



ANNUAL GENERAL MEETING 2021

User Guide





Benki ni SimDanking

Jifungulie akaunti ukiwa popote

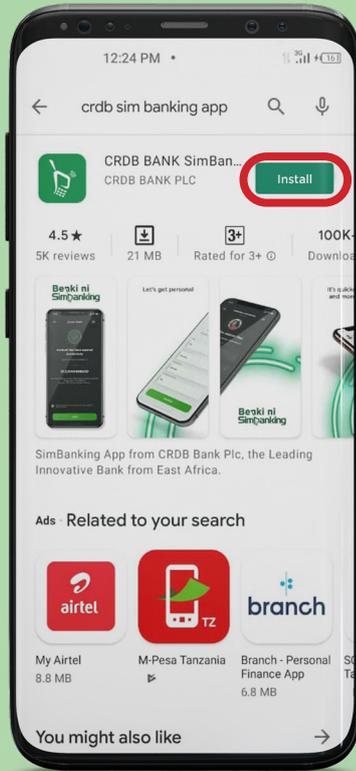
PIGA

***150*03#**

AU PAKUA MZIGO

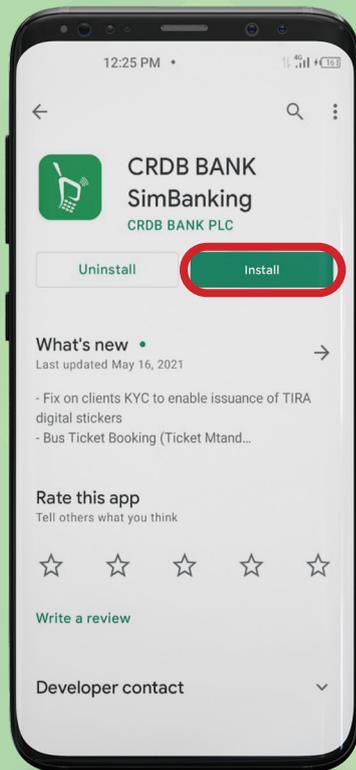


DOWNLOAD SimBanking App



Step 1

Go to PLAYSTORE or Apple Store on your device, Search for CRDB SimBanking



Step 2

Select the app and click on Install

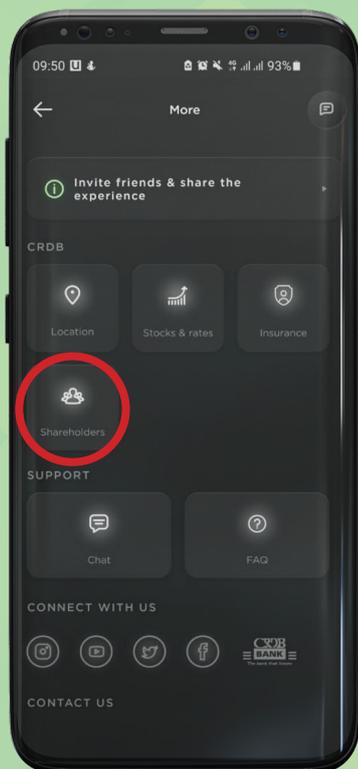
AGM REGISTRATION THROUGH Simbanking App



Step 1

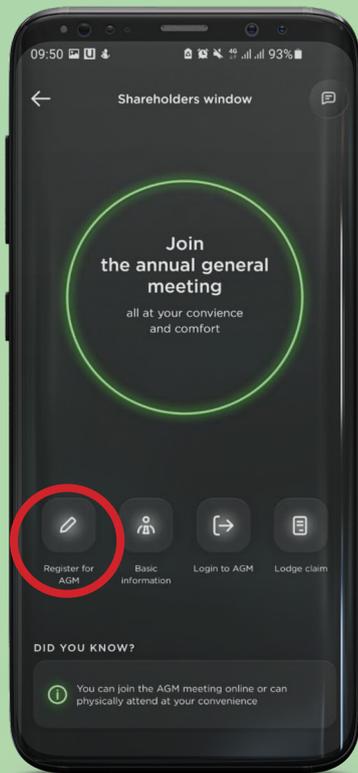
After downloading the Simbanking APP, Open and Click find out more about CRDB.

If already using Simbanking APP as a CRDB Customer, Open and Click More



Step 2

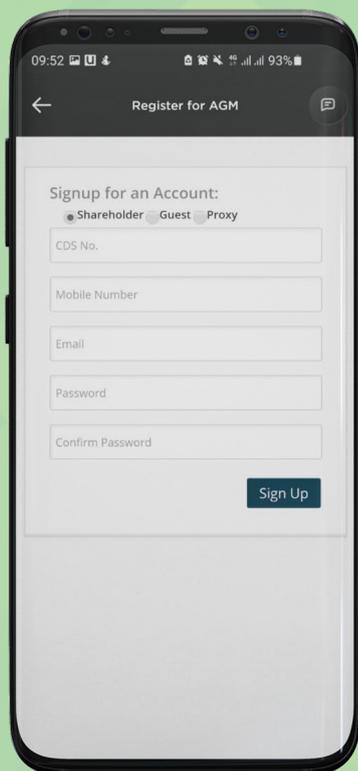
Click Shareholders button



Step 3

On Shareholder's page, click login to AGM button if already have login credentials.

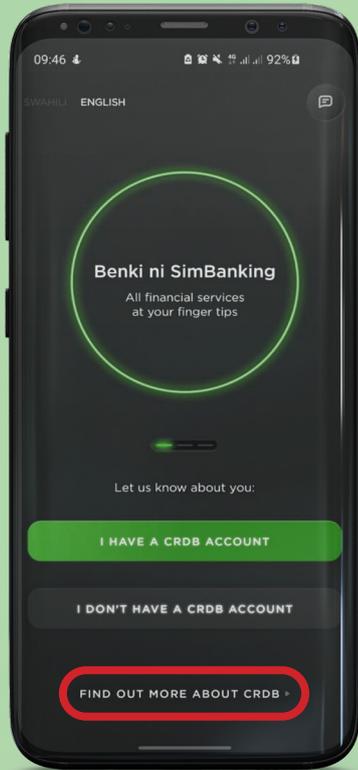
If no login credentials, then click register for AGM button and continue with step 4.



Step 4

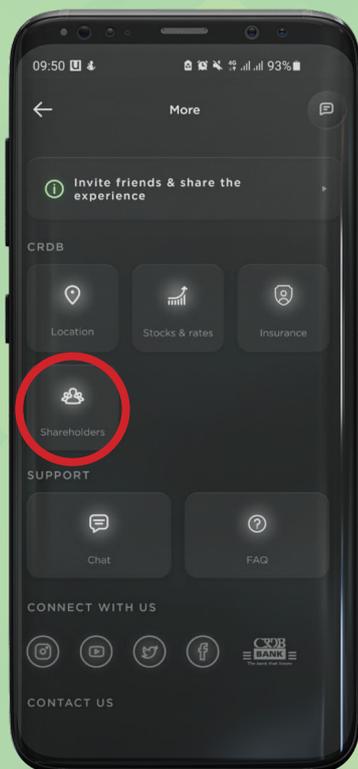
Then proceed with registration

AGM REGISTRATION THROUGH SimBanking App (NON CUSTOMERS)



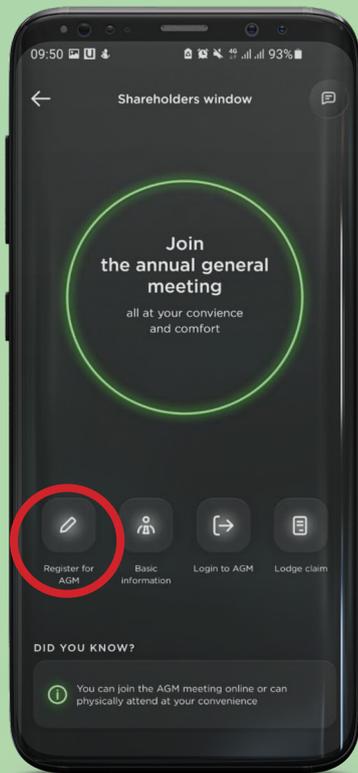
Step 1

After download
Simbanking APP; Click
find out more about CRDB



Step 2

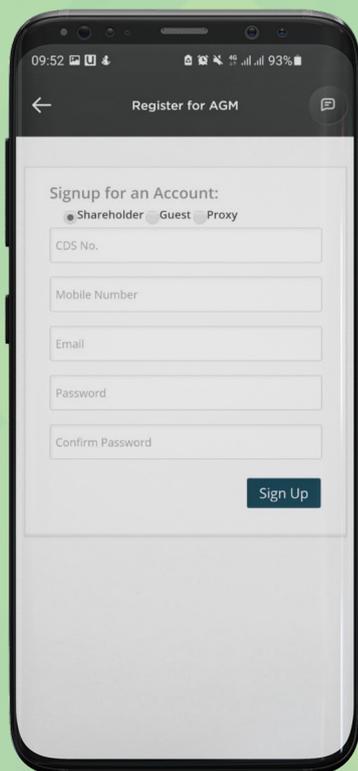
Click Shareholders button



Step 3

On Shareholder's page, click login to AGM button if already have login credentials.

If no login credentials, then click register for AGM button and continue with step 4.



Step 4

Then proceed with registration

STEPS TO LOGIN TO THE ONLINE AGM

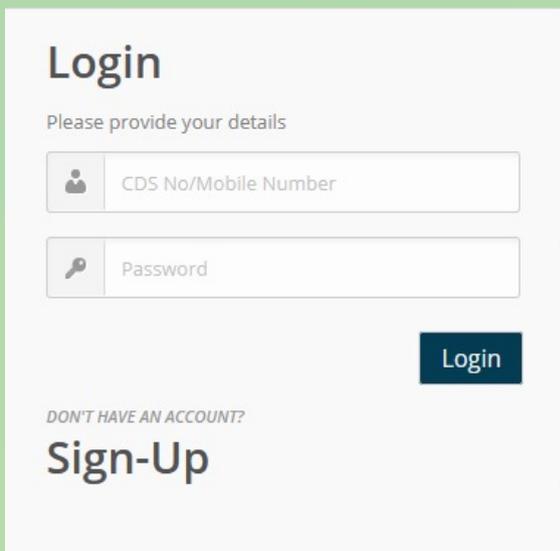
Step 1

Click below link

<https://escrowagm.com/crdb>

Step 2

Provide CDS No. and Password then click login



The screenshot shows a white login form with the title "Login". Below the title is the instruction "Please provide your details". There are two input fields: the first is labeled "CDS No/Mobile Number" and has a person icon; the second is labeled "Password" and has a key icon. A dark blue "Login" button is positioned to the right of the password field. Below the form, there is a link that says "DON'T HAVE AN ACCOUNT? Sign-Up".

Click " Register " then OK for successful registration

Click " Join " to view the broadcasting

Note: *If you do not have login credentials, please follow step 3*

Step 3

Select **“Shareholder”** then fill the fields

Note: Password length should be 8 character minimum

Signup for an Account:

Shareholder

CDS No.

Mobile Number

Email

Password

Confirm Password

Sign Up

Shareholders

Step 4

Provide **CDS No.** and **Password** then login

Login

Please provide your details

Login

DON'T HAVE AN ACCOUNT?

Sign-Up

Step 5

Click **“Register”** then **OK** on successful registration

Please Register for Attendance

Active Meeting: CRDB BANK PLC AGM Meeting ID: 107
Company: CRDB
Number: 1 Date: 03 May 2021

Registration

Select Category: Shareholder

	Holder	Name	Address	Shares	Proxy Name	Registered
<input checked="" type="checkbox"/>	126284	DAMAS MAVUNDO ASSEY	P.O. BOX 31228 DAR ES SALAAM	3827082		<input type="checkbox"/>

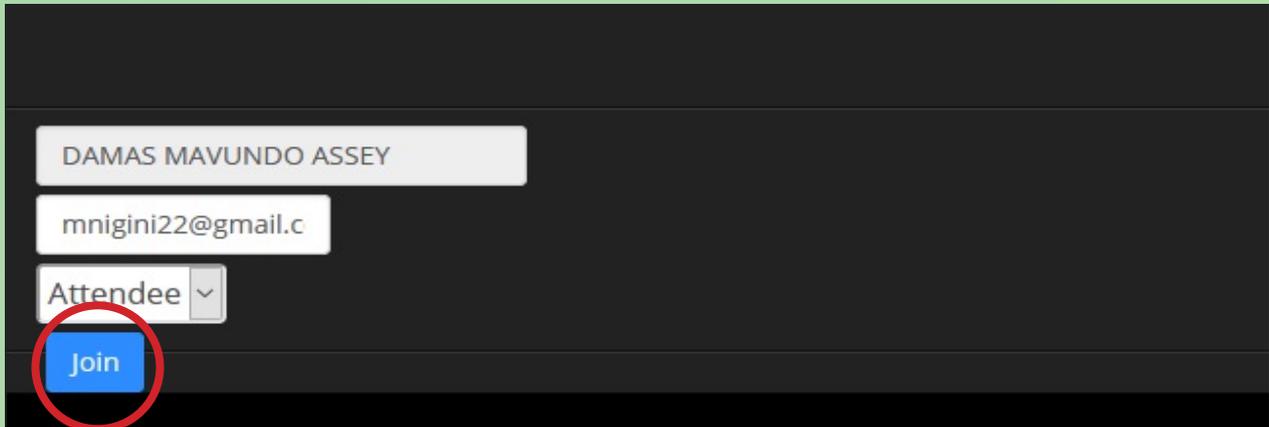
Register

Shareholder/Proxy successfully registered.

OK

Step 6

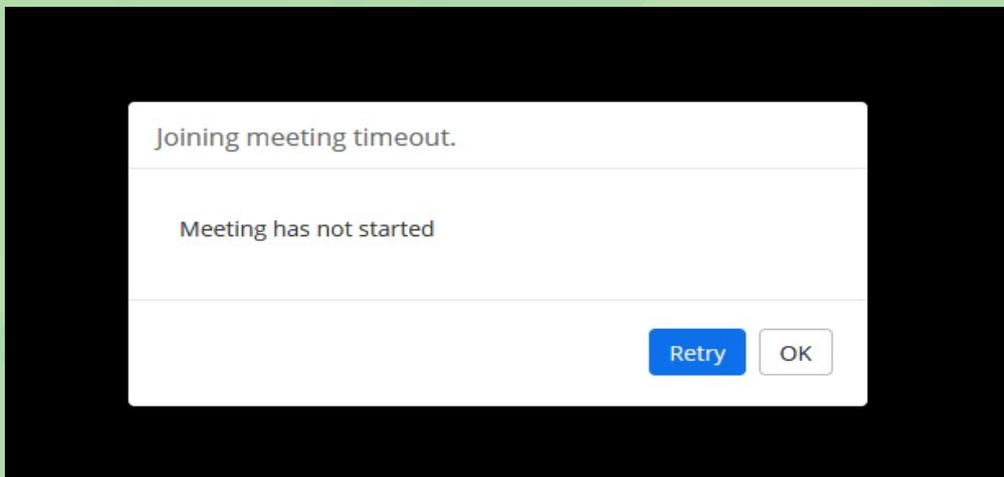
Click **“Join”** to view the broadcasting



A screenshot of a meeting join interface. The background is dark. At the top, there is a white input field containing the name "DAMAS MAVUNDO ASSEY". Below it is another white input field containing the email address "mnigini22@gmail.c". Underneath the email field is a dropdown menu with the text "Attendee" and a downward arrow. At the bottom left of the interface, there is a blue button with the text "Join" in white. This button is circled with a red line.

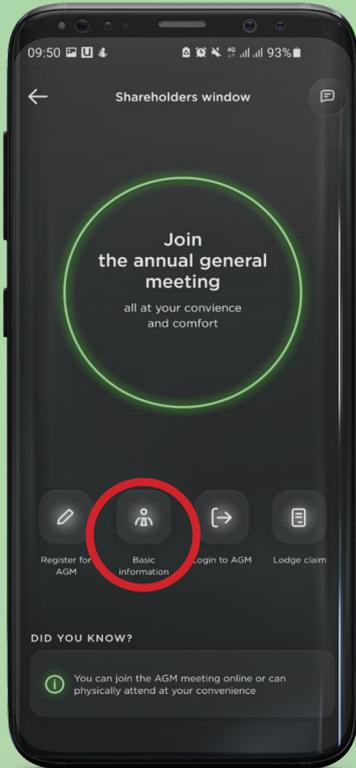
Step 7

Online AGM live streaming shows once the meeting start



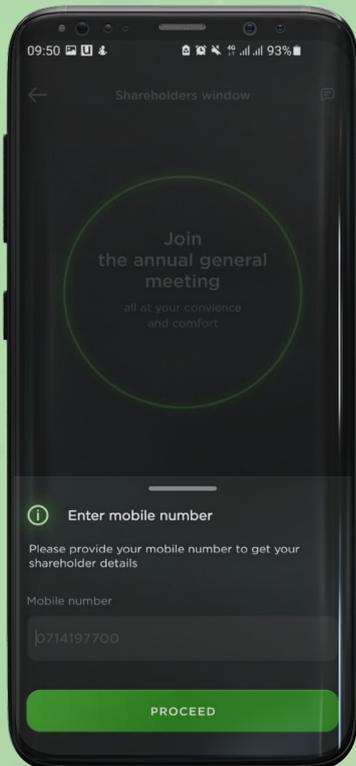
A screenshot of a meeting join timeout dialog box. The dialog box is white with a black border and is centered on a black background. It contains the text "Joining meeting timeout." at the top, followed by "Meeting has not started" in the middle. At the bottom right, there are two buttons: a blue button with the text "Retry" and a white button with the text "OK".

QUERY BASIC INFORMATION THROUGH SimBanking



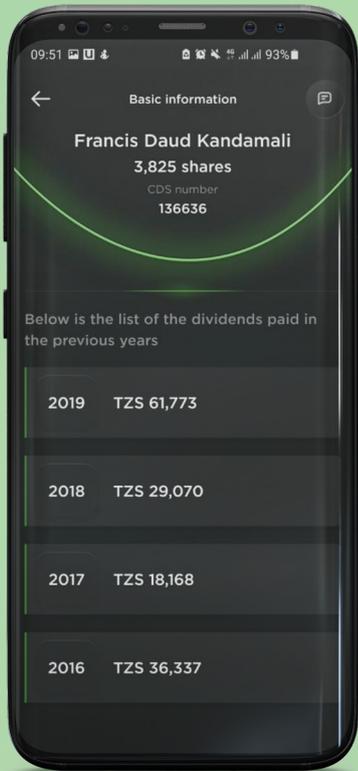
Step 1

On Shareholder's page,
click Basic information
button



Step 2

Then enter your mobile
number

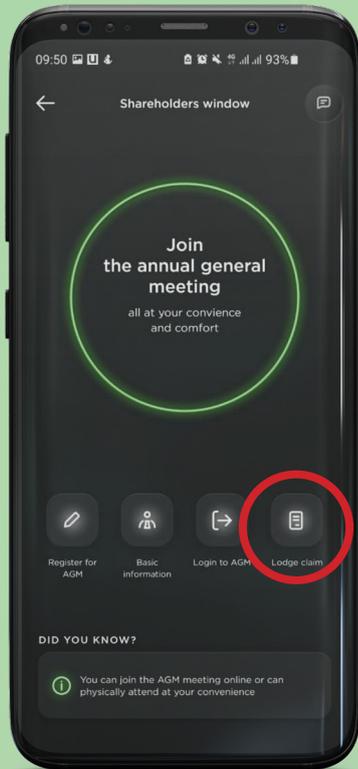


Step 3

Shareholder's information displayed with dividend paid in four years

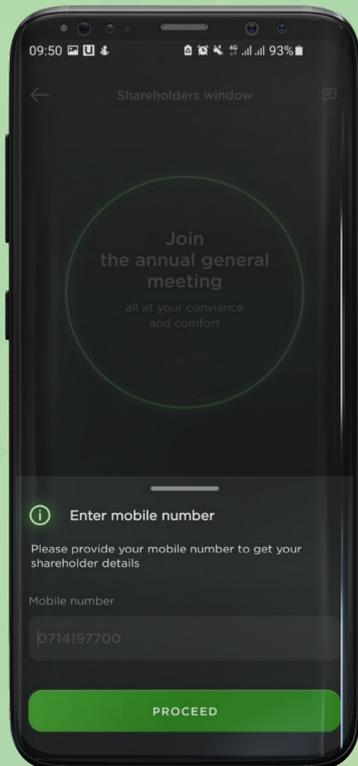
2019	TZS 61,773
2018	TZS 29,070
2017	TZS 18,168
2016	TZS 36,337

LODGE QUERY THROUGH SimBanking



Step 1

On Shareholder's page, click Lodge query button



Step 2

For now, Shareholder notified to lodge claim at a Branch



MKUTANO MKUU WA WANAHISA 2021

Muongozo kwa msomaji





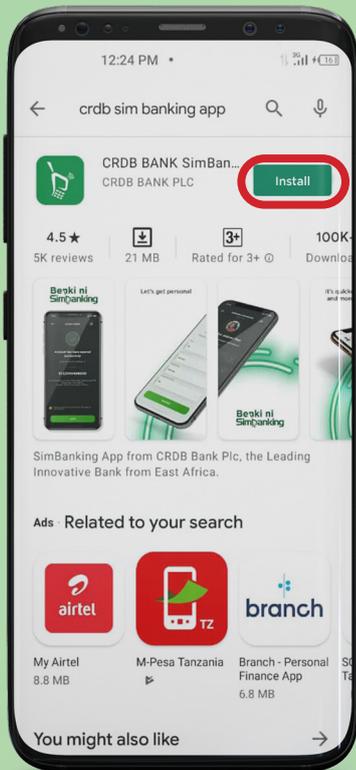
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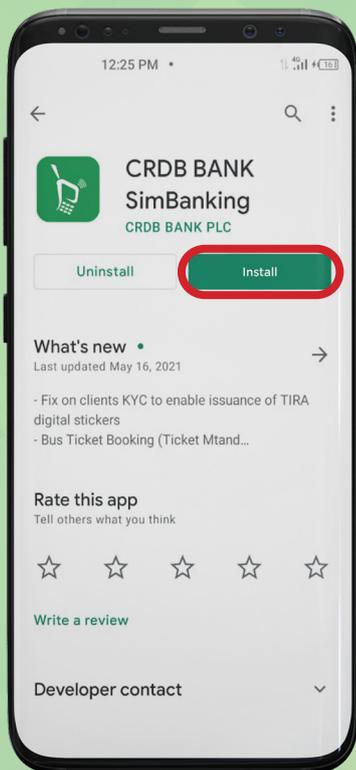


PAKUA APP YA SimBanking



Hatua ya 1

Tembelea PLAYSTORE au Apple Store kisha tafuta App ya SimBanking



Hatua ya 2

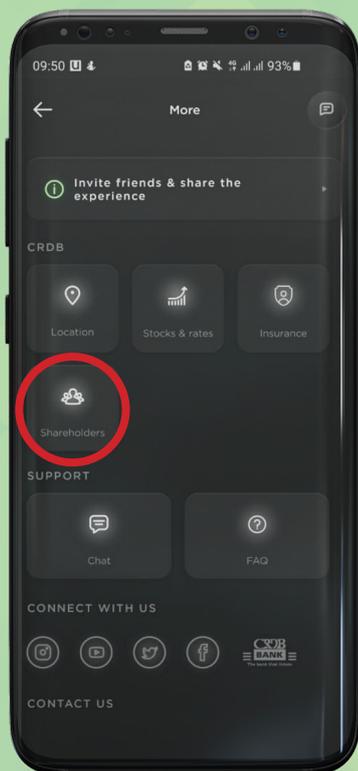
Chagua App ya SimBanking kisha bofya "install"

KUJISAJILI KATIKA MKUTANO MKUU WA WANAHISA KUPITIA APP YA **SimBanking**



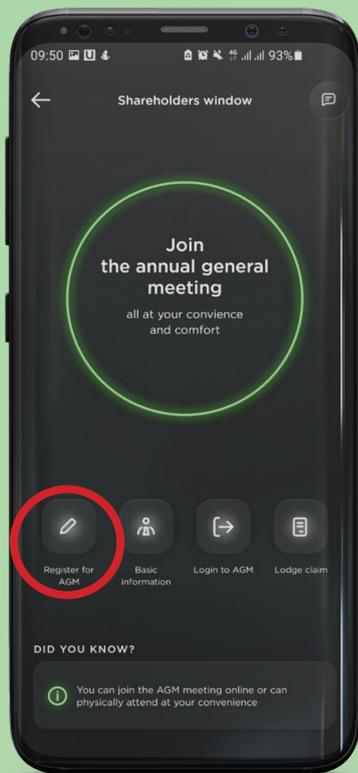
Hatua ya 1

Baada ya kupakua App ya SimBanking, bofya “Zaidi”



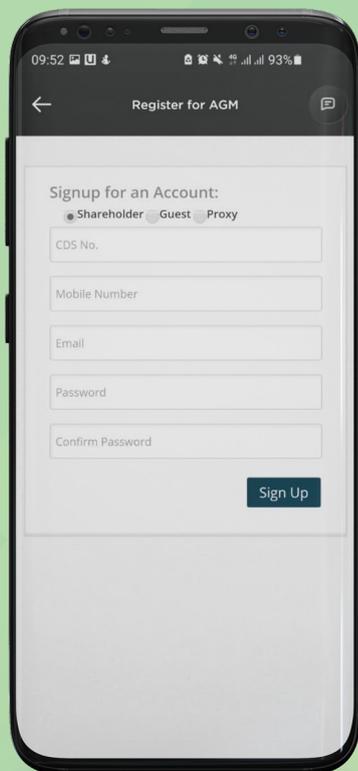
Hatua ya 2

Chagua “shareholders”



Hatua ya 3

Bofya "Register for AGM" kujisajili



Hatua ya 4

Kisha endelea na usajili

JINSI YA KUINGIA KWENYE MKUTANO MKUU WA WANNAHISA

Hatua ya 1

Bofya hapa chini

<https://eagm.creg.co.zw/crdb/login.aspx>

Hatua ya 2

Kisha bofya “sign-up” kujisajili

Login

Please provide your details

DON'T HAVE AN ACCOUNT?
Sign-Up

Hatua ya 3

Chagua “**Shareholder**” kama ni Mwanahisa, “**Guest**” Kama mgeni au “**Proxy**” kama muwakilishi wa Mwanahisa.

Kumbuka: Neno la siri liwe na herufi 8 au Zaidi

Signup for an Account:

Shareholder Guest Proxy

CDS No.

Mobile Number

Email

Password

Confirm Password

[Sign Up](#)

Shareholders

Hatua ya 4

Weka nambari ya mwanahisa “CDS” na Neno la siri kisha bonyeza kitufe “Login” kujngia

Login

Please provide your details

[Login](#)

DON'T HAVE AN ACCOUNT?

[Sign-Up](#)

Hatua ya

5

Bonyeza kitufe **“Register”** kujisajili

Please Register for Attendance

Active Meeting: CRDB BANK PLC AGM Number: 1 Date: 03 May 2021 Meeting ID: 107 Company: CRDB

Registration

Select Category: Shareholder

Holder	Name	Address	Shares	Proxy Name	Registered
<input checked="" type="checkbox"/>	126284	DAMAS MAVUNDO ASSEY	P.O. BOX 31228 DAR ES SALAAM	3827082	<input type="checkbox"/>

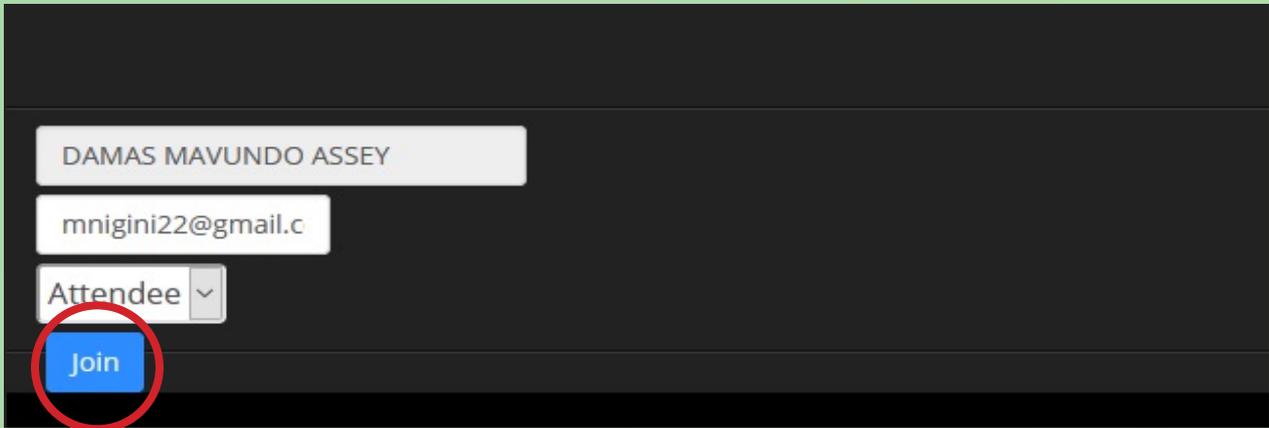
Register

Shareholder/Proxy successfully registered.

OK

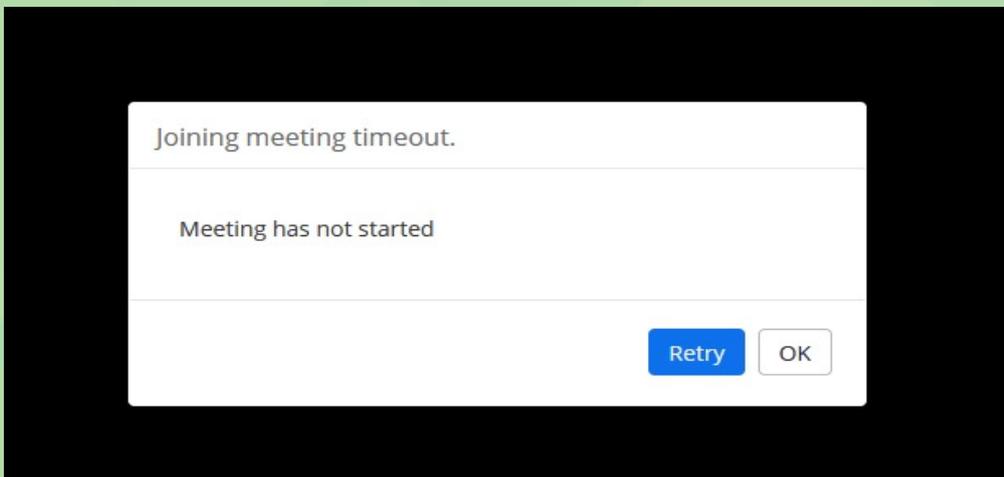
Hatua ya 6

Bonyeza kitufe “**join**” kuona mkutano wa Wanahisa mubashara

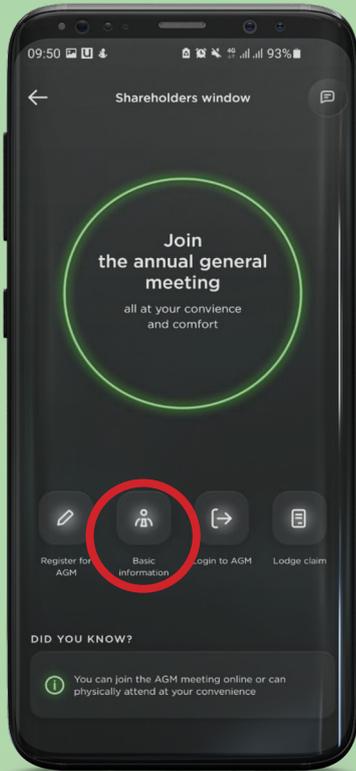


Hatua ya 7

Picha zitaonekana mubashara punde mkutano utakapoanza

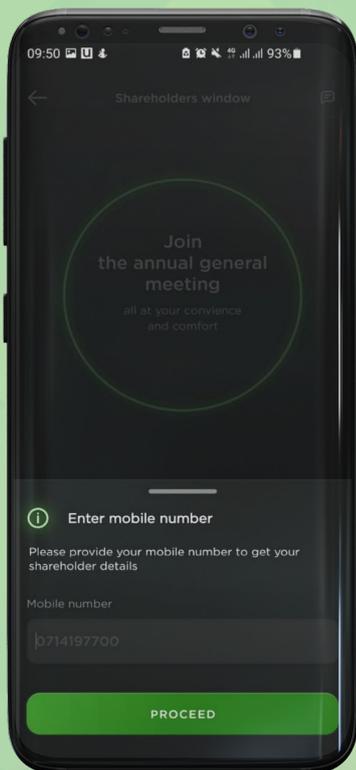


TAARIFA ZA GAWIO KUPITIA APP YA SimBanking



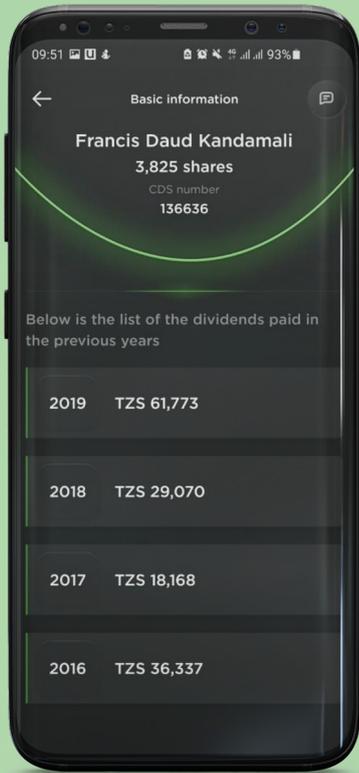
Hatua ya 1

Baada ya kufungua ukurasa wa Wanahisa yaani "Shareholders", bofya "Basic information"



Hatua ya 2

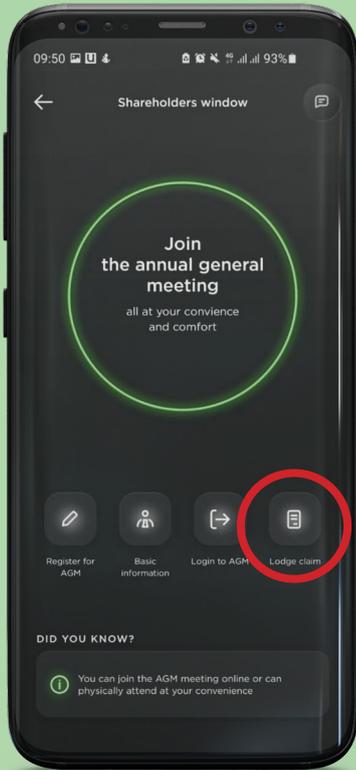
Kisha ingiza nambari ya simu



Hatua ya 3

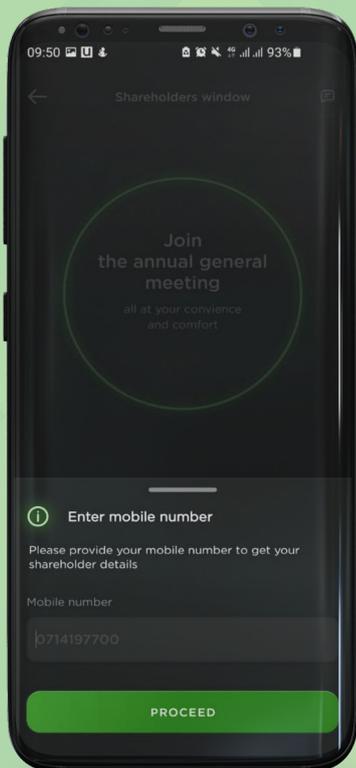
Utaweza kuona taarifa za gawio la Mwanahisa kwa miaka minne

TAARIFA ZA GAWIO KUPITIA APP YA Simbanking



Hatua ya 1

Baada ya kufungua ukurasa wa Wanahisa yaani "Shareholders", bofya "Lodge query"



Hatua ya 2

Ndugu mwanahisa, tafadhali fika kwenye tawi la CRDB lilioko klaribu na wewe kupata ufafanuzi. Au piga simu kwenda +255 753 260 176 au tuma ujumbe mfupi kupitia WhatsApp +255 767 757 215

FAQ



How do I create an account/sign up?

Step 1 Go to the link provided on the notice

Step 2 Click Sign up

Step 3 Indicate your representational criteria by clicking on either;

- a) shareholder
- b) proxy
- c) non-shareholder

Step 4 Complete the details required in each field

Step 5 Click **Sign Up** to complete the sign process

An email notification confirming account authorisation will be sent to you within 48hrs after sign up

How do I Register to attend a meeting as a shareholder?

When Sign up has been approved,

Step 1 Go to Sign In page

Step 2 Enter username

Step 3 Enter Password

Step 4 Click Login

Step 5 Click Register to attend active meeting

Registration Complete

How do I register to attend a meeting as a proxy?

Step 1 Proxies are to submit duly completed Proxy Forms to the Registrar with sufficient details of shareholders to be represented.

Step 2 Proxy to go through the SIGN-UP process

Step 3 after receipt of sign-up notification, the proxy is to sign in by capturing username and password created on signing up.

Step 4 Once signed in for the first time, proxy is required to verify details of shareholders represented.

Registration Complete

How do I register as a non-shareholder?

Step 1 Member to go through the SIGN-UP process as detailed in the response to the first question.

When Sign up has been approved,

Step 2 Go to Sign In page

Step 3 Enter username

Step 4 Enter Password

Step 5 Click Login

Step 6 Member is prompted to verify personal details and confirm by clicking register before entering meeting page.

Registration Complete

How do I vote?

As a Shareholder;

Step 1 Read carefully the resolutions populating on the right side of the screen.

Step 2 Cast your vote by clicking on the preferred option provided next to each resolution. Voting Options are (For, Against, Abstain)

As a Proxy;

Step 1 Read carefully the resolutions populating on the right side of the screen.

Step 2 Click the vote tab placed against the resolutions

Step 3 A pop showing voting options for each shareholder represented will appear. The proxy may select voting options for each shareholder and submit the votes under each resolution.

NB: Votes will only be cast when the administrator activates voting against each resolution. Shareholders and Proxies will be notified if the vote was successfully submitted after voting. Non-shareholders do not have the right/options to vote.

How do I join the conference facility to follow proceedings?

After Registration

Step 1 Attendees (shareholders, proxies and non-shareholders) are to click "**Join**", on the left side of the screen.

Step 2 To receive audio and activate the Mic, attendees are to click the blue prompt that reads "**Join with Computer Audio**"

Admin (Sign up Approval)

Sign in as Admin

Go to Representation and select "Approve Sign-Ups"

Select the sign ups to be approved and approve on admin's discretion.

