

Dear Shareholder of PJSC “Aeroflot”

You have a personal account in the register of holders of PJSC “Aeroflot” securities maintained by Independent Registration Company JSC (hereinafter, the Registrar).

Therefore, you are a client of the Registrar for the purposes of Federal Law No. 115-FZ “On Countering the Legalisation of Illegal Earnings (Money Laundering) and the Financing of Terrorism” dated August 07, 2001 (hereinafter, the Law).

Pursuant to article 7 clause 1 paragraph 3 of the Law, the Registrar must update information on clients, representatives of clients, beneficiaries, and beneficiary owners at least once a year.

Under article 8 of Federal Law No. 39-FZ “On the Securities Market” dated April 22, 1996 (hereinafter, the FL “On the Securities Market”), registered persons must comply with the requirements of the registrar maintenance for providing information and documents to the register holder.

According to article 8.2 clause 16 of the FL “On the Securities Market”, if a person holding a personal account failed to supply information about changes in its data, PJSC “Aeroflot” and the Registrar are not be held liable for damages caused to this person due to failure to supply information.

Information is updated by providing the Registrar with a newly filled-in questionnaire of a registered person with necessary attachments (hereinafter, the Questionnaire). **If you did not previously supply the Questionnaire to the Registrar or your Questionnaire includes incomplete data (full information about the first name, patronymic, last name, identity document, citizenship, birth date, place of residence, postal address, etc. is not available) or such data were changed, you have to provide a newly filled-in Questionnaire to the Registrar (it is recommended doing it at least once a year).**

The procedure for filling-in and providing the Questionnaire, the Rules of maintaining the register of holders of registered securities, and the list of the Registrar’s addresses to which the Questionnaire may be provided are available on the Registrar’s website: www.nrcreg.ru

If your questionnaire data changed, the shareholder’s personal account includes incomplete data, or over a year has elapsed since the Questionnaire filling-in date, failure to provide a newly filled-in Questionnaire to the Registrar may be:

- a reason for refusing to perform transactions involving your personal account;
- a reason for including incorrect date in the 2-NDFL statement;
- a reason for late receipt of dividends.

Please note that due to amendments to the Federal Law “On Joint-Stock Companies” (that took effect on July 01, 2016), dividends are paid to shareholders that are individuals whose rights in the shares are recorded in the register of PJSC “Aeroflot” shareholders by transferring funds to their bank accounts, the details of which are available to the Registrar, or by mail transfer if information about bank accounts is unavailable. Bank details are specified in the Questionnaire. If the available details of a bank account do not permit to form and send a payment order, dividends will be paid via mail transfer to an address indicated in the register of shareholders.

Advantages of receiving dividends via bank transfer:

- minimizing the time of dividend delivery as compared to delivery by mail transfer;
- dividends are not returned to the sender as it usually happens in case of mail transfers, if the shareholder does not receive funds within a time period during which dividends are kept at the post office.

Please note that a person not receiving announced dividends because the Registrar (or PJSC “Aeroflot”) has no accurate or necessary address details or bank particulars may request payment of such dividends (unclaimed dividends) within three years upon a decision to pay them (article 42 of Federal Law No. 208-FZ “On Joint-Stock Companies” dated December 26, 1995).

An account in the register of shareholders may be updated by contacting the Registrar at 18 Stromynka Str., building 5B, Moscow, 107076, Independent Registration Company JSC (Headquarters – in writing by mail or in persons, to branches – in person).

The list of branches and transfer agents of the Registrar is available on the webpage: www.nrcreg.ru