

Prefer to receive your dividends in your local currency?

Link Group can convert your dividend into your local currency and pay them quickly and securely in to your bank account or by sending the funds by currency draft.

Benefits of the International Payment Service:

- Faster access to funds
- Reduced fees.

Contents

Benefits	4
List of currencies and countries available	5
Frequently asked questions	6
How to fill in the IPS application and bank details form	8
What is an IBAN number and where can I find it?	8
International Payment Service Terms and conditions	9



Link Group has partnered with Deutsche Bank to provide you with a service that can convert your dividends into your local currency.

We can pay them quickly and securely in to your bank account or send you a currency draft.



Benefits

The benefits of both services:

- Reduced fees – We will charge a £5.00 administration fee (per transaction) for this service. For most shareholders living outside the UK, this will generally be cheaper than the fees charged by your local bank to convert your dividend cheque into your local currency.*

Additional benefits of having the funds transferred direct into your bank account:

- Faster access to funds – your dividends are paid as cleared funds, directly to your local bank account giving you faster access to your money than waiting for a cheque to clear
- Reduced risk of non-delivery or fraud – as the funds are sent directly to your bank account, there is no risk of your dividend cheque going missing in the mail or of fraud in respect of cheques.

* Fees will differ amongst banks. You should compare the fees charged by your local bank before registering for the International Payment Service.

List of currencies and countries available

Countries/currencies that we can offer both payment direct into your bank account and currency draft					
Australia	AUD	Ireland	EUR	Portugal	EUR
Austria	EUR	Italy	EUR	Singapore	SGD
Belgium	EUR	Japan	JPY	S. Africa	ZAR
Canada	CAD	Kuwait	KWD	Saudi	SAR
Cyprus	EUR	Luxembourg	EUR	Slovenia	EUR
Finland	EUR	Malta	EUR	Spain	EUR
France	EUR	Netherlands	EUR	Sweden	SEK
Germany	EUR	New Zealand	NZD	Switzerland	CHF
Greece	EUR	Norway	NOK	United States	USD
Hong Kong	HKD	Poland	PLN		

Countries/currencies that we can offer payment direct into your bank account only					
Antigua & Barbuda	XCD	Gambia	GMD	Saint Kitts & Nevis	XCD
Bahamas	BSD	Grenada	XCD	Saint Lucia	XCD
Bolivia	BOB	Hungary	HUF	Saint Vincent & the Grenadines	XCD
Bulgaria	BGN	India	INR	Samoa	WST
Cameroon	XAF	Israel	ILS	Serbia	RSD
Czech	CZK	Kenya	KES	Slovakia	EUR
Denmark	DKK	Latvia	EUR	Trinidad & Tobago	TTD
Dominica	XCD	Malaysia	MYR	Turkey	TRY
Estonia	EUR	Oman	OMR	UAE	AED
Gabon	XAF	Papua New Guinea	PGK		

Countries/currencies that we can offer payment by currency draft only			
Morocco	MAD	Tunisia	TND

Am I eligible?

The International Payment Service is available to holders who receive individual dividend or interest payments of £10 or more.

Frequently asked questions

Who are Link Group?

Listed UK companies are legally required to keep up-to-date records of all their shareholders on a share register. The company you hold shares in is one of over 1,300 UK companies who have chosen Link Group to manage their shareholder register on their behalf.

Who are Deutsche Bank?

Deutsche Bank provides international payment services for commercial and personal customers.

How much does the service cost?

For each dividend payment, we will deduct a £5.00 administration fee. The remaining balance will then be converted into your required currency.

Are there any additional charges that I need to be aware of?

Some local banks deduct an administration fee when receiving international payments. It is your responsibility to understand any bank charges applied by your local bank, prior to agreeing to the terms and conditions of the service. We recommend that you read the terms and conditions.

How do I sign up to the service?

You can sign up to the service by completing, signing and returning to us the enclosed IPS application and bank details form.

Where a company provides a Share Portal, and if you are a registered user of this Share Portal, you may submit details of your IPS application and bank details form online (this option is not available if you are a joint holder of shares in the company).

If I sign up to the service will my next dividend be paid by my chosen method in the currency requested?

Your IPS application and bank details form must reach us before the record date prior to a dividend payment. This date is set by the company.

If I hold shares in more than one company can I have all my dividends paid by the same method?

Yes, where Link manages the company's shareholdings. You will be required to provide us with details of all the relevant companies on your IPS application and bank details form.

What happens if my next dividend is less than the equivalent of £10?

Payments below £10.00 will be paid in the default dividend currency

Can I withdraw from the service in the future?

Yes. You can withdraw from the service at any time. However, your written withdrawal instruction must reach us before the record date prior to a dividend payment, if the service is not to apply to that dividend. Send us your instruction in English, along with your: full name, address and your Investor Code (IVC) or Shareholder Reference Number (SRN).

By post to:

Link Group IPS,
10th Floor, Central Square,
29 Wellington Street, Leeds LS1 4DL,
United Kingdom.

Your IVC or SRN can be found on your certificate, tax voucher or dividend confirmation.

How will I get my dividend confirmation?

Your dividend confirmation will be sent out to you directly at the time of the dividend. If you have chosen payment by currency draft it will be sent under separate cover by Deutsche Bank.

What are my personal details used for?

The details you provide us will be securely passed to Deutsche Bank to enable payments to be made. Deutsche Bank will not use your personal details for any other purpose.

How quickly will I receive the bank transfer?

If you wish a payment to be made directly into your account you will be sent your converted dividends two business days after dividends are paid by the company. Please be aware that this may take longer if there is a problem processing your payment or if we have been provided with insufficient or incorrect information.

What happens if I do not receive payment direct into my bank?

If your direct payment fails we will remove your mandate and arrange for the funds to be converted back into the default dividend currency and sent to you by cheque.

What do I need to do if I change banks or bank accounts?

As soon as the details of your bank account change you must notify us, in writing, to:

Link Group IPS,
10th Floor, Central Square,
29 Wellington Street, Leeds LS1 4DL,
United Kingdom.

How to fill in the IPS application and bank details form

1. Fill in your details in section 1 including all joint holders
2. Enter the name of the companies you would like this form to apply to in section 2
3. Enter the country and currency you would like your dividends paid in section 3 (see page 5 for a list of countries and currencies)
4. Enter your bank details in section 5
5. All shareholders to sign in section 6.

What is an IBAN number and where can I find it?

IBAN is an international bank account number used when cross border payments are made.

You can find this on your bank statement, or by contacting your bank.

Not all countries' banks use IBAN numbers. For further information on IBANs please contact us or log on to ww2.linkgroup.eu/ips

International Payment Service

Terms and conditions

Welcome to the International Payment Service (the Service) from Link Market Services Limited. This document, together with your Application and Account Details Form, sets out all the terms and conditions (**Terms and Conditions**) of the Service and replaces any previous terms and conditions or other documentation that you may have received. The Service is offered to holders (individuals and companies) who wish to receive their dividends or proceeds from the sale of their shares in a foreign currency.

Enquiries about the Service, or these Terms and Conditions, can be made by letter to Link Group IPS, 10th Floor, Central Square, 29 Wellington Street, Leeds, LS1 4DL, United Kingdom; by email to ips@linkgroup.co.uk or by telephoning +44 371 664 0300 from outside of the UK or 0371 664 0300. (Calls are charged at the standard geographic rate and will vary by provider. Calls outside the United Kingdom will be charged at the applicable international rate. We are open between 9 am – 5.30 pm, Monday to Friday excluding public holidays in England and Wales).

1. Definitions and Interpretation

1.1 In these Terms and Conditions the following words and expressions have the meanings and interpretation set out below:

Administration Fee means the sum specified as such on the price list available at ww2.linkgroup.eu/ips;

Affiliate means in respect of a party, any company which is a direct or indirect “holding Company” or “subsidiary” of that party or the direct or indirect “subsidiary” of such “holding company” as such terms are defined in section 1159 of The Companies Act 2006;

Application and Account Details Form means (i) in respect of postal sign up (referred to in clause 2.3(a)), the form entitled as such for use in respect of the Service; and (ii) in respect of online sign up (referred to in clause 2.3(b)), you can access the online form on the ‘Change Your Bank Details’ web page, which is available under the ‘Manage Your Account’ section on the Share Portal;

Business Day means any day, which is not a Saturday, Sunday or public holiday, and on which banks are open for business in England;

Cancellation Fee means the sum specified as such on the price list available at ww2.linkgroup.eu/ips;

LMSTL means Link Market Services Trustees Limited, which is authorised and regulated by the Financial Conduct Authority (FCA);

Company means the client of Link or of certain of Link’s Affiliates in which you (directly or indirectly) hold shares or other securities;

CREST means the computer-based system operated by Euroclear UK & Ireland Limited for the transfer of uncertificated securities;

Currency Draft means a cheque drawn in your chosen CD Payment Currency;

CD Payment Currency means the currency selected by you from the list of available currencies for Currency Drafts from time to time;

Direct Payment means an electronic funds transfer of monies in your chosen Direct Payment Currency;

Direct Payment Currency means the currency selected by you from the list of available currencies for Direct Payments from time to time;

IPS Exchange Rate means the conversion rate for foreign currency specified by Link from time to time at ww2.linkgroup.eu/ips;

Paying Agent means the agent nominated by us to convert Payments and pay amounts to you in the Payment Currency (including any agent or correspondent banks of the Paying Agent in your Payment Country);

Payment means the payment by the Company of a dividend and/or interest in respect of the shares or other securities (including, without limitation, loan notes and bonds) you hold (or held by LMSTL on your behalf), or proceeds from a sale of your shares through Link Share Deal (the share dealing division of LMSTL);

Payment Currency means either the CD Payment Currency or Direct Payment Currency (as applicable);

Share Portal has the meaning given to it in clause 2.3(b);

Sterling Cheque means a cheque for a sterling amount;

we/us/our means Link; and

you/your means any holder, whether an individual or a company (including joint holders) who holds or sells shares or other securities (directly or indirectly) in the Company and who elects to benefit from the Service.

1.2 Headings to clauses are for convenience only and do not affect the interpretation. References to legislation or regulations in these Terms and Conditions, means the current legislation or regulations (as amended or replaced from time to time).

2. How to Benefit from the Service

2.1 Who is eligible? The Service is not available to you if:

- (a) you are an individual who lives in, or a company which is incorporated in or operates in, any jurisdiction where your participation would require the Company or Link to comply with legal, regulatory or banking requirements or administrative procedures, specific to that jurisdiction. You must satisfy yourself that under your local law, you are eligible to participate in the Service;
- (b) you are an individual who is under the age of 18;
- (c) your identity cannot be verified, or we are otherwise unable to complete our Know Your Client (**KYC**), Anti-Money Laundering (**AML**), or any relevant sanction checks in relation to your payment; or
- (d) you participate in a dividend reinvestment plan (**DRIP**), a dividend reinvestment scheme (**DRIS**) or make a scrip dividend election or where you receive Payments through CREST.

2.2 Existing rules, terms and conditions etc.

- (a) If you participate in an employee share plan, scheme or nominee program administered by LMSTL, the rules or terms and conditions of the relevant share plan, scheme or nominee program will continue to apply.
- (b) If LMSTL receives Client Money (as defined in the FCA rules) for you, and you choose to have such Client Monies converted into foreign currency via the Service, you should be aware that your money may be treated in a different manner once it passes outside of the control of LMSTL. By choosing to use the Service, you are electing your money to be paid to Link Market Services Limited being a different party to LMSTL. Link Market Services Limited will then process your chosen foreign currency conversion through a Paying Agent and/or any other intermediary agent, often outside of the United Kingdom. In the event of Link Market Services Limited's or the Paying Agent's failure this money may be treated in a different manner from that which would apply if the money was held by an approved bank in the United Kingdom. This means you may not have the same Client Money protections you would otherwise have under the FCA rules, or if the money was drawn directly from a LMSTL Client Money bank account.

- (c) Link or LMSTL will not be liable for any failure whatsoever, and however caused, by such persons to return your money which is held by them unless it was caused by Link or LMSTL's fraud, willful default, negligence or breach of applicable laws and regulations. Your instruction to LMSTL to pay your money to Link Market Services Limited will discharge LMSTL of its statutory and fiduciary duty in respect of that Client Money.

2.3 How to sign up to the Service

- (a) Postal sign up: To sign up to the Service by post, you must complete, sign and return to us an Application and Account Details Form. By doing so, you agree to be bound by these Terms and Conditions.
- (b) Online sign up: Where the Company provides a share portal (**Share Portal**), and if you are a registered user of the Share Portal, you may submit details of your Application and Account Details Form online (this option is not available if you are a joint holder of shares or other securities in the Company). By clicking on the "Save" button at the end of the online Application and Account Details Form, you agree to be bound by these Terms and Conditions.
- (c) Your Application and Account Details Form must reach us by no later than the record date determined by the Company in respect of a Payment. If we receive your Application and Account Details Form after the record date, the Service may take effect from your next Payment.

2.4 Verification of identity and account opening

- (a) To comply with applicable laws and regulations (including compliance with the United Kingdom Money Laundering Regulations 2007), we may be required to verify your identity. You authorise us to make credit reference, identity, fraud and other such searches and enquiries that may be necessary for the purposes of the Service (including searching the electoral roll and/or other electronic databases). You also authorise us to undertake further similar searches at regular intervals. A record of the search may be retained. You may also be required to provide additional information.
- (b) The Service is always at our discretion. We may refuse your Application and Account Details Form without informing you of our reasons for doing so and you agree that we will have no liability to you for any loss you may incur if your Application and Account Details Form is refused.

2.5 Joint holdings

All joint holders must sign a paper copy of the Application and Account Details Form. By doing so, each holder agrees that they are individually liable for all obligations imposed on you under these Terms and Conditions.

2.6 Method of Payment

- (a) You must confirm your preferred method of receiving your Payment on your Application and Account Details Form (i.e. Currency Draft or Direct Payment).
- (b) If you wish to receive your Payment by Currency Draft, you must select a CD Payment Currency on your Application and Account Details Form.
- (c) If you wish to receive your Payment by Direct Payment, you must select a Direct Payment Currency on your Application and Account Details Form. Please note that you must also hold a bank account in such Direct Payment Currency (as specified in clause 3.7 below).

2.7 Application of Application and Account Details Form to all Payments

By signing up to the Service, you agree to receive all Payments made by the Company (whether dividends or interest) via the Service.

2.8 Further Information

The Application and Account Details Form and a full List of available currencies for Currency Drafts and Direct Payments are available by visiting ww2.linkgroup.eu/ips or by calling +44 371 664 0300 from outside of the UK or 0371 664 0300. (Calls are charged at the standard geographic rate and will vary by provider. Calls outside the United Kingdom will be charged at the applicable international rate. We are open between 9 am – 5.30 pm, Monday to Friday excluding public holidays in England and Wales).

3. How the Service Works

- 3.1** The Service allows you to elect to have Payments from the Company (or LMSTL, in the case of the proceeds from a sale of your shares) converted into your chosen Payment Currency and sent to you either by Currency Draft or Direct Payment by the Paying Agent.
- 3.2** After deduction or withholding of sums on account of any tax and deduction of the Administration Fee (see clause 5), the Paying Agent will convert your Payment from the Company or LMSTL into your chosen Payment Currency and it will then send the balance to you by Direct Payment or Currency Draft (as applicable). The Paying Agent will send the balance to you 2 Business Days after the relevant Payment is received by them, subject to factors outside of their control such as correspondent bank processing.
- 3.3** Please note that:
- (a) the Service can only be provided in respect of Payments of not Less than £10. Payments below £10 will continue to be paid to you via the existing payment method; and
 - (b) If your Payment is for more than £100,000, the Payment will be paid to you by way of Sterling Cheque unless we have agreed otherwise.
- 3.4** The IPS Exchange Rate will be applied to conversions of Payments into the Payment Currency and any re-conversion of the Payment Currency into Sterling. 3.5 Please note that exchange rates may fluctuate according to supply and demand, market and economic conditions and other factors.
- 3.6** The Paying Agent may delay, refuse or be unable to execute payments to you for other reasons including (but not Limited to) sanctions or other Legal requirements affecting the Payment Currency, or where the Paying Agent ceases to provide payments in the Payment Currency. If this happens, the Payment will be in sterling and a direct debit to your UK bank account will be made (if we have these details), or a Sterling Cheque will be issued to your registered address.
- 3.7** If you elect to receive Direct Payments on your Application and Account Details Form, you hereby acknowledge that:
- (a) the bank account nominated on your Application and Account Details Form must be an account you hold either solely or jointly. It is your responsibility to notify us as soon as the details of your bank account change. We may require you to provide proof that you are a named holder on the bank account;
 - (b) the transfer of monies in certain Direct Payment Currencies requires an international bank account number (IBAN) (this number should be available on your bank account statements or directly from your bank) to be specified on your Application and Account Details Form. You must specify an international bank account number (IBAN) on your Application and Account Details Form (if required). Failure to do so may result in your Application and Account Details Form being rejected;
 - (c) the transfer of monies in all Direct Payment Currencies requires the full name and address of the beneficiary bank (this information should be available on your bank account statements or directly from your bank) to be specified on your Application and Account Details Form. Failure to do so may result in your Application and Account Details Form being rejected;

- (d) you must hold a bank account in your chosen Direct Payment Currency;
 - (e) monies sent to you by Direct Payment under these Terms and Conditions will be sent to the bank account nominated by you on the Application and Account Details Form; and
 - (f) if you elect to receive Direct Payments, such sums may not arrive into your nominated bank account on the same day as the Paying Agent sends such sums to you under clause 3.2.
- 3.8** If you elect to receive Direct Payments, you hereby acknowledge that if the Paying Agent is not able to pay amounts into your bank account by Direct Payment because of a problem with the account or with information you supplied to us, we will not attempt to send another Direct Payment. We will instead arrange:
- (a) if the Direct Payment was more than the equivalent of £100,000, for the Paying Agent to re-convert the amount you would have received in the Direct Payment Currency into pounds sterling. We will then send you a Sterling Cheque for such sum less the Administration Fee and any bank charges; and
 - (b) if the Direct Payment was for the equivalent of £100,000 or less, for the Paying Agent to issue a Currency Draft for the amount of the Direct Payment less the Administration Fee and any bank charges. Subject to clause 3.9, future Payments will be sent to you by Currency Draft (if the Payment is £100,000 or less) or by a Sterling Cheque (if the Payment is more than £100,000) until such time that you instruct us otherwise. Where a Currency Draft is sent, the Administration Fee will be deducted from each Payment before it is converted into the Payment Currency and sent to you by Currency Draft.
- 3.9** If a Currency Draft is returned, you will be deemed to have cancelled your Application and Account Details Form and you will be withdrawn from the Service. We will also arrange for the Paying Agent to cancel the Currency Draft and return the Payment Currency to us. As a result, you will be required to pay a Cancellation Fee to us. Upon receipt of such sums from the Paying Agent, we will hold them for you until such time that you instruct us to release the sums to you. Such sums may be paid to you again by Currency Draft pursuant to these terms, if you elect for us to do so. The Cancellation Fee must be paid by you to us by Sterling Cheque before any new Currency Draft may be released to you.
- 3.10** If your Currency Draft is lost or stolen and you require a replacement Currency Draft, you must inform us in writing and enclose a Sterling Cheque for the Cancellation Fee, before a new Currency Draft may be released to you.
- 3.11** If a Currency Draft is not cashed within 6 months of the date of such Currency Draft, we may arrange for the Paying Agent to cancel the Currency Draft and return the Payment Currency to us. As a result, you will be required to pay a Cancellation Fee to us. Upon receipt of such sums from the Paying Agent, we will hold them for you until such time that you instruct us to release the sums to you. Such sums may be paid to you again by Currency Draft pursuant to these terms, if you elect for us to do so. The Cancellation Fee must be paid by you to us by Sterling Cheque before the Currency Draft may be released to you.
- 3.12** If we are required to send you a Sterling Cheque and it is returned to us, you will be deemed to have cancelled your Application and Account Details Form and you will be withdrawn from the Service. We will cancel the Sterling Cheque and hold the sterling amount for you until such time that you instruct us to release the sums to you. Such sums will be paid to you by Sterling Cheque, unless we otherwise agree. The Cancellation Fee must be paid to us by Sterling Cheque before such sums may be released to you.

3.13 If we are required to send you a Sterling Cheque and it is not cashed within 6 months of the date of the Sterling Cheque, we may cancel the Sterling Cheque and hold such sums for you (less the Cancellation Fee) until such time that we receive instructions from you to release the balance. Such sums will be paid to you by Sterling Cheque, unless we otherwise agree.

4. Communications

4.1 General

You may give us instructions, in English only:

- (a) via the Share Portal (if available); or
- (b) by post to: Link Group IPS, 10th Floor, Central Square, 29 Wellington Street, Leeds LS1 4DL, United Kingdom.

You should quote your full name, address and your Investor Code (IVC) (this code can be found on your certificate, tax voucher or dividend confirmation). If you suspect that you are the victim of fraud, you should contact us as soon as possible. You will be responsible for all instructions in respect of the Service and for the accuracy of all information given to us.

4.2 Communications to you

- (a) You authorise us to communicate with you by letter, telephone or electronic mail, unless specifically requested otherwise by you in writing. We will not accept responsibility for any documentation before it is received by us, or after it has been dispatched to you (provided we have taken reasonable care to dispatch it to your registered address). All documents whether posted by you or by us will be posted at your own risk. We recommend that you send important documents to us by recorded or special delivery for your own safety and security.)
- (b) All documents or communications sent by us will be sent to your last registered address or sent by electronic means to your last email address notified to us. Documents or communications sent to you will be treated as received by you on the day they were sent (for email) or on the tenth Business Day following the day they were sent (for post).
- (c) All documents or communications sent by post or electronic means are sent at your risk and Link will not be liable for any delay or failure to receive any document or communication.

4.3 You agree that we may record all telephone conversations between you and us and use such recordings, or transcripts from such recordings, as evidence in any dispute or anticipated dispute between you and us and for training and quality control purposes.

4.4 Recordings or transcripts made by us may be destroyed under our normal practice. We may deliver copies or transcripts of such recordings to any court or regulatory body.

4.5 You will receive your usual Dividend Confirmation in respect of your dividend income on your shares showing your full Payment amount in the original currency (prior to the deduction of the administration Fee and conversion into the Payment Currency).

5. Charges

5.1 For each Payment received, we will deduct an Administration Fee and the balance will be converted into the Payment Currency using the IPS Exchange Rate (as referred to in clause 3.4 above). Please note that the Administration Fee will be deducted from the Payment, even if the Paying Agent is not able to make the payment to you (see clauses 3.8 and 3.9).

5.2 Our fees are subject to review and modification from time to time. Our latest price list may be viewed at ww2.linkgroup.eu/ips. Please regularly visit this website to check our current prices.

5.3 Please note that you are responsible for any extra bank charges applied by your local bank.

5.4 Fees and charges may be shared between Link and the Paying Agent.

6. Withdrawal and Termination

6.1 You may cancel your Application and Account Details Form and withdraw from the Service at any time. Your written withdrawal instruction must reach us before the record date prior to the Payment, if the Service is not to apply to that Payment.

6.2 We may withdraw the Service from you at any time (where possible we will give you at least 14 days notice).

6.3 No penalty will be payable by either party on termination.

6.4 If you are the sole holder and we receive adequate proof of (in the case of individuals) your death or (in the case of companies) your insolvency, we may cease the provision of the Service to you.

6.5 Withdrawal or termination of our agreement with you based on these Terms and Conditions will be without prejudice to the completion of transactions already initiated.

7. Representations and Warranties

7.1 By applying to join the Service, you represent to us that:

- (a) you are the registered holder of the relevant shares/ other securities, or the beneficial owner of the relevant shares held by LMSTL, or that you are the duly authorised legal representative of such registered holder or beneficial owner; and
- (b) you will comply with all applicable regulations to which you are subject including, without limitation, all tax laws and regulations, exchange control requirements and registration requirements.

7.2 You undertake to promptly notify us of any change to the details supplied by you which may affect our relationship with you or the Service.

8. Limitation on Liability

8.1 We will take reasonable care and skill in the administration of the Service.

8.2 We will not be liable for any losses or expenses suffered by you as a result of circumstances beyond our reasonable control (including, but not limited to, because of breakdown, failure or malfunction of any computer systems or telecommunications links, industrial disputes, postal delays, failure of third parties including the Paying Agent to carry out their obligations, the suspension of trading by any exchange or clearing house, the acts of governmental or regulatory authority including the imposition of exchange controls, war, insurrection, sanctions or embargos). We will, where possible, take such reasonable steps as we can to bring those circumstances to an end as soon as possible.

8.3 We are responsible for losses you suffer as a result of us breaching these Terms and Conditions or our negligence if the losses are a foreseeable consequence of such breach/ negligence. Losses are foreseeable if they could be contemplated by you and us at the time the agreement for the Service was entered into. We are not responsible for indirect or consequential losses which occur following the main loss or damage you may suffer (such as loss of profits, opportunity or goodwill).

8.4 We do not accept responsibility for the acts and omissions of the Company, the Paying Agent, your local bank or any correspondent bank involved in the Service.

8.5 We shall not be liable for acting upon any instructions which are forged or fraudulent, and shall be entitled to assume that all signatures are genuine, provided that we have acted with due care in accepting those instructions.

8.6 Nothing in these Terms and Conditions shall exclude or limit our liability to you for:

- (a) death or personal injury resulting from our negligence; or
- (b) any losses suffered by you as a result of fraud; or
- (c) any other liability which cannot be excluded or limited by law.

9. Protection Of Information

9.1 Link collects personal information about you and we are committed to protecting this information and your privacy. As part of providing the Service, we collect the following personal information:

- (a) name, address and other contact details which you provide us with on completing your Application and Account Details Form;
- (b) bank account details or other payment or financial information which you provide us with on completing your Application and Account Details Form;
- (c) a record of any correspondence you have with us, including certain telephone calls which we may be legally required to record (but we will inform you at the beginning of the telephone conversation if recording will be necessary);
- (d) information which you provide to us as part of, or contained within, any supporting documentation provided to us in accordance with clause 2.4(a) of the Terms and Conditions or where reasonably requested by us in accordance with the Terms and Conditions;
- (e) the results of searches where we verify your identity or carry out searches in accordance with clause 2.4(a) of the Terms and Conditions; and
- (f) any personal information provided to us by the Company.

9.2 Each time you use our websites, including our web portal (which can be accessed from www.signalshares.com), we will automatically collect certain technical information, including the type of browser you use, the 'Internet Protocol' (IP) address used to connect your computer to the internet, and information about your visit, including the full 'Uniform Resource Locations' (URL), clickstream to, through and from our sites, traffic data and other communication data, the resources that you access, and the information derived from the cookies we place on your mobile device and/or computer.

9.3 We collect your personal information as set out in clause 9.1 and 9.2 above in order to provide the Service to you and to deal with your enquiries and requests connected with the Service, and our use of your information is required for the purposes of entering into our contract with you and on an ongoing basis pursuant to our contract with you.

9.4 In addition, we are required by law to obtain "know your client" information in order to verify the identity of our customers as detailed in clause 2.4(a) and this includes certain personal information.

9.5 will use the information we hold about you for the following purposes:

- (a) to provide you with the Services, and/or information you request from us;
- (b) to check your identity;
- (c) to assess any application you make to participate in any service we provide;
- (d) so that we can communicate with you as necessary, including to answer questions raised by you;
- (e) to carry out analysis about our services and how we might improve them;
- (f) to notify you about changes to our services;
- (g) to maintain records of your personal details, transactions and instructions;
- (h) to comply with applicable laws in accordance with clause 2.4 of the Terms and Conditions;
- (i) to process and pay monies to you in a particular currency;

- (j) to transmit, process and record instructions received from you regarding payments on your shareholdings and your currency elections;
 - (k) any other processing activity which is strictly necessary for the processing of personal data in accordance with the purpose for collection and processing identified in clause 9.3 and clause 9.4 above, and in accordance with your instructions; and
 - (l) to write to you (or email you) with marketing information where you have consented to receive this.
- 9.6** We will only disclose your personal information in accordance with applicable laws and regulations. We will disclose your information to the following third parties:
- (a) the Company, Paying Agent (or its affiliated companies) and Euroclear UK & Ireland Limited (if entitled to such information), all of which may disclose the information to any person with legal or regulatory power over them such as regulatory, tax or governmental authorities as appropriate;
 - (b) any person with legal, administrative or regulatory power over us (such as the Financial Conduct Authority, police or the Serious Fraud Office) that may require disclosure on legal grounds;
 - (c) service providers engaged by us to help us run our business and provide the Service. Such service providers will include, for example, cloud storage providers (engaged by us to provide electronic storage facilities for our business data and your information), printer and mail firms (engaged by us to facilitate the printing and mail-out of communications and documents relating to the Service) and providers of data protection risk management platforms and reporting tools (engaged by us to record and monitor data protection governance, risk and compliance in accordance with best practice risk management procedures); and
 - (d) Any member of the **“Link Group”** which means our subsidiaries, our ultimate holding company and its subsidiaries (from time to time) as necessary to provide the Service and to comply with our obligations under applicable laws.
- 9.7** Some of these third parties (including Link Group subsidiaries and service providers) may be outside of the European Economic Area (EEA). We will ensure that any such subsidiary or service provider has put in place adequate safeguards to ensure that your information is held securely and in accordance with these Terms and Conditions.
- 9.8** We store the information you provide about yourself in a secure database and take appropriate security measures to protect such information from unauthorised access. For example, we have adopted internal data protection procedures and trained our staff on them with a view to preventing breaches of security. All exchanges of information between you and our web portal go through encrypted channels in order to prevent interception of your information.
- 9.9** We generally hold your personal data on our systems for as long as is necessary to perform our role under these Terms and Conditions. This is ordinarily up to 13 years from the date of termination of these Terms and Conditions and the Service we provide to you in accordance with clauses 6 and 11.1, in order to allow us to comply with our regulatory obligations.
- 9.10** You agree that the purposes for which we may process your personal information may be amended from time to time to include other uses or disclosures of personal information subject to us notifying you of such amendment.
- 9.11** You have the following rights in relation to how we use your information. If you would like to exercise these rights please contact us using the contact details listed in the Terms and Conditions.
- (a) Right of access – you have the right to know if we are using your information and, if so, about how we are using it.
 - (b) Right of rectification – you have the right to require us to rectify any errors in the information we hold about you.

- (c) Right to erasure – you have the right to require us to delete your information if our continued use is not justified.
- (d) Right to restrict processing - in some circumstances, although you may not be entitled to require us to erase your information, but may be entitled to limit the purposes for which we can use your information.
- (e) Right of data portability – you have the right to require us to provide you with a copy of your information in a commonly used machine-readable format or to transfer your information directly to another controller (e.g. a third party offering services competing with ours).

9.12 Questions, comments and the exercise of your rights regarding this notice and your information are welcomed and should be addressed to the Data Protection Officer by email at Imspdpo@linkgroup.co.uk or by post to the Data Protection Officer, International Payment Service, Link Market Services Limited, 10th Floor, Central Square, 29 Wellington Street, Leeds LS1 4DL, quoting your full name and address, the name of the Company and your Investor Code which may be found on your personal statement.

9.13 If you wish to make a complaint on how we have handled your personal information, you can contact our Data Protection Officer. If you are not satisfied with our response or believe we are processing your personal information not in accordance with the law you can complain to the supervisory authority in the UK responsible for the implementation and enforcement of data protection law: the Information Commissioner's Office (the "**ICO**"). You have the right to complain to the ICO about our collection and use of your information. You can contact the ICO via their website – <https://ico.org.uk/concerns/> – or by calling their helpline – 0303 123 1113.

10. Assignment and Sub-contracting

We may assign our rights and duties to any affiliated company within our group of companies, provided that such affiliate, in our reasonable opinion, has the requisite resources and expertise to run the Service. We may also choose to sub-contract any of our duties to another company however we will still remain responsible to you for the performance of our duties under these Terms and Conditions.

11. General Provisions

- 11.1** Amendment, suspension etc.: The operation of the Service is subject always to Link's discretion. The Service (and these Terms and Conditions) may be amended, suspended or terminated at any time (including but not limited to where the Paying Agent amends, suspends or terminates its service to Link). If the Service is so amended, suspended or terminated, notice will be given to you as soon as is reasonably practicable. In the event of required changes, due to statutory or regulatory changes, amendment may take place without notice.
- 11.2** Existing mandates: If you decide to participate in the Service you will be deemed to have agreed that any existing mandates which you may have given to us in respect of your shares or other securities (including without limitation, any currency election mandate in respect of the payment of dividends by the Company), or to LMSTL in respect of any holdings with them, will be replaced by the new Application and Account Details Form in respect of the Service.
- 11.3** Invalidity, etc.: If any of the provisions of these Terms and Conditions are found to be invalid, illegal or unenforceable for any reason, such provision shall be removed and the remainder of the provisions in these Terms and Conditions shall continue in full force and effect.
- 11.4** No third party rights: Nothing in these Terms and Conditions shall confer or is intended to confer on any third party any benefit or the right to enforce any terms contained herein for the purposes of the Contracts (Rights of Third Parties) Act 1999.
- 11.5** Discharge: You agree that the transfer of the Payment (less the Administration Fee) to the Paying Agent by Link constitutes good discharge of the Company's obligation to pay the full amount of the relevant Payment to you.

12. Governing Law

- 12.1** This document and all dealings in relation to the Service are governed by English law. The English courts will have exclusive jurisdiction to decide on any matters relating to the Service.
- 12.2** These Terms and Conditions constitute the entire and only agreement between you and Link relating to the provision of the Service and replace any previous agreements or terms and conditions in respect of the Service.

Link Group is a trading name of Link Market Services Limited.

Registered office: 10th Floor, Central Square, 29 Wellington Street, Leeds LS1 4DL. Registered in England and Wales No. 2605568. ww2.linkgroup.eu/ips

Correspondence: Link Group, IPS, 10th Floor, Central Square, 29 Wellington Street, Leeds LS1 4DL, United Kingdom. Telephone +44 371 664 0300 from outside the UK or 0371 664 0300. (Calls are charged at the standard geographic rate and will vary by provider. Calls outside the United Kingdom will be charged at the applicable international rate. We are open between 9 am – 5.30 pm, Monday to Friday excluding public holidays in England and Wales). Email ips@linkgroup.co.uk
ww2.linkgroup.eu/ips

Standard Terms December 2018

Contact us

For more information about the International Payment Service, please contact us in one of the following ways:

Email: ips@linkgroup.co.uk

Telephone:

+44 371 664 0300 from outside the UK or 0371 664 0300. (Calls are charged at the standard geographic rate and will vary by provider. Calls outside the United Kingdom will be charged at the applicable international rate. We are open between 9 am – 5.30 pm, Monday to Friday excluding public holidays in England and Wales)

Or go to

ww2.linkgroup.eu/ips



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Part of **Link Group**



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