

New services for our shareholders

We're pleased to let you know that our move to Capita Registrars went smoothly. There are now some new services we can offer you – and some changes we'd like to tell you about...

Your new shareholder reference number



Because of the move to Capita, you have a new shareholder reference number, which you'll find at the top of your letter. You should use this number when you get in touch with us – either online or by phone – so please keep your number in a safe place. This change doesn't affect your existing statements and *share certificates*, as they are still valid even with your old shareholder reference number.

Dividend currency options – your money, your choice

With shareholders all over the world, we think it makes sense to let you choose the currency your dividend is paid in. So, through Capita we now offer shareholders a new service which means you can choose from 15 currencies at competitive exchange rates.

If you receive or would like to receive your dividend in Sterling, Canadian Dollars, or Euros (to be paid into a German, Austrian or Irish bank account), there is no charge and no minimum dividend amount. For other currency options, there is a small charge of £5* per dividend, and your dividend amount needs to be at least £10 on each occasion.

To take advantage of the new dividend currency options, simply log on to www.standardlifeshareportal.com, select *update my bank details*, and choose your preferred currency from the drop down list. You'll get any future dividend payments straight into your bank account, in a currency that suits you. For more detailed information on this service, see our *dividend currency options* booklet by registering for the Standard Life share portal.

*Any charge is deducted in Sterling before the balance is converted into your chosen currency.

For more information, see our *dividend currency options* booklet by registering for the Standard Life share portal at www.standardlifeshareportal.com



Share dealing – what’s available

If you want to buy or sell shares in Standard Life plc, you can do this through Capita’s share dealing service.

If you live in the UK, Republic of Ireland, Germany or Austria, the share dealing service lets you buy or sell shares online, by phone, or by post. When dealing online or by phone you can check the latest stock market price before you place your order. As there is no share dealing account to open for existing shareholders, the buying or selling of shares will normally only take a few minutes. For our shareholders living in Canada, we can only offer this service by mail.

For our German and Austrian shareholders, Capita offers a German language service and has German speaking staff available at their London offices to help you when buying and selling shares.

To find out more about buying or selling shares, please visit www.capitadeal.com or call one of the numbers below.



Accessing your shareholding 24 hours a day

Looking for a more convenient way to manage your shares online at a time that suits you? At www.standardlifeshareportal.com you can:

- ▶ View your shareholding and recent transactions
- ▶ Arrange to have your next dividend paid straight into your bank account
- ▶ Sign up to Scrip and get extra shares instead of cash dividends
- ▶ Go paperless with e-communications
- ▶ Update your address and other details in seconds

Have you signed up yet?

If you haven’t already registered, go to www.standardlifeshareportal.com and follow the two easy steps below...

1. You’ll need to enter your surname, shareholder reference number and email address, and create a username and password. We’ll then send you an activation code.
2. Once you receive our activation letter, you’ll need to log in with your username and password, and enter your activation code to complete your registration.

If you’ve already registered to manage your shareholdings online, just enter your username and password for instant access to the new services.



Keep in touch

UK and Ireland

email us at:

questions@standardlifeshares.com

or call us on: 0845 113 0045,
(01) 431 9829 or +44 (0)20 3367 8224

Germany and Austria

email us at:

fragen@standardlifeshares.de

or call us on: +49 (0) 6196 7693130

Canada

email us at:

questions@standardlifeshares.ca

or call us on: 1-866-982-9939

Visit: www.standardlifeshareportal.com



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www.standardlife.com



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