

## User guide to joining the Goco Group plc Court Meeting and General Meeting to be held on 14 January 2021

### Accessing the Lumi Virtual Meeting Platform

GoCo Group shareholders will be able to remotely attend, submit written questions and vote at the Court Meeting and General Meeting to be held on 14 January 2021 at 11.00 a.m. and 11.15 a.m. respectively via the Lumi Virtual Meeting Platform.

Shareholders can access the Lumi Virtual Meeting Platform via a mobile web client, which is compatible with the latest browser versions of Chrome, Firefox, Internet Explorer 11 (Internet Explorer v. 10 and below are not supported), Edge and Safari and can be accessed using any web browser, on a PC, laptop, tablet, smartphone or other internet-enabled device. To remotely attend, submit written questions and/or vote using this method, please go to <https://web.lumiagm.com>.

### Logging in

On accessing the Lumi Virtual Meeting Platform, you will be asked to enter a Meeting ID which is **193-761-811**. You will then be prompted to enter your unique SRN and PIN which is the first two and last two digits of your SRN. These can be found printed on your form of proxy. Access to the meeting via the website will be available from 10:45 a.m. on 14 January 2021; however, please note that your ability to vote will not be enabled until the Chairman formally declares the poll open.

### Broadcast

If you are viewing the meetings on a PC, the broadcast will appear at the side automatically once the meetings have started. If you are viewing the meetings on a smartphone device and you would like to listen to the broadcast, press the broadcast icon at the bottom of the screen.

### Voting

Once the voting has opened, the polling icon will appear on the navigation bar. From here, the resolutions and voting choices will be displayed. To vote, simply select your voting direction from the options shown on screen. A confirmation message will appear to show your vote has been received. To change your vote, simply select another direction. If you wish to cancel your vote, please press "Cancel". Once the Chairman has opened voting, voting can be performed at any time during the meeting until the Chairman closes the voting on the resolutions. At that point your last choice will be submitted. You will still be able to send messages and view the webcast whilst the poll is open.

### Questions

If you would like to ask a question, select the messaging icon. Messages can be submitted at any time. Type your message within the chat box at the bottom of the messaging screen. Once you are happy with your message click the send button. Questions sent via the Lumi Virtual Meeting Platform will be moderated before being sent to the Chairman. This is to avoid repetition and ensure the smooth running of the meetings.

### Requirements

An active internet connection is required at all times in order to allow you to cast your vote when the poll opens, submit questions and listen to the broadcast. It is the user's responsibility to ensure you remain connected for the duration of the meeting.








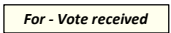




### Duly appoint proxies and corporate representatives

If you are a duly appointed proxy or corporate representative, in order to obtain your SRN and PIN, please call the Company's registrar, Equiniti Limited ("Equiniti") before 11.00 a.m. on 13 January 2021 via their helpline, details of which are set out below.

### Helpline

For further information, please refer to the GoCo Group scheme circular dated 14 December 2020 (the "Scheme Document") which is available at <https://www.gocogroup.com/investors/offer-for-the-company/>. If you are unable to access your SRN and PIN, please call Equiniti between 9.00 a.m. and 5.00 p.m. (London time) Monday to Friday (except UK public holidays) via their helpline on 0333 207 6505 from the UK or +44 333 207 6505 from overseas. Calls from outside the UK will be charged at the applicable international rate. Different charges may apply to calls from mobile telephones. Please note that calls may be monitored or recorded and Equiniti cannot provide advice on the merits of the transactions set out in the Scheme Document or give any financial, legal or tax advice.

**Meeting ID: 193-761-811**  
**To login you must have your SRN and PIN**

<p align="center"><b>1</b></p>  <p>Navigate to <a href="https://web.lumiagm.com">https://web.lumiagm.com</a> and enter the Meeting ID (193-761-811). You will not be able to login before 10:45 a.m. on 14 January 2021.</p>	<p align="center"><b>2</b></p>  <p>After entering the Meeting ID, you will be prompted to enter your SRN and PIN which is the first two and last two digits of your SRN. These can be found printed on your form of proxy.</p>	<p align="center"><b>3</b></p>  <p>When successfully authenticated, you will be taken to the Home Screen.</p>	<p align="center"><b>4</b></p>  <p>If you are viewing the meetings on a PC, the broadcast will appear at the side automatically once they have started.</p> <p>If you are viewing the meetings on a smartphone device and you would like to listen to the broadcast, press the broadcast icon at the bottom of the screen. </p>
<p align="center"><b>5</b></p>  <p>When the Chairman declares the poll open, a list of the resolutions and voting choices will appear on your device.</p> <p>Scroll through the list to view all resolutions.</p>	<p align="center"><b>6</b></p>  <p>For each resolution, press the choice corresponding with the way in which you wish to vote.</p> <p>When selected, a confirmation message will appear.</p> <p align="center"></p>	<p align="center"><b>7</b></p>  <p>To change your mind, simply press the correct choice to override your previous selection. To cancel your vote, press "Cancel".</p> <p>To return to the voting screen whilst the poll is open, select the voting icon. </p>	<p align="center"><b>8</b></p>  <p>If you would like to ask a question, select the messaging icon. </p> <p>Type your message within the chat box at the bottom of the messaging screen.</p> <p>Click the send button to submit.</p>