



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 28 April 2017 (24:00 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.

AGM card

You will receive your AGM card at the counter named "Akkreditierungsschalter" in exchange for your entrance ticket. The AGM card replaces the voting card set that was used in previous years. You will need the AGM card to vote; please retain the card until you leave the Annual General Meeting.

Annual Report

The Annual Report 2016 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 28 April 2017 (24:00 hrs CEST) and shareholders' stock has to be listed in the share register of Lufthansa by that date.

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 letter 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.

Deadlines

The final date to register for the Annual General Meeting is 28 April 2017 (24:00 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.

Entry checks

Please have your entry document ready while entering the event area. At one of the counters named "Akkreditierungsschalter", this document will be used to record your entry and to exchange it into your AGM card. 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 2017, 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 Hamburg Messe trade fair is located in downtown Hamburg, in the immediate vicinity of Sternschanze railway station (also signposted as Messe). From Hamburg-Dammtor ICE railway station, it is a 20-minute-walk from the trade fair's West entrance. 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 before voting takes place.

To do so, you can use the "proxy" ("Vollmachtserteilung") section on the front of the AGM card. Please fill in the section, detach it and deposit it at the exit; please hand the AGM card to your elected representative.

You may also authorise the Lufthansa voting representatives to exercise your voting rights. For this, you can use the "granting power of proxy to voting representatives" ("Vollmachtserteilung an Stimmrechtsvertreter") section on the AGM card. Please do not forget to issue express instructions on voting to the voting representatives on the instructions card (Weisungskarte) on the front of this AGM card. The representatives cannot vote on your behalf if no instructions were provided. Please hand over the proxy at the exit, together with your instructions.

If, when leaving the AGM, you do not wish to grant any proxy for exercising your voting rights, please present your AGM card at the exit.

Mailing of admission tickets

Entry documents are delivered within Europe until 2 May 2017. 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 19 May 2017. All shareholders who register for e-mail delivery by 19 May 2017 take part in a prize draw. 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, car parking facilities are available at the trade fair in the "Mitte" parking garage (Lagerstraße) for a charge. Parking charges amount to €2/h, though max €8/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 19 May 2017 take part in a prize draw for **5 free flights for 2** by Lufthansa to a European destination of your choice, and for **20 board trolleys and airplane models each**.

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 21 April 2017 (0:00 hrs CEST). New shareholders, too, who are entered in the share register after 21 April 2017 (0:00 hrs CEST) until 28 April 2017 (24:00 hrs CEST) 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 28 April 2017 (24:00 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 the invitation letter 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 starts at 10:00 hrs CEST but you will be able to enter Hall 3 of Hamburg Messe from 8:30 hrs CEST. This hall is for the AGM's exclusive use. To avoid waiting times in the entrance area, you are advised to arrive early at Hall 3 of Hamburg Messe.

Shareholder motions

Any shareholder motions for the agenda of the Annual General Meeting submitted by shareholders up to 20 April 2017 (24:00 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 rights

Your holdings entered in the share register on 5 May 2017 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 28 April 2017 (24:00 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.