

Frequently asked questions

This document provides brief answers to certain anticipated questions from shareholders in Carasent ASA (the “**Company**” or “**Carasent ASA**”) concerning delivery of shares in Carasent AB (publ) (“**Carasent AB**”) and trading in Carasent AB following the cross-border merger of Carasent ASA into Carasent AB and the change of listing venue of the shares from Oslo Børs (Norway) to Nasdaq Stockholm (Sweden) (the “**Relisting**”).

All shareholders and other stakeholders are advised to review the documentation prepared by the company in relation to the change of listing venue, including the cross-border merger plan, the related documents, and company announcements and press releases, available at Carasent’s website (<https://carasent.com/investors>).

As a shareholder, you need to ensure that you can receive Swedish shares in order to trade and avoid unnecessary costs in the future

Summary of actions for shareholders

1. Contact your bank or custodian via which you hold your existing shares in Carasent ASA, and ask whether your account is able to hold Swedish listed shares.
 - a. If yes: no further action is required at this point. Please see item 3.
 - b. If no: check if your bank or custodian offer an account that is able to hold Swedish listed shares
 - i. If yes: Open an account and instruct your bank or custodian to transfer your Carasent ASA shares to the new account
 - ii. If no: You can free of charge open an account at Nordnet (<https://www.nordnet.no/no/kampanjer/carasent>) and follow the instructions on the webpage to transfer your Carasent ASA shares to Nordnet, if required, with consent from lenders or others who have a security interest or other interest in your Carasent ASA shares
2. If, at the time of the Relisting, you do not have an account that can receive Swedish listed shares or your instructions to transfer your Carasent ASA shares to such account are not effective, you will receive your Carasent AB shares in “secondary recorded” form to your VPS account. In order to make such restricted shares eligible for trading on Nasdaq Stockholm, you will need to open an account that can hold Swedish listed shares and give effective instructions to re-record restricted shares to tradable shares. Item 2 applies also for such conversion, save that the conversion will only be free of charge until around 10 March 2025.
3. Ahead of the Relisting, instructions will be provided regarding dates and submission of instruction form to DNB or your custodian. It is expected that such instructions will be given around 11 November 2024.

Note: Following the expiration of the free of charge conversion period the cost associated with re-recording the shares amounts to NOK 1,500.

Why has Carasent ASA decided to change its listing venue from Oslo Børs to Nasdaq Stockholm?

- A majority of Carasent ASA’s operations and customer base are located in Sweden - approx. 80% of revenue as of FY 23 was generated in the country.

- Furthermore, the Company believes that such listing on Nasdaq Stockholm will enhance share liquidity and attract a broader shareholder base.
- Against this background, the Company has resolved to change its listing venue from Oslo Børs to Nasdaq Stockholm.

Will the Relisting require any actions from me as an existing Carasent ASA shareholder?

- As the shares in Carasent AB will be listed on Nasdaq Stockholm, shareholders who wish to receive tradable shares must have a securities deposit account capable of holding Swedish shares.
- If your securities deposit account is capable of holding Swedish shares and provided that you have submitted the instruction form to DNB to have your shares in Carasent AB to be delivered to such an account, the Norwegian shares in your account will be replaced with Swedish shares in Carasent AB with a ratio of 1:1 (meaning that you will receive one share in Carasent AB for each share in Carasent ASA) on completion of the merger.
- Your instructions to transfer shares from your VPS account will not be effective without the consent of the security holder or other relevant third party. If, at completion of the cross-border merger, your instructions cannot be complied with, secondary recorded shares will be delivered to your VPS account (see below). Your shares may only be re-recorded as Swedish tradable shares by transferring them to a securities deposit account eligible to hold Swedish shares with consent from the relevant security holder or other relevant third party.
- In case certain banks/custodians do not offer securities deposit accounts capable of holding Swedish shares, or the cost associated with said deposit account is deemed too high by the individual shareholder, Norwegian shareholders can use Nordnet’s services. Please visit Nordnet’s website www.nordnet.no.
- On the homepage, click “Create Account”. Follow the process for identification and signing using Bank ID. As a retail customer, your account is usually set up within a few minutes.
- Once your account is set up, fill in the [form](#) in order to initiate the process to transfer your Carasent ASA shares to your Nordnet account. This process typically takes a few business days but could take longer if you are transferring an Aksjesparekonto (“ASK”).
- We encourage you to contact your bank or custodian via which you hold your existing shares in Carasent ASA, as relevant, to receive information on the possibility to hold foreign shares (Swedish listed shares) on your securities deposit account or open a securities deposit account capable of holding Swedish listed share.

What will I receive if I do not transfer my Carasent ASA shares to an account capable of holding Swedish shares?

- If you at the completion of the cross-border merger don’t have a securities deposit account on which you may hold Swedish shares in public listed companies, you will receive the Carasent AB shares (“secondary recorded shares”) on your VPS account.
- Such secondary recorded shares must be re-recorded from Euronext Securities Oslo (VPS Norway) to Euroclear Sweden AB and booked to a securities deposit account for Swedish shares. Only after such transfer your shares will be available for trading on the listing venue in Sweden.
- Hence, if you at some point would like to sell your secondary recorded shares, you will first need to re-record the secondary recorded shares to Swedish tradable shares after which you may proceed with selling the Swedish shares. Re-recording a secondary

recorded share in order to sell it is normally associated with administrative fees imposed by the custodian/account operator.

What do I do if my Carasent ASA are pledged or subject to other security or other interest?

- Your instructions to transfer shares from your VPS account will not be effective without the consent of the security holder or other relevant third party. If, at completion of the cross-border merger, your instructions cannot be complied with, secondary recorded shares will be delivered to your VPS account. Your shares may only be re-recorded as Swedish tradable shares by transferring them to a securities deposit account eligible to hold Swedish shares with consent from the relevant security holder or other relevant third party. Seeking such consent early may be advisable.

Is it expensive to re-record secondary recorded shares in order to sell them?

- The Company has decided on a period for exchanging secondary recorded shares free of charge, when the Company covers the conversion expenses for individual shareholders, which is expected to last from the listing date on Nasdaq Stockholm to around 10 March 2025.
- The free of charge conversion period is made available through DNB Bank ASA. Carasent urges its shareholders that have not transferred their shareholding to a securities deposit account capable of holding Swedish shares before the completion of the cross-border merger to seize this opportunity to re-record their secondary recorded shares to Swedish shares to avoid potential administrative fees in the future.
- Shareholders wishing to seize the opportunity for a free of charge conversion shall ask their bank/broker/custodian to contact DNB Bank ASA.
- Following the expiration of the free of charge conversion period the cost associated with re-recording the shares amounts to NOK 1,500.

Do I need to re-record my secondary recorded shares if I do not plan on selling my Carasent shares?

- Carasent recommends all shareholders in Carasent to re-record their shares as soon as possible, even those who might not have the intention to sell any Carasent shares within the foreseeable future.
- As the Company has decided to re-record secondary recorded shares free of charge for a limited time only (expected to last from the listing date on Nasdaq Stockholm to around 10 March 2025), shareholders are encouraged to re-record their shares during this period to avoid any potential administrative fees in the future, should the shareholder wish to re-record the shares.
- However, in case of corporate actions originating from the Company, such as general meetings, the Company intends to publish case-specific generic instructions to holders of secondary recorded shares.

How do I open a Nordnet account?

- If you are a Carasent shareholder but do not currently have a Nordnet account and wish to open one to hold Carasent AB shares, please visit Nordnet's website www.nordnet.no.
- On the homepage, click "Create Account". Follow the process for identification and signing using Bank ID. As a retail customer, your account is usually set up within a few minutes.

- Once your account is set up, contact your current bank/custodian to request the transfer of your Carasent shares to your Nordnet account. This process typically takes a few business days but could take longer time if you are transferring an Aksjesparekonto (ASK). In order to facilitate delivery of tradable shares, individual shareholders are encouraged to initiate this process well in advance of completion of the cross-border merger and no later than 22 November 2024.

What is the exchange ratio between Carasent ASA shares and Carasent AB shares?

- The Carasent ASA shares in your account will be replaced with shares in Carasent AB at a ratio of 1:1 (meaning that you will receive one share in Carasent AB for each share in Carasent ASA).

Will the Relisting have any direct financial or operational effect on Carasent ASA as a company?

- No, the Company's assets and business will not change in connection with the transfer.

Do I have to pay any capital gains tax when exchanging my Carasent ASA shares for Carasent AB shares?

- No, the Relisting is not regarded as a realisation for tax purposes.

What currency will the stock trade in following the change of listing venue?

- Once the shares of Carasent AB have been admitted to trading on Nasdaq Stockholm, the shares will trade in SEK.

When will the Carasent ASA shares be delisted from Oslo Børs?

The last day of trading is estimated to occur on or about 3 December 2024.