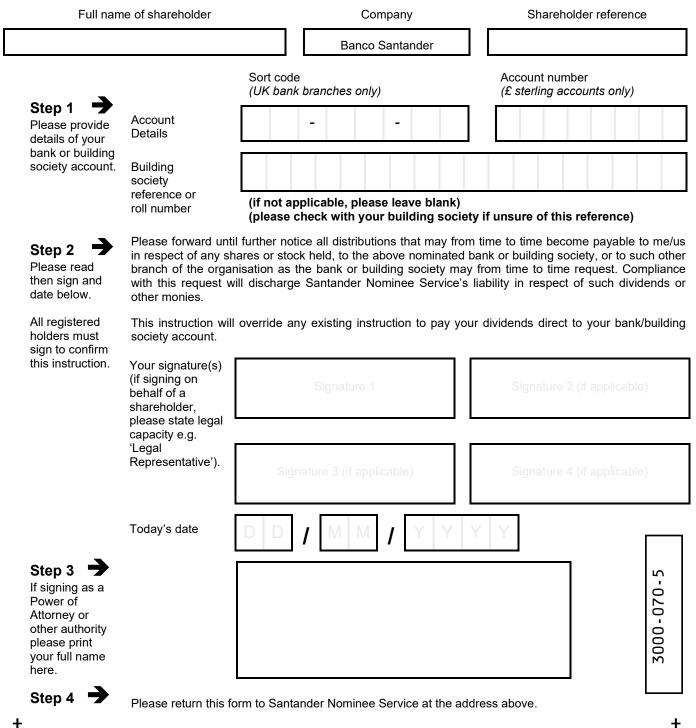


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This form must be completed in BLOCK CAPITALS and in black ink. If you are not entering information in any of the fields please leave them blank and **do not cross them through**. Please note that this instruction is specific to the holding shown below.

If there are any unclaimed payments on this holding (e.g. dividends) we will re-issue them to the account you give below and may deduct a fee. The fee will depend on the value of the payment(s) and is quoted on the 'Request a dividend re-issue' page of our website, in the Shareholder Services section.

+ Payments Direct to your Bank/Building Society Account +



^{*}Lines are open from 8.30am to 5.30pm (UK time) Monday to Friday, excluding public holidays in England and Wales. Please use the country code when calling from outside the UK.

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