Shareholder information

MUFG Corporate Markets, a division of MUFG Pension & Market Services (formerly Link Group) is our registrar and they offer many services to make managing your shareholding easier and more efficient.

Signal Shares

Signal Shares is a secure online site where you can manage your shareholding quickly and easily. You can:

- View your holding and get an indicative valuation
- Change your address
- Request to receive shareholder communications by email rather than post
- Buy and sell shares and access a wealth of stock market news and information
- Register your proxy voting instruction
- Download a stock transfer form.

To register for Signal Shares just visit **www.signalshares.com**. All you need is your investor code, which can be found on your share certificate or your dividend confirmation voucher.

Customer Support Centre

Alternatively, you can contact MUFG Corporate Markets Customer Support Centre which is available to answer any queries you have in relation to your shareholding:

By phone - UK – 0371 664 0300
(Calls are charged at the standard geographic rate and will vary by provider. Calls outside the United Kingdom will be charged at the applicable international rate. Lines are open between 09:00 - 17:30, Monday to Friday excluding public holidays in England and Wales).

By email - shareholderenquiries@cm.mpms.mufg.com

By post - MUFG Corporate Markets, Central Square, 29 Wellington Street, Leeds, LS1 4DL

Sign up to electronic communications

Help us to save paper and get your shareholder information quickly and securely by signing up to receive your shareholder communications by email.

Registering for electronic communications is very straightforward. Just visit **www.signalshares.com.** All you need is your investor code, which can be found on your share certificate or your dividend confirmation voucher.

Bereavement services

We want to make every shareholder journey as simple as possible, especially for those dealing with the loss of a loved one. MUFG Corporate Markets specialist team can help to guide you through every step of the process. They are always available to answer any questions that you have, so that you feel fully supported and understood.

To give you as much support as we can, MUFG Corporate Markets has partnered with Co-op Legal Services – one of the leading specialists in support and advice when dealing your loved one's affairs.

Co-op Legal Services

Co-op Legal Services has over 100 years of experience helping those who have been bereaved, so are well equipped to provide practical support and guidance to help you through the next steps.

To talk to MUFG Corporate Markets specialist bereavement team call:
UK callers: 0800 181 4702
International callers: +44 800 181 4702
Calls to Freephone numbers will vary by provider. Calls outside the United Kingdom will be charged at the applicable international rate. Lines are open between the hours of 09:00 and 17:30, Monday to Friday (excluding public holidays)

MUFG Corporate Markets easy-to-use website has been created to help you understand what to expect and what you'll need to do. You'll find useful information about MUFG Corporate Markets processes, as well as details of the documentation they will need from you - depending on your specific circumstances.

MUFG Corporate Markets website also connects customers with a range of services which Co-op can offer. This includes:

- Mail suppression
- Social media account closure
- Estate administration
- Employment queries (fee)
- Family law issues (fee)
- Probate services (fee)

You can access the site and see the full range of offerings by clicking here:

bereavement.linkgroup.eu

Donate your shares to charity

If you have only a small number of shares which are uneconomical to sell you may wish to donate them to charity free of charge through ShareGift (Registered Charity10528686). Find out more at www.sharegift.org.uk or by telephoning 020 7930 3737.

Share fraud warning

Share fraud includes scams where investors are called out of the blue and offered shares that often turn out to be worthless or non-existent, or an inflated price for shares they own. These calls come from fraudsters operating in 'boiler rooms' that are mostly based abroad.

While high profits are promised, those who buy or sell shares in this way usually lose their money.
The Financial Conduct Authority (FCA) has found most share fraud victims are experienced investors who lose an average of £20,000, with around £200m lost in the UK each year.

PROTECT YOURSELF

If you are offered unsolicited investment advice, discounted shares, a premium price for shares you own, or free company or research reports, you should take these steps before handing over any money:

- Get the name of the person and organisation contacting you.
- Check the Financial Services Register at **www.fca.org.uk** to ensure they are authorised.
- Use the details on the FCA Register to contact the firm.
- Call the FCA Consumer Helpline on **0800 111 6768** if there are no contact details on the Register or you are told they are out of date.
- Search our list of unauthorised firms and individuals to avoid doing business with.

REMEMBER: if it sounds too good to be true, it probably is!

If you use an unauthorised firm to buy or sell shares or other investments, you will not have access to the Financial Ombudsman Service or Financial Services Compensation Scheme (FSCS) if things go wrong.

REPORT A SCAM

If you are approached about a share scam you should tell the FCA using the share fraud reporting form at **https://www.fca.org.uk/scams**, where you can find out about the latest investment scams. You can also call the Consumer Helpline on **0800 111 6768**.

If you have already paid money to share fraudsters you should contact Action Fraud on **0300 123 2040**.