

Schedule 2 Required Claim Information

Definitions

1. Capitalised terms used but not defined in this Schedule have the meaning given to them in the SRF and Claims Administration Conditions.

Submission of Claims; documentary evidence required

2. Pursuant to the SIHNV Composition Plan and the SIHPL Section 155 Proposal, an MPC Claimant must submit its Claim(s) and supporting documentation by means of a valid and complete Claim Form.
3. The Claim Form requires the MPC Claimant to submit, among other things:
 - (i) the number of Steinhoff Shares owned at the close of trading on 1 March 2009 (beginning holdings) and the number of Steinhoff shares held at the close of trading on 5 December 2017 (end holdings);
 - (ii) each transaction from the opening of trading on 2 March 2009 through the close of trading on 6 December 2017, with the following information per transaction:
 - (a) Transaction type (sale / purchase);
 - (b) Trade date;
 - (c) Number of shares;
 - (d) Price per share;
 - (e) Commission;
 - (f) Transaction Total; and
 - (g) Currency.
4. For the avoidance of doubt, in order to qualify as an MPC Claimant the SIHNV Composition Plan and the SIHPL Section 155 Proposal require that at least one Steinhoff Share is held at the close of business on 5 December 2017. The MPC Claimant is required to provide sufficient documentary evidence to prove such end holdings, i.e. specifically stating the actual number of shares held by the MPC Claimant at close of business on 5 December 2017.
5. On or along with the Claim Form, the MPC Claimant must also provide the information as set out in the Steinhoff Allocation Plan, in particular in paragraph 23 (regarding the date of the purchase and, if applicable, sale of Steinhoff Shares), paragraph 23A (regarding end holdings), paragraph 25 (regarding Steinhoff Shares purchased before the relevant period and held until 5 December 2017), paragraph 27 (regarding short sales), paragraph 28 (regarding convertible bonds) and paragraphs 31 (regarding transfers in/out).
6. Each MPC Claimant is required to provide reliable evidence in support of the information provided for the Claim(s) in the Claim Form as per paragraphs 3-5 above, which may include, among other things, the following documentation:
 - (i) bank or brokerage statements from a third-party financial institution that include the claimants name, account number, shareholdings and transactional history and printed on their letterhead or accompanied by a written and duly signed declaration of the bank or broker;

- (ii) records of transactions from a third-party bank and/or broker that include claimant name, account number, shareholdings and transactional history and printed on their letterhead or accompanied by a written and duly signed declaration of the bank or broker;
 - (iii) certificates issued by Steinhoff for shares it administered that include claimant name, account number and shareholdings, to the extent that the share remains certificated and has not been dematerialised;
 - (iv) print-screens of a claimant's shareholdings and transactions history that have been signed by a bank/broker and printed on their letterhead or accompanied by a written and duly signed declaration of the bank or broker; or
 - (v) a written and duly signed declaration from a third-party entity which (i) is regulated and audited and (ii) has credible systems to maintain and keep trading data as business records confirming the shareholdings and transactional history, that includes: claimant name, account number, shareholdings and transactional history, provided that the Claims Administrator may require additional documentation to support the declaration and confirm the authenticity of the respective transactions.
7. The following documentation are in any event not considered reliable evidence in support of the information provided for the Claim(s) in the Claim Form:
- (i) print-screens of a claimant's shareholdings and/or transactional history that have not been signed by a bank and printed on their letter head or are not accompanied by a written and duly signed declaration of the bank or broker;
 - (ii) statements (sworn or unsworn), affidavits, self-generated reports and hand-written reports drafted by individual retail claimants themselves; and
 - (iii) self-generated tax related documents.

Evidence of the authority to submit a Claim Form in respect of a Claim

8. Each MPC Claimant is required to provide their identity documentation with the Claim Form, i.e.:
- (i) For natural persons (i.e. individuals): a colour photocopy of their identity book/card or passport;
 - (ii) For corporate entities: photocopies of the registration/incorporation documents; and
 - (iii) For trusts: photocopies of the trust deed and the letters of authority of trustees.
9. Any person submitting a Claim Form on behalf of an MPC Claimant must:
- (i) provide documentary evidence that it has been validly and irrevocably authorised to submit the Claims of the MPC Claimant in the Dutch SoP proceedings and/or the South African Section 155 proceedings, to execute the Claim Form on behalf of the MPC Claimant and to agree to the legal acts laid down in the Claim Form on behalf of the MPC Claimant (including, but not limited to, providing a proxy to file claims and/or vote in the Dutch SoP proceedings and/or the South African Section 155 proceedings as well as granting any releases as set out in the Claim Form);
 - (ii) to the extent the person who provided the authorisation referred to in sub (i) of this paragraph is a custodian, asset manager or other party that acts on behalf of the underlying beneficial owners of Steinhoff Shares, provide documentary evidence

that such person is validly authorised to act on behalf of the underlying beneficial owners in respect of their Claims, i.e. by providing an explicit power of attorney or an agreement with the underlying beneficial owner;

- (iii) to the extent the person who provided the authorisation referred to in sub (i) and/or (ii) of this paragraph is a legal entity, provide documentary evidence that such legal entity is validly represented by one or more authorised signatories, for example (copies of) documents from a chamber of commerce or trade registry, articles of incorporation or a certified signatory list;
- (iv) to the extent the MPC Claimants are joint account holders, provide documentary evidence that the authorisation has been provided by each of those joint account holders; and
- (v) to the extent applicable, provide documentary evidence that the MPC Claimant validly and irrevocably authorised it to collect and distribute any compensation payable by the SRF on behalf of that MPC Claimant or that the MPC Claimant irrevocably and explicitly consented to another party collecting and distributing such compensation.

- 10. Any legal entity submitting a Claim Form (either on behalf of another person or on behalf of itself) must provide documentary evidence that it is validly represented by one or more authorised signatories, similar to paragraph 9(iii) above.
- 11. Any person submitting a Claim Form in respect of a Claim that has been assigned or transferred to it (or to the person it represents) must provide documentary evidence that such assignment or transferred is valid under the applicable law.
- 12. Pursuant to Clause 4.8.2 of the SRF and Claims Administration Conditions, the MPC Claimant (or its representative) must immediately inform the SRF of any material changes to the information or documentation provided by or on behalf of the MPC Claimant (including, if applicable, the power of attorney). The MPC Claimant bears the risk that the information provided by it is not accurate or up to date, as well as the risk that any (additional, amended or updated) information does not timely reach the SRF.

Evidence of being a Qualifying Ineligible Claimant

- 13. MPC Claimants that claim to be ineligible to receive PPH Shares must prove their ineligibility in accordance with the definition of Qualifying Ineligible Claimant. Any Qualifying Ineligible Claimant must provide documentary evidence of the internal rules or regulations which prohibit and/or impede the ownership of PPH Shares, in the form of a sworn affidavit (or equivalent) attaching a certified copy of the applicable rules or regulations.