AVIVA

General Accident plc
Shareholder Communications and Dividend Mandate Form

Shareholder Details

Shareholder Reference Number

Full Name

Postcode

Telephone Number

Please see the guidance notes overleaf on how to complete this form.

Part A. Shareholder Communications - Your Choice

General Accident plc (the Company) encourages you to register your email address so that we can notify you when shareholder communications are available to view online.

Option 1: I would like to receive shareholder communications electronically

To receive email notification when new shareholder communications are available to view online, please tick **Box 1**, PRINT your email address in the boxes below and **return the whole form within 28 days of the date on the accompanying letter,** using the prepaid* envelope enclosed.

Box 1

Option 2: I would like to receive shareholder communications in hard copy format

Please tick **Box 2** and **return the whole form within 28 days of the date on the accompanying letter**, using the prepaid* envelope enclosed.

Box 2

*The prepaid envelope will not require a stamp if posted in the UK. The Company will refund, on request, the postage paid for any form posted outside of the UK within the European Economic Area.

If you take no action...

If you do not notify us of your choice, we will write to you with details of how you can access and view shareholder communications online.

Part B. Dividend Mandate Form

Please pay future dividend payments in respect of the Company direct to the following UK Bank or Building Society account. Payment in accordance with these instructions discharges the Company and Computershare from any further liability.

Sort Code

Account Number

Roll/Reference Number of Bank/Building Society (if applicable)

Bank or Building Society
(BLOCK CAPITALS) ....

Address of Branch
(BLOCK CAPITALS) ....

....

....

Please Sign

In the case of joint holders, ALL must sign.

Date

DD / MM / YY

Signature (1)

Signature (2)

Signature (3)

Signature (4)

GAC

00000XXX/000000/000000 11ZBXD D04

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   1 2 3   X

Part A. Shareholder Communications - Your Choice

There are 3 ways in which you can receive shareholder communication from the Company.

1) Receive an email notification from the Company advising you when and how to view shareholder documents online. To select this option, please tick **Box 1** overleaf, print your email address in the boxes provided and return the form within 28 days of the date of the accompanying letter, using the prepaid* envelope provided.

2) Receive hard copy shareholder communications and documents. To select this option, please tick **Box 2** overleaf and return the form within 28 days of the date on the accompanying letter, using the prepaid* envelope enclosed.

3) Receive hard copy notification when shareholder communications are available to view online. **This is the default option if we do not receive a response from you within 28 days of the date on the accompanying letter.**

* The prepaid envelope will not require a stamp if posted in the UK. The Company will refund, on request, the postage paid for any form posted outside of the UK within the European Economic Area.

Part B. Dividend Mandate Form

Complete this section if you want future dividend payments declared by the Company to be paid directly to a UK Bank or Building Society account. Payment in accordance with these instructions will discharge the Company and Computershare from any further liability.

Computershare cannot accept responsibility in the event that the Sort Code or Account Number quoted by you is incorrect. If you do not complete this section or the form is incomplete, unsigned or invalid in any other way, you will continue to receive dividend payments by cheque. Neither the Company nor Computershare will be responsible for delays in crediting payments to your nominated account as a result of transaction procedures or errors by any financial institution.

The submission of this Dividend Mandate Form will not override any existing scrip dividend mandate or dividend reinvestment plan mandate. If you wish to revoke an existing scrip dividend mandate or dividend reinvestment plan mandate, you must do so by writing to Computershare at the address below.

You must sign this form as follows in the spaces provided.

Joint Holding: The signatures of all joint holders, executors or administrators are required. If the holder is under 18 (or 16 in Scotland), a parent or legal guardian must sign and state their capacity.

Power of Attorney: To sign under Power of Attorney, you must have already lodged an original or certified copy of the Power of Attorney with Computershare. If you have not previously lodged this document for notation, please attach it to this form when you return it.

Please note that Computershare requires a photocopy Power of Attorney to be certified under the Powers of Attorney Act 1971. It must be certified in ink on every page by the donor, or by a solicitor or stockbroker, to state that it is a true and complete copy of the original. Computershare cannot accept a photocopy that has not been certified in ink on every page.

Companies: In the case of a corporation, this form should be signed by two authorised signatories (e.g. Director or Company Secretary) stating their capacity, or by a director in the presence of a witness who attests the signature or under its common seal.

Please return this form to: Computershare Investor Services PLC
The Pavilions
Bridgwater Road
Bristol
BS99 6ZZ
United Kingdom