

## Frequently asked questions:

### Who are Capita Registrars?

Listed UK companies are legally required to keep up-to-date records of all their shareholders on a share register. The company you hold shares in is one of over 1,500 UK companies who have chosen Capita Registrars to manage their shareholder register on their behalf. We are part of the The Capita Group Plc which is a UK FTSE100 company specialising in professional and support services.

### Who are Travelex?

Capita Registrars has partnered with Travelex, the world's largest payments specialist. Travelex provides international payment services for commercial and personal customers.

### How much does the service cost?

For each dividend payment, we will deduct a £5.00 administration fee. The remaining balance will then be converted into your required currency.

### Are there any additional charges that I need to be aware of?

Some local banks deduct an administration fee when receiving international payments. It is your responsibility to understand any bank charges applied by your local bank, prior to agreeing to the terms and conditions of the service. We recommend that you read the terms and conditions.

### How do I sign up to the service?

You can sign up to the service by completing, signing and returning to us the enclosed international mandate. Where a company provides a Share Portal, and if you are a registered user of this Share Portal, you may submit details of your international mandate online (this option is not available if you are a joint holder of shares in the company).

### If I sign up to the service will my next dividend be paid by my chosen method in the currency requested?

Your international mandate must reach us by no later than the record date determined by the company in respect of a dividend payment. International mandates received after that date take effect from the next dividend payment.

### If I hold shares in more than one company can I have all my dividends paid by the same method?

Yes, where Capita Registrars manage the company's shareholdings. You will be required to provide us with details of all the relevant companies on your international mandate.

### What happens if my next dividend is less than the equivalent of £10?

Payments below £10.00 will be paid by sterling cheque.

### Can I withdraw from the service in the future?

Yes. You can withdraw from the service at any time. However, your written withdrawal instruction must reach us before the record date prior to a dividend payment, if the service is not to apply to that dividend. Send us your instruction, in English along with your full name, address and your Investor Code (IVC):

**by post to:**

Capita Registrars Shareholder  
Administration Support,  
The Registry, 34 Beckenham Road,  
Beckenham, Kent, BR3 4TU,  
United Kingdom.

**or by fax to:**

Capita Registrars International Payment  
Service fax no.: +44 (0) 20 8639 3199.

Your IVC can be found on your certificate or tax voucher.

**What is a draft?**

A draft is a form of cheque which is drawn in your chosen payment currency.

**How will I get my tax voucher?**

Your tax voucher will be despatched on the payment date by Capita Registrars. If you have chosen payment by currency draft it will be sent under separate cover by Travelex.

**What are my personal details used for?**

The details you provide us will be securely passed to Travelex to enable payments to be made. Travelex will not use your personal details for any other purpose.

**How quickly will I receive the bank transfer or the currency draft?**

If you wish a payment to be made directly into your account you will receive your converted dividends two business days after dividends are paid by the company. Please be aware that this may take longer if there is a problem processing your payment or if we have been provided with insufficient or incorrect information. Currency drafts will be sent to you on the day of your dividend payment, however the time taken to receive these is reliant on postal services.

**What happens if I do not receive payment direct into my bank?**

If your direct payment fails we will check your original instructions to ensure that there were no errors when registering your mandate. Where errors are discovered we will amend and attempt payment again. If no errors were made by Capita we will arrange to send a currency draft to your registered address.

**What do I need to do if I change banks or bank accounts?**

As soon as the details of your bank account change it is your responsibility to notify us, in writing, to:

Capita Registrars Shareholders  
Administration Support,  
The Registry, 34 Beckenham Road,  
Beckenham, Kent, BR3 4TU,  
United Kingdom.

Please note, we may require you to provide proof that you are a named holder on the bank account.