

# Terms and conditions of and information on the online service for shareholders

## 1. Scope of application

These terms and conditions and information apply to all shareholders who wish to use our online service on the Internet at [www.deutsche-boerse.com/agm](http://www.deutsche-boerse.com/agm).

The use includes, inter alia, registering for the e-mail delivery of the invitation to the Annual General Meeting of Deutsche Börse Aktiengesellschaft, as well as registering for the Annual General Meeting of Deutsche Börse Aktiengesellschaft and exercising voting rights via the online service.

## 2. Stability and availability of the online-service / Disclaimer

The technical and organizational measures taken by us to ensure both the performance of our Internet service and data security are state-of-the-art. Nevertheless, the availability, performance, stability and reliability of the Internet service can, however, be subject to fluctuations and disruption. Deutsche Börse Aktiengesellschaft cannot influence the availability, performance, stability and reliability of the telecommunications network or the third-party Internet services and network components used. Deutsche Börse Aktiengesellschaft cannot guarantee or assume any responsibility for the availability, performance, stability and reliability of the telecommunications network, the third-party Internet services and network components used, or for round-the-clock access to our Internet service. Furthermore, Deutsche Börse Aktiengesellschaft assumes no responsibility for faults and defects affecting the hardware and software used for the online service, including the hardware and software of service providers that have been used, insofar as these faults and defects are not the result of willful intent or gross negligence. Where absolutely essential owing to security considerations, Deutsche Börse Aktiengesellschaft reserves the right to suspend or discontinue our Internet service without prior notice. If you experience technical problems, please contact our hotline. You can find the contact data on the Internet at [www.deutsche-boerse.com/agm](http://www.deutsche-boerse.com/agm).

## 3. E-mail delivery

### 3.1. Registration for and e-mail delivery

We require your express consent so that we can send you your invitation to the Annual General Meeting of Deutsche Börse Aktiengesellschaft by e-mail. You can give this consent via the online service by registering for the e-mail delivery of the invitation to the Annual General Meeting.

If you successfully complete your registration no later than about seven weeks prior to an Annual General Meeting of Deutsche Börse Aktiengesellschaft, the invitation to that Annual General Meeting will be delivered to your registered e-mail address. Registrations that are not completed by this deadline will not take effect until the subsequent Annual General Meeting.

Please let us know if you have not received your invitation to the General Meeting electronically, even though you registered for this in good time. You can find the contact data of the hotline on the Internet at [www.deutsche-boerse.com/agm](http://www.deutsche-boerse.com/agm).

### **3.2. Providing registration data**

#### **E-mail address**

Please indicate as the delivery address an e-mail address which you use regularly. If, after sending the invitation to the Annual General Meeting, we receive a technical notification that the e-mail was not delivered, we will send you the invitation by post again. Every shareholder is responsible for ensuring that the selected e-mail address is functional and that incoming e-mails can be read. Should your email address change, please inform us via the online service.

#### **Access password**

To register for e-mail delivery of the invitation to the Annual General Meeting you must determine a personal access password. Please keep this safe from access by third parties. In future, it can be used not only to amend your registration details but also to use the online service for shareholders of Deutsche Börse Aktiengesellschaft.

### **3.3. Amending your registration details**

The Online Service for shareholders is available throughout the year at [www.deutsche-boerse.com/agm](http://www.deutsche-boerse.com/agm). Via the online service, you can change your e-mail address, your access password and your postal address.

### **3.4. Withdrawal of your consent**

You can withdraw your consent to receive an e-mail delivery of the invitation to the Annual General Meeting via the online service at any time. You will then receive the invitation by post again. However, if withdrawal takes place after the technical preparations for sending out the invitations to the General Meeting have already started, we can only take your withdrawal in account for the subsequent Annual General Meeting.

### **3.5. Disposal of your shares**

If you have disposed of all your Deutsche Börse Aktiengesellschaft shares between two Annual General Meetings at any time and then acquire Deutsche Börse Aktiengesellschaft shares again up to approximately seven weeks before the next Annual General Meeting of Deutsche Börse Aktiengesellschaft, the consent you provided to participate in the e-mail delivery of the invitation to the Annual General Meeting will continue to apply.

Before each Annual General Meeting, we determine for which of the persons registered for e-mail delivery shares are listed in the share register of Deutsche Börse Aktiengesellschaft in order to prepare the dispatch of the invitations. If at this point no shares are listed in the share register in your name, your consent is cancelled automatically. If you subsequently acquire Deutsche Börse shares you will receive the invitation to Annual General Meetings by post unless you re-register for e-mail delivery.

## **4. Registering for the Annual General Meeting (online)**

We recommend that you use our online service to register for the Annual General Meeting in good time to ensure that, in the event of technical problems, you still have time to register, to exercise your voting right by postal ballot or by a proxy (e.g. an intermediary, an association of shareholders or a company-appointed proxy) by mail, for example, before the registration deadline.

## **5. Live transmission of the Annual General Meeting**

The entire Annual General Meeting of Deutsche Börse Aktiengesellschaft is broadcast live on the Internet ([www.deutsche-boerse.com/agm](http://www.deutsche-boerse.com/agm)).

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## **6. Right to comment for publication prior to the Annual General Meeting**

Duly registered shareholders and their proxies have the right to submit comments to the Company concerning items on the agenda in text form prior to the meeting by means of electronic communication using the password-protected online service by midnight CEST on 8 May 2024. The comments in text form should not exceed 10,000 characters in length.

The comments duly submitted in text form in accordance with the provisions set out in the notice will be published on the Company's website at [www.deutsche-boerse.com/agm](http://www.deutsche-boerse.com/agm) no later than midnight CEST on 9 May 2024. By submitting a comment, the shareholder or proxy consents to such comment being published at the aforementioned internet address ([www.deutsche-boerse.com/agm](http://www.deutsche-boerse.com/agm)) together with their name.

Pursuant to section 130a (3) Sentence 4 of the AktG, the Company may refuse to publish a comment on the conditions set out in section 126 (2) Sentence 1 nos. 1, 3 and 6 of the AktG, for example if the comment contains information that is obviously false or misleading in material respects or if it contains offensive or defamatory language.

Please note that motions, nominations, questions and follow-up questions as well as objections to resolutions of the Annual General Meeting that are contained in a comment will not be taken into consideration. These must be submitted solely in the manner described and in compliance with the requirements and deadlines described in the notice.

## **7. Right to speak**

Duly registered and virtually participating shareholders and their proxies have a right to speak by way of video messages (section 130a (5) of the AktG). The comments made in the context of exercising the right to speak may also include motions and nominations in accordance with section 118a (1) Sentence 2 No. 3 of the AktG as well as all types of requests for information in accordance with section 131 of the AktG.

Shareholders or their proxies who wish to exercise their right to speak must register their comment with the Company using the password-protected online service. By registering a comment, the shareholder or proxy consents in particular to such comment being accessed during the Annual General Meeting together with their name.

After the chairman of the meeting has called for the speech to be prepared, a dialog box for entering the virtual waiting room is displayed to the shareholder or his proxy in the online service. After confirmation, the virtual waiting room can be entered. After entering the virtual waiting room, the video communication is checked by a technical employee (operator). Shareholders or proxies are requested to remain in the virtual waiting room until the operator answers.

The Company reserves the right to check whether the video connection between the shareholder and the Company is functioning during the Annual General Meeting and prior to the comment being made, and to refuse comments if it is not possible to ensure that the connection is functioning.

For the speech, the shareholder or his proxy is asked to choose a neutral background for the speech (e.g. a white back wall). Front lighting is recommended. The setting will be checked together with the operator during the functional test. Shareholders or their proxies are requested to provide the following technical infrastructure for speaking during the Annual General Meeting, if possible:  
Permanent 10 Mbit line (up/down), an appropriate terminal (PC, laptop or smartphone /orientation in landscape format) with camera and microphone (both integrated or wired) as well as access to, if possible,

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wired Internet. In particular, it is recommended to use the latest version of a common Internet browser. Parallel uploads/downloads of content or the operation of other bandwidth-intensive applications on the end device should be avoided while using the system. A VPN connection or virtual clients should not be operated on the end device used.

If you have any technical questions, please contact the AGM hotline at +49 1802 233525.

After successful testing of functionality, the shareholder or his proxy will be connected live to the Annual General Meeting as soon as the chairman of the meeting calls him by name.

### **8. Right to information**

Each duly registered shareholder or their appointed proxy may also request in the virtual Annual General Meeting information on the Company's affairs to the extent necessary to make a proper evaluation of the agenda (see section 131 (1) of the AktG). The duty to provide information generally also extends to legal and business relations between the Company and its affiliates as well as the position of Deutsche Börse Group as a whole and that of the entities included in the consolidated financial statements of Deutsche Börse Aktiengesellschaft; in this case also, the information is provided only to the extent it is necessary to make a proper evaluation of the agenda.

Requests for information at the Annual General Meeting should be made during the virtual discussion time. It is intended that the meeting chairman will stipulate at the beginning of the Annual General Meeting that the right to information may only be exercised by way of video communication, i.e., in the context of making a comment pursuant to section 130a (5) and (6) of the AktG (see the organisational and technical information on the right to speak above), section 131 (1f) of the AktG. No other submission of questions by electronic or other means of communication is envisaged either before or during the Annual General Meeting.

### **9. Objection for the record and claims of protocolling**

Shareholders and their proxies who are virtually participating in the Annual General Meeting have the opportunity to declare their objection to the resolutions of the Annual General Meeting by means of electronic communication to the notary appointed to prepare the record of the Annual General Meeting. Such declarations may be submitted to the Company from the beginning until the end of the Annual General Meeting using the password-protected online service. The notary receives the objections directly via the online service.

In addition, in case of information being refused, you can request that your question and the reason for which the information was refused be included in the minutes of the Annual General Meeting (Section 131 (5) AktG)

### **10. List of attendees**

The list of attendees will be available in the online service during the virtual Annual General Meeting before the voting. The list of attendees can be viewed using the password-protected online service.

### **11. Confirmation of the vote count**

Pursuant to Section 129 (5) sentence 1 AktG, the party casting the vote may request via the online service that the Company confirms whether and how his/her vote was recorded and counted within one month of the day of the Annual General Meeting, i.e. by 14 June 2024.

### **12. Duty of care on the part of the user**

Please do not disclose your shareholder number or your Password to unauthorized individuals to ensure that third parties cannot obtain access to your account.

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If you suspect that your access data has been misused, please call the AGM hotline, 9.00 a.m. to 4.00 p.m. CET via phone at +49– (0)1802–233 525, to have your account locked.

If your account is locked, you are irrevocably excluded from the online service, meaning that you can only register for the Annual General Meeting using other means. Postal ballots, proxies and instructions issued on the Internet before the account was locked will not be considered.

Please ensure that you log off the online service properly. Your entries are not registered until you see confirmation of your postal ballot, the granting of proxy and/or instructions. If the program is aborted before you see this confirmation (e.g. because you use the "Cancel" button or close the window), your entries will not be registered properly. Failure to close the program properly also means that unauthorized individuals may be able to see or manipulate your entries in your absence.

### **13. Data protection information**

Please note our information on data protection regarding the Annual General Meeting and use of the online service at [www.deutsche-boerse.com/agm](http://www.deutsche-boerse.com/agm).

### **Published by**

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