FAQs on the Internet Service of Siemens Healthineers AG

1. **Where do I find my access data for the Internet Service?**

   If you have never logged on to the shareholder portal before, you can find your access data on the rear of the letter you received by postal mail along with the notification of attendance materials.

   If you have already registered for the Internet Service, log on with your Shareholder Number and the personal password you have chosen.

   If you have multiple Shareholder Control Numbers for your shareholding, each Shareholder Control Number must be registered individually on the shareholder portal.

2. **How do I access the Internet Service for the coming Shareholders' Meeting?**

   You can access the Internet Service using the following link:
   https://www.corporate.siemens-healthineers.com/investor-relations/hv#Internet_Service

3. **Whom can I contact if I have questions on how to use the Internet Service?**

   If you have technical questions on using the shareholder portal, please contact directly:

   Computershare hotline for questions on using this Internet Service:
   Mondays to Fridays from 9 a.m. to 5 p.m.
   Phone: +49 89 30903-6346
   E-mail: aktionaersportal@computershare.de

   If you have questions on the share or require further information, visit the Investor Relations section on Siemens Healthineers AG's website.

4. **How can I register for future electronic delivery of the invitation materials?**

   After logging in to the Investor Service, you can register for electronic delivery of the invitation materials in the section "My Profile" in the menu under the communication settings. To do that, you must store your e-mail address and consent to electronic communication in the Internet Service. Registering for electronic delivery of the materials also means you can take part in the Siemens Healthineers contest.

   You can also change your e-mail address or revoke your consent to electronic delivery at the same place.

5. **Can I revoke my consent to electronic delivery of the invitation materials?**

   You can revoke your consent in the communication settings under "My profile". The materials for the Shareholders' Meeting will then be sent to you by postal mail again next year.

6. **I have forgotten my personal password and so cannot access the portal. How can I access it again?**

If you can no longer remember your password, you can use the "Forgot Password" function to reset your password. To do that, you need your Shareholder Control Number and shareholder information (first name and surname or company name, city and shareholding).

If your account is locked because you have entered your password incorrectly several times, please contact our technical support:

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7. **My account has been locked because I entered my password incorrectly several times and I am shown the message "Please contact support". What exactly do I need to do in this case?**

If you enter an incorrect password five times in the Internet Service, your account is automatically locked. That means you can no longer reset your password yourself. In such an event, please contact our technical support:

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Technical support will reset your account and you can then choose a new password using the "Forgot Password" function.

8. **With which terminal devices can I use the Internet Service?**

The Internet Service for the Shareholders' Meeting of Siemens Healthineers AG has a responsive design. That means you can use the service with all common terminal devices, such as a PC, laptop, tablet and smartphone.

9. **I have problems opening the Internet Service with my browser. Is the service only available for certain browsers?**

The Internet Service is available to you all year round in all current versions of common browsers and on all terminal devices.