

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

In certain circumstances Capita will need you to complete security and anti-fraud checks, which may delay the processing of the letter of indemnity. Capita will write to you following the return of the form if additional checks are required.

What if I find my original share certificate?

If this is the case, please put a line through the letter of indemnity and return it to Capita with a cheque payable to 'Capita Registrars Limited' for the cancellation fee (which is quoted in the letter sent to you with the letter of indemnity). There is no cancellation fee for indemnities for 50 shares or under.

If you paid any fee using your debit card, Capita will arrange to refund any money owed to you. You will still need to pay a cancellation fee, which will be taken from the money refunded to you.

If the form has already been sent back to Capita it is too late to cancel it, as the original certificate is now invalid. Please send the original certificate back to Capita to be cancelled.

What if I want to sell my shares?

If you want to sell your shares, you can contact your stockbroker or bank; they will need you to provide a valid certificate. Alternatively, you can contact **Capita Share Dealing**, who offer a postal, online and telephone dealing service for National Grid shares. If you use the postal dealing service you will not need to complete a letter of indemnity, but an indemnity fee of £20 will apply. If the value of the shares is under £100 there is no indemnity fee.

Capita Share Dealing
Call free: 0800 022 3374

Lines are open 8.00am to 4.30pm, Monday to Friday, excluding public holidays.

www.capitadeal.com/nationalgrid

What if I want to transfer my shares?

To transfer the shares, please return the completed letter of indemnity together with a completed stock transfer form. Please contact Capita if you require a stock transfer form or visit the National Grid share portal at www.nationalgridshareholders.com to download a form.

What if the shares are held in joint names?

Any one of the shareholders can request a letter of indemnity, but **all** shareholders must sign the form before it is sent back to Capita.

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

If you have a grant of representation, such as probate, you can start to deal with the deceased person's shareholding. Please make sure that **all** personal representatives sign the letter of indemnity before it is sent back to Capita.

Which share certificates are valid?

The current valid share certificates are for National Grid plc Ordinary 11 17/43p shares and are dated 1 August 2005 or later.

If you have a National Grid Transco, National Grid Group, Lattice Group, BG Plc or British Gas share certificate, please return these to Capita for cancellation as they are no longer valid.

What if I have a Centrica or BG Group share certificate?

You should contact the registrar for these companies: Equiniti, Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA.

Completion Checklist

| | |
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| Have all shareholders/personal representatives signed the letter of indemnity? | |
| Is the correct fee enclosed, if applicable? | |
| Is the cheque payable to 'Capita Registrars Limited', if applicable? | |
| If you are using another organisation to countersign the letter of indemnity, have they signed and stamped the form? | |

Once complete, please return the letter of indemnity along with any fee to: **National Grid Share Register, The Registry, 34 Beckenham Road, Beckenham, Kent BR3 4TU.**

Have you received unsolicited investment advice?

Shareholders are advised to be wary of any unsolicited advice or offers. If you receive any such unsolicited communication, before getting involved please check the company is properly authorised by the Financial Conduct Authority (FCA) by visiting www.fca.org.uk. You can report calls from unauthorised firms to the FCA helpline on 0800 111 6760 or by visiting www.fca.org.uk/consumers/protect-yourself.

A guide to replacing missing share certificates

Want more information or help?

Contact the shareholder helpline on 0871 402 3344.

Calls cost 8p per minute plus network extras. Lines are open 8.30am to 5.30pm, Monday to Friday, excluding public holidays. If calling from outside the UK: +44 (0)20 7098 1198. Textphone: 18001 0871 664 0532.

www.nationalgridshareholders.com

Email: nationalgrid@capita.co.uk

Asset Services

What should I do if I cannot find a share certificate?

If you are unable to find your share certificate and need a replacement, please contact Capita Asset Services (Capita), either in writing or by phoning the shareholder helpline – details overleaf. When you contact Capita you will need the following details:

- Your name and address;
- The number of shares the missing certificate relates to;
- If you have it, your investor code (IVC) - an 11 digit number printed on share certificates and dividend documents.

If your share certificate has been stolen, Capita will also need the crime reference number given to you by the police. Please ensure you have conducted a thorough search for the share certificate as there are fees involved in issuing a replacement.

What happens next?

When a share certificate is reported to Capita as missing or stolen:

- Capita will make a note on the shareholder register to show that the original certificate is missing;
- Capita will send you a letter of indemnity for completion;
- If the missing certificate is for 51 shares or more you will have to pay Capita an administration fee;
- If the value of the shares is more than £100 the letter of indemnity will also need to be countersigned by a bank, insurance company or guarantee society, who will normally charge a fee for this service. If you prefer, Capita can arrange the countersignature, if the value of the shares is less than £100,000. You will have to pay Capita an additional fee for this service based on the current value of the shares;
- When you have completed and signed the form, please send it to Capita at the address overleaf, along with any fees requested in the covering letter;
- If you phone Capita to let them know about the missing certificate you will have the option of paying any fees by debit card;
- When the letter of indemnity has been received by Capita, security and anti-fraud checks may need to be carried out;
- Once all the checks have been completed, Capita will send a replacement share certificate to the address on the shareholder register, unless you have provided an alternative address.

What is a letter of indemnity?

A letter of indemnity is a form which needs to be completed and signed by the shareholder(s) or personal representative(s) before a replacement share certificate can be issued.

Why is a letter of indemnity required?

The share register shows the legal owners of the shares in a company. Share certificates are issued to shareholders to show their legal ownership of the shares.

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

By signing the letter of 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 back to Capita.

You are also confirming that if someone else relies on the original certificate that you ask Capita to replace and they suffer a financial loss and subsequently make a claim against National Grid or Capita, you will cover the potential loss.

Why must the letter of indemnity be countersigned?

The party providing the countersignature on the letter of indemnity – either a bank, insurance company or guarantee society, or alternatively Capita – is agreeing to cover any claim or financial loss experienced by someone relying on the original certificate if you are unable to meet such a claim.

How do I fill in the letter of indemnity?

The letter of indemnity will already have the certificate number pre-printed on it together with the number of shares and the name(s) of the shareholder(s) or personal representative(s).

Please arrange for all shareholders or personal representatives to sign the form and make sure it is countersigned (if applicable) if you are arranging for a bank, insurance company or guarantee society to do this.

You also need to provide the address you would like the replacement certificate sent to; otherwise it will be sent to the address on the shareholder register.

Once completed, the form should be returned to Capita at the address overleaf along with any fees.

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

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

When will I receive my replacement share certificate?

Once you return the completed letter of indemnity to Capita along with any fee (if you've not already paid over the phone), it will be processed and the replacement share certificate will be sent to you, normally within ten working days. This is subject to security and anti-fraud checks being completed if they are needed.

Can I get my replacement share certificate quicker?

Capita offers an 'express service' for an extra fee. If you choose this service, the replacement certificate will be sent normally within two working days of Capita receiving the completed form and any fee. This is subject to security and anti-fraud checks being completed if they are needed. For further details of this service please contact the shareholder helpline – see overleaf for details.

Why do I have to pay an administration fee?

Capita charges an administration fee to cover the costs of updating the register (to show that the original certificate is missing), the preparation of the letter of indemnity and the production of the replacement certificate.

Why do I have to pay an additional fee if Capita provides the countersignature?

The fee is required because, by providing the countersignature, Capita is taking on a risk. Therefore a fee is charged based on the value of the shares.

How can I pay the fees?

If you have contacted the shareholder helpline to advise Capita about the missing certificate, you can pay any fees using a debit card held in the name of one of the shareholders (or personal representatives if the shareholder has died).

Alternatively, you can pay by cheque, either from your personal bank/building society account, clearly showing your name, or a solicitor/stockbroker's cheque, made payable to 'Capita Registrars Limited'. Postal orders/cash are not accepted.

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

If you purchased the shares via a bank or stockbroker you should contact them about how they sent the certificate to you.

In the case of any share certificates issued by Capita, certificates are posted by first class post to the address on the shareholder register (unless Capita have been provided with an alternative address) and are sent at the shareholder's risk. Capita does not accept responsibility for items which may go astray in the post.