



NEW SHAREHOLDER REFERENCE
<<HURN>>

15 November 2022

Dear Shareholder,

CHANGE OF REGISTRAR

Please note that as of Monday 14 November 2022, our new registrar is Equiniti Limited (EQ). Your new shareholder reference is provided above, and this replaces your current IVC code. You should keep this safe as you will need it when contacting EQ.

If you have any questions regarding the content of this letter, please contact EQ on +44 (0)371 384 2030.

How does this affect you?

Your holding information has been transferred from Link Group to EQ. This includes any dividend mandate instructions. Please note your share certificates remain valid so you do not need to take any further action. In order to review and update your shareholding you will need to register on EQ's Shareview Portfolio service. Further information on the benefits of Shareview Portfolio and how to register are provided overleaf.

IMPORTANT: From Monday 14 November 2022, the DRIP previously provided by Link Asset Services was transferred to Equiniti Financial Services Limited (EFSL). You will have already received a letter in relation to this. If you participated in the DRIP you will continue to be able to use your cash dividend to purchase additional shares in the company and you should read the important information overleaf.

E-Communications

Opting to receive information electronically enables you to help reduce the amount of paper we use, saving costs and the environment. Simply update your communication preferences in 'My Details' in Shareview Portfolio. For information on how to register please see overleaf.

Yours faithfully,

Mark Jackson
Company Secretary

Managing your shareholding via EQ's award-winning Shareview portfolio

You can manage your shareholding online via EQ's Shareview Portfolio. It is free to use, secure, and easy to administer, and provides you with the following benefits:

- Elect to receive certain shareholder communications electronically
- Update your UK bank account details
- Send your general meeting voting instructions in advance of shareholder meetings
- Keep your contact details up to date
- Buy and sell shares easily

To apply for your Shareview portfolio:

1 Register at shareview.co.uk/register, or scan the QR code below



2 Receive activation code in the post

3 Log on and enjoy the benefits of a Shareview portfolio

IMPORTANT: FOR PARTICIPANTS IN THE DIVIDEND REINVESTMENT PLAN (DRIP) FROM LINK GROUP (LINK)

In accordance with Clause 19 of Link's DRIP Terms and Conditions any election to participate in Link's DRIP has been migrated to Equiniti Financial Services Limited (EFSL), along with any residual amount from the dividend paid on 5 August 2022. Any such residue will continue to be held in accordance with the Financial Conduct Authority Client Asset Rules. Terms and Conditions for EFSL's Dividend Reinvestment Plan can be found at www.shareview.co.uk/info/drip and you should read these as they form the basis on which EFSL's services will be provided to you. If you wish to opt out of EFSL's DRIP, please contact EQ immediately, or in advance of the next dividend cut off date. If you do nothing, you will continue to be enrolled in EFSL's DRIP under the new Terms and Conditions.

Contacting EQ



Online

help.shareview.co.uk

From here you should be able to find the answer to most questions, or email your query securely.



Post

EQ, Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA, United Kingdom



Phone +44 (0)371 384 2030

Please use the country code when calling from outside the UK. Lines are open 8.30am to 5.30pm (UK time), Monday to Friday (excluding public holidays in England and Wales)

You can also contact EQ by using the Relay UK website at www.relayuk.bt.com.