



Lufthansa Annual General Meeting Key notes from A to Z

Absentee vote

You can exercise your voting rights by absentee vote. To submit your absentee vote, you can use the online services or registration form (2) (See "Registration for Annual General Meeting"). Please do not forget to send us the registration form until 22 April 2014 (24 hrs CEST) using the enclosed prepaid envelope.

Access code

Shareholders, who have not yet registered for e-mail delivery, will receive their access code for the online services by regular mail together with their invitation to the Annual General Meeting. Those shareholders, who are registered for e-mail delivery choose their personal access code when registering and can use it for all the offered functions of the online services for shareholders.

Change of address

Should your address differ from that on the invitation to the Annual General Meeting, please cut off the corresponding section on page 2 of the invitation and dispatch it using the enclosed prepaid envelope.

To change your address data, you can also use the online services for shareholders. Further information is available on our website www.lufthansagroup.com/agm.

Any change of name in the share register can only be made by your depositary bank. For any such amendments, please contact your bank manager.

Annual Report

The Annual Report 2013 is available online and from the middle of April as print form. Please order it online via our order service on our website www.lufthansagroup.com/investor-relations, link "Service/Order Service" or send us a fax on +49-69-696-90990, or e-mail to hv-service@dlh.de.

Attendance

To be entitled to attend the Annual General Meeting, shareholders have to register for the Annual General Meeting no later than 22 April 2014 (24 hrs CEST) and shareholders' stock has to be listed in the share register of Lufthansa by that date.

Deadlines

The final date to register for the Annual General Meeting is 22 April 2014 (24 hrs CEST). Later registrations cannot be considered. However, you may change your online absentee vote or your instructions to a Lufthansa-nominated proxy or to credit institutions and shareholders' associations via the online services up to the beginning of the general debate of the Annual General Meeting.

Dividend

The Executive Board and Supervisory Board are to propose a per-share dividend of 0.45 Euro at the Annual General Meeting on 29 April 2014. Further information is available on our website www.lufthansagroup.com/investor-relations, link "Share/Dividends".

Entry checks

Please have your entry document ready while entering the event area. At one of the counters named "Umtausch Eintrittskarten", this document will be used to record your entry and to exchange it into your personal set of voting cards. Entry documents in deposit can be picked up at the counter "Hinterlegte Eintritts- und Gästekarten" in the foyer. To receive a document you need a personal ID like a passport.

Hotline

If you have any questions about the Annual General Meeting, please contact our hotline which you can reach on +49-180-2354354* from 9:00 hrs to 18:00 hrs CEST on working days.

Instructions

You can instruct your proxy to vote in accordance with your instructions on the registration form. If you would like to change your instructions, you can e-mail any required changes to hv-service@dlh.de or fax them to +49-69-696-90990, stating the following: Change of instructions for the Lufthansa Annual General Meeting 2014, new instructions, shareholder number, first name, surname and date of birth.

You can also use the online services to transfer your voting rights to the voting representatives of Lufthansa or to a credit institution or a shareholders' association. Instructions once issued can be changed online up to the beginning of the general debate.

Journey

The CCH – Congress Center Hamburg (Am Dammtor/Marseiller Straße 2, D-20355 Hamburg) – is located in downtown Hamburg, in the immediate vicinity of Hamburg-Dammtor ICE and commuter railway station. From there, it is just a few minutes' walk to the CCH. Please find a map on our website www.lufthansagroup.com/agm and on your admission ticket.

Leaving the AGM prior to voting

You may authorise another shareholder or the Lufthansa voting representatives to exercise your voting rights if you wish to leave the Annual General Meeting prematurely. Please note that the back cover of the voting block can be used to prove your attendance at the Annual General Meeting, so don't forget to detach it.

To transfer your voting rights to another shareholder, every voting card block contains a "Proxy"-card, on which you can enter the representative's name, surname and address. Please remove it from the voting card block and hand the block to your elected representative. Should you also wish to issue voting instructions to your proxy, enter the details before handing over the voting card. The same procedure applies when appointing a proxy from a credit institution or shareholders' association. Please deposit the "Proxy"-card at the counter at the exit to allow the staff there to register the dates of your representative.

If you wish to transfer your voting rights to the Lufthansa representatives, please fill in the "Proxy with Instructions" card. Should you wish to support the management proposals, simply tick the

applicable box on the card. Please hand over the "Proxy with Instructions" card and the entire voting card block to the staff at the exit. If necessary, take off the back cover for personal use.

Mailing of admission tickets

Entry documents are delivered within Europe until 25 April 2014. Due to the unexpected mailing process entry documents for the remaining nationalities will be stored.

All ordered but not delivered entry documents can be picked up at the counter "Hinterlegte Eintritts- und Gästekarten" in the foyer. If you have any questions, please contact our hotline +49-180-2354354* or email us to hvservice.dlh@adeus.de.

Online services for shareholders

You can use the Online services for shareholders on our website www.lufthansagroup.com/agm to order your admission ticket, to cast a vote by absentee voting, or to transfer your voting rights along with your voting instructions to the voting representatives of Lufthansa or to a credit institution or a shareholders' association.

If you wish to dispense with paper-based letter entirely in future, please give us your permission to e-mail your invitation and other specified shareholder information via "Registration for e-mail delivery". After the Annual General Meeting this service will be available until 13 May 2014. All shareholders who register for e-mail delivery by 13 May 2014 take part in a **prize draw for 10 free flights for 2** by Lufthansa to a European destination of your choice, and for **20 board trolleys** from the Lufthansa WorldShop Collection. Further information on the prize draw and on the Registration for e-mail delivery is available on our website www.lufthansagroup.com/agm.

Parking

If you travel by car, underground car parking facilities (CCH/Messe, Marseiller Straße 1) are available for a charge. Parking charges amount to €2/h, though max €14/day. Please pay attention to the location plan, which is also printed on the admission ticket.

Prize draw

All shareholders who register for e-mail delivery via our online services for shareholders by 13 May 2014 take part in a prize draw for **10 free flights for 2** by Lufthansa to a European destination of your choice, and for **20 board trolleys** from the Lufthansa WorldShop Collection.

Further information on the prize draw and on the Registration for e-mail delivery is available on our website www.lufthansagroup.com/agm.

Registration for the Annual General Meeting

You can register for the Annual General Meeting using different ways. For written registrations, please use the form enclosed with your invitation and the enclosed prepaid envelope. To register via internet please use our online services for shareholders on our website www.lufthansagroup.com/agm. After entering your shareholder ID and access code, the system will guide you easily through the procedure.

The Company will forward the records for registering as well as the agenda of the Annual General Meeting to the postal addresses entered in the Company's share register by 15 April 2014. New shareholders, too, who are entered in the share register after 15 April 2014 until 22 April 2014 inclusive can register using one of the following options, stating their shareholder number, name, address and date of birth:

Postal address Hauptversammlung Deutsche Lufthansa AG

c/o ADEUS Aktienregister-Service-GmbH

20797 Hamburg

GERMANY

Fax +49-69-2562-7049

Internet www.lufthansagroup.com/agm

Deadline for registrations is 22 April 2014 (24 hrs CEST).

Share register entries

The trading details are electronically transferred from the depository bank to Lufthansa's share register via the clearing & settlement system of Deutsche Börse AG. Reported are name, address, nationality, date of birth and the number of shares. The Aviation Compliance Documentation Act (LuftNaSiG) demands higher quality of the entries. Further information is available on our website www.lufthansagroup.com/investor-relations, link "Share / Basic data / Special features / Further Information on share register entries"

Shareholder ID

You will find your Shareholder ID in your invitation to the Annual General Meeting on page 2. To facilitate communications year-round, we recommend that you file your Shareholder ID together with the other documents relating to your securities account.

Start of AGM

The Annual General Meeting begins at 10:00 hrs CEST but you can enter the CCH – Congress Center Hamburg from 8:30 hrs CEST. To avoid any waiting, you are advised to arrive early.

Shareholder motions

Any shareholder motions for the agenda of the Annual General Meeting submitted by shareholders up to 14 April 2014 (24 hrs CEST) will be published on the Internet if they have to be made accessible. Further information is available on our website www.lufthansagroup.com/agm. Management comments on those motions will be available on the same website.

Transfer of voting rights

You can transfer your voting rights to another person, if you are prevented from attending the Annual General Meeting. If you intend to retain the option of attending the AGM personally but want to ensure that your voting rights are in any event exercised, you should – to be on the safe side – authorise the voting representatives of Lufthansa. Up to the deadline for registration to the Annual General Meeting, you can withdraw that authorisation by ordering an admission ticket for yourself. For your personal proxy, you can order an admission ticket via the online services or on the registration form (1b). (See "Registration for Annual General Meeting")

To authorise the voting representatives of Lufthansa you can also use the online services or registration form (3a). Please remember to issue instructions on how to vote on the individual points on the agenda of the Annual General Meeting, because the voting representatives of Lufthansa can exercise your voting rights only according to your instructions.

To authorise a credit institution or a shareholders' association to vote on your behalf you can also use the online services or registration form (3b). Should you issue no instructions, the credit institution or the shareholders' association will vote according to their voting recommendations.

Transfer of voting rights after obtaining an admission ticket

If you are prevented at short notice from attending the Annual General Meeting, you can name a personal representative to act as proxy on your admission ticket. Prior to the deadline for registration, you can also use the admission ticket to authorise other representatives; simply mail the admission ticket with proxy and voting instructions to

- the voting representatives of Lufthansa (using the enclosed prepaid envelope)
- the address of the credit institution you have authorised as proxy
- the address of the shareholders' association you have appointed as proxy.

Voting

The voting at the Annual General Meeting will be made by registered and present natural persons

- Shareholders
- personal representatives of the shareholders
- institutional representatives of the shareholders (credit institutions or shareholders associations)
- voting representatives of Lufthansa according to delegated authorisations and instructions

Additionally, absentee votes will be included when calculating the voting result.

Voting card set

You will receive your voting card set at the day of the Annual General Meeting at the counter named "Umtausch Eintrittskarten" in exchange for your entrance ticket.

Voting rights

Your holdings entered in the share register on 29 April 2014 determine your voting rights. But voting rights can be exercised only if you register for the Annual General Meeting by ordering an admission ticket, submitting an absentee vote or authorising a proxy no later than 22 April 2014 (24 hrs CEST) and if those rights are represented at the Annual General Meeting or submitted by absentee vote.

*(6 cent per Call from the landlines of Deutsche Telekom / call charges from german mobile networks max. 42 Cents per minute.