

A high-angle, top-down photograph of a woman with dark hair, wearing a light-colored blazer and dark trousers, sitting on a white, modern-style sofa. She is focused on a silver laptop resting on her lap, with her hands on the keyboard. The sofa is positioned on a light-colored wooden floor with a prominent grain pattern. The lighting is soft and even, creating a clean, professional atmosphere.

## BT EasyShare

The modern way to look after your BT Group plc shares  
(Includes details on the Dividend Investment Plan)

## Important information

This document has answers to frequently asked questions about the BT Group EasyShare (“EasyShare”) and Dividend Investment Plan (‘DIP’). If you need more information, please call the Shareholder Helpline (see **Contacts** on page 18).

Document last reviewed August 2023.

**IMPORTANT:** Details referenced in this document are correct at the time of publication but are subject to change. You should always read the latest EasyShare and DIP Terms and Conditions when giving an instruction as these form the basis on which Equiniti Financial Services Limited (‘Equiniti’) will provide services to you (see **Documents** on page 19 for details of how to access copies).

### How does Equiniti protect my data?

To understand more about how Equiniti safeguards your data, and to read the latest version of the Privacy Notice, please visit [privacy.equiniti.com](https://www.privacy.equiniti.com) or contact the Shareholder Helpline (see **Contacts** on page 18).

### Risk Warning

The investments you hold in EasyShare and/or DIP are in one company BT Group plc (the ‘Company’) only and should therefore be considered as a component of a balanced portfolio and is separate to other accounts you may hold elsewhere.

The value of ordinary shares in the Company and any income from them, can go down as well as up and therefore you may not receive in return the same amount of money you invested. If you’re not based in the UK, the value of shares and dividends is subject to changes in the exchange rate.

Past performance is no guide to future performance.

### Suitability and appropriateness

If you’re in any doubt about the suitability of the EasyShare, DIP, or the investments held on your behalf, you should consult an authorised financial adviser.

Neither Equiniti nor the Company will assess the suitability or appropriateness of investments held for you or other services provided to you under EasyShare or DIP Terms and Conditions and you’re not subject to the Financial Conduct Authority Rules on assessing suitability and appropriateness.

You agree that you’ve not asked for or received any advice from Equiniti or the Company and it is your decision to accept that EasyShare and/or DIP is suitable to your requirements.

Nothing in this booklet constitutes financial or other professional advice. You should consult an authorised financial adviser if you require financial advice.

## About EasyShare

### What is EasyShare?

EasyShare enables you to hold shares in the Company electronically. It is sponsored by the Company and provided by Equiniti.

Details of EasyShare are set out in the EasyShare Terms and Conditions (see **Documents** on page 19 for details of how to access a copy).

### Is EasyShare available in all countries?

You must be aged 18 or over and resident in the UK, European Economic Area (EEA), Switzerland, Isle of Man, Channel Islands or Gibraltar in order to hold your shares in EasyShare.

If you move your residence to a country outside this list, you must close your account immediately. To arrange to receive a share certificate or transfer your shares to a broker of your choice, please contact the Shareholder Helpline (see **Contacts** on page 18).

### Advantages of EasyShare

- Your shares will be held electronically and you can view these online when you register for Shareview Portfolio (see **Managing shares online** on page 5). This means that you do not have to keep paper share certificates, making dealing and administration easier and avoiding the risk of paying for duplicates if certificates are lost.
- A share dealing service is provided, so you can buy or sell your shares online, by phone, or by post using an appointed share dealing provider (see **Share Dealing (EasyShare)** on page 14)
- You can trade your shares from the day they are transferred into your account. This also means when selling shares you will receive your funds quicker as you won't need to send in your share certificate. This provides a straightforward and accessible way to deal (see **Share Dealing (EasyShare)** on page 14).
- Your details will be held on a separate register, which is not open to public inspection.
- Advantages are listed here, but there are also general risks of holding shares and you should consider the **Important information** on page 2.

### EasyShare charges

<b>Annual Maintenance</b>	FREE
<b>Transfer shares into EasyShare</b>	FREE
<b>Transfer shares out of EasyShare</b>	
▪ within 90 days of transfer into EasyShare	FREE
▪ more than 90 days after transfer into EasyShare	£10
When selling shares directly from EasyShare via an appointed share dealing provider no transfer charge will be incurred. However, the appointed provider's commission rates will still apply.	
<b>Quarterly Statements</b>	FREE
<b>Duplicate Statement</b>	£10 +VAT
<b>Confirmation of holding</b>	
by telephone	FREE
in writing	£10 +VAT
<b>Copy of record held by Equiniti</b>	<b>£10 +VAT</b>
<b>Provision of BT Group Annual Report</b>	<b>FREE</b>
<b>Issue and recording of voting instruction forms</b>	<b>FREE</b>
<b>Annual management fee for unclaimed payments where share balance in EasyShare is zero</b>	Max £5 (incl VAT) per annum

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## About EasyShare

### Who will be the registered holder of my shares?

Your shares will be held on your behalf by Equiniti using a nominee custodian of their choice and you'll continue to be the beneficial owner of the shares.

Information about your account may be shared with the Company if they request it. The details of the shares held on your behalf will not be available for public inspection.

### Will I still be able to vote and attend at General Meetings and receive shareholder documents?

The Company will generally make available financial information and give you the opportunity to instruct Equiniti how you wish to vote, alternatively you may request to attend and vote at any Annual General Meeting or other General Meetings the Company may have from time to time.

### What is the annual management fee for unclaimed payments on EasyShare?

This fee **ONLY** applies if you've sold or transferred all your shares in EasyShare, where Equiniti continues to hold unclaimed payments for you about which it has previously notified you. Unclaimed payments (i.e. dividend payments) are payments over twelve (12) months old which have been issued to you but not been cashed and the total of these payments is shown on your quarterly EasyShare statement.

The fee is up to a maximum of £5 (incl VAT) per annum and you'll be notified in advance of any fee being applied and given the opportunity to claim these funds (less any applicable reissue fee) before the management fee is applied.

For further information on the annual management fee applicable on unclaimed payments on the DIP see

**What is the annual management fee for unclaimed payments on the DIP?** on page 13.

### How will I know how many shares I have in EasyShare?

You'll receive an EasyShare opening statement by post within 10 (ten) working days of your shares first being transferred into EasyShare. A statement will then be made available for you on a quarterly basis within your Shareview Portfolio showing the number of shares and any cash held for you (see **Managing shares online** on page 5).

You can check your details at any time via your Shareview Portfolio or by contacting the Shareholder Helpline (see **Contacts** on page 18).

## Managing shares online

### How can I view my shares online?

To view your shares and other information online, simply register for Equiniti's online Shareview Portfolio service. It's free, secure, and easy to administer.

### Register for Shareview Portfolio



- 1 Go to [www.shareview.co.uk/register](http://www.shareview.co.uk/register) or scan the QR code to the left and click 'Register';
- 2 Follow the onscreen instructions to complete your registration; and
- 3 Log on and enjoy the benefits of a Shareview Portfolio.

### What are the benefits of a Shareview Portfolio?

- View/download your quarterly EasyShare and DIP statements online;
- Elect to view certain Company communications online;
- Update your details online including your address;
- Manage your dividend election instruction and your UK bank account details (see **Manage your dividend election in 3 easy steps** on page 8);
- Buy and sell your shares online (see **Share Dealing (EasyShare)** on page 14); and
- View balance movements, indicative share prices and recent dividend payment details; and It's simple, secure and free.

### How do I access my Shareview Portfolio if I am an employee of BT Group plc?

You can access your Shareview Portfolio via the Company's share plans portal at: [www.shareview.co.uk/clients/Home/ESP/BTWelcome](http://www.shareview.co.uk/clients/Home/ESP/BTWelcome)  
If you've not already registered:

### Register for the Company's share plans portal



- 1 Go to [www.shareview.co.uk/clients/Home/ESP/BTWelcome](http://www.shareview.co.uk/clients/Home/ESP/BTWelcome) or scan the QR code to the left and click 'Register' (in the 'Register Here section');
- 2 Select the appropriate company name and enter the requested information including your name, date of birth and payroll number (shown on your payslip); and
- 3 Log back into the Company's share plans portal and enter the Activation Code to get full access to the site.

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## Managing shares online

### Can I view my quarterly EasyShare and DIP statements online?

You'll receive four (4) statements a year if shares and/or cash are held on your behalf in EasyShare, and if any cash residue is held in the DIP. These will be made available online via your Shareview Portfolio. An email will be sent to the address associated with your Shareview Portfolio to let you know when each statement is available and how to access it. The dates online EasyShare statements will be made available are provided on the front of each EasyShare statement.

### What if I want all my EasyShare and DIP statements issued by post?

If you would prefer to receive all four (4) of your EasyShare and DIP statements by post, please contact the Shareholder Helpline (see **Contacts** on page 18). You'll need your Shareholder Reference to hand.

You can also ask to receive more frequent paper statements. Please contact the Shareholder Helpline (see **Contacts** on page 18) for further information and how much this would cost.

### Will I receive statements if I have not registered online and do not request paper statements?

If you've not registered for a Shareview Portfolio (or for the Company's Share plans portal if you're an employee of the Company):

- Unless you ask for EasyShare statements to be issued by post, we will send you one (1) of your quarterly EasyShare statements in paper each year\*.
- Unless you ask for DIP statements to be issued by post you'll receive an annual DIP Purchase Statement by post detailing all DIP purchases completed for you each year\*.

*\* EasyShare and DIP statements will continue to be made available online each quarter should you later register online.*

## Dividends (EasyShare)

**Important: cheque payments for EasyShare dividends are not available.**

To be eligible to receive dividends you must hold shares in the Company on the publicised date for that dividend (the 'dividend record date').

In order to receive these dividends in cash you must provide valid bank or building society account details to Equiniti by the dividend record date, otherwise your cash dividends will not be issued to you and you may be charged a fee for their release (see **Manage your dividend election in 3 easy steps** on page 8).

For the latest information on dividend dates please see the Company's investor site at [bt.com/about/investors](http://bt.com/about/investors).

Details of fees for reissuing payments can be found at [www.shareview.co.uk/clients/paymentreissue](http://www.shareview.co.uk/clients/paymentreissue).

Any fees will be deducted from the payment sent to you.

Any previous dividend election instruction you provided on your shares held as share certificates will not be valid for shares held in EasyShare.

You must keep your bank details up to date.

### Receiving cash dividend direct to a UK bank or building society account

You can have your dividends paid direct to your UK bank or building society account.

Benefits of receiving payments direct include:

- Fast and convenient method of payment;
- No lost or stolen cheques; and
- Reduces the amount of paper used.

### Paid direct to an overseas bank account via Overseas Payment Service

You can have your dividends paid direct to your overseas bank account in your local currency using our Overseas Payment Service. Operating in over 90 countries it provides:

- Faster access to your dividends;
- Increased security; and
- Very competitive fees.

For further information including the list of countries the Service operates in, application forms, Terms and Conditions, payment limits and charges please visit [www.shareview.co.uk/info/ops](http://www.shareview.co.uk/info/ops).

### Investing cash dividends into the BT Group plc Dividend Investment Plan (DIP)

The DIP offers a convenient, easy, and cost effective way to use your cash dividend to purchase additional shares in the Company at market value, which are then added to your EasyShare holding with any residual cash balance carried forward to the next dividend (see **What happens to any cash balance?** on page 12).

For further information on the DIP see **About the DIP** on page 10.

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## Dividends (EasyShare)

### How do I view information on my dividends?

You can view information on your dividends online by registering for Equiniti's Shareview Portfolio service (see **Managing shares online** on page 5).

If you've provided your nominated bank or building society account, you'll receive an Annual Dividend Confirmation in the post for dividend payments paid to your nominated bank or building society account for that tax year. The Annual Dividend Confirmation will typically be sent to you in June each year.

### Manage your dividend election in 3 easy steps

1. Log on to your Shareview Portfolio at **[www.shareview.co.uk/login](http://www.shareview.co.uk/login)**;
2. Follow the link from "My Investments" to view your holdings summary; and
3. Access the Dividend Election page for your holding and follow the instructions to provide your nominated UK bank account or elect to reinvest in the DIP.

If you're an employee of the Company, you can access your Shareview Portfolio via the Company's share plans portal at **[www.shareview.co.uk/clients/Home/ESP/BTWelcome](http://www.shareview.co.uk/clients/Home/ESP/BTWelcome)**

If you're a sole shareholder, you can also provide your nominated UK bank account details over the phone (see **Contacts** on page 18).

For more information on receiving dividends direct to your UK bank or building society account please visit **[www.shareview.co.uk/info/directdividends](http://www.shareview.co.uk/info/directdividends)**.

To ensure your election is processed by the next dividend payment date it must be received by the publicised deadline.

For the latest information on dividend dates please see the Company's investor site at **[bt.com/about/investors](http://bt.com/about/investors)**.

### Do I need to complete a UK self assessment tax return for my dividend income?

You do not pay tax on any dividend income that falls within your Personal Allowance (the amount of income you can earn each year without paying tax). You also get a dividend allowance each year. You only pay tax on any dividend income above the dividend allowance. For further information please visit **[www.gov.uk/tax-on-dividends](http://www.gov.uk/tax-on-dividends)**.

If you're required to, or choose to complete a self assessment tax return, you'll need to include in your return the amounts of the dividends paid to you during the tax year.

You can find details online of the dividends paid to you by registering for Equiniti's online Shareview Portfolio service (see **Managing shares online** on page 5).

If you've not registered for Shareview Portfolio, you'll receive an Annual Dividend Confirmation in the post for dividend payments paid to your nominated bank or building society account for that tax year. The Annual Dividend Confirmation will typically be sent to you in June each year.

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## Dividends (EasyShare payment options)

### UK residents

### EEA residents

#### UK bank mandate

##### (UK residents only)

Individual shareholders can submit their instruction for Direct Dividend Payments via their Shareview Portfolio, other groups including joint shareholders should go to [www.shareview.co.uk/info/directdividends](http://www.shareview.co.uk/info/directdividends) for further information

Or you can contact the Shareholder Helpline or write to Equiniti (see **Contacts** on page 18).

#### BT Dividend investment plan (DIP)

##### (UK and EEA residents)

For further information on the DIP please see About the DIP on page 10  
Or you can contact the Shareholder Helpline or write to Equiniti (see **Contacts** on page 18).

#### Overseas Payment Service

##### (EEA Residents)

For further information including the list of countries the Overseas Payments Service operates in, application forms, Terms and Conditions, payment limits and charges please visit:

[www.shareview.co.uk/info/ops](http://www.shareview.co.uk/info/ops)

Or you can contact the Shareholder Helpline or write to Equiniti (see **Contacts** on page 18).

## About the DIP

### Investing cash dividends into the BT Group plc Dividend Investment Plan (DIP)

The DIP offers a convenient, easy, and cost effective way to use your cash dividend to purchase additional shares in the Company at market value, which are then added to your holding with any residual cash balance carried forward to the next dividend (see **What happens to any cash balance?** on page 12).

Further information on the DIP, including Terms and Conditions, charges and how to apply, can be found at [www.shareview.co.uk/info/drip](http://www.shareview.co.uk/info/drip) or by contacting the Shareholder Helpline (see **Contacts** on page 18).

**Important:** If you wish to change your dividend election to receive cash, you **MUST** revoke your DIP election when submitting your bank details. Submitting your bank details will **NOT** override any election to reinvest your dividend.

### Is the DIP available in all countries?

You must be aged 18 or over and resident in the UK, European Economic Area (EEA), Switzerland, Isle of Man, Channel Islands or Gibraltar in order to participate in the DIP.

If you're a resident outside the UK or EEA, you may take part in the DIP provided you're not subject to regulations that would oblige Equiniti or the Company to comply with any governmental or regulatory procedures or similar formalities.

You're responsible for making sure you can validly take part and for complying with all necessary formalities. You should consult a professional adviser if you're in any doubt about:

- Whether you need any government consents or to observe any other formalities; and/or
- Whether you're prohibited from receiving shares instead of cash dividends.

Equiniti will cancel your participation in the DIP if it reasonably believes you're not eligible to participate in the DIP.

### IMPORTANT:

The DIP is not available to private shareholders in the United States, Canada, China, India and Pakistan due to governmental/regulatory obligations in those jurisdictions. Institutional investors wishing to offer the DIP to underlying investors resident in the US, Canada, China, India and Pakistan should seek legal advice to satisfy themselves that they have the necessary permissions to meet all the necessary governmental/regulatory obligations in these jurisdictions.

**BT Group considers the DIP as not generally appropriate for shareholders with less than 350 shares because of the small number of additional shares that can be bought with the dividends.**

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## About the DIP

### How do I join the DIP?

You should either complete and return an application form available from [www.shareview.co.uk/info/drip](http://www.shareview.co.uk/info/drip) or by contacting Equiniti (see **Contacts** on page 18) or apply to join via their Shareview Portfolio

Once your application has been accepted, it will remain in force until cancelled by you (see **Can I leave the DIP?** on page 13) or if the DIP is terminated or suspended (see **Can the DIP be amended or terminated?** on page 13).

### What if I have more than one shareholding?

If you've more than one shareholding you'll need to complete a separate application form for each one, unless you ask Equiniti to combine your holdings.

You cannot, however, combine a sole shareholding with a joint shareholding.

### Can I complete a form for part of my holding?

You can only join the DIP in respect of all the shares that you hold.

### Dividend election deadline

Equiniti must receive your application by the published election deadline for the next dividend in order to apply to that dividend. Applications received after that date will apply to subsequent dividends only.

The payment date is announced each time a dividend is declared, and the election deadline usually falls fifteen (15) working days before the date the dividend is paid.

For the latest information on dividend dates please see the Company's investor site at [bt.com/about/investors](http://bt.com/about/investors).

### What are the tax effects of joining the DIP?

For tax purposes, you're treated as if you had received the whole of your dividend in cash and bought the Company shares yourself. A dividend confirmation covering the whole amount of the dividend invested in the DIP will be included with your purchase statement.

A summary of the dividend tax and capital gains tax position for UK shareholders is set out in Section 6 of the Terms and Conditions for the DIP.

For further information on dividend taxation please see **Do I need to complete a UK self assessment tax return for my dividend income?** on page 8.

### How many shares will I receive?

The number of shares you'll receive for each dividend will depend on:

- Your cash dividend, based on the number of shares you hold at the dividend record date;
- Any cash balance brought forward from previous dividends;
- The price at which the shares are bought; and
- The dealing costs and stamp duty reserve tax for the purchase of shares (see **DIP charges** on page 12).

You'll receive the maximum whole number of shares which can be bought on your behalf. Any cash balance will be carried forward (see **What happens to any cash balance?** on page 12).

### When will I receive my shares?

Your EasyShare account will be credited with the new shares shortly after the purchase.

Your new shares will qualify for future dividends in the normal way, which will also be invested in the DIP.

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## About the DIP

### What happens to any cash balance?

Any cash balance remaining after buying the shares including the dealing costs, or any cash dividend which is not enough to buy one share, will be carried forward (without interest) and added to your next dividend.

If you leave the DIP (see **Can I leave the DIP?** on page 13) or the DIP comes to an end (see **Can the DIP be amended or terminated?** on page 13), any cash balance will be paid to you as soon as possible, normally within six (6) weeks of the next dividend being paid, or the DIP coming to an end.

### What happens if my shareholding changes?

If you sell or transfer some of your shares; acquire additional shares; or your shares are transferred into or out of your EasyShare account your election will continue to apply to the whole of your shareholding at the relevant record date, provided the name and address details for any additional holding are the same as those in which you already hold shares on the register.

### How will I be kept informed of my holding?

Equiniti will make a purchase statement and dividend confirmation available to you via your Shareview Portfolio (see **Managing shares online** on page 5) no later than the first working day after we have received written confirmation that the purchase has been completed.

Your statement will show:

- The number of shares bought for you;
- The price paid for them;
- The dealing costs; and
- Any residual cash balance to be carried forward and added to the next dividend.

If the amount of your dividend and any cash balance brought forward is not enough, after taking costs into account, to buy at least one share, you'll receive a statement showing the cash balance carried forward to the next dividend.

Equiniti will provide statements quarterly showing the value of any cash residue held in the DIP (see **Can I view my quarterly EasyShare and DIP statements online?** on page 6).

### DIP charges

To cover the costs of buying shares on your behalf and running the DIP, the following charges apply:

- There is no charge for joining or leaving the DIP
- Commission is 1.5% of the value of the shares purchased, with a minimum of £2.50
- Stamp Duty Reserve Tax, currently 0.5% of the value of the shares you buy
- If the sum to invest, including these costs, is not enough to buy one share, no costs will be charged to you and the whole of your dividend will be carried forward (see **What happens to any cash balance?** on page 12)
- Annual management fee – max £5 (incl VAT) per annum - for unclaimed cash residue payments issued to you when you left the DIP, which have not been cashed (see **What is the annual management fee for unclaimed payments on the DIP?** on page 13)

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## About the DIP

### Can I leave the DIP?

You can leave the DIP at any time by writing to Equiniti (see **Documents** on page 19 for details of how to access a copy of the DIP Terms and Conditions for further information). This is in addition to your legal right to cancel your participation in the DIP within fourteen (14) days of the agreement between you and Equiniti being made.

Your cancellation instruction will take effect as soon as Equiniti receives it, although this will not prevent the completion of any transactions already underway. The normal charges will be made for these transactions.

Your cancellation instruction must be received before the dividend election deadline for a particular dividend if you do not want your election to apply for that dividend. Otherwise, your cancellation instruction will apply only to subsequent dividends.

If Equiniti receives notice of a shareholder's death; bankruptcy; liquidation; or mental incapacity, participation in the DIP will cease with immediate effect. However, if shares are held jointly, the DIP will continue for the remaining joint shareholder(s).

Unless you advise Equiniti otherwise when you leave the DIP, any previous instruction you had given to pay your cash dividends to a bank, building society or third party will be reinstated (see **Important: cheque payments for EasyShare dividends are not available.** on page 7).

### Can the DIP be amended or terminated?

If the DIP is amended, notice will be given in sufficient time to allow you to leave the DIP, if you wish, before the following dividend payment date.

If the DIP is suspended or terminated, any applicable cash balance will be issued (see **What happens to any cash balance?** on page 12) as soon as possible.

### What is the annual management fee for unclaimed payments on the DIP?

Residues are returned as cash when someone leaves the DIP. An annual management fee applies to these cash payments where they remain unclaimed. Any fee will be taken from the unclaimed payment held (up to a maximum of £5 incl VAT per annum).

Please note this only applies to payments issued to you when you leave the DIP which you do not cash.

For further information on the annual management fee applicable on unclaimed payments on EasyShare see **What is the annual management fee for unclaimed payments on EasyShare?** on page 4.

## Share Dealing (EasyShare)

### Who can I sell/buy my shares through?

For shares held in EasyShare you must use a dealing provider appointed to EasyShare. The Company has made arrangements to allow you to buy or sell Company shares through Equiniti.

### Can I use another share dealing service provider other than Equiniti?

To deal through a share dealing provider other than Equiniti, you'll need to transfer shares out of EasyShare to another nominee provider or arrange for a share certificate to be issued to you.

Please note there may be a charge for transferring shares out of EasyShare (see **EasyShare charges** on page 3).

Details of charges are also set out in the EasyShare Terms and Conditions (see **Documents** on page 19 for details of how to access a copy).

### Do I need permission to deal?

If you're an employee of the Company and subject to the rules for dealing in the Company, you're responsible for ensuring you've permission to deal. If you're unsure, please contact the share plans team at **employee.shareplans@bt.com**

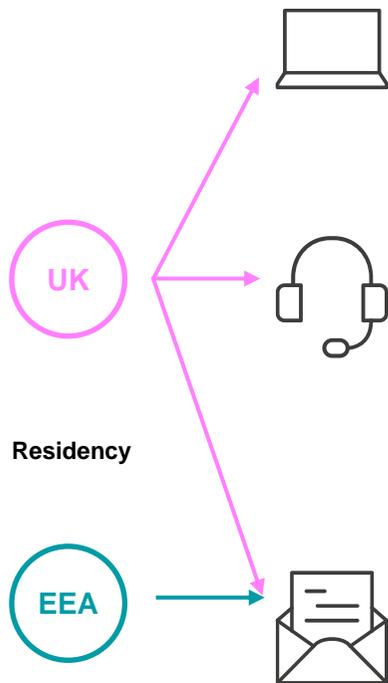
### How much will share dealing cost me?

As the dealing process is simpler than dealing with share certificate sales, share dealing providers appointed to EasyShare look to provide very competitive rates.

As commission rates can change at any time, you need to contact the appointed share dealing providers direct for the latest applicable rates. For further information contact the Shareholder Helpline see **Contacts** on page 18).

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## Share Dealing (Options)



**Online Dealing (UK residents only):**

You can trade your shares online via your Shareview Portfolio. Proceeds are issued as Sterling and can be paid to a valid UK bank account. For further information visit [www.shareview.co.uk/dealing](http://www.shareview.co.uk/dealing). You can do your share dealing online, in real time, between 8:00am and 4:30pm (UK time), Monday to Friday (excluding public holidays in England and Wales).

**Telephone Dealing (UK residents only):**

To buy or sell shares via telephone dealing call:

**+44 (0) 3456 037 037 (please use the country code when calling from outside the UK)**

Lines open Monday to Friday (excluding public holidays in England and Wales), 8.00am to 4.30pm (UK time) for dealing and until 6.00pm for enquiries.

Proceeds are issued as Sterling and can be paid to a valid UK bank account.

**Postal Share Dealing (UK and EEA residents)**

**Important: EEA residents wishing to buy or sell shares through Equiniti can only use the Postal Share Dealing service. Equiniti offers a specific Postal Share Dealing service to EEA residents with shares held in EasyShare which enables net sales proceeds to be paid direct to a bank account in local currency. Otherwise proceeds are issued as Sterling cheque only.**

You can obtain a Postal Share Dealing form from [www.shareview.co.uk/dealing](http://www.shareview.co.uk/dealing) or by writing to Equiniti at:

**Equiniti, Share Dealing Services, Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA, United Kingdom**

Please include a daytime telephone number, so Equiniti can contact you should further information be required.

Or you can obtain a form by contacting the Shareholder Helpline (see **Contacts** on page 18).

## Transferring shares (EasyShare)

### **I already hold shares. Can I transfer them into EasyShare?**

Yes, if you've shares in the Company and you're resident in an eligible country you can transfer your shares into EasyShare.

For further information or to obtain the relevant transfer form contact the Shareholder Helpline (see **Contacts** on page **18**).

### **Will I be able to transfer shares out of EasyShare?**

Yes. You can arrange to transfer your shares out of EasyShare to another nominee provider or arrange for a share certificate to be issued to you by completing a Transfer Form (see **Transferring shares (EasyShare)** on page **17**).

Please note there may be a charge for transferring shares out of EasyShare (see **EasyShare charges** on page **3**).

Details of EasyShare charges are also set out in the EasyShare Terms and Conditions (see **Documents** on page **19** for details of how to access a copy).

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## Transferring shares (EasyShare)

### Transfer Forms

For help with obtaining the relevant transfer form contact the Shareholder Helpline (see **Contacts** on page 18).

#### Form A

**Transferring to another holder within EasyShare**  
(Up to 5 day service level to complete)

#### Form B

**Transfer out of EasyShare and have a certificate issued in the name of another holder**  
(Up to 3 day service level to complete transfer)

#### Form C

**Transfer out of EasyShare and receive a certificate in my own name**  
(Up to 3 day service level to complete transfer)

#### Form D

**Transfer shares I hold certificates for, into EasyShare**

(Up to 5 day service level to process transfer into CREST – may take an additional 5 days once received by CREST)

If your certificates do not cover the number of shares you wish to transfer, a Letter of Indemnity process will need to be completed.

For further information please see 'Report a Lost Certificate' on [www.shareview.co.uk](http://www.shareview.co.uk)

#### Form E

**Transfer from EasyShare to another CREST holder**

(Up to 3 day service level to contact broker/CREST provider. Please note transfers can take from several days to a few weeks depending on broker engagement)

#### Form F

**Transfer from another CREST holder into EasyShare**

(Up to 3 day service level to contact broker/CREST provider. Please note transfers can take from several days to a few weeks depending on broker engagement)

#### Form G

**Transfer out of EasyShare to the BT Global Nominee Service**

**\*\* IMPORTANT \*\***

ONLY shares that have originated from a BT share plan can be transferred into the BT Global Nominee Service (Up to 5 day service level to complete transfer)

## Contacts



### Online

#### EasyShare

You can find the answer to most EasyShare questions and also send us your query securely by completing the online form at [www.shareview.co.uk/info/CSN](http://www.shareview.co.uk/info/CSN).

#### DIP

You can find the answer to most DIP questions and also send us your query securely by completing the online form at [www.shareview.co.uk/info/DRIP](http://www.shareview.co.uk/info/DRIP).



### Shareholder Helpline

**+44 (0) 808 100 4141**

Please use the country code when calling from outside the UK. When you call, please quote your 11-digit Shareholder Reference which can be found on your EasyShare statement, or recent dividend correspondence. Lines are open from 8.30 am 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/](http://www.relayuk.bt.com/) for more information.



### Post

#### EasyShare

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

#### DIP

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

Please include a daytime telephone number, so Equiniti can contact you should further information be required.

## Documents



You can download a printable copy of the latest EasyShare Terms and Conditions from [www.shareview.co.uk/info/csn](http://www.shareview.co.uk/info/csn).

The EasyShare Terms and Conditions also includes a copy of the latest BT Group plc DIP Terms and Conditions, or you can download a separate printable copy from [www.shareview.co.uk/info/drip](http://www.shareview.co.uk/info/drip).

Alternatively, contact the Shareholder Helpline (see **Contacts** on page 18) and copies will be sent to you.

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