

## Share Registrar Services – Frequently Asked Questions

### Who is the Share Registrar for Iomart Group plc?

Equiniti Limited (“EQ”) is Iomart Group plc’s share registrar. Below you will find answers to frequently asked questions regarding their share registrar services. EQ’s address is Highdown House, Yeoman Way, Worthing, West Sussex, BN99 6DA. Its telephone number is +44 (0)371 384 2030.

### How do I register for Shareview Portfolio?

You can register for a Shareview Portfolio at [www.shareview.co.uk/register](http://www.shareview.co.uk/register).

To register you will need your 11 digit Shareholder Reference issued to you by EQ. This can be found on recent correspondence issued by EQ such as a dividend confirmation or share certificate.

Once you have registered for a Shareview Portfolio and completed the identity checks you will be able to log on and enjoy the benefits.

### How do I change my home address on my share certificate?

If you change your address you must inform EQ.

You can update your UK address online via your Shareview Portfolio at [www.shareview.co.uk](http://www.shareview.co.uk). Click on ‘Change my address’ in Quick Links and provide your new details.

See ‘How do I register for a Shareview Portfolio’ in these FAQs for more information on registering.

Further information can be found on the ‘Registering an address change’ page under Manage My Shares at [www.shareview.co.uk](http://www.shareview.co.uk) or by contacting EQ.

### What should I do if I get married or change my name?

To register a name change you will need to write to EQ. Further information on the details and supporting documentation required by them can be found on the ‘Register a Name Change’ page under Manage My Shares at [www.shareview.co.uk](http://www.shareview.co.uk) or by contacting EQ.

### My share certificate has been lost or stolen. What should I do?

EQ keeps a record of your name, address and the number of shares you own. If your certificates are lost, stolen or destroyed, EQ can arrange for the issue of duplicate certificates. Simply contact EQ as soon as you can, quoting your Shareholder Reference if possible. You may be charged an administration fee for this depending on the value of the share certificate. Once this is done, EQ will send you a duplicate certificate.

### My partner/relative has passed away. What should I do about their shareholding?

EQ’s Bereavement Team is available to provide help and practical support when a shareholder dies.

You can speak to the Bereavement Team by contacting EQ and selecting the Bereavement Team option. Further information, including a guide on what to do when a shareholder dies and the services that can support you are available from [www.eq.shareview.co.uk/bereavementsupport/](http://www.eq.shareview.co.uk/bereavementsupport/).

### **I have lost my dividend cheque/found an out of date dividend cheque. What can I do?**

If you have lost a dividend cheque or found an out of date dividend cheque you should contact EQ as soon as possible. They will arrange for the cheque to be stopped and then send you the outstanding payment(s) direct to your bank account, provided bank details have been supplied.

For further information including any applicable fees, please visit the 'Request a reissue' page under Manage My Shares on [www.shareview.co.uk](http://www.shareview.co.uk) or contact EQ.

### **Can I receive my shareholder documents electronically?**

You can register to receive company communications electronically via your Shareview Portfolio at [www.shareview.co.uk](http://www.shareview.co.uk). Simply click 'Update my communication preferences' in the Quick Links section when you log into your Shareview Portfolio.

### **How do I transfer my shares?**

You may at some point wish to transfer your shares to someone else (for example, your spouse or partner or in an 'off market' sale). As these transactions usually do not involve a stockbroker, you can use a stock transfer form which can be obtained from EQ. Please complete and return to EQ along with your share certificate via registered post.

Where stamp duty is payable, the completed transfer form must be sent to a UK Inland Revenue Stamp Office and the duty paid before it can be forwarded to the Registrars.

Where stamp duty is not payable, you will need to complete the form fully, remembering to complete the stamp duty declaration on the reverse. The transfer form and share certificate (totalling at least the number of shares on the transfer) should be forwarded to EQ. Do not worry if the share certificates represent more shares than the transfer. If this is the case, EQ will send you a share certificate representing the balance.

For further information including any applicable fees, please visit the 'Transfer certificated shares' page under Manage My Shares on [www.shareview.co.uk](http://www.shareview.co.uk) or contact EQ.

### **How can I check my register details?**

You can see your share balance online via your Shareview Portfolio which gives up to date information on balances, transactions and dividends paid. Please note that you will need your shareholder reference number to access this service.

This will be included on any personalised documentation EQ or Iomart Group PLC sends you, including dividend confirmations and share certificates. The Shareholder Reference from EQ will be made up of 11 digits. You should quote this Shareholder Reference whenever you contact EQ to speed up the location of your account.

**How do I buy and sell Iomart Group PLC shares?**

You can buy and sell shares through a financial adviser or stockbroker, bank or building society. Please note the commission charges for buying and selling shares vary between the different organisations.

You can also use the dealing services provided by Equiniti Financial Services Limited. For further information on EQ's dealing services including rates and charges, terms and conditions etc. please see [www.shareview.co.uk/dealing](http://www.shareview.co.uk/dealing) or contact EQ.

**How can I arrange for my dividends to be paid directly to my bank account?**

In order to receive your dividends directly into your bank account on dividend payment date, you will need to have provided your bank details.

You can provide your bank details online via your Shareview Portfolio at [www.shareview.co.uk](http://www.shareview.co.uk).

You can also provide your nominated bank account details over the phone by contacting EQ.

Further information on having your dividends paid into your bank account can be found on the 'Arrange direct dividend payments' page under Manage My Shares on [www.shareview.co.uk](http://www.shareview.co.uk).