

## The BT **EasyShare** Service

The modern way to look after your BT shares

November 2015



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## IMPORTANT INFORMATION

The investments you hold in EasyShare are in one company (BT Group plc) only and should therefore be considered as only one part of a balanced portfolio.

The value of shares and any income from them can go down as well as up and you may not get back the amount of money you invest.

Past performance is no guide to future performance, and if you are in any doubt about the suitability of EasyShare or the investments held on your behalf under it, you should consult an authorised financial adviser.

Nothing in this booklet constitutes financial or other professional advice. You should consult an authorised financial adviser if you require financial advice.

Equiniti Financial Services Limited or BT Group, will not assess the suitability or appropriateness of investments held for you or other services provided to you and you do not benefit from the Financial Conduct Authority (“FCA”) Rules on assessing suitability.

## INTRODUCTION



### **BT EasyShare (“EasyShare”)**

EasyShare enables you to hold your BT Group plc shares electronically rather than keeping paper share certificates. It is administered by Equiniti Financial Services Limited (“Equiniti”).

This booklet has answers to frequently asked questions about EasyShare. If you need more information about EasyShare, please call the BT Shareholder Helpline (see [Contacts](#)).

## ABOUT EASYSHARE



### The advantages of EasyShare

- You do not have to keep paper share certificates (or risk paying for duplicates if your certificates are lost)
- You can buy or sell shares online, by phone, or by post using an appointed share dealing provider (see [Share Dealing Providers](#))
- You can sell shares from the day they are transferred into EasyShare as you do not have to wait for a share certificate(s) to arrive in the post
- There are usually shorter settlement periods than when selling paper share certificates
- Your details will be held on a separate register, which is not open to public inspection

### EasyShare Shareholder Charges

<b>Annual Maintenance</b>	FREE
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<b>Transfer shares into EasyShare</b>	FREE
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#### Transfer shares out of EasyShare

within 90 days of transfer into EasyShare	FREE
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more than 90 days after transfer into EasyShare	£10
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When selling shares direct from EasyShare via appointed sharedealing provider no transfer charge will be incurred. However, the appointed provider's commission rates will still apply.

<b>Annual Statement</b>	FREE
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<b>Duplicate Statement</b>	£10 +VAT
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#### Confirmation of holding

by telephone	FREE
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in writing	£10 +VAT
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<b>Copy of record held by Equiniti</b>	£10 +VAT
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<b>Provision of BT Annual Review and/or Annual Report</b>	FREE
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<b>Issue and recording of voting instruction forms</b>	FREE
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## Who will be the registered holder of my shares?

Your shares will be held on your behalf in the name of Equiniti Corporate Nominees Limited, on a separate register, which is not open to public inspection.

You continue to be the beneficial owner of the shares.

## Will I still be able to attend and vote at general meetings and receive shareholder documents?

Yes. You will still be able to attend and vote, or appoint a proxy to vote, at general meetings. You will receive the same communications as other shareholders.

## How will I know how many shares I have in EasyShare?

You will receive an EasyShare statement as soon as you join EasyShare and then at least once every 12 months showing the number of shares held for you.

You can check your details at any other time at [www.shareview.co.uk](http://www.shareview.co.uk)

Shareview registration is free and allows you to check all your shareholdings that are administered by Equiniti.

## Shareview

### How will my dividends be paid?

- **Bank or building society account (UK residents only)**

If you live and work in the UK, you can have your dividends paid direct to your UK bank or building society account by completing a bank [mandate form](#).

For further information please see 'Arrange direct dividend payments' at [help.shareview.co.uk](http://help.shareview.co.uk)

- **BT Dividend investment plan (UK and EEA residents)**

Alternatively you can invest your dividends in extra BT shares by joining the BT Dividend investment plan.

Further information is available in the [BT Dividend investment plan booklet](#) available from [www.shareview.co.uk/info/drip](http://www.shareview.co.uk/info/drip)

- **Paid direct to Overseas Bank Account via Overseas Payment Service (EEA Residents)**

If you live and work overseas, you can arrange to have your dividends paid direct to your overseas bank account using our Overseas Payment Service. Operating in over 90 countries it provides:

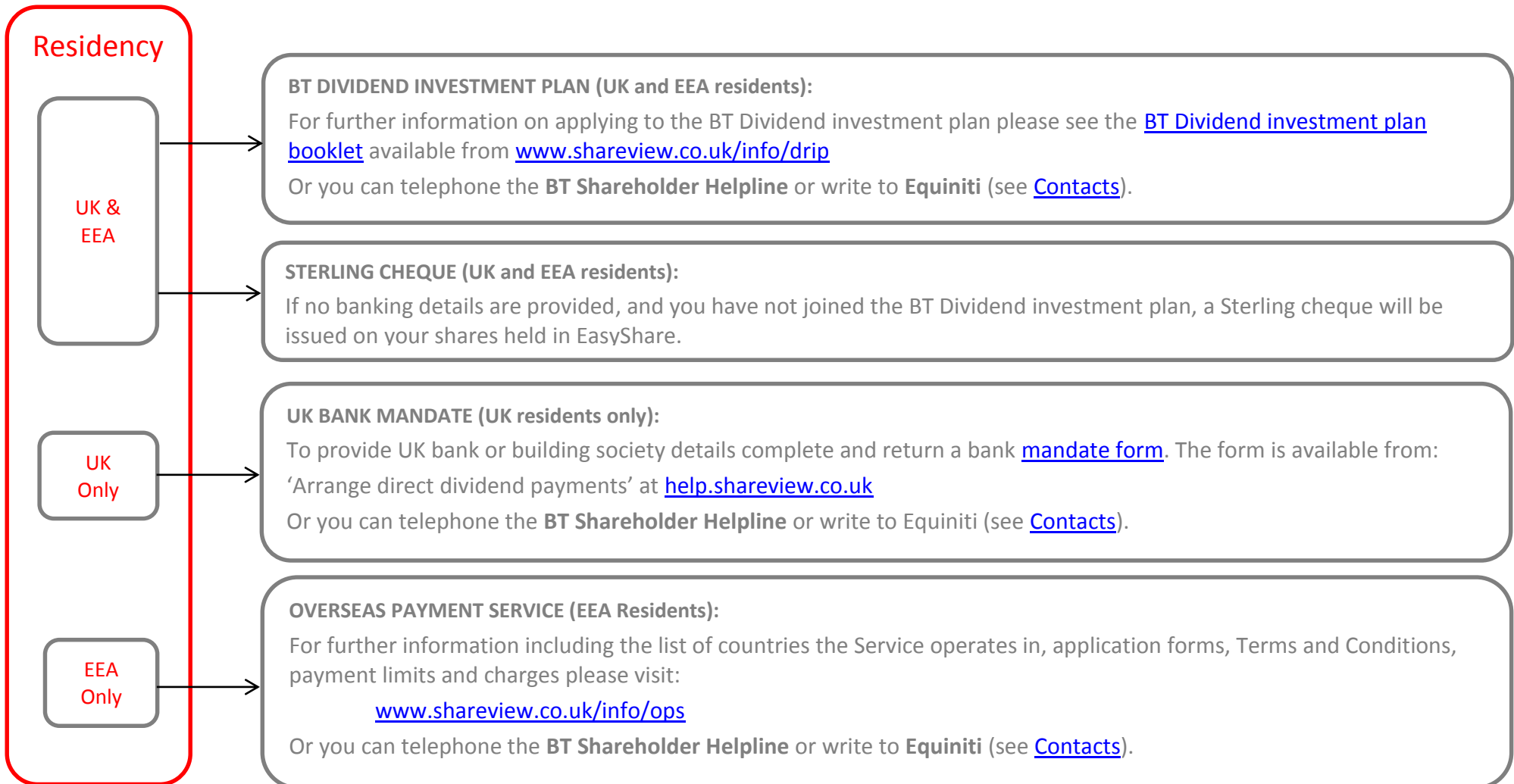
- Faster access to your dividends
- Increased security
- Very competitive fees

For further information including the list of countries the Service operates in, application forms, Terms and Conditions, payment limits and charges please visit [www.shareview.co.uk/info/ops](http://www.shareview.co.uk/info/ops)

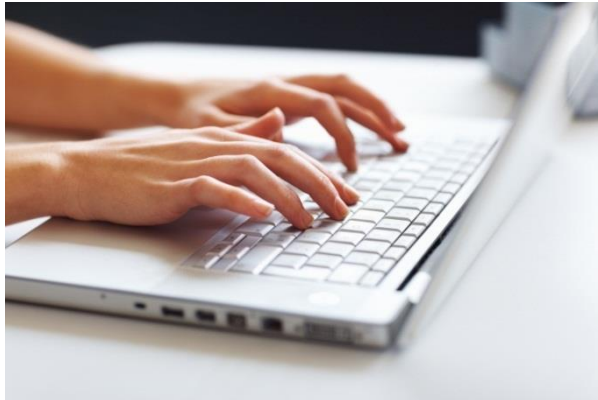
- **Receive a Sterling Cheque (UK and EEA residents)**

If you do not provide us with a bank mandate, and you do not join the BT Dividend investment plan, then dividends issued on your shares held in EasyShare will be paid as a Sterling cheque.

## DIVIDEND PAYMENT OPTIONS



## TRANSFERRING SHARES



### **I already have shares in my own name. Can I transfer them into the EasyShare?**

Yes. If you have BT shares in your name, and you are resident in the UK or European Economic Area (EEA), you can arrange to transfer these shares into EasyShare by completing a transfer form (see [Transfer forms](#)).

### **Will I be able to transfer shares out of EasyShare?**

Yes. You can arrange to transfer your BT shares out of EasyShare to another nominee provider or arrange for a share certificate to be issued to you by completing a Transfer Form (see [Transfer forms](#)).

Please note there may be a charge for transferring shares out of EasyShare (see [EasyShare Shareholder Charges](#)).

Charges are also set out in the [EasyShare Terms and Conditions](#).

### **Transfer forms**

Transfer Forms are available from the **BT Shareholder Helpline** or by writing to Equiniti (see [Contacts](#)).

## EASYSHARE TRANSFER FORMS

### What form do I require?

Transferring to another holder within EasyShare (Up to 5 day service level to complete)  
**\*\* IMPORTANT \*\***  
**NEW holders MUST complete a Confirmation of ID form, and provide 2 forms of identity from the lists**

**Nominee Transfer Form A**

Transfer out of EasyShare and have a certificate issued in the name of another holder  
 (Up to 3 day service level to complete transfer)

**Nominee Transfer Form B**

Transfer out of EasyShare and receive a certificate in my own name  
 (Up to 3 day service level to complete transfer)

**Nominee Transfer Form C**

Transfer shares I hold certificates for, into EasyShare  
 (Up to 5 day service level to complete transfer)

**Nominee Transfer Form D**

Transfer from EasyShare to another CREST holder  
 (Up to 3 day service level to contact broker/CREST provider. Please note cross border transfers can take from several days to a few weeks)

**Nominee Transfer Form E**

Transfer from another CREST holder into EasyShare  
 (Up to 3 day service level to contact broker/CREST provider. Please note cross border transfers can take from several days to a few weeks)

**Nominee Transfer Form F**

Transfer out of EasyShare to the BT Global Nominee Service  
**\*\* IMPORTANT \*\* ONLY shares that have originated from a BT share plan can be transferred into the BT Global Nominee Service (Up to 5 day service level to complete transfer)**

**Nominee Transfer Form G**

If your certificates do not cover the number of shares you wish to transfer a Letter of Indemnity process will need to be completed. For further information please see 'Report a Lost Certificate' on [help.shareview.co.uk](http://help.shareview.co.uk)



## CONTACTS



### EQUINITI FINANCIAL SERVICES LIMITED

EasyShare is administered by Equiniti Financial Services Limited and details can be found at:



[www.shareview.co.uk/info/csn](http://www.shareview.co.uk/info/csn)



[help.shareview.co.uk](http://help.shareview.co.uk)



BT Shareholder Helpline:

**UK: 0808 100 4141**

**International: +44 121 415 7178**

A text phone service is also available on:

**UK: 0800 169 6907**

**International: +44 121 415 7028**

Lines open 8.30am to 5.30pm (UK time), Monday to Friday (excluding public holidays in England and Wales).



The Manager, Equiniti Corporate Nominees Limited, Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA, United Kingdom

Please include a daytime telephone number, so Equiniti can contact you should further information be required.

## SHARE DEALING



### Who can I sell/buy my shares through

BT has made arrangements to allow you to buy or sell BT shares through Equiniti Financial Services Limited.

Please also see [BT Group's website](#) for further details.

### Can I use another share dealing service provider not on the dealing service list?

To deal through a share dealing provider not appointed to EasyShare, you will need to transfer shares out of EasyShare to another nominee provider or arrange for a share certificate to be issued to you. Please note there may be a charge for the transfer (see [EasyShare Shareholder Charges](#)).

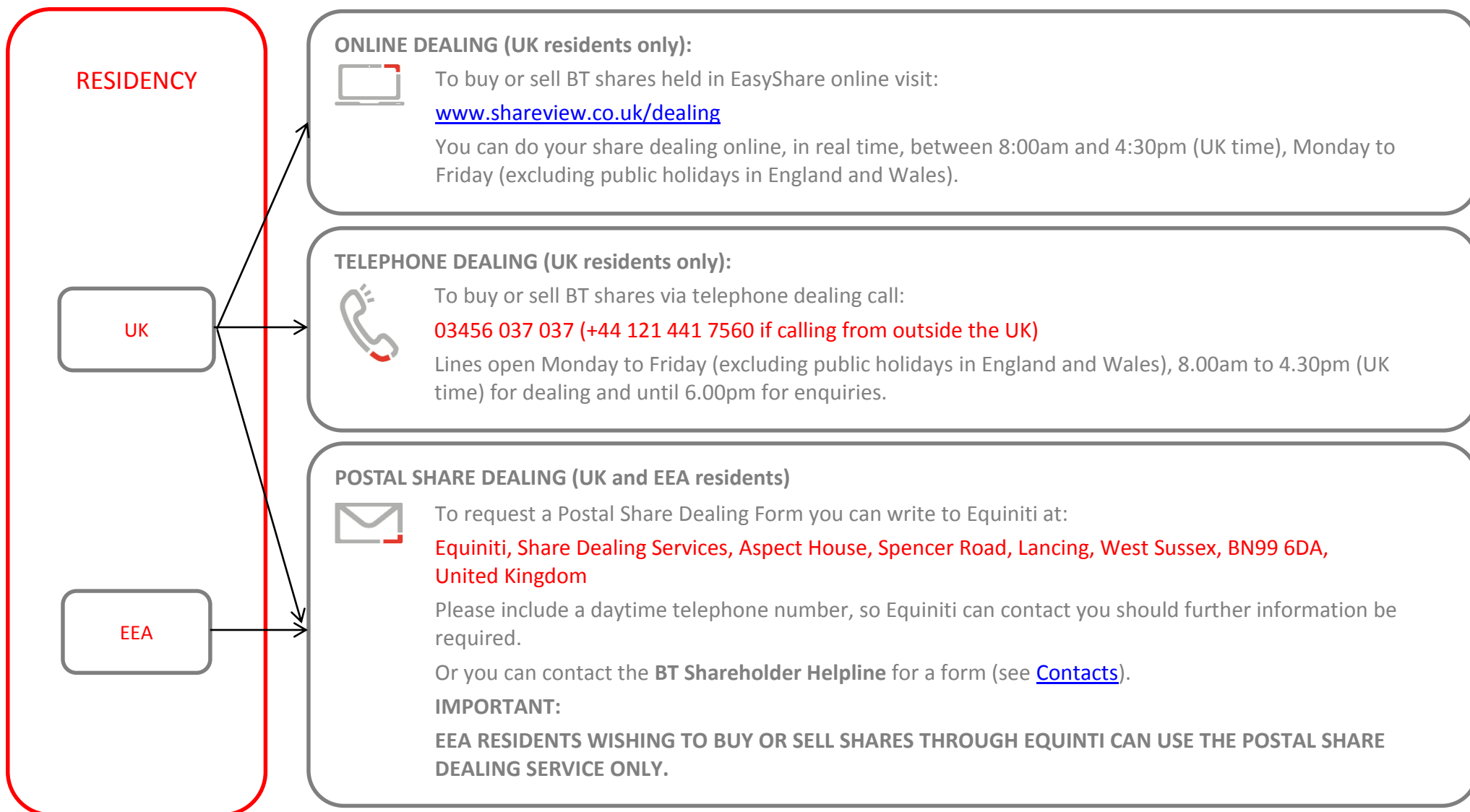
Charges are also set out in the [EasyShare Terms and Conditions](#).

### How much will share dealing cost me?

As the dealing process is simpler than dealing with share certificate sales, sharedealing providers appointed to EasyShare look to provide very competitive rates.

As commission rates can change at any time, you need to need to contact the appointed share dealing providers direct for the latest information (see [Share Dealing Providers](#)).

## SHAREDEALING OPTIONS THROUGH EQUINITI FINANCIAL SERVICES LIMITED



## EASYSHARE TERMS AND CONDITIONS

You can download a printable copy of the latest EasyShare Terms and Conditions [here](#), or:

[www.shareview.co.uk/info/csn](http://www.shareview.co.uk/info/csn).

Alternatively, you can get a copy by contacting the **BT Shareholder Helpline** (see [Contacts](#)).

