

User Manual for the Electronic Voting System



Ordinary General Meeting 22/7/2021

Repetitive Meeting (in case the required Quorum is not reached) 2/8/2021



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The Bank makes every effort to ensure the seamless and secure connection to the online platforms for participation and electronic voting in the General Meeting.

Participants must comply with the rules and regulations of the Greek, European and International law and the relevant legislation governing telecommunications and refrain from any illegal and abusive behavior.

The Bank bears no responsibility in case of inability of the Shareholder to participate in the General Meeting by teleconference, according to article 125 of Law 4548/2018, due to force majeure or error of the telecommunications service provider, or his own fault.



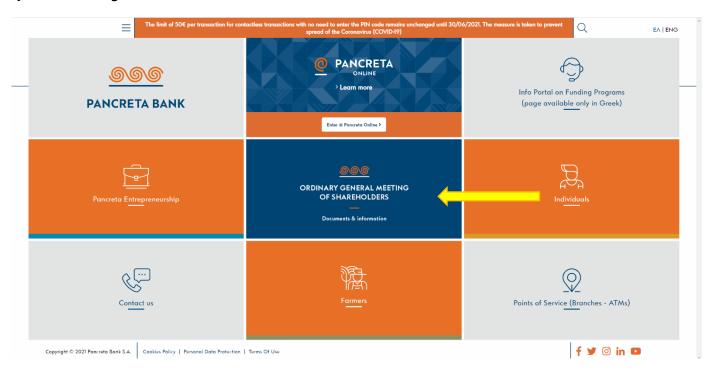
INTRODUCTION

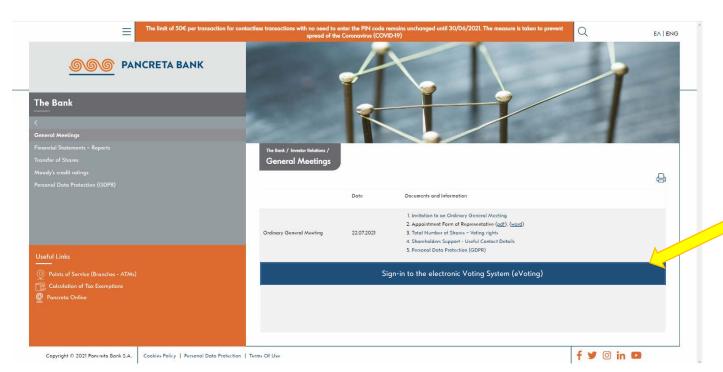
Each shareholder should create an account so as to be able to enter into the electronic platform and participate in the **Ordinary General Meeting** via teleconference.

Creating an account presupposes that the shareholder keeps updated all his personal details in the Bank in particular, his **mobile number and e-mail address**. The update procedure is described in the Invitation, as published in the official website of the Bank.

• Sign-in to the electronic Voting System (eVoting)

Shareholders should enter www.pancretabank.gr and then press the "Sign-in to the electronic Voting System (eVoting)" button.



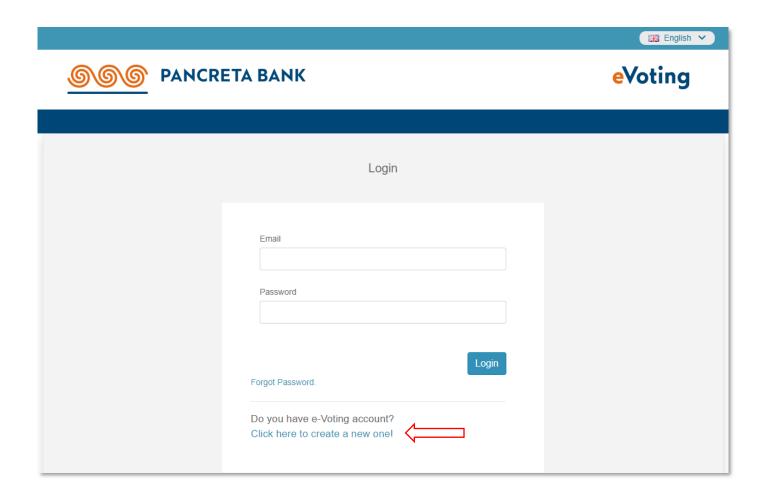




CREATING AN ACCOUNT

Creation of a new Account

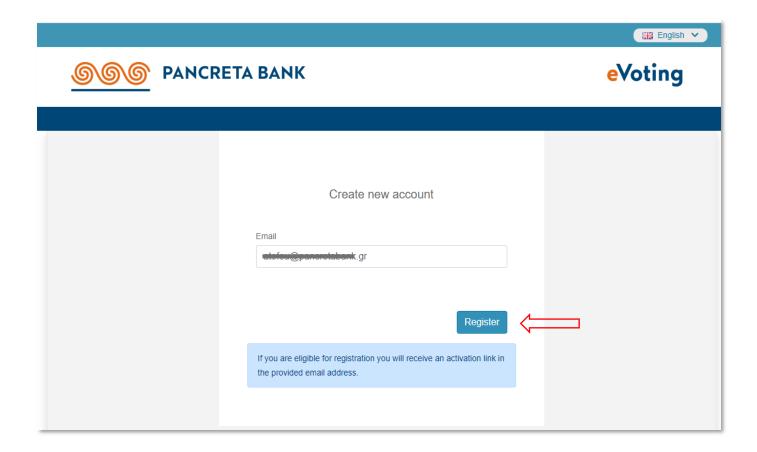
The first time the participant signs in to the eVoting system, it is necessary to create an account by clicking on the "Click here to create a new one!" button.





Registration

The participant should type the registered to the Bank electronic address (email) and then click "Resister". A confirmation email will be received with a link to be 'clicked' in order to activate the account.



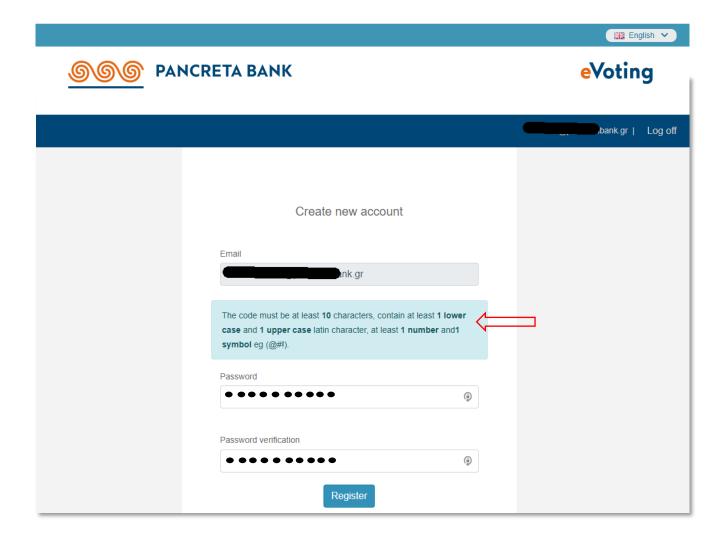
If by clicking "Register" the participant does not receive a confirmation email, this may happen for the following reasons:

- The shareholder has entered his/her email address incorrectly
- The shareholder has not updated his/her email address in the Bank

In any case, the participant should contact the Bank's Shareholders' Registry Office by phone at +30 2810338863 & +30 2810338725 (daily 10:00-16:00), or electronically at: shareholders@pancretabank.gr



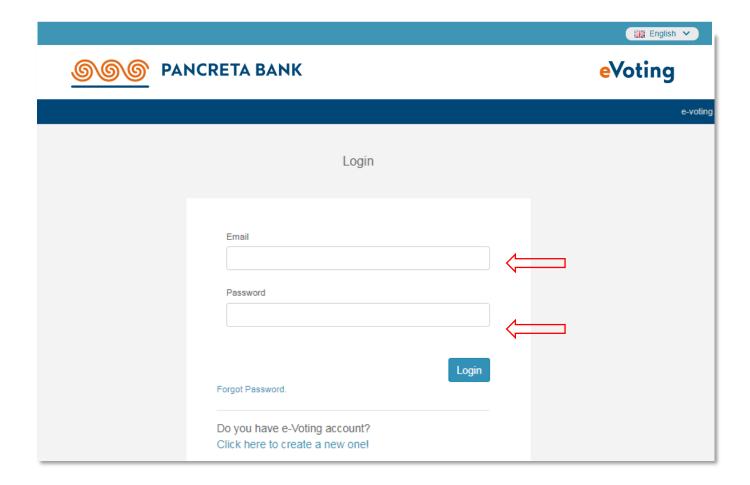
The participant should then re-enter his email and proceed to the creation of a **secret code**, following the on-screen instructions.





Login Screen

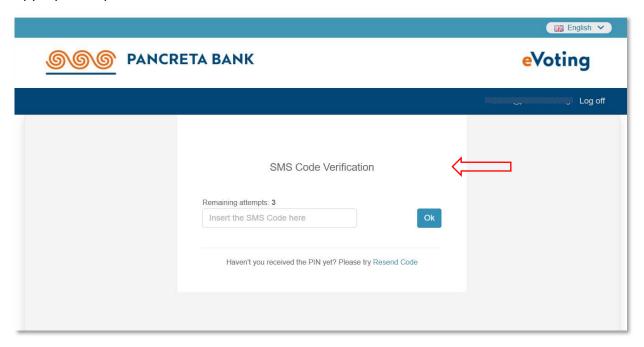
By selecting "Register" the participant is transferred into the login screen where he fills-in the email and the created password:



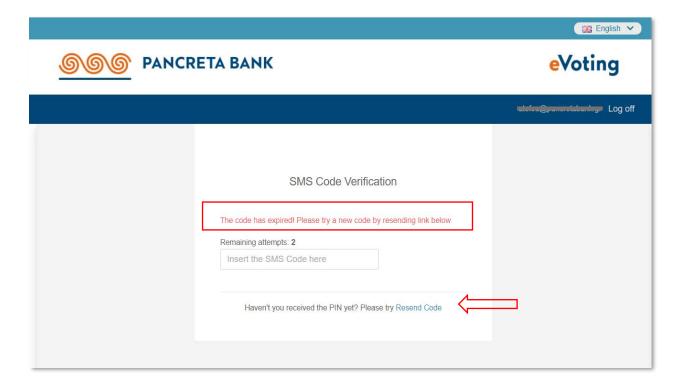


• SMS Code Verification

By selecting "Login" the participant is transferred to the screen where he must enter the SMS code received on the registered mobile phone. A time interval of 4 minutes is allowed to enter the code into the appropriate space.



⚠ If the participant delays to enter the password for more than 4 minutes, the following message is displayed.



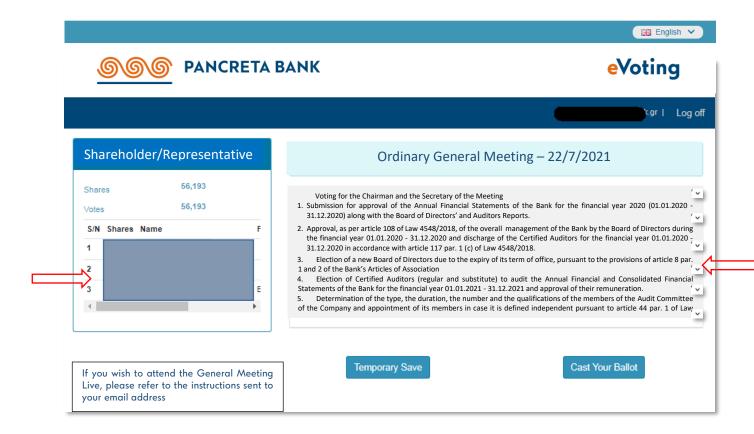
A By clicking on "Resend code" the participant receives a new SMS code which must be re-entered in the relevant field.



ELECTRONIC VOTING

Voting Screen

In the eVoting System the participant can see the main voting screen:

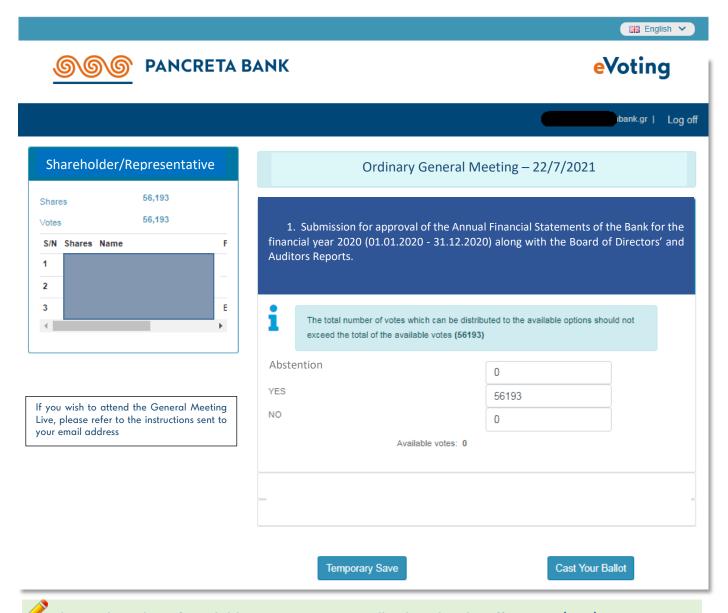


- The left part of the screen contains information regarding the shareholder or a Representative in
 case of representation (name of the shareholders he represents, Registration Number, number of
 shares of each shareholder, as well as the total number of their shares).
- On the right side the items of the Agenda that will be discussed within the context of the General Meeting are displayed. Clicking on the arrow at the bottom right of each topic, the available options for voting are revealed.



Temporary Save

The following screen shows an indicative item for voting.



The total number of available votes is automatically placed in the affirmative (YES) voting option. In case the participant wishes to vote differently, he/she may fill-in the number of votes in the field he/she wishes.

At any time, the participant can click on "**Temporary Save**" to save the options he/she has made so far, so that in case of unexpected disconnection he/she can quickly return to the previous state.

A separate ballot is sent for each item of the Agenda, discussed within the context of the General

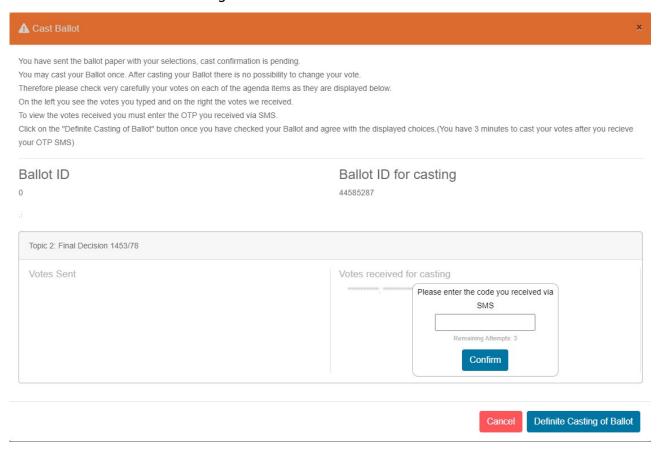
Meeting.



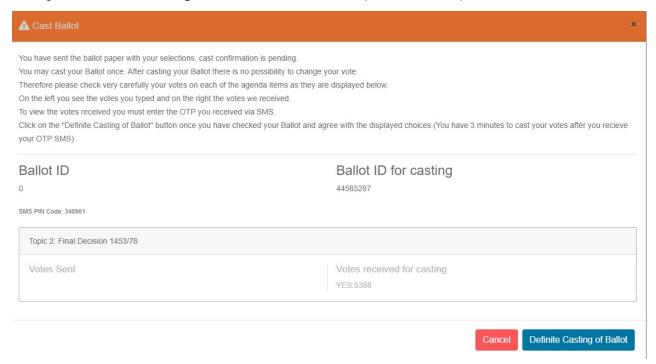
• Casting of Ballot

When the participant has finalized his/her choices on an item of the Agenda, he/she can click on "Cast Your Ballot" to enter his/her ballot.

By clicking "Cast Your Ballot" a new window appears allowing the participant to review his/her ballots or proceed to cancellation of his voting in case of a mistake.



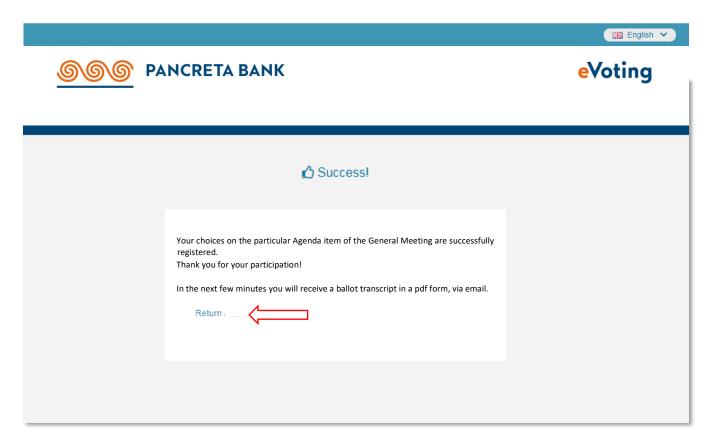
By clicking on "Definite Casting of Ballot" the submission process is completed and it cannot be recalled.





Voting Confirmation via email

After submission of the ballot, the system confirms the **successful completion of the process**. At the same time the participant receives a transcript of his/her ballot **via email**.



If the participant has not casted his vote on certain items of the Agenda, he may press the "**Return**" button to go back to the initial voting screen, in order to repeat the voting process for the remaining topics.