

IMPORTANT NOTICE

If you are in any doubt as to what action to take please consult an appropriate independent advisor

Shareholder Reference Number (SRN)

Help reduce the environmental impact of your communications

Dear Shareholder

In order to help reduce the environmental impact of your shareholder communications you may choose to receive such communications in electronic form.

The Companies Act allows the default option for receiving and accessing shareholder communications (including your annual report) to be via a company's website. You now have the choice of receiving an email when your annual report and other shareholder communications become available, or continuing to receive a printed copy.

Please select one of the options opposite

If you do not indicate your preference to us by **11 February 2019** shareholder communications will be supplied to you by means of the website and information on accessing your shareholder communications online will be posted to you at the time of the mailing.

If you have any questions about this letter please refer to the reverse of this letter for more details.

Yours sincerely



Pandora Sharp
Company Secretary

What are your options?

Option 1

Elect for ecommunications



www.investorcentre.co.uk/ecomms

Alternatively provide us with your email address on the form overleaf.

You will receive an email notification when your shareholder communications become available online.

Option 2

To continue receiving printed copies of your shareholder communications, please complete and return the form on the reverse of this letter.



Like the sound of ecommunications?

You can also manage your shareholding online. Investor Centre is our free self-service website. Register at **www.investorcentre.co.uk** and manage your shareholding with ease!

For more information on how your personal data is processed and your privacy rights, you should check with the share issuer.
Computershare Investor Services PLC (CIS PLC) is authorised and regulated by the Financial Conduct Authority.
CIS PLC is registered in England & Wales, Company No. 3498808, at: The Pavilions, Bridgwater Road, Bristol BS13 8AE.

Please make your selection

Option 1

Receive email notifications when your shareholder communications are available online

Please submit your email address and SRN by visiting our Investor Centre website:



www.investorcentre.co.uk/ecomms

SRN:

! YOUR SRN IS IMPORTANT, PLEASE KEEP IT IN A SAFE PLACE.

By providing your email address and SRN above you will no longer receive paper copies of annual reports or other communications that are available electronically. Instead you will receive emails advising you when and how to access documents online.



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You can also manage your shareholding online. Investor Centre is our free self-service website where you can utilise the following services:

Invest in our environment!

Register at www.investorcentre.co.uk

Switch to ecommunications



Manage future payments



Change your
address



View your
Shareholding



Alternatively enter your email address below and send this form back in the enclosed reply paid envelope.

How to complete this form

Please use a **black pen**. Print in CAPITAL letters inside the boxes as shown in this example.

A B C

x

[illegible]

Option 2

Continue receiving a printed copy of all your communications.

To continue to receive a printed copy of the annual report and other shareholder communications please cross this box and send this letter back to us in the enclosed reply paid envelope.

