



Lufthansa AGM 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 the registration form (2) (see "Registration for Annual General Meeting"). Please do not forget to send us the registration form until 30 April 2019 (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.

Annual General Meeting card

You will receive your Annual General Meeting card at the counter named "Akkreditierungsschalter" upon presentation of your entrance ticket. You will need the Annual General Meeting card to vote; please retain the card until you leave the Annual General Meeting.

Annual Report

The English version of the Annual Report 2018 is available online on our website: <https://investor-relations.lufthansagroup.com/en/publications/financial-reports.html>

Attendance

To be entitled to attend the Annual General Meeting, shareholders have to register for the Annual General Meeting no later than 30 April 2019 (24:00 hrs CEST) and shareholders' stock has to be listed in the share register of Lufthansa as of the day of the Annual General Meeting. Between 1 May 2019 (00:00 hrs) and 7 May 2019 (24:00 hrs) inclusive no changes in shareholder entries will be made in the share register. For reasons beyond our control delays may occur in the entries and deletions made in the share register. Upon notification of attendance at the Annual General Meeting, the shares will not be blocked from trading, i. e. even after giving notification of attendance you are free to dispose of your shares.

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 depository bank. For any such amendments, please contact your bank manager.

Deadlines

The final date to register for the Annual General Meeting is 30 April 2019 (24:00 hrs CEST). Later registrations cannot be considered. However, you may change your online absentee vote or your instructions to a voting representatives of Lufthansa 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 receive your Annual General Meeting card. Entry documents in deposit can be picked up at the counter "Hinterlegte Eintritts- und Gästekarten", access left of the main entrance. 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 +49-180-2354 354* 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 +49-89-2070-37951, stating the following: Change of instructions for the Lufthansa Annual General Meeting 2019, 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 World Conference Center Bonn (WCCB) is located south of the city centre of Bonn in the middle of the former government quarter near the Museumsmeile and next to the river Rhine. Please find a map on our website www.lufthansagroup.com/agm.

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 Annual General Meeting card. Please fill in the section, detach it and deposit it at the exit; please hand the Annual General Meeting 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 Annual General Meeting card. Please do not forget to issue instructions to the agenda to the voting representatives on the instructions card (Weisungskarte) on the front of this Annual General Meeting card. The representatives cannot vote on your behalf if no instructions were provided. Please hand over the Annual General Meeting card at the exit.

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

Mailing of admission tickets

Entry documents are delivered within Europe until 3 May 2019. Due to the unexpectable 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”, access left of the main entrance. If you have any questions, please contact our hotline +49-180-2354 354* or email us to hv-service.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. This year you may for the first time print out the admission ticket(s) yourself or send it via e-mail to your smartphone.

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**”. All shareholders who register for e-mail delivery by 21 May 2019 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

Please note that the arrival and departure as well as the parking are at own expense and the number of parking spaces is limited. Please pay attention to the location plan, which is available on our website www.lufthansagroup.com/agm.

Prize draw

All shareholders who register for e-mail delivery via our online services for shareholders by 21 May 2019 take part in a prize draw for **5 × 2 flight vouchers** for a Lufthansa flight with a value of 250 €, 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. We will send the invitation together with the agenda of the Annual General Meeting to the postal addresses entered in the Company's share register by 23 April 2019 (0:00 hrs CEST). New shareholders, too, who are entered in the share register after 23 April 2019 (0:00 hrs CEST) until 30 April 2019 (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 +49-89-2070-37951

E-mail hv-service.dlh@adeus.de

Internet www.lufthansagroup.com/agm

Deadline for registrations is 30 April 2019 (24:00 hrs CEST).

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.

Shareholder motions and/or election proposals

Any shareholder motions and/or election proposals for the agenda of the Annual General Meeting submitted by shareholders up to 22 April 2019 (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 and/or election proposals will be available on the same website.

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 & Bonds / Basic data / Special features, Detailed information on Share register entries".

Start of AGM

The Annual General Meeting starts at 10:00 hrs CEST but you will be able to enter the WCCB from 8:30 hrs CEST. To avoid waiting times in the entrance area, you are advised to arrive early at the WCCB.

Transfer of voting rights

You can transfer your voting rights to another person, if you are prevented from attending the Annual General Meeting. 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 of the agenda of the Annual General Meeting, as 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 7 May 2019 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 30 April 2019 (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 cent per minute.