



Guidance Notes to help you complete the Letter of Indemnity form

Why a Letter of Indemnity is required

As the share certificate(s) has/have been lost, stolen or destroyed, the shareholder(s) or Legal Representative(s) are required to complete a Letter of Indemnity form. Equiniti's request for this completed document is an attempt to minimise any potential financial loss caused by any misuse of the original certificate(s). This information can be found, specifically, within our client company's Articles of Association.

When an item belonging to the shareholder(s) is sent through the post, whether sent by the shareholder(s), their Legal Representative(s), or by the company, it is being sent at the shareholder(s) or Legal Representative(s) own risk. This does apply in cases where the original certificate has not been received. Again, this information is stated in our client company's Articles of Association.

For these reasons, the shareholder(s) or Legal Representative(s) is/are liable for any charges/fees associated with replacing lost, stolen or destroyed items.

The Administration Fee

The administration fee is the amount we charge you for the administration work involved in producing the Letter of Indemnity form and for placing a 'stop' on the quoted certificates.

The Countersignature

The indemnity will need to be countersigned by an authorised UK bank or an insurance company that is a member of the Association of British Insurers. The countersignature protects the company if the original certificate was misused or acted upon fraudulently. The countersignature takes on a possible liability, and this is why a fee is charged. Fees do vary per company as they are set in accordance with each company's requirement. Fees also vary depending on the value of the share certificate(s) that is/are being replaced.

Obtaining your own countersignature

It is likely that they will require a charge for this service. Please note that building societies, e.g. Nationwide, are unable to countersign Letters of Indemnity.

Unfortunately, there is no definitive list of banks and insurance companies that are authorised to countersign a Letter of Indemnity. Ultimately, it is at the discretion of the individual bank or insurance company, subject to certain regulatory controls, as to whether they are prepared to accept this liability.

The Countersignature Waived Fee

Equiniti can arrange for the countersignature to be waived on the Letter of Indemnity form by payment of a Countersignature Waived Fee. This will be quoted within the letter that we send to you or when quoting on the telephone call. The waiver fee is charged to reflect the potential risk to Equiniti in the event of loss arising from the use or misuse of the original certificate, or the replacement by a fraudster.

Fees Payable

Equiniti's Countersignature Waived Fees are shown below:

Share Value	Countersignature waived Fee (including VAT)
Shares worth up to and including £50:	free of charge
Over £50; up to and including £150:	£16.00
Over £150; up to and including £1,000:	£24.00
Over £1,000; up to and including £5,000:	£36.00
Over £5,000; up to and including £10,000:	£54.00
Over £10,000; up to and including £15,000:	£75.00 + Application form
Over £15,000; up to and including £25,000:	£87.00 + Application form
Over £25,000; up to and including £30,000:	£128.00 + Application form
Over £30,000; up to and including £50,000:	£223.00 + Application form
Over £50,000; up to and including £75,000:	£379.00 + Application form
Over £75,000; up to and including £100,000:	£676.00 + Application form

Please note: We are unable to provide countersignature if the shares are valued over £100,000. If this is relevant to you, the options will be given in the letter that we send to you.



Administration Fee

The Administration Fee is the amount we charge for the administration work involved in producing the Indemnity, and for placing a restriction on the original certificates and the issuance of a new certificate. If an Administration Fee is required, this will be detailed in the Letter of Indemnity form, and the accompanying letter, or will be quoted on the telephone call.

The current standard Administration Fees are shown below:

Share Value	Administration Fee
Shares worth less than £150:	free of charge
Shares worth £150 or above:	£50 (including VAT)

Please note: The value of shares is calculated at the time that the Letter of Indemnity is issued. This value determines the cost of any required fee.

Payment methods for a Letter of Indemnity

Bank transfer

You will be able to make a payment electronically by Direct Payment, if:

- You are the sole shareholder or sole Executor based in the UK,
- You have a UK Debit Card in your name and,
- The value of the missing shares is under £20,000

To do this, you will need to quote:

Account Name: Equiniti Limited
Sort Code: 30-00-02
Account Number: 00189303

If you are paying the fee from an overseas bank account, you will also need the IBAN:
GB23LOYD30801221872968.

In order for us to identify your payment please enter LI followed by your shareholder reference number i.e. LI-, as stated in the heading of this letter, to the reference field on your online banking.

When returning the Letter of Indemnity form, a copy of the receipt to confirm fees have been paid is required. If this is not enclosed it may result in the Letter of Indemnity being rejected. Please ensure the proof of payment includes the date and amount paid, as well as the bank details you have paid the funds to and the bank details you have made the payment from.

Alternatively, you can pay by cheque by post. For more details, see below.

Cheque by post

In all other cases, you will need to make a payment by cheque, by post. The cheque needs to be made payable to 'Equiniti Ltd'. The cheque should be sent with your completed Letter of Indemnity form (and Application form where applicable) to the address below.

Please make sure that your cheque is signed, dated and that the words and figures match. This will prevent any delay in the processing of your Letter of Indemnity form.

What to do if the share certificate(s) is/are found before the Indemnity form is returned to us

If you are the sole shareholder or sole Executor and the share certificate(s) is/are found before the Letter of Indemnity form is returned to us, you can call the number on the attached letter. Alternatively, write to us at the address below.

For joint shareholders, joint Executors or if the holding is a corporate shareholding, please write to inform us of the found certificate at:

Equiniti, Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA, UK

**Free removal of a lost certificate restriction**

Certificates found and reported to us within 14 calendar days will not incur a fee. The first day is the date of the letter which accompanies these Guidance Notes. The last day is either:

- The day/date you phone us – for sole shareholders or sole Executors, or
- The day/date your letter is received into the business – for all written 'found' confirmations

£20.00 administration fee for 'found' certificates

If a certificate is found and reported to us after 14 days of the date of the letter accompanying these Guidance Notes, a £20.00 administration fee will be charged to remove the restriction.

Please note, a 'found' payment can be made using the same methods shown above.

Please be aware that if you do not inform us that the share certificate(s) has/have been found, you will be unable to transfer or sell the shares. If you do not pay the required fee, the restriction will remain on the certificate/holding. We will also send you a letter to request the fee.

What to do if the share certificate is found after a replacement has been produced

If the new certificate has already been created, and/or the Letter of Indemnity has been processed, any already paid Letter of Indemnity fees will not be repaid. If you do find the certificate(s) after the replacement certificate has been sent, the original will no longer be valid. If this is applicable to you, please send the original certificate(s) to us at the above address.

What to do if the shareholder or Legal Representative is a corporate body incorporated in England, Wales, Northern Ireland or Scotland

The Indemnity can be signed by:

- Two directors or authorised signatories stating their capacity.
- One director of the company and a witness. The witness must also provide their full name and address.

What to do if the shareholder or Legal Representative is a corporate body incorporated overseas

The company to confirm alongside the signatures that, in accordance with The Foreign Companies (Execution of Documents) Regulation 1994, the enclosed document(s) have been executed in a manner permitted by the laws of the territory in which the company is incorporated for the execution of documents by such a company.



Checklist

Please carefully read the correspondence enclosed with these Guidance Notes for any documents or fees that we have requested. We recommend that you send all requested documents to us together. Please be aware, if any requested item(s) are not enclosed, we will be unable to proceed and you will be required to resubmit your application.

Necessary Documents

Letter of Indemnity form – signed and dated by all authorised signatories and countersigned if arranged by yourself

Payment for the correct total fee – if requested in the letter enclosed. If paying by bank transfer, please enclose a copy of the receipt to confirm fees have been paid. If paying by cheque, please ensure that the cheque is signed, dated and the words and figures match

Completed Application form - if requested in the letter enclosed

Optional Documents

Completed **Stock Transfer form** (if you wish to transfer the shares)

Completed **Postal Share Dealing form** (if you wish to sell the shares with us)

Any additional certificates (if you are sending transfer or postal share dealing forms)

Please return all your documents to Equiniti, Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA United Kingdom

Contacting us.

You can find the answer to most questions and also send us your query securely by completing the online form at www.shareview.co.uk.

Or you can call us on **+44 (0) 371 384 2030**, please use the country code when calling from outside the UK. If you call, please quote your 11 digit Shareholder Reference number. Lines are open from 8.30am to 5.30pm (UK time) Monday to Friday, excluding public holidays in England and Wales.

For deaf and speech impaired customers we welcome calls via Relay UK. Please see www.relayuk.bt.com for more information.