



Terms of use and information about the shareholder portal of Deutsche Post AG

I. Scope of application

These terms of use and information apply to all shareholders of Deutsche Post AG who use the online service at group.dhl.com/agm-mail and for all individuals who receive an invitation to Deutsche Post AG's Annual General Meeting (AGM) by e-mail. Deutsche Post AG reserves the right to make a decision regarding whether and which form of electronic transmission will be offered.

II. Registration for e-mail delivery of the invitation to the AGM

1. Consent required

We need your express permission to send your invitation to Deutsche Post AG's AGM to you by e-mail. You can issue this authorization by using the shareholder portal at group.dhl.com/agm-mail and registering for e-mail delivery.

Approximately seven weeks before every AGM, we will review the share register and determine which of the individuals listed there have signed up for e-mail delivery in order to prepare to send the invitation. If you register before this review is conducted, you will receive your invitation to the first AGM of Deutsche Post AG that follows your registration at the e-mail address you provide. Registrations made after this review can be considered only for subsequent AGMs.

If you did not receive your invitation to the AGM by e-mail, even though you registered for the delivery before the deadline, please contact our shareholder service team at +49 (0)228 182-63630 (from 08:00 to 18:00 (CEST), Mondays through Fridays (except holidays)), send an e-mail to hv-service.dhl@adeus.de or notify us in writing at Deutsche Post AG, Annual General Meeting, c/o ADEUS Aktienregister-Service-GmbH, 20716 Hamburg, Germany.

2. Entering registration data: e-mail address

Please provide your e-mail address as the mailing address. We will send your invitation by postal mail if we receive a technical notification informing us that e-mails we sent to you as part of the invitation process to the AGM could not be delivered. Furthermore, each shareholder is responsible for ensuring that the e-mail address provided functions properly and that the e-mails sent to this address are read. Should you change your e-mail address, please inform us of this change by using our shareholder portal at group.dhl.com/agm-mail.

Access code

You will need to create a personal access code to register for e-mail delivery of invitations to the AGM. Please do not share your code with anyone and protect it from access by third parties. You will need it in the future not only to change your registration data, but also to register for the AGM and the use of the shareholder portal in the run-up to and during the AGM and to change your postal address.

3. Signing up for the AGM following registration

If you have registered for e-mail delivery, you can use your personal access code to access the shareholder portal both before and during the AGM (see Section III). No printed form for use in registering for the AGM will be sent to shareholders who have registered for e-mail delivery.

You will find a proxy form that you can use to authorize a proxy at group.dhl.com/agm. We will be happy to send a proxy form to you upon request. Please contact our shareholder service team in this regard at +49 (0)228 182 63630, send an e-mail to hv-service.dhl@adeus.de or notify us in writing at Deutsche Post AG, Annual General Meeting, c/o ADEUS Aktienregister-Service-GmbH, 20716 Hamburg, Germany.

4. Changing your access code, revoking authorization

The shareholder portal for managing your participation in the e-mail delivery of invitations to the AGM is available throughout the year at group.dhl.com/agm-mail. You can change your personal access code through the shareholder portal. You can also revoke your authorization for e-mail delivery through the shareholder portal.

If you revoke your authorization for e-mail delivery of the invitation to the AGM, the invitation will be delivered to you by postal mail. You may revoke your authorization at any time. However, if you revoke it after technical preparations for sending invitations to the AGM have begun, we will be unable to carry out your revocation request until the next AGM. In this case, we will take steps to have your invitation to the AGM delivered by postal mail as well.

5. Selling your Deutsche Post shares

If you sell all your Deutsche Post shares between two Deutsche Post AG annual general meetings (AGMs) and purchase Deutsche Post shares again up to approximately seven weeks before the next AGM of Deutsche Post AG, your consent to participate in the e-mail delivery of the invitation to the AGM granted before the sale of your shares will remain in effect. If no shares are entered in your name in the share register approximately seven weeks prior to an AGM, your consent will automatically expire. If you acquire Deutsche Post shares again at a later date, you will be sent the invitation to Deutsche Post AG's AGMs by mail, unless you re-register for e-mail delivery.

III. Online registration for the AGM

1. Login

You may use the shareholder portal to register for the AGM from April 5, 2024 until midnight (CEST) on April 26, 2024 by clicking the "Registration for the Annual General Meeting" button.

Registrations and other actions performed in the shareholder portal will take precedence over registrations and other actions submitted in a different form. This applies regardless of the point in time when the action was taken. If you would like a specific registration or action in a different form to receive higher priority than a registration or action previously performed within the shareholder portal, please contact Deutsche Post AG's shareholder service, which is available from 08:00 to 18:00 (CEST), Mondays through Fridays (except holidays), at +49 (0)228 182-63630, or send a telefax to +49 (0)228 182-63631.

If you have received various invitations that include different shareholder numbers, please complete the registration process for each shareholder number.

We recommend to use the shareholder portal to register for the AGM as early as possible so that you will still have the opportunity to register in a different manner before the deadline (midnight CEST, April 26, 2024) if technical problems occur. Should technical problems arise, please contact Deutsche Post AG's shareholder service, which is available from 08:00 to 18:00 (CEST), Mondays through Fridays (except holidays), at +49 (0)228 182-63630.

Please note that your registration for the AGM via the shareholder portal is considered to be successfully completed only after you have received a notification to this effect.

2. Audio and video streaming of the AGM

You will be able to watch and listen to the entire AGM via an online stream. You will have this opportunity even if you have not registered for the AGM. To view the stream, please use the *Livestream* (live stream) button in the shareholder portal. The company can

assume no liability if the streaming system experiences technical problems or cannot be viewed by every shareholder authorized to attend the meeting (see also Section VI).

3. Attendance Card Order

You can order an attendance card for yourself or for a representative via the shareholder portal until midnight (CEST) on April 26, 2024. If you have ordered an attendance card to attend the AGM in person – either via the shareholder portal or through other channels – but are unable to attend, you are still able to submit your votes by postal ballot via the shareholder portal until the voting process begins at the AGM on May 3, 2024.

4. Casting online absentee ballots

You can use the shareholder portal to cast absentee ballots (online absentee ballots) after you have registered for the AGM.

You may use the shareholder portal starting on April 5, 2024 to cast your votes or change your votes cast with absentee ballots until the voting process begins at the AGM on May 3, 2024. However, you may use this option after April 26, 2024, only if you registered by the deadline for the AGM.

5. Authorization of proxies designated by Deutsche Post AG

You can use the shareholder portal to authorize the proxies designated by Deutsche Post AG to exercise your voting rights and to issue instructions to them after you have registered for the AGM. The designated proxies of the Company may only exercise the voting rights if they have received instructions.

The proxies will represent you without disclosing your name in the list of participants.

If you authorize the proxies by the deadline of midnight (CEST) on April 26, 2024, you can use the shareholder portal to change the instructions you have issued until the voting process begins at the AGM on May 3, 2024. Please use the button “change instructions” for this purpose. Furthermore, you can use the shareholder portal to cast absentee ballots until the voting process begins at the AGM on May 3, 2024.

6. Authorization of intermediaries, shareholders' associations, proxy advisers and other legally equivalent persons or institutions pursuant to Section 135 AktG

Following the registration for the Annual General Meeting, you may also issue proxy authorization and voting instructions to intermediaries, shareholders' associations, proxy advisers and other legally equivalent persons or institutions pursuant to Section 135 AktG via the shareholder portal.

a) Please use the “Authorize intermediary / shareholders' association / proxy advisor”

button to issue proxy authorization and voting instructions to those intermediaries and shareholders' associations that are listed in our shareholder portal.

If you authorize an intermediary or shareholders' association that is listed in our shareholder portal by the deadline of midnight (CEST) on April 26, 2024, you can use the shareholder portal to change the instructions you issued until the voting process begins at the AGM on May 3, 2024. Furthermore, you can use the shareholder portal to cast absentee ballots until the voting process begins at the AGM on May 3, 2024. If no voting instructions are issued to intermediaries or shareholders' associations when they are authorized as proxy, the voting proposal of the intermediary or shareholders' association, if available, will be adopted for the relevant agenda item.

- b) Those intermediaries, shareholders' associations, proxy advisers or other legally equivalent persons or institutions pursuant to Section 135 AktG that are not listed in the shareholder portal may be authorized by you via the shareholder portal by ordering an attendance card via the Eintrittskarte (attendance card) button until midnight (CEST) on April 26, 2024. You have two possibilities in that case:
- You may have an attendance card issued and sent to the respective intermediary, shareholders' association, proxy adviser or other legally equivalent person or institution pursuant to Section 135 AktG. The option "attendance card for representative" can be used for this purpose.
 - You may order an attendance card for yourself via the shareholder portal and have the card sent to your own address and authorize an intermediary, a shareholders' association, a proxy adviser or another legally equivalent person or institution pursuant to Section 135 AktG. You may use the proxy form included in the attendance card and send the attendance card to the respective representative. Please contact the relevant intermediary, shareholders' association, proxy adviser or other legally equivalent person or institution pursuant to Section 135 AktG for information on any different procedures used for the authorization of proxies. If you use this option in due time by the deadline of midnight (CEST) on April 26, 2024, you can use the shareholder portal to submit your votes by postal ballot until the voting process begins at the AGM on May 3, 2024.

Please note that many intermediaries are not willing to act as proxies. Please contact the intermediary that you want to authorize to avoid your votes getting lost.

7. Submission of a proxy or evidence of a proxy

You may electronically submit a proxy or evidence of a proxy or revoke a proxy or evidence of a proxy. You may use the shareholder portal for this purpose from April 5,

2024 after you register for the AGM until the end of the AGM on May 3, 2024. However, you may use this option after midnight (CEST) on April 26, 2024 only if you registered on time for the AGM.

After the proof of proxy granted to a third party is transmitted, an attendance card is issued for the relevant third party. The attendance card is sent to the address specified in the proof of proxy. If no such address is specified, the card is sent to the address stated in the share register. Please note that the attendance card might not be dispatched in due time, depending on the date when the proof of proxy is transmitted. In that case, the attendance card for the proxy is deposited at the *Sonderschalter Akkreditierung* (special desk for accreditation) and handed over upon presentation of a suitable proof of identity.

IV. Joint shareholders/legal entities

Please note that in the case of joint shareholders (e.g., married couples, communities of heirs), partnerships or legal entities that are entered in the share register, the individual who uses the shareholder portal must be authorized for this purpose by all members of joint shareholder group or partnerships/legal entities or be authorized to represent the partnership/legal entity. As a user of the shareholder portal, you acknowledge to Deutsche Post AG that you have the appropriate authorization.

V. User's duty of care

Please keep your shareholder number and your access code away from unauthorized persons so that no unauthorized third party can gain access to the shareholder portal. Among other things, protect your own end devices and other IT systems you use with appropriate IT security measures, such as using an up-to-date browser and regularly using virus and malware scanners.

Should you suspect that the service is being misused, you should have your shareholder portal account deactivated by calling our shareholder service, which is open from 08:00 to 18:00 (CEST), Mondays to Fridays (except holidays), at +49 (0)228 182-63630. If you have registered for e-mail delivery for the invitation to the AGM, you should reset your access code and security question. If we believe that third parties are trying to obtain unauthorized access to the personal shareholder portal or to interfere with proxy and voting instruction data without permission, we are authorized to restrict, interrupt or withdraw the personal shareholder portal without prior notice. Access will be blocked if the individual access code is entered incorrectly three times. You can have your access restored by the shareholder service staff after an appropriate authentication check.

Please remember to close the shareholder portal properly. Proper closing of the portal will prevent unauthorized individuals from seeing or manipulating your entries while you are

away from your device. Your entries into the shareholder portal will be registered only after you have received a confirmation of the corresponding transaction.

Except for viewing the AGM in the live stream, you will also be logged out automatically for security reasons after 15 minutes if you have not actively interacted with the site navigation, i.e., if you have not clicked on a button such as “Next” or “Previous.” Any information you have entered before then, yet have not saved or transmitted, will not be saved/transmitted. Entries in a text field are not considered to be activity. Please therefore make sure you complete your text entries within this time by clicking on the corresponding button.

VI. Stability and availability of the shareholder portal for the AGM/exclusion of liability

The technical and organizational measures we have undertaken to ensure the functionality of our internet offer and data security comply with the latest standards. The availability, functional capacity, stability and reliability of the shareholder portal is subject to fluctuations and disruptions due to the current state of technology. Deutsche Post AG has no influence on the availability, functionality, stability or reliability of the telecommunications network and the internet services and network components of third parties that are used. Consequently, Deutsche Post AG can provide no guarantee and assume no liability for the availability, functionality, stability or reliability of the telecommunications network, for the internet services and network components of third parties that are used or for 24-hour access to our internet offer. Moreover, Deutsche Post AG assumes no responsibility for errors or defects in the hardware and software components employed for our shareholder portal, including those of the commissioned service providers, provided that intent or gross negligence is not involved. We reserve the right to interrupt or suspend our internet offer without any further notification if security considerations of Deutsche Post AG make such action necessary. If technical problems occur, please contact our shareholder service at +49 (0)228 182-63630, send an e-mail to hv-service.dhl@adeus.de or notify us in writing at Deutsche Post AG, Annual General Meeting, c/o ADEUS Aktienregister-Service-GmbH, 20716 Hamburg, Germany. Please also note any alerts regarding technical difficulties provided in the shareholder portal or on our website at group.dhl.com/agm.

VII. Data protection information

The security of your personal data and the protection of your privacy are our top priority. To ensure both, we use secure data communications methods in keeping with state-of-the-art technology.

You will find information regarding data privacy for shareholders of Deutsche Post AG at group.dhl.com/data-protection-ir.

VIII. Changes to terms of use and information on use

We reserve the right to change the terms of use at any time. These terms of use will be modified or changed in particular when we expand the shareholder portal technically or must meet new legal requirements, particularly those related to stock corporation law. The terms of use currently in force will be displayed every time you log onto the shareholder portal. You must accept these before using the service.