

I. ANNOUNCEMENT OF CONVENING THE EXTRAORDINARY GENERAL MEETING OF LIVECHAT SOFTWARE S.A. WITH ITS REGISTERED OFFICE IN WROCŁAW

The Management Board of LIVECHAT Software S.A. with its registered office in Wrocław (hereinafter the Company), acting pursuant to art. 398, art. 399 § 1, art. 402[1] and art. 402 [2] of the Commercial Companies Code and § 12 of the Company Statute, hereby convenes the Extraordinary General Meeting of the Company (hereinafter the General Meeting).

II. DATE, TIME AND PLACE OF THE GENERAL MEETING AND DETAILED AGENDA

The General Meeting of the Company will be held on October 16, 2018 at 12:00 in Notary Office Notariusze Warczak-Mandziak & Janicka spółka partnerska in Wrocław, ul. Gwiździsta 64 room 28/1 (Sky Tower 28th floor).

Agenda of the meeting:

1. Opening of the Extraordinary General Meeting.
2. Election of the Chairman of the Extraordinary General Meeting.
3. Validation of convening the General Meeting and its capacity to adopt resolutions.
4. Election of the Vote Counting Committee.
5. Adoption of the agenda of the Extraordinary General Meeting.
6. Adoption of resolutions concerning appointment of a Supervisory Board members.
7. Closing of the Extraordinary General Meeting.

III. A DESCRIPTION OF THE PROCEDURES FOR PARTICIPATION IN THE GENERAL MEETING AND THE EXERCISE OF VOTING RIGHTS

The Shareholder's right to request placing certain matters on the agenda of the General Meeting of the Company

A shareholder or shareholders of the Issuer representing at least one twentieth of the Issuer's share capital may request the placement of specific matters on the agenda of the General Meeting of the Company. A request of a Shareholder or Shareholders should be submitted to the Management Board of the Company not later than 21 days before the set date of the General Meeting. The request should include justification or a draft resolution regarding the proposed item on the agenda.

The request together with a set of attachments may be submitted in writing:

- a) at the registered office of the Company at the address: ul. Zwycięska 47, 53-033 Wrocław, Poland or
- b) sent to the Company at the following address: ul. Zwycięska 47, 53-033 Wrocław, Poland.

The request together with a set of attachments can be sent by e-mail to the e-mail address: wza@livechatinc.com.

The Management Board shall immediately, but not later than 18 days before the scheduled date of the General Meeting, announce changes to the agenda introduced at the request of the Shareholder or Shareholders. The announcement of the new agenda will take place in a manner appropriate for convening the General Meeting.

Shareholder's right to submit draft resolutions regarding matters included in the agenda or matters that are to be included in the agenda

A Shareholder or Shareholders of the Company representing at least one twentieth of the share capital may, prior to the date of the General Meeting, notify the Company in writing to the following address: ul. Zwycięska 47, 53-033 Wrocław, Poland or using electronic means of communication, by sending an e-mail to a dedicated e-mail address: wza@livechatinc.com, on draft resolutions regarding matters added to the agenda of the General Meeting or matters to be introduced agenda. Draft resolutions are announced immediately on the Company's website: <http://www.lichatsoftware.pl/spolka/walne-zgromadzenia/>. Draft resolutions should be reported in Polish.

The shareholder's right to submit draft resolutions regarding matters added to the agenda during the General Meeting

Each Shareholder may submit draft resolutions regarding matters included in the agenda before the date of the General Meeting as well as during the General Meeting.

The manner of exercising the voting right by a proxy and forms used during voting by a proxy, as well as the manner of notifying the Company by means of electronic communication on appointing a proxy

The Shareholder is entitled to participate in the General Meeting and exercise the right to vote in person or through a proxy. The Shareholder's proxy exercises all the Shareholder's rights, unless the power of attorney states otherwise. The proxy may grant further powers of attorney if it results from the power of attorney. One proxy may represent more than one Shareholder. In such a case, the proxy may vote differently depending on the shares of each Shareholder. A shareholder who holds shares registered on more than one securities account may appoint separate proxies to exercise the rights attached to shares registered on each account.

The power of attorney to participate in the Meeting and to exercise the voting right must be granted in writing or in electronic form. In order to identify the Shareholder granting the power of attorney and the Proxy representing him, the following documents should be attached to the document confirming the granting of the power of attorney:

- a) in the case of a Shareholder who is a natural person - a copy of a personal ID, passport pages allowing identification or other official document confirming the identity of the Shareholder;
- b) in the case of a Shareholder who is not a natural person - a copy of the current excerpt from the relevant register or other document confirming the existence of such a Shareholder and the right of his representative or representatives to represent him, together with copies of identity cards, pages of the passport allowing identification or other official document confirming the identity of a representative or representatives authorized to represent the Shareholder;
- c) in the case of the Proxy who is a natural person - a copy of the ID card, pages of the passport allowing identification or other official document confirming the identity of the Proxy;
- d) in the case of a Proxy who is not a natural person - a copy of the current excerpt from the relevant register or other document confirming the existence of such a Proxy and the right of his representative or representatives to represent him, together with copies of identity cards, pages of the passport allowing identification or other official document confirming the identity of a representative or representatives authorized to represent the Proxy.

In the case of foreign entities in the country of which appropriate registers are not kept, instead of a copy of the current excerpt from the register referred to in point b and d above, a copy of the

document confirming the existence of the given entity and the right of its representative or representatives to represent it must be enclosed. In case of doubts as to the veracity of copies of the documents referred to above, the Company or a person appointed to register Shareholders may request, before the beginning of the General Meeting, the originals of the said documents or their copies certified by a notary public, legal adviser or other entity authorized to certify compatibility with the original.

All documents referred to above, prepared in a foreign language, should be accompanied by an appropriate certified translation into Polish prepared by a sworn translator.

If the power of attorney to participate in the meeting and exercise the right to vote at the General Meeting granted by the Shareholder is conditional, it must also be accompanied by evidence that the given condition has been met. Granting a power of attorney in electronic form does not require providing it with a secure electronic signature verified by means of a valid qualified certificate. The fact of granting the power of attorney in electronic form should be notified to the Company using electronic communication means by October 15, 2018 at the latest. The notification should be sent by e-mail to the Company's e-mail address: wza@livechatinc.com. Together with the notification, please send a scan of the power of attorney granted and a scan of the documents referred to in respectively a, b, c and d above. The notification should also indicate the e-mail address by which the Company will be able to contact the Shareholder and the Proxy. The Management Board has the right to verify the notifications sent and to take actions to identify the Shareholder and Proxy and confirm the appropriate authorization. The verification may consist in particular in a return question asked in a telephone or electronic form to the Shareholder or Proxy. The above rules apply accordingly to the change or cancellation of the power of attorney granted. The company is not liable for errors in completing the proxy form and the actions of persons using proxies. The attorney appearing at the General Meeting is obliged to present, at the request of the Company or person (persons) designated for registration of the Shareholders, the original documents attached to the notification referred to above.

The Management Board of the Company also informs that in the event that the Shareholder grants a power of attorney along with the voting instructions, the Company will not verify whether the proxies exercise their voting rights in accordance with the instructions they have received from the Shareholders. Therefore, the voting instructions should be given only to the proxy. A member of the Management Board of the Company and an employee of the Company may be proxies of the Shareholders at the General Meeting. If the proxy at the General Meeting is a member of the Management Board, a member of the Supervisory Board, liquidator, employee of the Company or a member of bodies or an employee of the Company or a cooperative subsidiary of the Company, the power of attorney may authorize to represent only at one General Meeting.

A proxy is obliged to disclose to the Shareholder any circumstances indicating the existence or the possibility of a conflict of interest, and is also obliged to vote in accordance with the instructions provided by the Shareholder. Granting a further power of attorney is excluded.

Information on the possibility and manner of participating in the General Meeting by means of electronic communication

The Management Board of the Company informs that in accordance with the information provided in the Prospectus and Procedures for Corporate Governance of LIVECHAT Software S.A. it is not possible to participate or speak during the Meeting using electronic means of communication, nor to vote by correspondence or by means of electronic communication.

Information on the manner of speaking during the General Meeting using electronic means of communication

The Management Board of the Company informs that in accordance with the information provided in the Prospectus and Procedures for Corporate Governance of LIVECHAT Software S.A. it is not possible to participate or speak during the Meeting using electronic means of communication, nor to vote by correspondence or by means of electronic communication.

Information on the manner of exercising the right to vote by correspondence or using electronic means of communication

The Management Board of the Company informs that in accordance with the information provided in the Prospectus and Procedures for Corporate Governance of LIVECHAT Software S.A. it is not possible to participate or speak during the Meeting using electronic means of communication, nor to vote by correspondence or by means of electronic communication.

IV. REGISTRATION DAY

The date of registration of participation in the General Meeting (hereinafter: Registration Day) is September 30, 2018, ie the day falling 16 days before the date of the General Meeting.

V. THE RIGHT TO PARTICIPATE IN A GENERAL MEETING

The right to participate in the General Meeting is determined by the provisions of Art. 40[1] and art. 406[2] of the Code of Commercial Companies.

At the request of the holder of the dematerialized shares registered not earlier than after the announcement of convening the general meeting and no later than the first weekday after the Registration Day, the entity keeping the securities account issues a registered certificate of the right to participate in the general meeting. The list of owners of bearer shares entitled to participate in the General Meeting is determined on the basis of the list prepared by the entity keeping the securities deposit in accordance with the provisions on trading in financial instruments. The entity maintaining the securities deposit prepares the above list on the basis of lists provided not later than twelve days before the general meeting by authorized entities in accordance with the provisions on trading in financial instruments. The basis for preparation of lists provided to the entity maintaining the securities deposit are issued certificates confirming the right to participate in the general meeting of a public company.

The list of shareholders entitled to participate in the General Meeting will be available at the registered office of the Company at: ul. Zwycięska 47, 53-033 Wrocław, three weekdays before the General Meeting of Shareholders between 9:00 and 15:00.

The Company's shareholder may request that the list of shareholders entitled to participate in the General Meeting be sent to him free of charge via e-mail, providing the e-mail address to which the list should be sent.

A shareholder has the right to request a copy of motions on matters included on the agenda within one week prior to the General Meeting.

Persons entitled to participate in the General Meeting are asked to register on the day and place of the General Meeting indicated in the introduction, from 11:00 to 11:30 before the start of the meeting.

VI. INDICATION WHERE AND HOW THE PERSON AUTHORIZED TO PARTICIPATE IN A GENERAL MEETING CAN OBTAIN A FULL TEXT OF THE DOCUMENTATION TO BE INTRODUCED AT THE GENERAL MEETING AND PROJECTS OF RESOLUTIONS

Persons entitled to participate in the General Meeting may obtain the full text of the documentation to be presented to the General Meeting and draft resolutions on the Company's website: <http://www.livechatsoftware.pl/spolka/walne-zgromadzenia/> or at the registered office of the Company at: ul. Zwycięska 47, 53-033 Wrocław, Poland, on business days from 9:00 to 15:00, but no later than on October 15, 2018, after prior notification of such demand by e-mail to the following e-mail address: wza@livechatinc.com.

VII. INDICATION OF ADDRESS OF THE WEBSITE WHERE INFORMATION ABOUT THE GENERAL MEETING WILL BE DISPLAYED

All information regarding the General Meeting of the Company is available on the website <http://www.livechatsoftware.pl/spolka/walne-zgromadzenia/>

VIII. INFORMATION ABOUT THE GENERAL NUMBER OF SHARES IN THE COMPANY AND THE NUMBER OF VOTES FROM THESE ACTIONS ON THE DAY OF ADMISSION, AND IF THE SHARES ARE OF DIFFERENT TYPES - ALSO ABOUT THE DIVISION OF ACTIONS ON INDIVIDUAL TYPES AND NUMBER OF VOTES FROM ACTIONS OF INDIVIDUAL KINDS

On the day of publication of the announcement on the Extraordinary General Meeting of LIVECHAT Software Spółka Akcyjna, which will take place on October 15, 2018, the share capital consists of 25,750,000 ordinary bearer shares (25,000,000 series A shares and 750,000 series B shares) with a nominal value 0.02 PLN each of them, which are entitled to 25,750,000 votes at the General Meeting, in such a way that the shares of the A series are entitled to 25,000,000 votes and the shares of the B series are entitled to 750,000 votes.