

| TOTAL KENYA PLC - QUESTIONS FROM SHAREHOLDERS | | | |
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| | SHAREHOLDER NAME | QUESTION | ANSWER |
| 1. | 1. KHAKAS,REBECCA WANGARE Phone:+254721716729 2. NZILANI, MAUREEN Phone:+254729295442 | WHY HAVE I NOT RECEIVED DIVIDENDS FOR THE PAST YEARS AND HOW DO I CLAIM? | Unclaimed dividends for the past 3 years must be addressed to Comp-rite, our company registrar (refer to Pg 7 of the annual report for contact details). <u>Other contact details</u> Tel No. +254 723 611 786 Email: infor@comp-rite.com |
| 2. | 1. GACHANJA,PETER THUO Phone:+254723341443 2. NJOROGE, JOHN MBURU Phone:+254721583647 3. WAINAINA,SIMON MBURU Phone:+254727371119 4. KAROBI,FRANCIS GAKURE D Phone:+254701465035 5. KAMAU,SILVERIA KAARI Phone:+254722620857 | HOW MUCH PAYMENT OF DIVIDENDS PER SHARE AND WHY THE AMOUNT? | The proposed dividend is KShs.1.30 per share. The amount payable is guided by the long-term strategy to invest for future dividends and to ensure that our shareholders continue to get value from their holdings. |
| 3. | 1. MURUU, REGINA WANGUI Phone:+254721628361 | HOW CAN TOTAL KENYA PLC IMPROVE ON DIVIDENDS? | The amount payable is guided by the long-term strategy to invest for future dividends and to ensure that our shareholders continue to get value from their holdings. |
| 4. | 1. MWANGL,PETER IRUNGU PHONE:+254720424291 2. MUCHIRI,RACHEL WAITHIRA Phone:+254712465718 3. MWANGL,EUNICE MUGURE Phone:+254722784780 4. WAMBANI, FANICE Phone:+254795718388 5. KANGETHE,MUNGAI KIUNGA Phone:+254722435817 6. KAMAU,HELLEN WANJIKU | WHEN WILL DIVIDENDS BE PAID AND HOW CAN I RECEIVE DIVIDEND VIA MPESA? | The Dividends will be paid by 31st July 2020 after approval by the AGM on 26th June 2020 MPESA: Arrangements are ongoing with the Registrar towards commencing payment via MPESA. |

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| | Phone:+254717562686 | | |
| 5. | <p>1. NYANCHOKA,MILCAH KERUBO Phone:+254722604483</p> <p>2. WAMBANI, FANICE Phone:+254795718388</p> | WHEN IS THE AGM AND WHERE IS THE VENUE? | <p>The AGM is on 26th June 2020 from 9:00 AM East Africa time.</p> <p>This will be a virtual AGM. The AGM will be streamed live via a link that will be provided to all shareholders who will have registered to participate in the AGM.</p> |
| 6. | <p>1. WAMBUGU,JULIUS MWANGI Phone:+254716503050</p> | HOW MUCH IS TOTAL PLC SHARE VALUE? | <p>The share price closed at Kshs 26.60 per share on 24th June.</p> <p>The share value remains strong. The fundamentals on the share value remains stable.</p> |
| 7. | <p>1. NYAMBATI, BENJAMIN ONDIBA Phone:+254728255856</p> | WHAT IS THE COST OF VIRTUAL MEETING PAYBACK? | <p>The cost for the Virtual AGM is slightly below the cost previously incurred for a physical AGM.</p> <p>The adoption of Virtual AGM was guided by the current environment with the containment measures restricting public gatherings.</p> |
| 8. | <p>1. MUSA, CHRISTINA WAYUA Phone:+254722970184</p> | HOW ARE WE GOING TO GET AGM GIFTS? | <p>This year is unique and therefore restrictive in the giveaways.</p> |
| 9. | <p>1. NYAMBATI,BENJAMIN ONDIBA Phone:+254728255856</p> | <u>SYSTEM ERROR</u> EXPLAIN SYSTEM ERROR TIME OUT? | <p>The service provider has ensured that the system is accessible to all the shareholders to enable you attend and participate in the AGM of your Company.</p> |
| 10. | <p>ABDALLA,FAUZIAH NYAMBURA Phone: + 254722250785</p> <p>KILIKU, JOSPHAT PETER Phone: +254722930278</p> <p>WAINAINA, SIMON MBURU + 254727371119</p> | <p>ANY DIVIDEND FOR THIS YEAR?</p> <p>WHEN WILL WE GET THE DIVIDEND?</p> <p>HOW MUCH</p> | <p>The proposed dividend is KShs.1.30 per share.</p> <p>The Dividends will be paid by 31st July 2020 after approval by this meeting.</p> <p>The proposed dividend is KShs.1.30 per share.</p> |
| 11. | <p>KURIA, EUNICE WANJIRU</p> | WHO ARE THE DIRECTOR THE MANAGEMENT IS | <p>MR STANISLAS MITTELMAN offers himself for re-election.</p> |

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| | Phone : +254721574583 | RECOMMENDING FOR RE ELECTION | The process of replacing Dr Joe Muchekehu is in progress. The Board nomination committee which is mandated to propose new nominees will carry out its tasks and propose a suitable candidate to the Board prior. Thereafter, the Board shall recommend to the shareholders for appointment. |
| 12. | NDIRANGU,JOSEPH NGIGI Phone: + 254721794901 | WHAT IS THE RATE OF THE DIVIDEND PAYMENT AND HOW IS IT DETERMINED? AND WHEN WILL IT BE PAID, CAN I BE PAID BY MPESA | The proposed dividend is KShs.1.30 per share. The amount payable is guided by the long-term strategy to invest for future dividends and to ensure that our shareholders continue to get value from their holdings. MPESA: Arrangements are ongoing with the Registrar towards commencing payment via MPESA |
| 13. | CHISI, ROSSEBELA MUSUKA Phone:+254721318585 MUSA, CHRISTINA WAYUA Phone: +254722970184 | HOW AND WHEN WILL I BE ABLE TO GET GIFT AND VOUCHER IF THEY ARE AVAILABLE THIS YEAR. THANK YOU HAKUNA ZAWADI | This year is unique and therefore restrictive in the giveaways. We value you shareholders and we will continue to deliver results. |
| 14. | AYOT, OLELA BENSON Phone: + 254701092442 | HOW CAN I GET THE YEARLY FINANCIAL STATEMENT BOOK | The Financial statements are available in soft copy on the Company's website: www.total.co.ke . The physical copy can also be obtained from\ the Company's registered office Regal Plaza, Limuru Road , Nairobi. |
| 15. | OMUDI, PENINAH ORESA Phone: + 254726876374 | I DIDN'T GET MY DIVIDEND FOR THE LAST FINANCIAL YEAR WHAT SHOULD I DO | Unclaimed dividends for the past 3 years must be addressed to Comp-rite, our company registrar (refer to Pg 7 of the annual report for contact details). Unclaimed dividends beyond 3 years must be addressed to the |

| | | | Unclaimed Financial Assets Authority (UFAA). |
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| 16. | <p>KARIUKI, LYDIA WANGARI</p> <p>Phone: + 254724844545</p> | <p>LYDIA KARIUKI LYDIWANGA@YAHOO.COM 0724 844 545 KINDLY ADD MORE LPG CYLINDERS IN THE MARKET BECAUSE THEY ARE VERY FEW AND WE TEND TO BUY DIFFERENT CYLINDER FROM VENDORS BECAUSE MOST OF THE TIME YOUR CYLINDERS ARE LESS. OPEN MORE OUTLET IN SMALL TOWN BECAUSE THAT WHERE MANY USERS ARE OTHER THAN ONLY IN PETROL STATIONS WHICH ARE FAR FROM SMALL TOWN. SOME OF THE CYLINDERS ARE TOO OLD OTHER WITH MANY SCRATCHES WHERE PUTTING A GRILL FOR A MEKO KEEP ON SLIDING. AS SHAREHOLDERS YOU CAN GIVE US VOUCHERS TO BUY THOSE CYLINDERS AND BE CALLING US FROM YOUR OFFICE TO COLLECT GIFT WHICH WE LACK DURING AGM. I HAVE BEEN CLAIMING FOR MY SOLAR LAMP WHICH I RETURNED AT GITHUNGURI TOTAL PETROL STATION FOR REPAIR BUT I HAVE NEVER GOTTEN IT. LAST YEAR I INFORMED YOUR DIRECTOR MADAM MALOMBE WHERE SHE TOLD ME SHE WILL FORWARD THE ISSUE BUT UP-TO-DATE I HAVEN'T HEARD FROM HER. THANK YOU</p> | <p>The Company continue to invest in LPG (Liquified Petroleum Gas) business by increasing the cylinder float. The market continues to expand. The abolishment of exchange pool with the aim of promoting safe and quality gas will create more opportunities. The Company will continue to invest to reach the market within the country.</p> <p>In addition, the Company maintains quality cylinders in the market.</p> <p>Give aways: This year is unique and therefore restrictive in the giveaways. We value you shareholders and we will continue to deliver results.</p> |