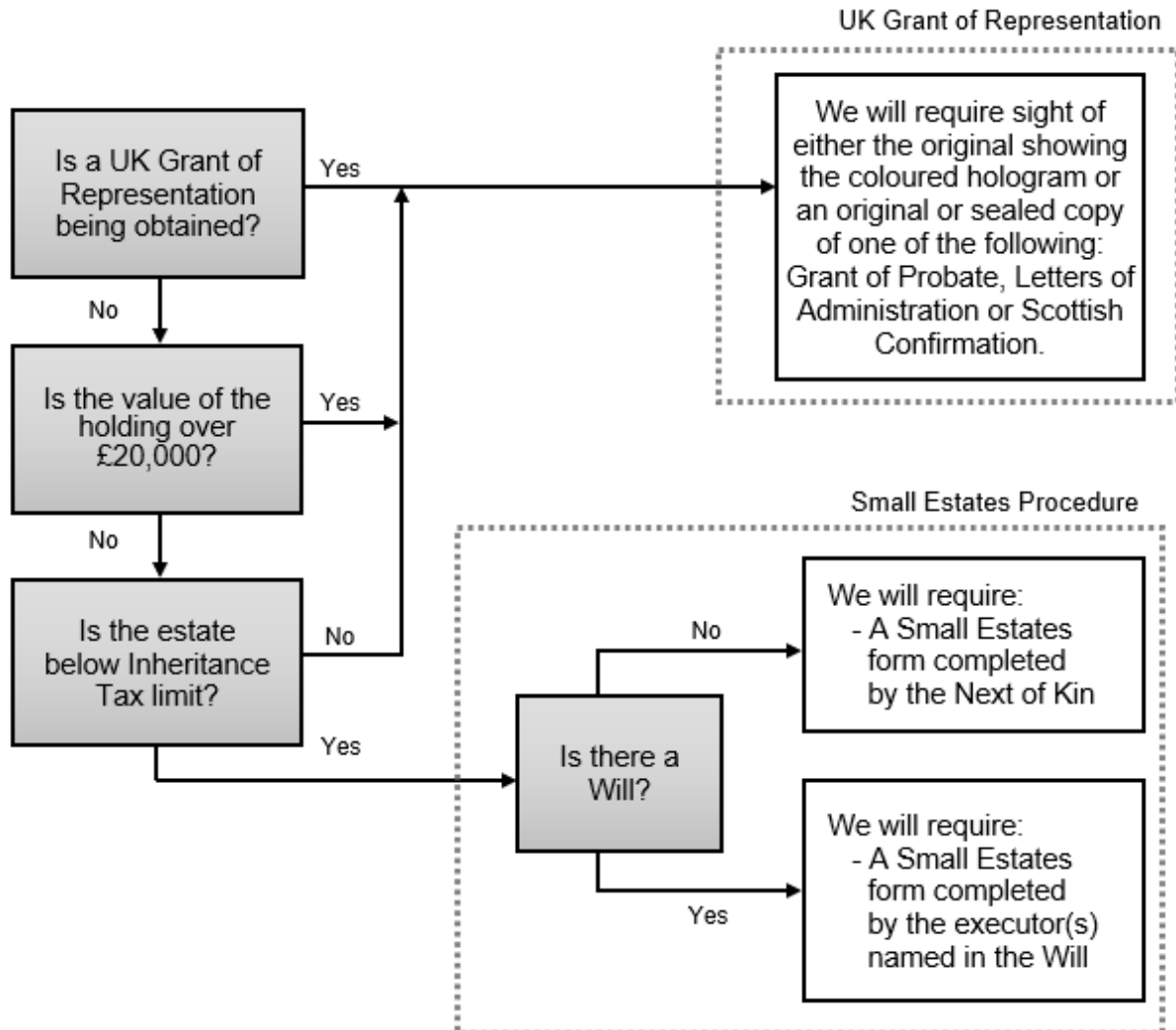

Helpful Information

How do I register the death of a shareholder?

The information contained in these notes will help you understand the legal and technical terms involved in the process of registering the death of a shareholder.



What is a Grant of Representation?

A Grant of Representation (often called a Grant of Probate or Letters of Administration) is an official legal document which appoints, to a deceased estate, between one and four people who are referred to as either: Executor(s) or administrator(s). This document gives those named the authority to act on behalf of the deceased with regard to any shares held.

Who can Dividends be made payable to?

Once the death has been registered, we encourage dividends to be paid in to the bank account by providing the bank details of the legal representative(s) account. However if a cheque is required, this can only be made payable to the personal representative(s) of the deceased, the sole representative or the solicitors who are dealing with the estate.

What is the Small Estate service?

The Small Estate service is a special concession offered to the Next of Kin of the deceased shareholder or Executor(s) named in the Will, as an alternative to obtaining Probate. We offer this service providing the above conditions apply (please follow above chart). It cannot be used if a UK Grant of Representation has been issued by the Court.

What about holdings in other companies for whom you act as registrar?

Regrettably we are unable to carry out an automated cross reference search for all companies for which we act as registrar. If you are aware of any additional companies in which the deceased holds shares, you will need to inform us, quoting the company name and the shareholder's details.

Grant of Representation

Which Grants of Representation do you accept?

We can accept Grants of Representation from England, Wales, Scotland and Northern Ireland, **providing they are the original showing the coloured hologram or an original or sealed copy.**

A Grant of Representation issued by a Commonwealth country/territory or the Republic of South Africa will also be accepted as long as it has been resealed in England by the High Court of Justice. To do this you will need to write to:

Probate Department, Principal Registry of the Family Division, First Avenue House, 42-49, High Holborn, London, WC1V 6NP.

For all other countries you will need to submit a separate UK Grant of Representation which has been sealed in the High Court of Justice.

This includes the **Republic of Ireland, Isle of Man and Channel Islands.**

How can I obtain a Grant of Representation?

You can obtain a UK Grant of Representation from the local Probate or Registry Office, or Sherriff's office in Scotland.

If you are obtaining a Scottish Grant of Representation, please ensure that this covers all of the companies mentioned in our letter. If you are sending us Scottish Certificates of Confirmation for each company, please send these under the cover of just one letter.

How do I transfer or sell the holdings(s)?

Once the death has been registered, the appointed legal representative(s) will be able to deal with the shares as appropriate. Please get in touch with our Customer Experience Centre to find out if these services are available for the holding(s) in question and, where applicable, obtain the required documentation (details can be found at the foot of our letter). Alternatively, you may advise us of how you wish to deal with the holding(s) when replying. If the shares are not transferred or sold, they will remain on the register in the name of the deceased shareholder.

What happens if I can't locate the share certificates?

If you are wishing to transfer or selling through a stockbroker, please let us know so we can arrange to place a restriction on the missing certificate. We will then send you a Letter of Indemnity form so a new certificate can be issued. A fee is generally charged for this service. For shares held electronically a share certificate would not have been issued.

If you are selling through our Postal Share Dealing service, please refer to the Terms and Conditions of the service, as there are certain circumstances in which shares can be sold without the necessity of share certificates.

Grant of Representation Checklist

- Send us an original coloured hologram or an original or sealed copy of the UK Grant of Representation (or a resealed Commonwealth Grant).
- In your letter please state the full name and address of the shareholder and the company in which the shares are held.
- Enclose a completed sale or transfer form or advise us of your intentions so the relevant form(s) can be sent to you. (An additional charge may apply if the Grant of Representation and sale form are returned together. Please refer to the sale form's terms and conditions for full details).
- Enclose any outstanding dividend cheques that you wish to be reissued, along with the legal representative(s) bank account if required.

Small Estate Procedure

Who can use the Small Estate service?

The Small Estate Declaration & Indemnity form can be used by the deceased's blood relative, Next of Kin or the Executor(s) named in the Last Will & Testament.

The recognised order of precedence for Next of Kin is as follows:

- | | |
|-----------------------------------|------------------------------|
| 1. Husband, Wife or Civil Partner | 4. Brother or Sister |
| 2. Son or Daughter | 5. Grandparent or Grandchild |
| 3. Father or Mother | 6. Niece/Nephew/Aunt/Uncle |

What fees are involved?

There are two fees associated with the Small Estate service, an administration and a Countersignature Waived Fee. As legal representation is not being obtained from the courts, the Small Estate form(s) must be countersigned by a UK Bank or insurance company. However, we will offer to waive the need for a countersignature by paying a Countersignature Waived Fee. The fees depend on the value of the holding(s) and the number of companies in which they are held. If required, the fee payable will be specified in the body of our letter and on the form itself.

To transfer the shares

Select the correct option under Step 5 and complete Steps 6 & 7.

To sell the shares

Select the correct option under Step 5 and refer to Step 8 for details of how to sell and obtain the Postal Share Dealing form, if this service is offered. This should be completed and returned with the Small Estates form.

What happens if I cannot locate all the share certificates?

The Small Estate Declaration & Indemnity form also covers any lost certificates. Therefore, if one or more are missing, and assumed lost, we can still proceed with your Small Estates request.

Small Estate Checklist

- Send us the completed Declaration and Indemnity form.
- Include the requested fee and death certificate (and Will or Foreign Probate if applicable).
- Include the Postal Share Dealing form if selling and using our service.
- If the shares are held in certificated form you will need to send us any share certificates in your possession.
- Enclose any outstanding dividend cheques that you wish to be reissued.

If you require any further assistance please call us using the contact details shown in our letter.