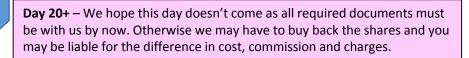
Shareview

Your share sale journey...

What you need to know -.

- Crest Transfer Forms are sent 1st class
- We <u>ALWAYS</u> advise to send your important documents to us via registered post
- Sale proceeds are sent to your bank via BACS these take 3 days to appear in your bank account from the day released
- Chaser letters are issued 7 and 15 days after your trade date, if necessary, to remind you to send your documents
- If you do not have your share certificate or cannot provide ID – please contact us as soon as possible
- Make sure we have your documents by day 20 after your trade date to avoid possible buy back, where you may occur additional fees.
- All days are business days, not calendar days
- Phone Number 03456 037037 Option 2



Days 8 - 20 – If we haven't received your documents, you will receive a further reminder letter. If you have already sent them to us, don't panic, it's hopefully just a timing issue. However, give us a call anyway and we can check the status for you.

Days 6 - 7 – We have hopefully received your documents by now and our settlements team are processing them. Provided everything is in order, payment should be ready to send to you. If we haven't received your documents, our system will generate a reminder letter.

Day 5 – Missing anything? We'd like to think you have sent us any required documents by now. But, if you haven't – please do so as soon as possible. We always recommend you send your documents back recorded or special delivery as if they are lost or we do not receive them, you may incur replacement costs.

Day 4 – Has the post been? You should by now have received your Crest Transfer Form, Contract Note and ID letter (if required) to your registered address. If not, we're sorry to hear this. Give us a call and we'll be more than happy to issue you a replacement. Alternatively, as outlined below – use the blank Crest Transfer Form from the email and send us your documents.

Day 3 – Providing your documents have been received and confirmed as valid, this is the earliest day we will typically send your proceeds to your nominated bank account. Proceeds are sent by BACS so please allow up to 3 additional business days for the funds to appear in your account. If you have opted for a cheque, or our system was unable to validate your details, this is the earliest date a cheque can be released.

Day 2 – We will post a contract note to you and if you have sold certificated shares, a Crest Transfer Form will also be enclosed. We also perform some ID checks. Don't worry, this is a regulatory requirement and if we need anything, we will write to you. You may also complete and sign the emailed Crest Transfer Form and send everything in now, not forgetting your share certificate(s). The address of where to send everything is in the email.

Day 1 – The day you placed your sale. You have entered into an agreement with EFSL to sell your shares on the UK Stock Market – your journey begins now. If your shares are in the form of a share certificate(s), we will post you a pre-populated Crest Transfer Form to your registered address. When you receive this, you will need to sign and return it with your share certificate(s) and ID (if required). You may have also received a blank Crest Transfer Form with the email containing this step by step guide to speed up your journey. If your shares are held electronically within a CSN (Corporate Sponsored Nominee), we will contact you if we require anything else.

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