



May 20, 2020

Meeting Guidelines

State Street Corporation Annual Meeting of Shareholders

2020 ANNUAL VIRTUAL MEETING ORDER OF BUSINESS

1. Introductions and remarks by Ronald P. O'Hanley, chairman and chief executive officer, State Street Corporation
2. Establishment of quorum
3. Voting matters, as further described in State Street's proxy statement for the meeting:
 - I. To elect 11 directors
 - II. To approve an advisory proposal on executive compensation
 - III. To ratify the selection of Ernst & Young LLP as State Street's independent registered public accounting firm for the year ending December 31, 2020
 - IV. To act upon such other business as may properly come before the meeting and any adjournments thereof
4. Questions from shareholders
5. End of meeting

MEETING GUIDELINES

Welcome to State Street's Annual Meeting of Shareholders. The purpose of today's meeting is to act on the voting matters identified above and further described in State Street's proxy statement for the meeting. In accordance with State Street's by-laws, no other items of business may be introduced by shareholders for consideration at the meeting. We have adopted these meeting guidelines to facilitate the efficient and orderly conduct of this meeting in accordance with its purpose.

1. Only shareholders as of the record date of March 11, 2020, or their duly authorized proxies, are entitled to submit questions and vote at the Annual Meeting. If you have voted your shares prior to the start of the Annual Meeting, your vote has been received by the Inspector of Elections and there is no need to vote those shares during the Annual Meeting unless you wish to revoke or change your vote.

Questions or comments should be:

- submitted through the virtual meeting portal
 - relevant to the meeting and pertinent to matters properly brought before the meeting
 - limited for each shareholder to ask one question during the general question-and-answer period and one for each voting matter
2. In order to address a question or comment to the chairman, please type your question or comment into the question box of the virtual meeting portal. Prior to your question or comment, please state:
 - Your name; and
 - Whether you are an individual or institutional shareholder. If you are an institutional shareholder, please state your company affiliation

There will be two forums for questions during the meeting: (1) prior to when the polls close for questions regarding the specific voting matters under consideration; and (2) a second general question-and-answer session following the formal part of the meeting for all other questions about State Street. For questions submitted on specific voting matters, please first identify the matter about which the question pertains. Questions, may be summarized, for example, if similar questions on the same topic are received. Questions will be taken, time permitting, at the discretion of the chairman.

3. The chairman has the authority to preside over the meeting and may make any and all determinations with respect to the conduct of the meeting and procedures to be followed during the meeting, including these guidelines. Where these guidelines refer to the chairman, those references also include any person designated by the chairman to act on behalf of the chairman. In the event of technical malfunction or other significant problem that disrupts the Annual Meeting, the chairman may adjourn, recess, or expedite the Annual Meeting, or take such other action that the chairman determines is appropriate in light of the circumstances.
4. Recording of the Annual Meeting is prohibited. A webcast playback will be available for thirty days at: **www.virtualshareholdermeeting.com/STT2020** within twenty-four hours after the completion of the meeting.

Thank you for your cooperation and for participating in the Annual Meeting.

STATE STREET®

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