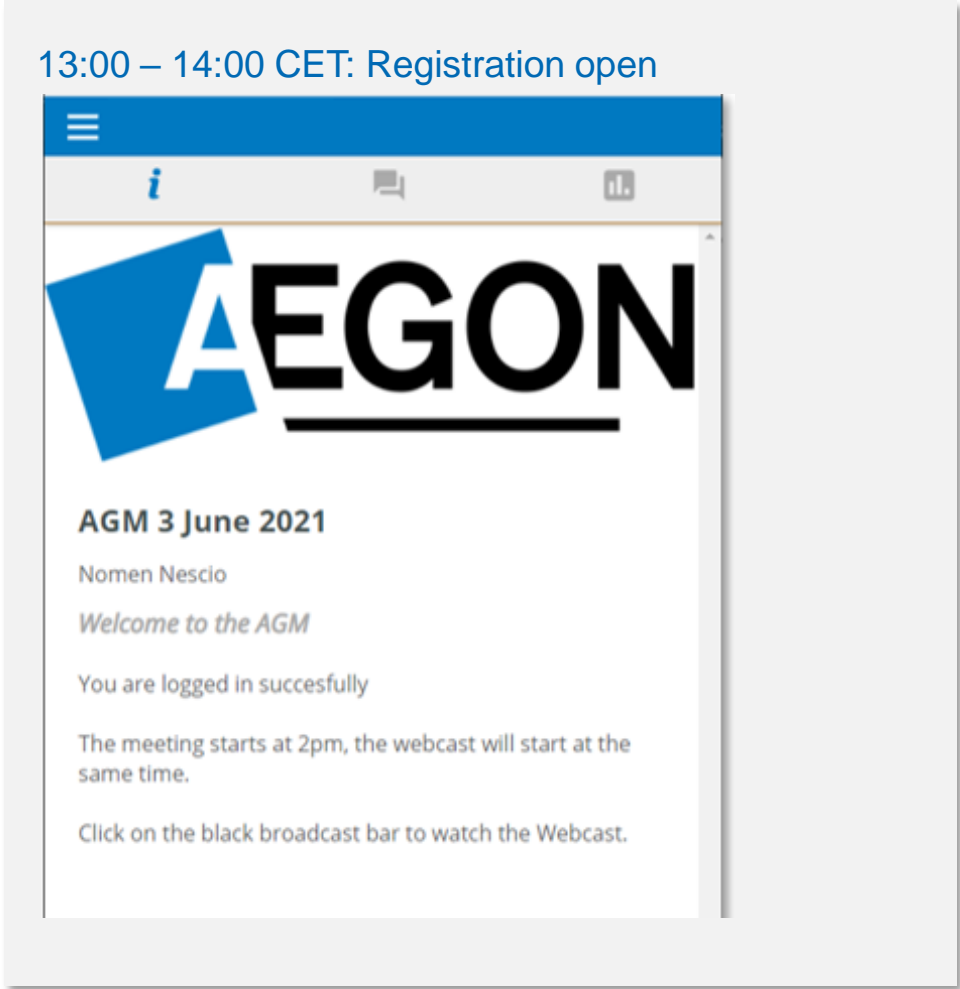
You are navigated to the LUMI portal



The screenshot displays the LUMI portal interface. At the top, there is a navigation bar with three items: 'My events' (highlighted with a yellow underline), 'Meetings', and 'My Account'. Below this is a large teal header with the text 'Meeting details'. The main content area features a confirmation message: 'You are successfully navigated to LUMI portal for the virtual participation', accompanied by a small teal and yellow icon. Below the message is a section titled 'Question' with the text: 'In case you have any further questions, please do not hesitate to contact ABN AMRO. corporate.broking@nl.abnamro.com'. A teal button labeled 'To my events' is positioned at the bottom right of the content area.

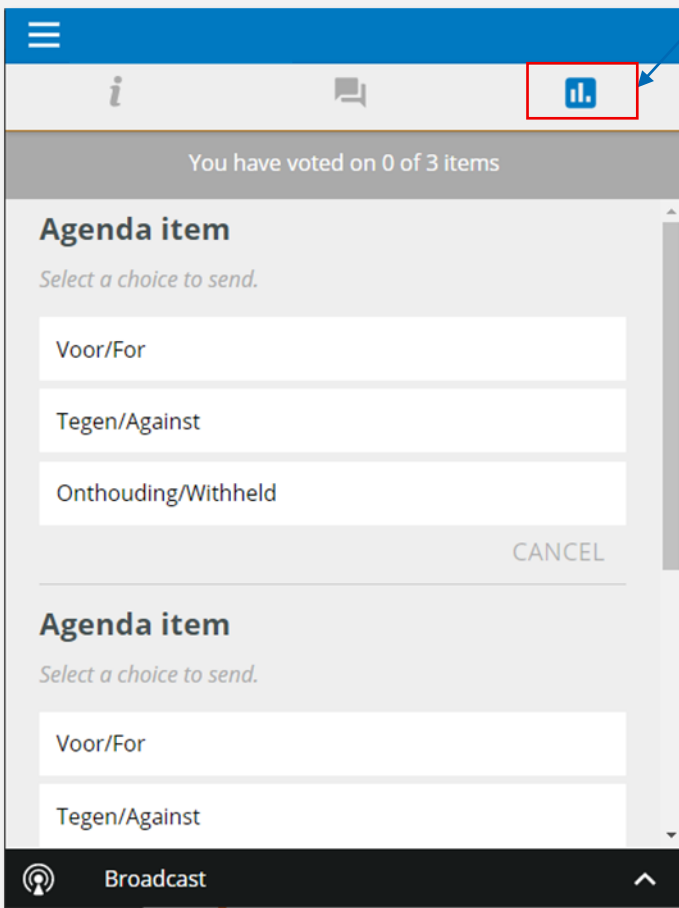
Login – on June 3, 2021, 13:00 - 14:00 CET

Shareholders who log in after 14:00 CET will only have access to the webcast at www.aegon.com/AGM and will not be able to vote or ask questions.



Participation – on June 3, 2021, 14:00 CET

14:00 CET: Voting is open



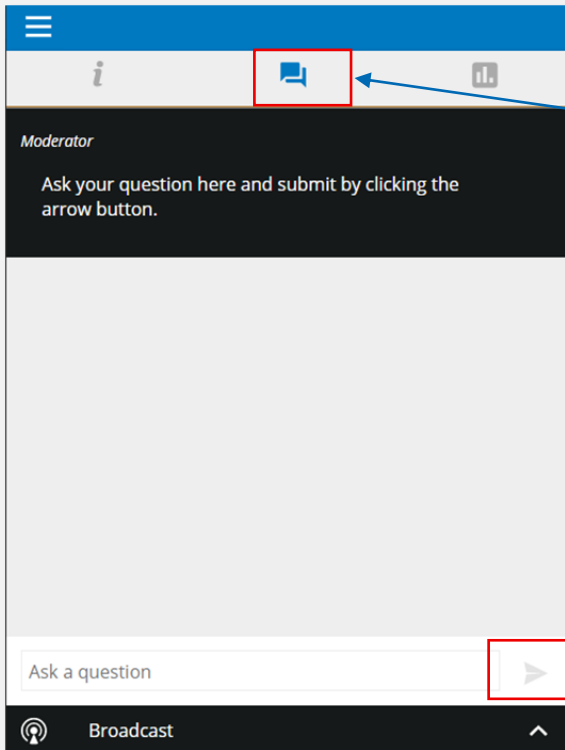
Click here if you would like to vote

When the voting is open, please submit your vote by clicking on “for, against, or abstain”.

You can change your vote until the voting is closed.

A vote confirmation will be displayed.

14:00 CET: Submitting questions is open. Note: you can only submit a question when you have notified the Aegon IR team about your intention to ask questions during the meeting via the form on www.aegon.com/AGM



Click here if you would like to submit a question

Click on the arrow button to submit your question

Frequently asked questions – Registration process

How can I register for my intended participation to the Aegon Virtual Meeting?

- If you don't have a profile under the e-voting website of ABN AMRO yet, you must create one first via www.abnamro.com/evoting. You will then be able to register for your intended participation via the same website. You will need to select the Virtual Meeting of Aegon, where you can register for virtual participation. In the process, you will be requested to provide your mobile phone number for verification purposes.

If I don't know my login details for the ABN AMRO platform, how can I request new details?

- You can easily request a new password via the website www.abnamro.com/evoting or contact ABN AMRO via: ava@nl.abnamro.com.

I haven't received an email from ABN AMRO, what should I do?

- Please check your spam box. In case you did not receive an email, please contact ABN AMRO via ava@nl.abnamro.com or by telephone +31 (0)20 344 2000.

The ABN AMRO platform isn't allowing me to login, what should I do?

- Please contact ABN AMRO at ava@nl.abnamro.com or by telephone +31 (0)20 344 2000.

Frequently asked questions – Registration process

How do I know if my bank has approved my registration for the Virtual Meeting?

- You will receive a confirmation from ABN AMRO by email. Please do not hesitate to contact ABN AMRO via ava@nl.abnamro.com or by telephone +31 (0)20 344 2000 in case you have any questions related to your approval.

Why do I need to login via the ABN AMRO platform and not via an Aegon website?

- Aegon cannot confirm your actual holding in Aegon shares. This needs to be confirmed by your bank or broker, which generally has a relationship with ABN AMRO.

I have already registered for online participation at the Virtual Meeting, but now I would like to participate in-person or through a proxy. Is that possible?

- In light of the COVID-19 pandemic and in accordance with the ‘Temporary Act COVID-19 Justice and Safety’, the Annual General Meeting will only be accessible in a virtual manner. This means that shareholders will not be able to attend the meeting in person. You can hand in a proxy before the Close of Registration, Thursday 27 May 2021, at 23:00 CET. As further specified in the convocation of the Virtual Meeting and as stated on www.abnamro.com/evoting.

Frequently asked questions - AGM

How can I just follow the Virtual Meeting?

- Everyone will be able to follow the meeting via webcast via www.aegon.com/AGM. In the webcast-environment one cannot vote or ask questions.

What do I need to do to participate at the Virtual Meeting, with the possibility to vote and ask questions real time?

- You can participate via the ABN AMRO platform and login via www.abnamro.com/evoting. You will be able to login from one hour prior to the meeting until the meeting starts. The meeting will start at 14:00 CET on June 3, 2021. It is recommended to login at least 15 min. prior to the start of the meeting.

What if I leave the Virtual Meeting after I have logged in?


- You can login within a time frame of one hour before the start of the Virtual Meeting. Once you have done so, you are counted as a shareholder attending the Virtual Meeting, even if you leave before the start of or any time during the Virtual Meeting (whether or not due to an internet connection failure).

How do I know that I can vote during the Virtual Meeting?

- Once the Chairman has opened the shareholder meeting, you will be able to vote until the Chairman declares that the voting will be closed after the last voting item.

Frequently asked questions - AGM

How can I submit a vote?

- During the meeting, and if you have logged in for participation in the Virtual Meeting, you will be able to vote. Press the voting button  to submit your votes. When selecting the button of your choice your vote will be cast automatically. You will see a confirmation in your screen.


How do I know that I have voted at the Virtual Meeting?

- The application will confirm that your vote(s) has/have been received.

How can I change my vote if I virtually participate?

- You will be able to amend your votes during the meeting as often as you want until the voting will be closed. You will be able to vote until the Chairman declares that the voting will be closed after the last voting item.

I am unable to vote.

- If you have logged in for participation in the Virtual Meeting and once the Chairman has opened the shareholder meeting, you will be able to vote until the end of the meeting. Press the voting button  to submit your votes. Please make sure you are connected to the internet.

Frequently asked questions - AGM

Can I also vote in advance of the Virtual Meeting?

- Yes, you can by giving a proxy with voting instruction via www.abnamro.com/evoting or by giving a proxy to the Company Secretary. The proxy to the Company Secretary can be downloaded from www.aegon.com/AGM.

I have already voted through proxy on the ABN AMRO website, do I need to vote again?

- No, your proxy voting instruction will remain valid.

I have already voted through proxy; can I change my vote during the Virtual Meeting?

- No, If you granted a voting instruction via the ABN AMRO website or via a proxy to the Company Secretary your vote has, in fact, been made before the meeting.

I have already voted through proxy on the ABN AMRO website, can I still follow the Virtual Meeting?


- Yes, you can via the webcast available on www.aegon.com/AGM. Note that you will not be able to ask questions real time during the Virtual Meeting.

Frequently asked questions - AGM

Can I ask questions as a participant of the Virtual Meeting during the Virtual Meeting?

- Yes. Questions about items on the agenda can be submitted real time during the Virtual Meeting, provided that the participant who registered for attendance notified Aegon's Investor Relations team of its intention to submit questions by using the form on www.aegon.com/AGM.

How can I submit a question?

- During the meeting, and if you have logged in for participation in the Virtual Meeting, you will be able to submit a question. Press the chat button  to submit your question. When you are done typing your question, select the arrow button to send your question. You will receive a confirmation in your screen. Please note that only participants who notified Aegon's Investor Relations team of its intention to submit questions are allowed to submit questions during the Virtual Meeting.

Can I ask questions as participant of the Virtual Meeting prior to the Virtual Meeting?

- Yes, Questions about items on the agenda can be submitted prior to the Virtual Meeting by using the form on www.aegon.com/AGM until Monday May 31, 2021.

Frequently asked questions – Exercise of rights

Are my votes valid when leaving early? Can I re-join after I have left?

- Yes, assuming you have logged in successfully prior to the start of the Virtual Meeting this will not affect the votes casted until the moment you left. Re-joining the Virtual Meeting after you've left is possible and you will also be able to vote upon items that have been put to vote in the meantime. The polls for all items are open during the Virtual Meeting and closed after the last voting item on the agenda has been discussed.

When there's a failure in my network connection, or my device stops working during the Virtual Meeting will I be able to login and continue to participate in the Virtual Meeting once the connection has been restored?

- Yes, assuming you have logged in successfully prior to the start of the Virtual Meeting, you will be able to continue participating in the Virtual Meeting after the network connection has been restored. You will also be able to vote on items that have been put to vote in the meantime. The polls for all items are open during the Virtual Meeting and closed after the last voting item on the agenda has been discussed.

Frequently asked questions – Exercise of rights

Are there any voting restrictions when participating online?

- When participating online split-voting is not possible as it is not supported by the platform yet. Holders of NYSE listed shares will not be able to participate in the Virtual Meeting online voting.

I have registered for online participation but have sold my shares after that. Can I still vote on these shares?

- Yes, provided you were a shareholder in Aegon at record date. According to The Dutch law, the 28th day before the day of the shareholders' meeting is decisive for who will be able to vote at the shareholders' meeting. The right to vote remains even if you have already sold your shares between record date and the Virtual Meeting.

Will the possibility of online participation affect the proceedings at the general meeting?

- The Virtual Meeting will be chaired by the Chairman, just like an in-person meeting and the usual proceedings for general meetings of Aegon will be followed. However, the polls for all items are will be open from the start of the Virtual Meeting and will be closed after the last voting item on the agenda has been discussed.

Frequently asked questions – General questions

Why should I choose for online participation when I can grant a proxy voting instruction as I did before?

- When you participate online, you will be able to take into account the deliberations (just before and) at the general meeting before you decide how to vote. If you grant a proxy voting instruction your vote has, in fact, been made before the meeting takes place.

Will all future Aegon AGMs take place virtually?

- At the moment, a virtual meeting is only possible under the Temporary Act COVID-19 Justice and Safety. If and once it is possible on the basis of the Dutch Civil Code in the future, Aegon may in accordance with the then applicable law decide to hold future AGMs virtually.

Are there any rules and conditions set by Aegon that apply to the Virtual Meeting?

- Yes, we would like to refer you to the Policy Regarding the Virtual General Meeting of Shareholders that apply, and which can be found at www.aegon.com/AGM. If you participate online, you must read these terms.

What will be done with all my personal data which I am asked to provide when opting for online participation and how do I know that my privacy is protected?

- Aegon adheres to its GDPR policy, which can be found on www.aegon.com/AGM.

Frequently asked questions – General questions

When I participate online, will other shareholders be informed that I am participating, or do they have the possibility to know that?

- No. You will be registered on the registration list of all shareholders attending the Virtual Meeting, in accordance with the provisions of Aegon's articles of association. However, this information will not be provided to other shareholders of Aegon.

The device that I will use for online participation has a camera installed: will, or can, I be made visible in the Virtual Meeting to other participants or anyone else?

- No, that will not be the case.

I appreciate the possibility to participate online at the Virtual Meeting, I wonder how Aegon ensures that online participation will be without issues?

- Aegon offers the application through third parties that have gathered experience with organizing these hybrid and virtual shareholders' meetings outside the Netherlands. But even though Aegon has given its best efforts to ensure that shareholders are offered a best-in-market service, it cannot guarantee that shareholders may experience issues that are common to any first-generation innovative application.

How do I know this is a safe way to vote?

- The website and the IT solutions used for the Virtual Meeting have been thoroughly tested by various parties.

Frequently asked questions – General questions

Which device should I use to participate online at the Virtual Meeting?

- You can participate at the Virtual Meeting with any device that has a working internet connection and successfully logged in to the virtual environment via www.abnamro.com/shareholder. Please make sure to have installed the latest version of your internet browser: Chrome, Firefox, Internet Explorer 11, Edge, or Safari.

I don't have a smartphone, tablet or pc. Will I be able to participate the Virtual Meeting?

- Unfortunately, in that case you cannot participate in the Virtual Meeting.

My internet connection is not working properly. Will I be able to participate the Virtual Meeting?

- You will need a working internet connection during the meeting. On your phone you can also use a mobile (3G/4G/5G) signal if available or use WiFi.

My battery is almost empty. What do I do?

- The shareholder is responsible for a properly functioning and charged device.

Who can I contact if my question is not above?

- You can contact ABN AMRO via email ava@nl.abnamro.com or by telephone +31 (0)20 344 2000.

