

2022 AGM Thematic Questions and Answers



	Question	Answer	Safaricom Investor Relations/Image Registrar's contact (where applicable)
1.	<p>Payment rate: What is the rate of dividend payment?</p>	<p>An interim dividend of KES 0.64 per share was paid on or about 31st March 2022.</p> <p>A final dividend of KES 0.75 per share for the financial year ended 31st March 2022 as recommended by the directors will be payable on or about 31st August 2022 to the shareholders on the register of members as at the close of business on 29th July 2022. This brings the total dividend to KES 1.39 per share for the financial year ended 31 March 2022.</p>	<p>Kindly contact our shares registrars - Image Registrars limited who are located at 5th floor, Absa towers (formerly Barclays Plaza) Loita Street, Nairobi or send an email to safaricomshares@image.co.ke or call them on 0709 170 000 or 0709 170 041</p>
2.	<p>Payment date: When is 2022 dividend being paid?</p>	<p>An interim dividend of KES 0.64 per share was paid on or about 31st March 2022.</p> <p>The final dividend of KES 0.75 per share for the financial year ended 31st March 2022 as recommended by the directors will be payable on or about 31st August 2022 to the shareholders on the register of members as at the close of business on 29th July 2022.</p>	<p>Kindly contact our shares registrars - Image Registrars limited who are located at 5th floor, Absa towers (formerly Barclays Plaza) Loita Street, Nairobi or send an email to safaricomshares@image.co.ke or call them on 0709 170 000 or 0709 170 041</p>
3.	<p>Book Closure</p>	<p>The dividend will be payable on or about 31st August 2022 to the shareholders on the register of members as at the close of business on 29th July 2022.</p>	

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4.	<p>Dividends</p> <p>How is dividend calculated?</p> <p>When are you increasing dividend?</p> <p>Why are we given little dividends, yet we are top in making profits?</p> <p>Why do you pay interim dividend instead of paying all at once pls?</p> <p>Why is the payment of dividends happening 3.5 months after the declaration of the results?</p>	<p>The dividend payout ratio is calculated based on Net Income for the company which is also determined by the general financial performance of the company in the year. The Board remains committed to investing in the business and maintaining a consistent dividend payout ratio. This year's payout has been computed at 80% of the total net income which is a substantial portion. Kindly also note that the individual dividends paid net of taxes are commensurate to the number of shares held by that individual.</p> <p>An interim dividend is paid, not just in recognition of our solid half-year performance but also to support our shareholders during these tough economic times.</p> <p>Directors propose the dividends for any particular financial year subject to approval at the AGM by the shareholders. Payment of dividends follows approval by shareholders at the AGM which is held 2.5 months after results release. In terms of timelines after dividend approval at the AGM, the law requires us to pay dividends within 90 days after approval by shareholders at the AGM. Safaricom pays the final dividend within 1 month after approval by shareholders.</p>	-
5.	<p>Director's Appointment/Remuneration</p> <p>How do I become a director at Safaricom?</p>	<p>The Company has a competitive and transparent recruitment process for all levels of operation within the business ensuring the right skills and expertise are onboarded. The process is led by our able human resource team in conjunction with the relevant division and where</p>	-

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	<p>How are directors paid?</p> <p>How are directors appointed?</p> <p>Who appoints directors?</p> <p>Qualifications for the director's position</p> <p>What is the term of a director?</p> <p>Are we appointing new directors?</p>	<p>required for top management our CEO/Directors will take part in the process.</p> <p>Directors' remuneration is guided by the company's remuneration policy which reflects a commitment to; ensuring our remuneration policy and the manner in which it is implemented drives behaviors that support our strategy and business objectives, maintaining a 'pay for performance' approach to remuneration which ensures our incentive plans deliver significant rewards, aligning the interest. Please read more under the Director's remuneration report in the Annual report.</p> <p>The Nominations and Remunerations Committee of the Board is tasked with the responsibility of recommending individuals for nominations as members of the Board and its committees and reviewing executive appointments, succession and development plans and proposing the remuneration structures of executive and non-executive members of the Board. Please read more on this in the Corporate Governance section of the Annual report available on our website. https://www.safaricom.co.ke/images/Downloads/Safaricom_IR_2022.pdf</p> <p>The tenure of an independent director is nine years.</p> <p>No, there is currently no vacancy in the Board. We recently had a change in the Board with respect to the appointment of Eng. Stanley Kamau who replaced Mr Christopher Kirigua, as the alternate director to the</p>	<p>Please read more on this in the Corporate Governance section and the Director's remuneration report of the Annual report available on our website.</p> <p>https://www.safaricom.co.ke/images/Downloads/Safaricom_IR_2022.pdf</p>

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		Cabinet Secretary for National Treasury and Planning. This change took effect from 28 June 2022.	
6.	Shareholding	Kindly contact our shares registrars - Image Registrars Limited who are located at 5 th Floor, Absa Towers (formerly Barclays Plaza) Loita Street, Nairobi or send an email to safaricomshares@image.co.ke or call them on 0709 170 000 or 0709 170 041	Kindly contact our shares registrars - Image Registrars limited who are located at 5 th Floor, Absa Towers (formerly Barclays Plaza) Loita Street, Nairobi or send an email to safaricomshares@image.co.ke or call them on 0709 170 000 or 0709 170 041
7.	Outstanding dividend Has not received dividend for some time.	Kindly contact our shares registrars - Image Registrars limited who are located at 5 th Floor, Absa towers (formerly Barclays Plaza) Loita Street, Nairobi or send an email to safaricomshares@image.co.ke or call them on 0709 170 000 or 0709 170 041	-
8.	Dividend statement Why have I not been receiving any statements nor dividends for a few years now?	Image Registrars will reach out to you for assistance on our outstanding dividend. Please access the financial statements on our website via the link below. https://www.safaricom.co.ke/investor-relations-category/annual-reports	Kindly contact our shares registrars - Image Registrars Limited who are located at 5 th Floor, Absa Towers (formerly Barclays Plaza) Loita Street, Nairobi or send an email to safaricomshares@image.co.ke or call them on 0709 170 000 or 0709 170 041
9.	How to buy/add shares, how do I sell existing shares and what is the value of my shareholding?	Kindly visit/contact any stockbroker/investment bank to purchase Safaricom shares. Use this link https://www.nse.co.ke/list-of-trading-participants/ to access the list of stockbrokers/investment banks/custodians	Kindly contact our shares registrars - Image Registrars Limited who are located at 5 th Floor, Absa Towers (formerly Barclays Plaza) Loita Street, Nairobi or send an email to safaricomshares@image.co.ke or call them on 0709 170 000 or 0709 170 041

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10.	<p>Safaricom Ethiopia</p> <p>What is the progress of Ethiopia Venture?</p>	<p>During the year we established our first cross-border investment in Ethiopia and are on course for a commercial launch within 2022. After a period of negotiations and with the support and goodwill of the Government of Ethiopia and the Ethiopian Communications Authority (ECA), we are making progress in terms of establishing a mutually beneficial partnership with Ethio Telecom on the key terms for interconnection, transmission capacity, and tower & power sharing. With the recruitment of a strong team of over 300, of whom 50% comprises of local talent, our goal is to expand to a staff complement of 1,000 in FY2023. In addition, we are in consultation with the Government of Ethiopia on the requirements needed to operationalize mobile money business in Ethiopia.</p>	<p>Please read more on this in the 'Expanding our footprint into Ethiopia' section of the Annual report available on our website.</p> <p>https://www.safaricom.co.ke/images/Downloads/Safaricom_IR_2022.pdf</p>
11.	<p>Financial Report</p> <p>Why does the year end in March, instead of either June or December? Can the year end be changed to conform to either the end of the Kenya Government Financial Year (June 30th), or end of the Calendar year (December 31st)?</p> <p>What was the profit after tax for the year 2022</p>	<p>Our year end is guided by the group policies and is well aligned to the Group. This brings efficiencies in reporting and decision making across all entities within the group structure.</p> <p>KShs 69.65 billion (+1.4%), Net income excluding non-controlling interests.</p>	<p>For more on FY22 financial performance:</p> <p>https://www.safaricom.co.ke/images/Downloads/Safaricom_IR_2022.pdf</p>
12.	<p>Our Strategic Focus</p> <p>What is the future of Safaricom 5 years from today?</p>	<p>Safaricom has built up a sturdy network over the last 20 years that has served our stakeholders well and we are now looking to go beyond connectivity and money transfers as well as to new growth areas.</p> <p>Our strategic focus for FY2023 is to accelerate new growth areas delivering superior customer experience in order to</p>	<p>For more information, please visit the Investor Relations page on our website at https://www.safaricom.co.ke/investor-relations to understand more on business strategy, performance and</p>

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	How would you plan to improve the group business now and to the next level?	<p>be a purpose-led Technology Company by the end of 2025</p> <p>Our 5-year vision is to become a purpose-led technology company and continue driving the digital transformation journey of our country and beyond.</p> <p>Please refer to page 49 of our Annual report for more details on our strategic framework.</p>	<p>expansion plans or contact our Investor Relations team via investorrelations@safaricom.co.ke</p>
13.	<p>Others</p> <p>Will I be paid to attend the AGM? Are bundles for virtual meeting available?</p> <p>How can I get job at safaricom?</p> <p>AGM Venue: Why is that members can't attend physically?</p> <p>What is an AGM?</p>	<p>No. There will be no payment for attendance of the AGM. However, we do facilitate our shareholders by giving you data bundles to log in to the virtual meeting.</p> <p>The company has a competitive and transparent recruitment process for all levels of operation within the business ensuring the right skills and expertise are onboarded. The process is led by our able Human Resource team. Please visit our Career's portal on our website for available job opportunities.</p> <p>In view of the ongoing COVID-19 pandemic and the related Public Health Regulations and directives passed by the Government of Kenya precluding public gatherings, we are going to be holding a virtual AGM.</p> <p>An annual general meeting (AGM) is a mandatory yearly gathering of a company's shareholders to get to allow shareholders to vote on both company issues and the selection of the company's board of directors</p>	<p>Kindly contact our shares registrars - Image Registrars limited who are located at 5th floor, Absa towers (formerly Barclays plaza) Loita Street, Nairobi or send an email to safaricomshares@image.co.ke or call them on 0709 170 000 or 0709 170 041</p> <p>Kindly visit our career's portal on our website for more information on available job opportunities and how to apply. https://www.safaricom.co.ke/about/join-safaricom/careers</p> <p>Kindly contact our shares registrars - Image Registrars Limited who are located at 5th Floor, Absa Towers (formerly Barclays Plaza) Loita Street, Nairobi or send an email to safaricomshares@image.co.ke or call them on 0709 170 000 or 0709 170 041</p>

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	<p>When are we getting bags/umbrellas/t-shirts?</p> <p>What is plc? What is all about safaricom plc</p> <p>What are the details/Agenda for the meeting?</p>	<p>The meeting this year will be held electronically due to the current pandemic in the country. Registered shareholders received a link through which to follow the AGM proceedings. There will be no gifts or tokens given out.</p> <p>The acronym plc stands for public limited company and is usually at the end of a company name and signifies that the business offers shares to the public.</p> <p>The agenda is available on our website: https://www.safaricom.co.ke/images/2022_Safaricom_PL_C_AGM_Notice.pdf</p>	
14.	<p>Annual report</p> <p>How to receive copy of annual report?</p>	<p>The financial report is available on our website: https://www.safaricom.co.ke/images/Downloads/Safaricom_IR_2022.pdf</p>	
15.	<p>Dividend mode</p> <p>Wish to receive dividend through MPESA</p> <p>How to change cheque payment to M-PESA?</p>	<p>Kindly contact our shares registrars - Image Registrars limited who are located at 5th Floor, Absa Towers (formerly Barclays Plaza) Loita Street, Nairobi or send an email to safaricomshares@image.co.ke or call them on 0709 170 000 or 0709 170 041</p>	
16.	<p>What is the current share price?</p>	<p>The closing share price as at 28th July was KES 30.00 You may also monitor this from our website: https://www.safaricom.co.ke/investor-relations-landing/stocks/shares</p>	

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	How to transfer shares	Kindly contact our shares registrars - Image Registrars limited who are located at 5th floor, Absa towers (formerly barclays plaza) Loita Street, Nairobi or send an email to safaricomshares@image.co.ke or call them on 0709 170 000 or 0709 170 041	
17.	CDS account What is my CDS account?	Kindly contact our shares registrars - Image Registrars Limited who are located at 5 th Floor, Absa Towers(formerly Barclays Plaza) Loita Street, Nairobi or send an email to safaricomshares@image.co.ke or call them on 0709 170 000 or 0709 170 041	
18.	Unclaimed Financial Assets (UFA) already submitted to the Authority?	Kindly contact our shares registrars - Image Registrars Limited who are located at 5 th Floor, Absa Towers (formerly Barclays Plaza) Loita Street, Nairobi or send an email to safaricomshares@image.co.ke or call them on 0709 170 000 or 0709 170 041	
19.	Change of address	Kindly contact your stock broker for guidance.	Kindly contact our shares registrars - Image Registrars Limited who are located at 5 th Floor, Absa Towers (formerly Barclays Plaza) Loita Street, Nairobi or send an email to safaricomshares@image.co.ke or call them on 0709 170 000 or 0709 170 041