

Link Executor Share Dealing Email Service

The Link Executor Share Dealing Email Service provides an execution-only service for legal representatives to sell shares in companies, listed on the London Stock Exchange or any other regulated market in the UK. It is available between the hours of 8:00 a.m. – 4.30 p.m. (UK time, Monday-Friday, excluding English bank holidays). If instructions are received between 4pm and 4.30pm on any business day we will endeavour to execute these for you however we cannot guarantee that your order will be executed until the following day. If your order is received outside of these hours, dealing will be held over until the next business day. If you are resident outside the EEA, the Channel Islands and the Isle of Man, you are not eligible to use this service

Selling Shares

Please complete the Link Executor Share Dealing Email Service Application Form and the CREST Transfer Form and scan and email them, together with a scan of the share certificate(s) to CED@linkgroup.co.uk. We recommend sending emails securely. We will execute your instruction upon receipt of these emailed documents or as soon as reasonably practical thereafter, subject to any price limit. Once we have carried out your instructions, a contract note confirming the transaction will be sent to you. If you are not selling all of your shares, then a certificate for the remaining balance of your shares will normally be sent to you within 10-15 working days after the settlement date by the registrar.

After you have emailed a scanned copy of your instruction, we will contact you once your instruction has been executed. Please do not post any documents to us prior to receiving confirmation that your order has been executed. As soon as we have confirmed that we have executed your transaction, you must immediately send all the documents you have emailed to:

Link Asset Services
Corporate & Employee Dealing
6th Floor
65 Gresham Street
London
EC2V 7NQ

We recommend using a secure method of postage, as Link will not be responsible nor be held liable for any documentation that becomes lost in the postal system.

Price Limit

If you do not wish to sell your shares at less than a certain price, you can specify the minimum price at which you wish to sell. Sale price limit instructions will be retained for 30 days from the date of receipt, after which time further instructions will be sought from you. If the price limit box is left blank, we will deal at the best available market price at the time your shares are sold in accordance with our Best Execution Policy which can be found on our website: <http://www.linksharedeal.com/media/BestExecutionPolicy.pdf>

Settlement

Where Link is the registrar for the company in which you are selling shares, settlement will usually take place two business days after the date we execute your trade. Where Link is not the registrar, settlement will be at least 10 working days after the date that we execute your trade. Enter your full bank details on the Link Executor Share Dealing Email Dealing Service Application Form. We will release the sale proceeds, in the currency you indicate (net of costs), to this account on the settlement day shown on your contract note provided that Link has received all the required documentation and the underlying transaction has settled with our market counterparty. If this sum is less than the cost of electronically sending you the net sale proceeds, or if you leave this section blank, we will send you a sterling cheque to your registered address. Please note that we may not be able to send proceeds in some currencies, in which case we will send sterling. Please also note that sale proceeds cannot be paid to a third party.

Please ensure that you include a copy of your bank statement to support the bank details you have supplied.

Link Share Dealing Email Service Rates and Charges

Commission, Government Duties and Levies Rate	
Commission	
- Selling	1.0% (Minimum £30)
PTM Levy	
- Charge on UK equity transactions over £10,000.00	£1.00

Please read the Terms and Conditions enclosed in this document

Section 1: Personal details

Please print all details clearly in block Capital letters:

Title: (Mr/Mrs/Miss/Other)	First Name(s):	Middle Name(s):	Surname
Joint Names:			
Home Address:			
		Post Code:	
Personal Details:	Date of birth:		
	Country of nationality:		
	Daytime Telephone:	Mobile:	
	Email:		
	Investor Code*		

*This can be found on your share certificate

Section 2: Sale Instruction

I have read and agree to the Link Executor Dealing Service Terms and Conditions of Business and, in accordance with them, I instruct Link Asset Services to:

2.1 Sell a number of shares

Please sell ordinary shares in:
(Company Name)

Price Limit (if applicable)

Please sell my shares but not below:
(Insert Price per share)

2.2 Sell sufficient shares to raise a set amount of money

Please sell sufficient ordinary shares in
(Company Name)

To raise:
(value to raise)

Please note: the value you wish to raise will be subject to commission and any other fees associated with the service. Applicable fees will be deducted from the total trade value raised.

Instantaneous forms of communication such as email do not always work properly. An e-mail confirmation (or other similar document) generated by the electronic / computer device used to send your instruction, does not guarantee that Link Asset Services has received your instruction or received your instruction in a legible format.

Dealing will normally take place on a daily basis (the "Dealing Day") and will comprise all orders received up until 4:00pm on the Dealing Day. If instructions are received between 4pm and 4:30pm on any business day we will endeavor to execute these for you however we cannot guarantee that your order will be executed before the following business day. Instructions received on a day which is not a Business Day or outside of London Stock Exchange trading hours will be deemed to have arrived on the immediately following Business Day. We reserve the right to deal more or less frequently than stated in these Conditions where in our opinion it would be prudent to do so, such as where extreme volumes of instructions have been received, or a purchaser cannot be found or when in our opinion it is appropriate to deal less frequently as per the volumes involved.

If you are resident outside the EEA, the Channel Islands and the Isle of Man, you are not eligible to use this service.

Section 3: Settlement instructions

If you wish to have sale proceeds paid directly to an attorney or executor print the full name / entity the proceeds should be made payable to in the box provided below. Please also ensure you send a Letter of Authority signed by all Executors or Appointed Representatives. Please ensure that you include a copy of your bank statement to support the bank details you have supplied.

(Name / Entity)

If completing this section, please remember to send back a signed Letter of Authority with your original documentation. If you do not complete this section, a cheque will be sent to the registered name and address as recorded on the company register of members.

Please send your original completed Application Form, CREST Transfer Form, Share Certificates and relevant enclosures to:

Link Asset Services
Corporate & Employee Dealing
6th Floor
65 Gresham Street
London
EC2V 7NQ

We recommend using a secure method of postage, as Link will not be responsible nor be held liable for any documentation that becomes lost in the postal system.

Section 4: Main contact

If you would like to appoint a singular point of contact throughout the course of your sale, please enter the preferred contact details in the below boxes below. By signing the below declaration, you are agreeing to Link contacting your appointed representative for the purposes of this sale.

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(Name)

(Phone Number)

(Email Address)

Declaration

By submitting this Application Form, you:

confirm you have read, agree to and have retained a copy of the Link Executor Email Share Dealing Service Terms and Conditions of Business (enclosed in this application), and that you accept to be bound by these Terms and Conditions and your status as a retail customer under the rules of the Financial Conduct Authority;

- (a) Authorise us to pay the net sale proceeds due on a sale of your shares to you;
- (b) Commission charges: Please note that you will be charged 1.0% of the total trade consideration (excluding taxes) with a minimum charge of £30.
- (c) confirm that we can deduct the dividend from your sale proceeds for onward payment to the buyer of the shares as outlined in clause 20 and 53 of the Link Executor Dealing Service Terms and Conditions of Business;
- (d) confirm that you instruct us not to publish your limit order to stock market participants.

(Signature(s))

(Print Name(s))

(Date)

WARNING: IF YOU HAVE PREVIOUSLY SUBMITTED AN INSTRUCTION AND YOU WISH TO AMEND OR CANCEL IT, OR YOU BELIEVE THE DEAL HAS NOT YET TAKEN PLACE, PLEASE CALL THE CORPORATE AND EMPLOYEE DEALING HELPLINE ON +44 (0)20 7954 9613. PLEASE DO NOT SUBMIT A REVISED INSTRUCTION UNTIL YOU HAVE CONTACTED US. IF MULTIPLE TRANSACTIONS ARE EXECUTED AS A RESULT OF YOU SENDNG MULTIPLE INSTRUCTIONS YOU WILL BE LIABLE FOR RECTIFICATION AND BUY BACK COSTS.

Please complete boxes 1, 2, 3, 4 & 5

CREST TRANSFER	Above this line for Registrars use	
	Counter Location Stamp	Barcode or reference
	SDRN	
	Above this line for completion by the depositing system-user only.	
BOX 1	Consideration Money £	Certificate(s) lodged with Registrars
	Name of Undertaking	
BOX 2	Description of Security	
BOX 3	Amount of Shares	Figures
BOX 4	BLOCK CAPITALS PLEASE	
	Full names:	
	Address:	
		Designation (if any)
		Balance certificate(s) required
BOX 5	I/We hereby transfer the above security out of the name(s) aforesaid into the name(s) of the system-member set out below and request that the necessary entries be made in the undertaking's own register of members. Signature(s) of transferor(s):-	
	1	
	2.	
	3.....	
	body corporate should execute this transfer under its common seal or otherwise in accordance with applicable statutory requirements.	
		Stamp of depositing system-user
		Date
	Link Market Services Trustees Limited The Registry 34 Beckenham Road Beckenham Kent BR3 4TU	Participant ID
		40XCQ
		Member Account ID
Reference to the Registrar in this form means the registrar or registration agent of the undertaking, <u>not</u> the Registrar of Companies at Companies House	<p>CRESTCo Limited is delivering this transfer at the direction and on behalf of the depositing system-user whose stamp appears herein and does not in any manner or to any extent warrant or represent the validity, genuineness or correctness of the transfer instructions contained herein or the genuineness of the signature(s) of the transferor(s). The depositing system-user by delivering this transfer to CRESTCo Limited authorises CRESTCo Limited to deliver this transfer for registration and agrees to be deemed for all purposes to be the person(s) actually so delivering this transfer for registration.</p> <p>This form should be used only for a transfer of a certificated unit of a security to a CREST member to be held by a CREST member in uncertificated form. It should not be used for conversion of a unit held by a CREST member into uncertificated form.</p> <p>The CREST rules require that this form be used for the transfer of a unit of a certificated security to a CREST member to be held by that member in uncertificated form. Any such transfer on this form is exempt from stamp duty.</p>	

*****IMPORTANT INFORMATION – PLEASE READ*****

NCI Capture Form

You must complete and return your instruction form with the information detailed below. Failure to do so may result in your instruction not being processed.

Additional data collection – MIFID II

Following regulatory changes which come into force on 3rd January 2018, we are required to collect additional data to pass on to the Financial Conduct Authority when you sell any shares or transfer your shares to another beneficial owner.

The data provided will only be used as appropriate, to fulfil our regulatory obligations to report details of transactions to the Financial Conduct Authority.

If you are selling shares, purchasing shares or transferring shares into the name of another individual you will be asked to complete some additional information. Please note if you are retaining the shares solely in your name you will not be asked for this information.

We will not be able to process your instruction if this form is not completed and returned with your instruction. This form must be completed by all holders.

What are the additional data requirements?

Full Legal Name – this should be the full name as it appears on formal identification such as a passport.

Nationality – please detail your nationality, if you are a national of more than one country, you will be asked to detail all of these.

National Client Identifier (NCI) – the information required for the NCI is different depending on your nationality, please see the table overleaf which will confirm the information that you will be required to provide. If you have not been issued with the required information for your applicable country – please detail “Not Issued”.

Date of birth – your date of birth will need to be completed in the format detailed below

MIFID II – National Client Identifier – Declaration form

All holders must complete and sign the below in accordance with the new MIFID II regulations, we will be unable to process your transaction if the below is not completed fully. Your National Client Identifier/s must be populated unless they have not been issued to you. The below must be completed in **BLOCK CAPITALS**

Legal Forename(s) and Surname	Nationality	National Client Identifier NCI – please see overleaf for further details	Date of Birth					
			D	D	M	M	Y	Y
Holder 1			D	D	M	M	Y	Y
Holder 2			D	D	M	M	Y	Y
Holder 3			D	D	M	M	Y	Y
Holder 4			D	D	M	M	Y	Y

Contact details (these will only be used in the event of a query)

Please ensure you provide at least one of the following contact details:

Daytime telephone Number

Email Address

Code	Country	National Client Identifier
AT	Austria	Not required – leave blank
BE	Belgium	Belgian National Number (Numéro de registre national – Rijksregisternummer) or if not issued leave blank
BG	Bulgaria	Bulgarian Personal Number or if not issued leave blank
CY	Cyprus	National Passport Number or if not issued leave blank
CZ	Czech Republic	National identification number (Rodné číslo) or if not issued use Passport Number or if not issued leave blank
DE	Germany	Not required – leave blank
DK	Denmark	Personal identity code 10 digits alphanumerical: DDMMYYXXXX or if not issued leave blank
EE	Estonia	Estonian Personal Identification Code (Isikukood)
ES	Spain	Tax identification number (Código de identificación fiscal)
FI	Finland	Personal identity code or if not issued leave blank
FR	France	Not required – leave blank
GB	United Kingdom	UK National insurance number or if not issued leave blank
GR	Greece	10 DSS digit investor share or if not issued leave blank
HR	Croatia	Personal Identification Number (OIB – Osobni identifikacijski broj) or if not issued leave blank
HU	Hungary	Not required – leave blank
IE	Ireland	Not required – leave blank

Code	Country	National Client Identifier
IS	Iceland	Personal Identity Code (Kennitala)
IT	Italy	Fiscal code (Codice fiscale)
LI	Liechtenstein	National Passport Number or if not issued use National Identity Card Number or if not issued leave blank
LT	Lithuania	Personal code (Asmens kodas) or if not issued use National Passport Number or if not issued leave blank
LU	Luxembourg	Not required – leave blank
LV	Latvia	Personal code (Personas kods) or if not issued leave blank
MT	Malta	National Identification Number or if not issued National Passport Number
NL	Netherlands	National Passport Number or if not issued National identity card number or if not issued leave blank
NO	Norway	11 digit personal id (Foedselsnummer) or if not issued leave blank
PL	Poland	National Identification Number (PESEL) or if not issued Tax Number (Numer identyfikacji podatkowej)
PT	Portugal	Tax number (Número de Identificação Fiscal) or if not issued National Passport Number or if not issued leave blank
RO	Romania	National Identification Number (Cod Numeric Personal) or if not issued National passport Number or if not issued leave blank
SE	Sweden	Personal identity number or if not issued leave blank
SI	Slovenia	Personal Identification Number (EMŠO: Enotna Matična Številka Občana) or if not issued leave blank
SK	Slovakia	Personal number (Rodné číslo) or if not issued National Passport Number or if not issued leave blank
–	Rest of the world	National Passport Number or if not issued leave blank

LINK EXECUTOR DEALING SERVICE TERMS AND CONDITIONS OF BUSINESS

1. DEFINITIONS AND INTERPRETATION

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

“Business Day” means a day on which the London Stock Exchange is open for business, normally Monday to Friday, 8am-4.30pm, excluding UK public and bank holidays;

“Link”, “we”, “us” means Link Market Services Trustees Limited, a company registered in England with company number 2729260 whose registered address is The Registry, 34 Beckenham Road, Beckenham, Kent BR3 4TU. Link is authorised and regulated by the Financial Conduct Authority (see ‘FCA’ below) with registered number 184113. The main business of Link is the provision of dealing, administration, trustee, and nominee services. Link is authorised to conduct cross-border business within the EEA under the provisions of the EU Markets in Financial Instruments Directive;

“Conditions” means these terms and conditions of business;

“Corporate sponsored nominee” means a service provided by Link where we hold Shares electronically on behalf of shareholders;

“CREST” means the centralised system operated by Euroclear UK & Ireland Limited for the settlement of securities in the UK and Republic of Ireland;

“Data Protection Act” means the Data Protection Act 1998, as amended;

“FCA” means the Financial Conduct Authority, whose current address is 25 The North Colonnade, Canary Wharf, London E14 5HS website www.fca.org.uk;

“Identification Details” means your name, address including postcode (where applicable), date of birth and shareholder reference/investor code;

“Limit Order” means an order pursuant to which you may set a “limit price” (i.e. a target price at which you hope to sell the shares). Placing Limit orders carries additional risk as detailed in conditions 28-30;

“Service” means this Link Executor Email Dealing service as described in full in these Conditions;

“Settlement” – this is the date when delivery of your shares to and payment is due from the market in the case of share sales; and

“Shares” – a share is a portion of the Capital stock of a company which typically entitles the holder to vote at general meetings, receive income in the form of dividends and to share in the surplus assets of the company in the event of a winding up.

The headings in these Conditions are for convenience only and shall not affect the interpretation or construction of these Conditions.

Reference to any statute, statutory provision or the FCA rules includes a reference to that statute, statutory provision or the FCA rules as from time to time amended, extended or re-enacted.

Any phrase introduced by the terms including, include, for example or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms.

The Service

2. This Service is an ‘execution only’ service through which we will receive share dealing orders from you and transmit these orders on your behalf to other entities for execution. It is designed for those with a reasonable understanding of how financial markets operate and the risks involved. The Service is provided by Link Market Services Trustees Limited, trading as Link Asset Services.
3. Link reserves the right to terminate the Service or to vary these Conditions, with notice where practicable. Your use of the Service will constitute your agreement to be legally bound by these Conditions.
4. The Service is only available to shareholders (including legal representatives such as executors whose details have been registered with registrars) aged 18 or over (in the case of natural persons), who are resident in the EEA, Channel Islands or Isle of Man. The Service is normally only available

for individual transactions and is conditional on our being able to verify your identity and details of your shareholding.

5. We may decline to accept an instruction to sell shares or, having received your instructions, we reserve the right to refuse to act upon them without informing you of our reasons.
6. The Service enables you to sell ordinary or preference shares, which are classified under FCA rules as ‘non-complex instruments’ traded on a regulated market. In providing the Service, Link is not required to assess the suitability of the instrument or the service provided or offered to you and, as a result, you will not benefit from the protection of the FCA rules on assessing suitability. Therefore we will not assess whether: (i) the Service meets your investment objectives; (ii) you would be able financially to bear the risk of any loss that the Service may cause; or (iii) you have the necessary knowledge and experience to understand the risks involved.
7. Link is also not required to assess the appropriateness for you of any product, service or transaction provided or offered to you in connection with the Service.
8. The Service is available on any Business Day by email. Instructions submitted on a day which is not a Business Day or outside of the London Stock Exchange trading hours will be deemed to have arrived on the immediately following Business Day.

Customer categorisation

9. For the purpose of the FCA rules, you will be classified as a retail client. Please note, although we will classify you in this way, you may not be eligible to refer to the UK Financial Ombudsman Service or the UK Financial Services Compensation Scheme if you fail to meet their own eligibility criteria.

Verifying your Identity

10. We reserve the right to require any person(s) using this Service to produce satisfactory evidence of their identity to enable compliance with applicable regulations (e.g. UK money laundering regulations). If we require such evidence, we may use an electronic database(s) to establish your identity. This may include making searches at credit reference agencies which may be recorded by the credit reference agencies. We may check what you have told us and share information with fraud prevention agencies. You must give us accurate information as if you give false or inaccurate data and we suspect fraud, we may record this at the fraud prevention agencies. These records may be used by us and other organisations to help make decisions about you and members of your household for credit and credit related services, to manage your accounts, for debt tracing, fraud prevention and to prevent money laundering.
11. If your instruction is received, accompanied by any documentation that requires verifying and/or authenticating this may result in a delay in the execution of the deal. Examples of such documentation may include, but are not restricted to, articles of association, authorised signatory lists, a marriage certificate, death certificate, grant of representation, power of attorney, or court orders. In such circumstances, we will use reasonable endeavours not to cause undue delay in the execution of the instruction to deal. If an instruction to deal be delayed for this reason, we will not be liable for, the fluctuation in the share price and therefore any actual or potential loss or gain in connection with this transaction (or any related transactions that may or may not be disclosed to us) in the time it takes us to verify or authenticate such documentation.

Selling shares

12. Your instructions may not be withdrawn once given, except in the case of a Limit Order that has not been executed. By instructing Link to sell eligible shares through the Service, you undertake, represent and warrant that (a) your shares will be transferred with full title guarantee and free from liens, charges, or other third party rights of any kind; (b) that you and any underlying beneficial owner are entitled to sell

the shares and (c) that the use of the Service by you or the sale of the shares pursuant to the Service does not and will not breach any applicable laws.

13. If you are selling certificated shares you must have valid share certificate(s) available at the time you instruct us to place the deal and we may require sight of your certificate(s) before we agree to process your instruction.
14. Dealing will normally take place on a daily basis (the "Dealing Day") and will comprise all orders received up until 4:00pm on the Dealing Day. If instructions are received between 4pm and 4:30pm on any business day we will endeavor to execute these for you however we cannot guarantee that your order will be executed until the following day. Instructions received on a day which is not a Business Day or outside of London Stock Exchange trading hours will be deemed to have arrived on the immediately following Business Day. We reserve the right to deal more or less frequently than stated in these Conditions where in our opinion it would be prudent to do so, such as where extreme volumes of instructions have been received, or a purchaser cannot be found or when in our opinion it is appropriate to deal less frequently as per the volumes involved. If the Company is in a close period and you are an Insider, your application will be held until the Company has entered an open period. Please note that the share price may change significantly between you deciding to deal and the deal being executed and we will not be responsible for any changes in the share price between the time you decide to deal and when the deal is executed. We also reserve the right, at our sole discretion, to refuse a request to deal.
15. Your order may be aggregated with those of other shareholders for execution. Aggregated orders may result in a large number of shares being dealt in the market which may result in a higher or lower price being obtained or a delay in executing the order in full on the designated market. In the event that it is not possible to fully execute an aggregated order on the day the order is placed, the broker will be instructed by Link to fulfil the order in its entirety, which may take a number of days. Sale proceeds will only be issued after the broker has provided a contract note to Link confirming fulfilment of the order. In placing an aggregated order irrespective of the size of the order and the length of time taken to fulfil the order in the designated market, a more or less favourable price might be achieved than if your order had been executed separately.
16. Within one Business Day of the date of a transaction, we will send you written confirmation setting out details of the transaction and the terms of settlement; unless you have agreed to receive electronic confirmation of your transaction details. You should retain your written confirmation for tax purposes. If you do not receive a confirmation or you consider that the confirmation does not match your instructions, or any other details are incorrect, then you should notify us as soon as possible. If you fail to notify us of any error as soon as possible the confirmation will be binding upon you, although this does not affect your right to make a complaint about us.
17. Settlement will only take place after we have physically received:
 - (a) in the case of sales involving share certificate(s), a CREST transfer form duly completed and signed by (all) the registered shareholder(s) together with a valid share certificate(s) for all the eligible shares you are selling;
 - (b) any additional documentation we have requested, including evidence to confirm your identity.
18. Settlement for the sale of eligible shares in a company for which Link Registrars is the registrar or where your shares are held in a Corporate Sponsored Nominee administered by Link will normally take two Business Days from the date of the transaction, or up to ten Business Days if you are dealing in eligible shares in a company for which Link Registrars is not the registrar, unless otherwise stated on the contract note.
19. In respect of the sale of Shares, settlement will be effected by means of a delivery versus payment transaction (commonly referred to as DvP) within CREST. In order to effect a delivery versus payment transaction, your shares/ monies (as applicable) will not benefit from the protection provided under the FCA client money and custody rules. We will hold your shares/ monies outside of such protection for

no longer than the duration provided for, and in accordance with, the rules of the FCA.

20. If we are unable to settle your transaction for any reason, including (without limitation) if you:
 - (a) do not have a valid holding; or
 - (b) are trying to sell eligible shares which you do not own; or
 - (c) do not have the authority to sell any of the eligible shares; or
 - (d) fail to arrange for the registration of your grant of probate, letters of administration or other applicable evidence of authority with the company's registrar (where you are an executor or hold an equivalent office), before giving us an instruction; or
 - (e) have not provided us with your share certificate(s) or returned or correctly completed any documentation we have requested (or provided satisfactory evidence of your identity) within seven Business Days of the transaction date as shown on the advice we send you; or

we may at our discretion, then or at any time afterwards, take any action we reasonably consider appropriate, including buying or selling shares at the then prevailing market price to satisfy your delivery obligations. You will be responsible for any loss, cost, liability and expense we may reasonably incur, including (without limitation), making good any dividends or benefits associated with the eligible shares sold, reasonable associated dealing costs, administration charges and legal fees which we have to pay.

Payments

21. Sale proceeds will normally be sent as soon as practicable after we receive the settlement proceeds from our broker, providing we have received all the relevant documentation to settle the trade. The proceeds of settled sale transactions will normally be sent in the form of a sterling, or euro, denominated cheque (depending on the currency in which we deal). In exceptional circumstances, we may at our discretion make payment by wire transfer provided you are able to provide evidence that the bank account to be used is held in your name. If you are resident outside the UK, you may be able to use the International Payment Service provided by Link Registrars Limited to request payment in your local currency either direct to your bank account or by bank draft. Please contact us if you require further information about the International Payment Service. Please note, if you receive your sale proceeds through the International Payment Service, you will lose the full protection of the UK client money regulations, as described in Conditions 39-42 while the proceeds are despatched by our local payment processor. If you wish for your sale proceeds to remain protected by the client money rules, please contact us urgently and we will arrange for you to receive a sterling cheque drawn on a UK bank account. If payment made by our payment processor is rejected by your bank, we will deduct any bank charges incurred from your sale proceeds before they are re-sent.
22. All cheques will be sent to the registered address appearing on the share register and the cheque will only be made payable to the named shareholder(s). Where holdings are registered in joint names, settlement cheques will be made payable to all registered holders. Cheques will not be made payable to any other third party except at our reasonable discretion. Where the shareholder is deceased, settlement cheques can only be made payable to the deceased and their representatives, as registered with the registrar. Cheques cannot be made payable to another party unless we are in receipt of written instructions to that effect signed by all registered holders. In the case of a sale of a part holding, we will send you a share certificate as soon as practicable after we have received it from the registrar of the relevant company. If you hold shares through a Corporate sponsored nominee service you will not receive a share certificate.
23. If any payment is not received by us on the due date for payment then, without limitation of any other rights which we may have, we will be entitled to charge interest on the overdue amount (both before and after judgment) at the rate of 1% above the sterling base rate of Link's main UK bank from the due date until the actual date of payment.

Fees & charges

24. Commission and charges due to us for use of the Service will be payable at the rates prevailing at the time your order is accepted.

We reserve the right to impose additional reasonable charges for late delivery of valid stock transfer forms and/or share certificates (where applicable) and for arranging duplicate documentation or settlement cheques. Details of our commission and charges and other costs will be notified to you at the time of dealing. Other fees, levies and taxes may exist which are not imposed or collected by Link and we will not be liable for informing you of any such costs. Registrars normally charge for the provision of a duplicate share certificate(s) but we will not be responsible for collecting or informing you of their costs.

25. If you need to conduct multiple transactions, you will be charged a commission for each transaction and this may work out more expensive than if you had conducted a single transaction.
26. An administration fee of £20.00 (£30.00 in the Republic of Ireland) will be payable to reflect any costs incurred in the event we are required to buy-back shares due to your failure to deliver valid share certificate(s).
27. Link may charge an administration fee for re-issuing a cheque to you at its then prevailing rate, which is (including value added tax) currently £16.50 (£20.00 in the Republic of Ireland), to reasonably reflect the costs we will incur in cancelling the original cheque.
28. You can place Limit Orders using this Service. You should note however that there are special risks and considerations that apply to Limit Orders. If you place a Limit Order to sell eligible shares, we will use our reasonable endeavours to execute the order in accordance with its terms but do not guarantee to do so. It will be your responsibility to monitor the order by calling us to check progress and we give no assurance that Limit Orders will be executed, even if the limit price is met, in full or at all, for the reasons given in Condition 30 below. We will execute a Limit Order to the extent we are reasonably able. You may amend or cancel any Limit Order placed with us up to the time of execution. You can instruct us to remove your Limit Order by calling us. Sometimes we get an improved price from the market so the trade may execute at a better price than the trigger value you have set. We are required by the FCA to publish Limit Orders to market participants unless we are expressly asked not to. No personal details will be published but when you give an instruction to place a limit price you have the right to ask us not to publish details of the Limit Order.
29. Your limit order could fail as a result of:
 - (a) market conditions at the time (such as a "fast market" where the market is so volatile that prices quoted by market makers are only indicative rather than guaranteed or where we are unable to access market prices);
 - (b) other clients having placed similar Limit Orders, and having an earlier time priority than your order (and so being executed in priority to your order);
 - (c) other factors outside of our control. For example, if the maximum size of order that can be traded online has changed since you placed the order or where we have been unable to verify your identity. Verification of your identity will only occur at the point at which your Limit Order attempts to execute and not at the point when the Limit Order is first submitted.
30. Where a corporate action (e.g. a takeover or a rights issue) affects the price of the shares in question we will endeavour to delete your Limit Order as soon as we receive notification of this.

Best Execution

31. We will comply with our regulatory obligation to act in your best interests when receiving orders from you and transmitting them to brokers on your behalf for execution. We do not execute orders but will place the order with a broker. We reserve the right to instruct other brokers from time to time and will rely on these brokers to take all reasonable steps to obtain, when executing orders, the best possible result, in accordance with the FCA rules. The main factors normally used to determine the best possible result will be price and the costs related to execution. We will also check that each broker has in place a policy and procedures designed to obtain the best possible result, subject to and taking into account the nature of your order(s) and the market in question. Link will monitor these brokers and review their performance at least once a year. A full copy of Link's best execution policy is available online at <http://www.Linksharedeal.com/media/BestExecutionPolicy.pdf> or upon written request to the address provided in Condition 1.

Your personal information

32. By using this Service, you agree that we may:
 - (a) keep personal details which you or others have provided to us and use such information to carry out the Service described in these Conditions and deal with your enquiries and requests connected with the Service; and
 - (b) disclose information concerning you to the company in which you hold eligible shares for the purpose of this Service, the company's registrar, Euroclear UK & Ireland Limited (if entitled to such information) all of which may disclose the information to regulatory, tax or governmental authorities as appropriate; to any person with legal, administrative or regulatory power over us in respect of the Service, to the application service provider through which your order is placed or its affiliates, the broker or to any third party who are involved in carrying out functions related to the Service and to affiliated companies who are involved in carrying out functions related to the Service including such affiliated companies which are outside of the EEA in countries which do not have similar protections in place regarding your personal information and its use. However, we are committed to protecting the confidentiality and security of information we collect about you and we will take all reasonable steps to ensure that such transfers are made in accordance with the requirements of the Data Protection Act 1998.
33. By using this Service you agree that information relating to you may be disclosed to other affiliated companies or used by us so that you may be told about any products or services which might be of interest to you. You may request that information is not used for this purpose by writing to us.
34. The purposes for which we 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.
35. You agree that we may:
 - (a) record all telephone conversations between you and us; and
 - (b) 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.
36. Recordings or transcripts made by us may be destroyed under our normal practice (usually, but not necessarily, six calendar months from the date of the conversation). We may deliver copies or transcripts of such recordings to any court or regulatory body if required to do so.
37. We recommend that you keep your own records of all communications between you and us (such as instructions and orders) including details of the times, dates and nature of your instructions as these details will be important if there is a dispute between you and us.
38. We will protect your personal data in accordance with the principles of the Data Protection Act. You are entitled on payment of a fee (currently £10) to a copy of the data we hold about you. If you believe that any data held about you is incorrect or incomplete, you may request it to be completed or corrected.

Client money

39. Funds will be classified as client money and held in a bank account in accordance with FCA rules regarding client money. **No interest shall be payable to you in respect of such client money.**
40. Client money will be pooled with funds held on behalf of other investors using the Service. In the event of the financial failure of Link or another financial institution holding client money on behalf of Link, all general client money bank accounts operated by Link may be pooled together. This could result in you receiving less back than you may be entitled to.
41. You agree that we may pay away any unclaimed client money and/ or unclaimed custody assets (including, without limitation, Shares) to charity in accordance with the FCA Rules. We undertake to make good any valid claim which may subsequently be made against any unclaimed client money and/ or unclaimed custody assets paid to charity in this way and reserve the right to request such evidence as we feel reasonably necessary to confirm the identity of the person claiming these funds in order to validate any claim prior to settlement in respect of funds. Subject to Condition 49, we will not be liable for any losses or claims for interest whatsoever in

respect of such amounts unless such losses or claims were caused by our fraud, wilful default, negligence or breach of the FCA Rules or FSMA.

42. In certain situations, for example where a trade takes more than two Business Days to settle, we may temporarily find ourselves holding safe custody assets, as defined in the FCA rules, for you in respect of the Service. If this happens, we will hold such assets in a way that ensures that they are adequately protected for you in the event of our failure. Should a situation where we are temporarily holding safe custody assets for you arise, we will promptly write to you with more information.

Liability & Risk

43. You will be solely responsible for the decision to sell shares. Neither Link nor the broker will provide investment or taxation advice to you as part of the Service. If you are in any doubt as to what action (if any) to take, you are recommended to seek your own advice from a suitably qualified advisor.
44. The price of a share depends on fluctuations in the financial markets outside Link's control and past performance is no indicator of future performance. The value of shares and the income from them can fall as well as rise and you may not recover the amount of money you invest.
45. The Service is not being offered to residents of any territory outside of the EEA, Channel Islands or Isle of Man. Any such person receiving the Service documents should note that they are for information only. It is the responsibility of a shareholder in any jurisdiction to ensure compliance with local law and regulatory requirements.
46. We will not be liable for any special, indirect or consequential damage or loss suffered by you (including any loss of profits).
47. All communications sent to you by post will be treated as received by you on the second Business Day following the day they were sent in the case of an address in the UK or on the fifth Business Day following the day they were sent in the case of an address elsewhere in the EEA, Channel Islands or Isle of Man. We will not accept responsibility for any documentation before it is received by us, or after it has been despatched to you (provided we have taken reasonable care to despatch 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 share certificates and other important documents to us by recorded or special delivery for your own safety and security.
48. We will not be liable for any losses or expenses suffered by you as a result of a delay or failure due to circumstances beyond our reasonable control (for example, failure of computer systems or telecommunications links or overriding emergency procedures, postal delays, flood, fire, storm, labour disputes, accidents, vandalism, malicious damage, war or terrorism, failure of third parties to carry out their obligations, the suspension of trading by any exchange or clearing house, the acts of governmental or regulatory authority (including changes to any applicable laws or regulations)), or the absence of, or inaccuracy in any information provided to us by you or on your behalf. We will, where possible, take such reasonable steps as we can to provide the Service as soon as possible.
49. Nothing in these Conditions excludes or limits (i) our liability for death or personal injury caused by our negligence; or (ii) our liability for any losses or expenses suffered as a direct result of our fraud; or (iii) any other liability which cannot be excluded or limited by law, including the FCA rules. Our liability to you under these Conditions is limited to any losses directly associated with the act or omission that gave rise to the liability. We will not be liable for any other damage or loss suffered by you which we could not reasonably have foreseen (for example, the loss of an investment opportunity as a result of any delay in selling your shares).

Complaints & compensation

50. If you think that you have reason to make a complaint, please write to: Link asset Services, The Registry, 34 Beckenham Road, Beckenham, Kent BR3 4TU. Your complaint will be fully investigated and a full resolution sought. If you remain dissatisfied, you may be able to refer the matter to the UK Financial Ombudsman Service, Exchange Tower, London E14 9SR. Link's complaints procedure is available upon request, but a copy will automatically be provided in the event of a complaint being received.

51. We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim, but most types of investment business are covered up to a maximum of £50,000 as at the date of these Conditions. This amount may be subject to change. Further information about compensation arrangements is available from the UK Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU. Telephone: +44 20 7741 4100.

General

52. All transactions will be subject to the rules, regulations, customs and market practice of the London Stock Exchange or ICAP Securities and Derivatives Exchange (as applicable). All dealing will be conducted on the London Stock Exchange or ICAP Securities and Derivatives Exchange which means that the share prices may differ from those available on other markets.
53. If you sell shares and you receive a benefit (such as a dividend) which relates to such shares but to which you are not entitled, you may have to account for this benefit to the new owner of the shares. If you receive any such benefit, you must contact us immediately to arrange for it to be paid to us or to the purchaser.
54. In accordance with FCA rules, Link has in place arrangements, which may be updated from time to time, to manage conflicts of interest that arise between itself and its clients or between its clients. Link will deal with potential conflicts of interest in accordance with its Conflicts of Interests Policy which provides that it will identify and manage conflicts of interest to ensure fair treatment of all clients and that it acts in the client's best interests. If it is not possible to manage or avoid a potential conflict of interest then Link may seek to disclose the general nature and/or sources of conflict to you before undertaking business for you. Link will provide full details of the Conflicts of Interest Policy upon receipt of a written request from you.
55. The Data Protection Act 1998 ("DPA") governs the way in which your personal data is held and used. Link will protect your personal data in accordance with the principles of the DPA. You are entitled on payment of a fee (currently £10) to a copy of the data we hold about you. If you believe that any data held about you is incorrect or incomplete, you may request it to be completed or corrected.
56. These Conditions and any contractual or non-contractual claim or dispute arising out of or in connection with these Conditions will be governed by English law. The English Courts will have exclusive jurisdiction and all correspondence will be in the English language.

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