



**Resolutions
of the Ordinary General Meeting
of Shareholders of Alpha Services and Holdings S.A. held on 24.7.2024**

The Ordinary General Meeting of Shareholders of Alpha Services and Holdings S.A. (the "Company") which was held remotely in real time via teleconference on 24.7.2024 at 10:00 was attended, with regard to all items of the agenda, in person or by proxy, by 743 Shareholders, representing 1,666,062,224 common, registered, dematerialized shares with voting rights, out of a total of 2,348,874,407 common, registered, dematerialized shares with voting rights, namely 70.93% of the voting share capital of the Company.

Item 1: Approval of the Annual Separate and Consolidated Financial Statements of the financial year 2023 (1.1.2023 - 31.12.2023), together with the relevant reports of the Board of Directors which are accompanied by the Statutory Certified Auditors' Report.

The Ordinary General Meeting approved the Annual Separate and Consolidated Financial Statements for the financial year 2023 (1.1.2023 - 31.12.2023), together with the relevant reports of the Board of Directors which are accompanied by the Statutory Certified Auditors' Report.

Additionally, the Ordinary General Meeting resolved that the results of the financial year 2023 be allocated as follows:

- formation of a statutory reserve of Euro 1,429,191.49, which is one-twentieth (1/20) of the net profit for the year 2023.
- increase of the Retained Earnings by Euro 27,154,638.35.

VALID VOTES: 1,662,037,357 (99.76%) ABSTENTION: 4,024,867 (0.24%) VOID VOTES: 0 (0.00%)
FOR: 1,661,996,332 (99.76%)
AGAINST: 41,025 (0.00%)

Item 2: Approval of dividend distribution of an amount of Euro 61,133,013 in cash from intragroup dividends reserves.

The Ordinary General Meeting approved the distribution in cash of the amount of Euro 61,133,013 to the Shareholders of the Company through the cash payment of Euro 0.026 per share, in accordance with the legal and regulatory framework currently in force, and authorized the Board of Directors to proceed with the implementation of the aforementioned process, as per below.

The key dates regarding the cash dividend are the following:

- a. 26.7.2024: Ex-dividend date (namely the date from which the Company's shares will be traded on the Athens Exchange without the right to receive dividend),
- b. 29.7.2024: Cash Dividend beneficiaries record date (namely the date on which the beneficiaries of the dividend shall be all the shareholders registered in the records of the Company's Dematerialized Securities System), and
- c. 1.8.2024: Cash Dividend payment date (the date on which the cash dividend payment shall commence).

The dividend is payable in cash through Alpha Bank (proposed paying bank); it is also proposed that the necessary authorizations for the implementation of the relevant process be provided to the Company's Board of Directors.

VALID VOTES: 1,665,437,224 (99.96%) ABSTENTION: 625,000 (0.04%) VOID VOTES: 0 (0.00%)
FOR: 1,665,437,224 (99.96%)
AGAINST: 0 (0.00%)

- Item 3:** a) Approval of the distribution of an amount of Euro 55,919 of the Company's Intragroup dividends reserves to Company's Staff. Granting of authorization to the Board of Directors.
b) Distribution of an amount of up to Euro 12.6 million by Group Companies to their eligible Staff. Granting of authorization to the Board of Directors.

The Ordinary General Meeting:

- (a) approved the distribution of an amount of Euro 55,919 from the Company's intragroup dividend reserve for the financial year 2023 (1.1.2023 - 31.12.2023) to its Staff;
(b) granted the authorization to the Board of Directors for the approval of the distribution of an amount of up to Euro 12.6 million by Group Companies' to their eligible Staff; and
(c) authorized the Board of Directors to proceed with the necessary actions, in order for the proposed distributions to be implemented at Company and Group level.

VALID VOTES: 1,650,196,392 (99.05%) ABSTENTION: 15,865,832 (0.95%) VOID VOTES: 0 (0.00%)
FOR: 1,301,987,878 (78.15%)
AGAINST: 348,208,514 (20.90%)

Item 4: Approval of the overall management for the financial year 2023 (1.1.2023 - 31.12.2023) as per article 108 of law 4548/2018 and discharge of the Statutory Certified Auditors for the financial year 2023, in accordance with article 117(1)(c) of law 4548/2018.

The Ordinary General Meeting approved the overall management by the Members of the Board of Directors for the financial year 2023 (1.1.2023 - 31.12.2023) as per article 108 of law 4548/2018 and discharge, in accordance with article 117(1)(c) of law 4548/2018, of the Statutory Certified Auditors from any liability for their actions and for the audit of the Financial Statements for the financial year 2023, respectively.

VALID VOTES: 1,646,814,489 (98.85%) ABSTENTION: 19,247,735 (1.15%) VOID VOTES: 0 (0.00%)
FOR: 1,626,530,487 (97.63%)
AGAINST: 20,284,002 (1.22%)

Item 5: Appointment of Statutory Certified Auditors for the financial year 2024 (1.1.2024 - 31.12.2024) and approval of their fee.

The Ordinary General Meeting, according to the proposal of the Board of Directors of the Company and following the relevant recommendation by the Audit Committee, approved the appointment of the audit firm with the corporate name “Deloitte Certified Public Accountants S.A.” and the trade name “Deloitte” (Institute of Certified Public Accountants of Greece Registration No E 120) for the statutory audit of the Company’s separate and consolidated Financial Statements for the period from 1.1.2024 to 31.12.2024 for a fee amounting to Euro 0.2 million plus V.A.T.

VALID VOTES: 1,650,985,248 (99.10%) ABSTENTION: 15,076,976 (0.90%) VOID VOTES: 0 (0.00%)
FOR: 1,647,313,062 (98.88%)
AGAINST: 3,672,186 (0.22%)

Item 6: Submission of the Activity Report of the Audit Committee for the year 2023, in accordance with article 44 of law 4449/2017 (non-voting item).

The Ordinary General Meeting took cognizance of the Activity Report of the Audit Committee for the year 2023, in accordance with article 44 of law 4449/2017, as in force.

Item 7: Submission of the Report of the Independent Non-Executive Members, according to article 9(5) of law 4706/2020 (non-voting item).

The Ordinary General Meeting took cognizance of the Report of the Independent Non-Executive Members, as per the provisions of article 9 par. 5 of law 4706/2020.

Item 8: Deliberation and advisory vote on the Remuneration Report for the financial year 2023, in accordance with article 112 of law 4548/2018.

The Ordinary General Meeting cast a positive vote on the Remuneration Report for the financial year 2023, in accordance with article 112 of law 4548/2018.

VALID VOTES: 1,650,332,092 (99.06%) ABSTENTION: 15,730,132 (0.94%) VOID VOTES: 0 (0.00%)
FOR: 963,414,172 (57.83%)
AGAINST: 686,917,920 (41.23%)

Item 9: Approval of the Members of the Board of Directors' remuneration for the financial year 2023 (1.1.2023 - 31.12.2023).

The Ordinary General Meeting approved the remuneration of the Non-Executive Members of the Board of Directors, including the Independent Non-Executive Members, in their capacity as Members, for the financial year 2023, amounting to a total of Euro 1,442,500.00.

VALID VOTES: 1,650,332,092 (99.06%) ABSTENTION: 15,730,132 (0.94%) VOID VOTES: 0 (0.00%)
FOR: 1,644,626,977 (98.71%)
AGAINST: 5,705,115 (0.35%)

Item 10: Approval, in accordance with article 109 of law 4548/2018, of the advance payment of remuneration to the Members of the Board of Directors for the financial year 2024 (1.1.2024 - 31.12.2024).

The Ordinary General Meeting approved, in accordance with article 109 of law 4548/2018, the advance payment of remuneration to the Members of the Board of Directors, in their capacity as Members, in respect of the financial year 2024 (1.1.2024 - 31.12.2024), as per the proposal of the Board of Directors to maintain the annual remuneration of the Non-Executive Members of the Board of Directors for 2024, including the Independent Non-Executive Members, at the same level as that of 2023.

VALID VOTES: 1,650,183,862 (99.05%) ABSTENTION: 15,878,362 (0.95%) VOID VOTES: 0 (0.00%)
FOR: 1,650,098,993 (99.04%)
AGAINST: 84,869 (0.01%)

Item 11: Approval, in accordance with article 86 of law 4261/2014, of an increase of the maximum ratio between the fixed and variable components of remuneration for the Members of the Executive Committee.

The Ordinary General Meeting proceeded with:

- (a) the approval, pursuant to the provisions of article 86 of law 4261/2014, of a higher than 100% maximum level of the ratio between the variable and fixed components of remuneration up to 150% for the Members of the Executive Committee of the Company and its 100% subsidiary, Alpha Bank S.A. and
- (b) the authorization to the Board of Directors to determine, based upon the performance assessment of the Members of the Executive Committee and subject to the Remuneration Policy, the policies and regulations of the Group and all applicable laws and regulations:
 - (i) whether Members of the Executive Committee will receive or not any variable remuneration and
 - (ii) if so, the exact amount of any such variable remuneration.

VALID VOTES: 1,649,925,194 (99.03%) ABSTENTION: 16,137,030 (0.97%) VOID VOTES: 0 (0.00%)
FOR: 1,649,843,494 (99.03%)
AGAINST: 81,700 (0.00%)

Item 12: Approval of the updated and amended Remuneration Policy of the Members of the Board of Directors in accordance with articles 110 and 111 of law 4548/2018.

The Ordinary General Meeting approved the updated and amended Remuneration Policy of the Members of the Board of Directors, in accordance with articles 110 and 111 of law 4548/2018, as proposed by the Board of Directors, following a relevant recommendation by the Remuneration Committee.

VALID VOTES: 1,650,327,223 (99.06%) ABSTENTION: 15,735,001 (0.94%) VOID VOTES: 0 (0.00%)
FOR: 1,546,132,422 (92.80%)
AGAINST: 104,194,801 (6.26%)

Item 13: Approval of the updated and amended Suitability and Nomination Policy for the Members of the Board of Directors.

The Ordinary General Meeting approved the revised Suitability and Nomination Policy for the Members of the Board of Directors, in accordance with article 3 of law 4706/2020, as proposed by the Board of Directors, following a relevant recommendation by the Corporate Governance, Sustainability and Nominations Committee.

VALID VOTES: 1,651,088,092 (99.10%) ABSTENTION: 14,974,132 (0.90%) VOID VOTES: 0 (0.00%)
FOR: 1,651,088,092 (99.10%)
AGAINST: 0 (0.00%)

Item 14: Amendment to the Company's Share Buyback Program in accordance with article 49 of law 4548/2018 and authorization to the Board of Directors for its implementation.

The Ordinary General Meeting

- (a) approved the amendment of the Share Buyback Program and, in particular, the increase of the maximum number of own shares that may be acquired under the Share Buyback Program up to 3.0% of the Company's paid in share capital, i.e. a total of up to 70,000,000 own shares;
- (b) authorized the Board of Directors of the Company to proceed with all necessary actions for the implementation of the above.

VALID VOTES: 1,665,347,276 (99.95%) ABSTENTION: 714,948 (0.05%) VOID VOTES: 0 (0.00%)

FOR: 1,662,446,591 (99.78%)

AGAINST: 2,900,685 (0.17%)

Item 15: Publication to the Ordinary General Meeting of the Shareholders of the Company, according to article 97 par. 1(b) of law 4548/2018, of any cases of conflict of interest and agreements of the financial year 2023 which fall under article 99 of law 4548/2018 (non-voting item).

The Ordinary General Meeting of the Shareholders was informed, according to article 97 par. 1(b) of law 4548/2018, of the cases of conflict of interest and of the agreements for the financial year 2023 which fall under article 99 of law 4548/2018.

Item 16: Granting of authority, in accordance with article 98 par. 1 of law 4548/2018, to the Members of the Board of Directors and the General Management as well as to Directors of the Company to participate in the boards of directors or in the management of companies having purposes similar to those of the Company.

The Ordinary General Meeting approved the granting of authority to the Members of the Board of Directors and to other Executives of the Company to participate in the boards of directors and/or in the management of companies having purposes similar to those of the Company, provided that these companies do not have their registered offices and/or are not materially active in countries where the Company has a material presence.

VALID VOTES: 1,665,437,224 (99.96%) ABSTENTION: 625,000 (0.04%) VOID VOTES: 0 (0.00%)
FOR: 1,650,919,514 (99.09%)
AGAINST: 14,517,710 (0.87%)
