

FREQUENTLY ASKED QUESTIONS - General Questions

1. HOW DO I ACCESS MY SAP SHARES ACCOUNT/ SHARE PLAN PORTFOLIO?

You can access your SAP shares account via this [single sign on link](#) from the SAP Network.

If you are logging in outside of the SAP network, please go to www.computershare.com/SAPshares and enter your SAP user ID and Personal Identification Number (PIN) to log in.

2. IS MY INFORMATION ON THE INTERNET SECURE?

All communications between our web server and your PC use industry standard Secure Sockets Layer (SSL) encryption when you are viewing any details of your holding. This is the same level of encryption as is used for secure Credit Card transactions.

3. WHO SHOULD I CONTACT?

Equatex

For any queries on your RSU awards prior to 2016, existing SOP and SMP plans please contact Equatex on the numbers [here](#).

Computershare

For any queries on the web and your EDSP plan and Move SAP grant(s), please contact Computershare on the numbers below:

Region	Helpline Number	Helpline Number (Toll Free)	Hours
Australia	+61 (0)3 9415 4842	+800 6613 6613	8:30 am - 8:00 pm AEDST
Europe	+44 (0) 344 472 6153	+800 6590 6590	8:30 am - 6:30 pm CET
Germany	+49 (0)89 30903 171	NA	8:30 am - 6:30 pm CET
North America	+1 781 575 2860	+1 866 551 0722	8:00 am - 8:00 pm EST

Or email SAPshares@computershare.com.

4. WHAT INFORMATION CAN I VIEW?

You can view your employee share plan portfolio. This will give you a breakdown of plans that you are participating in, the number of restricted stock units, stock options or shares that you hold in the plan. You will also see details your personal details that are held by Computershare Plan Managers

5. WHAT IS THE FORMAT OF MY SAP USER ID TO BE USED TO LOG IN?

If your SAP User ID is I098765, please enter 1098765.

If your User ID is D098765, please enter 98765.

If you are longer employed by SAP, prefix your Person ID with a "L" (example: L1098765 or L98765).

If you have forgotten your SAP user ID, you should contact Computershare Plan Managers on the helpline numbers above or email SAPshares@computershare.com.

6. WHAT IS MY PERSONAL IDENTIFICATION NUMBER (PIN)?

No initial PINs will be issued to you but once you login to your SAP shares account via single sign on for the first time, you will be asked to set a PIN to use when logging via www.computershare.com/SAPshares outside of the SAP network.

If you did not set or forgot your PIN, please click on the 'Forgotten Pin' link on the website to receive a PIN or contact Computershare Plan Managers on the helpline numbers above or email SAPshares@computershare.com.

7. HOW DO I CHANGE MY PIN?

You may change your PIN by clicking on "Security Details" held under the "My Details" tab.

8. HOW DO I CHANGE MY EMAIL ADDRESS?

You can update your email address via the 'My details' tab on the website. Click on 'Personal Details' and amend your email address.