

YOUR GUIDE TO DEALING WITH THE ESTATE OF A SHAREHOLDER

Difficult times made easier.

CERTAINTY | INGENUITY | ADVANTAGE

 **Computershare**

Introduction

This guide has been designed to help you through the administration of the estate of the shareholder who has passed away.

If you haven't had any experience with shares or the ownership of shares you may be wondering why you're not dealing directly with the company that the shares are registered with.

All companies listed on the stock exchange have to keep a record of all their shareholders, called the 'Register of Members'. At Computershare, we provide a service to maintain this register on behalf of many companies, and in this capacity we are known as the company Registrar. A list of useful terms used in this document and/or subsequent documentation can be found on **page 14**.

We ensure the register for each company is up to date to reflect any changes, such as to a shareholder's name, address, payment method for dividends and number of shares they hold.

We are also responsible for updating the register when a shareholder passes away.

We are here to help guide the estate's legal representative(s) through the due process when a shareholder passes away. Firstly to identify the legal documentation required to record the event, and next to provide guidance to facilitate the sale or transfer of any shares, and/or issue of any unclaimed payments owed to the shareholder.

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Difficult times made easier

Helping us to identify shareholdings

Before you contact us, please try to find as much information as you can to help us identify and match shareholdings with the shareholder. This will help us to manage the changes for you as quickly as possible.

Information we need

For each individual shareholding, we need to know the following information:

- > full name and address of the shareholder, as it appears on the register
- > company name in which the shares are held
- > Shareholder Reference Number

Shareholder Reference Numbers (SRN)

Each shareholder on a register of members is assigned a unique SRN. The majority of any correspondence sent relating to a shareholding should include the SRN.

The SRN will start with either C or I, followed by 10 numbers.

Where to find shareholding information

There are a number of ways to find information to identify shareholdings, such as company name and SRN:

- > Share certificates or statements
- > Dividend payment notifications
- > Uncashed dividend cheques
- > Notice of AGM or voting forms
- > Any other correspondence from Computershare
- > Bank statements (if the shareholder was receiving dividends electronically, the payment references could help)

We're here to help

Our dedicated website has lots of useful information available, if you can't find what you need, contact us:



computershare.co.uk/deceasedestates



0370 702 0000

Guiding you each step of the way

1

Notify
Computershare

Notify us

You don't need to wait until the death has been registered or after you have applied for a Grant of Representation before contacting Computershare to notify us of the change. In fact, the earlier you can tell us, the more quickly we can note on the register and send you a 'Registration Pack' containing information about the shareholding(s) and what legal documents we require. [More information](#)

2

Updating
the Register

Send us legal documents

Send us the legal documentation we require, and other relevant instructions relating to the shareholding, as explained in the registration pack we will send you. This will enable us to formally update the company register to show the shareholder has passed away. [More information](#)

3

Sell or
Transfer

Selling or transferring the shareholding

Once we have received the required legal documents, and instruction on the intended action for any shares or unclaimed payments, we will contact you again to explain any actions we are taking. If there are shares to be sold or transferred, we will send you a further pack of information explaining the options and methods by which the desired outcomes can be achieved. [More information](#)

Notify Computershare

1

Notify Computershare

The first thing to do is notify us that the shareholder has passed away.

Once we are made aware of the change in circumstances, we can stop any activity on the shareholding, such as issue of dividend payments, until we have confirmed the rightful legal representatives, and acknowledged their wishes.

What you need to do

To enable us to identify shareholdings and confirm they belonged to the shareholder, we will need specific information.

When you notify us you will need to provide the following for each shareholding:

- > The full name and address of the shareholder or joint shareholders, as it appears on the register
- > The name of the company in which the shares are held
- > The Shareholder Reference Number (SRN)
- > Any previous addresses for the shareholder

If you are unable to provide all the information above, please provide as much other information as you can that may help us to identify shareholdings.

Once you have notified us, we will send you information relating to each shareholding, explaining what legal documentation we will require.

How to notify us:



Online Form

(use UK for shareholdings in companies incorporated in the UK and ROI for companies incorporated in IRL)

UK:

www.investorcentre.co.uk/contactus

ROI:

www.investorcentre.com/ie/contactus



Phone

UK:

0370 702 0000

ROI:

01 216 3100



Post

UK:

Deceased Estates
Computershare Investor Services PLC
The Pavilions, Bridgwater Road
Bristol BS99 6ZZ

IRL:

Deceased Estates
Computershare Investor Services
(Ireland) Limited
3100 Lake Drive
Citywest Business Campus
Dublin 24 D24 AK82

Once we have received the correct legal documentation, the company's register will be updated to include the names of the legal representatives

Update the Register

2 Update the Register

We need to understand who the rightful legal representatives of the estate are, so that we can update the company's register.

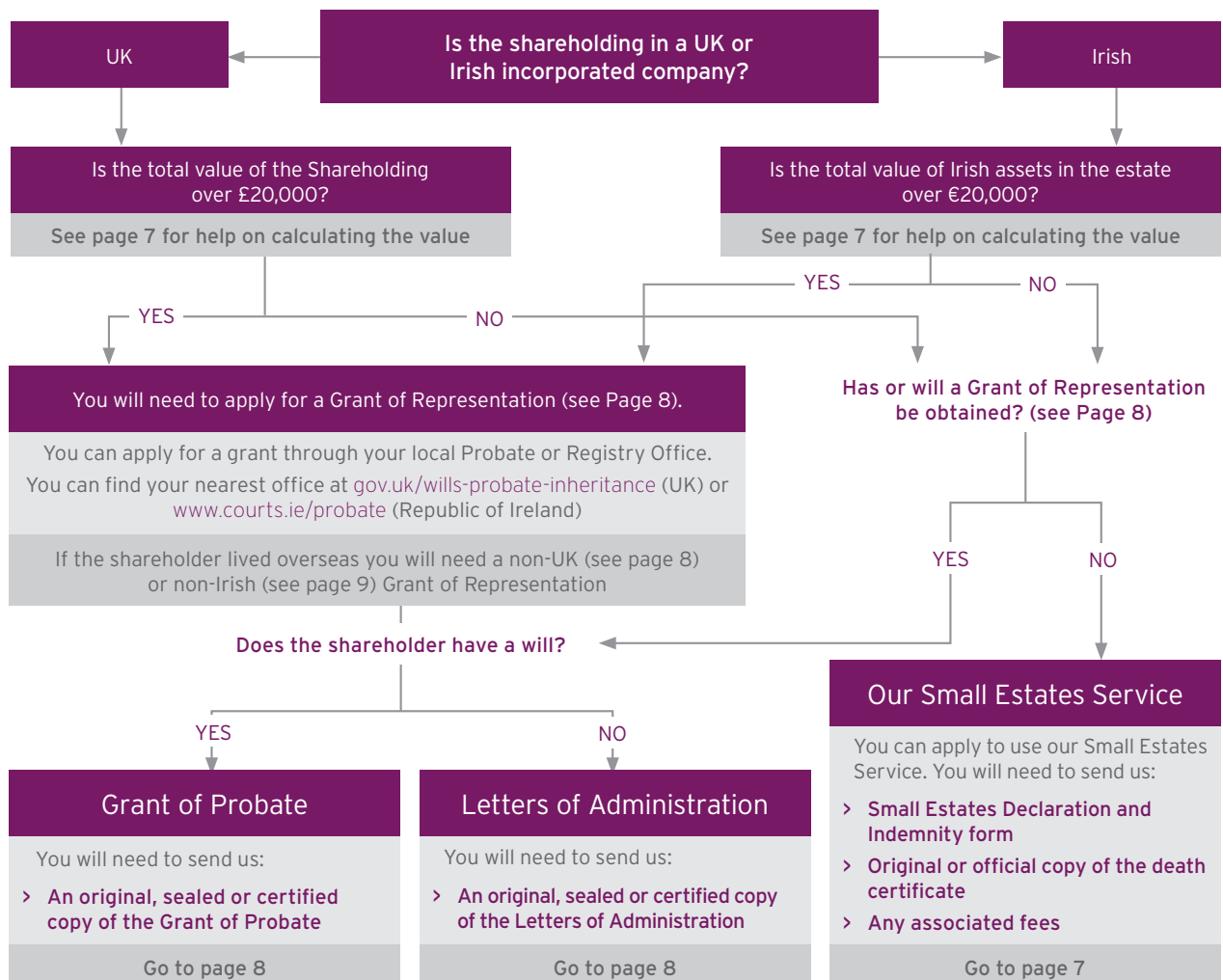
The registration pack we will send you after you notify us of the change will confirm what legal documentation we need to see in order to update the company register to show the names of the legal representatives against the shareholding(s). Enclosed within the pack will be a Form of Intention to indicate whether the shares are to be sold and/or transferred.

The documentation we require will depend on the value of the shareholding(s) and the country in which the shareholder was resident.

The registration pack we will send you after notifying us will already be tailored based on our appraisal of these factors.

The diagram below shows how to identify what documentation is required. Please note, if the shareholder had more than one shareholding, we value each shareholding independently. See page 7 for more information.

Once we have received your completed registration pack, we expect to process legal documentation, register the estate and update the register within five business days.



Update the Register

Understanding the total value of a shareholding

It is important to understand the total shareholding value, as this determines if you can use our Small Estates Service, or if you will require a Grant of Representation

The value of a shareholding is derived from:

Example:



How to find the closing share price on the date of death

Our website provides historical share prices from the last three years.

uk.computershare.com/Investor/Company/TradingGraph.asp

If the share price is unavailable, you can also contact Share Data Ltd on 01403 271170, or visit their website at sharedata.co.uk who will be able to provide you with the information you need. There may be a charge for this service.

When you notify us, we estimate the total shareholding value including any outstanding payments, these will be listed in your registration pack

You will need to complete a Small Estates Declaration and Indemnity form for each shareholding

Small Estates Service

If you have not and do not intend to apply for a Grant of Representation, you can use our Small Estate Service if there is only one shareholding with a value not exceeding £20,000/€20,000, or, if there are multiple shareholdings, then both the statements below must be true:

- 1 If there are multiple shareholdings in the **same** company, the combined value of all shareholdings must not exceed £20k/ €20k
- 2 If there are multiple shareholdings in more than one company, the total value of the shareholding in each individual company must not exceed £20k/ €20k

To use our Small Estates Service you will need to complete a Small Estates Declaration form, and send this to us with the original or official copy of the Death Certificate.

Note: if you have or will be applying for a Grant of Representation, please send us that document instead of using our Small Estates Service.

What is a Small Estates Declaration and Indemnity form?

A Small Estates Declaration and Indemnity form provides the company and Computershare with assurance that all information supplied is correct and that:

- > **The total value of each individual UK shareholding does not exceed £20,000 and/or the total value of any Irish assets in the estate do not exceed €20,000, at date of death**
- > **You are entitled to administer the estate**
- > **You do not intend, nor are you aware anyone else intends, to apply for a Grant of Representation**

Update the Register

What is a Grant of Representation?

A Grant of Representation is a formal legal document that confirms who has the authority to administer the estate of someone who has passed away. If you are applying for, or have already obtained a Grant of Representation, please send us either the original Grant of Representation, or an office copy bearing the impressed seal of the Court, or a certified copy. A certified copy is one which is stamped and certified in ink by a *solicitor or notary public* to confirm it is a true copy of the original.

United Kingdom

If the shareholder has a valid will

Grant of Probate

The Grant of Representation will be a court sealed or certified copy of a Grant of Probate or Certificate of Confirmation Nominatè (Scotland)

If the shareholder doesn't have a valid will

Letters of Administration

The Grant of Representation will be a court sealed or certified copy of the Letters of Administration or Certificate of Confirmation Dative (Scotland)

If the shareholder resided in a country outside the UK and the shareholding was in a UK incorporated company

If a Non-UK Grant of Representation will be or has been obtained and the shareholding value exceeds £20,000

If the Grant of Representation is from a country that is part of The Commonwealth

The Grant needs to be 'Resealed' in the UK; the estate is not able to be administered by the deceased's executors or administrators until the Grant of Representation, issued by a Court of the country where the deceased resided, has been 'recognised' in the UK.

This process of recognition is known as 'resealing' and can be done for Grants issued from the Courts of most Commonwealth countries or territories. If the resealed Grant is in a foreign language, it must be accompanied by the original translation or a certified copy. The Court which reseals the Grant must certify that it is an accurate translation.

If the Grant of Representation is from a country that is not part of The Commonwealth

A new Grant of Representation will need to be 'extracted' in the UK; the estate is not able to be administered by the deceased's executors or administrators until the Grant of Representation, issued by a Court of the country where the deceased was resident, has been 'extracted' in the UK. This process can be done for Grants issued from the Courts of most countries or territories outside of the Commonwealth.

This process is commonly undertaken by a UK solicitor.

You can confirm which countries are current member states of the Commonwealth here: [Member states of the Commonwealth](#)

If you have a Non-UK Grant of Representation and the value of the shareholding does not exceed £20,000

You do not need to complete the Small Estates Declaration and Indemnity form or enclose a fee for using our Small Estates Service. We will accept a Non-UK Grant of Representation accompanied with a certified English translation (where applicable) and an Affidavit/Statutory Declaration, with the administration fee.

Registering the estate

Republic of Ireland

If the shareholder has a valid will

Grant of Probate

The Grant of Representation will be a court sealed or certified copy of a Grant of Probate

If the shareholder doesn't have a valid will

Letters of Administration

The Grant of Representation will be a court sealed or certified copy of the Letters of Administration

If the shareholder resided in a country outside Ireland and the shareholding was in an Irish incorporated company

Non-Irish Grant of Representation where the value of the estate exceeds €20,000

If a Non-Irish Grant of Representation will be or has been obtained, the estate is not able to be administered by the deceased's executors or administrators until a Grant of Representation has been 'extracted' in the Republic of Ireland.

This process is commonly undertaken by a Irish solicitor.

If you have a Non-Irish Grant of Representation and the value of the estate does not exceed €20,000

You do not need to complete the Small Estates Declaration and Indemnity form or enclose a fee for using our Small Estates Service. We will accept a Non-Irish Grant of Representation accompanied with a certified English translation (where applicable) and an Affidavit/Statutory Declaration, with the administration fee.

Sell or transfer

3

Sell or Transfer

Once we have updated the company's register with the authorised legal representatives, we will send you a tailored pack based on your completed Form of Intention to sell and/or transfer ownership of the shares.

Selling shares

Computershare offers a number of services to execute sale of shares for **UK incorporated companies only**. In addition, the person(s) instructing the sale and (for the Deceased Estates Sales Service only) the deceased shareholder, must reside in a **permitted country**:

Deceased Estates Sales Service

You can use this service without first having to transfer the shares from the shareholder's name. This reduces the time taken to execute the sale.

Online and Postal sales

You can use our standard online or postal dealing services, but you will first need to transfer ownership to a new beneficiary, using the appropriate Stock Transfer Form.

Transferring shares

You can transfer some or all of the shareholding to a single or multiple beneficiaries, using the appropriate Stock Transfer Form.

If you have indicated to us that this is your intention we will send you the appropriate form, or alternatively you can download these from our website:

For UK companies:
www.investorcentre.co.uk/forms

For Irish companies:
www.investorcentre.com/ie/forms

Can I use my own stockbroker?

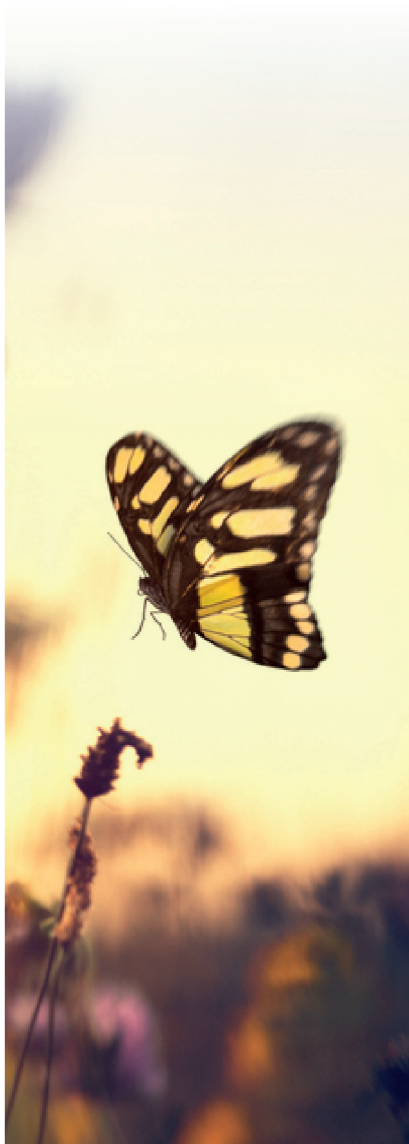
You can appoint your own bank or stockbroker to sell the shares.

Please contact your nominated stockbroker directly.

Selling and transferring shares

If you would like to transfer a portion of the shareholding and sell the remaining shares, you can use a combination of the services described above.

Please note, if the legal representatives wish for any part of the shareholding to be donated to charity, please contact us.



Share certificates

What are share certificates?

A paper share certificate acts as evidence of ownership of shares in a company. A single shareholding may be represented by one or more share certificates.

Not all shareholdings are represented by share certificates. Such shares are referred to as 'uncertificated' and all records of ownership are held electronically.

After you notify us that the shareholder has passed away, we will send you a Registration Pack that will list any valid share certificates associated with the shareholding.

What if I can't find the share certificates?

If you are unable to find all the share certificates that relate to a certificated shareholding, you will need to complete a Letter of Indemnity, for which you may need to pay a fee. Therefore, it is recommended to search as thoroughly as possible to locate all valid share certificates.

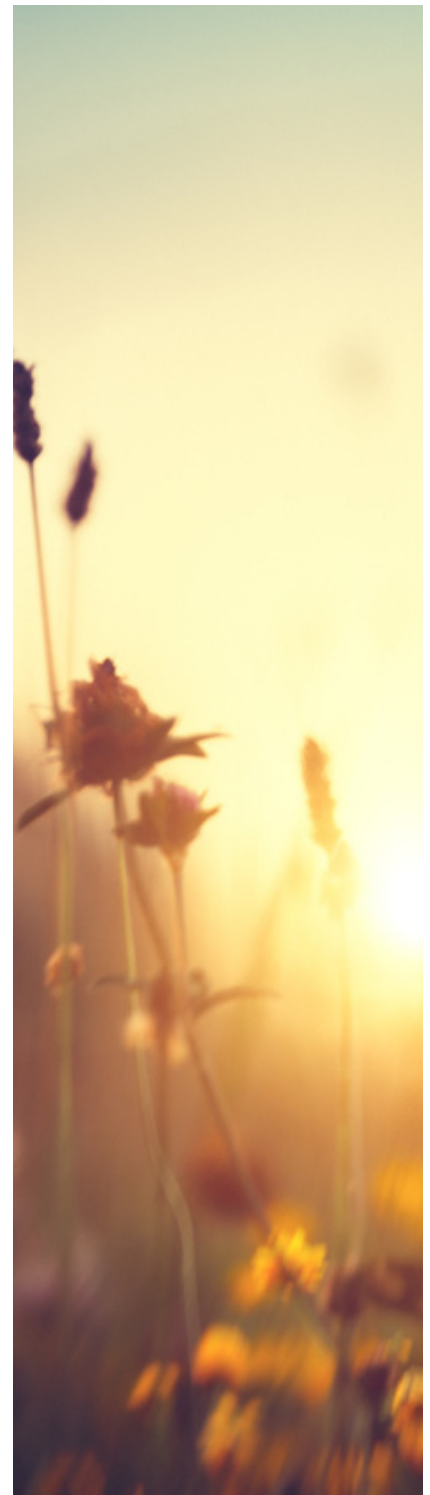
1. If you cannot locate some or all of the share certificates listed in your registration pack, you can notify us using the Form of Intention that we send you.
2. After receiving required legal documentation and updating the register, we will send you a Letter of Indemnity separately, alongside your sale and/or transfer pack.
3. Send your completed Letter of Indemnity and any share certificates located along with your completed sell and/or transfer forms to Computershare.

What is a Letter of Indemnity?

The Letter of Indemnity provides the company and Computershare with assurance that the certificates have been lost or destroyed, should anyone attempt to make fraudulent use of the missing certificates in future.

We will not reissue any share certificates in the event of a sale. However, in relation to any transfer of shares relating to the shareholding, new certificates will be issued to the new named holder(s).

Please note: If you notify us of any lost share certificates using the Letter of Indemnity and later find the required certificate, you may still be charged an administration fee (see Page 13: Fees)



Additional information

A Dividend Reinvestment Plan (DRIP)

A DRIP is the option to reinvest dividends to purchase additional shares for a shareholding.

If a shareholder had previously elected to enrol in a DRIP, that election will be revoked as a result of Computershare being notified that the shareholder has passed away.

If we are notified close to a dividend being paid, we may not be able to remove the election until after the dividend pays. This means the proceeds of that dividend may still be reinvested, resulting in the shareholding balance increasing accordingly.

Any share certificate issued as a result of this will be held by Computershare until the shares are sold or transferred. Once the reinvestment election has been removed, any further dividend entitlement that arises before the shares are sold or transferred will be due in cash.

Name difference between our register and the legal documents

If the legal documentation states the shareholders name is different to that listed on the register (the full name of the deceased as listed on our register is provided at the beginning of the registration pack) then please also send us a letter from a solicitor or notary public, to confirm that the person named in the legal document is one and the same as the person named on the register.

Letter of Authority

If someone other than the legal representative(s) named on the Grant of Representation or Small Estates Declaration and Indemnity form, or the acting solicitors, requires information about the shareholding i.e. Financial Institutions, Stockbrokers, Trust Companies, Independent Financial Advisers, you will need to complete a Letter of Authority form (we will enclose this when we send you a registration pack). This must be completed by all the appointed legal representatives and returned to us before we can provide information to anyone else.

Outstanding payments due to the estate

Any outstanding payments listed in the registration pack represent dividend entitlements or other payments relating to the shareholding.

These payments are usually outstanding because a cheque has not been presented for payment, or because a direct credit payment has been returned.

When we send you a registration pack, we will ask you to confirm the cheque payee or bank details (as appropriate), in order for any outstanding payments to be reissued.

An administration fee will be applicable for us to process reissue of the funds, based on the total value of all the outstanding payments. Our fees can be found on page 13 of this guide.

Tax information

If you require a letter containing details of a dividend payment for tax purposes, please confirm your request, indicating any specific payments or tax years using the Form of Intention.

Please send a cheque covering the fee as illustrated in your registration pack made payable to Computershare Investor Services.

On receipt, we will issue a letter detailing the requested tax information.

Fees

United Kingdom

Small Estates Fees

Fees will vary dependant on the value of the shareholding.

Administration

There is no administration fee if the shareholding is under £100.00

£100.00 - £20,000.....£44.00

Combined Administration and Countersignature waiver

£100.00 - £5,000£85.50

£5,000 - £20,000£129.00

Deceased Estates Sale Service

Dealing commission

Certificated Sale1.75%
(% value of the transaction, subject to a minimum of £50)

Un-certificated1.00%
(% of the value of the transaction, subject to a minimum of £30)

PTM (Panel of Takeovers and Mergers) Levy£1.00
(£1 government levy that is automatically charged to investors when they buy or sell shares for over £10,000).

Dealing service

Shareholders are able to sell shares by registering on the Investor Centre www.investorcentre.co.uk and enrolling for Computershare's share dealing service. Shareholders will be required to complete Anti-Money Laundering ('AML') checks in advance of dealing in shares and it is therefore advisable to register your account in advance if you wish to sell shares. For further details, including information about an online, telephone and postal share dealing service, please visit www-uk.computershare.com/Investor/#ShareDealingInfo and type the full name of the Company of the shares you wish to sell under the 'Share Dealing' tab.

Any holder of certificated shares will be required to send Computershare their original share certificate and an authorisation letter before a trade can be executed.

This is not a recommendation to buy and sell shares and this service may not be suitable for all shareholders. The price of shares can go down as well as up and you are not guaranteed to get back the amount you originally invested. Terms, conditions and risks apply. Past performance should not be seen as indicative of future performance. This arrangement should be considered as part of a diversified portfolio. Please consult an independent advisor if you need any assistance with financial matters.

Replacing lost share certificates

The administration fee and countersignature waiver fee for replacing lost share certificates:

Value of shares represented by certificate	Admin Fee	Countersignature Waiver Fee	Value of shares represented by certificate	Admin Fee	Countersignature Waiver Fee
£0 - £50	£0.00	£0.00	£20,000.01 - £25,000	£44.00	£126.50
£50.01 - £100	£16.00	£0.00	£25,000.01 - £30,000	£44.00	£154.00
£100.01 - £1,000	£44.00	£29.50	£30,000.01 - £35,000	£44.00	£183.00
£1,000.01 - £2,000	£44.00	£41.50	£35,000.01 - £40,000	£44.00	£210.00
£2,000.01 - £5,000	£44.00	£55.00	£40,000.01 - £45,000	£44.00	£244.00
£5,000.01 - £10,000	£44.00	£66.50	£45,000.01 - £50,000	£44.00	£274.00
£10,000.01 - £15,000	£44.00	£87.00	Above £50,000.01	£44.00	N/A*
£15,000.01 - £20,000	£44.00	£101.00			

* Computershare is unable to waive countersignature requirement when share certificate representative value exceeds £50,000

Dealing Fees

Standard dealing charges if you are not using our deceased estates sale service.

Online and Postal:

Certificated - 1.4% of the value of each transaction (subject to a minimum of £40).

Nominee - 1% of the value of each transaction (subject to a minimum of £20).

Issuing outstanding payments

An administration fee may be applicable as follows, to issue any outstanding payments due to the estate:

20% charge on all transactions with a maximum fee of £135.00.

Fees

Republic of Ireland

Small Estates Fees

Small estates fees will vary dependant on the value of the shareholding.

Administration

There is no administration fee if the value of the shareholding is Under €125.00

€125.00 - €20,000 €62.00

Combined Administration and Countersignature waiver

€125.00 - €6,250 €120.00

€6,250 - €20,000 €180.00

Issuing outstanding payments

An administration fee may be applicable as follows, to issue any outstanding payments due to the estate:

20% charge on all transactions with a maximum fee of €160.00.

Replacing lost certificates

The administration fee and countersignature waiver fee for replacing lost share certificates:

Value of shares represented by certificate	Admin Fee	Countersignature Waiver Fee	Value of shares represented by certificate	Admin Fee	Countersignature Waiver Fee
€0 - €65	€0.00	€0.00	€24811 - €31015	€62.00	€180.00
€66 - €125	€23.00	€0.00	€31016 - €37220	€62.00	€220.00
€126 - €1240	€62.00	€42.00	€37221 - €43425	€62.00	€260.00
€1241 - €2480	€62.00	€59.00	€43426 - €49630	€62.00	€300.00
€2481 - €6200	€62.00	€78.00	€49631 - €55835	€62.00	€346.00
€6201 - €12410	€62.00	€95.00	€55836 - €62045	€62.00	€389.00
€12411 - €18610	€62.00	€123.50	above €62045	€62.00	*N/A
€18610 - €24810	€62.00	€143.50			

* Computershare is unable to waive countersignature requirement when share certificate representative value exceeds €62045

Useful Terms

Administrator - A person appointed by the courts who administers the estate of a deceased person.

Affidavit - A written statement of fact that is sworn by oath or affirmed to be true, in the presence of an appropriately authorised person, a Solicitor or Notary Public.

Beneficiary - Person or persons who will receive shares or cash following administration of the estate.

Certified - A certified copy is one which has been stamped and certified in ink by an appropriately authorised person to confirm it is a true and complete copy of the original.

Executor - Someone appointed by a person before they pass away, to administer their will and ensure that their final wishes are respected.

Extracted - A Grant of Representation, issued by a Court of the country where the deceased resided. This process can be done for Grants issued from the Courts of most countries or territories outside of the Commonwealth.

Grant of Representation - The formal document issued by a court that certifies who has the legal authority to administer the estate.

Intestate - Dying without leaving a valid will.

Next of kin - The nearest blood relative to the deceased.

Notary Public - a legal officer with specific judicial authority to attest to legal documents usually with an official seal.

Resealed - A Grant of Representation, issued by a Court of the country where the deceased resided and has been 'recognised' in the UK. This process of recognition is known as 'resealing' and can be done for Grants issued from the Courts of most Commonwealth countries or territories.

Shareholder Reference Number (SRN) - 10 numbers preceded by a C or an I. This can be found on either a Share Certificate or Share Statement.

UK Inheritance Tax - Inheritance Tax is usually paid on an estate when somebody dies. It's also sometimes payable on trusts or gifts made during someone's lifetime.

Will - A written and signed statement, made by an individual, which provides for the disposition of their property when they die.

Contact us

 **Online Form** (use UK for shareholdings in companies incorporated in the UK and ROI for companies incorporated in the Republic of Ireland)

UK: www.investorcentre.co.uk/contactus

ROI: www.investorcentre.com/ie/contactus

 **Phone**

UK: 0370 702 0000

ROI: 01 216 3100

 **Post:**

UK:

Computershare Investor Services PLC
The Pavilions
Bridgwater Road
Bristol
BS99 6ZZ

IRL:

Computershare Investor Services (Ireland) Limited
3100 Lake Drive
Citywest Business Campus
Dublin 24
D24 AK82