

What is a dissentient register?

When a company is taken over, an offer is made to the shareholders by the company making the takeover bid. Shareholders need to accept the offer by filling in a form before they can receive their cash or share entitlement. The entitlement will be a fixed amount of cash per share, or new shares in another company – usually these shares will be stock in the company who made the takeover bid – the offeror.

Once at least 90% of shareholders have accepted the offer, the offeror can buy and take control of the rest of the shares, even though some shareholders have not accepted. Shareholders who do not accept the offer have their entitlements held for them on a dissentient register – this can be paid out once they accept the offer.

So, if your details are held on a dissentient register, it will be because some shares you held have been bought under a takeover, and you will need to claim your entitlement.

How can I claim my entitlement?

So we can issue the offer proceeds due to you, you'll need to send us a signed letter stating that you want to accept the offer, and a valid share certificate. Please send all documents to the address at the bottom of this page.

If you are a legal representative for a deceased shareholder, and we have already registered you as a legal representative, then you are entitled to sign the acceptance letter. If there is more than one legal representative then all of you will need to sign the letter.

How can I claim my entitlement if my share certificate is lost?

You may need to complete a letter of indemnity. Please call us on the number below and we will let you know if you need one. For security reasons, we cannot accept a request for a letter of indemnity by email. Depending on the value of the shares, we may need you to pay a fee. This can be paid by cheque (made out to 'Link Market Services Limited') by post. We can't accept payment by cash, postal order or debit / credit card. If we need you to pay a fee, we'll explain this in the covering letter which we will send you with the letter of indemnity form.

When we receive the completed letter of indemnity from you, we may also need to carry out security and anti-fraud checks. If your certificates have been stolen, we will need a crime reference number issued by the police.

When we have received the completed letter of indemnity and any relevant fees, we will issue the offer proceeds due to you.

Link Asset Services

www.linkassetservices.com

Shareholder solutions including registration services are provided by Link Market Services Limited, (registered in England and Wales, No. 2605568). Share dealing services, share plan services and other regulated services are provided by Link Market Services Trustees Limited (LMST), (registered in England and Wales No. 2729260). LMST is authorised and regulated by the Financial Conduct Authority, register number: 184113. Not all share plan activity is regulated. Registered office of each of these companies is Central Square, 29 Wellington Street, Leeds, LS1 4DL.



I have found my missing share certificate, what should I do?

We will need to cancel the letter of indemnity. To do this, please put a line through the letter and return it to us with a cheque for the cancellation fee made out to 'Link Market Services Limited'. If you have already filled in a letter of indemnity and sent it back to us, 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.

How can I have a cheque reissued?

If you have lost a cheque issued by Capita Registrars or Link Asset Services, please call us on the number below to tell us that it's missing, and we will arrange to replace it. Depending on the value of the cheque, we may need you to pay a fee.

How do I let you know that a shareholder has passed away?

So that we can change our records, please send us the sealed grant of probate, letters of administration or Scottish confirmation together with all of the share certificates, to the address below. If the total value of shares is less than £15,000 and the total estate is less than £20,000, you could deal with the administration using our small estates package. If you would like to do this, please call us on the number below and we will send you the information you need.

Once we have the legal representatives registered, we will issue the offer proceeds to the relevant beneficiaries.

How to contact us

You can write to us at:

Dissentient Department

Link Asset Services
Central Square
29 Wellington Street
Leeds
LS1 4DL

You can call our Customer Support Centre on 0871 664 0300 (calls cost 12p per minute plus network extras, lines are open 9.00am to 5.30pm Monday to Friday).

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