



Bringing it all together

BT EasyShare Service ▶

The modern way to look after your BT shares

In association with Equiniti Financial Services Limited



Contents

| | |
|--|---|
| Introduction | 3 |
| <hr/> | |
| Questions | |
| What is EasyShare? | 4 |
| Advantages | 4 |
| Risks | 4 |
| Charges | 4 |
| Transfers into EasyShare | 4 |
| Spouses or civil partners | 4 |
| Former employees | 4 |
| Registered holder | 4 |
| Powers | 4 |
| <hr/> | |
| Dividends | 5 |
| Dividend Investment Plan | 5 |
| Buying and selling shares | 5 |
| Share dealing service providers for EasyShare | 5 |
| Other share-dealing service providers | 5 |
| Costs of share-dealing | 5 |
| Balance enquiries | 5 |
| <hr/> | |
| Contacts | 6 |
| <hr/> | |
| <u>Full terms and conditions (including list of charges)</u> | |

THIS BOOKLET IS IMPORTANT AND REQUIRES YOUR ATTENTION

If you have any doubt about the action you should take, you should contact your stockbroker, solicitor, accountant or other financial adviser.

Introduction

The BT EasyShare Service ('EasyShare')

EasyShare allows you to hold your BT Group shares electronically, rather than in the form of share certificates.

We have set out to answer most questions about EasyShare in this booklet. If you need more information, please call the BT Employee Shareholder Helpline or the BT Shareholder Helpline (see **Contacts** on page 6), or email bt@equiniti.com (please include "BT EasyShare" in the subject header).

Francis O'Mahony

Head of Employee Share Plans and Share Registration

December 2010

Questions

What is EasyShare?

EasyShare allows you to hold your BT shares electronically, rather than keeping paper share certificates.

What are the advantages of EasyShare?

Firstly, because EasyShare holds your shares electronically, you will no longer need to keep your share certificates in a safe place (or risk having to pay for a duplicate if your certificate is lost).

Secondly, you will have access to share-dealing services, allowing you to buy or sell BT shares through EasyShare at competitive commission rates and with shorter settlement periods.

Thirdly, if you wish to sell shares, these services will be available to you from the day the shares are transferred to your account, without the need to wait for a share certificate to arrive in the post.

What are the risks in investing in or owning shares?

Please remember that the value of shares and the income from them can fall as well as rise and you may not recover 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 investment you should contact an authorised financial adviser.

We will not assess the suitability of shares held for you or other services provided to you under this agreement and you do not benefit from FSA rules on assessing suitability.

What are the charges for this service?

There will be no charge either for joining EasyShare, or on an annual basis. If you wish to take your shares out of EasyShare and have a share certificate sent to you, that will also be free of charge for the first 90 days after your shares are transferred into EasyShare. After that period, there will be a charge for transferring your shares out of EasyShare – these are set out in the terms and conditions at: http://www.shareview.co.uk/Portfolio/btgroup/Documents/BT_Easyshare_TsandCs.pdf This does not apply if you sell shares via the share-dealing service providers, which BT has made arrangements with, mentioned below.

I already have shares in my own name for which I hold certificates. Can I transfer them into EasyShare?

Yes. All you need to do is complete a BT EasyShare Service Transfer Form D, which you can obtain from the BT Shareholder Helpline (see **Contacts** on page 6). You should then send the completed form, together with all the certificates, back to Equiniti who will transfer your shares into EasyShare.

I am a BT employee and my spouse or civil partner also has BT shares in his or her own name. Can he/she also join EasyShare?

Yes. He or she should follow the process set out in the previous answer.

I used to work for BT but have left. Why have my shares not been transferred into my own name rather than into EasyShare?

All BT shares released from trust from the BT Employee Share Ownership Scheme (ESOS) were transferred into EasyShare.

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, in a separate register which is not open to public inspection. You continue to be the beneficial owner of your shares.

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

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

Questions continued

How will my dividends be paid?

Dividends on shares held in EasyShare can be paid to you either by cheque or more conveniently, if you prefer, direct to your bank or building society account. Otherwise you can invest your dividends in extra BT shares by joining the BT Dividend Investment Plan – see the next question.

Can I still participate in the BT Dividend Investment Plan?

Yes – details can be found online at: http://www.btplc.com/Sharesandperformance/Dividends/Dividendinvestmentplan/BT_DIP_Booklet.pdf

If you have an EasyShare shareholding and also an ordinary shareholding then you will need to give instructions on both types of holdings. If you would like to have the shares purchased under your ordinary shareholding transferred into EasyShare, then all you need to do is complete a BT EasyShare Service Transfer Form D, which you can obtain from the BT Shareholder Helpline (see **Contacts** on page 6).

How do I buy/sell shares through the service?

BT has made arrangements with four major share-dealing service providers to allow you to buy or sell BT shares through this service. You can find details at: <http://www.btplc.com/Sharesandperformance/Shareholders/Shareholderadministration/BTGroupEasyshareServices/Brokers.htm> You will need to contact the share-dealing service providers directly to carry out the transaction.

Why can't I use another share-dealing service provider with EasyShare?

Dealing through another share-dealing service provider would involve that share-dealing service provider making special arrangements with Equiniti Financial Services Limited to have access to the EasyShare records. If you still wish to use the services of any other share-dealing service provider, you will need to ask them to contact Equiniti Financial Services Limited to make the necessary arrangements. This may include issuing a share certificate to you, and there is currently a charge of £10 for this after the initial 90-day free transfer period. We will continue to keep these arrangements under review and these may change from time to time.

How much will share-dealing cost me?

We do not quote commission rates in this booklet as they are constantly under review and can change from time to time. To find out this information, you will need to contact the share-dealing providers for EasyShare (see **Contacts** on page 6).

As the dealing process is simpler than the process for dealing where share certificates have to be handled, the share-dealing providers are committed to providing a service at competitive rates. Settlement periods for electronic deals are thus considerably shorter than for paper certificates.

How will I know how many shares I have in the service?

You will receive an EasyShare statement at least every 12 months showing the number of shares you hold. Between those dates, you will need to keep your own record of any changes, but you can check the details through www.shareview.co.uk

Shareview, for which registration is free, allows you to check all your shareholdings that are administered by our Registrars, Equiniti Limited.

Contacts

The EasyShare records are maintained by Equiniti Financial Services Limited.

BT Shareholder Helpline

For enquiries about your shareholding:

Freefone: **0808 100 4141**

Fax: 01903 833 371

Textphone: Freefone **0800 169 6907**

Email: bt@equiniti.com

From outside the UK

Tel: **+44 121 415 7178**

Fax: +44 1903 833371

Textphone: **+44 121 415 7028**

Email: bt@equiniti.com



BT Group plc

Registered office: 81 Newgate Street, London EC1A 7AJ

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www.bt.com

Or write to:

Equiniti, Aspect House, Spencer Road
Lancing, West Sussex, BN99 6DA

(When writing, please include a daytime telephone number, if possible, so that we can contact you should further information be required. Notifications of change of address will be acknowledged only on request).

EasyShare full terms and conditions
(including a list of charges):

www.shareview.co.uk/Portfolio/btgroup/Documents/BT_Easyshare_TsandCs.pdf

The share-dealing providers for EasyShare are:

Equiniti Financial Services Limited
Aspect House, Spencer Road, Lancing
West Sussex, BN15 8AH
Tel: **08456 037 037**

www.shareview.co.uk/dealing

Barclays Stockbrokers Limited
BT EasyShare Online
Tay House, 300 Bath Street
Glasgow, G2 4LH
Tel: **0845 607 9000**

www.easyshare.barclays.co.uk

Halifax Share Dealing Limited
Trinity Road, Halifax, HX1 2RG
Tel: **0870 242 5588**

www.halifax.co.uk/sharedealing

NatWest Stockbrokers Limited
Waterhouse Square, 138-142 Holborn
London, EC1N 2TH
Telephone: **0808 208 4422**

www.natweststockbrokers.co.uk

If you would like to receive this information in an alternative format, for example Braille, large print or an audio tape, please contact us on **0808 100 2288** or Textphone **0800 169 6907**, or email us at bt@equiniti.com