



Tēnā koutou e aku rangatira,

This letter tells you how to pre-register for our online AGM.

We are delighted that more than 300 owners have already updated their email address so that they can pre-register quickly – kei te miharo atu!

We appreciate your support and patience as we enter into our first online AGM. While we would prefer a kanohi ki te kanohi meeting, the health of our whānau comes first (not to mention the speed of the Government possibly changing levels again) – me tiakina ō tātou kaumātua!

We understand that some whānau may have difficulty connecting to the AGM. We encourage all whānau to support their kuia and koroua to pre-register, to contact our office if they have difficulties, and to connect to the AGM on Saturday 27 March. We also encourage whānau to watch the AGM with their kaumātua.

There are a number of ways you can get help and support:

- Call us on (07) 376 2500
- Email Owner Services at ownerservices@tuaropaki.com
- Check our website regularly for the most up to date information

BEFORE YOU PRE-REGISTER

Pre-registration opens 8am on Saturday, 20 March 2021 and will close when the AGM starts at 10am on Saturday 27 March 2021. We strongly advise that you pre-register as early as possible so that you have time to sort any problems you might experience. **Please do not wait** until the day of the AGM to register.

TUAROPAKI TRUST

Level 1, 54-56 Tuwharetoa Street, PO Box 441, Taupo 3351, New Zealand, Tel +64 7 376 2500, Fax +64 7 376 2501, Email trustees@tuaropaki.com

PRE-REGISTRATION INSTRUCTIONS FOR WHĀNAU TRUSTS AND KAITIAKI TRUSTS

This page is for people who hold shares through a whānau trust or a kaitiaki trust. There is only one vote for each whānau trust and kaitiaki trust. Each whānau trust and kaitiaki trust will need to decide which trustee will have the voting rights (the “**Voting Trustee**”).

Voting Trustees will be able to:

- View the AGM; and
- Ask questions; and
- Move, second and vote on resolutions.

Non-voting Trustees can view the AGM and ask questions. However they **cannot** vote.

All other members of the whānau trust [descendants] can view the AGM (but cannot ask questions or vote).

Do I need anything to pre-register?

Yes, all trustees will need the following things to pre-register:

1. A laptop or smartphone
2. Internet connection
3. Your whānau trust or kaitiaki trust shareholder number
4. Verification of your date of birth:
 - If you are a trustee of a whānau trust or kaitiaki trust and we do not have your date of birth you will need to provide verification of your date of birth by uploading a copy of your driver’s licence or passport.
5. An email address
6. A password

If you do not have any or all of the above, you will be **unable** to pre-register and therefore you will not be able to access the online AGM.

How do I pre-register as a Voting Trustee?

Step One:

There are two ways to access the AGM website to pre-register:

1. Type this address into your web browser, www.livenz.tv/tuaropakiagm; or
2. Go to the Trust’s website www.tuaropaki.com and click the link to the AGM website.

Step Two:

3. On the AGM website home page click on the button that says, “**Registration**”.
4. Click on the “**Voting Trustee**” box.
5. Enter your whānau trust or kaitiaki trust shareholder number.
6. Complete the registration process by completing all fields.
7. When you have finished entering your information click on the button that says, “**Complete Registration**”.
8. You will be sent a confirmation email. When you receive it click on the confirmation button. If you do not receive it within 5 minutes, please check your SPAM folder or your Junk folder as it may have gone to one of these.

9. Once you have confirmed your email you are registered to log onto the online AGM. **Keep your email and password in a safe place.** If you lose or forget either your password or email or both, you will **not** be able to log onto the online AGM.

When you are completing the pre-registration process you will know immediately if there is a problem because you will be unable to complete the pre-registration process. If you need help email ownerservices@tuaropaki.com or call us on (07) 376 2500. Please check our website, www.tuaropaki.com regularly for updates.

How do I pre-register as a non-Voting Trustee?

Step One:

There are two ways to access the AGM website to pre-register:

1. Type this address into your web browser, www.livenz.tv/tuaropakiagm; or
2. Go to the Trust's website, www.tuaropaki.com and click the link to the AGM website.

Step Two:

3. On the AGM website home page click on the button that says, "**Registration**".
4. Click on the "**Non-Voting Trustee**" box.
5. Enter your shareholder number.
6. Complete the registration process by completing all fields.
7. When you have finished entering your information click on the button that says, "**Complete Registration**".
8. You will be sent a confirmation email. When you receive it click on the confirmation button. If you do not receive it within 5 minutes, please check your SPAM folder or your Junk folder as it may have gone to one of these.
9. Once you have confirmed your email you are registered to log onto the online AGM. **Keep your email and password in a safe place.** If you lose or forget either your password or email or both, you will **not** be able to log onto the online AGM.

When you are completing the pre-registration process you will know immediately if there is a problem because you will be unable to complete the pre-registration process. If you need help email ownerservices@tuaropaki.com or call us on (07) 376 2500. Please check our website, www.tuaropaki.com regularly for updates.

All other beneficiaries of a whānau trust can also pre-register to view the AGM

Step One:

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2. Go to the Trust's website www.tuaropaki.com and click the link to the AGM website.

Step Two:

3. On the AGM website home page click on the button that says, "**Registration**".
4. Click on the Whanau Trust and Kaitiaki Trust button.
5. You will be asked if your name is on the trustee list, click "**No**". (by clicking "no" the system automatically assigns you to be a beneficiary).
6. Enter the whānau trust or kaitiaki trust shareholder number.

7. Complete the registration process by completing all fields.
8. When you have finished entering your information click on the button that says, **“Complete Registration”**.
9. You will be sent a confirmation email. When you receive it click on the confirmation button. If you do not receive it within 5 minutes, please check your SPAM folder or your Junk folder as it may have gone to one of these.
10. Once you have confirmed your email you are registered to log onto the online AGM. **Keep your email and password in a safe place.** If you lose or forget either your password or email or both, you will **not** be able to log onto the online AGM.

When you are completing the pre-registration process you will know immediately if there is a problem because you will be unable to complete the pre-registration process. If you need help email ownerservices@tuaropaki.com or call us on (07) 376 2500. Please check our website, www.tuaropaki.com regularly for updates.

ON THE DAY OF THE AGM

On the day of the AGM, log into the AGM website home page again:

Step One:

- Type this address into your web browser www.livenz.tv/tuaropakiagm; or
- Go to the Trust's website www.tuaropaki.com and click the link to the AGM website.

Step Two:

- You will be taken to the AGM log on page where you will need to enter your **Email address and Password** that you provided when you pre-registered.
- Use the same email address and password that you provided when you pre-registered. If you do not enter the same information you will not be able to access the online AGM.

Step Three:

Once you have entered your **email address and password** you will be taken to the **AGM livestream page**.

How to ask questions

As usual, Trustees have the ability to ask questions. Once you have successfully pre-registered, the system will automatically recognise whether you have the right to ask questions. On the day of the AGM, when you log into the AGM website, you will see the live stream of the AGM on the left of your screen, and a chat box on the right of the screen. All questions must be typed into the chat box.

All questions will be received by a moderator who will pass them to the trustees. Questions will be addressed in General Business (as per normal meeting process).

How to move, second and vote on resolutions

As much as possible, we are following our normal meeting process. That means:

- A resolution will need to be moved by an Owner, and seconded by another Owner (to move or second a motion click the **"Yes"** box).
- Once moved and seconded, the motion will be put to the vote. Click the **"Yes" or "No"** box to vote.

Only the Voting Trustee can vote on behalf of your whānau trust or kaitiaki trust.

Once the votes have been received the Chair will announce whether the motion has been carried or not.

FREQUENTLY ASKED QUESTIONS

1. What do I do if I don't know my full registered name with the Trust?

Email ownerservices@tuaropaki.com or call 07 376 2500.

2. What do I do if I can't remember my shareholder number?

Email ownerservices@tuaropaki.com or call 07 376 2500.

3. Can I log onto more than one electronic device?

No, you cannot log onto more than one electronic device at the same time.

4. What does having full access to the online AGM mean?

If you are a Voting Trustee of a whānau trust or kaitiaki trust and you successfully complete your pre-registration, you will be able to view the AGM online, vote, and ask questions.

5. Can I access the online AGM if I am not a shareholder?

If you are not a descendant of a shareholder or a member of a whānau trust, then you will not be able to view the online AGM.

6. My kuia is the shareholder but she doesn't know how to use a computer, can I log onto the AGM for her instead?

Whānau are encouraged to support their kuia and koroua to connect to the online AGM. You can do this by:

- Helping your kuia or koroua to pre-register,
- Helping them to contact us on 07 376 2500 if they have difficulties,
- Helping your kuia or koroua to connect to the AGM on Saturday 27 March (and watching the AGM with them).

Due to privacy considerations our team cannot discuss your kuia or koroua personal information without their permission, so if you call us, then please make sure they are with you when you make the call.

7. Can I get help with pre-registration?

Yes. We are developing a range of support options including online videos showing you how to pre-register, or you can call us on 07 376 2500. We also encourage you to check our website www.tuaropaki.com regularly for updates on the pre-registration process.

8. Can I ask questions during the online AGM?

Individual shareholders and trustees of whānau trusts and kaitiaki trusts can ask questions. Descendants of individual owners and members of whānau trusts can watch the AGM but cannot ask questions.

9. When will my questions be answered?

This will be managed in the same way as our ordinary kanohi ki te kanohi AGM. In other words, questions can be asked and answered after the presentations and during General Business.