



Terms and conditions of use for the Online Service for shareholders of Deutsche Lufthansa AG

1. Scope of application

These terms of use apply for all shareholders of Deutsche Lufthansa AG using the Online Service at www.lufthansagroup.com/agm-service. This includes, inter alia, registration for the e-mail delivery of the invitation to the Annual General Meeting of Deutsche Lufthansa AG, registration for the Annual General Meeting as well as exercising the right to vote via the Online Service.

2. E-Mail Delivery

2.1. Registration for and participation in e-mail delivery

We require your express consent so that we can send you your invitation to the Annual General Meeting of Deutsche Lufthansa AG by e-mail. You can give this consent via the Online Service by registering for the e-mail delivery of the invitation to the Annual General Meeting.

If you successfully complete your registration no later than about seven weeks prior to an Annual General Meeting of Deutsche Lufthansa, the invitation to that General Meeting will be delivered to your registered e-mail address. Registrations that are not completed by this deadline will not take effect until the subsequent Annual General Meeting.

Please let us know if you have not received your invitation to the General Meeting electronically, even though you registered for this in good time. For this, please contact the Lufthansa Hotline on +49 (0) 1802 354 354*, Monday to Friday from 09:00 hrs to 18:00 hrs.

2.2. Providing registration data

E-mail address

Please indicate as the delivery address an e-mail address which you regularly use. If, after sending the invitation to the General Meeting, we receive a technical notification that the e-mail was not delivered, we will send you the invitation by post again. Every shareholder is responsible for ensuring that the selected e-mail address is functional and that incoming e-mails can be read. Should your e-mail address change, please inform us via the Online Service.

Access password

To register for e-mail delivery of the invitation to the General Meeting you must determine a personal access password. Please keep this safe from access by third parties. In future, it can be used not only to amend your registration details but also to use the Online Service for shareholders of Deutsche Lufthansa AG.

2.3. Amending your registration details

The Online Service for shareholders is available throughout the year at www.lufthansagroup.com/agm-service. Via the Online Service you can change your e-mail address and your access password.

2.4. Withdrawal of your consent

You can withdraw your consent to e-mail delivery of the invitation to the General Meeting via the Online Service at any time. You will then receive the invitation by post again. However, if withdrawal takes place after the technical preparations for sending out the invitations to the General Meeting have already started, we can only take your withdrawal in account for the subsequent General Meeting. In this case, we will endeavour to also send you the invitation to the Annual General Meeting by post.

2.5. Disposal of your shares

If you have disposed of all your Deutsche Lufthansa shares between two General Meetings at any time and then acquire Deutsche Lufthansa shares again up to approximately seven weeks before the next General Meeting of Deutsche Lufthansa AG, the consent you provided to participate in the e-mail delivery of the invitation to the General Meeting will continue to apply. Around seven weeks before each General Meeting, we determine for which of the persons registered for e-mail delivery shares are listed in the share register of Deutsche Lufthansa AG in order to prepare the despatch of the invitations. If at this point no shares are listed in the share register in your name, your consent is cancelled automatically. If you subsequently acquire Lufthansa shares you will receive the invitation to General Meetings by post unless you re-register for e-mail delivery.

3. Registering for the General Meeting and exercising voting rights

3.1. Online registration for the General Meeting

Registration for the General Meeting via the Online Service is possible up to the end of the registration period. Until this time, using the Online Service you can vote via the online absentee voting system or authorise the persons appointed by Deutsche Lufthansa AG or intermediaries (e.g. credit institutions), shareholders' associations or proxy advisors to vote on your behalf and issue them with instructions relating to the agenda points.

If you have received several invitations with different shareholder numbers, please register online for the General Meeting separately for each of these shareholder numbers.

We recommend that you make early use of the Online Service to register for the General Meeting so that in the event of any technical problems you can still register by post or e-mail in good time before the end of the registration period.

3.2. Ordering Admission tickets

Ordering admission tickets is not possible.

3.3. Voting via the online absentee voting system

In the Online Service you can cast your votes via (online) absentee vote.

If you have cast your votes via the online absentee vote in time by the end of the registration period, you can still change the cast absentee votes until the start of the voting at the General Meeting via the Online Service. This also applies if you have cast absentee votes in good time outside the Online Service.

If you have cast absentee votes via the Online Service and also in a different manner, your last cast vote takes priority.

3.4. Authorisation of the persons appointed by Deutsche Lufthansa AG to vote on your behalf

You can authorise the persons appointed by Deutsche Lufthansa AG to vote on your behalf via the Online Service.

The authorized persons appointed by Deutsche Lufthansa AG to vote on your behalf are neutral and exercise the right to vote solely on the basis of the instructions given by you. If an individual vote takes place on an agenda item (e.g. discharge of the members of the supervisory board) an instruction granted for each individual sub-point applies.

Please note that the persons appointed to vote on your behalf do not accept instructions to submit questions or applications and to raise objections to resolutions of the General Meeting. The Online Service also does not provide the opportunity to participate via the persons appointed to vote on your behalf in the voting on procedural questions or if applicable on shareholder motions and election proposals to be made accessible.

The persons appointed to vote on your behalf represent you anonymously, i.e. without giving your name.

If you authorise the persons appointed to vote on your behalf in good time before the end of the registration period, you can still amend the instructions given to the persons appointed to vote on your behalf until the start of the voting at the General Meeting via the Online Service.

If you have authorised and instructed a person appointed to vote on your behalf both via the Online Service and in any other way, your most recently given instructions take priority.

3.5. Authorisation of intermediaries (e.g. credit institutions), shareholders' associations and proxy advisors via the Online Service

In the Online Service you can authorise intermediaries, shareholders' associations and proxy advisors participating in the Online Service.

If you have authorised and instructed an intermediary, shareholders' association or proxy advisor both via the Online Service and in any other way, your most recent authorisation and instructions take priority.

Please note that many credit institutions are no longer prepared to represent voting rights. Talk to your credit institute in order to avoid losing your votes.

To authorise a credit institution or a shareholders' association outside this Online Service we will send you an authorisation form on request. For this, please contact our Hotline on +49 1802 354 354*, by e-mail at hv-service.dlh@adeus.de or in writing at Deutsche Lufthansa AG, c/o ADEUS Aktienregister-Service-GmbH, 20797 Hamburg.

The authorised intermediary, shareholders' association respectively proxy advisor is exclusively responsible for exercising the voting right.

3.6. Change of authorised representative and withdrawal of authorisation

- a) If you have authorised an intermediary (e.g. credit institution), shareholders' association or proxy advisor which participates in the Online Service, instead of granting authorisation to that intermediary, shareholders' association or proxy advisor, you may grant authorisation via the Online Service to another intermediary, shareholders' association or proxy advisor participating in the Online Service up to the time of the end of registration. The most recently granted authorisation has priority. Previously granted authorisations are considered as having been revoked and are no longer taken into consideration.
- b) Simply withdrawing an authorisation (i.e. without granting a new authorisation) is only possible at the address set out in the Invitation to the General Meeting until the beginning of the voting on the day of the General Meeting. The Online Service is not available for this.

4. Associations of persons / legal entities

Please note that in the case of associations of persons (e.g. married couples, communities of heirs), partnerships or legal entities entered in the share register, the person carrying out registering or amending the registration details, casting absentee votes, authorising the persons appointed to vote on their behalf or intermediaries, shareholders' associations or proxy advisors participating in the Online Service as well as giving or amending instructions, must be authorised to do so by all members of the association of persons, respectively the partnership / legal entity, or have the necessary legal power to represent the association of persons / legal entity. As a user of the Online Service, you confirm to Deutsche Lufthansa AG that you are authorised in the required manner.

5. Live transmission of the General Meeting

The entire General Meeting will be webcast live for shareholders of Deutsche Lufthansa AG over the Internet from the beginning of the meeting (www.lufthansagroup.com/agm-service). You can obtain online access by entering your shareholder Number and your Access code or the password selected by yourself. Please find your shareholder Number and your Access code in the materials sent to you.

6. Possibility for shareholders to ask questions

Shareholders have the opportunity to ask questions via the online service (www.lufthansagroup.com/agm-service). However, the opportunity to ask questions does not comprise a right to an answer.

A right to submit questions exists only for shareholders who have duly registered. Questions from shareholders must be submitted exclusively via the online service until June 22, 2020 (24:00 hrs).

Questions shall thereby relate to the Company's affairs, the legal and business relationships between the Company and an affiliated enterprise as well as about the situation of the group of companies and the enterprises included in the consolidated financial statements, to the extent this information is necessary for the proper assessment of the subject matter of the Agenda.

Due to technical reasons, the length of a question may possibly be limited to a certain number of characters; however, the number of questions will not be affected thereby.

7. Duty of care of the user

Please do not make your shareholder number and your access password available to unauthorised persons so that no third party can utilise your access.

If misuse is suspected you should have your access blocked by calling the Lufthansa Hotline on +49 (0) 1802 354 354*, Monday to Friday from 09:00 hrs to 18:00 hrs.

Please make sure you close the Online Service properly. Properly closing the program prevents unauthorised parties from being able to see or manipulate your entries during your absence.

8. Stability and availability / Exclusion of liability

The technical and organisational measures taken by us to guarantee the proper functioning of our internet services and data security are in line with the most modern standards. Nevertheless, the availability, functioning, stability and reliability of the internet service can be subject to fluctuations and disruption. Deutsche Lufthansa AG has no influence on the availability, functioning, stability and reliability of the telecommunications network and the internet services as well as the network elements of third parties. Deutsche Lufthansa AG cannot therefore guarantee and assume liability for the availability, functioning, stability and reliability of the telecommunications network and the internet services and network elements of third parties as well as for access to our internet service at all times. Furthermore, Deutsche Lufthansa AG assumes no responsibility for faults and defects in the hardware and software used for the Online Service, including that of service provider companies unless intent or gross negligence are present. If safety considerations make this appear imperative, we reserve the right to suspend or shut down our internet services without further announcement. In the event of technical problems, please contact the Lufthansa Hotline on +49 (0) 1802 354 354*, Monday to Friday from 09:00 hrs to 18:00 hrs.

9. Information on data protection

Information on data protection for shareholders of Deutsche Lufthansa AG can be found at <https://www.lufthansagroup.com/en/service/privacy.html>.

10. Amendments to the terms and conditions of use

We reserve the right to amend these terms and conditions of use at any time. The currently applicable terms and conditions of use will be displayed each time you access the Online Service. By accessing the Online Service, you explicitly accept the terms and conditions of use in the currently applicable version.

You can object to the terms and conditions of use in writing at any time. Please send your objection in writing to Deutsche Lufthansa AG, FRA CW, 60546 Frankfurt or by e-mail to fraaktionaerswesen2.ir@dlh.de.

Adaptation or amendment of these terms and conditions of use takes place in particular when we wish to technically expand the Online Service or to take into consideration amended legal, in particular share-related regulations. For this reason, it is imperative that they apply uniformly for all participants in the Online Service. Therefore, if you object to an amendment to the terms and conditions of use we will at the same time treat your objection as withdrawal of your consent to participate in the e-mail delivery of the invitation to the General Meeting as well as the Online Service overall. In future your invitations to the General Meetings will again be sent to you by post.

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