

## Frequently Asked Questions

### **1. What is e-GEM?**

e-GEM is an information system through which preliminary preparations and legal procedures regarding general meetings can be carried out by electronic means and any transaction during the meeting can be performed via the electronic platform and software provided by the MKK.

### **2. From where can I obtain qualified electronic certificate required for secure digital signature?**

In Turkey you can apply to the authorized service providers that are announced at the website of Institution of Information Technologies and Communication at <https://btk.gov.tr/elektronik-sertifika-hizmet-saglayicilari>. If abroad you may apply to Turkish Consulates to obtain an e- signature.

### **3. What can I do in the e-GEM?**

You can access to the information regarding the general meetings, watch the general meetings online that you have the right to participate, follow the discussions and can vote. If you request, you can appoint proxy via e-GEM and can record your voting instructions as such a way that your proxy can not change. Besides, in the case that you are registered to e-Investor: Investor Information Center, your intermediary can do these transactions according to your instructions and on behalf of you.

### **4. How can I register on e-GEM?**

You must first register on e-Investor: Investor Information Center at <https://yatirimci.mkk.com.tr> in order to get registered on e-GEM.

### **5. Why does e-GEM request my contact details?**

The relevant persons are informed via SMS and e-mail regarding all the transactions occurring on the e-GEM. Thus, e-GEM users are informed about the developments relating them instantly.

### **6. Do I have to get a secure digital signature to perform transactions on e-GEM?**

Yes. It is only possible to login with a secure digital signature pursuant to the legislation relating to electronic general meeting. Accordingly, you have to obtain a secure digital signature (qualified electronic certificate) to login the e-GEM.

### **7. How can I obtain proxy materials?**

The proxy materials are kept available on e-GEM by the issuer.

**8. How to appoint a representative?**

You can appoint a representative on e-GEM with your digital signature until 21:00 at MD-1.

**9. Can I give vote instructions to the representative appointed on e-GEM?**

You can give your representative vote instructions on e-GEM. These instructions can't be changed by the representative.

**10. In case I authorize my representative on e-GEM, has he/she to attend the meeting on e-GEM or he/she can opt for attend physically?**

The representative authorized on e-GEM is free to opt for attending on e-GEM or physically. If he/she wants to attend the meeting on e-GEM he/she should declare it on e-GEM, at 21:00 on e- GEM latest.

**11. Is it possible to attend the meeting physically after opting for electronic attendance on e-GEM?**

You must attend the meeting on e-GEM after choosing electronic attendance on e-GEM. However, you can cancel this option until 21:00 pm on MD-1 and then attend the meeting physically.

**12. When is the log in time for general meetings on e-GEM?**

System login starts at 06:00 am on the meeting day and ends five minutes before. For instance, if the meeting starts at 10:00 AM, you should enter the system between 06:00 AM and 09:55 AM.

**13. How can I get the voting results?**

Voting results regarding each agenda item is available once the voting ends. Besides these results are sent by e-GEM to shareholders via e-mail or SMS. Also the results are archived in e-GEM.