



Message to our shareholders

KPN General Meeting of Shareholders and COVID-19

In view of the COVID-19 outbreak and the measures to combat it, KPN has decided to take a number of further measures with regard to its General Meeting of Shareholders to be held on April 15, 2020.

KPN calls on its shareholders not to attend the meeting in person.

KPN believes that physical presence at the shareholders' meeting involves unnecessary health risks for shareholders and staff, and is contrary to the guidelines of the Dutch government on the combatting of COVID-19. It therefore urgently advises and calls upon its shareholders not attend the meeting in person, but to use the alternative options that KPN offers to participate in the meeting remotely.

At this time, it is legally impossible to hold a shareholders' meeting where no physical presence is allowed. If new legislation comes into effect prior to the meeting that makes it possible to prevent physical access to the meeting, KPN will seriously consider making use of it.

How can a shareholder participate in the meeting remotely?

Following the meeting

Shareholders can follow the AGM remotely via a live video link (webcast), which can be followed on any of the following locations:

- Through the website or the app that have been made available for online voting or asking questions – see below.
- At the [company's website](#).

Voting

Shareholders can vote remotely in the following ways:

1. By providing a written proxy with voting instructions to the Company Secretary, using the [standard proxy](#) made available for this purpose. This proxy with voting instructions must be received no later than Sunday 12 April (extended term) at the address indicated on the form.
2. By granting a proxy with voting instructions to the notary, via the ABN Amro e-voting system (<https://corporatebroking.abnamro.com/shareholder>), no later than Sunday 12 April.
3. By voting online during the meeting. KPN was the first Dutch company to offer this opportunity during its 2019 AGM and offers this possibility again this year. To use this option, shareholders must register via the ABN Amro e-voting system (<https://corporatebroking.abnamro.com/shareholder>), no later than Sunday 12 April.

Asking questions

- Questions about the items on the agenda can be submitted in advance of the meeting, by e-mail to ir@kpn.com, no later than Wednesday April 8, stating the agenda item. Questions received will be answered in reason and may be organized thematically, either before (in writing on the website) or at the meeting. When submitting questions, in order to confirm the eligibility to do so as shareholder, shareholders must indicate in their e-mail:
 - Their name, e-mail address and place of residence (of the registered shareholder)

- The registration number of the certificate of deposit
 - The number of registered shares
- During the meeting, follow-up questions in response to the answers received can be asked electronically. To submit such follow-up questions, it is necessary that a shareholder is registered for online participation via the ABN Amro e-voting system (<https://corporatebroking.abnamro.com/shareholder>), as only in this way the identity of the shareholder can be confirmed. Questions can only be submitted via this platform.
- The chairman may take further measures to maintain the order of the meeting.

How will KPN organize its AGM?

The AGM will be held at KPN's head office. The presence of the Board of Management and the Supervisory Board will be limited to the chairman of the Supervisory Board, the chairman of the Board of Management and the company secretary. Other members will not be present, or only via a video connection.

Seats in the hall will be divided in such a way that there is at least 1.5 meters between each shareholder. KPN cannot take any family situations into account.

There will be no refreshments before or after the meeting, and there will be no opportunity for an informal gathering around the meeting.

If you wish to attend the meeting in person

If you nevertheless consider attending the meeting in person, we urge you, also in view of the access control to our buildings, to notify this intention in advance by e-mail at ir@kpn.com.

In deviation of the time stated in the Notice convening the meeting, the access registration will only start at 1:00 PM. You are urged not to arrive earlier.

If you attend the meeting in person, you must always adhere to the safety instructions given by the chairman or staff present. Failure to comply with these instructions, or if KPN deems it necessary on grounds of health or safety risks, may lead to denial of access to the meeting or the building.

KPN will always follow the instructions of competent authorities with regard to the shareholders' meeting and reserves the right to change the structure of the meeting or to postpone the meeting.

Keep your distance, stay connected