

IMPORTANT: If this form is incomplete or incorrect we may return it without carrying out your instruction.
ALL WHITE BOXES MUST BE COMPLETED IN TYPE OR BLOCK CAPITALS You must only use this form if you want to transfer existing Royal Mail plc Certificated Shares into the Royal Mail Nominee Share Service.

Please make sure you enclose share certificates to cover all the shares you wish to transfer, or contact Equiniti to arrange for a replacement certificate. Please see over for more information.

Amount of shares to be transferred and any holding designation on the shares

Name(s) of the registered holder(s) should be given in full. The address should be given where there is one holder. If the transfer is not made by the registered holder(s) insert here the name(s) and capacity e.g. executor(s) of the person(s) making the transfer.

Please Sign Here

Full name(s) of the person(s) to whom the security is transferred.

For completion by the registered holder(s) transferring the security ("Transferor(s)")	
Issuer Company Name ROYAL MAIL PLC	Type of shares ORDINARY SHARES OF 1P EACH
Amount of Shares in words	Amount of Shares in figures
Certificates lodged with Registrar (For Equiniti Use Only)	Holding Designation (if any) (max 8 characters)
In the name(s) of (PLEASE COMPLETE IN TYPE OR BLOCK CAPITALS)	Address
1 _____	
2 _____	
3 _____	
4 _____	
Post Code	
Transferor(s) Declaration:	
I/We agree that my/our shares will be held in the name of Equiniti Corporate Nominees Limited, as bare trustee on my/our behalf in accordance with the Terms and Conditions for the Royal Mail Nominee Share Service.	
I/We hereby transfer the above security out of the name(s) aforesaid into the name(s) of the CREST member set out below and request that the necessary entries be made in the register of members for Royal Mail plc.	
I/we confirm that I/we have read and retained a copy of the Terms and Conditions.	
I/We confirm that this transaction is for nil consideration.	
Signature of Transferor(s)	Date
1 _____	
2 _____	
3 _____	
4 _____	
Bodies corporate should execute under their common seal or in accordance with section 44 of the Companies Act, 2006.	Stamp of agent(s), if any, acting in this transaction
Contact Number (in the event of any queries)	Stamp of depositing system-user: Equiniti Financial Services Limited, Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA United Kingdom
<input type="checkbox"/> Equiniti may send you notices about products and services we think you may be interested in. If you do not wish to receive these communications, please tick this box.	
Details of new registered holder(s) to whom the security is being transferred	
Participant ID: 1GMAY	New Registered Holder(s): EQUINITI CORPORATE NOMINEES LIMITED Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA United Kingdom
Euroclear UK & Ireland Limited is delivering this transfer at the direction and on behalf of the depositing system-user whose stamp appears herein and does not in any manner or to any extent warrant or represent the validity, genuineness or correctness of the transfer instructions contained herein or the genuineness of the signature(s) of the transferor(s). The depositing system-user by delivering this transfer to Euroclear UK & Ireland Limited authorises Euroclear UK & Ireland Limited to deliver this transfer for registration and agrees to be deemed for all purposes to be the person(s) actually so delivering this transfer for registration. This form should be used only for a transfer of a certified unit of a security to a CREST member to be held by a CREST member in uncertificated form. It should not be used for conversion of a unit held by CREST member into uncertificated form. The CREST rules require that this form be used for the transfer of a unit of a certificated security to a CREST member to be held by that member in uncertificated form. Any such transfer on this form is exempt from stamp duty.	
Completed forms should be sent to: Corporate Nominee Team, Equiniti, Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA United Kingdom If you require any additional information or assistance please contact the helpline on 0871 384 2656* (+44 121 415 7086 if calling from outside the UK). *Calls cost 8p per minute plus network extras. Lines open 8.30am to 5.30pm (UK time), Monday to Friday (excluding UK public holidays).	

Checklist

When submitting the form to Equiniti, please make sure the form is fully completed and accurate:

- Have you indicated the amount of shares you wish to transfer in words and figures?
- Have you provided any relevant holding designation relating to the shares?
- Have you provided full name(s) of the registered holder(s) of the shares?
- Have you provided your registered address and post code if the shares are held solely in your name?
- Have you provided a contact number should Equiniti have any queries about your instruction?
- Has the form been signed by all holder(s) (including any joint holders)?
- If the shares are held in the name of a corporate, has the form been stamped with their common seal or in accordance with section 44 of the Companies Act 2006?
- Has the form been dated?
- Have you enclosed share certificates sufficient to cover the number of shares being transferred?

IMPORTANT

If your share certificate has been lost, stolen or destroyed, please contact Equiniti by phone or in writing. Before a duplicate certificate can be provided, you will need to complete and return a Letter of Indemnity form to Equiniti. **Please note there is a fee for the Letter of Indemnity service, depending on the value of the missing shares.**

If this is the first time you have transferred shares into the Royal Mail Nominee Share Service you will receive an opening statement with your new Shareholder Reference, confirming the number of shares held for you in the Service. Please note you will not be able to trade your shares without this Shareholder Reference.

THE ROYAL MAIL NOMINEE SHARE SERVICE

October 2013

The Royal Mail Nominee Share Service is a convenient way to hold shares in the Company without needing share certificates, and is administered by Equiniti Financial Services Limited. Your shares will be held by a nominee, Equiniti Corporate Nominees Limited, on trust for you. You will remain the beneficial owner of your shares and will still be able to benefit from shareholder rights, as described in the Prospectus.

This document sets out all the terms and conditions (“Terms and Conditions”) on which the Royal Mail Nominee Share Service is provided by Equiniti Financial Services Limited. It replaces any previous Terms and Conditions which you may have received. These Terms and Conditions, together with your signed Application Form, constitute an agreement which is legally binding on Equiniti Financial Services Limited and you.

For your own benefit and protection you should read these Terms and Conditions carefully. If you do not understand any point please ask for further information.

Please note that you may remove all or part of your Ordinary Shares from the Royal Mail Nominee Share Service at any time. The procedure to follow is set out in section 14.

Investments made under these Terms and Conditions are in one company 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 the nominee service or investments held on your behalf under it, you should consult an authorised financial adviser. We will not assess the suitability or appropriateness of investments held for you or other services provided to you under these Terms and Conditions and you do not benefit from the FCA Rules on assessing suitability or appropriateness.

The Royal Mail Nominee Share Service is administered by Equiniti Financial Services Limited, or any successor administrator that may be appointed. Equiniti Financial Services Limited is authorised and regulated by the FCA and is entered on the FCA register with registration number 468631.

Enquiries about the Royal Mail Nominee Share Service, or these Terms and Conditions, should be addressed to Equiniti Financial Services Limited by post to **The Manager, Equiniti Corporate Nominees Limited, Aspect House, Spencer Road, Lancing, West Sussex BN99 6DA United Kingdom.**

We reserve the right to refuse an application, and you must be aged 18 or over and resident in the UK or EEA in order to use this service.

List of Charges

■ Transfer into Nominee	FREE
■ Transfer out of Nominee	£10
■ Duplicate Statement	£10 + VAT
Confirmation of holding (in addition to free opening and annual statements)	
(a) on the internet	FREE
(b) by telephone	FREE
(c) in writing	£10 + VAT

TERMS AND CONDITIONS

1. Definitions

In these Terms and Conditions, the following words have particular meanings:

- you or your means
 - you, the beneficial holder of shares in the Company, and
 - if there is more than one of you, all the joint holders jointly and individually, and/or
 - your personal representative(s).
- **we, our or us** means Equiniti FS. References to “we, our, us” also include any company to which we may transfer our rights and obligations in accordance with section 13.
- **Equiniti FS** means Equiniti Financial Services Limited, which is authorised and regulated by the **Financial Conduct Authority of 25 The North Colonnade, Canary Wharf, London E14 5HS** (under reference 468631). The main business of Equiniti Financial Services Limited is investment and general insurance services, and its registered office is in the UK at **Aspect House, Spencer Road, Lancing, West Sussex BN99 6DA**, registered in England and Wales no. 06208699. References to Equiniti Financial Services Limited also include any company to whom it transfers its rights and obligations in accordance with section 13.
- **the Equiniti Group** means Equiniti FS, its subsidiaries and parent companies and any subsidiary of any of its parent companies.
- **NomineeCo** means Equiniti Corporate Nominees Limited or any other company (whether or not in the Equiniti Group) on which we may decide in the future.
- **nominee service** means the service provided by us to eligible shareholders of the Company under these Terms and Conditions.
- **the Company** means Royal Mail plc.
- **shares** means any class of fully paid up shares in the Company held from time to time by NomineeCo on behalf of you and/or other participants.
- **CREST** means the computerised system for the transfer of uncertificated securities operated by Euroclear UK & Ireland Limited (under the Uncertificated Securities Regulations 2001).
- **FCA and FCA Rules** mean, respectively, the Financial Conduct Authority and rules made by the FCA which apply to the services provided by us to you, as amended from time to time.
- **EEA** means countries in the European Economic Area.

2. The nominee service we will provide

- 2.1 Your shares will be registered and held in the name of NomineeCo, a company that will hold your shares as we direct and for whose acts and omissions we will be responsible.
- 2.2 You will remain the ‘beneficial owner’ of the shares. In other words, although the shares will be registered in the name of NomineeCo, it will hold them on trust for you, so that they really belong to you. This means that they continue to belong to you even if NomineeCo becomes insolvent.
- 2.3 Your shares will be held by NomineeCo in a pooled or omnibus account. We will keep a record of your shares but your individual holding may not be identifiable via separate share certificates or other paper or electronic proof of title.

This means that in the event of a default (for example, if NomineeCo improperly fails to retain all of the assets entrusted to it), any shortfall in the investments registered in the name of NomineeCo may be shared, pro rata, by all the investors whose holdings are so registered.

2.4 You will be classified for the purposes of the FCA Rules as a Retail Client. If however you would otherwise be classified under the FCA Rules as an Eligible Counterparty or a Professional Client, you may not necessarily have the rights of a Retail Client under the Financial Services Compensation Scheme. For more information on complaints/compensation, please see section 24 of these Terms and Conditions.

2.5 The decision to join the nominee service is your responsibility. If you are a citizen or resident outside the UK you should consult a professional adviser if you are in any doubt about whether you are going to need any governmental or other consent or to observe any other formalities in order to hold shares via our nominee service.

3. Your dividends and other shareholder entitlements

The terms here in section 3 will always apply except where a change in any laws or regulations, or agreements between us and the Company, prevent it.

3.1 Provided we have received the necessary funds from the Company, we will, subject to any instruction from you to the contrary as set out in section 3.2, pay any amounts due to you in connection with your shares on the dividend payment date or other due date or as soon as reasonably practicable thereafter. Monies held in respect of such payments will be held in an account in the name of NomineeCo. You will not be paid interest on cash balances, and we will be entitled to keep any interest earned or any equivalent fee that the bank in question pays us. We will send you the money in Pounds Sterling (unless we make available a Company facility to receive the payment in a different currency) by electronic payment, or by other payment methods we may decide on from time to time, which could include a cheque if we do not have up to date bank details for you. If for any reason we receive money for you in a foreign currency, we may convert it into Pounds Sterling at the applicable exchange rate on the day we make the conversion. Unless you instruct us otherwise, we will continue to observe any bank mandates or other instructions you have given us or Equiniti Limited concerning your shares.

3.2 We may make available a service to enable you to:

- reinvest any sums receivable on your shares by way of a distribution of dividend by purchasing more shares in the Company; or
- receive new shares instead of a cash dividend if declared by the Board of the Company; or
- receive any sums receivable on your dividend by way of a distribution in any alternative payment method made available by the Company.

Provided your instruction as to how you wish to receive your dividend has been processed (subject to the Terms and Conditions of that service), and the necessary shares or funds have been received by us, we will reallocate them to you, subject to these Terms and Conditions.

3.3 We will be holding this money as client money under the FCA Rules and therefore:

- we will deposit the cash in the UK with an authorised bank;
- the bank will hold the cash on our behalf in a trust account separate from any account used to hold money belonging to us or NomineeCo in our own right;
- we will not, however, be responsible for any acts or omissions of the bank; and
- if the bank becomes insolvent, we will have a claim on behalf of our clients against the bank. If, however, the bank cannot repay all of its creditors, any shortfall may have to be shared pro rata between them.

If we are holding cash, whether client money or not, we may withdraw the cash and apply it towards paying fees, charges and other sums due to us.

If there has been no movement on your balance for at least six years (notwithstanding any payments or receipts of charges, interest or similar items), then provided we have taken reasonable steps to trace you and to return the monies we may cease to treat that money as client money. We undertake to make good any valid claims against any released monies.

3.4 If the law obliges us to deduct tax from any payment owing to you, we will only send you the net amount after the required deduction has been made. If you are in any doubt as to your taxation position you should consult your own professional adviser immediately.

3.5 If you need us to send a replacement payment there may be a fee to pay.

Details of our standard fees when issuing replacement payments can be found at:

www.shareview.co.uk/clients/paymentreissue

Any fee will be deducted from the replacement payment being sent to you.

3.6 If there is a rights issue in the Company or similar corporate action, we will, if possible, make arrangements for you to take up your rights in the Company in return for the necessary payment and/or provide instructions to us as to whether those rights should be held or sold. We will write to you if the Company proposes to issue such rights and explain the procedure you should follow if you wish to participate, as well as any costs or fees you may be charged for doing so. If you would like us to take up those rights on your behalf, we must receive your cleared payment of that sum, whether in Pounds Sterling or another currency, in time for the due payment date or any other deadline we notify you about. Where it is not practicable for you to take up your rights, we will where practicable and possible make arrangements for the sale of such rights in the market (or off market to the Company or a third party at our discretion) and the distribution of the proceeds of such a sale.

3.7 If there is a capitalisation issue, or other distribution made up of additional shares in the Company, we will, if possible, make arrangements for you to accept. We will write to you if the Company proposes to make such a distribution and explain the procedure you should follow if you wish to participate.

3.8 In the event of a demerger, capital reorganisation or restructuring of the Company, we will assess what to do and contact you at the time. We will not be obliged to take any action unless the Company gives us reasonable notice

and pays any costs we may incur. These are two possible courses of action:

- if the resulting company offers a nominee service, we will normally send you their terms and conditions and, unless you tell us otherwise, include your shares in that alternative nominee service; or
- if no nominee service is offered, we will normally try to arrange for you to hold shares in the resulting company under the terms governing the demerger or restructuring.

3.9 If there is a takeover or other offer for your shares, we will not accept it unless we have your specific instructions to do so, or if the shares are being acquired compulsorily. On your behalf we will accept any compulsory purchase notices concerning your shares. In these circumstances we will accept a cash offer if this is one of the available alternatives. We will not, however, be liable for any resulting tax or other financial liability.

3.10 If, for any reason, any shares in the Company are allocated to NomineeCo, we will reallocate them to eligible members of our nominee service on a pro rata basis. If there are any remaining fractions, we will aggregate and sell them, then either keep the proceeds or give them to charity, unless the Corporate Action documentation provides otherwise.

3.11 We will supply to you any other information required to be sent to you by us under applicable law or regulation.

3.12 The Company may send you the summary financial statements they send to all their shareholders. If they fail to do so, we cannot be held responsible. But if you contact us, we will do our best to send you a copy of the full annual review and accounts – so long as we can get enough copies from the Company.

4. Voting at Company general meetings

4.1 We will endeavour to arrange for you to attend and vote at general meetings of the Company, so far as this is reasonably practicable and possible.

4.2 You may also authorise NomineeCo to vote for you at a Company general meeting in the way you wish. Any instructions you want to give us regarding your vote must reach us at least five (5) working days before the meeting in question – unless we notify you otherwise. We may, at our absolute discretion, agree to accept voting instructions electronically or by telephone. In the absence of specific instructions from you, the votes attached to your shares will not be used at all.

5. Keeping you informed about your holding

We will send you a statement of the number of shares we hold for you, and details of their current market value as soon as you join the nominee service, and a further statement at least once every twelve (12) months thereafter.

If you need us to confirm your holding in writing at any other time, there may be a fee to pay. But you are welcome to check your holding at any time on our website at www.shareview.co.uk.

6. Adding to your holding

If you have bought or become entitled to more shares in the Company, you may transfer them to our nominee service – for us to hold under these same Terms and Conditions – at any time.

7. Dealing in your shares

7.1 A share dealing service may be made available to you in respect of your shares. If you want to use it to sell your shares, we will act on the instructions of the share dealing service providers nominated on your behalf by the Company. For further details, please contact us. In this case, the share dealing will be governed by the terms and conditions between you and the share dealing service providers – you can send for a copy by getting in touch with them direct.

7.2 If you want to use the services of a share dealing service provider other than that or those nominated by the Company, we will first need to transfer your shares back to you in the form of a paper certificate or to a third party of your choice.

There may be a fee for this transfer. So if you plan to use an alternative share dealing service provider, please let us know and we will send you the transfer form to complete, along with details of any fee and how to pay it.

7.3 Share dealing charges will vary from time to time. Please contact the share dealing service providers individually for their up to date fees and charges.

8. Tax

You will be responsible for paying any taxes or duties due in connection with your shares, including, but not limited to, any tax on the income received in respect of your shares or on any capital gains from disposing of your shares, and we will not be liable for them in any way. If you are in any doubt as to your taxation position you should consult your own professional adviser immediately. Your own tax treatment will depend on your individual circumstances.

9. Joint holders and trusts

9.1 NomineeCo may hold shares for up to four joint holders.

9.2 Normally we will only accept instructions signed by all joint holders. We may, however, always at our sole discretion, agree to act on instructions signed by one or more joint holders – rather than by every one of you. We will not be liable for any loss a joint holder may suffer as a result.

9.3 We and NomineeCo cannot and will not take formal notice of any trust affecting the shares, whether express, implied or constructive.

10. The security in your shares

10.1 Your shares will not be lent to, nor deposited as collateral with, a third party. No money will be borrowed by us against the security of your shares.

10.2 You must not assign or transfer your interest in the shares to anyone else or borrow money against the security of your shares. Neither we nor NomineeCo will be bound to take notice of, nor arrange to carry out, any trust, mortgage, charge, pledge or claim in favour of anyone else. We may decline any notice we receive concerning the right, title, interest or claim of anyone else to an interest in your shares, except when that interest has arisen through bankruptcy, court order or death.

11. Communications between you and us

11.1 Any communication or agreement between you and us under these Terms and Conditions must be in the English language. We will always communicate with you in English.

11.2 Please address all letters, instructions, notices and other documents for us to:

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

You must send us any instructions or notices in writing – and we need an original paper document please, not a fax or email. In a few special circumstances and at our sole and absolute discretion we may be able to waive the requirement for your instructions to be in writing.

11.3 We will send all payments, notices and other documents by post to the sole or first named joint holder at the address on our register, or the holder and address given to us most recently for correspondence purposes.

If the sole or first named holder has given us an email address:

- we will have a discretion to send any notices or other documents to you via that email address; and
- by sending to that email address a link to our website, we will have a discretion to use that website to provide you (together with other users of our nominee service), general information or documents relevant to these Terms and Conditions in the future. For example, we may use the website to advise you of updates or amendments to these Terms and Conditions, or new fees and charges, rather than having to send this type of information to you (and all other users of our nominee service) individually by post or email.

If you provide us with an email address but subsequently decide that you do not want us to communicate with you by email or using a website, please send us a letter in the post stating this and we will resume using the last postal address we have for you.

We may choose not to send out a document if you are not resident in the UK or the address you have given us for posting documents is not in the UK, for example if we have reason to believe its distribution in your country may be forbidden by law.

11.4 Everything we send you is at your own risk, including any cheque or electronic payments. If we are unable for any reason to send you a payment electronically, we will send it by cheque instead.

11.5 We cannot take any part in, nor take any responsibility for, arrangements between joint holders over sharing information or accounting among themselves.

11.6 If there should be any dispute or court proceedings concerning your shares or your beneficial interest in them, you must let us know straightaway. If we become aware of a dispute between you and a third party, or between any joint holders, over ownership of the shares, we may decide that we must see an agreement signed by the disputing parties or a court order before we can act on any more instructions. If an agreement or court order of this kind is ever made affecting your shares, you agree to supply us with a copy as soon as possible afterwards.

11.7 If communications from us to you are returned to us marked 'Gone Away', or if, for any other reason, it is our reasonable belief that you no longer live at the address that you have registered with us, we will stop sending communications to you and will attempt to re-establish contact.

In order to do this, we will write to your last known address seeking information about your current whereabouts. If you have a dividend mandate instruction in place, we will also write to your bank asking them to forward our contact details on to you.

If we are still unable to re-establish contact with you, we may instruct a professional tracing agent to locate and make contact with you. If the tracing agent is successful, and you contract with them to use their services, they may charge you.

12. Protecting your personal data

12.1 You agree that we may keep the personal details that you or others give us during your relationship with us on an Equiniti Group database. These details may include, but are not limited to:

- information that you or your agents give us on application forms, in letters, via electronic messages or over the phone;
- what we know from providing you with this nominee service and analysing the transactions you carry out through us;
- information that comes to us from credit reference and fraud detection agencies or services, and registration or stockbroking industry exchanges; and/or
- information we receive from our client companies or their agents.

We may store, use and process your personal information in order to:

- assess your application to participate in this service;
- provide you with services;
- keep our records about you up to date;
- check your identity;
- prevent and detect fraud and/or money laundering;
- recover debts; and/or
- carry out research and statistical analysis about our services and how we might improve them. Sometimes we may use an outside market research agency to do this for us, in which case we undertake to ensure that they appropriately protect any personal customer data we share with them.

Unless you tell us not to, we may share your information within the Equiniti Group and we or other Equiniti Group companies may write to you about:

- Equiniti Group products and services we believe may interest you; and/or
- selected products and services from third party businesses we know and trust.

If you prefer not to receive this kind of information, simply let us know by completing the instructions on our website at:

www.shareview.co.uk/clients/optout

or calling:

UK Helpline: 0871 384 2252*

International Helpline: +44 121 415 7185

*Calls cost 8p per minute plus network extras. Lines are open from 8.30 am to 5.30 pm (UK time), Monday to Friday (excluding UK public holidays).

12.2 Under the Data Protection Act 1998 you are entitled to a copy of the information we hold about you on request, on payment of a fee. If you think any information we hold about you is inaccurate, do not hesitate to let us know so that we can correct it.

12.3 The information we hold about you is confidential. We will only ever disclose it outside the Equiniti Group:

- at your request or with your consent;
- in line with section 12.1 above;
- if the law requires or permits disclosure, or there is a duty to the public to reveal it;
- if we are asked to do so by the FCA, the London Stock Exchange or any other relevant regulatory authority or exchange in the UK or overseas;
- to investigate or prevent fraud or other crimes;
- to the Company so that they can update their own records about you;
- to our agents and others in connection with running accounts and other services for you; and/or
- to any individual or company to whom we propose to transfer our obligations and rights in line with section 13 of these terms and conditions.

We may administer your account and provide you with some services via agencies in countries outside the EEA, such as India or the USA, where data protection laws and standards differ from those in the UK.

But, even if we are processing your personal details outside the EEA:

- there will always be a contract in place to ensure that such information is appropriately protected; and
- we will continue to be strictly bound by the UK's Data Protection Act 1998.

12.4 In order to comply with UK money laundering regulations, we may need to confirm your identity. To help us do this, we may:

- make a search with a credit reference agency, which will keep a record of that search and will share that information with other businesses; and/or
- ask you to supply us with proof of identity.

This could lead to a delay in carrying out an instruction you have given us or to our not being able to carry out an instruction at all. In any of these circumstances, we will not be responsible for any resulting loss.

12.5 We monitor and record some phone calls in case we need to check we have carried out your instructions correctly, to help maintain our quality standards and for security purposes.

13. Transferring our obligations

In accepting these Terms and Conditions you agree that we may transfer our obligations under this agreement to any other company, if that other company writes to you and undertakes to carry out all our duties and obligations under this agreement. If it does so, you agree that we will be released from all those duties and obligations that such company has undertaken to carry out. We shall satisfy ourselves that any such company is competent to carry out those functions and duties transferred and is regulated to do so by the FCA, if such regulation is required. As part of transferring our rights and obligations to a third party, we may transfer all of the cash, investments and information we hold under these Terms and Conditions to that third party or its nominee. If you receive a written notice under this section 13, and you decide you wish to end this agreement, you may do so by sending us instructions as explained in section 14. No charge will be payable by you for this if your instructions reach us within one month of the date of the written notice.

14. If you want to cancel or leave the service

14.1 You may cancel this agreement at any time by letting us know in writing. This is in addition to your legal right to cancel this agreement within fourteen (14) days of the agreement between us being made. Your cancellation letter will take effect as soon as we receive it, although this will not prevent the completion of any transactions that are already under way. The normal charges will be made for these transactions.

14.2 When this agreement has come to an end, we will, unless you instruct us otherwise, transfer any shares being held in our nominee service into your own name, and then send you a share certificate. All transactions are subject to the usual fees.

15. Notification of death

The rights to your shares pass to your legal representatives on your death.

To register the death of a shareholder we will need to see the original UK Grant of Representation, or a sealed office copy (we are not able to accept certified copies). This could be one of the following: Grant of Probate; Letters of Administration; or Certificate of Confirmation (Scotland).

If the relevant shares are held on behalf of more than one person, and after the event the shares are held on behalf of the other person(s) then the nominee service will continue to apply.

16. Terminating our service

This agreement may be brought to an end at any time by us giving you three (3) months' notice or automatically if the agreement between us and the Company under which we provide this nominee service comes to an end.

In either case, the completion of transactions already under way will not be affected.

17. Charges for your nominee service

We charge nothing for holding your shares in our nominee service and taking care of much of the administration. We may charge fees for transferring your shares to and from NomineeCo, and some other services provided under this agreement.

Details of these fees are set out in these Terms and Conditions.

We may review these charges from time to time.

We will let you know in writing before we change any of them (see also section 18 below). If at any time you would like an update on our fees, they are available from us on request.

In addition to the charges outlined above, we receive fees from the Company sponsoring the service. The Company sponsors this service so that you can benefit from holding your shares in an electronic account at low cost. The fees are negotiated regularly with the Company, with the actual charge made to the Company reflecting the size, complexity and value of the service and the overall relationship with the Company. We also receive fees from brokers with whom the Company has set up arrangements for you to sell your shares or buy additional shares. These fees are charged by us for trade settlement and register access administration. The broker should give you details of these fees at the time of your trade. More information about these fees is available on request.

18. Changing this agreement

We may change these Terms and Conditions from time to time in order to:

- comply with changes in law or regulation;
- correct inaccuracies, errors or ambiguities;
- take account of any corporate reorganisation inside our group of companies or a transfer of our rights, benefits and/or obligations under these Terms and Conditions to a third party; and/or
- reflect changes in the scope and nature of the service we are able to provide, having regard to:
 - our agreement with the Company;
 - the CREST rules and regulations, and our CREST membership; – our computer or database systems;
 - our administrative procedures and routines; and/or
 - market practice and overall customer requirements.

If we intend to change the Terms and Conditions and the alteration is material, we will give you at least thirty (30) days' advance written notice of the alteration, unless such changes are required by law or regulation to be effected earlier, or it is otherwise impracticable to do so.

See also section 11.3 above as to when we may use email or a website to provide you with such notice.

Remember also, if you do not like an alteration that we propose to make to these Terms and Conditions, that you have a right to leave the nominee service at any time by following the procedure in section 14 above.

19. The extent of our liability

19.1 We will not be responsible for any losses or expenses you incur under this agreement, unless caused by our breaching FCA Rules, or our fraud, wilful default or negligence.

Even in the event of our wilful default or negligence, we will not be liable for any loss attributable to a failure by you to let us know about address or name changes, other changes in personal details, or bankruptcy, or any problem or defect in your ownership or title to the shares (unless caused by us).

19.2 Neither we nor NomineeCo act as agent for the Company or accept any responsibility for anything the Company does or does not do.

19.3 Neither we nor NomineeCo will be responsible for:

- acting in accordance with a court order (of whatever jurisdiction) or failing to act in accordance with a court order about which we have not been notified;
- forged or fraudulent instructions. So long as we have shown all due care, we will be entitled to assume:
 - that signatures that purport to be yours are genuine; and
 - if we have agreed to accept a particular instruction over the phone or by email, that the caller's or emailer's identity is genuine – unless it ought to be obvious to anyone that it is not;
- any kind of loss or damage you suffer in the event of "force majeure" – meaning any failure, interruption or delay in the performance of our obligations because of:
 - industrial disputes;
 - the malfunction or failure of any telecommunications or computer service, or CREST;
 - the failure of third parties to carry out their obligations;

- the activities of government or international authorities, including changes in law or regulations; and/or
- any other event or circumstance not within our reasonable control provided, where relevant, that we have complied with the FCA Rules on business continuity. If this type of situation arises, however, we will remedy the situation as soon as reasonably possible; or

- any indirect, special or consequential loss (including direct or indirect loss of profit), other than where this results from fraud or a breach of the Conduct of Business Sourcebook or Client Assets Sourcebook in the FCA Rules on our part.

19.4 We and NomineeCo reserve the right to delay acting on any particular instruction you give us, in order that we can get additional information from you, and/or comply with any law or regulations, and/or investigate the validity or any other aspect of the instruction. Neither we nor NomineeCo will be responsible for any financial loss resulting from such a delay.

19.5 Neither we nor NomineeCo will be responsible in any way to anyone for any shortfall that might arise because we are accountable for tax on any of the shares, or any part of the shares, or on any income or capital distribution or other payment they produce, or from any sale proceeds. In order to comply with any tax liabilities of this kind that might arise, we will be entitled to recover the money by making deductions from the income arising from your shares, or by selling any or all of the shares and making deductions from the proceeds.

19.6 We and NomineeCo will be entitled to make any agreement with, or give any undertakings to, any tax authority as regards the taxation status of the transactions made under this agreement, and do everything necessary to abide by any such agreement or undertakings.

19.7 We and NomineeCo may do, or stop doing, anything that, in our reasonable opinion, is necessary in order to comply with any laws, rules, regulations or the requirements of any regulatory or other body that are binding on us.

19.8 We reserve the right to correct your shareholding, at our expense, without reference to you, if we discover we have made an error, and will notify you (where relevant) of any correction made. In the event that we make an error on your shareholding and realise a financial gain in putting your shareholding back in the correct position, we will be entitled to retain this.

20. Indemnifying us

20.1 You agree to indemnify us and NomineeCo and our respective agents, officers and employees for any liabilities we incur arising from anything done by us in the proper performance of our duties in accordance with this agreement in relation to your shares, except for liabilities that are the result of our or NomineeCo's wilful default, negligence or fraud or a breach of the FCA Rules.

20.2 Your obligations under this indemnity will survive even in the event of:

- complete or partial termination of this agreement, or
- our or NomineeCo's resignation or replacement.

20.3 If you are liable under the terms of this agreement to pay us a sum of money and the law requires tax to be deducted or withheld from that sum, you must pay us enough to

cover both your liability and the tax sum involved in full. We and you agree to make any payments and adjustments necessary to achieve this.

21. Conflicts of interest

21.1 The Equiniti Group has established and implemented a Conflicts Policy (which may be revised and updated from time to time) in line with the FCA Rules, which sets out how we must seek to identify and manage all material conflicts of interest. Such conflicts of interest can occur in our day-to-day business activities: for example, where one of our clients could make a gain at the direct expense of another client, or we might be faced with an opportunity to make a gain but this would be to the direct disadvantage of one or more of our clients.

21.2 Depending on the exact nature of the conflict of interest involved, we may take certain actions in accordance with the Conflicts Policy to mitigate the potential impact of the conflict. Such actions may include putting in place controls between the opposing sides of the conflict, which may control or prevent the exchange of information, and/or involve the appropriate management of staff activities and segregation of duties. Where such controls would be insufficient to eliminate the potential material risk of damage to clients from specific conflicts, then we will disclose the general nature and/or source of those conflicts of interest to you prior to us undertaking the relevant business.

21.3 You will find full details of our Conflicts Policy on our website at www.shareview.co.uk, or you are welcome to contact us and ask us for a printed copy.

21.4 At the time of the issue of this document no material conflicts of interest were identified which could not be managed in accordance with section 21.1 above.

22. Governing law

These Terms and Conditions are governed by English law. Any disputes relating to the agreement between us will be subject to the jurisdiction of the courts of England and Wales.

23. No third party rights

This agreement is only between you and us. It will not give any benefits to, nor be enforceable by, a third party.

24. Complaints and compensation

If you have a complaint of any kind, please be sure to let us know. We will do our utmost to resolve the issue. You can put your complaint in writing to us at:

Complaint Resolution Team, Equiniti Financial Services Limited, Aspect House, Spencer Road, Lancing, West Sussex BN99 6DA, United Kingdom

or email us at:

concerns@equiniti.com

or call us on:

UK Helpline: 0871 384 2656*

International Helpline: +44 121 415 7086

*Calls cost 8p per minute plus network extras. Lines are open from 8.30 am to 5.30 pm (UK time), Monday to Friday (excluding UK public holidays).

If we cannot resolve the issue between us, you may – so long as you are eligible – ask the independent Financial Ombudsman Service to review your complaint.

A leaflet with more details about our complaints procedure is available – you are welcome to ask us to supply you with a copy at any time.

We are a member of the Financial Services Compensation Scheme, set up under the Financial Services and Markets Act 2000.

If we cannot meet our obligations, you may be entitled to compensation from the Scheme. This will depend on the type of agreement you have with us and the circumstances of the claim. For example, the Scheme covers corporate sponsored nominees, individual savings accounts and share dealing.

Most types of claims for FCA regulated business are covered for 100% of the first £50,000.

The maximum compensation is £50,000.

For more details about the Financial Services Compensation Scheme, you can call their helpline:

0800 678 1100 or +44 207 741 4100

or go to their website at:

www.fscs.org.uk

or write to them at:

Financial Services Compensation Scheme 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU United Kingdom.

ALTERNATIVE FORMATS

To request these Terms and Conditions in an alternative format, for example, large print, Braille or an audio tape, please contact us on:

UK Helpline: 0871 384 2656*

International Helpline: +44 121 415 7086

A text phone service is also available on:

UK: 0871 384 2255*

International: +44 121 415 7028

*Calls cost 8p per minute plus network extras. Lines are open from 8.30 am to 5.30 pm (UK time), Monday to Friday (excluding UK public holidays).