

CTT – CORREIOS DE PORTUGAL, S.A. – SOCIEDADE ABERTA

ANNUAL GENERAL MEETING

29 APRIL 2020

PARTICIPATION IN CTT'S ANNUAL GENERAL MEETING BY TELEMATIC MEANS

GUIDE TO SHAREHOLDERS AND REPRESENTATIVES

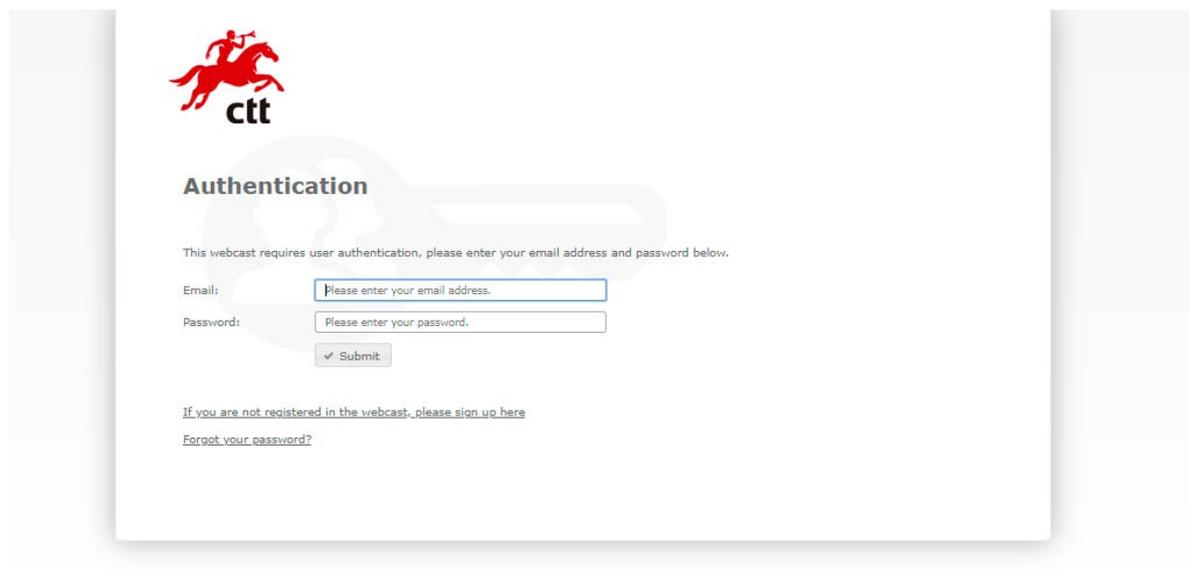
The Annual General Meeting of CTT – Correios de Portugal, S.A. – Sociedade Aberta (“CTT” or “Company”) to be held on 29 April by telematic means as per the notice to convene published on 6 April and available for consultation on CTT website at www.ctt.pt, can be attended by two different channels: **Video Webcast** and **Conference Call**.

This guide will help you to register and participate in the meeting either by **Video Webcast** and/or **Conference Call**.

Please note that the links to participate will only be made available to the Shareholders and representatives that till 26 April have voted either by electronic correspondence or electronic vote as per the notice to convene.

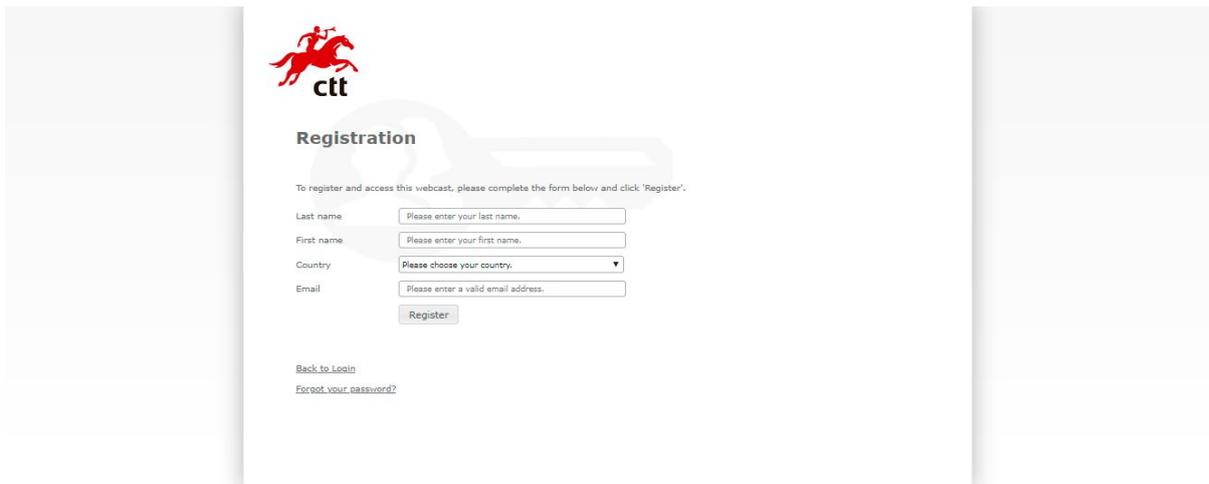
To join the meeting by **Video Webcast** please follow these steps:

1. Open the link sent by CTT. You will land in this authentication page:



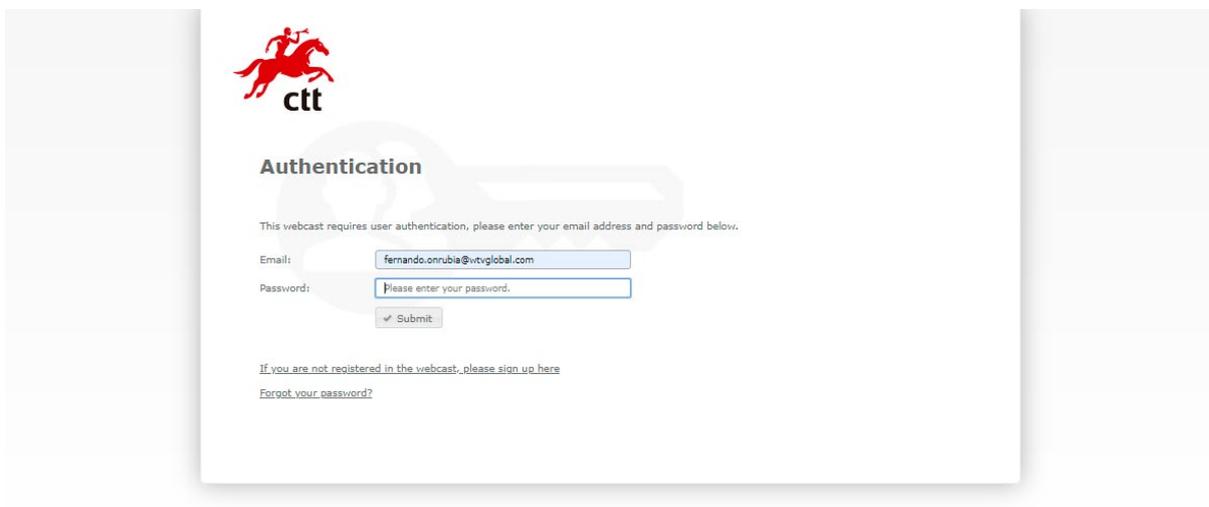
As this will be the first time you're attempting to join the Video Webcast, you will need to click on: *"If you are not registered in the webcast, please sign up here"*.

2. Then, you will be redirected to the Registration page:



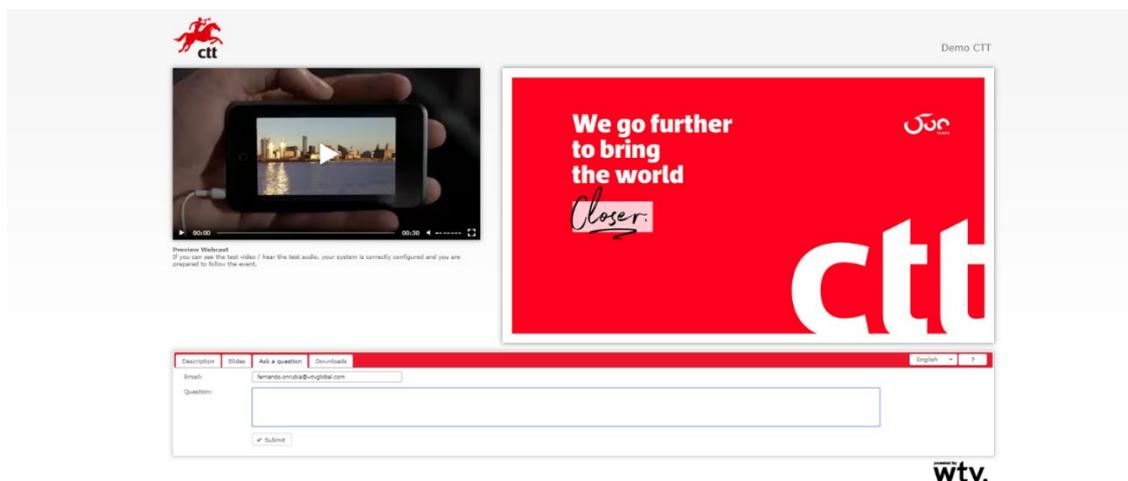
The screenshot shows the CTT Registration page. At the top left is the CTT logo, which consists of a red silhouette of a horse and rider above the letters 'ctt'. Below the logo is the heading 'Registration'. A message reads: 'To register and access this webcast, please complete the form below and click "Register".' The form contains four input fields: 'Last name' with the placeholder 'Please enter your last name.', 'First name' with 'Please enter your first name.', 'Country' with a dropdown menu showing 'Please choose your country.', and 'Email' with 'Please enter a valid email address.'. A 'Register' button is located below the email field. At the bottom of the form, there are two links: 'Back to Login' and 'Forgot your password?'.

3. You will need to fill in the fields and click on the "Register" button.
4. After filling in the fields, you will receive an email with a link and a password to join the webcast.
5. Click on the link received by email and you will be redirected to the authentication page. Enter your email and password and then click the "submit" button.



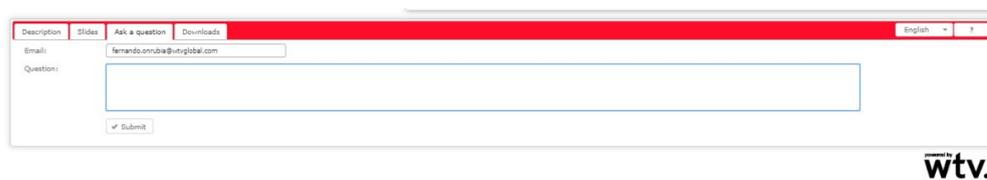
The screenshot shows the CTT Authentication page. At the top left is the CTT logo. Below it is the heading 'Authentication'. A message reads: 'This webcast requires user authentication, please enter your email address and password below.' The form contains two input fields: 'Email' with the value 'fernando.onrubia@vrtglobal.com' and 'Password' with the placeholder 'Please enter your password.'. A 'Submit' button is located below the password field. At the bottom of the form, there are two links: 'If you are not registered in the webcast, please sign up here' and 'Forgot your password?'.

After this, your Access to the webcast will be completed and you will see a website page like the one below:



In this page you can choose (bottom right of the page) the language in which you want to follow the meeting: Portuguese, English or Original version.

6. If you want to ask a question, just click on the "Ask a question button" and write your question. Then click on the "Submit" button:



7. If you need assistance with the Video Webcast, click on the "?" button (bottom right of the page).

Please note that our platform is responsive to all devices, so you can follow the Video Webcast from your computer, tablet or mobile phone.

To join the meeting by **Conference Call** please follow these steps:

1. Dial in the number provided by CTT
2. An operator will answer your call and ask for your name and surname.
3. During the Q&A session if you would like to put a question please press *1 on your telephone keypad.
4. The operator will open your line for you to put the question whenever it's your turn.
5. If you require assistance during the call press *0

Personal Data Protection

CTT in its capacity of data controller will process the personal data made available by the Shareholders, their representatives and the financial intermediaries, with the exclusive purpose of managing its relationship with the Shareholders and/or their representatives, in the scope of their rights of participation, representation and exercise of voting rights as detailed in the notice to convene and preparatory documents published on 6 April and available for consultation at the CTT website www.ctt.pt. For this purpose, it may subcontract service providers, in particular for the

provision of technological support services for the holding of the General Meeting by telematic means.

The personal data collected are necessary for the fulfilment of legal obligations by the Company and will be kept only for the period of time necessary for the accomplishment of such purpose or, as applicable, for the strictly necessary and/or legally established time limits, or until the personal data subject exercises any of his/her right of opposition, right to be forgotten or withdraws his/her consent.

The subjects of personal data may, at any time, exercise their rights of access, rectification, erasure, opposition, limitation of processing or portability of personal data, as provided for in Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, as amended, as well as in Law 58/2019 of 8 August 2019 and other applicable legislation. The exercise of these rights as well as any questions or doubts concerning personal data should be addressed to the CTT's Data Protection Officer at privacidade.cliente@ctt.pt.

The holding of the General Meeting exclusively by telematic means implies the recording of sound and image assuming CTT that the Shareholders and/or their representatives give their consent for the aforementioned collection of personal data through this means when registering their participation in the meeting by Video Webcast and Conference Call.

The instructions in this guide may be modified by CTT assuming the Company the obligation to inform the Shareholders and/or Representatives of any alterations occurred through CTT's website at www.ctt.pt.