

Share ownership: A bereavement guide

Providing **help** in difficult times

We understand that this is a difficult time, and would like to offer our condolences to the friends and relatives of the late shareholder.

This guide has been designed to offer assistance and explain the procedure to follow to help you deal with the practical matters that arise at such a time. The guide will familiarise you with some of the jargon you'll come across, and help you understand what we can offer as a 'share registrar'. It explains what we will require from you so that we can update the share register and provide assistance for you in handling the late shareholder's affairs on behalf of the estate.

We appreciate that this process can be complex. Therefore, **if you require further assistance please call our dedicated bereavement helpline for free on 0800 181 4702.**

Calls to Freephone numbers will vary by provider. Calls outside the United Kingdom will be charged at the applicable international rate. We're open 09:00 - 17:30, Monday to Friday (excluding public holidays in England and Wales).

We cannot advise on the value of shares, but for information on current UK share prices please visit www.londonstockexchange.com

Things to know

Share Registrar

A company is required by law to document the names and addresses of all shareholders, along with the number of shares held. It's usual for a company to appoint a share registrar to do this for them, as well as to handle the payment of dividends to shareholders; as registrars, we act in this capacity.

Changes to the Share Register

It is also useful to know that when we're told that a shareholder has passed away, we will put a hold on any cheques scheduled to be sent out and cancel any automated electronic payments due to be made directly to the shareholder's bank account. We do this because we know it's likely the account may have been closed after the shareholder has passed away.

As a share registrar, we work on behalf of companies to maintain the correct names, addresses and shareholding information on the share register. We are also obliged to ensure that only legitimate changes are made against the shareholders' details, so we require legal documents, such as an original death certificate, as proof. The legal document(s) we will require from you are detailed on the flow diagram overleaf.

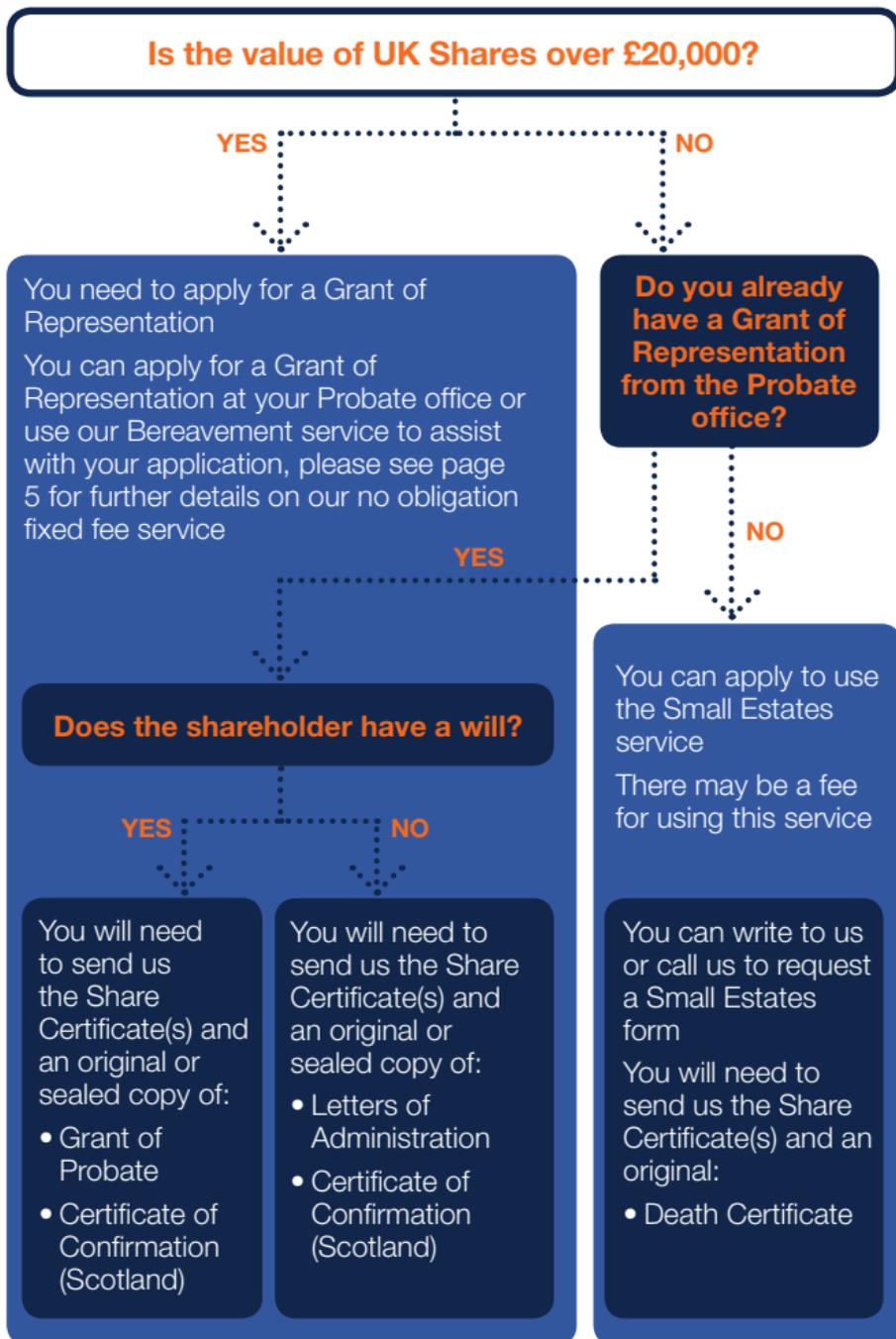
When a company is due to pay a dividend, we are required to take the details we need from the share register ahead of the payment date (this is known as the Dividend Record date). You may have told us that the shareholder has passed away (and have provided us the legal documents we need) but sometime later you may still receive a dividend payment in the shareholder's name. We understand this can be distressing, but unfortunately this can happen due to a timing conflict between the Dividend Record date and the actual dividend payment date.

1. What do I do now?

We wish to advise that only when the death of the deceased shareholder has been noted on the Register can any documents be amended to note the capacity of the personal representative(s) or the shares be sold/transferred out of the name of the deceased.

For joint holdings, if only one of the shareholders has passed away, we only need to see the original death certificate to make the necessary updates to the register.

What documents do I need to send?



1a. What if I need to obtain a Grant of Representation?

- You may make a personal application at the Probate Registry or
- A professional can make an application on your behalf

We can help if you need assistance with the application for a Grant of Representation or with the administration of the deceased's estate, including:-

- Ascertaining the value of the deceased's assets
- Preparation of the HMRC Inheritance Tax forms and payment of any tax due prior to the issue of the Grant of Representation
- Preparing the grant application papers
- Obtaining the Grant of Representation
- Collecting in the assets and settling any liabilities
- Distributing the assets in accordance with the intentions of the estate

Please contact us to discuss your requirements and to obtain a no obligation fixed fee quote.

Bereavement Service

Email willsandestates@linkgroup.co.uk or call us for free on **0800 181 4715**. We're open 09:00 - 17:30, Monday to Friday (excluding public holidays). Calls to Freephone numbers will vary by provider. Calls outside the United Kingdom will be charged at the applicable international rate.

1b. What if the late shareholder lived overseas?

You will need a UK Grant of Representation or a reseal of the overseas Grant of Representation. We offer a straightforward service assisting clients from outside of the UK with Grant Reseal applications. We can arrange to complete the necessary HMRC account, prepare the Grant application papers, obtain the UK Grant of Representation and collect in the UK assets.

Please contact us to discuss your requirements and to obtain a no obligation, fixed fee quote.

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2. What if I would like to sell my shares?

Once you have registered your legal documents, you can use either of our three dealing services should you decide to realise the value of the holding either now, or in the future.* Please note, you can present your Grant of Representation to the bank of the late shareholder, who will change the bank account to an Executors account. This will enable cheques which are made payable to 'the Executor(s) of the late shareholder' to be deposited. If you have not set up an Executor's bank account you may have issues depositing the cheque, so please instruct us accordingly. Re-issued cheques may incur a fee.

Deal by email

For a low-cost, simple executor dealing service that allows you to instruct a share sale by email, please visit www.linksharedeal.com/services/Executor-Dealing.aspx to download our executor dealing form.

Please note, you will need to have your share certificates to hand before instructing your sale. If you do not have these please refer to page 7. Once we have executed your instruction, we will contact you to confirm the details of your sale and explain the next steps. This service gives you the ability to have sale proceeds paid directly to an attorney or executor, should you wish. If this is of interest, please ensure you complete Section 3 of the instruction form and complete the template Letter of Authority which is included with the form.

Alternatively, you can sell the shares online or over the phone:

Deal online

To sell shares online at live prices, please go to www.linksharedeal.com and click on 'Buy/Sell shares'.

Deal by phone

If you would rather talk to someone, you can sell shares over the telephone by calling our Dealing number on **0371 664 0445**. Please ensure you have the following information to hand before trying to instruct a sale:

- The surname, date of birth, shareholder reference number (also known as the Investor Code), full postcode of the current registered address, and the valid share certificate(s) attached to the late shareholder's account.
- The Investor Code can be found on a recent share certificate or a statement we may have sent to the late shareholder. If you are unable to locate this information please call us for further assistance

Calls are charged at the standard geographic rate and will vary by provider. Calls outside the United Kingdom are charged at the applicable international rate). Lines are open 08:00 - 16:30 Monday to Friday (excluding public holidays).

* For an alternative service to sell your shares you can contact a bank or stockbroker

3. What if I can't find the share certificate(s)?

If the original share certificate(s) cannot be located we require a written request for a 'Letter of Indemnity' for lost certificates, after the death has been registered. A 'Letter of Indemnity' is the form we will require you to complete before we can replace any missing share certificates. A fee may be required for this service. If we have already seen and registered the Grant of Representation you can request a Letter of Indemnity by calling us on 0800 181 4702

4. What if I cannot locate any dividend cheques?

We will be able to re-issue any outstanding dividends that you may not be able to locate, after the death has been registered. Please note that a fee may be charged for using this service. If you do not tell us who we should make the re-issued cheque payable to, we will automatically make the cheque payable to 'the Executor(s) of the late shareholder'. Please note, you can present your Grant of Representation to the bank of the late shareholder, who will change the bank account to an Executors account.

This will enable cheques which are made payable to 'the Executor(s) of the late shareholder' to be deposited. If you have not set up an Executor's bank account you may have issues depositing the cheque, so please instruct us accordingly. Re-issued cheques may incur a fee.

5. Do you wish to transfer the shares?

After the death of the sole shareholder is registered, if the beneficiaries wish to have the shares transferred, executor(s) are required to sign and complete a stock transfer form(s). Please return the completed stock transfer form(s) together with the original share certificate(s) for registration.

A stock transfer form can be downloaded from www.linkassetsservices.com

For more information, please call us on our dedicated bereavement helpline on **0800 181 4702** or visit our FAQs at **www.linkassetsservices.com/bereavement**

Please note that if you choose not to transfer the shares, unless you instruct us otherwise, all future communications and payments will be addressed to 'the Executors of the late shareholder'.

Useful Contacts

Link Asset Services

Postal address

34 Beckenham Road, Beckenham, Kent, BR3 4TU

Bereavement helpline

Freephone helpline: 0800 181 4702 between the hours of 09:00 and 17:30 Monday to Friday (excluding public holidays).

Online printable Stock Transfer Forms

www.linkassetservices.com

Our Share Dealing service

Call 0371 664 0445 (calls are charged at the standard geographic rate and will vary by provider. Calls outside the United Kingdom are charged at the applicable international rate). Lines are open 08:00 - 16:30 Monday to Friday (excluding public holidays).

www.linksharedeal.com

Our Bereavement Service

Email willsandestates@linkgroup.co.uk

Tel: 0800 181 4715 between the hours of 09:00 and 17:30 Monday to Friday (excluding public holidays)

www.linkassetservices.com/estate-administration-services

London Stock Exchange

For share prices, company information, or for help to find a stockbroker or Independent Financial Adviser near you please visit:

www.londonstockexchange.com

Please be aware that the prices quoted on these sites may be delayed and provide an indication only.

For details of your local Probate office please see

www.probateforms.info/probate-registries

For further information please see

www.linkassetservices.com/bereavement