



Guidance Notes to help you complete the Letter of Indemnity form

Why a Letter of Indemnity is required

We require a Letter of Indemnity Form signed by the shareholder(s) or Legal Representative(s) whenever a share certificate is reported as lost, stolen or destroyed. This allows us to minimise any potential financial loss caused by any misuse of the original certificate(s) and indemnifies our client companies, and us, against this risk.

All items belonging to the shareholder that are sent through the post, including share certificates, are sent at the shareholder's or Legal Representative's own risk. Therefore, the shareholder or Legal Representative is liable for any charges/fees associated with replacing lost, stolen, or destroyed items.

This information can be found in our client company's Articles of Association.

Key Component of a Letter of Indemnity

If you are intending to sell your shares through our Postal Sharedealing service and the value of your shares is under £5000, the indemnity and fee are not required, as you can use our Postal Sharedealing Lost Certificate service. More information can be found at www.shareview.co.uk/dealing

1. Administration Fee

The Administration Fee is the amount we charge for the administration work involved in producing the Indemnity, and for placing a restriction on the original certificates and the issuing of a new certificate. If an Administration Fee is required, this will be detailed in the Letter of Indemnity form, and the accompanying letter, or will be quoted on the telephone call.

The current standard Administration Fees are shown below:

Share Value	Administration Fee
Shares worth less than £150:	free of charge
Shares worth £150 or above:	£50 (including VAT)

The value of shares is calculated at the time that the Letter of Indemnity is issued. This value determines the cost of any required fee.

2. Countersignature

The countersignature on the letter of indemnity needs to be completed by a member of the Association of British Insurers such as an authorised UK bank or insurance company. Building societies cannot complete the countersignature. They will need to underwrite any possible liability, of the certificate being used fraudulently, and protects the issuer against any potential losses. This is why a Countersignature Fee is often charged.

The Countersignature Waived Fee

Alternatively, Equiniti can arrange for the countersignature to be waived on the Letter of Indemnity form by payment of a Countersignature Waived Fee. This will be quoted within the letter that we send to you or when quoting on the telephone call.

Equiniti's Countersignature Waived Fees are shown below:

Share Value	Countersignature Waived Fee (including VAT)
Shares worth up to and including £50:	free of charge
Over £50; up to and including £150:	£16.00
Over £150; up to and including £1,000:	£24.00
Over £1,000; up to and including £5,000:	£36.00
Over £5,000; up to and including £10,000:	£54.00
Over £10,000; up to and including £15,000:	£75.00 + Application form
Over £15,000; up to and including £25,000:	£87.00 + Application form
Over £25,000; up to and including £30,000:	£128.00 + Application form
Over £30,000; up to and including £50,000:	£223.00 + Application form
Over £50,000; up to and including £75,000:	£379.00 + Application form
Over £75,000; up to and including £100,000:	£676.00 + Application form

We are unable to provide countersignature if the shares are valued over £100,000. If this is relevant to you, the options will be given in the letter that we send to you.



Payment methods for a Letter of Indemnity

Bank transfer	Cheque by post				
<p>You can pay by bank transfer if you meet all the following criteria:</p> <ul style="list-style-type: none"> - You are the sole shareholder or sole Executor based in the UK. - The value of the missing shares is under £100,000. <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 5px;"> <p>Payments should be sent to:</p> <ul style="list-style-type: none"> - Account Name: Equiniti Limited - Sort Code: 30-00-02 - Account Number: 00189303 </td> <td style="width: 50%; padding: 5px;"> <p>If paying from an overseas bank account, you will also need:</p> <ul style="list-style-type: none"> - IBAN: GB16LOYD30000200189303 - BIC/SWIFT Code: LOYDGB2LCTY </td> </tr> <tr> <td colspan="2" style="padding: 5px;"> <p>Reference: 'LI' followed by your 11-digit Shareholder Reference number, as quoted at the top of this letter (e.g. LI12345678910).</p> </td> </tr> </table> <p>Please ensure you provide the following details when completing the Letter of Indemnity Form:</p> <ul style="list-style-type: none"> - Payment date. - Account holder name. - Payment amount. - Payment reference. <p>Payments made from a third-party bank account will be rejected.</p>	<p>Payments should be sent to:</p> <ul style="list-style-type: none"> - Account Name: Equiniti Limited - Sort Code: 30-00-02 - Account Number: 00189303 	<p>If paying from an overseas bank account, you will also need:</p> <ul style="list-style-type: none"> - IBAN: GB16LOYD30000200189303 - BIC/SWIFT Code: LOYDGB2LCTY 	<p>Reference: 'LI' followed by your 11-digit Shareholder Reference number, as quoted at the top of this letter (e.g. LI12345678910).</p>		<p>You can enclose a cheque with your Letter of Indemnity Form (and Application form where applicable) to the address included on page 4.</p> <p>To avoid delays in processing your request, please ensure that:</p> <ul style="list-style-type: none"> - the cheque is made payable to 'Equiniti Ltd'. - the cheque is signed and dated. - words and figures match. <p>We can accept cheques from:</p> <ul style="list-style-type: none"> - the shareholder. - a Power of Attorney that has been registered on the shareholding. - the Executor/Administrator for a deceased holding including a solicitor registered to be dealing with the estate.
<p>Payments should be sent to:</p> <ul style="list-style-type: none"> - Account Name: Equiniti Limited - Sort Code: 30-00-02 - Account Number: 00189303 	<p>If paying from an overseas bank account, you will also need:</p> <ul style="list-style-type: none"> - IBAN: GB16LOYD30000200189303 - BIC/SWIFT Code: LOYDGB2LCTY 				
<p>Reference: 'LI' followed by your 11-digit Shareholder Reference number, as quoted at the top of this letter (e.g. LI12345678910).</p>					

What to do if the share certificate(s) is/are found before the Indemnity form is returned to us

If you are the sole shareholder or sole Executor:	In case of joint shareholders, joint Executors or corporate shareholdings:
<p>Inform us of the found certificate by:</p> <ul style="list-style-type: none"> - Calling us at the number on the attached letter. - Writing to us at the address included on page 4. 	<p>Inform us of the found certificate by writing to us at the address included on page 4.</p> <p>Please include reference to:</p> <ul style="list-style-type: none"> - Shareholder Reference Number. - Shareholder name and address. - Name of the company in which the shares are held. - Details of the found certificate(s).

Certificates found and reported to us:

- **within 14 calendar days*** will not incur a fee.
- **after 14 calendar days*** will incur in a **£20.00 administration fee** to remove the restriction. This 'found' payment can be made using the same method details above.

** The first day is the date of the letter which accompanies these Guidance Notes. The last day is either the day you phone us or the day your letter is received into the business, depending on the communication channel that applies to you (see table).*

Please be aware that if you do not inform us that the share certificate(s) has/have been found, you will be unable to transfer or sell the shares. If you do not pay the required fee, the restriction will remain on the certificate/holding. We will also send you a letter to request the fee.



What to do if the share certificate is found after a replacement has been produced

Letter of Indemnity fees won't be reimbursed if a new certificate has already been created and/or the Letter of Indemnity has been processed.

If you find your original certificate after receiving a replacement, the original certificate, in this case, is no longer valid. Please send us the original at the address on page 4.

What to do if the shareholder or Legal Representative is a corporate body incorporated in England, Wales, Northern Ireland or Scotland

The Letter of Indemnity Form can be signed by either:

- Two directors or authorised signatories stating their capacity or,
- One director of the company and a witness. The witness must also provide their full name and address.

What to do if the shareholder or Legal Representative is a corporate body incorporated overseas

In accordance with The Foreign Companies (Execution of Documents) Regulation 1994, the company must confirm, alongside the signatures that, 'the enclosed document(s) have been executed in a manner permitted by the laws of the territory in which the company is incorporated for the execution of documents by such a company'.



Checklist

Please carefully read the correspondence enclosed with these Guidance Notes for any documents or fees that we have requested.

We suggest sending all documents to us together. If any of them are missing, we will be unable to proceed and you will be required to resubmit your application.

Necessary Documents

Letter of Indemnity form – signed and dated by all authorised signatories and countersigned if arranged by yourself.

Payment for the correct total fee – if requested in the letter enclosed. If paying by bank transfer, you must provide payment information when completing the Letter of Indemnity form. If paying by cheque, please ensure that the cheque is signed, dated and the words and figures match.

Completed Application form – if requested in the letter enclosed.

Optional Documents

Completed **Stock Transfer form** (if you wish to transfer the shares)

Completed **Postal Share Dealing form** (if you wish to sell the shares with us)

Any additional certificates (if you are sending transfer or postal share dealing forms)

Please return all your documents to Equiniti, Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA United Kingdom.

Contacting us

You can find the answer to most questions at www.shareview.co.uk

Or you can call us on **+44 (0)371 384 2030**, please use the country code when calling from outside the UK. If you call, please quote your 11 digit Shareholder Reference number. Lines are open from 8.30am to 5.30pm (UK time) Monday to Friday, excluding public holidays in England and Wales.

For deaf and speech impaired customers we welcome calls via Relay UK. Please see www.relayuk.bt.com for more information.