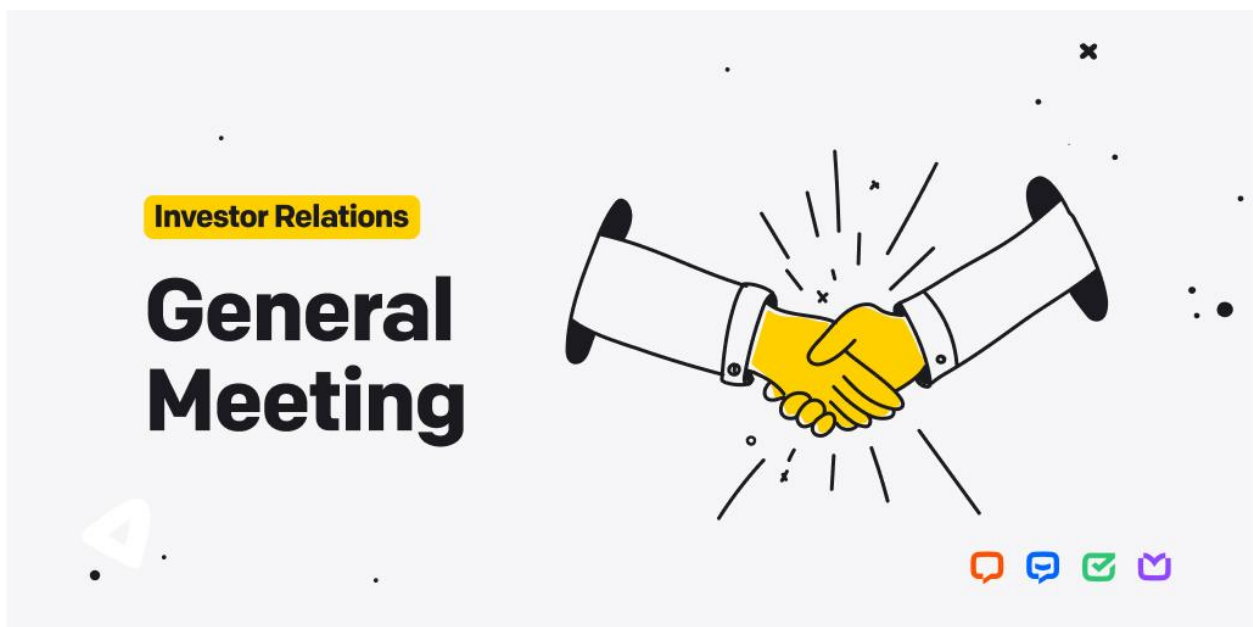




# LiveChat

**Guide to the Annual General Meeting of LiveChat Software S.A.**

**convened for August 18, 2021**



## DATES

### **What dates are crucial for LiveChat Software S.A. shareholders with respect to the Annual General Meeting?**

**Jul 20, 2021**

The day of convocation of LiveChat Software S.A. Annual General Meeting

**Aug 2, 2021**

Registration Day

Shareholders who will have held at least one share of LiveChat Software S.A. on the Registration Day have the right to participate in the Ordinary General Meeting on August 18, 2021.

**Jul 20, 2021 - Aug 3, 2021**

Time to contact the brokerage house which manages the securities account where shareholder has his LiveChat Software S.A. shares deposited in order to request a named certificate of eligibility for participation in the General Meeting

**Aug 12, 2021 until 4 p.m. CEST**

Deadline for informing the Company about shareholder's intention to attend the Annual General Meeting using electronic communication tools

**Aug 13, 2021**

Day when the access to the list of shareholders eligible for participation in the Annual General Meeting will be provided

**Aug 18, 2021 3 p.m. CEST**

Ordinary General Meeting date

## Questions and Answers

*The following answers were prepared only for the informational purposes. The documents governing the rules with respect to the Annual General Meeting are the following [General Meeting Regulation](#) (in Polish) and the Notice of convocation of the Annual General Meeting. We encourage the shareholders to familiarize themselves with the above-mentioned documents*

### **Who has the right to participate in the LiveChat Software S.A. Annual General Meeting on August 18, 2021?**

All shareholders, which will have held at least one LiveChat Software S.A. share in their securities account sixteen days prior to the date of General Meeting ("Registration Day"), i.e. **August 2, 2021** have the right to participate in the General Meeting.

### **What should I do to participate in the General Meeting?**

An individual, who on the Registration day, i.e. **August 2, 2021** were the shareholders of LIVECHAT Software S.A. need to contact the brokerage house which manages the securities account where shareholder has his LiveChat Software S.A. shares deposited in order to request a named certificate of eligibility for participation in the General Meeting. Shareholders can receive such certificates between the date of convocation of the General Meeting i.e. **July 20, 2021** and the first business day following the Registration Day, **August 2, 2021**.

The list of shareholders eligible for participation in the Annual General Meeting will be prepared by the Company on the basis of the data obtained from the National Depository for Securities of Poland.

### **How can I check who is on the list of the shareholders eligible to participate in the General Meeting?**

The list of shareholders eligible for participation in the Annual General Meeting will be displayed at the registered office of the Company at the following address: ul. Zwycięska 47, 53-033 Wrocław, three business days prior to the General Meeting i.e. **on August 15-17, 2021 between 9 a.m. and 4 p.m. (CEST)**.

If a shareholder has a request to obtain the list of shareholders by email, we ask an eligible shareholder to contact us at [wza@livechatinc.com](mailto:wza@livechatinc.com) and to indicate an email address to which such a list should be sent.

### **How can I participate in the LIVECHAT Software S.A. Annual General Meeting?**

Shareholders can take part in the Annual General Meeting traditionally, being physically present or they can take advantage of remote participation and voting option.

The Annual General Meeting will take place on **August, 18 2021 at 3 p.m. (CEST)** at the Company's headquarters at the following address ul. Zwycięska 47, 53-033 Wrocław. Please prepare a document proving your identity and show up on the day of the General Meeting slightly earlier (**2 - 2:30 p.m.**) in order to register.

Simultaneously, a live webcast from the General Meeting will be provided and will be available on the website on <https://investor.livechatinc.com/pl/walne-zgromadzenia/>

## **Can someone take part in the LIVECHAT Software S.A. General Meeting as my proxy?**

A shareholder can take part in the General Meeting through a proxy. It is important that a shareholder has to inform the Company at least three business days prior the General Meeting i.e. **August, 12 2021 until 3 p.m.** about exercising a right through a proxy by email to [wza@livechatinc.com](mailto:wza@livechatinc.com).

## **I am eligible and I want to participate in the General Meeting and exercise my voting rights remotely using electronic communication tools – what do I need to do?**

A shareholder who wants to attend the General Meeting using electronic communication tools and exercise the rights on that General Meeting using electronic communication tools, needs to inform the Company by **August, 12 2021 at 4 p.m. (CEST)** via email to [wza@livechatinc.com](mailto:wza@livechatinc.com) on this intent. A shareholder has to send a notification form (Attachment no 1 to the Notice on convening the General Meeting) and a scan of an identity document.

The Company will respond by **August, 16 2021 at 4 p.m. (CEST)** with detailed login instructions to a system allowing remote participation and exercising voting rights remotely using electronic communication tools.

## **Does my computer meet the requirements to participate in the General Meeting remotely?**

In order to participate in the General Meeting remotely, you have to have:

- a connection to the public Internet network with a minimum capacity of 1 Mbps (constant bandwidth while using the platform),
- a computer with the ability to play sound and receive images, running under the Windows 10 or macOS operating system with one of the following browsers installed: Firefox, Chrome or Safari (all these browsers are available for free download on the public Internet). Attention ! It is not recommended to use Internet Explorer.
- Additionally, JavaScript support must be activated in the given browser (these are standard browser settings)

Each shareholder, who correctly informs the Company about willingness to participate in the General Meeting remotely will be able to test the computer functions and the Internet connection, as well as use technical telephone support both before and during the General Meeting.

## **Who has the right to submit the drafts?**

During the General Meeting each of the shareholders participating in the General Meeting is authorized to submit the drafts to the matters listed in the agenda of the General Meeting.

Additionally, each shareholder who represents at least 1/20 of the share capital is authorized to submit the drafts to the matters listed in the agenda of the General Meeting or the matters added to the General Meeting agenda prior to the General Meeting by submitting the drafts in Polish to [wza@livechatinc.com](mailto:wza@livechatinc.com) – 21 days prior to the General Meeting at the latest i.e. until **July 28, 2021**.

## **Where can I find information and documentation related to the General Meeting?**

All documents related to the matters on the General Meeting agenda or the matters added to the General Meeting agenda prior to the General Meeting will be available in Polish on the LiveChat Software website at <https://investor.livechatinc.com/pl/walne-zgromadzenia/>

The documents include:

- A notice on convening the General Meeting,
- Draft resolutions which are going to be considered during the General Meeting with their justifications,
- Documents which will be approved during the General Meeting ,
- The corresponding forms i.e. proxy forms.

Information and the documents related to the General Meeting will be updated when necessary and published on the website <https://investor.livechatinc.com/pl/walne-zgromadzenia/>

## **What language can I use to participate in the General Meeting and in the voting?**

The documents for the General Meeting were prepared in Polish. The General Meeting will be held in Polish and the voting will be ordered in Polish.

## **Whom can I ask for help if I have questions concerning the General Meeting?**

Should you have any questions or concerns with regard to the General Meeting, please contact us at [wza@livechatinc.com](mailto:wza@livechatinc.com).