

2021 Annual General Meetings

Frequently asked questions and answers

1. When is Transurban Group's AGM?

Transurban Group's AGM will be held as virtual meetings on Thursday, 21 October 2021 at 11.00am (AEDT).

To participate in real time at the AGM using the online platform, security holders should register online at least 15 minutes before the meetings as outlined in question 5 below.

2. If government-mandated restrictions on physical gatherings are lifted, can I attend the AGM in person?

No, due to the health and safety impacts of COVID-19 and the continuing developments around government-mandated restrictions, Transurban will hold the 2021 AGM in virtual format. Security holders can participate in the meetings online and relevant details on how to participate are set out in our Notice of Meetings and under question 5 below.

3. Will I receive a hard copy Notice of Meetings and proxy form by post?

The 2021 Notice of Meetings is available for all security holders online at transurban.com/agm. Hard copies of the Notice of Meetings and proxy form will not be sent to security holders by post ahead of the AGM. Security holders can request a hard copy of the Notice of Meeting by contacting Computershare on 1300 360 146 (within Australia) or +61 (03) 9415 4315 (overseas).

4. What do I need to do before the AGM?

If you wish to participate in the AGM, please read the 2021 AGM Online Meeting Guide in advance of the meetings, available at transurban.com/agm.

Prior to the AGM, you will need to:

- check that you have a computer or mobile device with internet access. You will need the latest versions of Chrome, Safari, Edge or Firefox; and
- ensure you have your **security holder number and postcode** available for registering online. This will enable you to participate and vote online at the meetings.

You will then be able to access the online platform from your device, by entering the following URL address in your web browser: <https://web.lumiagm.com/386-569-885>.

If security holders wish to submit questions in advance of the AGM, they may do so by emailing corporate@transurban.com or via investorvote.com.au by Thursday, 14 October 2021.

Security holders may also appoint a proxy to vote on their behalf through the online voting website investorvote.com.au. Proxy votes must be received by 11.00am (AEDT) on Tuesday, 19 October 2021. Instructions on how to appoint a proxy are available at investorvote.com.au or under "How to vote and appoint a proxy" on page 10 of the Notice of Meetings.

5. How do I participate in the AGM?

You can participate in real time at the AGM using the online platform. To use the online platform you will require a computer, tablet or mobile device with an internet connection.

You can access the online platform from your device, by entering the following URL address in your web browser: <https://web.lumiagm.com/386-569-885>.

The online AGM platform will allow security holders to view the meetings, vote and submit questions in real time.

Important information: To participate and vote online security holders will need their security holder number and postcode. To participate online, security holders should register at least 15 minutes before the meetings.

Further information on how to participate online is set out on pages 2 and 10 of the Notice of Meetings available at transurban.com/agm.

6. I do not know my security holder number?

Security holders can find their security holder number (SRN/HIN) on:

- their most recent Distribution Statement or Annual Tax Statement; or
- the welcome letter or other documentation received from Computershare on becoming a Transurban security holder.

In addition, security holders who did not elect to receive their Notice of Meetings electronically were sent a letter by direct mail dated 17 September 2021 which contained their security holder number.

7. How do I watch the AGM as a non-voting security holder or member of the public?

Non-voting security holders of Transurban Group can view and ask questions at the AGM by registering via the online meeting platform using the steps under question 5 above.

Members of the public can view the AGM in real time by registering as a guest via the online meeting platform using the steps under question 5 above. Guests are not required to enter a security holder number and postcode.

Please note, only security holders who register via the online meeting platform will be able to vote or ask questions.

The webcast will be recorded and made available to view after the meetings.

8. What if I am late logging in to the online meeting platform? What is the latest time I can join the AGM?

Security holders can join the live AGM at any time during the course of the meetings by following the steps outlined in question 5. Security holders will be advised prior to the close of voting to submit their votes.

9. What do I do if I am logged out of the online meeting platform during the AGM?

Attendees can log back in to the online meeting platform by following the steps outlined in question 5.

If you require assistance prior to or during the meetings please contact Computershare on +61 3 9415 4024.

10. Can I participate in the AGM by telephone?

No, however you can listen to the AGM by webcast live via the online meeting platform from 11.00am (AEDT) on Thursday, 21 October 2021.

Please note, it is not possible to vote or ask questions via the webcast. To vote and ask questions please register to participate via the online AGM platform.

As noted in questions 4 and 5 above, security holders can participate in the meetings via a mobile device with an internet connection.

11. Can I vote prior to the AGM?

Yes, security holders may appoint a proxy to vote on their behalf through the online voting website at investorvote.com.au. Proxy votes must be received by **11.00am (AEDT) on Tuesday, 19 October 2021**.

Instructions on how to appoint a proxy are available at investorvote.com.au and under “How to vote and appoint a proxy” on page 10 of the Notice of Meetings available at transurban.com/agm.

If security holders are unable to complete an online proxy appointment, a proxy form can be requested by contacting Computershare on 1300 360 416 (within Australia) or +61 3 9415 4315 (overseas).

As noted under “Technical difficulties” on page 2 of the Notice of Meetings, due to the virtual format of the AGM, security holders are encouraged to appoint a proxy and submit a directed proxy vote prior to the AGM even if they plan to participate in the meetings online.

12. If I vote prior to the AGM can I still participate in the AGM?

Yes, security holders who appoint a proxy or attorney may still participate in the virtual meetings. However, if the security holder votes on a resolution, the proxy or attorney is not entitled to vote as that security holder’s proxy or attorney on the resolution.

13. Can I submit questions prior to the AGM?

Yes, security holders can submit written questions in advance of the meetings by emailing corporate@transurban.com or online via investorvote.com.au. Questions must be received by Thursday, 14 October 2021.

The Chairman of the meetings will endeavor to address as many of the more frequently raised relevant questions as possible during the course of the meetings. However, there may not be sufficient time available at the meetings to address all of the questions raised. Please note that individual responses will not be sent to security holders.

14. Can I vote during the AGM?

Yes, security holders can participate in the virtual meetings and vote in real time by registering via the online AGM platform. Refer to question 5 above for details on how to register.

During the meetings, when the Chairman of the meetings declares the poll open, a voting icon will appear on your device and the resolutions will be displayed. To vote, tap/click one of the voting options and your response will be highlighted. For further details, please refer to the 2021 AGM Virtual Online Meeting Guide available at transurban.com/agm.

15. Can I ask questions during the AGM?

Yes, security holders can ask questions during the live AGM by registering via the online AGM platform and submitting written or asking verbal questions through the platform. Refer to question 5 above for details on how to register.

To submit a written question, tap/click on the questions icon, identify the relevant item of business to which the question relates, type your question in the chat box on your screen and select the send icon. Confirmation that your message has been received will appear. Written questions submitted by security holders will be read out aloud during the AGM for the Chairman to respond to.

To ask a question verbally follow the instructions on the home page (under the “i” information icon) of the virtual meeting platform.

The Chairman of the meetings will endeavor to address as many of the more frequently raised relevant questions as possible during the course of the meetings. However, there may not be sufficient time available at the meetings to address all of the questions raised. Please note that individual responses will not be sent to security holders. If submitting questions at the meetings, please submit your questions as early as possible so that they may be received and queued in preparation for the relevant agenda item.

For further instructions, please refer to the 2021 AGM Online Meeting Guide available at transurban.com/agm.

16. What if I experience technical difficulties and miss my opportunity to ask a question or vote?

Security holders will need to be logged in to the online meeting platform in order to ask questions and vote at the AGM. If you lose your internet connection you will need to log back in to the AGM by following the steps outlined in question 5.

To ensure all votes are received by Transurban, security holders are encouraged to appoint a proxy and submit a directed proxy vote in advance of the AGM, even if they plan to participate in the meetings online.

Security holders are also encouraged to submit questions in advance of the AGM, by emailing corporate@transurban.com or via investorvote.com.au by Thursday, 14 October 2021.

17. I cannot participate in real time at the AGM, can I view it later?

The AGM webcast will be recorded and made available to view after the meetings at transurban.com/agm.

18. Where do I get help if needed during the AGM?

If you require assistance prior to or during the meetings please contact Computershare on +61 3 9415 4024.