

**Virtual Meeting  
Manual and FAQs  
AGM Adyen N.V.**

**May 26, 2020**



# Before Tuesday 19 May 2020, 17:00 CEST

Register for virtual participation

**adyen** Adyen N.V.  
On 20 May 2020 11:03:00 CEST

Cancel

T, F Shares and Account

**Securities**

Security class  
Ordinary shares

Intermediary  
ABN AMRO (optima)

KIS  
NIEUW TANKERS

Number of securities  
 Extra holding  
 Partia holding

Enter number of securities  
x

**Account**

Securities account number  
54213465

Next

Fill in all the details of registration for this meeting

# Before Tuesday 19 May 2020, 17:00 CEST

**Register for virtual participation**

**adyen** Adyan N.V.  
Utrechtseweg 2000 3713 CA Utrecht, The Netherlands

← Back Cancel

2/4 Phone, Terms and Conditions

**Verification of phone number**

mobile phone number:  
+31

re-enter mobile phone number:  
+31

**Terms and Conditions**

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

Cancel Go to next step

Fill in phone number which will be used for two-factor authentication

# Before Tuesday 19 May 2020, 17:00 CEST

Register for virtual participation

**adyen**

< Back

2/4 Steps, Terms and Conditions

Verification of phone number

Mobile phone number

+31 - 022800115

Fax-number mobile phone number

+31 - 022800115

Terms and Conditions

Phone

The phone number can not be changed once verified and is...

Consent

**Important Information**

You are about to confirm that you want to virtually participate in the General Meeting.

In order 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 checkboxes set out below and have the Account and Password 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, tampering, a Denial of Service 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 error or 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.

To avoid such risks the Securities Holder should attend the General Meeting in person or by proxy.

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 natural person and accept these risks on behalf of the Securities Holder.

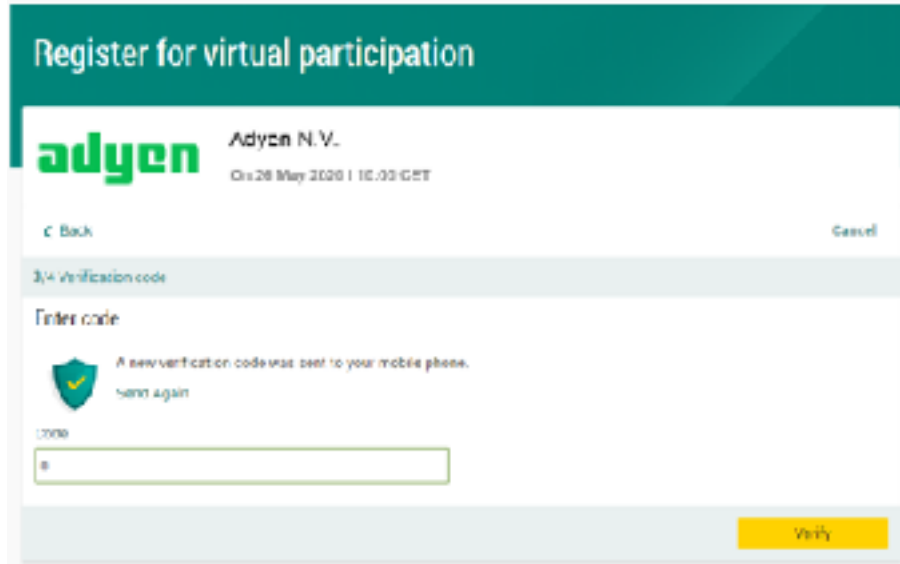
The Terms of Use for using the Website and the Virtual Meeting Service is applicable apply and can be found here: [Terms of Use](#)

Decline Accept and Proceed

Notification will be displayed with highlighted risks and terms of use

(including reference to ABN AMRO's policy)

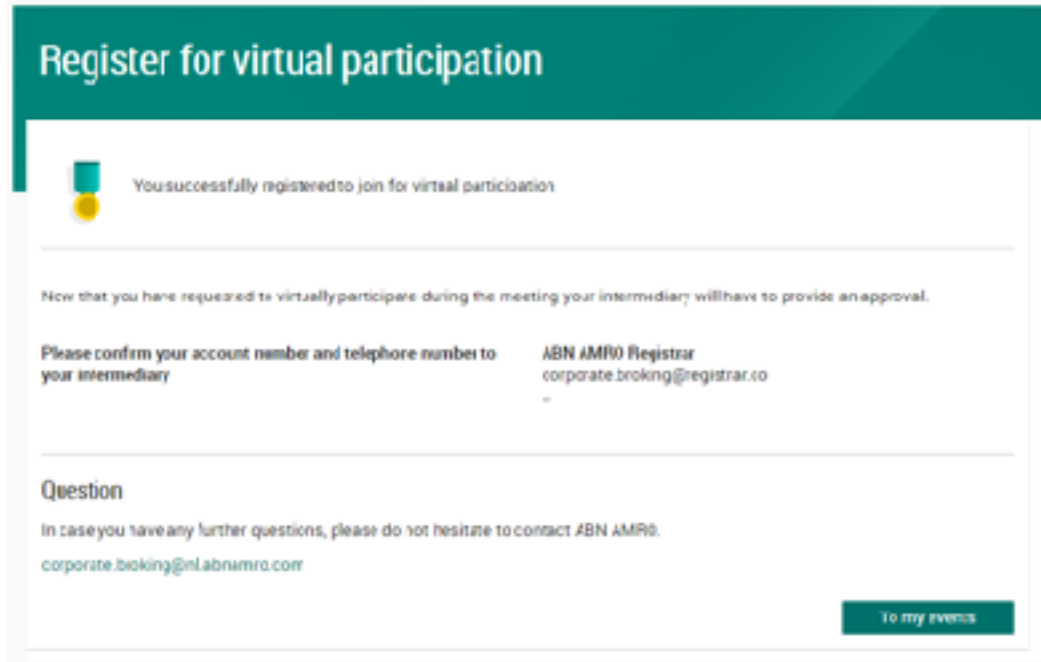
# Before Tuesday 19 May 2020, 17:00 CEST




The screenshot shows a web interface for registering for virtual participation. At the top, there is a dark green header with the text "Register for virtual participation". Below this, the Adyen logo is displayed in green, followed by "Adyen N.V." and the date and time "On: 28 May 2020 | 10:00 CET". There are "Back" and "Cancel" links. The main content area is titled "3/4 Verification code" and "Enter code". A message with a green shield icon states: "A new verification code was sent to your mobile phone. [Send again](#)". Below this is a text input field labeled "Code" with a small asterisk icon. At the bottom right, there is a yellow "Verify" button.

Enter the one-time-passcode as received on your mobile phone

# Before Tuesday 19 May 2020, 17:00 CEST



**Register for virtual participation**

 You successfully registered to join for virtual participation

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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 Registrar  
corporate.booking@registrar.co

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**Question**

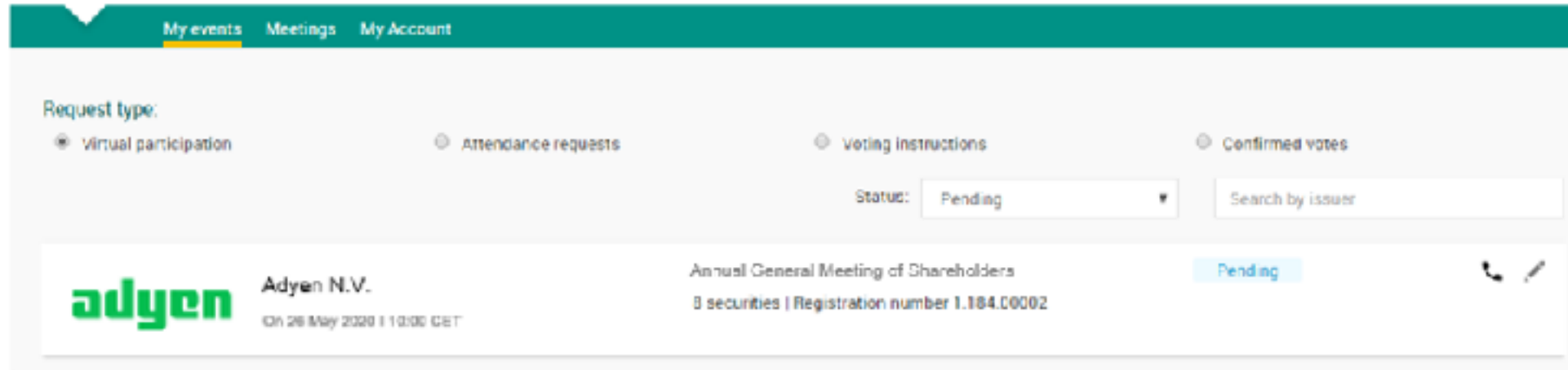
In case you have any further questions, please do not hesitate to contact ABN AMRO.  
corporate.booking@nl.abnamro.com

[To my events](#)




Successful registration

# Before Tuesday 19 May 2020, 17:00 CEST

A created request can be seen in My Events (observe pending state)



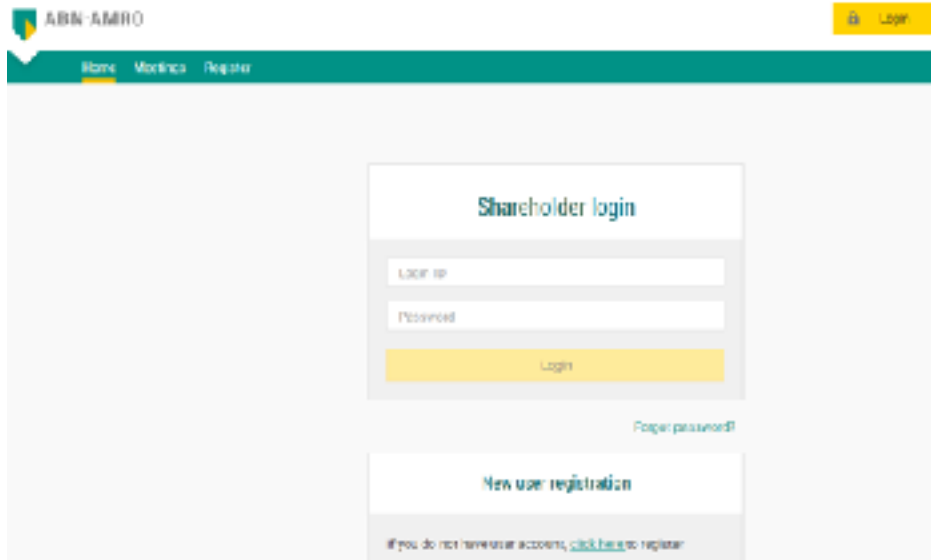
The screenshot shows a web interface with a dark green header containing navigation links: 'My events' (highlighted), 'Meetings', and 'My Account'. Below the header, there is a section for 'Request type:' with four radio button options: 'Virtual participation' (selected), 'Attendance requests', 'Voting instructions', and 'Confirmed votes'. To the right of these options is a 'Status:' dropdown menu set to 'Pending' and a search box labeled 'Search by issuer'. Below this is a list of events. The first event is for 'Adyen N.V.' with the logo on the left. The event title is 'Annual General Meeting of Shareholders' and it is marked as 'Pending' in a blue box. Below the title, it says '8 securities | Registration number 1.184.00002'. On the far right of the event row, there are icons for a phone and a pencil.

Request type	Status	Search by issuer
<input checked="" type="radio"/> Virtual participation	<input type="radio"/> Attendance requests	<input type="radio"/> Voting instructions
<input type="radio"/> Confirmed votes	Status: Pending	Search by issuer
 Adyen N.V. On 28 May 2020   12:00 CET	Annual General Meeting of Shareholders 8 securities   Registration number 1.184.00002	Pending  





# Between 09:30 - 10:00 CEST on Tuesday 26 May 2020



The screenshot shows the ABN-AMRO website's shareholder login interface. At the top left is the ABN-AMRO logo, and at the top right is a yellow 'Log in' button. Below the logo is a navigation bar with 'Home', 'Mediaca', and 'Register' links. The main content area features a 'Shareholder login' section with two input fields: 'Login ID' and 'Password'. A yellow 'Login' button is positioned below these fields. To the right of the 'Login' button is a link that says 'Forgot password?'. Below the login section is a 'New user registration' section with a link that says 'if you do not have an account, click here to register'.

Click [here](#) to login to the shareholder portal, enter your login ID and password. Click 'Login'


## Join the meeting in My events

My events Meetings My Account

Request type:

Virtual participation  Attendance requests  Voting instructions  Confirmed votes

STATUS:

	<b>Adyen N.V.</b> On 26 May 2020 11:00 CET	Annual General Meeting of Shareholders 8 securities   Registration number: 13640002	<b>Approved</b>
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[Join meeting](#)

## ← Meeting details



Adyen N.V.

On 26 May 2020 | 10:00 CET

### Enter code



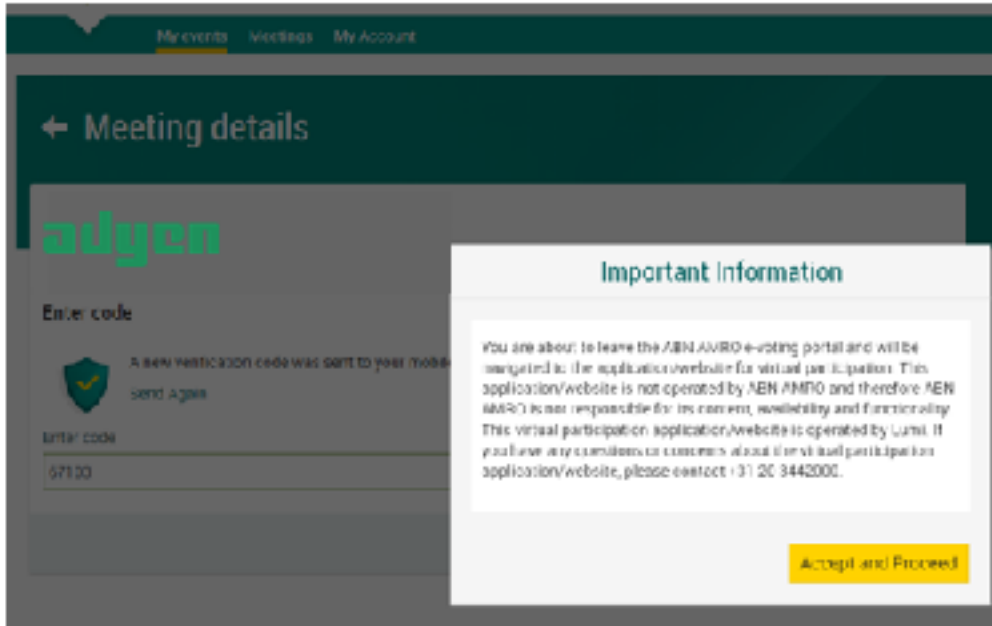
A new verification code was sent to your mobile phone.

[Send Again](#)

Enter code

Join

Enter the one-time-passcode  
as received on your mobile  
phone



Successful one-time-passcode validation, notification will be shown. Please accept to proceed

## Meeting details



You are successfully navigated to LUMI portal for the virtual participation

### Question

In case you have any further questions, please do not hesitate to contact ABN AMRO.  
[corporatebanking@nl.abnamro.com](mailto:corporatebanking@nl.abnamro.com)

[To my events](#)

Successfully navigated to LUMI portal

09:30 – 10:00 CEST Registration open



10:00 CEST Follow the webcast



Click here  
To ask a  
question



Click here  
for webcast

## 10:00 CEST Voting is open



Click here to vote

Please vote on all agenda items

This feature will be open during the AGM



# Frequently asked questions – registration process

Q: How can I register to virtually participate and vote at the AGM?

A: As an Adyen shareholder, you will first need to create a profile via [www.abnamro.com/evoting](http://www.abnamro.com/evoting). After the profile is created you can follow the steps of registration as provided in this manual.

Q: If I don't know my login details for the ABN AMRO platform, where can I find them/request new details?

A: You can request a new password via the website [www.abnamro.com/evoting](http://www.abnamro.com/evoting) under 'Forgot password?' or contact ABN AMRO via [ava@nl.abnamro.com](mailto:ava@nl.abnamro.com) or +31 (0)20 344 2000.

Q: I registered myself as to attend the AGM in person, can I also virtually participate and vote at the AGM, in case I can't attend the AGM physically?

A: Changing your attendance is possible until the close of registration, being Tuesday 19 May 2020, 17:00 CEST as stated on [www.abnamro.com/evoting](http://www.abnamro.com/evoting). After the registration deadline you can't change your attendance.

Q: I cannot login or I have problems logging into the ABN AMRO platform.

A: Please contact ABN AMRO at [ava@nl.abnamro.com](mailto:ava@nl.abnamro.com) or +31 (0)20 344 2000.



# Frequently asked questions – registration

Q: Can I test if I can get into the virtual environment ahead of the AGM?

A: Yes, you can do so after the close of registration, being Tuesday 19 May 2020, 17:00 CEST, following the guidelines on [www.abnamro.com/evoting](http://www.abnamro.com/evoting). Should you face difficulties, please contact ABN AMRO via [ava@nl.abnamro.com](mailto:ava@nl.abnamro.com) or +31 (0)20 344 2000.

Q: How do I know if my bank has approved my registration for the AGM?

A: You will receive a confirmation from ABN AMRO by email. This might take a few minutes. In case the confirmation takes longer than a few minutes, please do not hesitate to contact ABN AMRO via [ava@nl.abnamro.com](mailto:ava@nl.abnamro.com) or +31 (0)20 344 2000. It is advisable to use the testing period before the day of the AGM to test your access to the platform.

Q: As of which moment can I login to the AGM?

A: You can login within a time frame of 30 minutes before the start of the AGM (10:00 CEST). Once you have logged in to the AGM you are counted as a shareholder attending the AGM, even if you leave before the start or at any time during the AGM (whether or not due to an internet connection failure).

# Frequently asked questions – AGM


Q: How can I follow the AGM?

A: You will be able to follow the meeting via the virtual environment via [www.abnamro.com/evoting](http://www.abnamro.com/evoting) (where you are able to vote on the shareholders resolutions during the AGM).

Q: How do I know that I can vote at the AGM?

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

Q: How can I submit a vote and know that I virtually voted?

A: During the meeting you will be able to vote. Click on the voting button  to submit your votes. When selecting the button of our choice your vote will be cast automatically. Please submit your vote on all resolutions. The application will confirm that your vote(s) has/have been received.

Q: Can I change my vote during the AGM if I virtually participate?

A: Yes, you will be able to amend your votes during the AGM until the Chairman declares that the voting will be closed after the last voting item.

# Frequently asked questions – AGM

Q: I have already voted through proxy on the ABN AMRO website or provided a signed proxy to Mr. M.J.C. Arends, civil law notary in Amsterdam, can I change my vote during the AGM?

A: No, you can only change your voting instruction until the close of registration, being Tuesday 19 May 2020, 17:00 CEST.

Q: What should I do if I am unable to virtually vote during the AGM?

A: Once the Chairman has opened the meeting, you will be able to vote until the close of the last voting item of the meeting, if you are successfully registered (the steps for registration are listed earlier in this manual). Click on the voting button to submit your votes. Please make sure you are connected to the internet.

Q: Can I ask questions or address the AGM as a virtual participant?

A: Yes, you can submit questions regarding the various agenda items by sending an email to [ir@adyen.com](mailto:ir@adyen.com) up to 72 hours prior to the AGM. Our aim is to address these questions either before the AGM on our website or during the AGM. During the AGM you will be able to vote and ask questions through the application.

# Frequently asked questions – general questions

**Q: How will Adyen ensure that virtually attending and voting at the AGM will be without issues?**

A: Adyen offers the application through third parties that have gathered experience with organizing these hybrid and virtual shareholders meetings in- and outside the Netherlands. Even though Adyen 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.

**Q: Will all upcoming shareholders' meetings of Adyen be in hybrid form?**

A: Adyen may decide, at its own discretion, for each shareholders' meeting separately whether the possibility of online participation will be provided next to in-person access.

**Q: Are there any rules and conditions applicable to the AGM?**

A: Yes, we refer to our Policy Virtual General Meeting which can be found [here](#). The Policy Virtual General Meeting applies to shareholders who participate at the AGM via the online platform.

# Frequently asked questions – general questions

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

A: Adyen encourages its shareholders to make use of the possibility to give a voting instruction in advance of the AGM, however, we would like to give our shareholders the possibility to participate to the AGM virtually.

Q: What will Adyen or ABN AMRO do with my personal info which I am requested to complete when opting for virtually attendance and voting?

A: Adyen adheres to its GDPR policy, which can be found [here](#). ABN AMRO also adheres to its GDPR policy, which can be found [here](#).

Q: If I don't have a smartphone, tablet or PC, can I still virtually attend and vote at the AGM?

A: Unfortunately in that case you can't virtually attend and vote at the AGM.

Q: What should I do if my battery is almost empty?

A: Please note that the shareholder is responsible for a properly functioning and charged device.

# Frequently asked questions – general questions

Q: My internet connection is not working properly. Will I be able to attend and vote at the AGM?

A: You will need a working internet connection during the AGM. On your phone you can also use a mobile (3G or 4G) signal if available.

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

A: The website of ABN AMRO has been thoroughly and successfully tested by various parties.

Q: Which device should I use to virtually attend and vote at the AGM?

A: You can virtually attend and vote at the AGM with any device that has a working internet connection, is charged and is successfully logged in to the virtual environment via [www.abnamro.com/evoting](http://www.abnamro.com/evoting). Please make sure you have installed the latest version of your internet browser, Chrome, Firefox, Internet Explorer 11 and 10, Edge or Safari.

Q: The device that I will use for the online participation has a camera installed. Will or can I be made visible in the AGM to other participants or to anyone else?

A: No, that will not be the case.

# Frequently asked questions – general questions

Q: When I virtual attend and vote at the AGM, will other shareholders be informed that I am participating, or do they have the possibility to know that?

A: No, you will be registered on the registration list of all shareholders attending the AGM (in accordance with the provisions of Adyen's articles of association). However, this information will not be provided to other shareholders of Adyen.

Q: Who can I contact if my question is not listed in this FAQ?

A: Please contact ABN AMRO at [ava@nl.abnamro.com](mailto:ava@nl.abnamro.com) or +31 (0)20 344 2000.

# Frequently asked questions – shareholders' rights

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

A: Yes, under the assumption that you logged in successfully prior to the start of AGM, this will not affect your votes casted until the moment you left. Re-joining the AGM is possible after you have left, you will also be able to vote on items that have been put into vote during the time you were not participating. The polls for all voting items are open during the AGM and closed after the last voting item on the agenda has been discussed.

**Q: When there is a failure in my network connection, or my device stops during the AGM, will I be able to login and continue to participate in AGM once the connection has been restored?**

A: Yes, under the assumption that you logged in successfully prior to the start of the AGM, you will be able to continue participating in the AGM 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 AGM and closed after the last voting item on the agenda has been discussed.

**Q: Will the possibility of virtually attending and voting at the AGM affect the proceedings at the AGM?**

A: At the AGM, the usual proceedings for general meetings of Adyen will be followed. However, the polls for all items are open during the AGM and closed after the last voting item of the agenda has been discussed.