

## How can I view my shareholding?

The fastest way to get information about your shareholding is to use our shareholder portal at [www.signalshares.com](http://www.signalshares.com). If you haven't used our portal before, you'll need to register to view your details.

Or, you can call us on the number at the bottom of this page. We'll need you to answer some security questions before we can provide any details about your shareholding.

## What is my investor code, and where can I find it?

Your Investor Code ('IVC'), also known as a shareholder reference number, can be found on your share certificate, tax voucher or share plan statement. If you've received an e-mail or letter from us, we will not have provided your IVC for security reasons.

If you don't have a record of your IVC you can call us on the number shown below -- after answering some security questions we'll be able to tell you your IVC over the phone.

## How can I change my address / add my bank details to my shareholding?

You can do this in one of the following ways:

By using our shareholder portal, at [www.signalshares.com](http://www.signalshares.com). You'll need to register, and activate your account, before you can change your details. By calling us on the number below. We'll need you to answer some security questions before we can change your details.

By sending us a signed letter by fax or post. Please remember to include your full name, the name of the company you hold your shares in, your current and previous address and -- if you know it -- your IVC.

## How can I change my name on my shareholding?

You'll need to send us a signed letter telling us your full name, address, the name of the company you hold your shares in, and -- if you know it -- your IVC.

You'll also need to send the original legal document which confirms the change, such as a marriage certificate or a decree absolute.

## I have lost my share certificate, how do I get a replacement?

If you've lost your share certificate please call us or send us a signed letter. If your certificate has been stolen, we will need the crime reference number issued by the police.

We will send you an indemnity form through the post, which will need to be filled in before we can replace the missing certificate. Depending on the value of the shares, you may need to pay a fee. If a fee is applicable, we will ask you to send us a cheque, or, if you're making your request by phone we will give you the option to pay using your debit card.

Once we have received your request we will send the indemnity form to you within two working days. When we issue the indemnity, your lost certificate(s) is cancelled. Should you find your certificate and need us to reinstate it, there may be a fee to pay.

It's not currently possible to request a letter of indemnity using your Share Portal account or the 'contact us' form.

When we receive the completed letter of indemnity from you, we may also need to carry out security and anti-fraud checks.

### **I've found my missing share certificate, what should I do?**

We can cancel the letter of indemnity if you have not already sent this back to us. To do this please put a line through the form and send it to us with a cheque made out to 'Capita Registrars Limited' to cover the cancellation fee.

If you paid for the letter of indemnity using your debit card we will arrange to refund any money owed to you. But, please note that you will need to pay a cancellation fee -- we will deduct this from the money we refund to you.

If you have already filled in a letter of indemnity and sent it back to us, the original certificate is now invalid. We can't refund any fees you paid.

### **How can I have a cheque reissued?**

If you need a replacement cheque please call us or send us a signed letter.

Depending on the value of the missing cheque there may be a fee to pay for its replacement. If a fee is applicable, we will ask you to send us a cheque, or, if you're making your request by phone we will give you the option to pay using your debit card.

Once we've received your request, we will send your replacement cheque(s) within 10 - 21 working days.

Please note, it's not currently possible to request a replacement cheque using your Share Portal account or the 'contact us' form.

### **How can I transfer my shares?**

If you hold a share certificate for your shares, you can transfer them to another person, or add joint holders by completing a stock transfer form. You can download the form [here](#), or if you'd prefer, you can get in touch and ask us to send you a copy in the post.

If you hold your shares electronically without a paper share certificate, please contact us for more information on your options for transferring your shares.

### **How do I let you know that a shareholder has passed away?**

When a shareholder has died, please let us know who is entitled to deal with the estate.

If the shares were held by just one shareholder, we need to see one of the original legal documents which form the Grant of Representation, either:

- Grant of Probate (if there is a will), or Letters of Administration (if there is no will), or
- Confirmation (Scotland).

If the shares were held by more than one shareholder, when one of the shareholders dies we will need to see the following:

- An original death certificate
- All the original share certificates that make up the holding.

Once we have registered these documents we will let you know what you can do next. We will be unable to make any changes to the shareholding or allow any sales or transfers until we have registered the legal representatives.

### **How can I register for email communications?**

If you'd like to receive your shareholder communications by e-mail, you can tell us your email address by using the shareholder portal, or by sending us a signed request by post. Please remember to include your full name, the name of the company you hold your shares in and (if you know it) your IVC.

### **How to contact us**

You can write to us at Link Asset Services, 34 Beckenham Road, Beckenham, Kent BR3 4TU.

You can call our Customer Support Centre on 0871 664 0300. Calls cost 12p per minute plus your phone company's access charge. Calls outside the United Kingdom will be charged at the applicable international rate. We are open between 09:00 - 17:30, Monday to Friday excluding public holidays in England and Wales.