



BT EasyShare

The modern way to look after your BT Group plc shares





Important Information

This booklet provides answers to frequently asked questions about BT EasyShare ("EasyShare"). If you need more information, please call the Shareholder Helpline (see [Contacts](#) on page 11).

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Risk Warning

The investments you hold in EasyShare are in one company BT Group plc ("BT") only and should therefore be considered as a component of a balanced portfolio and is separate to other accounts you may hold elsewhere.

The value of BT ordinary shares and any income from them, can go down as well as up and therefore you may not receive in return the same amount of money you invested. If you are not in the UK the value of shares and dividends is subject to changes in the exchange rate.

Past performance is no guide to future performance.

Suitability and appropriateness

If you are in any doubt about the suitability of EasyShare or the investments held on your behalf, you should consult an authorised financial adviser.

Neither Equiniti Financial Services Limited ("Equiniti") nor BT will assess the suitability or appropriateness of investments held for you or other services provided to you under the EasyShare Terms and Conditions and you are not subject to the Financial Conduct Authority Rules on assessing suitability and appropriateness.

You agree that you have not asked for, or received any advice from Equiniti or BT and it is your decision to accept that EasyShare is suitable to your requirements.

Nothing in this booklet constitutes financial or other professional advice. You should consult an authorised financial adviser if you require financial advice.

How does Equiniti Financial Services Limited protect my data?

To understand more about how Equiniti safeguards your data, and to read the latest version of the Privacy Notice, please visit Equiniti's Privacy Centre at:

privacy.equiniti.com

or contact the Shareholder Helpline (see [Contacts](#) on page 11).



About EasyShare

What is EasyShare?

EasyShare enables you to hold BT shares electronically rather than keeping paper certificates. It is sponsored by BT and provided by Equiniti.

Details of EasyShare are set out in the EasyShare Terms and Conditions (see [EasyShare Documents](#) on page 12 for details of how to access a copy).

Is EasyShare available in all countries?

You must be aged 18 or over and resident in the European Economic Area (EEA) (including the UK), Switzerland, Isle of Man, Channel Islands or Gibraltar in order to participate in EasyShare.

If you move your residence to a country outside this list you must close your account immediately and transfer your shares.

Who will be the registered holder of my shares?

Your shares will be held on your behalf by Equiniti using a nominee custodian of their choice and you will continue to be the beneficial owner of the shares.

Information about your account may be shared with BT if they request it. The details of the shares held on your behalf will not be available for public inspection.

Advantages of EasyShare

- Your shares will be held in an uncertificated account which you can view online. This means that you do not have to keep paper share certificates, making dealing and administration easier and avoiding the risk of paying for duplicates if certificates are lost.
- A share dealing service is provided, so you can buy sell your shares online, by phone, or by post using an appointed share dealing provider (see [Share Dealing](#) on page 5)
- You can trade your shares from the day they are transferred into your account as you do not have to wait for a share certificate to arrive in the post. This also means that when selling shares there are usually shorter settlement periods, expected to be two business days after the trade date. This provides a straightforward and accessible way to deal (see [Share Dealing](#) on page 5).
- Your details will be held on a separate register, which is not open to public inspection.
- Advantages are listed here, but there are also general risks of holding shares and you should consider the [important information](#) on page 2.

EasyShare Participant Charges

Annual Maintenance	FREE
Transfer shares into EasyShare	FREE
Transfer shares out of EasyShare	
- within 90 days of transfer into EasyShare	FREE
- more than 90 days after transfer into EasyShare	£10
When selling shares direct from EasyShare via appointed share dealing provider no transfer charge will be incurred. However, the appointed provider's commission rates will still apply.	
Quarterly Statements	FREE
Duplicate Statement	£10 +VAT
Confirmation of holding	
- by telephone	FREE
- in writing	£10 +VAT
Copy of record held by Equiniti	£10 +VAT
Provision of BT Annual Report	FREE
Issue and recording of voting instruction forms	FREE
Annual management fee for unclaimed payments where share balance is zero	Max £5 (incl VAT) per annum



What is the annual management fee for unclaimed payments?

This fee **ONLY** applies if you've sold or transferred all your shares, but where Equiniti continues to hold unclaimed payments for you which it has previously notified you of. Unclaimed payments are payments over twelve (12) months old which have been issued to you but not been cashed and any unclaimed payments are shown on your EasyShare statement.

The fee is up to a maximum of £5 (incl VAT) per annum and you will be notified in advance of any fee being applied and given the opportunity to claim these funds (less any applicable reissue fee) before the management fee is applied.

How will I know how many shares I have in EasyShare?

You'll receive an EasyShare Statement as soon as you join EasyShare and then on a quarterly basis a statement will be made available for you within your Shareview Portfolio showing the number of shares held for you.

You can check your details at any time via your Shareview Portfolio or by contacting the Shareholder Helpline (see **Contacts** on page 11).

When and how will I receive my statements?

You'll receive four statements a year if assets are held on your behalf in EasyShare, and these will be made available online via your Shareview Portfolio. An email will be sent to the address associated with your Shareview Portfolio to let you know when each statement is available and how to access it. The dates online statements will be made available are provided on the front of each statement.

What if I want all my statements issued by post?

If you would prefer to receive all four of your statements by post, please contact the Shareholder Helpline (see **Contacts**). You'll need your Shareholder Reference to hand which you'll find on your EasyShare statement, dividend confirmation, or other correspondence recently issued to you.

You can also ask to receive more frequent paper statements. Please contact the Shareholder Helpline (see **Contacts** on page 11) for further information and how much this would cost.

What if I haven't registered for Shareview Portfolio?

If you haven't registered for Shareview Portfolio, we will still send you one paper statement each year.

What is Shareview Portfolio?

Equiniti's Shareview Portfolio is an online service enabling you to receive your statements and shareholder information online whenever you want, wherever you want, from any device.

What are the benefits of Shareview Portfolio?

- View/download your quarterly statements online
- Elect to view certain company communications online
- Update your details including address or payments
- View balance movements, indicative share prices and recent dividend payment details
- It's free, secure and convenient.

How do I register for Shareview Portfolio?

1. Register online at www.shareview.co.uk/register
2. Receive your activation code in the post
3. Log on and enjoy the benefits of a Shareview Portfolio

BT employees can access their Shareview Portfolio at www.shareview.co.uk/clients/Home/ESP/BTWelcome

Will I still be able to vote and attend at General Meetings and receive shareholder documents?

Yes, you'll be able to vote with your shares at any Annual General Meeting or other General Meetings BT may have from time to time.



Share Dealing

Who can I sell/buy my shares through

BT has made arrangements to allow you to buy or sell BT shares through Equiniti.

Can I use another share dealing service provider not on the dealing service list?

To deal through a share dealing provider not appointed to EasyShare, you will need to transfer shares out of EasyShare to another nominee provider or arrange for a share certificate to be issued to you.

Please note there may be a charge for transferring shares out of EasyShare (see [EasyShare Participant Charges](#) on page 3).

Details of EasyShare charges are set out in the EasyShare Terms and Conditions (see [EasyShare Documents](#) on page 12 for details of how to access a copy).

How much will share dealing cost me?

As the dealing process is simpler than dealing with share certificate sales, share dealing providers appointed to EasyShare look to provide very competitive rates.

As commission rates can change at any time, you need to contact the appointed share dealing providers direct for the latest applicable rates. For further information contact the Shareholder Helpline (see [Contacts](#) on page 11).



Share Dealing options

UK residents only

UK and EEA residents

Online Dealing

(UK residents only)

You can sell your BT shares online via your Shareview Portfolio. Alternatively you can buy or sell your BT shares by visiting:

www.shareview.co.uk/dealing

You can do your share dealing online, in real time, between 8:00am and 4:30pm (UK time), Monday to Friday (excluding public holidays in England and Wales).

Telephone Dealing

(UK residents only)

To buy or sell BT shares via telephone dealing call:

+44 (0) 3456 037 037

Please use the country code when calling from outside the UK. Lines open Monday to Friday (excluding public holidays in England and Wales), 8.00am to 4.30pm (UK time) for dealing and until 6.00pm for enquiries.

Postal Share Dealing

(UK residents)

You can download the relevant Postal Share Dealing Form at: www.shareview.co.uk/dealing

Or you can obtain a form by contacting the Shareholder Helpline, or writing to Equiniti (please include a daytime telephone number when writing to Equiniti so Equiniti can contact you should further information be required) (see [Contacts](#) on page 11).

(EEA residents only)

Important: If you are resident in the EEA and wish to buy or sell shares through Equiniti you can only use the Postal Share Dealing service.

As an EEA resident you can arrange for net sales proceeds to be paid directly to your bank account in your local currency. Full details of the service, the fees payable and the Terms and Conditions can be found on the form.

You can download the relevant EasyShare Postal Share Dealing Form (EEA) at:

www.shareview.co.uk/dealing

Or you can obtain a form by contacting the Shareholder Helpline, or writing to Equiniti (please include a daytime telephone number when writing to Equiniti so Equiniti can contact you should further information be required) (see [Contacts](#) on page 11).



Dividends

Important: Cheque payments for EasyShare dividends are not available

Any previous dividend election instruction you provided on your BT shares held as share certificates will not be valid for shares held in EasyShare.

As your shares in EasyShare are held on your behalf by Equiniti, you must provide a new dividend election instruction to Equiniti in order to receive your EasyShare dividends.

If you don't provide valid bank or building society details by the dividend record date, your cash dividends will be retained and you may be charged a fee for their release.

You must keep your bank details up to date.

How will my dividends be paid?

Bank or building society account (UK residents only)

If you live and work in the UK, you can have your dividends paid direct to your UK bank or building society account. Individual shareholders can submit their instruction via their Shareview Portfolio.

For further information and details on how joint shareholders and other groups can submit their instructions for direct dividend payments please go to

www.shareview.co.uk/info/directdividends

BT Dividend investment plan (UK and EEA residents)

Alternatively you can invest your dividends in extra BT shares by joining the BT Dividend investment plan.

Further information is available in the BT Dividend investment plan booklet available from www.shareview.co.uk/info/drip where you will also find the terms and conditions, charges and how to apply.

Important: If you wish to change your dividend election to receive cash, you **MUST** revoke your BT Dividend investment plan election when submitting your bank details. Submitting your bank details will NOT override any election to reinvest your dividend.

Paid direct to Overseas Bank Account via Overseas Payment Service (EEA Residents)

If you live and work overseas, you can arrange to have your dividends paid direct to your overseas bank account using our Overseas Payment Service. Operating in over 90 countries it provides:

- Faster access to your dividends
- Increased security
- Very competitive fees

For further information including the list of countries the Service operates in, application forms, Terms and Conditions, payment limits and charges please visit

www.shareview.co.uk/info/ops



Dividend payment options

UK residents

EEA residents

UK bank mandate

(UK residents only)

Individual shareholders can submit their instruction for Direct Dividend Payments via their Shareview Portfolio, other groups including joint shareholders should go to www.shareview.co.uk/info/directdividends

for further information

Or you can contact the Shareholder Helpline or write to Equiniti (see [Contacts](#) on page 11).

BT Dividend investment plan

(UK and EEA residents)

For further information on applying to the BT Dividend investment plan please see the BT Dividend investment plan booklet available from

www.shareview.co.uk/info/drip

Or you can contact the Shareholder Helpline or write to Equiniti (see [Contacts](#) on page 11).

Overseas Payment Service

(EEA Residents)

For further information including the list of countries the Overseas Payments Service operates in, application forms, Terms and Conditions, payment limits and charges please visit:

www.shareview.co.uk/info/ops

Or you can contact the Shareholder Helpline or write to Equiniti (see [Contacts](#) on page 11).



Transferring Shares

I already hold shares. Can I transfer them into EasyShare?

Yes if you have BT shares and you are resident in an eligible country you can transfer your shares into EasyShare.

For further information or to obtain the relevant transfer form contact the Shareholder Helpline (see [Contacts](#) on page 11).

Will I be able to transfer shares out of EasyShare?

Yes. You can arrange to transfer your BT shares out of EasyShare to another nominee provider or arrange for a share certificate to be issued to you by completing a Transfer Form (see [Transfer forms](#) on page 10).

Please note there may be a charge for transferring shares out of EasyShare (see [EasyShare Participant Charges](#) on page 3).

Details of EasyShare charges are also set out in the EasyShare Terms and Conditions (see [EasyShare Documents](#) on page 12 for details of how to access a copy).



Transfer Forms

Form A

Transferring to another holder within EasyShare

(Up to 5 day service level to complete) **
IMPORTANT ** NEW holders MUST complete a Confirmation of ID form, and provide 2 forms of identity from the lists provided.

Form B

Transfer out of EasyShare and have a certificate issued in the name of another holder

(Up to 3 day service level to complete transfer)

Form C

Transfer out of EasyShare and receive a certificate in my own name

(Up to 3 day service level to complete transfer)

Form D

Transfer shares I hold certificates for, into EasyShare

(Up to 5 day service level to complete transfer) If your certificates do not cover the number of shares you wish to transfer a Letter of Indemnity process will need to be completed. For further information please see 'Report a Lost Certificate' on help.shareview.co.uk

Form E

Transfer from EasyShare to another CREST holder

(Up to 3 day service level to contact broker/CREST provider. Please note cross border transfers can take from several days to a few weeks)

Form F

Transfer from another CREST holder into EasyShare

(Up to 3 day service level to contact broker/CREST provider. Please note cross border transfers can take from several days to a few weeks)

Form G

Transfer out of EasyShare to the BT Global Nominee Service

** IMPORTANT ** ONLY shares that have originated from a BT share plan can be transferred into the BT Global Nominee Service (Up to 5 day service level to complete transfer)



Contacts



Online

www.shareview.co.uk

From here you should be able to find the answer to most questions.



Email

customer@equiniti.com

Please be advised email communications are not totally secure.



Shareholder Helpline

+44 (0) 808 100 4141

Please use the country code when calling from outside the UK. Lines are open 8.30am to 5.30pm (UK time), Monday to Friday (excluding public holidays in the UK).



Post

The Manager, Equiniti Corporate Nominees Limited, Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA, United Kingdom

Please include a daytime telephone number, so Equiniti can contact you should further information be required.



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information

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EasyShare Documents



You can download a printable copy of the latest EasyShare Terms and Conditions from www.shareview.co.uk/info/csn
Alternatively, contact the Shareholder Helpline (see **Contacts** on page 11) and copies will be sent to you.

EasyShare is provided by Equiniti Financial Services Limited.

Equiniti Financial Services Limited is authorised and regulated by the Financial Conduct Authority.

Registered office: Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA United Kingdom.

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EasyShare is sponsored by BT Group plc

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