

ARRANGEMENTS ON DISSEMINATION OF CORPORATE COMMUNICATIONS TO THE SHAREHOLDERS

Pursuant to new Rule 2.07A of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “**Hong Kong Listing Rules**”) and the articles of association of ZTO Express (Cayman) Inc. (the “**Company**”), with effect from December 31, 2023, the Company will disseminate its future corporate communications to the holders of its shares (the “**Shareholders**”) electronically and only send corporate communications in printed form to the Shareholders upon request in accordance with the following arrangements.

Where can I find the Company’s corporate communications?

As has been the Company’s existing practice, we will not distribute printed copies of corporate communications published by the Company in accordance with the Hong Kong Listing Rules to the Shareholders by default. All Shareholders can access and download digital copies of a corporate communication published by the Company in accordance with the Hong Kong Listing Rules on the websites of the Company (<http://zto.investorroom.com>) and The Stock Exchange of Hong Kong Limited (www.hkexnews.hk).

How will I receive actionable corporate communications from the Company?

The Company will send actionable corporate communications published in accordance with the Hong Kong Listing Rules to its Shareholders individually in electronic form by email. If the Company does not possess the email address of a Shareholder or the email address provided is not functional, the Company will send such actionable corporate communication in printed form together with a request form for soliciting the Shareholder’s functional email address to facilitate electronic dissemination of actionable corporate communications in the future.

The Company will send to the registered address of each Shareholder kept with its Hong Kong Share Registrar, Computershare Hong Kong Investor Services Limited, an initial notification letter in the first quarter of 2024 to inform the Shareholders of the new arrangements for dissemination of corporate communications and solicit the electronic contact details of the Shareholders. Thereafter, the Shareholders can provide or update the nominated email address by completing Part A and Part C of the Corporate Communications Election Form below.

Your contact details will be used solely for the purpose of sending you corporate communications. Please note that failure to provide a functional email address (or failure to clearly write your nominated email address) may result in you failing to receive important corporate communications from the Company in a timely manner.

Can I still request printed copies of corporate communications?

The Company will accommodate specific written requests from individual Shareholders for printed copies of corporate communications published in accordance with the Hong Kong Listing Rules for a specified period of time free of charge. Each request for hard copies will be valid for one year starting from the receipt date of your instruction and will expire thereafter. You may make this request by completing Part B and Part C of the Corporate Communications Election Form below.

How can I submit the Corporate Communications Election Form?

Shareholders should send their completed and signed “Corporate Communications Election Form” to the Hong Kong Share Registrar by:

Registered mail	17M Floor, Hopewell Centre, 183 Queen's Road East, Wan Chai, Hong Kong
Email (preferred)	zto.ecom@computershare.com.hk

For queries on the above arrangement, please send an email to the Company’s Hong Kong Share Registrar, Computershare Hong Kong Investor Services Limited, at zto.ecom@computershare.com.hk.

Key terminology

- **“Corporate communications”** refer to documents issued or to be issued by the Company for the information or action of holders of any of its securities, including but not limited to (a) the directors’ report, its annual accounts together with a copy of the auditors’ report and, where applicable, its summary financial report; (b) the interim report and, where applicable, its summary interim report; (c) a notice of meeting; (d) a listing document; (e) a circular and (f) a proxy form.
- **“Actionable corporate communications”** refer to corporate communications that seek instructions from the Company’s securities holders on how they wish to exercise their rights or make an election as the Company’s securities holder, and includes, but is not limited to, shareholder election forms, application forms, and acceptance forms; however, “actionable corporate communications” do not include, for example, notice of general meetings and proxy forms.

Corporate Communications Election Form

To: **ZTO Express (Cayman) Inc. (“Company”)**

c/o Computershare Hong Kong Investor Services Limited (“Hong Kong Share Registrar”)
17M Floor, Hopewell Centre
183 Queen's Road East
Wan Chai, Hong Kong

Please check “X” in the appropriate box(es) below.

Part A – Provision / update of email address

Please fully complete both Part A and Part C of this form. Please use BLOCK LETTERS for your nominated email address.

<input type="checkbox"/>	I/we would like to receive all corporate communications ^(Note 2) from the Company electronically. Please send me all future actionable corporate communications to the below nominated email address: ^(Note 3) _____
--------------------------	--

All corporate communications of the Company published in accordance with the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited can be accessed on the websites of the Company (<http://zto.investorroom.com>) and The Stock Exchange of Hong Kong Limited (www.hkexnews.hk).

Part B – Request for printed copy of corporate communications

Please fully complete both Part B and Part C of this form.

I/we would like to request a printed copy of corporate communications to be delivered to the registered address recorded by the Hong Kong Share Registrar.

I/we understand that this request is valid for one year starting from the receipt date of my/our instruction and will expire thereafter and a new request will need to be made to the Hong Kong Share Registrar by filling in this form afresh. ^(Note 5)

I/we would like the corporate communications to be provided in printed version in the following language(s):

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English only	Chinese only ^(Note 6)	Both English and Chinese ^(Note 6)

Part C – Details of requesting shareholder and notes

Please use **BLOCK LETTERS** and sign (either by wet-ink or digitally) the below.

Full name of shareholder:			
Contact number:		Email: <i>(Note 7)</i>	
Signature:		Date: <i>(Note 6)</i>	

Notes:

1. Please complete this form clearly. Please complete all questions in Part A and/or Part B; please complete Part C.
2. **“Corporate communications”** refer to documents issued or to be issued by the Company for the specific information or action of shareholders, including but not limited to (a) the directors’ report, its annual accounts together with a copy of the auditors’ report and, where applicable, its summary financial report; (b) the interim report and, where applicable, its summary interim report; (c) a notice of meeting; (d) a listing document; (e) a circular and (f) a proxy form.
3. **Your contact details will be used solely for the purpose of sending you corporate communications.** Where there is no functional email address provided, the Company will send actionable corporate communications in printed form to your registered address kept with its Hong Kong Share Registrar until a functional email address is provided. **Failure to provide a functional email address (or failure to provide your nominated email address in a clear manner) may result in you failing to receive important corporate communications from the Company in a timely manner.**
4. **“Actionable corporate communications”** refer to corporate communications that seek instructions from the Company’s securities holders on how they wish to exercise their rights or make an election as the Company’s securities holder, and includes, but is not limited to, shareholder election forms, application forms, and acceptance forms; however, “actionable corporate communications” do not include, for example, notice of general meetings and proxy forms.
5. Your request under Part B will be valid for one year starting from the receipt date of your instruction and will expire thereafter, and you will receive all corporate communications in electronic form unless you have submitted a new request for the next period. For example, if your request is received on April 1, 2024, your request will be valid until March 31, 2025; another completed request form should be received on or after April 1, 2025 to extend this period to March 31, 2026.
6. A Chinese language version of a corporate communication will be provided where one is available (as required under Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited). Where a corporate communication is available in both English and Chinese language versions, the English language version shall be the official version and in case of any inconsistency between the two language versions, the English language version shall prevail.
7. To ensure that we properly receive your nominated email address, please repeat your nominated email address in Part C (as applicable).
8. For the avoidance of doubt, we do not accept special requests written on this form.