



AGM outreach

Call script

Introduction to all calls

Nominet rep: Good morning/afternoon my name is [INSERT NAME] and I'm calling from Nominet. Can I speak to [INSERT NAME] please? *(this needs to be the voting contact on the account. If there is no named contact, please ask to speak to someone responsible for voting in Nominet AGM)*

[RECONFIRM WHO YOU ARE AND WHERE YOU ARE CALLING FROM IF PASSED TO SOMEONE ELSE]

This is just a quick courtesy call to all members to check that you have received the notice of the upcoming Nominet AGM and the information on how to vote in the Non-Executive Director elections. The email was sent to the voting contact email address on 20 October from takepart@cesvotes.com

Have you seen that/received the email?

Where the member has received the voting email

Member response: Yes

Nominet rep: Great, it only takes a few minutes so please do take the time to cast your vote. The deadline for voting in the Non-Executive Director elections and to cast your proxy vote for the AGM resolutions is noon on the 15th November. You can also vote for the resolutions by attending the AGM on the 18th November. Details of how to register to attend are in the Member Hub and in the notice of AGM that was sent to the voting contact on the 20th October.

Thank you very much for your time today and for taking the time to participate in the governance of Nominet.

Goodbye.

-END CALL-

Where the member has not received the voting email

Member response: No, I have not received the email

Nominet rep: Can you please confirm the correct email address for the voting contact which the information should be sent to?

Member response: Confirms contact and email address we have on the account

Nominet rep: Please can I ask that you do a quick search for takepart@cesvotes.com. Please also ensure that you check your junk/spam for the email. Just to confirm that you are looking for an email sent on 20 October.

Member response: No still cannot find it/No haven't received anything

Nominet rep: No problem, I will request that the information is resent from CES the independent election scrutineer. This may take up to 48 hours for it to arrive so please do check for the email from takepart@cesvotes.com. If after 48 hours you have still not received it, please email engagement@nominet.uk and I will escalate to CES directly.

Please note that the deadline for voting in the Non-Executive Director elections and to cast your proxy vote for the AGM resolutions is noon on the 15th November. You can also vote for the resolutions by attending the AGM on the 18th November. Details of how to register to attend are in the Member Hub and in the notice of the AGM that was sent to the voting contact on the 20th October.

Thank you very much for your time today and for taking the time to participate in the governance of Nominet.

Goodbye.

-END CALL-

Where the member asks you to confirm the email address on the account

Nominet rep: I'm sorry I'm not able to disclose the email address to you. Please log in to your online services account and check the voting contact there. If the voting contact needs updating, you can do this in your account or alternatively please email engagement@nominet.uk confirming the current voting contact and who it should be changed to and I will update it for you. Once the update has been made, I can request the AGM and voting information is resent from the independent scrutineer CES. This may take up to 48 hours for it to arrive so please do check for the email from takepart@cesvotes.com. If after 48 hours you have still not received it, please email engagement@nominet.uk and I will escalate to CES directly.

Please note that the deadline for voting in the Non-Executive Director elections and to cast your proxy vote for the AGM resolutions is noon on the 15th November. You can also vote for the resolutions by attending the AGM on the 18th November. Details of how to register to attend are in the Member Hub and in the and in the notice of AGM that was sent to the voting contact on the 20th October.

Thank you very much for your time today and for taking the time to participate in the governance of Nominet.

Goodbye.

NB: You can update the voting contact on the phone by verification of the current voting contact and /or 2 pieces of account/company information

-END CALL-

Where the member confirms an alternative contact and email address to the one held on the account

Nominet rep: That contact, and email address are different to the one on the account. I cannot disclose what we have recorded as the contact, but can you think of anyone else it might be?

Member response: Is it [INSERT NAME]

Nominet rep: Yes, it is. Are they correct contact?

Member response: Yes, they are, I will check whether they have received it

Nominet rep: Great thank you. If they have not received anything, please let me know by email to engagement@nominet.uk and I will request that the information is resent from the independent scrutineer CES. This may take up to 48 hours for it to arrive so please do check for the email from takepart@cesvotes.com. If after 48 hours you have still not received it, please email engagement@nominet.uk and I will escalate to CES directly.

Just a reminder that the deadline for voting in the Non-Executive Director elections and to cast your proxy vote for the AGM resolutions is noon on the 15th November. You can also vote for the resolutions by attending the AGM on the 18th November. Details of how to register to attend are in the Member Hub and in the and in the notice of AGM that was sent to the voting contact on the 20th October.

Thank you very much for your time today and for taking the time to participate in the governance of Nominet.

Goodbye.

NB: You can update the voting contact on the phone by verification of the current voting contact and /or 2 pieces of account/company information

-END CALL-

Where the member confirms an alternative contact and email address to the one held on the account and cannot confirm the current voting contact

Nominet rep: We have a different contact and email address recorded as the voting contact. Who should the voting contact for the account be?

Member response: It should be me

Nominet rep: Would you like me to update those details on the account for you?

Member response: Yes please

Nominet rep: I will arrange for that to be updated and request that the information is resent from the independent scrutineer CES. This may take up to 48 hours for it to arrive so please do check for the email from takepart@cesvotes.com. If after 48 hours you have still not received it, please email engagement@nominet.uk and I will escalate to CES directly.

NB: You can update the voting contact on the phone by verification of 2 pieces of account /company information

Just a reminder that the deadline for voting in the Non-Executive Director elections and to cast your proxy vote for the AGM resolutions is noon on the 15th November. You can also vote for the resolutions by attending the AGM on the 18th November. Details of how to register to attend are in the Member Hub and in the and in the notice of AGM that was sent to the voting contact on the 20th October.

Thank you very much for your time today and for taking the time to participate in the governance of Nominet.

Goodbye.

-END CALL-

ALTERNATIVE:

Nominet rep: We have a different contact and email address recorded as the voting contact. Who should the voting contact for the account be?

Member response: It should be me

Nominet rep: Would you like me to update those details on the account for you?

Member response: No thanks, I'll do it in online services

Nominet rep: No problem, if you could email engagement@nominet.uk once this has been updated, I can request that the information is resent from the independent scrutineer CES. This may take up to 48 hours for it to arrive so please do check for the email from takepart@cesvotes.com. If after 48 hours you have still not received it, please email engagement@nominet.uk and I will escalate to CES directly.

Just a reminder that the deadline for voting in the Non-Executive Director elections and to cast your proxy vote for the AGM resolutions is noon on the 15th November. You can also vote for the resolutions by attending the AGM on the 18th November. Details of how to register to attend are in the Member Hub and in the and in the notice of AGM that was sent to the voting contact on the 20th October.

Thank you very much for your time today and for taking the time to participate in the governance of Nominet.

Goodbye.

-END CALL-

Where the member has received all the information but indicates they are not interested in participating

Nominet rep: No problem, that's absolutely fine. If you change your mind for any reason, then the deadline for voting in the Non-Executive Director elections and to cast your proxy vote for the AGM resolutions is noon on the 15th November. You can also vote for the resolutions by attending the AGM on the 18th November. Details of how to register to attend are in the Member Hub and in the and in the notice of AGM that was sent to the voting contact on the 20th October.

Thank you very much for your time today.

Goodbye.

-END CALL-