



Virtual Annual General Meeting from A-Z

A

Absentee vote

You can cast your votes by absentee vote again this year by using both our online service and the registration form (see below, "Registration for the Annual General Meeting"). Please note that absentee votes submitted to us by post or email must be received by May 3, 2022 (midnight). You can use the postage-paid envelope sent to you to submit your absentee votes with the registration form.

Access code

If you have not yet registered for e-mail delivery, you will receive your access code for the online service with the postal invitation to the Annual General Meeting.

Participants in the e-mail service have chosen their individual access code upon registration and can use it to access all the functions offered by the online service for shareholders. If you have forgotten your access code, you can request a new access code on the starting page of the online service, which you can access via our website www.lufthansagroup.com/agm-service. To do this, click on the link "Access code forgotten". Please enter your shareholder ID and e-mail address that you provided at the time you registered for identification.

Annual Report

The 2021 Annual Report is available exclusively on the internet at: <https://investor-relations.lufthansagroup.com/en/publications/financial-reports.html>.

Attendance

Your right to participate in the Annual General Meeting and exercise your voting rights will be determined by your timely registration by no later than May 3, 2022 (midnight, delivery) and the number of shares entered in the share register on the day of the Annual General Meeting. From May 4, 2022 (0.00 a.m.) up to and including May 10, 2022 (midnight), no changes will be made to the Deutsche Lufthansa AG share register. For reasons beyond our control, there may be delays in entries and withdrawals in the share register. Shares will not be blocked by registering for the Annual General Meeting. Shareholders can continue to freely dispose of their shares even after registration. You can follow the video and audio transmission of the Annual General Meeting in the online service.

Audio and video messages

Provided you are entered in the share register and have registered in good time to attend the Annual General Meeting, you have the option of submitting comments relating to the agenda electronically via the online service by midnight on May 8, 2022 at the latest as an audio or video message. Permissible formats for video messages are mov, mp4, mpg, mpeg and avi, and for audio messages mp3, wav, m4v, m4a and wma. The duration of an audio or video message should not exceed three minutes (900 MB). Furthermore, only audio or video messages in which only the shareholder or his/her authorized representative appears are permitted. By submitting an audio or video message, you or your proxy agree

that the audio or video message may be published in the online service, with your name being mentioned.

It is intended to publish the submitted audio or video messages in the online service before and during the Annual General Meeting. In addition, the Executive Board of Lufthansa will decide at its own discretion to record individual audio or video messages during the Annual General Meeting. By submitting the audio or video message, you or your authorized representatives declare your consent to this. It is expressly pointed out that there is no legal claim to the publication of an audio or video message in the online service or to the recording during the Annual General Meeting.

We reserve the right, in particular, not to publish audio or video messages with insulting, discriminatory or criminally relevant or obviously false or misleading content, as well as those without any reference to the agenda or in a language other than German. This also applies to audio or video messages with a duration of more than three minutes (900 MB) or those that do not meet the technical requirements in Deutsche Lufthansa AG's view. A maximum of one audio or video message will be published or played per shareholder.

If your audio or video message contains questions, counter motions or election proposals, these will not be considered (see below under "Questions" and "Counter motions and/or election proposals").

We process your data in connection with the transmission and provision of your audio or video message on the basis of your consent (Art. 6 para. 1 lit a) EU-DSGVO). You have the right to object to us processing your personal data at any time. Further information on your rights and on how we process your data can be found at <https://www.lufthansagroup.com/en/service/privacy.html>.

C

Change of address

If you find that the address you have on file with us is no longer correct, please send us the previously detached section on page 2 of the cover letter via prepaid envelope to change your address.

A change of address is also possible via the Internet using the online service for shareholders. Further information on the online service for shareholders can be found on our website at www.lufthansagroup.com/agm-service.

Please note that name changes can generally only be implemented in the share register via your depositary bank. In this case, please contact your custodian bank.

Counter motions and/or election proposals

Counter motions and/or election proposals from shareholders received by us by midnight on April 25, 2022 will be published on our website www.lufthansagroup.com/agm if they are required by law to be made available. Further information can be found on our website www.lufthansagroup.com/agm. There you will also find any statements by the Executive Board and, if applicable, the Supervisory Board of Lufthansa.

E

Election proposals

See above "Counter motions and/or election proposals".

Entry in the share register

The custodian banks transmit trading data electronically to the share register via the Deutsche Börse AG securities trading system. The name, address, nationality, date of birth and number of shares are reported. The German Aviation Security Act (LuftNaSiG) imposes stricter requirements on the quality of entries. Further information on registration in the share register can be found on our Investor Relations website "[Share & Bonds/Basic Information/Special Features, Further Notes on Entry in the Share Register](#)".

Exercise of voting rights by proxy

You can authorize the proxies of Deutsche Lufthansa AG to exercise your voting rights by issuing instructions using the online service or the registration form **(2a)**. Please remember to give instructions on how to vote on the individual items of the agenda in any case (see "Instructions" below), as our proxies can only vote on the basis of instructions given.

You can also use both the online service and the registration form **(2b)** to authorize intermediaries (e.g. credit institutions), shareholders' associations and proxy advisors.

F

Follow-up questions

During the Annual General Meeting, you have the voluntary opportunity to ask follow-up questions to questions submitted in due form and time (see "Questions" below). Follow-up questions can only be taken into account during the period provided for this purpose if they are submitted by the shareholder who asked the question to which the question relates. New questions or follow-up questions to questions submitted by other shareholders cannot be considered during the Annual General Meeting. Follow-up questions may be submitted from May 10, 2022, 0.00 hrs to May 10, 2022, 11.00 hrs exclusively via the online service, stating the question submitted in advance to which the question relates. The possibility to submit follow-up questions is limited to three follow-up questions per shareholder and a question length of 500 characters each (including spaces).

We reserve the right not to accept inquiries with insulting, discriminatory or criminally relevant or obviously false or misleading content as well as inquiries in languages other than German. Furthermore, we may not allow or answer inquiries, e.g., if the time required to answer the inquiry does not permit this. There is no entitlement to have inquiries answered. The voluntarily established possibility to ask questions does not constitute a right to ask questions or to receive information.

H

Hotline

If you have any questions about the Annual General Meeting, please call our hotline on +49 (0)1802 354 354 from Monday to Friday between 9.00 a.m. and 6.00 p.m. (6 cents per call from all German networks).

Instructions

You can use the registration form to authorize Deutsche Lufthansa AG proxies to exercise your voting rights by issuing instructions or instruct an intermediary (e.g. credit institution), shareholders' association and proxy advisor to vote in accordance with your wishes (see "Voting" below and "Exercise of voting rights by proxy" above). Instructions can also be issued via the online service if you have authorized Deutsche Lufthansa AG's proxies or an intermediary (e.g. credit institution), shareholders' association and proxy advisor to exercise your voting rights. You can still change this online up until the start of voting at the Annual General Meeting.

Invitation dispatch

The registration documents will be sent to the postal addresses entered in the Lufthansa share register by April 19, 2022 (0.00 a.m.). If you do not wish to receive any paper invitation documents in the future, please authorize us to send you your invitation to the Annual General Meeting and other important shareholder information by e-mail in the online service under "Registration for e-mail delivery".

Live speaking contributions

If you are properly registered for the Annual General Meeting, you will have the opportunity (but no legal claim) to make live speaking contributions during the Annual General Meeting via video and audio transmission. You can register for live speaking contributions separately and exclusively in the online service from April 19, 2022 to May 6, 2022 (10.00 a.m.). If you wish to register a live speaking contribution, you must provide your contact details as provided in the registration window. You will then be contacted using the contact details provided to arrange an appointment for a functionality test of your video and audio connection before the start of the Annual General Meeting. Once the functionality of the video and audio connection has been ensured at this appointment, you will receive further technical information and a personalized link that you can use to connect to the video and audio transmission at the relevant time during the Annual General Meeting. If the functionality cannot be ensured, it will unfortunately not be possible to provide a live speaking contribution. By registering for the live speaking contribution, you consent to your name being mentioned at the Annual General Meeting, which will be broadcast in picture and sound on the online service.

Live speaking contributions must be delivered in German. A neutral background must be used for the image transmission.

During the Annual General Meeting, up to 20 live speaking contributions by shareholders of 3 minutes each are planned. The total time allotted for the live speaking contributions shall not exceed 90 minutes. The chairman of the meeting may take measures at his own discretion to ensure compliance with this time frame. If more than 20 applications for live speaking contributions are received, we will distribute up to 10 live speaking contributions to shareholder associations and fund companies. We will draw lots for the remaining live speaking contributions among the shareholders who have duly registered their contribution. If more than 10 shareholder associations and/or investment companies register for live speaking contributions, the 10 live speaking contributions earmarked for them will be raffled among them. You will be informed of the duration of the speaking time available when the personalized link for

the video and audio connection is sent to you, and the chairman of the meeting will also point this out again during the meeting. Once the speaking time made available has expired, the transmission of the contribution at the Annual General Meeting will be switched off. The order of the live speaking contributions will be determined by the chairman of the meeting.

Live speaking contributions will be permitted during the Annual General Meeting within a time-limited framework and may in particular be rejected if, in the opinion of the chairman of the meeting, the Annual General Meeting could not otherwise be completed within a reasonable timeframe. It should be noted that there is no legal entitlement to the admission of a live speaking contribution and that we reserve the right in particular to switch off the transmission immediately if the contribution contains offensive, criminally relevant, obviously false or misleading content or is without recognizable reference to the agenda of the Annual General Meeting. Questions (including follow-up questions to questions submitted in advance), counter motions or election proposals contained in a live speaking contribution will not be considered (see "Counter motions and/or election proposals" and "Follow-up questions" above and "Questions" below).

O

Online service for shareholders

Via the online service for shareholders on our website www.lufthansagroup.com/agm-service, we offer you among other things the opportunity to vote by online absentee vote, to issue a proxy to the proxies of Deutsche Lufthansa Aktiengesellschaft with instructions, or to authorize and issue instructions to intermediaries (e.g. credit institutions), shareholder associations and proxy advisors (see below, "Voting"). By entering your shareholder number and access code you can follow the entire Annual General Meeting online here. There you will also have the opportunity, also stating your shareholder number and access code, to ask questions about the agenda in the run-up to the Annual General Meeting until May 8, 2022 (midnight) and to comment on the agenda by submitting audio and video messages via the online service. In addition, you can register for live speaking contributions during the virtual Annual General Meeting until May 6, 2022 (10.00 a.m.) (see above, "Live speaking contributions") and from May 9, 2022 (6.00 p.m.) until May 10, 2022 (11.00 a.m.) ask follow-up questions to questions submitted in advance (see above, "Follow-up questions").

Q

Questions

As a shareholder you have the right to ask questions. If you are properly registered for the Annual General Meeting, you can address your questions to the Executive Board in German exclusively via the online service at www.lufthansagroup.com/agm-service from April 19, 2022 onwards.

The questions must relate to Deutsche Lufthansa AG matters, the legal and business relations with an affiliated company, and the situation of the Lufthansa Group and the companies included in the consolidated financial statements and must be necessary for a proper assessment of the item on the agenda.

Your questions must reach us via the online service by midnight on May 8, 2022 at the latest. For technical reasons, the length of the individual question may be limited to a certain number of characters, but this does not limit the number of possible questions.

We will publish the answers to questions submitted in good time in the online service and will not provide specific answers again during the virtual Annual General Meeting. The intention is to make the questions

accessible in the online service from May 9, 2022 (6.00 p.m.), naming the questioners personally, together with the corresponding answers. They will also be accessible there throughout the virtual Annual General Meeting.

R

Registration for the Annual General Meeting

You can register for the Annual General Meeting in various ways. To register via the internet, please use our online service, which you can access via our website www.lufthansagroup.com/agm-service. If you enter your access data from the invitation (shareholder number and access code), the system will guide you conveniently through the dialog. For written registration, please use the form enclosed with the invitation and the enclosed postage-paid return envelope.

We will send the documents for registering for the Annual General Meeting to the postal addresses entered in the Lufthansa share register by April 19, 2022 (0.00 a.m.). Even if you are entered in the share register after April 19, 2022 (0.00 a.m.) up to and including May 3, 2022 (midnight), you can still register informally by stating your shareholder number, name, address and date of birth:

by post to Annual General Meeting Deutsche Lufthansa Aktiengesellschaft

c/o ADEUS Aktienregister-Service-GmbH

20797 Hamburg

by e-mail hv-service.dlh@adeus.de

via Internet www.lufthansagroup.com/agm-service

The closing date for registration for the Annual General Meeting is midnight on May 3, 2022 (received by Deutsche Lufthansa AG).

S

Shareholder ID

You will find your shareholder ID in your cover letter on page 2. In order to facilitate communication independently of the Annual General Meeting, we recommend that you keep the shareholder ID with your securities account documents.

Speech of the CEO

We will publish the speech by Carsten Spohr, Chairman of the Executive Board and CEO of Lufthansa, on our website www.lufthansagroup.com/agm from May 3, 2022.

Start of the event

The Annual General Meeting will begin on May 10, 2022 at 10.00 a.m. (CEST).

V

Video messages

S. above, "Audio and video messages"

Voting

You are entitled to exercise your voting rights if you are entered in our share register on the day of the Annual General Meeting and we receive your registration for the Annual General Meeting (see above, "Registration for the Annual General Meeting") in German or English no later than May 3, 2022 (midnight). A physical participation is not possible this year. You can exercise your voting rights by absentee vote or by granting power of attorney.

Up to the start of voting at the Annual General Meeting, you can still change the absentee votes and the instructions given to the proxies of Deutsche Lufthansa AG or intermediaries (e.g. credit institutions), shareholders' associations or proxy advisors.

Voting rights

The shares entered in the share register on May 10, 2022 shall be decisive for the exercise of voting rights. However, voting rights can only be exercised if registration for the Annual General Meeting has been received in good time, i.e. by midnight on May 3, 2022 at the latest. Further information can be found above under "Voting".