

## **VIRGIN MONEY UK PLC (Company)**

19 February 2021

### **Questions Submitted in Advance of the 2021 Annual General Meeting**

As we announced in our Notice of Annual General Meeting (AGM) in view of the COVID-19 restrictions currently in place the Company's 2021 AGM will be a closed meeting.

We have encouraged shareholders to submit questions to the Board in advance of the AGM. Responses to the most frequently asked questions across key themes relevant to the business of the AGM received by 09.00 on 11 February 2021 are set out below.

#### **Shareholder engagement**

Why are you not holding an online AGM which would allow shareholder and CDI holder participation in the meeting even if they are not permitted to attend in person?

In order to comply with the UK Government's current stay at home measures in place to restrict the spread of the COVID-19 virus, this year's AGM will be held with only the minimum number of attendees present as required to form a quorum and these attendees will be Company employees. The usual format of the AGM will therefore be condensed and will only include the formal business of the meeting. The decision was taken not to hold an online meeting due to the technology this would require, which would mean the attendance of additional people from Virgin Money and potentially third parties. In view of the restrictions currently in place and the COVID-19 risks it is not feasible or appropriate to ask additional people to attend the AGM so we've used alternative means to enable shareholders and CDI holders to engage with the Company on AGM matters.

Key features of the AGM in normal years are the address by the Chairman followed by the opportunity for shareholders and CDI holders to ask questions. In view of the special arrangements for our AGM this year we've posted a video from the Chairman on our website which can be accessed here <https://www.virginmoneyukplc.com/investor-relations/shareholder-information/shareholder-meetings/>.

The Board places great importance on understanding the issues of concern to shareholders and CDI holders which was why we introduced our AGM mailbox facility for questions.

Shareholders and CDI holders can still exercise their votes by following the instructions set out in the notice of the AGM.

The Board looks forward to returning to an open AGM format in future years when COVID-19 restrictions are eased.

## **Dividend payments**

Why has a dividend not been paid since 2019 and when can shareholders and CDI holders expect dividend payments to resume?

The Company last paid a dividend on 15 February 2019 in respect of the year ended 30 September 2018. The Board made the decision to suspend the dividend for the year ended 30 September 2019 due to the additional PPI provision in that year with a view to reconsider dividends in line with normal practice in 2020. The Board did not propose a dividend for the year ended 30 September 2020 in light of the COVID-19 pandemic driving elevated impairment charges and the Board's view on the prudence of conserving capital in the highly uncertain economic environment. The Board also noted the regulator's views at the time on dividend payments. The Board still has an ambition to deliver a sustainable and progressive dividend over time.

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