

# SAP AG

## General Meeting of Shareholders

on May 23, 2012 at SAP Arena in Mannheim, Germany

### Frequently Asked Questions

#### 1. Where is the Annual General Meeting of Shareholders being held?

This year, the SAP AG Annual General Meeting of Shareholders will be held at:  
The SAP ARENA, Xaver-Fuhr-Strasse 150, D-68163 Mannheim

#### 2. When does the meeting start and how long will it last?

The meeting starts at 10 a.m. on May 23, 2012. How long it lasts depends on the number of speakers from the floor and how many questions the shareholders and their representatives put to the Executive Board and Supervisory Board.

#### 3. When will the invitations be sent out this year?

Invitations to the SAP AG Annual General Meeting of Shareholders will be sent commencing April 13, 2012. This constitutes the formal convening of the meeting.

#### 4. Some companies send their invitations by e-mail. Will SAP be doing this?

SAP shares are bearer shares, so SAP does not have a register of shareholder names and details. All invitations will be distributed through the securities deposit banks.

#### 5. What should I do when I receive the invitation?

If you would like a ticket to the meeting, you must order it through the securities deposit bank that sent you the meeting invitation. You cannot apply for a meeting ticket from SAP. (Also see question 9, below, for other conditions that participants must meet.)

#### 6. I haven't received an invitation. What should I do?

Please contact your bank if it hasn't sent you your invitation.

#### 7. My meeting ticket didn't arrive in time. What should I do?

If your attendance is registered but your meeting ticket doesn't arrive in time, please come to the information desk in the SAP Arena entrance hall on the day of the meeting with confirmation from your bank.

#### 8. Why do I have to get a ticket for the meeting from my bank if I only want to vote by post, or online, or using the Internet proxy appointment and instruction system?

The ticket to the meeting is the proof of share ownership (see question 9). You also need the number on the ticket to attend the meeting online or to vote using the Internet proxy appointment and instruction system.

#### 9. Who can attend the Annual General Meeting of Shareholders?

You are entitled to attend the Annual General Meeting of Shareholders and vote your shares if you register your attendance and furnish evidence of your shareholding to the Company not later than May 16, 2012, at the following address:

SAP AG  
c/o dwpbank  
Einsteinring 9  
85609 Aschheim-Dornach  
Germany

or by fax to +49 (0) 69/50 99 11 10

or by e-mail to [hv-eintrittskarten@dwppbank.de](mailto:hv-eintrittskarten@dwppbank.de)

SAP AG must receive your registration in German or English in text form. "In text form" means given in writing or fax identifying the person giving the statement (last name, first name, and address) and having a signature



or other identifiable end. The evidence of shareholding must be submitted in the form of evidence prepared by a depository institution in German or English. The evidence of shareholding must refer to and be true as of the record date, which is the beginning of May 2, 2012. To attend and vote, you must be the shareholder on the record date.

#### **10. Can I attend the meeting if I sell my shares before the meeting date?**

You can attend if you have furnished evidence that you owned SAP shares on the record date (midnight at the beginning of May 2, 2012) and your attendance was registered not later than May 16, 2012, at the address notified for that purpose. You can still attend if you sell your shares after the record date.

#### **11. Can I vote by post?**

Postal votes must be in writing on the postal vote form. The form is part of the admission ticket and is also available online at [www.sap.com/aggm](http://www.sap.com/aggm). For more information about how to vote by post, see page 15 in the invitation to the Annual General Meeting of Shareholders.

#### **12. How do I instruct the Company to vote on my behalf?**

Before or at the meeting, you can give instructions to a proxy provided by the Company. For more details, see page 16 in the invitation to the Annual General Meeting of Shareholders.

#### **13. Can I appoint proxies on the Internet and instruct them how to vote my shares?**

We offer our shareholders Internet facilities to appoint and instruct proxies provided by the Company. The procedure is as for attendance in person, that is to say, whether you wish to order an entrance ticket for the Annual General Meeting of Shareholders and vote your shares yourself, or whether you wish to appoint a proxy, you must first register and submit evidence of your shareholding in time. To access the Internet proxy instruction system, go to [www.sap.com/aggm](http://www.sap.com/aggm).

#### **14. Can I vote my shares on the Internet myself?**

This year again, we are able to offer real online attendance. Participants can follow a live Internet stream of the entire Meeting, vote their shares in real time, and inspect the attendance register online.

#### **15. Is there free parking for cars?**

The parking lot at SAP Arena has space for 2,700 cars. There is a map on the meeting ticket showing the parking lots.

#### **16. Does SAP provide complimentary bus and rail tickets to the meeting?**

Yes – with your meeting ticket, you will be sent a free pass for the entire VRN (local public transportation company) network, valid on the day of the meeting.

#### **17. Why are there security checks?**

SAP wishes to provide a safe environment for people attending the Annual General Meeting of Shareholders. There will be the usual security checks as people arrive for the meeting.

#### **18. Where can I obtain evidence of attendance for my tax return?**

The attendance certificate is at the back of the ballot card book that you will receive when you arrive and hand in your ticket. Please detach it from the ballot card book and keep it.

#### **19. Where can I get the new annual report?**

There are copies of the new SAP Annual Report for you at the back of the meeting hall. If there are none left there, you can collect one from the Investor Relations stand in the official meeting zone or at the bag pickup. You can view the annual report online at [www.sap.com/aggm](http://www.sap.com/aggm) or order a printed copy at [www.sap.com/investor](http://www.sap.com/investor).



**20. Can I follow the entire Annual General Meeting of Shareholders on the Internet?**

SAP will broadcast the entire meeting on the Internet, including speeches from the floor. After the meeting, a recording of the chairperson's opening address and the CEO's presentation will also be available online.

**21. Where can I find the CEOs' presentations to the meeting online?**

The text of the CEOs' presentations and the accompanying slides will be posted on the SAP Web site at [www.sap.com/agm](http://www.sap.com/agm) when the meeting begins.

**22. When will the dividend be paid?**

Subject to the approval of the meeting, the securities deposit banks will pay out the dividend on May 24, 2012.