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Dear Shareholder:

Please be advised effective November 1, 2024, Computershare Trust Company of Canada ("Computershare") has replaced TSX Trust Company as Transfer Agent and Registrar, Dividend Disbursing Agent, and Dividend Reinvestment Plan Agent for Imperial Oil Limited ("Imperial"). Please refer to section 6 on the reverse side for contact information for all shareholder inquiries.

Important Information for Shareholders:

1 Online Account Access

With Computershare, you can take advantage of the Investor Centre, a self-service web portal for shareholders. This portal allows you to update your account details, view statements and tax forms, sign up for e-delivery, update your bank information, enroll in the Dividend Reinvestment Plan, and much more. Simply visit www.investorcentre.com/imperial and register using your Holder Account Number (located in the column to the right).

2 IRS Form W-9

The Internal Revenue Service (IRS) requires Computershare to withhold taxes at the applicable rate of backup withholding for U.S. persons without a W-9 tax certification. As newly appointed Paying Agent for Imperial, we require a new certification for your U.S. Social Security Number or Employer Identification Number. If the **Form W-9** is not completed and returned, your account may be subject to backup withholding at the applicable tax rate on all dividends and sale proceeds. Please read the instructions on the back of the form to ensure you complete the form correctly and return the form to Computershare using the postage-paid envelope provided. **If applicable, in order to avoid unnecessary withholding, please return the form prior to January 1, 2025.**



Go Paperless.
Please enroll for
electronic delivery.



- Scan the QR Code link here to enroll or change your delivery preferences. www.investorcentre.com/imperial

Your Account Details

Holder Account Number:

C0000012345

Please Visit Investor Centre

- Sign up at www.investorcentre.com/imperial to manage your account details, access documents electronically and more.

Dividend Reinvestment and Optional Share Purchase Plan

- Imperial encourages all shareholders to consider enrolling in the Plan. Refer to Item 4.

Got a question?

We're here to help

www.investorcentre.com/imperial

imperial@computershare.com

Toll-free North America 1 877 296 3716
Outside North America 514 982 7685



Computershare Trust Company of Canada
• 100 University Avenue, 8th Floor, Toronto, Ontario

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3 CRA Form NR301

As newly appointed Paying Agent for Imperial, Computershare will require the completion of the Canada Revenue Agency's (CRA) new certificate of residency documentation from you to apply the appropriate withholding tax treaty rate in effect at the time of the payment. For this reason, you may need to complete **NR301 form** and return it to Computershare if you are a non-Canadian taxpayer residing in a country with whom Canada has a tax treaty, and you are eligible to receive the reduced rate of tax or exemption provided by the treaty on all or certain income. Please read the instructions on the back of the form to ensure you complete the form correctly and return the form to Computershare using the postage-paid envelope provided. **If applicable, in order to avoid unnecessary withholding, please return the form prior to January 1, 2025.**

4 Dividend Reinvestment and Optional Share Purchase Plan

Imperial's dividend reinvestment and optional share purchase plan (the "Plan") provides registered shareholders with two convenient ways to add to their holdings of Imperial shares at a comparatively low transaction cost:

1. **Dividend reinvestment option** — shareholders may choose to have dividends on all or a portion of their shares used to purchase additional shares.
2. **Share purchase option** — shareholders may also choose to purchase, once a calendar quarter, between \$50 and \$25,000 worth of additional shares.

Detailed information about the Plan is available online at www.investorcentre.com/imperial. If you would like to enroll in the Plan, please complete the enclosed **enrollment form** (and, if desired, the **Optional Cash Purchase form**), along with the **Foreign Account Tax Compliance Act (FATCA) and Common Reporting Standards (CRS) Certification form**, and return these to Computershare in the postage-paid envelope provided.

Please note that recent amendments have been made to the Plan; please refer to the separate insert enclosed with this letter for more information.

5 Direct Deposit Service

Get your dividends and Plan sales payments faster and with greater ease! You can have your payments deposited directly into your Canadian bank account by completing and returning the enclosed **Authorization for Electronic Direct Deposit form**, or by enrolling online at www.investorcentre.com/imperial.

6 Contact Information

Computershare is looking forward to offering Imperial's shareholders exceptional service responding to all account-related inquiries. For all your shareholder needs, please reach out to Computershare through any of the following methods:

Online through the self-service online portal at www.investorcentre.com/imperial

By mail at Computershare Trust Company of Canada, 100 University Ave., 8th Floor, North Tower, Toronto, Ontario, M5J 2Y1

By phone at +1 877 296 3716 (toll free in Canada & USA), or +1 514 982 7685

By email at imperial@computershare.com

For U.S. resident shareholders please contact Computershare Trust Company, N.A. by mail at Computershare Trust Company, N.A., P.O. Box 43078, Providence, Rhode Island, USA 02940-3078 or call toll free number at +1 877 296 3716

Privacy Notice

Computershare is committed to protecting your personal information. Our Privacy Code is available at www.computershare.com.