

Share-Based Incentive Schemes Communication

Dear Colleagues

Accessing information about your ARM share-based incentive scheme portfolio has been made easier. Now you may access this information on the ARM portal <https://www.armshareschemes.co.za>.

Here is what you need to know.

Frequently Asked Questions

Question	Answer
How do I register on the portal if I am a first time user?	<ul style="list-style-type: none"> Click on https://www.armshareschemes.co.za or copy this link into your web browser. Choose Register and enter your ARM email address. Follow the instructions.
How do I log into the portal after I have registered?	<ul style="list-style-type: none"> Click on https://www.armshareschemes.co.za or copy this link to your web browser. Log in using your ARM e-mail address as the user name. The portal will send a One Time Pin (OTP) to your registered mobile phone every time you log in.
May I use my mobile device to connect to the portal?	<ul style="list-style-type: none"> The portal is optimised for laptops and desktop web browsers. Some mobile devices may work. It is not advised to only rely on your mobile device to connect to Singular at this stage.
Can someone help me to log in or use the portal?	<ul style="list-style-type: none"> Contact ARM IT on 011 779 1112 or ithelpdesk@arm.co.za Support service available 24/7; rotational phone service after hours.
What do I do if I forget my password?	<ul style="list-style-type: none"> Choose Login and I forgot my password. Enter your ID number and ARM e-mail address. Follow the instructions from the e-mail you will receive shortly.
How do I change my password?	<ul style="list-style-type: none"> Choose My Profile and enter the old password and the new password in repeating fields. Log in using your new password.

Who is the portal service provider?	<ul style="list-style-type: none"> • Singular Systems is ARM's authorised portal service provider. • To contact Singular: <ul style="list-style-type: none"> ○ Go to the Contact Us page; or ○ E-mail Singular on arm@singular.co.za; or ○ Call the dedicated phone number on 087 015 0023.
What services can Singular System assist with?	<ul style="list-style-type: none"> • Contact Singular Systems for information about your share-based incentive portfolio or to provide instructions when accepting share awards. • Contact ARM IT for assistance with accessing the portal.
Are all my share history documents available?	<ul style="list-style-type: none"> • Singular gathered current and historic documents and uploaded these to your profile. • It is possible that a small number of historic documents are not displayed. • If so, please send an email to the address on the page Contact Us; Email Singular on arm@singular.co.za; or Call the dedicated phone number on 087 015 0023.
What can I do on this portal?	<ul style="list-style-type: none"> • View and print your recent history of share awards and share option grants. • View and print your scheme documents. • View and print ARM's policies. • Use the scenario analyses calculators for purposes of establishing approximate value before settling vested share awards or exercising share options.
Can anyone else see my shares and shares scheme information?	<ul style="list-style-type: none"> • Only the participant, the ARM share scheme administrator and approved ARM officers have access to your ARM share information and share options.
Can I trade my share awards or share options on the portal?	<ul style="list-style-type: none"> • This portal is intended to provide you with information about company share awards and share options. • This portal does not replace your share trading account.
Who do I contact when my share options vest?	<ul style="list-style-type: none"> • You will receive an e-mail with settlement instructions for approving, one month before the vesting of awards.
Who do I contact if I want to exercise my share options?	<ul style="list-style-type: none"> • Click My Instructions and complete the share option exercise form and submit to the company secretary subsidiaries.
Where can I find share and share option information which is not on the portal	<ul style="list-style-type: none"> • Go to the Contact Us page; or • Email Singular on arm@singular.co.za; or • Call the dedicated phone number on 087 015 0023.

Kind regards

**ARM Group Company Secretariat and
ARM Technology and Information Management**