

If I have moved house recently, will this affect the process?

In certain circumstances we will need to complete security and anti-fraud checks, which may delay the processing of the letter of indemnity.

What do I do if I want to sell my shares?

If you would like to sell your shares, please contact your broker, or our Capita Share Dealing helpline, who will give you all the information you need. If you do not have your certificate please get in touch with us, and we will send you a letter of indemnity.

What do I do if I want to transfer my shares to somebody else?

You can transfer your shares by filling in a stock transfer form.

To get a form you can either ask us to send you one by calling our shareholder helpline, or you can download a copy from www.capitaregistrars.com

Once you have filled in the stock transfer form please send it back to us with the filled in letter of indemnity, and we will arrange the transfer for you.

What do I do if shares are registered in more than one name?

Any one of the shareholders can ask for a letter of indemnity, but all shareholders must sign the form before it is sent back to us.

What do I do if I am the personal representative of a shareholder who has died?

If you have a grant of representation – for example probate – you can start dealing with the deceased person's shareholding, so you can apply for a letter of indemnity if the share certificate(s) cannot be found. Please make sure that ALL of the personal representatives sign the form before it is sent back to us.

Useful contacts

Shareholder helpline

0871 664 0300

Calls cost 10p per minute plus network extras.
Lines are open 9.00am to 5.30pm Monday to Friday.

If you are calling from outside the UK, please ring

+44 20 8639 3399

Capita Share Dealing helpline

0871 664 0364

Calls cost 10p per minute plus network extras.
Lines are open 8.00am to 4.30pm Monday to Friday

If you are calling from Ireland, please ring the I-call number

1 890 946 375

If you are calling from outside the UK, please ring

+44(0) 203 367 2686

CAPITA

Letter of indemnity

Information guide

What should I do if I cannot find a share certificate(s)?

If you have lost your share certificate and need a replacement, please call our shareholder helpline and we will send you a letter of indemnity form to fill in.

If your certificates have been stolen, you will need to tell us the crime reference number given to you by the police.

When we receive your letter of indemnity, we may need to carry out security and anti-fraud checks.

Once all checks have been completed we will send you a replacement share certificate.

What is a letter of indemnity?

A letter of indemnity is a form that registrars need shareholders to fill in before a replacement share certificate can be issued.

By signing the indemnity, you are confirming that the original share certificate is lost, stolen or destroyed, and that if you find it in the future you will send it to us as soon as possible.

You are also confirming that if someone else is relying on the original certificate that you ask us to replace, and suffers a financial loss, you will cover their loss.

The indemnity form must be countersigned by a bank, insurance company or guarantee society. They will normally charge a fee for this service because they are agreeing to protect the company and the registrar if a shareholder cannot meet any potential financial loss experienced by someone relying on the original certificate.

If you prefer, we can provide cover for ourselves to support the form if the value of the shares is less than £50,000. We will need you to pay a fee for this service based on the current value of the shares.

Why do I need to fill in a letter of indemnity?

A share certificate is evidence at face value of the owner of the shares. The names that appear on the share register show who the legal owners of the shares are.

When a replacement certificate is sent out, it means that there are two duplicate certificates in circulation showing the face value ownership of the same shares.

By signing the indemnity form, you are agreeing to protect the company and registrar against any losses there may be because a duplicate certificate has been issued.

How do I fill in the letter of indemnity?

The indemnity form will already show the certificate numbers, the amount and value of the shares, and the names of shareholders or personal representatives. You just need to make sure that the form has been countersigned – if applicable – and that all shareholders or representatives have signed it, before sending it back to us. You should also fill in the box to tell us where to send the new certificate; otherwise we will send it to the shareholder's registered address.

If I make a mistake on the form, what should I do?

You should put a line through the mistake, make your changes and put your initials next to them. Please do not use correction fluid as we will not be able to accept the form.

How much will this service cost?

We charge an administration fee to cover the update made to the share register (to show that the original certificate is missing), the preparation of the letter of indemnity and the production of the duplicate certificate.

If you would also like us to provide cover for ourselves to support the form, there will be an extra fee based on the current value of the shares. Please call our shareholder helpline.

How can I pay for this service?

You can pay using a debit card held in the name of one of the shareholders (or personal representatives if the shareholder has died). To pay this way, please call our shareholder helpline.

Although we cannot accept postal orders, we can accept cheques from either a personal account in your name, a bank or building society account clearly showing your name, a

solicitor, or your stockbroker. Please make cheques out to 'Capita Registrars Limited'.

I never received the original share certificate, why should I pay?

Share certificates are sent out in the mail at the shareholder's risk. We cannot accept responsibility for items which may go astray in the post.

If I find the original share certificate, can I use it?

If the indemnity has not been signed and sent back to us, we can cancel it. So that we can do this, please put a line through the letter of indemnity and send it back to us with a cheque made out to 'Capita Registrars Limited' to cover the cancellation fee.

If you paid for the letter of indemnity using your debit card, we will arrange to refund any money owed to you. You will need to pay a cancellation fee, so we will take this from the money we refund to you.

If you have already filled in a letter of indemnity and sent it back to us, it is too late to cancel and the original certificate is now invalid. You will need to send the original certificate back to us to be cancelled. We will be unable to refund any fees you have paid.

When will I receive my replacement share certificate?

Once you return your payment with the correctly filled in letter of indemnity form to us, it will be processed and the replacement certificate will be sent to you, normally within ten working days. This is subject to us completing security and anti-fraud checks, if they are needed.

Can I get my replacement share certificate quicker?

We offer an 'express service' for an extra fee. The replacement certificate will be sent to you, normally within two working days of us receiving your payment and the filled in letter of indemnity form. This is subject to us completing security and anti-fraud checks, if they are needed. Please call our shareholder helpline for further details.