

# Shareholder enquiries

Enquiries on the following administrative matters can be addressed to the Company's registrars at Capita Asset Services, The Registry, 34 Beckenham Road, Beckenham, Kent BR3 4TU. Telephone +44 (0)871 664 0300 (Calls from the UK cost 12p per minute plus network extras. Calls from outside the UK will be charged at the applicable international rate. Lines are open between 9.00am and 5.30pm, Monday to Friday, excluding public holidays in England and Wales.); Fax: +44 (0)1484 600 912; and email [shareholderenquiries@capita.co.uk](mailto:shareholderenquiries@capita.co.uk).

- Change of address
- Lost share certificates or dividend cheques
- Dividend mandates
- Amalgamation of holdings

Forms for some of these matters can be downloaded from the registrars' website at [www.capitaassetservices.com](http://www.capitaassetservices.com). Shareholders can easily access and maintain their shareholding online by registering at [www.capitashareportal.com](http://www.capitashareportal.com). To register, shareholders will require their investor code, which can be located on a share certificate, tax voucher (issued prior to 5 April 2016) or dividend confirmation.

## Share dealing service

For information on the share dealing service offered by Capita Asset Services, telephone +44 (0)371 664 0445. Calls from the UK are charged at the standard network rate and may vary by provider. Calls from outside the UK will be charged at the applicable international rate. Lines are open between 9.00am and 5.30pm, Monday to Friday, excluding public holidays in England and Wales. For the online service, Capita's commission rates are 1.25%\* of the value of the deal (minimum charge £39.50), and for the telephone service, Capita's commission rates are 1.50%\* of the value of the deal (minimum charge £59.50). Maximum deal size for online trades is £25,000. Rates for deals above £25,000 will be advised at the time of dealing.

All other charges apply, including stamp duty at 0.5% on all purchases and a £1 Panel on Takeovers and Mergers levy on transactions over £10,000.

\* The commission charges are correct at the time of printing and may be subject to change. For information on the current charges and to find out more visit [www.capitadeal.com](http://www.capitadeal.com).

## Dividend reinvestment plan (DRIP)

Capita's Dividend Re-investment Plan offers a convenient way for shareholders to build up their shareholding by using dividend payments to purchase additional shares. The plan is provided by Capita Asset Services, a trading name of Capita IRG Trustees Limited, which is authorised and regulated by the Financial Conduct Authority.

For more information and an application pack please call +44 (0)371 664 0381. Calls from the UK cost 12p per minute plus network extras. Calls from outside the UK will be charged at the applicable international rate. Lines are open between 9.00am and 5.30pm, Monday to Friday, excluding public holidays in England and Wales. Alternatively, email [shares@capita.co.uk](mailto:shares@capita.co.uk) or log on to [www.capitashareportal.com](http://www.capitashareportal.com).

It is important to remember that the value of shares and dividend payments can fall as well as rise and you may not recover the amount of money that you invest. Past performance should not be seen as indicative of future performance.

## Overseas shareholders

Capita has partnered with Deutsche Bank to provide overseas shareholders with a service that will convert sterling dividends into local currency at a competitive rate. Overseas shareholders can choose to receive payments directly into local bank accounts, or alternatively, can be sent a currency draft. Overseas shareholders can sign up for this service on the Share Portal (by clicking on 'Your Dividend Options' and following the on screen instructions) or by contacting the Customer Support Centre. For further information contact Capita on +44 (0)871 664 0391. Calls from the UK cost 12p per minute plus network extras. Calls from outside the UK will be charged at the applicable international rate. Lines are open between 9.00am and 5.30pm, Monday to Friday, excluding public holidays in England and Wales. E-mail: [ips@capita.co.uk](mailto:ips@capita.co.uk).

## Duplicate share register accounts

If you are receiving more than one copy of our report, it may be that your shares are registered in two or more accounts on our register of members. If that was not your intention you might consider merging them into one single entry. Please contact Capita, who will be pleased to carry out your instructions.

# Shareholder enquiries continued

## Shareholder analysis

Analysis of share register as at 17 February 2017:

<b>Holding range</b>	<b>Number of shareholders</b>	<b>%</b>	<b>Number of shares</b>	<b>%</b>
1 to 1,000	928	43.3	389,200	0.2
1,001 to 10,000	815	38.1	2,593,746	1.4
10,001 to 100,000	213	9.9	6,983,676	3.6
100,001 to 500,000	112	5.2	27,211,375	14.2
500,001 and over	74	3.5	154,278,175	80.6
	<b>2,142</b>	<b>100.0</b>	<b>191,456,172</b>	<b>100.0</b>

<b>Type of shareholders</b>	<b>% of shareholders</b>	<b>% of total shares</b>
Directors' interests	0.2	0.2
Major institutional and corporate holdings	31.8	97.6
Other shareholdings	68.0	2.2
	<b>100.0</b>	<b>100.0</b>

As at 17 February 2017 the following voting rights in the Company had been notified in accordance with the Disclosure and Transparency Rules.

<b>Type of shareholders</b>	<b>Number of shares</b>	<b>%</b>
Standard Life Investments Ltd	26,491,060	13.84
Old Mutual Global Investors (UK) Limited	9,754,867	5.10
Franklin Templeton Fund Management Limited	9,403,000	4.91
Schroder Investment Management Ltd	9,066,948	4.74
Dimensional Fund Advisors, LP	8,847,440	4.62
Legal & General Asset Management Ltd	6,944,899	3.63
Baillie Gifford & Co	6,205,464	3.24