

FAQs ORDINARY GENERAL SHAREHOLDERS' MEETING - 4 APRIL 2025-

CALL TO MEETING, FORMAT FOR HOLDING THE MEETING, AND WAYS TO PARTICIPATE	6
1. When will the next ordinary general shareholders' meeting be held?	6
2. What format will the general meeting have?	6
3. How is the meeting called?	6
4. Who has the right to participate in the general meeting?	6
5. How can I participate in the general meeting?	6
6. How can I obtain the information required to facilitate shareholders' attendance at and participation in the next general meeting?	7
7. How many votes does a shareholder (or their proxy) have?	7
8. What is the quorum required so that the meeting may be deemed validly convened and shareholders may approve the items on the agenda?	7
9. How can I be informed of the resolutions adopted at the meeting in the event that I cannot attend?	8
10. Will shareholders get a souvenir as a memento for attending the meeting?	8
11. Where and how can I pick up the referred souvenir?	8
12. Will any attendance fee (monetary payment per present or represented share) be paid by reason of the holding of the meeting?	8
AGENDA.....	9
13. How can I become apprised of the resolutions proposed by the board of directors in connection with the items on the agenda?	9
14. Prior to the holding of the meeting, can a shareholder request that one or more items be included on the agenda?	10
15. How should this right be exercised? Is there a deadline for doing so?	10
16. What do the call to meeting and the card refer to by "Proposals on items not included on the agenda"?	10
17. Who may propose a resolution during the course of the meeting?	10

REMOTE OR VIRTUAL ATTENDANCE TO THE MEETING..... 11

18. How can I attend the general meeting?	11
19. What happens if I register on 3 April 2025, on first call, and the meeting is finally held on 4 April, on second call?	11
20. What are the requirements to access the General Shareholders' Meeting Platform and remotely attend the meeting?	11
21. What agreement do I need to sign? How far in advance?	12
22. Where can I find more information on how to attend the meeting through the General Shareholders' Meeting Platform?	13
23. What can I do if I have a technical problem that prevents me from accessing the General Shareholders' Meeting Platform or during the meeting?	13
24. What can I do if, due to my personal situation, I prefer to attend the meeting from a Bank branch, using a device provided by the Bank?	13
25. May another person attend the meeting on my behalf? Does he/she need to be a shareholder?	13
26. In what time slot can I register as a meeting attendee on the General Shareholders' Meeting Platform?	13
27. If several holders appear on the attendance card, how many of them may attend the general meeting?	14
28. Can I access the meeting broadcast after the deadline for registration?	14
29. Is there are charge for remotely attending the meeting?	14
30. Is remote attendance through the "Santander Shareholders and Investors" app enabled?	14
31. Can proxies be granted to persons who attend remotely, even if they are not shareholders?	14
32. Will legal persons be able to remotely attend the meeting?	14
33. What documents do legal persons need to evidence proxy representation?	15
34. Will non-residents in Spain be able to remotely attend the meeting?	15
35. Does the Bank have any system to follow the ordinary general meeting without having to remotely attend the meeting?	15
36. Who can make a presentation in the meeting?	15
37. How can I make a presentation in the meeting?	15
38. What are the requirements to participate in the meeting?	15
39. What should I do if I wish to make a written presentation at the meeting?	16
40. What should I do if I wish to make an audio or video presentation at the meeting?	16
41. How long can each audio or video presentation be?	16
42. How many audio or video presentations can I submit?	16
43. How many written presentations can I submit?	16

44. If I have submitted an audio or video presentation (before or during the meeting), can I submit a written presentation during the meeting?	17
45. Can I change my audio or video presentation after submitting it? Until when?	17
46. What happens with participations submitted before the start of the meeting?	17
47. What should I do if I want my presentation to be recorded verbatim in the minutes of the meeting?	17
48. Will I be able to view the audio or video presentations made by other shareholders (or their proxy representatives)?	17
49. Will I be able to view the written presentations made by other shareholders (or their proxy representatives)?	18
50. What happens if one of the joint holders has submitted an audio or video presentation before the meeting and another joint holder registers as attendee on the day of the meeting under the same shareholder number?	18
51. What happens if a person designated as proxy representative by a shareholder has submitted an audio or video presentation before the meeting and on the day of the meeting the shareholder registers as attendee?	18
52. How will the requests for information made by attendees be answered?	18
53. When will I be able to cast my vote?	18
54. What is the difference between abstaining and blank votes?	18
55. When does the voting process end?	18
56. Will the actions taken and the votes cast by attendees be recorded by the Notary for the meeting?	19
57. What should I do if I want to leave the meeting and want it to be recorded by the Notary?	19
58. What happens to my vote if I leave the meeting disconnecting from the General Shareholders' Meeting Platform?	19

ADVANCE PROXY-GRANTING AND DISTANCE VOTING: ELECTRONIC MEANS OR POSTAL DELIVERY / CORRESPONDENCE..... 20

59. Can I grant a proxy by these means to another person, even if they are not a shareholder? Must the proxy representative be a Bank shareholder? Can they be a legal person?	20
60. If I have granted a proxy to another person, does such proxy also cover proposals regarding items not included on the agenda?	20
61. Can a proxy granted be revoked?	20
62. How can a designated proxy representative participate in the meeting?	20
63. Can I cast my vote remotely prior to the meeting?	20
64. How are votes cast from a distance prior to the meeting treated?	20
65. Can votes cast remotely be changed once they have been cast?	20
66. What happens if my shareholding changes after I have granted my proxy or cast my distance vote in advance?	21

67. What options do I have to grant my proxy or vote prior to the meeting?.....	21
68. What happens if I have voted or granted a proxy electronically and then I attend the meeting?	21
69. If one same shareholder has granted a proxy and cast their advance distance vote, which one shall prevail? ..	21
70. If I grant a proxy electronically, on the one hand, and in a printed card, on the other, which prevails?.....	21
71. If I vote electronically prior to the meeting, on the one hand, and by hand or post, on the other, which prevails?	21
72. If I am the holder of several voting/proxy cards, must I carry out the whole proxy-granting/voting process for each of the cards?	21
73. If several holders are displayed on the attendance card, proxy, and distance vote, who shall exercise the advance voting or proxy right?	21
74. I am the legal representative of a minor who is a shareholder. How can I exercise their advance proxy or voting rights?.....	22
75. How can I grant my proxy or vote prior to the meeting through electronic means?.....	22
76. What agreements do I need to sign to grant my proxy or vote prior to the meeting through electronic means? How far in advance?.....	22
77. Who may grant a proxy or vote prior to the meeting through electronic means?.....	23
78. Until when can I grant my proxy or vote prior to the meeting through electronic means?.....	23
79. Is there any charge for electronic proxy-granting and voting?	24
80. Who shall notify the proxy representative of the proxy granted by electronic means?	24
81. Must proxy representatives accept electronic proxies?	24
82. How can the designated proxy representative participate in the meeting?	24
83. May I revoke an electronic proxy?.....	24
84. Once the proxy has been granted or the vote cast in advance by electronic means, will I be provided with proof of my action?	24
85. Are legal persons also entitled to vote and grant a proxy by electronic means?	24
86. Where can I find help if I have a technical problem that prevents me from voting or proxy-granting by electronic means?.....	25
87. How can I grant my proxy or vote prior to the meeting through hand-delivery or postal correspondence?	25
88. Until when can I grant my proxy or vote prior to the meeting through hand-delivery or postal correspondence?.....	25
89. Must proxies issued through hand-delivery or postal correspondence be accepted by the proxy representative?	25

ATTENDANCE, PROXY AND DISTANCE VOTING CARD26

90. What should I do if I do not receive the attendance card for the meeting? 26
91. May I request at the branch a duplicate of the attendance, proxy and distance voting cards for other shareholders who are relatives of mine? 26
92. What must I do if I need to modify any of my personal details in the attendance, proxy and distance voting card? 26
93. What must I do if the number of shares appearing on the attendance, proxy and distance voting card is not the same as the number of shares I hold? 26

ELECTRONIC SHAREHOLDERS' FORUM27

94. What is the Forum for? 27
95. Who can use the Electronic Shareholders' Forum? 27
96. How can I access the Forum? 27
97. How can I register on the Forum? 27
98. What kind of messages can I send? 29
99. How can I exercise my rights as a shareholder through the Electronic Forum? 29
100. Can I send notices to the Bank through the Electronic Forum? 29

CALL TO MEETING, FORMAT FOR HOLDING THE MEETING, AND WAYS TO PARTICIPATE

1. When will the next ordinary general shareholders' meeting be held?

The meeting is scheduled to take place at 12:30 p.m. (CEST) on 4 April 2025, on second call, although it is also called to be held on first call on 3 April 2025, at the same time (the meeting is usually held on second call).

2. What format will the general meeting have?

The meeting will be held exclusively by remote means, i.e. without the physical attendance of the shareholders, their proxy representatives or guests. The meeting must be attended through the **"General Shareholders' Meeting Platform"** accessible at the internet address www.juntasantander.com or via the corporate website www.santander.com (through the "Annual General Meeting" section).

3. How is the meeting called?

Through a notice published in the Official Gazette of the Spanish Commercial Registry (Boletín Oficial del Registro Mercantil) and on the corporate websites of Banco Santander (www.santander.com) and the National Securities Market Commission (Comisión Nacional del Mercado de Valores) (CNMV) (www.cnmv.es) at least one month prior to the date scheduled for the meeting. This time, the meeting is expected to be formally called through the relevant communication to the CNMV with the text of the call to meeting, and the publication of the announcement in the Official Gazette of the Spanish Commercial Registry (Boletín Oficial del Registro Mercantil) and its inclusion in the Bank's corporate website (www.santander.com) on 28 February 2025. The meeting is expected to be held on 4 April 2025, on second call (the first call being on 3 April).

In addition, Banco Santander communicates the call to the meeting by written notice sent to the shareholders by the chair, together with the corresponding attendance, proxy and distance voting card, which contains the agenda for the meeting.

All the information and documents relating to the general meeting are also available on Banco Santander's corporate website (www.santander.com) (see question 13).

4. Who has the right to participate in the general meeting?

All who are shareholders at the end of 28 March 2025, and thus who have, in general, purchased their shares no later than 26 March, are entitled to participate in the general meeting.

Shareholders must have their Banco Santander shares registered in their name no later than 30 March 2025 if the meeting is held on second call, as expected (or 29 March 2025 if the meeting is held on first call), and meet the other requirements established in the Bylaws. To this end, in both cases, the purchase of shares must have been settled no later than Friday 28 March 2025 in order to be able to participate in the meeting.

Taking into account that settlement in the Spanish stock market takes two trading days, the purchase of shares to be able to participate in the meeting must generally be made no later than 26 March 2025. Please note however that the settlement period in other stock markets where the Bank's shares are listed may be different.

5. How can I participate in the general meeting?

You can participate in the general meeting by remotely attending the meeting on the date it is held, delegating in a proxy who attends the meeting, or voting remotely prior to the meeting.

6. How can I obtain the information required to facilitate shareholders' attendance at and participation in the next general meeting?

As from the publication of the notice of the meeting, the Bank has posted on its corporate website (www.santander.com), among other documents of interest for the meeting, the text of all the resolutions proposed by the board of directors in connection with the items on the agenda (including the directors' remuneration policy), together with the relevant directors' reports, legal grounds, reasoned proposal or detailed recommendation, when applicable, in those cases in which it is mandatory or otherwise deemed appropriate, as well as the form of the attendance, proxy and distance voting card.

In addition, should there be a supplement to the call to meeting, as from its publication, the Company will post on its corporate website the proposals to which such supplement refers and that have been communicated to the Company.

Without prejudice to any requirements established by Law, the Bank will post on its corporate website such information as it deems appropriate in order to facilitate shareholders' attendance and participation, including:

- a. Information on the meeting format and an explanatory guide to facilitate attendance.
- b. Description of the proxy-granting and advance voting mechanisms.
- c. Instructions for proxy-granting and voting prior to the meeting, remote attendance, and the Electronic Shareholders' Forum, where shareholders will also find additional information about the technical means that they (or their proxy representatives) must have to use the General Shareholders' Meeting Platform, as well as the resources that the Bank provides to facilitate the use of this participation mechanism.
- d. Information on any systems or procedures that facilitate following and participating in the meeting, such as simultaneous translation mechanisms, broadcast through audiovisual means, information in other languages, etc.

7. How many votes does a shareholder (or their proxy) have?

Shareholders (or their proxy representatives) have one vote for every share they own (or represent).

8. What is the quorum required so that the meeting may be deemed validly convened and shareholders may approve the items on the agenda?

In order for shareholders at the meeting to be able to resolve on the issuance of debentures, any capital increase or reduction, transformation, merger, split-off or overall assignment of assets and liabilities, elimination or limitation of pre-emptive rights, and, in general, any amendment to the bylaws, the attendance shall be required, on first call, of shareholders present, in person or by proxy, who hold at least 50% of the subscribed capital with a right to vote. On second call, the attendance of shareholders holding 25% of such share capital shall suffice, provided, however, that when in this latter case shareholders holding less than 50% of the share capital with a right to vote are in attendance, the aforementioned resolutions may only be passed upon the favourable vote of two thirds of the capital whose holders are present at the meeting, in person or by proxy.

Beyond the cases indicated above, the meeting shall be validly convened on first call with the presence, in person or by proxy, of shareholders holding at least 25% of the subscribed share capital with a right to vote. On second call, the meeting shall be validly convened irrespective of share capital in attendance.

Exceptionally, in connection with the adoption of the proposal under item 7 C on the agenda, on the approval of maximum ratio between fixed and variable components of total remuneration of executive directors and other employees belonging to categories which professional activities that have a material impact on the risk profile, the shareholders of the entity shall take its decision by a majority of at least two thirds, provided that shareholders

holding at least 50% of the share capital with a right to vote are in attendance or represented by proxy. If this quorum is not reached, shareholders shall make their decision by a majority of at least three quarters of the share capital with a right to vote in attendance or represented by proxy. Executive directors and other employees who benefit from the proposed resolution may not exercise, directly or indirectly, the voting rights to which they might be entitled as Bank shareholders regarding the proposal.

9. How can I be informed of the resolutions adopted at the meeting in the event that I cannot attend?

Pursuant to applicable laws and regulations, in the “Annual General Meeting” section of its corporate website www.santander.com, the Bank will make public the quorum obtained, a breakdown of the voting, and the resolutions passed at the meeting.

10. Will shareholders get a souvenir as a memento for attending the meeting?

Yes, a memento for remote attendance, or for delegating or distance voting will be given while stocks last.

11. Where and how can I pick up the referred souvenir?

An exclusive souvenir will be available for you at the branch with which you usually do business while stocks last, after you have provided evidence of your participation. If you are not a depositor with our entity, you will have to go to the branch that is closest to your domicile.

12. Will any attendance fee (monetary payment per present or represented share) be paid by reason of the holding of the meeting?

No payment of an attendance fee is contemplated.

AGENDA

13. How can I become apprised of the resolutions proposed by the board of directors in connection with the items on the agenda?

As from the publication of the notice of call to the ordinary general shareholders' meeting, the Bank has posted on its corporate website the text of all resolutions and supporting reports (or legal grounds, reasoned proposal or detailed recommendation, as applicable) proposed by the board of directors in connection with the items on the agenda.

Furthermore, should there be a supplement to the call to meeting, as from its publication, the Company will post on its corporate website the text of the proposals to which the supplement refers and that have been communicated to the Company.

In addition, in the exercise of their right to receive information, shareholders may obtain from the Company, immediately and free of charge, the annual accounts, the directors' report (including the statement of non-financial information) and the auditor's report for financial year 2024, as well as the consolidated accounts, the Group's directors' report (including the consolidated statement of non-financial information) and the auditor's report for such financial year. All these documents are also available on the Bank's corporate website (www.santander.com).

In connection with items 6 A, 6 B, 7 A and 7 C of the agenda, starting on the date of publication of the announcement of the call to meeting and once it has been communicated to the National Securities Market Commission (*Comisión Nacional del Mercado de Valores*), shareholders may examine at the registered office of the Company (Paseo de Pereda 9 al 12, 39004 Santander, Cantabria) the full text of the proposed resolutions and the mandatory reports prepared by the directors (or, in the case of item 7 C, of the detailed recommendation of the board of directors), as well as request that such documents be delivered or sent to them free of charge. The reasoned proposal regarding the directors' remuneration policy (item 7 A), together with the text thereof and the specific report of the remuneration committee on the policy, are available to the shareholders, who may also request that they be delivered or sent to them free of charge, at the Bank's registered office and, also from the date of publication of the announcement of the call and once it has been communicated to the National Securities Market Commission (*Comisión Nacional del Mercado de Valores*), on the Bank's corporate website (www.santander.com).

Shareholders may also obtain at the registered office of the Company the full text of the other documents (including the annual directors' remuneration report and the explanatory report of the board on the expertise, experience and merits of the candidates referred to in items 3 B through 3 F, and the reasoned proposal of the nomination committee, which includes the curricula vitae of the aforementioned candidates) and other proposed resolutions submitted to the shareholders' decisive or consultative vote at the general shareholders' meeting.

In connection with the above, shareholders are informed that, due to the ongoing refurbishment works at the Bank's registered office, access to the premises may be limited. Therefore, shareholders can also consult all the documentation made available at the Bank's registered office, at the provisional office of the Bank's General Secretariat located at calle Calvo Sotelo 19, first floor, in Santander. The documentation will also be available on the Bank's corporate website (www.santander.com) from the date of publication of the announcement of the call and once it has been communicated to the National Securities Market Commission (*Comisión Nacional del Mercado de Valores*).

All of the foregoing is without prejudice to the provisions of articles 197, 519 and 520 of the Spanish Capital Corporations Law (*Ley de Sociedades de Capital*) and the relevant provisions of the Rules and regulations for the general shareholders' meeting. All such requests for information may be made by submitting the request at the registered office or by sending it to the Company by post or by remote means of electronic communication or of data transmission, subject to the terms specified in the notice of the call to meeting and on the Bank's corporate website.

14. Prior to the holding of the meeting, can a shareholder request that one or more items be included on the agenda?

Shareholders representing at least three per cent of the share capital may request the publication of a supplement to the call to the meeting, which may include one or more items on the agenda, so long as the new items are duly reasoned or include a substantiated proposal for a resolution, all as provided by the Spanish Capital Corporations Law.

15. How should this right be exercised? Is there a deadline for doing so?

This right must be exercised by means of verifiable notice that must be received at the registered office within five days of the publication of the call to the meeting and which must also state the identity of the shareholders exercising the right and the number of shares they own, as well as the items to be included on the agenda, with the rationale thereto or the substantiated proposals for resolutions concerning such items and any other relevant documentation.

The supplement to the call to the meeting must be published a minimum of fifteen days prior to the date set for the meeting. The supplement, as well as the text of the proposals included in it, will be posted on the Bank's corporate website.

16. What do the call to meeting and the card refer to by "Proposals on items not included on the agenda"?

It refers to those matters on which the meeting can vote even if they are not included in the agenda as it is allowed by Law, such as the removal of one, several, or all the Bank directors, and the filing of a corporate derivative action (*acción social de responsabilidad*) against one, several, or all the Bank directors.

17. Who may propose a resolution during the course of the meeting?

In addition to the cases envisaged in section 16 above, all shareholders (or their proxy representative) attending the ordinary general meeting may, within the period they have to make and send their presentations, make proposals for resolutions to the general meeting on any item subject to voting on the agenda in the case of proposals that, pursuant to the Law, need not be submitted to the shareholders when the meeting is called or other requirements must be met. All of the above is without prejudice to the provisions set forth in the second paragraph of article 21.1 of the Rules and regulations for the general shareholders' meeting for alternative proposals.

REMOTE OR VIRTUAL ATTENDANCE TO THE MEETING

A. Attendance and registration

18. How can I attend the general meeting?

The board has resolved that the meeting will be held exclusively by remote means, i.e. without the physical attendance of the shareholders, their proxy representatives or guests. The meeting must thus be attended at the "Remote Attendance" section of the "General Shareholders' Meeting Platform" accessible via the internet address www.juntasantander.com or through the corporate website www.santander.com (through the "Annual General Meeting" section).

To attend the meeting, a shareholder (or their proxy) must register by logging on to the corresponding connection through the General Shareholders' Meeting Platform between 10:00 a.m. and 12:00 p.m. (CEST) on the day of the meeting. The meeting is expected to be held on second call (4 April 2025). Registration of attendees will not be allowed outside of this time period.

In the event that, as expected, the meeting is held on second call, attendees who have registered for the meeting on first call will be required to carry out the registration process again in order to be able to attend.

19. What happens if I register on 3 April 2025, on first call, and the meeting is finally held on 4 April, on second call?

In that case, attendees who registered on first call must register again on 4 April, between 10:00 a.m. and 12:00 p.m. (CEST), to attend the meeting.

20. What are the requirements to access the General Shareholders' Meeting Platform and remotely attend the meeting?

Those who are entitled to attend the meeting must use a device with internet access and sign the Consumer Digital Banking Agreement or the Agreement for Access to Electronic Voting and Proxy-Granting and Remote Attendance sufficiently in advance, as established in the instructions for proxy-granting and voting prior to the meeting, remote attendance and the Electronic Shareholders' Forum available on the Bank's corporate website (www.santander.com), which provide them with a number of passwords for the General Shareholders' Meeting Platform.

The device (computer, tablet or mobile phone) shall have a stable internet connection, Microsoft Windows 10 (64-bit), MacOS Catalina 10.15.4, Android 14.0 or iOS 18.1.1 operating system and an up-to-date web browser (recommended versions for desktops or laptops are Chrome 53, Edge 79, Firefox 36, Safari 14.1 or higher, and for mobile devices Chrome 53, Firefox 36, Safari IOS 14 or higher).

Those who wish to participate via audio or video should use a device that is compatible with the use of audio and/or video devices (microphone and/or web camera). For better quality in the recording of your presentation, it is recommended to use DSRL or mirrorless high-resolution (1080p Full HD (1920 x 1080)) or 4K webcams, earphones with a microphone or external lapel microphones, a USB condenser or cannon, natural light, with a facing window to remove shadows, or, failing this, lighting devices, and recording in a location with no ambient noise.

Before making an audio or video recording of your presentation, you must ensure that access to the microphone and/or camera is enabled. The recording should be made against a neutral background. It is recommended that you use a stable internet connection and that you keep your device fully charged or plugged in during the recording of your presentation and the course of the meeting. For best recording quality, it is also recommended to use high-resolution webcams, headphones with microphone or high quality microphones and to ensure that the lighting and ambient noise conditions are appropriate.

21. What agreement do I need to sign? How far in advance?

To guarantee attendees' identities, the proper exercise of their rights, interaction in real time, and that the meeting is adequately held, shareholders (or their proxy representatives) who wish to use the General Shareholders' Meeting Platform to remotely attend the meeting must sign any of the following agreements with the Bank sufficiently in advance (preferably, at least 72 hours before the date when the meeting is held):

a. Consumer Digital Banking Agreement (*Contrato de Banca Digital de Particulares*)

Shareholders who are individuals and who have already entered into a Consumer Digital Banking Agreement with the Bank may use it, using the passwords already provided to them under that agreement. If the individual shareholder is a customer of the Bank and wishes to sign the Consumer Digital Banking Agreement, the shareholder may do so through Online Banking (*Banca Online*) (through the route "Customer Access - Alta en Banca Online") or contact their branch.

If you have forgotten or misplaced your password, you may retrieve it at any of the Bank's branches, through the Online Banking (*Banca Online*) website (www.bancosantander.es), at the Bank's internet address www.juntasantander.com or by calling Superlínea ((+34) 91 512 31 23). You may also retrieve your password on the "Santander Shareholders and Investors" app. Likewise, should a shareholder wish to activate his or her password or if it has been revoked and a new password is needed, this can be done through Online Banking (*Banca Online*) (www.bancosantander.es).

b. Agreement for Access to Electronic Voting and Proxy-Granting and Remote Attendance

Shareholders who are individuals and have not entered into a Consumer Digital Banking Agreement, and shareholders that are legal entities (even if they have entered into a Consumer Digital Banking Agreement) must, for the sole purpose of using the electronic voting and proxy-granting mechanisms, and free of charge from the Bank, sign an Agreement for access and use of the private shareholders' area and for voting and proxy-granting by electronic means and remote attendance in the shareholders' meeting ("**Agreement for Access to Electronic Voting and Proxy-Granting and Remote Attendance**"). To do so, shareholders must access the "Request passwords" section of the General Shareholders' Meeting Platform or, if they use a mobile device compatible with Android or Apple iOS operating systems, the "Santander Shareholders and Investors" app, and follow the instructions provided therein. To complete the process, shareholders must sign the agreement:

- on the General Shareholders' Meeting Platform:
 - i. by selecting the "automatic online identification" mode and following the instructions provided, which include providing proof of identity in the form of an official identification document and signing the agreement with a digital signature without the need for an electronic certificate; or
 - ii. with a CERES electronic certificate issued by the Royal Spanish Mint Real Casa de la Moneda - Fábrica Nacional de Moneda y Timbre (RCM - FNMT) or with an electronic Spanish identity card (DNI). It will not be possible to sign the agreement by means of a CERES electronic certificate or an electronic Spanish identity card (DNI) through mobile devices; or
- in person at one of Banco Santander branches.

If a shareholder is a legal person, it, as the case may be, must complete and sign the agreement at one of the Bank's branches. Shareholders that are not resident in Spain or have any specific characteristics, shall contact the Bank through junta.accionistas@santander.com.

Shareholders are advised to immediately start the process for the signing of any of the foregoing agreements. This will provide them, sufficiently in advance to complete the corresponding processes within the established deadlines, with a set of passwords to access the computer applications for advance distance voting and proxy-granting, and, through them, an electronic signature.

22. Where can I find more information on how to attend the meeting through the General Shareholders' Meeting Platform?

In order to ensure the quality of the connection to the General Shareholders' Meeting Platform and to provide attendees with an additional explanatory guide to facilitate such connection, all shareholders (or their proxy representatives) who have the required access codes and who intend to attend the meeting remotely are kindly requested to send an email to asistentesjunta@gruposantander.com confirming this intention before 7:00 p.m. (CEST) on 3 April 2025 (the day prior to the day of holding the meeting on second call). This explanatory guide is also available on the corporate website of the Bank (www.santander.com). In any event, from the call to meeting and during the meeting itself, shareholders (or their proxy representatives) may write to the email address junta.accionistas@santander.com or call the Shareholder Helpline ((+34) 91 276 92 90) if they require assistance. Both mechanisms are also available for queries of this nature regardless of whether or not a meeting has been called. They can also go to any Banco Santander branch during branch business hours.

23. What can I do if I have a technical problem that prevents me from accessing the General Shareholders' Meeting Platform or during the meeting?

You may, before or during the meeting, write to the email address junta.accionistas@santander.com or call the Shareholder Helpline (+34) 91 276 92 90.

24. What can I do if, due to my personal situation, I prefer to attend the meeting from a Bank branch, using a device provided by the Bank?

You can send an email to junta.accionistas@santander.com, or call the Shareholder Helpline (+34) 912 769 290), in both cases no later than 28 March 2025, stating that you prefer to attend the meeting from a Bank branch, using a device provided by the Bank, and give a contact telephone number. Once such request has been received and if there is availability, you will be allocated a branch as close as possible to your address, where you can register and attend the general meeting on second call using the means provided by the Bank.

25. May another person attend the meeting on my behalf? Does he/she need to be a shareholder?

The right to attend general meetings may be delegated to any natural or legal person who need not be a shareholder (see section ADVANCE PROXY-GRANTING AND DISTANCE VOTING).

Shareholders who are individuals and do not have the full enjoyment of their civil rights and shareholders that are legal entities may be represented by the person who acts as their legal representative, who must provide evidence of such legal representation, or by whoever the legal representative may designate.

26. In what time slot can I register as a meeting attendee on the General Shareholders' Meeting Platform?

Shareholders (or their proxy representatives) who wish to remotely attend the meeting, be it on first or on second call, must register by connecting through the General Shareholders' Meeting Platform, from 10:00 a.m. (CEST) on the day when the meeting is held, that is, two and a half hours before the meeting starts, until 12:00 p.m. (CEST) on the day when the meeting is held, that is, half an hour before the meeting starts. Registration of attendees will not be allowed outside of this time period.

27. If several holders appear on the attendance card, how many of them may attend the general meeting?

Only one of them may attend the general meeting. The joint holder who registers first will be considered the attendee, designated by the other joint holders to exercise their shareholder rights. Access will be then denied to any other joint holder. For purposes of the provisions of section 126 of the Spanish Capital Corporations Law, it is presumed that the joint holder who carries out an act (proxy-granting, voting, or attending physically or from a distance) at any time has been appointed by the other joint holders to exercise the shareholder rights.

See also question 50.

28. Can I access the meeting broadcast after the deadline for registration?

Shareholders and their proxies who wish to access the meeting broadcast after attendee registration closes at 12:00 p.m. (CEST) may access the live broadcast of the meeting from the corporate website, but will not be included in the list of attendees.

29. Is there are charge for remotely attending the meeting?

No, this service is free of charge for shareholders (or their proxy representatives).

Attendees will cover the cost of connection through the telecommunications network supplied by each attendee's access provider.

30. Is remote attendance through the "Santander Shareholders and Investors" app enabled?

No, access to the "Remote Attendance" section of the General Shareholders' Meeting Platform must be made through a web browser via the internet address www.juntasantander.com or through the corporate website www.santander.com (through the "Annual General Meeting" section).

31. Can proxies be granted to persons who attend remotely, even if they are not shareholders?

Yes. Provided that these proxies have been received by the Bank by the deadlines set, the General Shareholders' Meeting Platform will provide the remote attendee with the proxies granted to them so that they may accept them, which will be equivalent to the signing of the card by the proxy representative. Furthermore, the proxy card may be submitted up to half an hour before the start of the meeting by the designated proxy representative who is remotely attending the meeting, following the instructions established on the General Shareholders' Meeting Platform upon their registration as an attendee for such purpose.

32. Will legal persons be able to remotely attend the meeting?

Yes, through the General Shareholders' Meeting Platform. To do so, they must sign the Agreement for Access to Electronic Voting and Proxy-Granting and Remote Attendance sufficiently in advance (preferably, at least 72 hours before the date when the meeting will be held). The agreement must be signed in a Bank branch, but, before that, they must access the "Request passwords" section of the General Shareholders' Meeting Platform or, if they use a mobile device compatible with Android or Apple iOS operating systems, the "Santander Shareholders and Investors" app, and follow the instructions provided therein.

The agreement must be signed by a proxy representative of the legal person who accredits sufficient authority to sign the agreement and participate in general meetings. The Bank will have to check that the documents provided prove that the representative in question has such powers.

Once the prior registration process has been completed on the corporate website and the agreement has been signed, the proxy representative must call the Shareholder Helpline ((+34) 91 276 92 90) or go to any branch to activate the passwords to attend the meeting through the General Shareholders' Meeting Platform.

33. What documents do legal persons need to evidence proxy representation?

They must provide documentation (e.g., a power of attorney or deed of appointment as sole director, joint director, or chief executive officer) that certifies they have sufficient authority to sign the contract and participate in general meetings on behalf of the legal entity. The Bank will have to check that the documents provided prove that the representative in question has such powers.

34. Will non-residents in Spain be able to remotely attend the meeting?

Yes, through the General Shareholders' Meeting Platform. Before this, however, they must write to the Bank at junta.accionistas@santander.com to adapt the mechanisms to attend the meeting with all due guarantees.

35. Does the Bank have any system to follow the ordinary general meeting without having to remotely attend the meeting?

Yes, an open live broadcast of the general meeting is expected to be provided through the Bank's corporate website, www.santander.com, which may be accessed by Bank shareholders and non-shareholders.

Watching the meeting on the Internet or through the Bank's corporate website without registering as a remote attendee does not amount to remote attendance to the meeting.

B. Presentations

36. Who can make a presentation in the meeting?

Any shareholder (or their proxy representative) who registers as an attendee on the General Shareholders' Meeting Platform on the date when the meeting is held (which is expected to be 4 April 2025) or, if they are not a shareholder, who accepts the relevant proxies, will be entitled to make a presentation in the meeting.

37. How can I make a presentation in the meeting?

Any shareholder (or their proxy representative) who, in the exercise of their rights, intends to participate in the meeting and, where applicable, exercise their rights to receive information, participate or make proposals may do so in writing or via audio or video.

38. What are the requirements to participate in the meeting?

You must access the "Presentations" section within the "Remote Attendance" section in the General Shareholders' Meeting Platform. See questions 20, 21, 22, 23 and 24, on the requirements to access the General Shareholders' Meeting Platform and the resources available in the event of technical problems or queries.

You must also register as an attendee at the meeting (as a shareholder or as a proxy representative) on the day when it is held (which is expected to be 4 April 2025). Audio or video presentations submitted before the meeting will be considered not to have been made and will be automatically cancelled before the start of the meeting if the relevant participant does not register as an attendee on the day of the meeting or, if the participant is not a shareholder, does not accept the corresponding proxies.

39. What should I do if I wish to make a written presentation at the meeting?

A shareholder (or their proxy representative) who, in the exercise of their rights, intends to participate in the meeting and, where applicable, exercise their rights to receive information, participate or make proposals shall express their intent to do so at the time of registration, following the instructions provided within the General Shareholders' Meeting Platform for such purpose. Following such expression of intent and by means of the participation form available for such purpose, the person attending remotely may state in writing and send the contents of a presentation, question or proposal from the time the chair declares the meeting to be validly in session until the conclusion, during the meeting and following the presentation of reports by the chair and the chief executive officer, of the presentation of the reports prepared by the chairs of the committees.

The form to send presentations in writing will contain a field to include a summary of the content of the presentation and another to state whether the presentation contains a proposed resolution that is legally required to be submitted for a vote at the meeting, without it having to be included in the agenda for the meeting (removal or derivative action (*acción social de responsabilidad*)). Documents related to the presentation may also be attached.

40. What should I do if I wish to make an audio or video presentation at the meeting?

The shareholder (or their proxy representative) may record and submit their audio or video presentation through the General Shareholders' Meeting Platform from 10:00 a.m. (CEST) on 2 April 2025, and during the meeting and following the presentation of reports by the chair and the chief executive officer, until the presentation of the reports prepared by the chairs of the committees ends. In order to submit presentations after 10:00 a.m. (CEST) on 4 April, participants will need to have previously registered as attendees at the general meeting to be held on second call.

The form to send audio or video presentations will contain a field to include a summary of the content of the presentation and another to state whether the presentation contains a proposed resolution that is legally required to be submitted for a vote at the meeting, without it having to be included in the agenda for the meeting (removal or derivative action (*acción social de responsabilidad*)). Documents related to the presentation may also be attached.

In order for audio or video presentations submitted before the start of the meeting to be considered to have been made for purposes of the general meeting, the relevant participant will need to register as an attendee on the day of the meeting (expected to be 4 April 2025) and, if the participant is not a shareholder, to accept the corresponding proxies. Otherwise, the presentation will be deemed to have not been made and will be automatically cancelled before the start of the meeting.

41. How long can each audio or video presentation be?

Each presentation should be no longer than five minutes.

42. How many audio or video presentations can I submit?

Each attendee may make one audio or video presentation, without prejudice to the fact that they may cancel or replace their presentation until the meeting starts.

43. How many written presentations can I submit?

Each attendee may make one written presentation.

44. If I have submitted an audio or video presentation (before or during the meeting), can I submit a written presentation during the meeting?

Attendees who have submitted an audio or video presentation (before or during the meeting) may later make a written presentation during the meeting.

45. Can I change my audio or video presentation after submitting it? Until when??

Presentations submitted before the meeting may be cancelled or replaced by the person who submitted them until the meeting begins.

46. What happens with participations submitted before the start of the meeting?

Audio or video presentations submitted before the start of the meeting will remain on the General Shareholders' Meeting Platform (with no requirement to resubmit them), although the person who submitted them may cancel or replace them before the start of the meeting, and will only be valid if such person completes the registration process on second call.

47. What should I do if I want my presentation to be recorded verbatim in the minutes of the meeting?

You must expressly state such desire therein and, if the presentation is by audio or video, when submitting your recording you must also attach your presentation in writing via the General Shareholders' Meeting Platform so that the Notary can check it in order to reflect it in the minutes.

48. Will I be able to view the audio or video presentations made by other shareholders (or their proxy representatives)?

Audio and video presentations submitted by shareholders (or their proxy representatives) in accordance with the provisions established herein (i.e. not replaced or cancelled before the start of the meeting and in respect of which the person who submitted them properly registers on the day of the meeting) will be made available to all shareholders (or their proxy representatives) for viewing through the General Shareholders' Meeting Platform from their registration as attendees at the meeting. Specifically:

- *First call:* following their registration, shareholders (or their proxy representatives) who register as attendees through the General Shareholders' Meeting Platform on first call will be able to view all presentations previously submitted and not cancelled, as well as those received until registration is opened for attendance on second call (10:00 a.m. (CEST) on 4 April).
- *Second call:* following their registration and until the start of the meeting, shareholders (or their proxy representatives) who register as attendees through the General Shareholders' Meeting Platform on second call will be able to view all presentations previously submitted and not cancelled.

At all times during the meeting, attendees will be able to use the General Shareholders' Meeting Platform to view: (i) all presentations submitted by attendees registered on second call and not cancelled until the start of the meeting; as well as (ii) all presentations received after the start of the meeting.

In addition, during the meeting, a summary will be presented of the content of the presentations submitted by attendees (via video or audio, or in writing).

49. Will I be able to view the written presentations made by other shareholders (or their proxy representatives)?

Written presentations will be available on the General Shareholders' Meeting Platform for consultation by any of the attendees at any time during the meeting. In addition, during the meeting, a summary will be presented of the content of the presentations submitted by attendees (via video or audio, or in writing).

50. What happens if one of the joint holders has submitted an audio or video presentation before the meeting and another joint holder registers as attendee on the day of the meeting under the same shareholder number?

If one joint holder has submitted a video/audio presentation, said presentation shall be deemed not made if another joint holder registers as an attendee on the date of the meeting with the same shareholder number, and the joint holder who registered as attendee will have the opportunity to submit a new presentation.

51. What happens if a person designated as proxy representative by a shareholder has submitted an audio or video presentation before the meeting and on the day of the meeting the shareholder registers as attendee?

The presentation submitted by the person designated as proxy representative will be deemed not to have been made, and the shareholder who registered as attendee will have the opportunity to submit a new presentation.

52. How will the requests for information made by attendees be answered?

Pursuant to Law, the Bylaws and the Rules and regulations for the general shareholders' meeting, valid requests for information made by attendees will be answered during the meeting or, if it is not possible to do so at that time, in writing within seven days following the end of the meeting. Answers provided in writing will be published on the corporate website (www.santander.com).

C. Vote on proposed resolutions

53. When will I be able to cast my vote?

Shareholders (or their proxy representatives) will be able to cast their vote on the items on the agenda from the time that the chair declares the meeting to be validly in session and provided that the attendee has duly registered on the General Shareholders' Meeting Platform.

They may also cast their votes on proposals not included on the agenda as from the moment when the secretary for the general meeting reads out such proposals for a vote to be taken thereon.

54. What is the difference between abstaining and blank votes?

Abstaining means not voting at all, while a blank vote means that the shareholder has cast a vote that is neither in favour nor against the proposed resolution.

55. When does the voting process end?

The process for remote voting regarding all proposed resolutions submitted to the shareholders at the meeting, whether or not included on the agenda, shall come to an end once the secretary of the meeting has read the summaries of the proposed resolutions on the items on the agenda.

56. Will the actions taken and the votes cast by attendees be recorded by the Notary for the meeting?

The Notary, by means of a connection to the General Shareholders' Meeting Platform, will be aware of any action taken by remote attendees, including any vote they may cast.

D. Leaving the meeting

57. What should I do if I want to leave the meeting and want it to be recorded by the Notary?

Attendees who wish to state before the Notary in charge of preparing the minutes of the general meeting that they expressly leave the meeting must do so by using the "Communications to the Notary" section available at the General Shareholders' Meeting Platform. After this statement to the Notary, all actions taken by such attendees thereafter shall be deemed not taken.

58. What happens to my vote if I leave the meeting disconnecting from the General Shareholders' Meeting Platform?

The following may happen:

- If you cast your vote before disconnecting, it will be counted.
- If you did not cast your vote before disconnecting and did not expressly state to the Notary that you were leaving the meeting, you will be considered to have voted for all the proposals included on the agenda and against all the proposals not included on the agenda.
- If you did not cast your vote before disconnecting and expressly stated to the Notary that you were leaving the meeting, you will be considered to have abstained from voting on all the proposals included on the agenda as well as all the proposals not included on the agenda.

ADVANCE PROXY-GRANTING AND DISTANCE VOTING: ELECTRONIC MEANS OR POSTAL DELIVERY / CORRESPONDENCE

59. Can I grant a proxy by these means to another person, even if they are not a shareholder? Must the proxy representative be a Bank shareholder? Can they be a legal person?

Yes, shareholders who have not cast their advance vote may grant a proxy to any natural or legal person, whether they be a shareholder or not, so that they may represent them. However, proxies granted to persons who are ineligible by Law will not be valid nor effective.

60. If I have granted a proxy to another person, does such proxy also cover proposals regarding items not included on the agenda??

Yes, unless the shareholder ticks the NO box on the proxy card after the voting instructions, in the section "Proposals regarding items not included in the agenda of the call to meeting," or the relevant box if electronic means are used, or states so if they grant their proxy via telephone or physically through the digital platform provided for this purpose at the Bank branches. In all these cases, the shareholder will be understood to instruct their proxy representative to abstain.

If the proxy also covers proposals regarding items not included on the agenda, the precise instruction given to the proxy representative is to vote against, unless otherwise indicated.

61. Can a proxy granted be revoked?

Proxies are revocable. A represented shareholders' personal (remote) attendance at the meeting, or casting the vote in advance by remote means entails the revocation of any proxy, whatever its date may be. Furthermore, a proxy granted by means of a printed card will render any proxy granted by electronic means ineffective, regardless of their respective dates.

62. How can a designated proxy representative participate in the meeting?

The person to whom the vote is delegated may only exercise it by personally attending the meeting. See specific questions on **REMOTE OR VIRTUAL ATTENDANCE TO THE MEETING**.

63. Can I cast my vote remotely prior to the meeting?

Shareholders may cast their votes prior to the meeting regarding the proposed resolutions included on the agenda. Distance voting on possible proposals not included on the agenda is not possible.

64. How are votes cast from a distance prior to the meeting treated?

Shareholders who validly cast their vote from a distance will be deemed present for purposes of declaring the general meeting quorate. Proxies granted before such vote is cast will be deemed revoked, and those which are granted afterwards shall be deemed not to have been granted.

65. Can votes cast remotely be changed once they have been cast?

Once cast, a distance vote may not be modified, except in the event of personal (remote) attendance at the meeting by the shareholder who cast such vote or, in the case of electronic voting, also by a subsequent vote cast within the established deadline by means of the attendance, proxy and voting card (cast via hand-delivery or postal correspondence). Cases of changes in the shareholdership of the shares grouped under the same card are excepted (see question 66).

66. What happens if my shareholding changes after I have granted my proxy or cast my distance vote in advance?

If the shareholding of shares grouped under the same card changes, the card holder may be allowed to carry out a new action, in which case this latter action will be taken into account. If the holder does not take any new action, the action the shareholder took before the shareholding changed shall be deemed to apply to the new number of shares. In any event, both the proxy granted and the vote cast from a distance shall be rendered ineffective by the disposition of shares of which the Bank is aware.

67. What options do I have to grant my proxy or vote prior to the meeting?

Shareholders who have the right of attendance may grant their proxies and exercise advance voting through electronic means or through hand-delivery or postal correspondence.

68. What happens if I have voted or granted a proxy electronically and then I attend the meeting?

Personal (remote) attendance at the meeting by a shareholder who has previously granted a proxy or voted from a distance, irrespective of the means employed, shall invalidate said proxy or vote.

69. If one same shareholder has granted a proxy and cast their advance distance vote, which one shall prevail?

A vote, irrespective of the means used to cast it, shall invalidate any electronic or printed proxy, whether granted previously, in which case it shall be deemed revoked, or subsequently, in which case it shall be deemed not to have been granted.

70. If I grant a proxy electronically, on the one hand, and in a printed card, on the other, which prevails?

A proxy printed on a paper card (issued through hand-delivery or postal correspondence) shall always prevail over a proxy via electronic means, regardless of their respective dates.

71. If I vote electronically prior to the meeting, on the one hand, and by hand or post, on the other, which prevails

A proxy through hand-delivery or postal correspondence (issued through hand-delivery or postal correspondence) shall always prevail over a vote via electronic means, regardless of their respective dates.

72. If I am the holder of several voting/proxy cards, must I carry out the whole proxy-granting/voting process for each of the cards??

Yes, you must carry out the process for each of the cards.

73. If several holders are displayed on the attendance card, proxy, and distance vote, who shall exercise the advance voting or proxy right?

Any of the joint holders of a share deposit may vote or grant a proxy, and the priority rules established on a general basis shall apply to them (see answers to questions 68, 69, 70 and 71). For purposes of the provisions of section 126 of the Spanish Capital Corporations Law, it shall be deemed that the joint holder who carries out an act (proxy-granting, voting, or attending physically or from a distance) at any time has been appointed by the other joint holders to exercise the shareholder rights.

74. I am the legal representative of a minor who is a shareholder. How can I exercise their advance proxy or voting rights?

The parent or legal tutor of the minor shall grant a proxy or vote, either via electronic means or through hand-delivery or postal correspondence.

A. Advance proxy-granting and voting by electronic means

75. How can I grant my proxy or vote prior to the meeting through electronic means?

In order to grant a proxy by means of electronic communication with the Company, the shareholders of the Bank must do so:

- (a) via the General Shareholders' Meeting Platform accessible at the internet address www.juntasantander.com or via the corporate website www.santander.com (through the "Annual General Meeting" section).
- (b) by telephone using the Shareholders Helpline ((+34) 912 769 290); or
- (c) in person at any Banco Santander branch using their signature in the digital platform made available for this purpose or, if they are customers of the Bank and have a Santander Key, also through said platform either in person or by contacting the staff of the Bank's branches; or
- (d) shareholders with a mobile device compatible with Android or Apple iOS operating systems may also use the "Santander Shareholders and Investors" app, which they must have previously downloaded from Google Play or the App Store, respectively.

76. What agreements do I need to sign to grant my proxy or vote prior to the meeting through electronic means? How far in advance?

Shareholders (or their proxy representatives) who wish to use the General Shareholders' Meeting Platform or the "Santander Shareholders and Investors" app must sign sufficiently in advance (preferably, at least 72 hours before the date when the meeting is held) any of the following agreements with the Bank, which will provide them with a set of passwords to the distance voting and proxy granting software applications:

- (a) Consumer Digital Banking Agreement (*Contrato de Banca Digital de Particulares*): shareholders who are individuals and who have already entered into a Consumer Digital Banking Agreement with the Bank may use it, using the passwords already provided to them under that agreement. If the individual shareholder is a customer of the Bank and wishes to sign the Consumer Digital Banking Agreement, the shareholder may do so through Online Banking (*Banca Online*) (through the route "Customer Access - Alta en Banca Online") or contact their branch. If you have forgotten or misplaced your password, you may retrieve it at any of the Bank's branches, through the Online Banking (*Banca Online*), website (www.bancosantander.es), at the Bank's internet address www.juntasantander.com or by calling Superlínea ((+34) 91 512 31 23). You may also retrieve your password on the "Santander Shareholders and Investors" app. Likewise, should a shareholder wish to activate his or her password or if it has been revoked and a new password is needed, this can be done through Online Banking (*Banca Online*) (www.bancosantander.es).
- (b) Agreement for Access to Electronic Voting and Proxy-Granting and Remote Attendance: shareholders who are individuals and have not entered into a Consumer Digital Banking Agreement, and shareholders that are legal entities (even if they have entered into a Consumer Digital Banking Agreement) must, for the sole purpose of using the electronic voting and proxy-granting mechanisms, and free of charge from the Bank, sign an

Agreement for access and use of the private shareholders' area and for voting and proxy-granting by electronic means and remote attendance in the shareholders' meeting ("**Agreement for Access to Electronic Voting and Proxy-Granting and Remote Attendance**"). To do so, shareholders must access the "Request passwords" section of the General Shareholders' Meeting Platform or, if they use a mobile device compatible with Android or Apple iOS operating systems, the "Santander Shareholders and Investors" app, and follow the instructions provided therein. To complete the process, shareholders must sign the agreement:

- on the General Shareholders' Meeting Platform:
 - (i) by selecting the "automatic online identification" mode and following the instructions provided, which include providing proof of identity in the form of an official identification document and signing the agreement with a digital signature without the need for an electronic certificate; or
 - (ii) with a CERES electronic certificate issued by the Royal Spanish Mint Real *Casa de la Moneda - Fábrica Nacional de Moneda y Timbre* (RCM - FNMT) or with an electronic Spanish identity card (DNI). It will not be possible to sign the agreement by means of a CERES electronic certificate or an electronic Spanish identity card (DNI) through mobile devices; or
- in person at one of Banco Santander branches.

If a shareholder is a legal person, it, as the case may be, must complete and sign the agreement at one of the Bank's branches. Shareholders that are not resident in Spain or have any specific characteristics, shall contact the Bank through junta.accionistas@santander.com.

Shareholders are advised to immediately start the process for the signing of any of the foregoing agreements. This will provide them, sufficiently in advance to complete the corresponding processes within the established deadlines, with a set of passwords to access the computer applications for advance distance voting and proxy-granting, and, through them, an electronic signature.

It is not necessary to sign any of the agreements above to grant a proxy or cast a vote:

- (c) in person, using their signature in the digital platform made available in any Banco Santander branch, or, if they are a customer of the Bank and have the Santander Key, also through the same platform either in person or by contacting the staff of the branches; or
- (d) through the Shareholders Helpline ((+34) 912 769 290), provided that they accredit their identity by alternative means that reasonably make it possible to ensure their identity (such as, for example, Santander Key), in accordance with the instructions provided at any time by the Shareholders Helpline.

77. Who may grant a proxy or vote prior to the meeting through electronic means?

The shareholders of Banco Santander, whether or not they are customers of the Bank.

78. Until when can I grant my proxy or vote prior to the meeting through electronic means?

In order to be valid, both proxies and advance votes issued by electronic means must be received by the Bank by 6:00 p.m. (CEST) on 2 April 2025. The mechanisms for voting and proxy-granting prior to the meeting by electronic means will no longer be available on the General Shareholders' Meeting Platform accessible through the "Annual General Meeting" section of the corporate website (www.santander.com), or at www.juntasantander.com (the "Platform"); on the "Santander Shareholders and Investors" app (for mobile devices compatible with Android or Apple iOS operating systems) and on the Shareholders Helpline ((+34) 912 769 290) as from 6:00 p.m. (CEST) on 2 April 2025.

For those wishing to use the digital platform made available at the branches of Banco Santander (either in person or, for customers with the Santander Key, by contacting the staff of such branches), 2 April 2025 will also be the last day to do so, during the hours for which such branches are open to the public and in any case before 6:00 p.m. (CEST).

79. Is there any charge for electronic proxy-granting and voting?

No, this service is free of charge.

However, attendees will cover the cost of connection through the telecommunications network supplied by each attendee's access provider.

80. Who shall notify the proxy representative of the proxy granted by electronic means?

A shareholder who grants a proxy by electronic means undertakes to notify the appointed representative of the proxy granted. Such notice will be deemed given when the Bank receives the electronic proxy.

81. Must proxy representatives accept electronic proxies?

Electronic proxies must be accepted by the proxy-holder, and may not be used without such acceptance. To this end, the General Shareholders' Meeting Platform will show remote attendees the proxies received and processed through the Bank in order for them to accept such proxies, if they are willing to do so.

82. How can the designated proxy representative participate in the meeting?

The person to whom the vote is delegated may only exercise it by personally attending the meeting. See specific questions on [REMOTE OR VIRTUAL ATTENDANCE TO THE MEETING](#).

83. May I revoke an electronic proxy?

An electronic proxy is rendered void by:

- Printed proxy, even if it is prior;
- Prior electronic vote, even if it is prior;
- Vote through hand-delivery or postal correspondence, even if it is prior; or
- Attending the meeting remotely.

84. Once the proxy has been granted or the vote cast in advance by electronic means, will I be provided with proof of my action?

Yes, we recommend that, once you have granted your proxy or cast your advance vote by electronic means, you print and save proof of the operations performed and the vote cast.

85. Are legal persons also entitled to vote and grant a proxy by electronic means?

Yes, through the General Shareholders' Meeting Platform. To do so, they must sign the Agreement for Access to Electronic Voting and Proxy-Granting and Remote Attendance sufficiently in advance (preferably, at least 72 hours before the date when the meeting will be held). The agreement must be signed in a Bank branch, but, before that, shareholders must access the "Request passwords" section of the General Shareholders' Meeting Platform or, if they use a mobile device compatible with Android or Apple iOS operating systems, the "Santander Shareholders and

Investors" app, and follow the instructions provided therein.

The agreement must be signed by a proxy representative of the legal person who accredits sufficient authority to sign the agreement and participate in general meetings. The Bank will have to check that the documents provided prove that the representative in question has such powers (see 33 on the documents required to accredit a proxy).

Once the prior registration process has been completed on the corporate website and the agreement has been signed, the proxy representative must call the Shareholders Helpline ((+34) 91 276 92 90) or go to any branch to activate the passwords to exercise your proxy or voting rights.

86. Where can I find help if I have a technical problem that prevents me from voting or proxy-granting by electronic means?

You can write to the email address junta.accionistas@santander.com, call the Shareholder Helpline (+34) 91 276 92 90 or go to any branch of Banco Santander during the hours for which such branches are open to the public.

B. Advance proxy-granting and voting through hand-delivery or postal correspondence

87. How can I grant my proxy or vote prior to the meeting through hand-delivery or postal correspondence?

In order to grant a proxy or cast a vote from a distance by hand-delivery or by postal correspondence, shareholders must complete and sign the "Proxy" or "Distance Voting" section, respectively, of the printed attendance, proxy and distance voting card issued by the Bank. Once signed, the printed card, duly completed and signed by the shareholder and, in the case of proxies, by the shareholder's proxy representative, must be delivered at any branch of the Bank or sent by postal correspondence to Registro de Accionistas, Apartado de Correos número 683 F.D. 28080 Madrid. To this end, they may use the postage paid envelop included with the letter sent by the executive chairman.

88. Until when can I grant my proxy or vote prior to the meeting through hand-delivery or postal correspondence?

In order to be valid, both proxies and votes cast from a distance sent by hand-delivery or postal correspondence must be received by the Company before midnight (24:00 hrs.) (CEST) of the third day prior to the date on which the meeting is to be held on first call, i.e., prior to 24:00 hrs. (CEST) on 31 March 2025.

Shareholders who wish to deliver proxies or advance distance votes to any branch of Banco Santander must do so no later than that date during the hours for which such branches are open to the public.

Proxies granted after the stated deadlines will only be accepted if granted on paper and submitted up to half an hour before the start of the meeting by the designated proxy representative who is remotely attending the meeting, following for this purpose the instructions established on the General Shareholders' Meeting Platform upon their registration as an attendee for such purpose.

89. Must proxies issued through hand-delivery or postal correspondence be accepted by the proxy representative?

Yes. If they are not accepted by the proxy representative, they may not be used. To accept them, the proxy representative may sign on the proxy card itself, in the field provided for this purpose.

- (a) In the case of proxies submitted through the Bank within the deadlines specified in the previous question, the General Shareholders' Meeting Platform will present such proxies to remote attendees for acceptance, if applicable, which will be equivalent to the signing of the card by the proxy representative.

(b) In the case of proxies that have not been processed through the Bank, under the Meeting Regulations, the representative attending the meeting may submit the proxy card, duly completed and signed by the shareholder, when registering as an attendee, up to half an hour before the start of the meeting, following the instructions provided on the General Shareholders' Meeting Platform. In such cases, the presentation through the General Shareholders' Meeting Platform by the proxy representative attending the meeting of the proxy card duly completed and signed by the shareholder will be equivalent to the representative signing the proxy card. In order for proxy representatives who are not shareholders of the Bank to be able to use the General Shareholders' Meeting Platform, upon their registration as an attendee, to submit proxy cards granted in their favour that have not been communicated to the Bank, they must have first signed the Agreement for Access to Electronic Voting and Proxy-Granting and Remote Attendance, even if they are customers of the Bank and have signed the Consumer Digital Banking Agreement.

ATTENDANCE, PROXY AND DISTANCE VOTING CARD

90. What should I do if I do not receive the attendance card for the meeting?

You can request a duplicate via any of the following channels:

- At any branch of Banco Santander
- Shareholders Helpline (+34) 91 276 92 90
- Shareholders' meeting email address: junta.accionistas@santander.com

91. May I request at the branch a duplicate of the attendance, proxy and distance voting cards for other shareholders who are relatives of mine?

No, only the actual holder of the shares (or their legal representative) may request a duplicate, identifying through their national ID card or equivalent document.

92. What must I do if I need to modify any of my personal details in the attendance, proxy and distance voting card?

A notification should be sent at the shareholders' meeting email address: junta.accionistas@santander.com.

93. What must I do if the number of shares appearing on the attendance, proxy and distance voting card is not the same as the number of shares I hold?

Attendance, proxy and distance voting cards for the meeting are issued with the data on record as at the date they are issued. If transfers are made after that date, the relevant changes may not be reflected on the card. However, shareholders will have the voting rights corresponding to the shares recorded in their name in the corresponding book-entry registries five days prior the date set for the meeting.

Shareholders may also request an updated duplicate of their card at any Santander branch.

ELECTRONIC SHAREHOLDERS' FORUM

94. What is the Forum for?

The Forum is made available in order to facilitate communication amongst the Company's shareholders from the moment each general shareholders' meeting is called until it is held.

Shareholders may access the Forum through the corporate website (www.santander.com) from the moment the meeting is called until the general shareholders' meeting is held.

95. Who can use the Electronic Shareholders' Forum?

Use is reserved exclusively to individual shareholders of the Company and to voluntary associations of shareholders that are validly established and registered in the special registry created for such purpose at the National Securities Market Commission in accordance with article 539.2 of the Spanish Capital Corporations Law and the regulations thereunder.

96. How can I access the Forum?

In order to access and use the Forum, individual shareholders and voluntary associations of shareholders must register as "Registered Users" and comply with the following requirements:

- (i) obtaining the relevant set of passwords for access by one of the means set out in the answer to question 97 below;
- (ii) the express acceptance, without reservation, of the terms and conditions of Rules of Operation of the Electronic Shareholders' Forum available on the Bank's corporate website (www.santander.com) through the relevant screen generated by the Forum software; and
- (iii) completing a form with their contact information so that the Bank can contact them for the administration, management, supervision or moderation of the operation of the Forum in accordance with the Rules of Operation of the Electronic Shareholders' Forum.

Once you have followed the steps above, you will be able to access the Forum through the "Shareholders' Forum" section of the General Shareholders' Meeting Platform accessible at the internet address www.juntasantander.com or via the corporate website www.juntasantander.com (through the "Annual General Meeting" section). Access to the Forum is not available through the "Santander Shareholders and Investors" app or the Bank's Internet address www.juntasantander.com if this address is accessed from a mobile device.

97. How can I register on the Forum?

Individual shareholders who wish to access the Forum must have signed sufficiently in advance any of the following agreements with the Bank, which will provide them with a set of passwords to the Forum and to the distance voting and proxy granting and remote attendance application:

- (i) Consumer Digital Banking Agreement (*Contrato de Banca Digital de Particulares*): shareholders who are individuals and who have already signed a Consumer Digital Banking Agreement with the Bank may use thereof, using the passwords they already have by virtue of such agreement to access the Forum. If the individual shareholder is a customer of the Bank and wishes to sign the Consumer Digital Banking Agreement, the shareholder may do so through Online Banking (*Banca Online*) (through the route "Customer Access - *Alta en Banca Online*") or contact their branch.

If you have forgotten or misplaced your password, you may retrieve it at any of the Bank's branches, through

the Online Banking (*Banca Online*) website (www.bancosantander.es), at the Bank's internet address www.juntasantander.com or by calling Superlínea ((+34) 91 512 31 23). You may also retrieve your password on the "Santander Shareholders and Investors" app. Likewise, should a shareholder wish to activate his or her password or if it has been revoked and a new password is needed, this can be done through Online Banking (*Banca Online*) (www.bancosantander.es).

- (ii) Agreement for Access to Electronic Voting and Proxy-Granting and Remote Attendance: shareholders who are individuals and have not entered into a Consumer Digital Banking Agreement, and shareholders that are legal entities (even if they have entered into a Consumer Digital Banking Agreement) must, for the sole purpose of accessing and using the Forum and, as the case may be, using the electronic voting and proxy-granting and remote attendance mechanisms, and free of charge from the Bank, sign an Agreement for access and use of the private shareholders' area and for voting and proxy-granting by electronic means and remote attendance in the shareholders' meeting ("**Agreement for Access to Electronic Voting and Proxy-Granting and Remote Attendance**"). To do so, shareholders must access the "Request passwords" section of the General Shareholders' Meeting Platform accessible at the internet address www.juntasantander.com or via the corporate website www.santander.com (through the "Annual General Meeting" section); or, if they use a mobile device compatible with Android or Apple iOS operating systems, the "Santander Shareholders and Investors" app, and follow the instructions provided therein. To complete the process, shareholders must sign the agreement:
- on the General Shareholders' Meeting Platform:
 - (iii) by selecting the "automatic online identification" mode and following the instructions provided, which include providing proof of identity in the form of an official identification document and signing the agreement with a digital signature without the need for an electronic certificate; or
 - (iv) with a CERES electronic certificate issued by the Royal Spanish Mint Real Casa de la Moneda - Fábrica Nacional de Moneda y Timbre (RCM - FNMT) or with an electronic Spanish identity card (DNI). It will not be possible to sign the agreement by means of a CERES electronic certificate or an electronic Spanish identity card (DNI) through mobile devices; or
 - in person at one of Banco Santander branches.

If a shareholder is a legal person, it, as the case may be, must complete and sign the agreement at one of the Bank's branches. Shareholders that are not resident in Spain or have any specific characteristics, shall contact the Bank through junta.accionistas@santander.com.

Voluntary shareholders' associations that wish to access the Forum must complete the corresponding form to log on as a Registered User of the Forum, providing evidence of their status of a voluntary association of shareholders duly established and registered with the Spanish National Securities Market Commission, in the manner set forth in such form, and sign an Agreement for Access to Electronic Voting and Proxy-Granting and Remote Attendance.

Legal entities and non-residents of Spain should contact the Shareholder Helpline ((+34) 91 276 92 90) or the email address junta.accionistas@santander.com to adapt, with proper safeguards, the mechanisms for participating in the Electronic Shareholders' Forum.

98. What kind of messages can I send?

Registered Users that are shareholders of the Bank may send messages for posting in the Forum, containing exclusively:

- (i) Proposals intended to be submitted, where appropriate, as a supplement to the agenda included in the call to the general meeting or, as the case may be, in relation to items included on the agenda.
- (ii) Requests for adherence to such proposals.
- (iii) Initiatives to reach the percentage required to exercise a minority right as contemplated by the Law.
- (iv) Voluntary proxy offers or solicitations.

In addition, even if they do not have an interest in the share capital of the Bank, voluntary associations of shareholders validly established and registered in the special registry created for such purpose at the National Securities Market Commission pursuant to article 539.2 of Spanish Capital Corporations Law may be Registered Users and send offers or solicitations for voluntary representation for publication within the Forum.

99. How can I exercise my rights as a shareholder through the Electronic Forum?

All of the rights and powers (whether to obtain information, make proposals or of any other kind) that the shareholders or, to the extent allowed voluntary associations of shareholders validly established and registered in the special registry created for such purpose at the National Securities Market Commission pursuant to article 539.4 of Spanish Capital Corporations Law and the regulations in implementation thereof, wish to exercise must be exercised through the legally established channels, pursuant to the provisions established by Law, the Bylaws or the Rules and regulations, other internal rules of the Company and the notice of the call to the meeting, and neither the Forum nor the mailbox provided by the Bank shall in any event be valid channels for such purposes.

100. Can I send notices to the Bank through the Electronic Forum?

The Forum does not constitute a channel of communication between the Company and Registered Users. Therefore, no message sent to or posted in the Forum or sent to the contact mailbox referred to in article 12 of the Rules of Operation of the Electronic Shareholders' Forum shall in any event be deemed notice to the Company for any purpose, and especially not for purposes of exercising any rights held by Registered Users, whether individually or collectively, nor shall it replace any of the requirements established by Law, the Bylaws or the Rules and regulations or other internal rules of the Company for the exercise of any such rights or for carrying out initiatives or activities of the shareholders.

For further information regarding the general shareholder's meeting, you may submit your questions to us by means of:

- Shareholders' meeting email address: junta.accionistas@santander.com
- Shareholders Helpline (+34) 91 276 92 90
 - Monday to Friday, from 8:00 a.m. to 7:00 p.m. (CEST)
 - Saturdays and Sundays between 8 and 30 March 2025 (both included), from 9:00 a.m. to 4:00 p.m. (CEST)
- Going to any Banco Santander branch during branch business hours.