MTR CORPORATION LIMITED
香港鐵路有限公司
(the "Company")

2023 ANNUAL GENERAL MEETING ("Meeting") – GUIDE FOR ONLINE USERS

Online Platform website: https://web.lumiagm.com/#/199895194

Online Platform will open from **10:30 a.m. on 24 May 2023**

Login details:

(1) Registered Shareholders

Meeting ID: 199-895-194

Individual Shareholders

Username:	**Enter the alphabet "C" <u>plus</u> the 10-digit** number appeared under the barcode at the top right corner of the Company's letter (printed on a yellow colour paper) headed "Notification of Hybrid Meeting Arrangements for 2023 Annual General Meeting" OR notified to you in an email issued by the Company's share registrar, Computershare Hong Kong Investor Services Limited ("**Share Registrar**"), both dated 14 April 2023 (as the case may be)
Password:	Input the password following the instruction shown on the Online Platform

If you wish to appoint a proxy(ies) to attend the Meeting online on your behalf, please complete the email address(es) of your proxy(ies) using the Proxy Form to enable them to receive the login details from the Share Registrar. If your proxy has not received the login details by email by 12:00 noon on 23 May 2023, please contact the Share Registrar on (852) 2862 8628 for assistance.

Corporate Shareholders

Please contact the Share Registrar on (852) 2862 8628 by 12:00 noon on 22 May 2023, for necessary arrangements.

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(2) Non-registered Shareholders

If your shares in the Company are held through banks, securities brokers, custodians or other agents (collectively "**Intermediary**"), please contact your Intermediary for information on how to issue an instruction in respect of your attendance and/or voting instructions to the Share Registrar and the corresponding deadline.

Please be reminded to provide your email address to the Intermediary for receiving the login details from the Share Registrar. If you have not received the login details by email by 12:00 noon on 23 May 2023, please contact the Share Registrar on (852) 2862 8628 for assistance.

Notes:

1. *Shareholders / proxies attending the Meeting online will be counted for the purpose of quorum of the Meeting.*
2. *Please keep the login details in safe custody and do not disclose them to anyone else.*
3. *Neither the Company nor its agents would assume any obligation or liability whatsoever in connection with the transmission of the login details or any use of the login details for voting or otherwise.*

LOG IN PROCEDURES

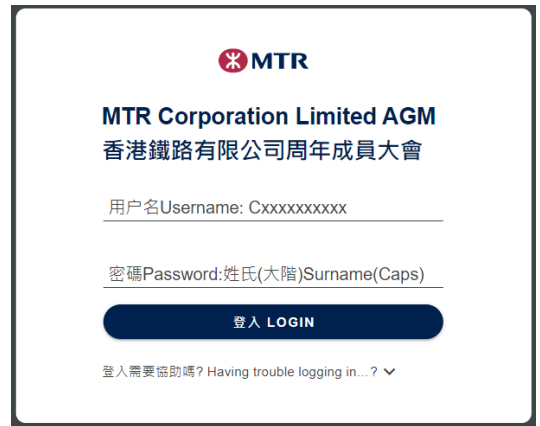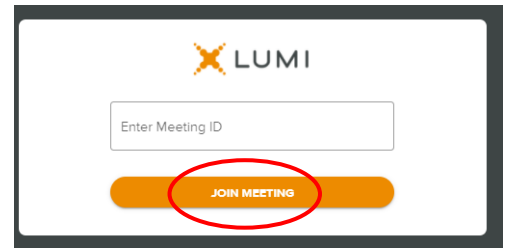1. Visit https://web.lumiagm.com/#/199895194

   Meeting ID: "199-895-194" will be displayed on screen.

   Press "**Join Meeting**".

   Note: Only one device is allowed per login.

2. Enter your "**username**" and "**password**" *(please refer to "Login details" set out on page 1 of this "User Guide" for details).*

   Then press "**Login**".

3. After being successfully authenticated, you will be taken to the Home Screen.

BROADCAST VIEWING

4. Press the broadcast button " [BROADCAST ^] " at the bottom of the screen. The broadcast will start automatically when the Meeting commences.

   When viewing on a computer or other electronic devices, the broadcast will appear at the right side of the screen automatically once the Meeting starts. There may be delay to the broadcast, depending on the speed of your internet connection.

   Select your preferred language (English / Cantonese / Putonghua) under the broadcast screen for the live webcast.
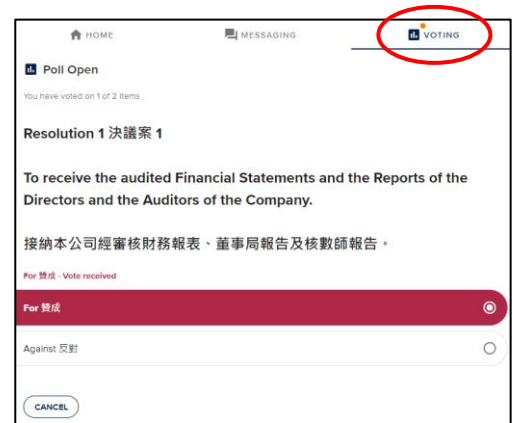
VOTING

5. **To ensure your votes are timely counted, you are recommended to cast your vote on the resolutions early in time**. The resolutions will be open for voting from commencement of the Meeting and there is no **need for you to wait until the Chairman of the Meeting announces commencement of the poll.**

    Press the voting tab " [📊 VOTING] ", the screen will display a list of all the resolutions and the voting options. You may scroll through the list to view the resolutions and cast your votes.

    - Select "For" or "Against" to cast your vote. Your vote will be highlighted and a confirmation message will appear. Splitting of votes is not allowed for the online platform.

    - To change your vote, re-select your choice to override.

    - To cancel your vote, press "Cancel".

    - To abstain from voting, do not press "For" or "Against" when the poll is called.

    - The final options you selected before the poll for all resolutions is closed will be your final votes.
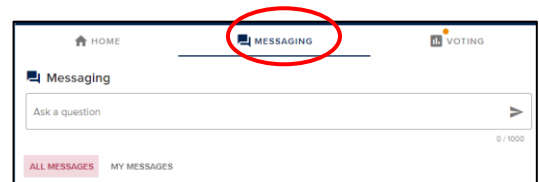
    At any time during the Meeting, you can go to the Voting page to cast your votes on the resolutions by clicking the voting tab " [📊 VOTING] ".

SUBMISSION OF QUESTIONS

6. Questions can be submitted from the commencement of the Meeting until the close of the Q&A session.

    Select the messaging tab " [💬 MESSAGING] ", type your question in the text box and click the send button " ➤ " to submit.

FOR ASSISTANCE

If you experience any technical difficulties or require assistance in using the Online Platform to join the Meeting or during the Meeting, please contact the **Share Registrar's hotline on (852) 2862 8646 from 9:00 a.m. to 1:00 p.m.** on 24 May 2023. **Please note that the hotline cannot help to record your votes on any of the resolutions.**

POINTS TO NOTE:

(i)   You will need a reliable Internet connection with adequate speed to support video streaming (for example, as if you are watching a YouTube video).

(ii)   However, unlike pre-recorded videos, if the speed of your Internet connection is not fast enough to keep pace with the Meeting proceedings, a part or some part(s) of the Meeting broadcast may be skipped.

(iii)   If your Internet connection is inadequate or interrupted, your attendance at the Meeting may be interrupted and you may be unable to vote. This however will not invalidate the Meeting proceedings which will continue and will remain valid and effective.

(iv)   When your Internet connection is restored, you should be able to rejoin the Meeting online but you would have missed a part or some part(s) of the Meeting proceedings (including voting on a or some of the proposed resolutions).

As online meeting is technology dependent and the above are some of the possible risks with online meeting, if you find these unacceptable, you are encouraged to exercise your voting rights by using the specified Proxy Form of the Company to appoint the Chairman of the Meeting as your proxy.

References to time and dates in this "User Guide" are to Hong Kong time and dates.

This "User Guide" is made in English and Chinese. In case of any inconsistency, the English version shall prevail.