

General FAQs –

1	<p>Who is Equiniti? Equiniti is the new name for the business known and trusted for over 50 years as Lloyds TSB Registrars. Equiniti Limited will be the UK's leading provider of share registration services with over 55% of the FTSE 100 companies and in total 24 million investor and shareholder accounts.</p>
2	<p>Why is Lloyds TSB Registrars getting a new name? The Registrars business of Lloyds TSB Bank plc has been sold. After the sale becomes effective, it will be run as a separate business and will be renamed Equiniti.</p>
3	<p>Where did the new name come from? After extensive research into the market and a consultation exercise with all employees, the vast majority voted for Equiniti.</p>
4	<p>What does the new logo mean? Made up of two letter Es, the new logo reflects the partnership nature of our business where Equiniti group and our clients work together in partnership to deliver services to their shareholders and/or employees. When you look closely you can also see an equals sign in the logo i.e. the two Es representing our clients and us EQUALS Equiniti.</p>
5	<p>What are the main companies in the Equiniti group? There are two. Equiniti Financial Services Limited will be authorised and regulated by the Financial Services Authority and will provide retail financial services such as share dealing which are regulated by the Financial Services and Markets Act. Equiniti Limited will provide the rest of the services previously provided by Lloyds TSB Registrars.</p>
6	<p>I know who Lloyds TSB are – how can I be sure that Equiniti is as safe/reputable to handle my important and confidential information? The Equiniti group will be run by the same management team and staff as Lloyds TSB Registrars which has experience of managing the share registers of over 55% of FTSE 100 companies. You can be confident that the Equiniti group will continue to strive to provide the same high standards and excellent levels of service and confident that your important and confidential information is in safe hands. Equiniti Financial Services Limited will be authorised and regulated by the Financial Services Authority.</p>
7	<p>When is the sale of Registrars going to be finalised? The completion of the sale of the business will be contingent on regulatory approval and other conditions and will not take place before 30th September 2007. Some retail products will continue to be provided by Lloyds TSB for a further period after this, with Equiniti Financial Services Limited acting as administrator, until these products are transferred at a later date. If you have one of these products you will receive a letter about this.</p>
8	<p>Does this change the way I deal with Lloyds TSB Registrars now? The office locations remain the same as before and you can continue to contact Equiniti at all the addresses previously used. Information for shareholders is available at www.btplc.com/ All phone numbers and websites previously supplied will continue to operate, unless advised otherwise, the dedicated BT shareholder phone number is 0808 100 4141 Our textel/minicom number 0870 600 3950 and fax number 0870 600 3981 remain unchanged.</p>
9	<p>I am a shareholder - is this going to cost me anything? No. This change will have no financial impact on your shareholding.</p>
10	<p>I am a shareholder - how am I going to be affected? Services will be provided by Equiniti Limited or Equiniti Financial Services Limited instead of Lloyds TSB Bank plc. However, you should notice no change to the high standards and excellent levels of service you have become accustomed to. However there will be naturally a change to the name and logo appearing on all the communications you will receive from the Equiniti group and any Equiniti group websites that you are able to access.</p>

11	<p>What is the Vision for the newly formed Equiniti group?</p> <p>The Equiniti group's vision is to continue to be leading the field in investor and employee solutions through productive and satisfying partnerships.</p>
12	<p>Who is running Equiniti?</p> <p>The existing management team will be led by Bob Thian, Chairman of Southern Water Limited. He has been joined at board level by Rod Aldridge, founder of Capita and Dr. Oliver Niedermaier formerly of Computershare.</p>
Shareview FAQs	
1	<p>Why is my Shareview contract being transferred to Equiniti Limited?</p> <p>This is because Lloyds TSB Registrars has agreed to sell its Registrars business. It will be run as a separate business and will be renamed Equiniti. The Equiniti group will be responsible for continuing to deliver the shareholder and employee services currently provided by Lloyds TSB Registrars and Shareview is an integral part of these. Please see the FAQs in the General section for more information about the sale of Lloyds TSB Registrars.</p>
2	<p>Will the online Shareview Service change?</p> <p>The Shareview service will continue to be provided free of charge and will offer the same features and benefits as today. However, the appearance of the Equiniti websites will change to fit the new Equiniti name and branding. There are also some changes to the Terms & Conditions of the registered Shareview service – Shareview portfolio - and existing users will have been notified of these by e-mail.</p> <p>Going forward, the Shareview service will be provided by Equiniti Limited.</p>
3	<p>Is the address changing from www.shareview.co.uk?</p> <p>No. The Shareview website address www.shareview.co.uk won't be changing, so you can continue to use this with confidence and access it through www.btplc.com/</p>
4	<p>Are there changes to the Lloyds TSB Registrars internet sites for shareholders and employees?</p> <p>No - Only the name and branding will change on Lloyds TSB Registrars services to reflect the renaming of the company. Website addresses and the actual services they deliver will remain the same</p>
5	<p>Will my existing Shareview logon details continue to work?</p> <p>Yes – these are not changing. If you have forgotten any of these, please follow the links for reset process that you will find on the logon page at www.shareview.co.uk</p>
6	<p>Can I still trust the website – is the security changing?</p> <p>We want to reassure you that you can continue to use all of our websites with confidence. There is no change to the actual construction, security or management of the services, only to the name and branding. The technology and team that has delivered the Shareview service under Lloyds TSB Registrars is staying the same. You will continue to see the padlock symbol on the site indicating that it is secure, once you have logged on to your Shareview portfolio.</p>
7	<p>What if I do not want my contract and data to be transferred?</p> <p>You can write to us to say that you object to the transfer at Lloyds TSB Registrars, Implementation and Self Service Team, 54 Pershore Road South, Kings Norton, Birmingham, B30 3EP, providing details of your name, address (including postcode) and the companies that you hold shares in. If you choose to write to object to the transfer of your data, your notice in writing must be received before the 26th September. Otherwise your data will be transferred.</p> <p>Please note that Lloyds TSB will not be providing a similar service after the transfer date so, if you have objected as explained above, your details will be deleted from the Shareview portfolio service.</p>
8	<p>What are the services offered by Shareview?</p> <p>For full information please visit our home page at www.btplc.com/ which tells you about the wide range of information and services provided on the site. In summary however, you can:</p> <ul style="list-style-type: none"> • View data on your own shareholdings, including dividends and balance changes • Check current share prices • Buy and sell shares, using Shareview Dealing provided by Equiniti Financial Services Limited

	<ul style="list-style-type: none">• Sign-up for e-communications, to reduce the paper coming through your letterbox• Find answers to a wide range of shareholder and employee queries using the extensive FAQ's
9	<p>I have opted out of receiving marketing information from Lloyds TSB on the Shareview service. Will my opt-out continue to apply to marketing information from Equiniti?</p> <p>Yes it will. In this situation you do not need to take any action and you will not receive marketing from Equiniti or its group companies.</p>