

Postal Share Dealing Form

Sell your shares

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Whether you hold certificates for your shares, or you hold them electronically in a Corporate Sponsored Nominee account, you can use this form to sell by following the 3 easy steps below.

Step 1: Please complete your personal details

Full name(s)
of all holders

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| 1. |
| 2. |
| 3. |
| 4. |

Registered
address of
first named
holder

| |
|-----------|
| Postcode: |
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Name of the company whose shares
you want to sell:

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Shareholder reference:

(this can be found on your share certificates, tax vouchers or Corporate Sponsored Nominee statement)

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Step 2: Sell some or all of your shares

To sell your entire holding, please write 'ALL' in the box

OR

To sell only some of your holding, please write the number of shares you wish to sell

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The sale fee is 1.75% of the transaction value with a minimum of £30 and will be deducted from your sale proceeds.

If you have mislaid some or all of your share certificates or only have invalid certificates to enclose with this form, you may still be able to sell your shares. Please see "Frequently asked questions" over the page for more information.

Please note that you may be subject to money laundering checks which may delay the issue of your sale proceeds or a delay in the receipt of your share certificate. Please see the terms and conditions for information.

If the shareholder has died and the shares are still held in their name

The proceeds of the sale will be sent as a cheque to the registered representative(s) address in the name of the deceased. Alternatively, we can make the cheque payable to solicitors or the executor(s)/administrator(s) provided we have signed authority from ALL the representatives named on the Grant of Representation. The registered representative(s) must sign this form below for either option. Please note that we are unable to pay sales proceeds directly into a bank account.

Full name of preferred payee:

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Full address of where the
cheque is to be sent:

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Step 3: Please sign in the box(es) below. Please note that all shareholders or their representatives must sign.

I/we appoint Equiniti Financial Services Limited as agent to arrange to sell shares as shown above in accordance with the Frequently Asked Questions and the terms and conditions of the service which I/we have read and by signing this form I/we agree to.

If share certificate(s) for all or some of the shares I/we am/are selling are not enclosed I/we agree to the Declaration for Lost Share Certificate(s) shown overleaf and the additional charge of £40. If all the share certificate(s) are enclosed, or if shares are held electronically in a Corporate Sponsored Nominee account, there is no Lost Share Certificate charge.

Holder

Holder

Holder

Holder

If you are a UK resident, by entering your date of birth in the box below, this may assist with any money laundering checks that are required. Please see the terms and conditions for information.

If you are signing under a Power of Attorney or other authority, please print your full name here

Date of birth

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Please enter your daytime telephone number, for use only in the event of a query:

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A body corporate should execute this instruction under its common seal or otherwise in accordance with applicable statutory requirements.

Postal Share Dealing Form

Buy more shares



Whether you hold certificates for your shares, or you hold them electronically in a Corporate Sponsored Nominee account, you can use this form to buy by following the 3 easy steps below.

Step 1: Please complete your personal details

Full name(s)
of all holders

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|----|
| 1. |
| 2. |
| 3. |
| 4. |

Registered
address of
first named
holder

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|-----------|
| Postcode: |
|-----------|

Name of the company whose shares
you want to buy:

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Shareholder reference:

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(this can be found on your share certificates, tax vouchers or Corporate Sponsored Nominee statement)

Step 2: Buy more shares

To buy more shares, please write the amount you wish to invest in this box:

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|---|
| £ |
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Please note: The minimum that you can invest is £100 and the maximum is £8,000.

The amount shown will be treated as being inclusive of commission and stamp duty reserve tax.

If you are buying shares to be held in a Corporate Sponsored Nominee Service, you must already have an existing holding and, as such, your purchase will be added to your holding as above.

Please enclose your cheque made payable to **Equiniti Financial Services Limited**. Cheques **MUST** be drawn on a UK bank or building society in the name of the shareholder. We cannot accept third party cheques.

The purchase fee is 1.75% of the transaction value with a minimum of £30.

Please note that you may be subject to money laundering checks which may result in a delay in shares being put into the Corporate Sponsored Nominee or a delay in the receipt of your share certificate. Please see the terms and conditions for information.

Step 3: Please sign in the box(es) below. Please note that all shareholders must sign.

I/we appoint Equiniti Financial Services Limited as agent to arrange to buy shares as shown above in accordance with the Frequently Asked Questions and the terms and conditions of the service which I/we have read and by signing this form I/we agree to.

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| Holder |
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| Holder |
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| Holder |
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| Holder |
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If you are a UK resident, by entering your date of birth in the box below, this may assist with any money laundering checks that are required. Please see the terms and conditions for information.

If you are signing under a Power of Attorney or other authority, please print your full name here

| |
|---------------|
| Date of birth |
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Please enter your daytime telephone number, for use only in the event of a query:

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A body corporate should execute this instruction under its common seal or otherwise in accordance with applicable statutory requirements.

Return the form with your share certificate(s) or cheque (as applicable) and any supporting documentation to: Equiniti, Aspect House, Spencer Road, Lancing, West Sussex BN99 6DA

Frequently asked questions:

I've lost some or all of my share certificates or I can only find invalid share certificates. Can I still sell my shares?

As long as the value of the missing share certificate(s) do(es) not exceed £5,000 and you are selling your entire holding, yes, you can use this service. By signing the form you will be agreeing to the Declaration for Lost Share Certificate(s) below.

If the sale proceeds do not cover the sale and lost certificate fees the sale will not go ahead and we will advise you how to obtain a duplicate certificate.

My missing share certificates are worth more than £5,000 – can I still use this service?

No, if your missing share certificates are worth more than £5,000 you will need to call our helpline on 0871 384 2030* to proceed.

I only want to sell part of my holding but cannot find my share certificate(s) can I still use this service?

No. If you are only selling part of your holding you will need to contact our helpline on the number above to proceed.

I keep my shares electronically in a Corporate Sponsored Nominee and therefore don't have a share certificate to attach – will I get charged for 'lost certificates'?

No. If your shares are held electronically in a Corporate Sponsored Nominee the Lost Share Certificate charge will not apply.

I need to update my personal details can I still use this service?

Yes, for an additional charge of £40 (which will be deducted from your sale proceeds or investment amount) we will update your details using our express maintenance service to avoid any delay to your transaction.

I need to update my details, what documentation should I provide?

- To update your address, please attach a signed letter showing your old and new addresses.
- To update your name, please attach certified documentation such as a deed poll or marriage certificate.
- To register the death of a joint holder, please attach the death certificate.
- To register a Grant of Representation, please attach an original or sealed office copy Grant of Representation.

The registered shareholder has died can I use this service under my power of attorney or other authority?

If the registered shareholder has died you are still able to sell the shares if you attach or have previously registered with us an original or sealed office copy Grant of Representation. Once the Grant of Representation has been registered with us we are able to make the sale proceeds cheque payable to a solicitor or the executor(s)/administrator(s), provided we have signed authority from ALL of the registered representatives shown on the Grant of Representation. If you do not have a Grant of Representation you may be able to use our Small Estates procedure. For more information please call our helpline on 0871 384 2030* Calls to this number are charged at 8p per minute from a BT Landline. Other telephony provider's costs may vary. Lines are open 8.30am to 5.30pm Monday to Friday.

Who can the cheque for the sale proceeds be made payable to?

The cheque for the sale proceeds can only be made payable to the registered holder(s) and sent by cheque only to the address shown on the share register. The only exception to this is in the case of the shareholder being deceased as outlined above.

When will you confirm my shares have been bought or sold?

We will send confirmation of purchase or the cheque for the sale of any shares two days after the trade has been placed.

Declaration and Undertaking for Lost Share Certificate(s)

This Declaration and Undertaking applies only to shareholders who have not enclosed valid or sufficient share certificate(s) with this form. **If this form is received without valid or sufficient share certificate(s) a Lost Share Certificate charge of £40 will be deducted from your sale proceeds.**

To: **The company named overleaf, Equiniti Financial Services Limited and Equiniti Limited, Registrar of the named company.** In consideration of your registering a transfer relating to the sale of shares through this Share Dealing Service without production of the relevant share certificate(s) which has/have been lost, stolen or destroyed, I/we jointly and severally agree:

- a) to return immediately for cancellation to Equiniti, Aspect House, Spencer Road, Lancing, West Sussex BN99 6DA the original share certificate(s) if found;
- b) to indemnify you and each of you against all claims, demands, liabilities, costs, charges and expenses that may be brought against or incurred by you arising out of, or in connection with, the original share certificate(s) still being in existence or the registration of a transfer as specified above;
- c) if legal proceedings are instituted against you in connection with any such claim, from time to time, upon demand, to provide you with the funds you require to defend those proceedings and if I/we do not do so you shall be entitled to admit or settle those proceedings on the terms as you decide without prejudice to your right of recourse to me/us.
- d) to pay the Lost Share Certificate charge set out above by deduction from my/our sale proceeds.

Checklist:

Sales

- Section 1: Personal details and address section completed
- Section 2: Enter 'ALL' or the amount of shares you wish to sell. Attach share certificate(s) IF you hold your shares this way and if you have not lost them (there is a charge for lost share certificates as above)
- Section 3: All holders/representatives to sign

Purchases

- Section 1: Personal details and address section completed
- Section 2: Enter the amount of money you wish to invest. Attach a cheque made payable to Equiniti Financial Services Limited
- Section 3: All holders to sign

Equiniti Financial Services Limited Share Dealing Service Terms and Conditions

The price and value of investments and any income from them can go down as well as up. Past performance is no guide to future performance. It is entirely your decision whether or not to conduct a transaction using this service.

Definitions

'CSN' means Corporate Sponsored Nominee
'CDIs' means CREST Depository Interests
'Equiniti' means Equiniti Financial Services Limited
'FSA' means Financial Services Authority
'FSA Rules' means the rules made by the FSA and amended from time to time
'Shares' means ordinary shares or CDIs held in the company named on the accompanying share dealing form
'You' means the person(s) named on the accompanying share dealing form

The Service

1. This service is provided on an execution-only basis. In other words, we will carry out your instructions but we do not give any kind of investment or tax advice, nor advise you on the merits of any particular transaction. In particular, we will not assess the suitability of transactions conducted for you or services provided to you under these terms and conditions and you do not benefit from the FSA Rules on assessing suitability. If you are in any doubt about using the service, you should consult a professional adviser.

2. The service is provided by Equiniti, which is authorised and regulated by the Financial Services Authority of 25 The North Colonnade, Canary Wharf, London, E14 5HS (under reference 468631). The main business of Equiniti is investment and general insurance services. Our registered office is in the United Kingdom at Aspect House, Spencer Road, Lancing, West Sussex BN99 6DA. Registered in England and Wales, number 6208699.

3. You can use the service for buying and selling certificated shares and shares that are held within a CSN in any company where Equiniti offers the service.

4. Please read carefully through these terms and conditions. They describe the basis on which we will provide the service, and they will come into effect as soon as we have received your instructions and accepted you as a customer.

5. When giving us your instruction you appoint Equiniti as agent to arrange to buy or sell the shares shown on your share dealing form.

6. When selling shares you may only use this service to sell shares that belong to you and/or that you have the right to sell. When you give us an instruction to sell, you will be guaranteeing that you have the right to sell the shares shown on your share dealing form free from any liens, charges and other third party rights. You also authorise Equiniti to execute a transfer to give effect to the sale of those shares.

7. If you are purchasing shares to be held in a CSN Equiniti will hold the shares in the name of Equiniti Corporate Nominees Limited as bare trustee on your behalf in accordance with the terms and conditions of the CSN. If you are purchasing certificated shares they will be bought in the name(s) shown on the share dealing form.

8. You must be 18 or over to use the service. We reserve the right to refuse to accept a dealing instruction. If your instruction is incomplete or includes a mistake, we will try to contact you for clarification. If we are unable to do so, we will return your instruction without carrying it out. We will not be liable for any loss you suffer as a result of this clause. Instructions to deal shares which are held in joint names must be signed by all registered holders.

9. Once you have sent us your form, you will not be able to cancel your instructions. We cannot take orders over the phone. A share price may change significantly between the time you decide to deal and the time we actually trade your shares.

10. The decision to buy or sell shares is your responsibility. This service can only be used by those with a registered address within the European Economic Area (EEA).

Instructions to deal shares from any other country will not be actioned.

11. We reserve the right to extend or end the service.

Share dealings

12.1. Dealing will normally be daily for all instructions we receive up to the close of business on the previous working day. We may sometimes combine your order to deal shares with other customers' orders, and this may work to your advantage or disadvantage in relation to a particular order, compared with the price you would have obtained if your order had been dealt with on its own. We may buy or sell the shares in a combined order in several transactions and on separate days. If this produces transactions at different prices, we will average them out so that all the customers concerned benefit from the same average price. If it means dealing in shares on different days, it will delay completion of the transaction accordingly. You will not be able to use this dealing service to place a limit order. If the relevant execution venue is closed, we will hold over your transaction until the day it next opens for business.

12.2 Very occasionally, due to market conditions, we may not be able to execute an order for you within a reasonable time. In such a case, we may contact you to explain that we will not be executing your order.

Alternatively, if the approved entity used by us to execute the order recommends that it be given more time to complete it, we may allow this.

12.3 Orders will be transmitted by us to one of our approved entities for execution. There are currently more than ten approved entities and all of them have been selected by us because they have demonstrated that

they have policies and procedures that enable them to deliver the best possible result for you, given the types of orders and the market conditions involved. In particular, these entities will treat price and costs (total consideration) as the most important factors when dealing with or executing orders, although they may also take into account other factors such as speed, likelihood of execution and settlement, size or any other relevant consideration.

These approved entities will normally execute orders on a regulated market but may choose to use other execution venues (including off-exchange dealers) where this is advantageous.

We will monitor the performance of these entities and periodically review our internal arrangements and policies for dealing with orders with a view to achieving the best possible result for you. Further information about these internal arrangements and policies (including a full list of our approved entities) is available on request.

Charges

13. Any charges due will be added to your purchase price or deducted from your sales proceeds.

Dealing – 1.75% of the transaction value with a minimum of £30. In addition on purchases stamp duty reserve tax is also charged currently at the rate of 0.5% of the transaction value. Stamp duty reserve tax is not charged on CDI purchases.

Missing share certificates/Change of details – If you do not enclose all relevant share certificates and/or advise us of a change to your personal details we will deduct a charge of £40

Settlement

14. Two working days after completion of your transaction, we will send you a sale or purchase advice, together with

- for sales; a cheque for your net sale proceeds
- for purchases: a cheque returning amounts of £3 or
- more which we have not been able to invest. Lesser amounts will be kept and put towards our administration costs.

We will make cheques payable to the registered shareholder/s. We cannot accept an instruction to make them payable to anyone else unless the registered shareholder is deceased.

In these cases only, we will accept signed instructions from the registered representatives to make the cheque payable to solicitors or executor(s)/administrator(s). You should keep all transaction advices for tax purposes.

We will send share certificate(s), where applicable, to the first named holder at your registered address within three weeks of the transaction.

Protecting your personal data

15.1 You agree that we may keep the personal details that you or others give us during your relationship with us on an Equiniti Financial Services Limited database. These details may include

- 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 services 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 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 the service set out in these terms and conditions and other services
- identify other products and services that might be suitable for you
- keep our records about you up to date
- check your identity
- prevent and detect fraud and/or money laundering
- recover debts, and
- 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 they may write to you about

- Equiniti group products and services we believe may interest you. Our group includes all companies with the Equiniti name and associated companies
- 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 calling 0871 384 2252. Calls to this number are charged at 8p per minute from a BT landline. Other telephony providers' costs may vary.

15.2 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, don't hesitate to let us know so that we can correct it.

15.3 The information we hold about you is confidential. We will only ever disclose it outside the Equiniti group of companies

- at your request or with your consent
- in line with paragraph 15.1 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 FSA, 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 to any company to whom we propose to transfer our obligations and

rights in line with paragraph 30 of these terms and conditions.

We may administer your account and provide you with some services via agencies in countries outside the European Economic Area (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.

15.4 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.

Communications

16. The language of any agreements and transactions between you and us under these terms and conditions will be English. We will always communicate with you in English.

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

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

17. If you have a complaint of any kind, please let us know. We will do our utmost to sort it out. You can put your complaint in writing to us at: Complaint Resolution, Equiniti, PO Box 4608, Worthing, West Sussex BN99 6NZ United Kingdom or email us at concerns@equiniti.com or call us on 0871 384 2030. Calls are charged at 8p per minute from a BT landline. Other telephony providers' costs may vary. Lines are open 8.30am to 5.30pm Monday to Friday.

If we cannot resolve the issue between us, you may – if you are eligible – ask the independent Financial Ombudsman Service to review your complaint. Our leaflet *What will happen if you complain* has more details about our complaints procedure. You're welcome to ask us for 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. Most types of investment business are covered for 100 per cent of the first £50,000. The maximum compensation is £50,000. For more details about the Financial Services Compensation Scheme

- call the helpline on 0800 678 1100 or 0207 741 4100
- go to its website at www.fscs.org.uk
- write to FSCS, 7th floor, Lloyds Chambers, Portsocken Street, London E1 8BN

Other terms and conditions

18. Using this service may alter your personal tax position. Also, the levels and bases of taxation can change. To be sure you understand all the possible tax implications, you should consult a qualified tax adviser. Your tax treatment will depend on your own personal circumstances.

19. This agreement is only for the benefit of you and us. It will not give any benefits to, nor be enforceable by, any third party.

20. 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've given us, or in paying you the proceeds of a sale, or not being able to carry out an instruction at all.

In any of these circumstances, we will not be responsible for any resulting loss.

21. We will not be responsible for

- any indirect, special or consequential loss (including direct or indirect loss of profit), however caused, nor
- any loss connected to the timing of a transaction unless it results from the fraud, wilful default, negligence or a breach of the Conduct of Business Sourcebook or the Client Assets Sourcebook in the FSA Rules, on our part, or on the part of our employees or agents.

This in no way excludes or limits any obligations we owe you as our customer under the FSA Rules or the Financial Services and Markets Act 2000.

The amount of our liability for any claim you make (other than for fraud or a breach of the Conduct of Business Sourcebook or the Client Assets Sourcebook in the FSA Rules) will be no more than the difference between what you actually paid or received, and what you should have paid or received if we had carried out your order in accordance with these terms and conditions.

22. If a cheque in payment for your share purchase is invalid for any reason, or your bank refuses to pay it, you authorise us

- to sell the shares in question without any further instructions from you, and
- to keep any expenses due or any shortfall resulting from the sale.

23. We will not be responsible for any delays, losses, costs, damages or expenses you suffer in the event of a 'force majeure' - meaning any failure, interruption or delay in the performance of our obligations as a result of

- industrial action,
- the malfunction or failure of any telecoms 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
- the circumstances contemplated by paragraph 12.2
- or any other event or circumstance not within our reasonable control

provided, where relevant, that we have complied with the FSA Rules on business continuity. If this type of situation arises, however, we will remedy the situation as soon as reasonably possible.

24. We will be entitled to keep any gains made in the process of correcting mistaken share deals, which would include buying or selling shares at the prevailing market price without an instruction from you.

25. We will send any documents, at your risk, by post to your registered address. Neither we nor the company will be responsible for any document before it reaches us or after we have sent it to you.

26. Our policy on conflicts of interest

It is possible we will carry out transactions or other business with you, or for you, that could involve a conflict in our duty towards you.

For instance, we or an associate might have a material interest in the transaction, or a business relationship with another party to it.

To deal with such situations, we follow a strict policy:

- we take all reasonable steps to identify and manage any potential or actual conflicts of interest that might arise

- if we are unable, in a particular set of circumstances, to rule out the risk that you could be disadvantaged, we will wherever possible explain the potential conflict of interest to you beforehand.

You're welcome to call and ask us for a printed copy of our policy concerning possible conflicts of interest. At the time of the issue of this document no material conflicts of interest were identified which could not be managed in accordance with the process explained above.

Nothing in these terms and conditions will prevent us carrying out services for others.

27. All cash balances will be held by us as client money under the FSA Rules and as follows:

- 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 to any account used to hold money belonging to us in our own right
- we will not, however, be responsible for any acts or omissions of the bank
- 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
- You will not be paid interest on cash balances. We will also keep any interest earned or any equivalent fee that the bank in question pays us.
- If, for any reason, a payment we send to you under these terms & conditions does not reach you, we will continue to hold the cash as client money for six years. If, during that six years, there has been no movement on your balance, we may write to you at your last known address at any time after the end of the six years to say that if we do not hear from you within the next 28 days, we will no longer treat the cash as client money. Even if we do stop holding the cash as client money, we will still make good any valid claim you may have to the cash.

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

28. You will be classified for the purposes of the FSA Rules as a retail client. If, however, you would otherwise be 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 paragraph 17 of these terms and conditions.

29. These terms and conditions are governed by English law. You agree that any disputes relating to this agreement may only be dealt with by the courts of England and Wales.

30. 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 authorised to do so by the FSA, if such authorisation 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 the third party or its nominee