

## The BT **EasyShare** Service

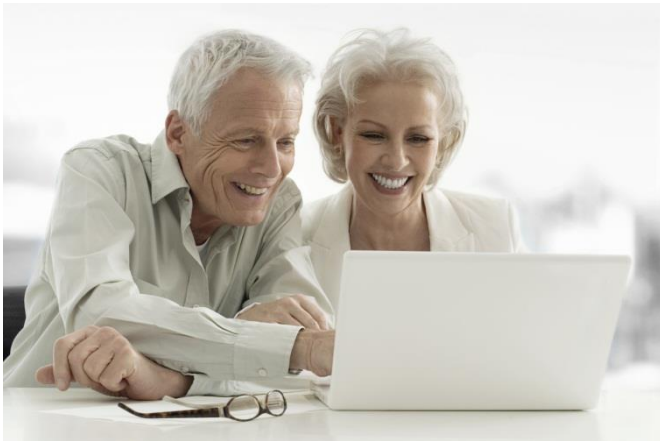
The modern way to look after your BT shares

January 2019



## CONTENTS

|                                     |    |
|-------------------------------------|----|
| IMPORTANT INFORMATION .....         | 2  |
| INTRODUCTION .....                  | 3  |
| ABOUT EASYSHARE .....               | 4  |
| DIVIDENDS .....                     | 6  |
| TRANSFERRING SHARES .....           | 8  |
| SHARE DEALING .....                 | 10 |
| EASYSHARE TERMS AND CONDITIONS..... | 12 |
| CONTACTS .....                      | 13 |



## Important Information

The investments you hold in BT EasyShare (“EasyShare”) are in one company (BT Group plc) only and should therefore be considered as only one part of a balanced portfolio.

The value of shares and any income from them can go down as well as up and you may not get back the amount of money you invest. Past performance is no guide to future performance.

## Suitability and Appropriateness

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

Equiniti Financial Services Limited (“Equiniti FS”) or BT Group, will not assess the suitability or appropriateness of investments held for you or other services provided to you and you do not benefit from the Financial Conduct Authority (“FCA”) Rules on assessing suitability and appropriateness. You agree that you have not asked for or received any advice from Equiniti FS and it is your decision to accept this nominee service 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.

Equiniti Financial Services Limited is authorised and regulated by the Financial Conduct Authority. Registered office: Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA United Kingdom. Registered in England and Wales no. 6208699.

## How Does Equiniti Financial Services Limited Protect My Data

Equiniti FS’s Privacy Notice explains how your information is used and protected within Equiniti FS, and how your enhanced rights apply from 25 May 2018.

To read the latest version of the Privacy Notice and understand more about how Equiniti FS safeguards your data, please visit Equiniti’s Privacy Centre at [privacy.equiniti.com](http://privacy.equiniti.com) or contact the Shareholder Helpline (see [Contacts](#)).

## INTRODUCTION



### **BT EasyShare (“EasyShare”)**

EasyShare enables you to hold your BT Group plc shares electronically rather than keeping paper share certificates. It is administered by Equiniti Financial Services Limited (“Equiniti”).

This booklet has answers to frequently asked questions about EasyShare. If you need more information about EasyShare, please call the BT Shareholder Helpline (see [Contacts](#)).

## ABOUT EASYSHARE



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

### The advantages of EasyShare

EasyShare is provided by Equiniti Financial Services Limited (“Equiniti FS”) and provides the following benefits:

- You do not have to keep paper share certificates (or risk paying for duplicates if your certificates are lost)
- You can buy or sell shares online, by phone, or by post using an appointed share dealing provider (see [Share Dealing Providers](#))
- You can sell shares from the day they are transferred into EasyShare as you do not have to wait for a share certificate(s) to arrive in the post
- There are usually shorter settlement periods than when selling paper share certificates
- Your details will be held on a separate register, which is not open to public inspection

### 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, on a separate register, which is not open to public inspection.

You continue to be the beneficial owner of the shares.

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

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

### How Will I Know How Many Shares I Have In EasyShare?

You’ll receive an EasyShare Statement as soon as you join EasyShare and then on a quarterly basis a statement will be made available for you within your Shareview Portfolio showing the number of shares held for you (see below).

You can check your details at any other time on the Shareview Portfolio or by contacting Equiniti FS, (see [Contacts](#)).

## EasyShare Shareholder Charges

|   |                             |
|---|-----------------------------|
| Annual Maintenance  | FREE                        |
| Transfer shares into EasyShare  | 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 direct from EasyShare via appointed sharedealing provider no transfer charge will be incurred. However, the appointed provider's commission rates will still apply. |                             |
| Quarterly Statements  | FREE                        |
| Duplicate Statement   | £10 +VAT                    |
| <b>Confirmation of holding</b>  |                             |
| by telephone  | FREE                        |
| in writing  | £10 +VAT                    |
| Copy of record held by Equiniti   | £10 +VAT                    |
| Provision of BT Annual Review and/or Annual Report  | FREE                        |
| Issue and recording of voting instruction forms   | FREE                        |
| Annual management fee for unclaimed payments where share balance is zero  | Max £5 (incl VAT) per annum |

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

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

The fee is up to a maximum of £5 (incl VAT) per annum and you will 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.

## When and how will I receive my nominee statement?

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

## What If I Don't Have A Portfolio?

If you don't have a Portfolio, or your Portfolio is not activated, we will still send you one paper statement each year.

## What If I Want All My Statements Issued In Paper Form?

If you would prefer to receive all four of your statements in the post, please call **0333 207 6389\*** (+44 121 415 0936 if calling from outside the UK). You will need your Shareholder Reference to hand.

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

## DIVIDENDS



### IMPORTANT

Dividend election instructions are not transferable to the CSN.

### How will my dividends be paid?

#### Bank or building society account (UK residents only)

If you live and work in the UK, you can have your dividends paid direct to your UK bank or building society account. Individual shareholders can submit their instruction via their Shareview Portfolio. For further information and details on how joint shareholders and other groups can submit their instructions for direct dividend payments please see 'Arrange direct dividend payments' at [help.shareview.co.uk](http://help.shareview.co.uk)

#### BT Dividend investment plan (UK and EEA residents)

Alternatively you can invest your dividends in extra BT shares by joining the BT Dividend investment plan.

Further information is available in the BT Dividend investment plan booklet available from [www.shareview.co.uk/info/drip](http://www.shareview.co.uk/info/drip) where you will also find the terms & conditions, charges and how to apply

Unless you instruct Equiniti FS otherwise the BT Dividend Investment Plan will be applied to your Share Account Holding.

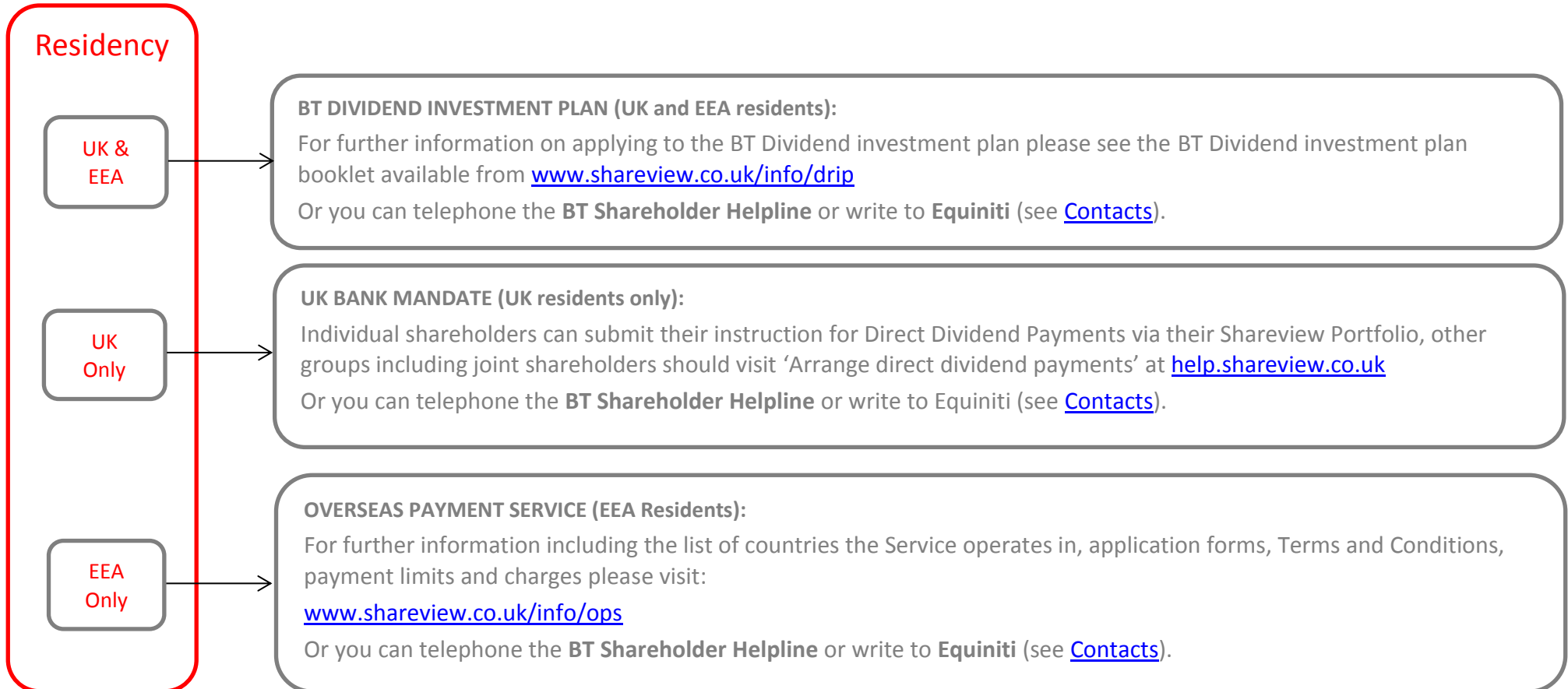
#### Paid direct to Overseas Bank Account via Overseas Payment Service (EEA Residents)

If you live and work overseas, you can arrange to have your dividends paid direct to your overseas bank account using our Overseas Payment Service. Operating in over 90 countries it provides:

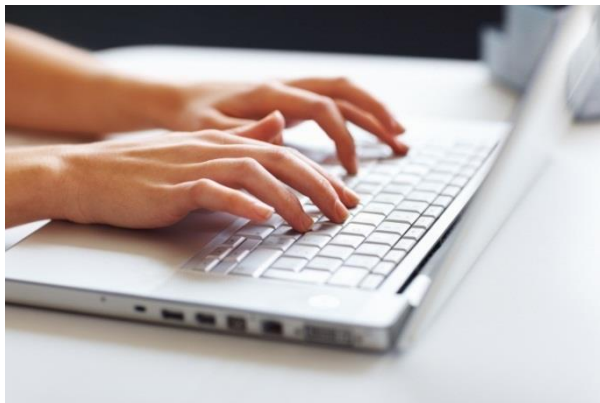
- Faster access to your dividends
- Increased security
- Very competitive fees

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)

## DIVIDEND PAYMENT OPTIONS



## TRANSFERRING SHARES



### **I already have shares in my own name. Can I transfer them into the EasyShare?**

Yes. If you have BT shares in your name, and you are resident in the UK or European Economic Area (EEA), you can arrange to transfer these shares into EasyShare by completing a transfer form (see [Transfer forms](#)).

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

Yes. You can arrange to transfer your BT 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 [Transfer forms](#)).

Please note there may be a charge for transferring shares out of EasyShare (see [EasyShare Shareholder Charges](#)).

Charges are also set out in the EasyShare Terms and Conditions available from [www.shareview.co.uk/info/csn](http://www.shareview.co.uk/info/csn).

### **Transfer forms**

Transfer Forms are available from the **BT Shareholder Helpline** or by writing to Equiniti (see [Contacts](#)).



## EASYSHARE TRANSFER FORMS

### What form do I require?

Transferring to another holder within EasyShare (Up to 5 day service level to complete)  
**\*\* IMPORTANT \*\***  
NEW holders MUST complete a Confirmation of ID form, and provide 2 forms of identity from the lists

Nominee Transfer  
Form A

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

Nominee Transfer  
Form B

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

Nominee Transfer  
Form C

Transfer shares I hold certificates for, into EasyShare  
(Up to 5 day service level to complete transfer)

Nominee Transfer  
Form D

Transfer from EasyShare to another CREST holder  
(Up to 3 day service level to contact broker/CREST provider. Please note cross border transfers can take from several days to a few weeks)

Nominee Transfer  
Form E

Transfer from another CREST holder into EasyShare  
(Up to 3 day service level to contact broker/CREST provider. Please note cross border transfers can take from several days to a few weeks)

Nominee Transfer  
Form F

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)

Nominee Transfer  
Form G

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 [help.shareview.co.uk](http://help.shareview.co.uk)

## SHARE DEALING



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

BT has made arrangements to allow you to buy or sell BT shares through Equiniti Financial Services Limited.

Please also see [BT Group's website](#) for further details.

### Can I use another share dealing service provider not on the dealing service list?

To deal through a share dealing provider not appointed to EasyShare, you will 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 the transfer (see [EasyShare Shareholder Charges](#)).

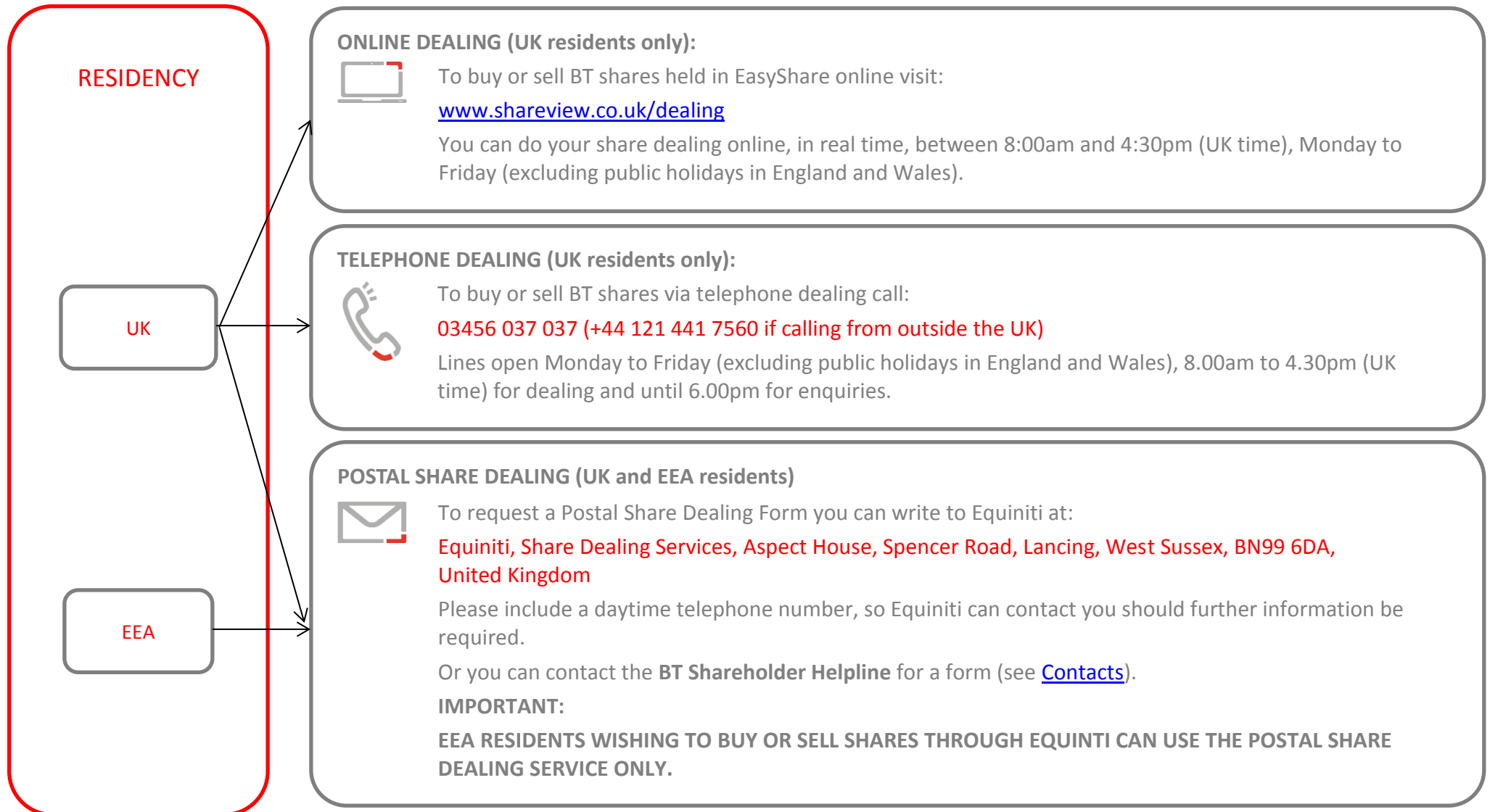
Charges are also set out in the [EasyShare Terms and Conditions](#).

### How much will share dealing cost me?

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

As commission rates can change at any time, you need to need to contact the appointed share dealing providers direct for the latest information (see [Share Dealing Providers](#)).

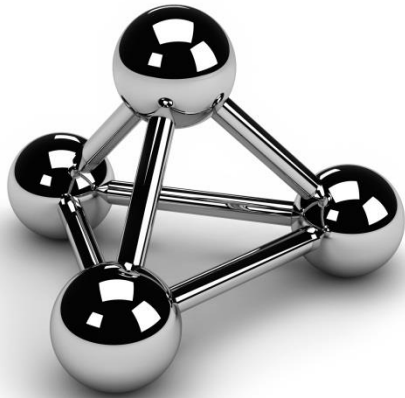
SHAREDEALING OPTIONS THROUGH EQUINITI  
FINANCIAL SERVICES LIMITED



## EASYSHARE TERMS AND CONDITIONS

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).

Alternatively, you can get a copy by contacting the BT Shareholder Helpline (see [Contacts](#)).



## CONTACTS



### EQUINITI FINANCIAL SERVICES LIMITED

EasyShare is administered by Equiniti Financial Services Limited and details can be found at:



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



[help.shareview.co.uk](http://help.shareview.co.uk)



BT Shareholder Helpline:

**UK: 0808 100 4141**

**International: +44 121 415 7178**

A text phone service is also available on:

**UK: 0800 169 6907**

**International: +44 121 415 7028**

Lines open 8.30am to 5.30pm (UK time), Monday to Friday (excluding public holidays in England and Wales).



The Manager, Equiniti Corporate Nominees 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.