



## 2024 Annual General Meeting (Virtual AGM) – FAQs

### 1. Why is the 2024 AGM virtual?

Prospera's AGM is being held virtually to be inclusive of all members regardless of their geographical location. By hosting the meeting online, all members have an equal opportunity to engage with Prospera's leadership and decision-making process. This provides convenience, cost-effectiveness, and increased participation for members who can attend the meeting from just about anywhere.

### 2. Can I ask questions during the AGM?

Yes, you can! Questions can be submitted electronically throughout the meeting. Questions will be addressed in the order that they are received during the question period that will be held at the end of the presentation.

### 3. Why aren't members permitted to ask questions verbally?

With over 120,000 members invited to the webinar, the potential volume of questions could potentially be unmanageable. In order to make the webcast as efficient as possible, all questions will be received electronically.

### 4. Where can I get a copy of the 2023 audited financial statements?

You can find a digital copy of the 2023 audited financial statements, together with the 2023 annual reports, at [2023 Annual Reports | Prospera Credit Union](#). The corporate reports are also available at [prospera.ca](#) in the annual reports section.

### 5. What time does the AGM start?

The AGM starts at 2 pm. However, you can begin logging in as early as 1:30 pm.

### 6. Why is the AGM start time at 2 pm this year?

To encourage more members to actively participate in our meeting and in alignment with best practices observed across various organizations, including credit unions, our AGM will start at 2 pm this year, no longer an evening event. We believe that an earlier start time will be more convenient and appealing for our members. This adjustment accommodates diverse schedules and facilitates greater engagement from our membership base.

### 7. How do I access the virtual AGM?

You must first register at [prospera2024agm.com](#). Once registered, you will receive a confirmation email on April 22, 2024, that contains your login credentials, voting access (if an eligible voting member) and link to the AGM.

### 8. When can I register for the AGM?

Registration is now open! Members can pre-register for the AGM until 5 pm on April 16. Registration can be completed at [prospera2024agm.com](#).



## 9. What is a Designation of Authorized Representative, and when do I need to complete it?

If you are a business, corporation, partnership or other entity, you must complete a Designation of Authorized Representative, when you pre-register for the AGM, to designate someone to vote on behalf of the entity. You are required to complete the designation if your entity is voting on motions during the AGM.

Once the designation has been completed and signed (electronic signatures are valid) by the signing authorities of the business, corporation, partnership or other entity on file with Prospera, the designation must be emailed to [ProsperaAgm@prospera.ca](mailto:ProsperaAgm@prospera.ca). If the entity does not complete and return a copy of the designation to [ProsperaAgm@prospera.ca](mailto:ProsperaAgm@prospera.ca) prior to the registration deadline of 5 pm on April 16, the entity will not be provided access to vote during the AGM.

You can complete the designation form at the time of registering for the AGM by downloading the designation form at [prospera2024agm.com](http://prospera2024agm.com), completing, signing, and returning it by email to [ProsperaAGM@prospera.ca](mailto:ProsperaAGM@prospera.ca).

## 10. What browser should I use to access the AGM?

To connect, we recommend using Microsoft Edge, Google Chrome, or Mozilla Firefox. For the best viewing experience, please ensure that you have the latest browser update on your device. We recommend testing your technology in the 30-minute window before the meeting begins.

## 11. What if I have technical issues during the AGM?

Your meeting experience may be affected by the speed of your internet connection, the age of your device, and other factors. Due to these individual circumstances, we are unfortunately unable to offer individual technical assistance and apologize if you are unable to connect to the meeting. We recommend testing your technology in the 30-minute window before the meeting begins.