



Virtual 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 service or the registration form (1) (see "Registration for Annual General Meeting"). Please do not forget to send us the registration form until 30 April 2020 (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 service 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 Report

The English version of the Annual Report 2019 is available online on our website only: <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 2020 (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 2020 (00:00 hrs) and 5 May 2020 (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 service for shareholders. Further information is available on our website www.lufthansagroup.com/agm-service.

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 2020 (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 intermediaries (e.g. credit institutions),

shareholders' associations or proxy advisors via the online service up to the beginning of the voting of the Annual General Meeting.

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@adeus.de or fax them to +49-89-2070-37951, stating the following: Change of instructions for the Lufthansa Annual General Meeting 2020, new instructions, shareholder number, first name, surname and date of birth.

You can also use the online service to transfer your voting rights to the voting representatives of Lufthansa or to an intermediary (e.g. credit institution), shareholders' association or proxy advisor. Instructions once issued can be changed online up to the beginning of the voting.

Invitation dispatch

The invitation documents will be sent to shareholders, who are registered in the share register, starting from 17 April 2020.

Online service for shareholders

You can use the Online service for shareholders on our website www.lufthansagroup.com/agm-service 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 an intermediary (e.g. credit institution), shareholders' association or proxy advisor. There you can follow the entire Annual General Meeting online for the first time this year, using your shareholder ID and access code. You will also have the opportunity to ask questions concerning agenda items until 2 May 2020 (24:00 hours), also using your shareholder ID and access code.

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**".

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 service for shareholders on our website www.lufthansagroup.com/agm-service. 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 address entered in the Company's share register by 23 April 2020 (0:00 hrs CEST). New shareholders, too, who are entered in the share register after 23 April 2020 (0:00 hrs CEST) until 30 April 2020 (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-service

Deadline for registrations is 30 April 2020 (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 20 April 2020 (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.

Transfer of voting rights

You can transfer your voting rights to the voting representatives of Lufthansa using the online service or registration form **(2a)**. 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 an intermediary (e.g. credit institution), shareholders' association or proxy advisor to vote on your behalf you can also use the online service or registration form **(2b)**. Should you issue no instructions, the credit institution or the shareholders' association will vote according to their voting recommendations.

Voting

The voting at the Annual General Meeting will be made only by the voting representatives of Lufthansa according to delegated authorisations and instructions. Additionally, absentee votes will be included when calculating the voting result. A physical participation of shareholders, personal representatives of the shareholders as well as bank representatives / representatives of shareholders' associations / proxy advisors is not possible this year.

Voting rights

Your holdings entered in the share register on 5 May 2020 determine your voting rights. But voting rights can be exercised only if you register for the Annual General Meeting by submitting an absentee vote or authorising a proxy no later than 30 April 2020 (24:00 hrs CEST).

* 6 cent per call from the landlines of Deutsche Telekom / call charges from German mobile networks max. 42 cent per minute.