

How to join AGM 2022 in person and online



As a member, you can come along in person to the AGM 2022 on Thursday 14 July at Nationwide House, or you can join in online.

If you join online, you'll be able to watch the AGM live and fully participate. You can vote on all resolutions, send questions by text, and request to ask questions live through a Skype call.

You'll find all the information you need to join us in person [here](#).

If you'd like to join online, please see step-by-step instructions [here](#).

Joining in person

Where is the AGM?

The AGM will be held at Nationwide's Head Office in Swindon.

We're located 2 miles from Junction 15 of the M4. The address to use in your satnav is:

Nationwide House
Pipers Way
Swindon
SN3 1TA

Free parking for members attending our AGM will be clearly signposted on arrival at Nationwide House.

If you're travelling by train, we're running free shuttle buses to and from Swindon station. There is a bus stop at the front of Swindon station, and a member of our team will be there to help you.

What time is the AGM?

The AGM will start at 11am on Thursday 14 July 2022. Please arrive at 10.30am so we can register you beforehand.

The meeting will end at around 1.15pm.

What do I need to bring?

Please make sure you bring the front page of your voting form, or some other evidence of your Nationwide membership, like a passbook or mortgage statement. It's also a good idea to bring some form of photo ID.

How do I ask a question?

You can raise your hand and one of the Events team will bring a microphone to you.

You also have the option to submit a question by text using your personal device (like a smartphone or tablet). If you'd like to ask questions this way, we'll show you how to do this when you arrive.

How do I vote?

You can vote on a device (like a smartphone or a tablet). We'll show you how to do this when you arrive.

You can also vote using a paper voting form.

What if I've already voted?

If you've already posted your voting form back to us, or you've already voted online, that's fine. When you register on the day, you'll have the choice to keep your existing voting instructions, or to rescind them and vote again during the meeting.

If you keep your existing votes, then you won't have the option to vote again during the meeting.

If you rescind your votes, your previous votes will not be counted, so it's important to vote again during the meeting or you'll lose your vote.

I have accessibility needs – will I be looked after?

Nationwide House has wheelchair access and you can reserve disabled parking by emailing us at AGM.Response@nationwide.co.uk

A British Sign Language interpreter will be at the meeting. There is also an audio induction loop that's accessible throughout the entire seating area of the meeting.

You can also email us to let us know about any special requirements you have.

Social distancing

Following current COVID guidelines for England, this event will not be socially distanced. However, we'll provide hand sanitiser and respect members' wishes if they'd prefer to keep their distance from others within the building.

If you feel more comfortable, you'll be able to fully participate by joining the AGM online. You can vote on all resolutions, send questions by text, and request to ask questions live through a Skype call.

Will there be any refreshments?

Tea, coffee and water will be available before the meeting.

I don't want to be filmed

We'll be live streaming the AGM so that our members can attend and fully participate online.

If you don't want to be filmed, please let a member of the team know when you arrive so we can accommodate your request.

Just so you know, if after you've told us you don't want to be filmed you still raise your hand to ask a question you'll be filmed and broadcast live.

Remember you can ask questions by text using a device (like a smartphone or a tablet) if you prefer. We can show you how to do this when you arrive.

Joining online

How do I join the AGM online?

Please use this link: nationwide.co.uk/agmlive

Enter meeting ID: **30131**

You'll need to use your unique codes. You can find these in your paper voting pack or your AGM email.

It's your responsibility to make sure you have a working internet connection.

What time is the AGM?

The AGM will start at 11am on Thursday 14 July 2022. Please log in at 10.30am to make sure the live video stream has time to load.

The meeting will end at around 1.15pm.

I can't find my unique codes

If you can't find your paper voting pack or your AGM email, click on **Don't know your security code**. Type in the meeting ID **30131** and your email address, then click **Submit**. If we've got your permission to use your email address for the AGM, we'll email you a link which will log you straight in.

If that doesn't work, one of our AGM team will help you log in – we'll put our contact details on nationwide.co.uk/AGM on the day of the AGM.

Accessibility

The live video stream of the AGM will have live captions. A sign language interpreter will also be at the meeting.

All documents uploaded to the AGM site are accessible.

The AGM site has been tested for web accessibility and is partially conformant with WCAG 2.0 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard. You can read the full accessibility statement here:

<https://attend.cesjoinin.com/Accessibility>

We'll put a video recording and a written transcript of the AGM on our website after the meeting.

What is CESjoinIN?

We're using the online platform CESjoinIN so you can fully participate in this year's AGM. It's provided by Civica Election Services (CES), who are our independent AGM Scrutineers.


CESjoinIN allows you to watch the AGM meeting live from our Head Office, as well as vote on all resolutions, send questions by text, and request to ask your question live using a Skype call.

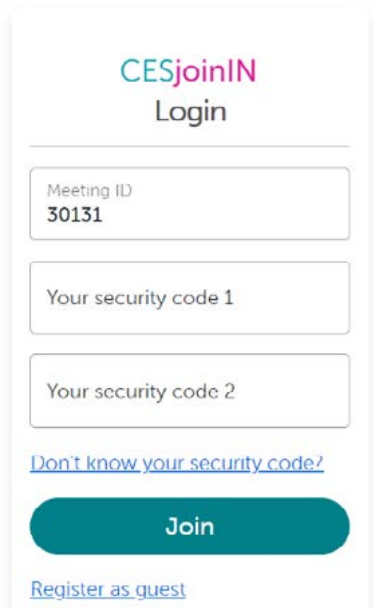
To review CES's privacy policy please visit: <https://attend.cesjoinin.com/Privacy>

Step-by-step instructions – how to participate in the AGM online

How do I join the AGM online?


- Please use this link: nationwide.co.uk/agmlive
- Enter meeting ID: **30131**
- You will need to use your unique codes. You can find these in your paper voting pack or your AGM email. Then click **Join**.

The log-in screen looks like this: 



Once you've logged in


Once you've logged into the AGM online, you'll be able to watch the live stream, ask questions and vote.

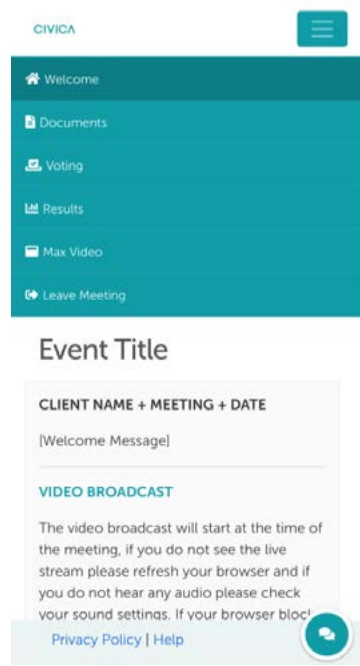
The screen will look like this: 

Use the menu bar on the left to move between voting, viewing our AGM documents and watching the live video stream. Use the chat button (speech bubble symbol) in the bottom right hand corner to ask your questions to our Board, either by typing your questions or requesting to speak to the Board live.



If you're using a smartphone or tablet, you'll see a message from us on your screen. Scroll right down to see the live video stream. Use the 3 bars icon in the top right hand corner to open the menu.

The screen will look like this: 



Watching the live stream

If you're using a laptop or desktop computer, the live stream will always show, even if you're voting or viewing our AGM documents. If you want the live stream to play in a large video player, please click on **Max Video**.

How do I ask a question?

Use the chat button in the bottom right hand corner to ask your questions to our Board, either by typing your questions or requesting to speak to the Board live.

To type your question

Just type your question into the message box and click or tap the **send** (paper aeroplane) button. Questions will be sent to the Board in real time. They'll answer as many as they can, but they might not be able to answer every question.

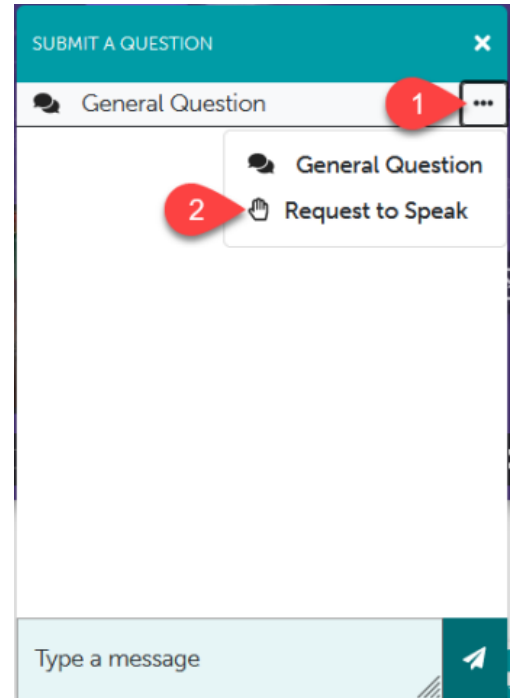
To request to speak live

To request to speak so you can ask your question live to the Board, click the three dots at the top of the message chat window, then click **Request to Speak**.

Type your question into the message box and click or tap the **send** (paper aeroplane) button. One of our team will respond to you, and we will send you a link to join us by Skype. Our team will explain everything you'll need to know and will test that everything is working before you are seen and heard live in the meeting. The Board will answer as many questions as they can, but they might not be able to answer every question. The AGM will be recorded, so if you would like to speak live in the meeting, you'll be part of the recording which will be shared on our website.

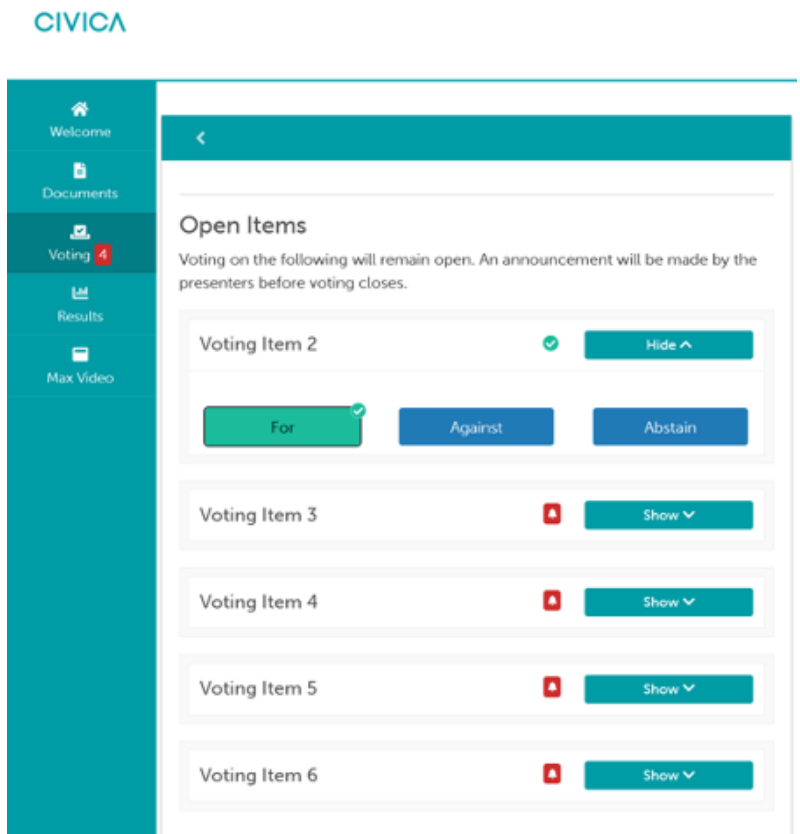
Before you submit a request to speak live, please make sure you have checked the following are working on your device:

- your camera
- your microphone
- your audio.



How do I vote?

Click **Voting** on the menu. The voting screen will look like this on a laptop or desktop computer.



The voting screen will look like this on a tablet or smartphone:

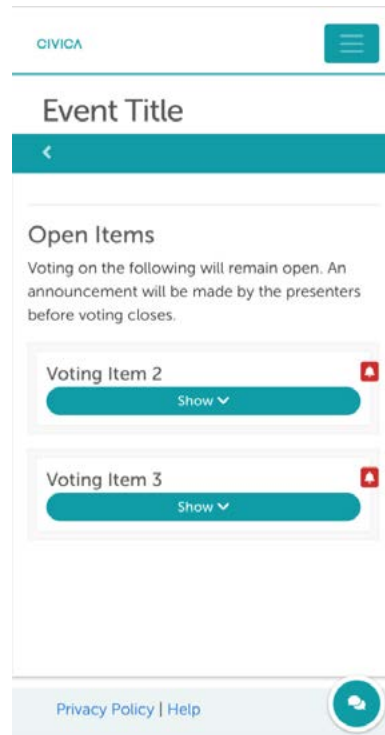


Click on **Show** to vote on each resolution.

Any resolutions you haven't yet voted on will have a red bell icon. Once you've clicked on your choice of For, Against or Withheld, your vote will be highlighted in green and a tick will appear. If you select the withheld button, your vote won't be counted as either for or against that resolution or candidate.

You can change your vote at any time until voting is closed, about 15 minutes after the poll is opened by the Chairman, just by clicking a different option. Your last instruction on any vote will be the one that's counted.

The Chairman will announce when voting closes.



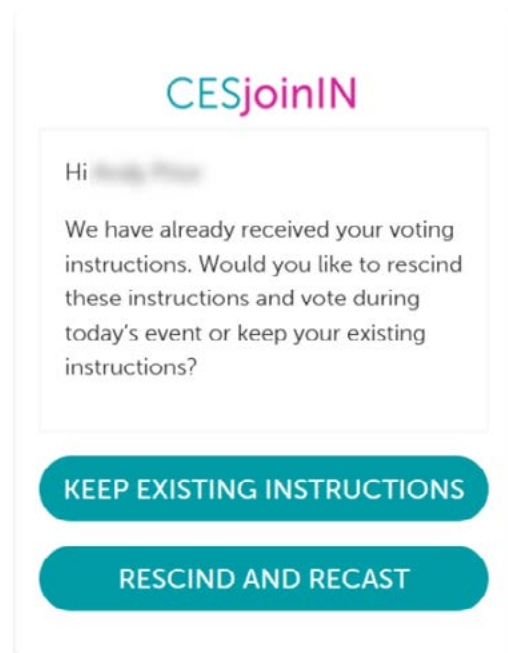
What if I've already voted?

If you've already posted your voting form back to us, or you've already voted online, that's fine. When you log in on the day, you'll have the choice to keep your existing voting instructions, or to rescind them and recast your votes during the meeting.

If you **keep your existing votes**, then you will not be able to vote again during the meeting. The Voting tab will show you a message saying that you are not able to vote because you have instructed a proxy to vote on your behalf.

Or, if you **rescind your votes**, your previous votes will not be counted so it's very important to vote again during the meeting or we will not be able to count your original voting instructions.

When you log in, the screen will look like this:



Proxy voting

If you have appointed a representative other than the Chairman of the AGM to vote on your behalf, they can attend the AGM in person, or online.

If they are a Nationwide member, they can use their own unique codes to log into the AGM online, and they will be shown the option to vote on your behalf.

If they are not a Nationwide member, you'll need to give them your unique codes, which you'll find on your voting email or if you've received your AGM pack by post, the Chairman's letter.

If you are a Nationwide member, and you have been appointed to vote on behalf of a Nationwide member, you will see a **Proxy Poll Card** when you log into the AGM online.

"Proxy" means that you will be voting on behalf of someone else.

This will let you know how many members have appointed you to vote on their behalf. It will also show you the voting instructions those members have given you, or whether you have any discretionary votes on their behalf. You will need to agree / not agree to acting as a proxy before you can enter the AGM site.

The poll card will look like this:

Proxy Poll Card

Resolution 4

	For	Against	Abstain	Discretionary
Resolution 4	0	1	0	1

Resolution 5

	For	Against	Abstain	Discretionary
Resolution 5	0	1	0	1

Resolution 6

	For	Against	Abstain	Discretionary
Resolution 6	0	1	0	1

I agree to act as a proxy
 I do not agree to act as a proxy

Submit



CIVICA

When you go to the Voting screen, you will be able to cast your own vote, and any discretionary votes. If you have more than one discretionary vote, you will have to submit the same choice (For, Against, Withheld) for all discretionary votes you cast.

The voting screen will look like this:

Home Welcome Documents Voting 1 Results Max Video

Open Items
Voting on the following will remain open. An announcement will be made by the presenters before voting closes.

Resolution 5 Hide ^

Your vote

For Against Abstain

Proxy vote
You have 1 discretionary vote to submit for this resolution.

For Against Abstain



I'm having tech issues

Please make sure your internet browser is up to date.

Our online AGM site should work on most common internet browsers such as Chrome, Safari, Firefox and Edge. If you are having trouble logging in, please refresh your browser or log out and log in again. The site is also compatible with most common mobile devices. If you are still having problems logging in, please try a different device.

If you experience any further difficulties with access, voting, asking questions, etc. please contact our scrutineers at support@cesjoinin.com

It is your responsibility to ensure that you have an active internet connection and remain connected throughout the duration of the meeting.

Issue: I can't see the voting notification or menu bar?

If you have used the full screen button on the live video stream, please tap on the screen to bring up the X button in the top left hand corner. Tap this X and this will let you see the menu button (3 bars).

This is what your screen might look like:



Anything else?

If you've checked through these FAQs and still need help, one of our AGM team will help you log in – we'll put our contact details on nationwide.co.uk/AGM on the day of the AGM.