

Standard Life Aberdeen Share Account

Terms and conditions

Introduction

The following are the terms and conditions on which Link Market Services Trustees Limited will provide the Standard Life Aberdeen Share Account for Shares held by the Nominee on your behalf (whether pursuant to the Scheme or otherwise) as well as any Shares that are subsequently transferred by you to us or held by us on your behalf, in each case in accordance with these terms and conditions.

Link provides the Service by arranging for the Nominee to hold Shares for you.

This Service is only available (other than in certain limited circumstances) to individuals resident in the European Economic Area, the Channel Islands or the Isle of Man (the 'Qualifying Countries'). Where these terms and conditions have been received in a country where the provision of this Service would be contrary to local laws or regulations, these terms and conditions should be treated as being for information purposes only.

Please read these terms and conditions carefully. They explain the relationship between you and us with respect to the Shares.

These terms and conditions will constitute a legally binding agreement between you and us. **If there is anything in them which you do not understand, please contact us.** Our contact details are listed in section 23.

Neither we, nor members of the Link group, nor any delegates or agents appointed in accordance with section 13.3, can provide you with any investment, taxation or legal advice.

If you do need advice on holding your Shares or your tax liability then you should seek independent professional advice. **There are risks**

involved in investing in and holding shares. The decision to buy or sell Shares will be solely your responsibility. As we only provide a nominee service, these terms and conditions do not constitute a recommendation to buy, sell, transfer or hold Shares in the Company. Share prices may go down as well as up and, as such, Shares are a risk investment which may result in you not receiving back the full amount invested. The price of your Shares may rise or fall due to the volatility of world markets, the economy, interest rates and the Company's capital value. The movement of the price of your Shares could be sudden, for example if a regulator suspended trading in Shares. The price of Shares may fluctuate while your instruction is in the post and in the period between its receipt by us and its execution. This arrangement should be considered as part of a diversified portfolio. If you are in doubt as to the action you should take, you should seek independent professional advice.

These terms and conditions are dated May 2018 and they can change from time to time upon our providing you with prior written notice in accordance with these terms and conditions. You can obtain an up-to-date version by contacting Link. The contact details are listed in section 23.

1. Definitions

Business Day means any day (excluding Saturday and Sunday) on which banks in the United Kingdom are generally open for non-automated business;

the Company means Standard Life Aberdeen plc;

the Company's Group means the Company and its subsidiary and associated undertakings;

Dividend Reinvestment Plan means any dividend reinvestment plan conducted by us, or any successor to us, by which participants may reinvest their cash dividends in order to buy more Shares in the market;

FCA means the Financial Conduct Authority, whose address is 12 Endeavour Square, London, E20 1JN, and any successor body;

FCA Rules means the handbook of rules and guidance issued from time to time by the FCA;

FSMA means the Financial Services and Markets Act 2000;

Link means Link Market Services Trustees Limited whose registered details are set out on the last page of these terms and conditions;

Link group; means Link and its subsidiary and associated undertakings

London Stock Exchange means London Stock Exchange plc;

MiFID II means the Markets in Financial Instruments Directive (2014/65/EU) and all rules and regulations relating to it within the United Kingdom;

Minor means a person under 18 years of age, or in relation to residents of Scotland only, a person under 16 years of age;

the Nominee means Link Market Services Trustees (Nominees) Limited (a wholly-owned subsidiary of Link). Where Shares are not held by the Nominee, they will be held by Link in a suitably designated account or by any other nominee appointed from time to time by Link, or any successor nominee appointed by the Company;

Nominee Account means a share account opened in your name with Link, under which the Shares held on your behalf by the Nominee, together with entitlements that accrue on those Shares, will be recorded;

Nominee register means the register of persons on whose behalf the Nominee holds Shares and who use the Service;

Qualifying Countries means the European Economic Area, the Channel Islands and the Isle of Man;

Retail Client means someone who is not a financial services professional and who is accordingly offered the full protection of the FCA Rules under FSMA;

Schedule means the schedule of fees and charges attached to these terms and conditions as amended or re-issued from time to time;

The Scheme means the scheme for the transfer of substantially all of the long term insurance business of The Standard Life Assurance Company pursuant to Part VII of, and Schedule 12 to, FSMA, sanctioned by the Court of Session in Scotland on 9 June 2006;

Scrip dividend scheme means any scrip dividend scheme of the Company from time to time, in terms of which participants can receive new, fully paid Shares in lieu of a cash dividend;

Service means the Standard Life Aberdeen Share Account service that we provide under these terms and conditions;

Shares means ordinary shares issued by the Company;

Tax means any tax, duty or levy which may be imposed (including stamp duty and stamp duty reserve tax);

UKLA means the FCA acting in its capacity as the United Kingdom Listing Authority for the purposes of Part VI of FSMA;

You/your means the person (or, in accordance with section 18.1, persons) on whose behalf the Nominee holds Shares through the Service and where there are joint holders, 'you' refers to each of the joint holders; and

us/we/our means Link.

- 1.1 Words importing one gender shall (where appropriate) include any other gender and words importing the singular shall (where appropriate) include the plural and vice versa.
- 1.2 The headings to the sections are for convenience only and shall not affect the interpretation or construction of these terms and conditions. References to 'sections' are references to sections of these terms and conditions.
- 1.3 References to any statute, regulation or statutory or regulatory provisions shall, unless the context otherwise requires, be construed as a reference to such statute, regulation or statutory or regulatory provisions (including all instruments, orders, rules or regulations made under it or deriving from it or them) as in force from time to time and any successor or amending legislation and regulations (including, where applicable, the FCA Rules as amended from time to time).
- 1.4 Any provision that says we will do something, also means that we will arrange for the Nominee to do so, unless the context means otherwise.
- 1.5 References to these terms and conditions include the Schedule.

2. How the nominee service works

- 2.1 The Nominee is the legal owner of your Shares and its name will appear on the Company's register of members in relation to those Shares. However, the Nominee will hold your Shares as bare trustee and, although the Nominee will be the legal owner of the Shares, you will remain the beneficial owner of your Shares. This means that you will still be able to benefit from shareholder rights, as described in these terms and conditions.
- 2.2 We will keep and maintain a Nominee register in relation to all the Shares the Nominee holds pursuant to this Service, including the Shares the Nominee holds on your behalf.
- 2.3 The dealing service provided by Link will be made available to you to enable you to trade your Shares. This will normally be available online, by telephone and by post. Separate terms and conditions are in place for the dealing service and can be viewed at www.linksharedeal.com or by contacting us using the contact details in section 23.
- 2.4 The Nominee will hold your Shares in uncertificated form through CREST.
- 2.5 As legal owner of your Shares, the Nominee will be bound by the articles of association of the Company. Nothing in these terms and conditions is intended to vary any of the Nominee's rights or duties in relation to the Company as set out in the articles of association of the Company (as amended from time to time) and these terms and conditions must be interpreted to give that effect. If there is any inconsistency between your rights under this agreement and any rights you may have under the Company's articles of association, the Company's articles of association will prevail.
- 2.6 Where possible, it is intended that you will receive benefits from your Shares equivalent to those you would receive on or around the same time as you would have done had you been registered directly on the Company's register of members.
- 2.7 For the purposes of offering this Service, you will be categorised as a Retail Client. **In the provision of this Service we will deal with you on an execution only basis at all times. This means that our services are limited to the execution of your instructions. We are not required to assess the suitability of the investment or the Service provided. You will not benefit from the protection of the rules on assessing suitability. We are also not required to assess the appropriateness for you of the Service or any transaction connected to the Service.**
- 2.8 We may ask you for proof that you have the right to participate in the Service. We reserve the right to refuse to act for you until you have provided us with proof that is satisfactory to us. In particular, we might not accept your instructions unless:
 - ▶ You have correctly filled in any documents we may have asked for before you send them to us,
 - ▶ We have received all documents and information we need to carry out your instructions. This may include any evidence we need to confirm your identity or details such as a change to your name or address (for example a deed poll or marriage certificate), and
 - ▶ You quote the 'Standard Life Aberdeen Share Account' and your shareholder reference number on all correspondence. Your shareholder reference number is quoted on all statements sent to you by us. Please keep this number safe as its object is to prevent fraud.

2.9 If we receive instructions from you to transfer your Shares, you cannot cancel or change those instructions. When transferring your Shares, in accordance with the transaction reporting requirements under MiFID II, we will require from you beforehand your national client identifier (NCI). This is likely to be your national insurance number if you are a British national. The NCI of the transferee may also be required.

2.10 Subject to section 18, we will only act on instructions which are given by:

- ▶ You (or, if you are a Minor, by your parent or guardian)
- ▶ Your legally appointed or authorised representative, or
- ▶ Brokers appointed by us in the event you buy and sell Shares using the dealing service provided by Link.

2.11 If we receive proof of your death and you were the only person named on the Nominee register in respect of your Shares, we will follow the instructions of your personal representatives. If you were a joint holder of Shares, we will follow the instructions of the remaining holder or holders who will be the only persons to whom we accept any continuing duties.

2.12 We can only act on your instructions (or those of your legal representative) with respect to your Shares. We cannot act on the instructions of any third party who may have an interest in your Shares. We will not recognise any beneficiary under a trust as having rights in your Shares, whether the trust is express, implied or constructive, and notice of any such trust will not be binding on us or upon the Nominee.

3. How to become a member

- 3.1 A member of the Service must complete and sign an application form or other form of acknowledgement and return it to us.
- 3.2 By requesting us to hold your Shares for you under the Service, you agree to be bound by these terms and conditions.
- 3.3 If we agree to hold your Shares in the Service, we will open a Nominee Account in your name. When the Nominee Account is opened for you, you will be provided with a shareholder reference number. You are responsible for keeping your account details secure and you must not disclose details to any other person (who is not your representative).

4. Preventing money laundering and complying with law and regulation

4.1 We may require evidence of your identity from time to time to comply with money laundering legislation in relation to holding, buying or selling Shares. Delay or failure to provide satisfactory evidence may result in us refusing to hold Shares for you, in payments to you in connection with your Shares being withheld or in a delay or refusal to act on instructions.

4.2 If we believe that you are breaching money laundering legislation, we may refuse to allow you to participate in the Service and if appropriate may notify the relevant authorities.

4.3 We reserve the right to delay taking any action in relation to the Service or in relation to any particular instructions from you if we consider that we need to do so to obtain further information from you or to comply with any legal or regulatory requirement binding on us (including the obtaining of evidence of identity to comply with money laundering regulations) or to investigate any concerns we may have about your instruction.

5. Client money and assets

5.1 We will treat all Shares, money and any other assets ("Client Assets"), including dividend payments and other entitlements of a similar nature, awaiting distribution to you as client assets in accordance with the requirements of the FCA Rules on client assets. Your Client Assets will be segregated from our own.

5.2 All monies which are held for you as a consequence of administering this Service will be held in a client money bank account with an approved bank which we maintain for clients of this Service in accordance with the requirements of the FCA Rules. You will not be entitled to receive any interest on monies held on your behalf in this account. In the event that you cease to have your Shares held in this Service, a cheque for the consolidated amount of any unclaimed monies held on your behalf will be sent to you, your parent or guardian or personal representative (as the case may be), without interest.

5.3 You agree that we may from time to time transfer your Client Assets to an intermediate broker, a settlement agent, an exchange or a clearing house located in the United Kingdom or in a jurisdiction outside of

the United Kingdom to facilitate any sale or transfer of Shares on your behalf. You should be aware that your Client Assets may be treated in a different manner once they pass outside of our control and you may lose the full protection of the FCA rules on client money and assets. We shall not be liable for any failure whatsoever, and however caused, by such persons to return your Client Assets which are held by them unless it was caused by our fraud, willful default, negligence or breach of FCA Rules or FSMA.

Pooling

- 5.4 Any cash balances we hold for you will be recorded separately by us for recordkeeping purposes. However, at a banking level such cash balances will be pooled with the funds of other clients of ours. Where a primary or secondary pooling event (as such terms are defined by the FCA Rules) occurs, such as a default by us, the Nominee, or our bankers, you will not have a claim against a specific sum of money in a specific account; your claim would be against the client money pool, held by us in general. The funds may then be distributed on a pro rata basis to all members of the Service which could result in each member receiving less back than that which is held on their behalf before such an event.
- 5.5 While details of your Shares are recorded in your Nominee Account, we will pool your Shares with other members' Shares and as a result individual entitlements may not be identifiable by separate certificates or other physical documents of title or equivalent electronic record. In the event of an unreconcilable shortfall following any default by a custodian appointed by us, if we are not able to make good that shortfall, you may not receive your full entitlement and any shortfall may be shared by all persons in proportion to their original holdings in the pool.
- 5.6 You may instruct us at any time (including at the time of joining or leaving the Plan) to transfer your investments from the pooled account into an individual account segregated for your shares (i.e. out of the pool) subject to the payment of an initial and annual fees. Further information in relation to the risks and benefits of each approach can be obtained by contacting us.

6. Your benefits as a shareholder

A: Dividends

- 6.1 If your registered address is in a Qualifying Country that allows dividends to be paid directly into your bank account and you have provided us with a valid bank mandate relating to cash dividends and other types of payments in respect of your Shares, that mandate will remain valid and effective in relation to your Shares from the date that they are issued or transferred to us and we will pay these cash dividends and other payments directly to your chosen bank account on receipt of relevant funds from the Company. If you wish to change a bank mandate or instruction, you can do this via our website, by phone, or by writing to us using the contact details listed in section 23.
- 6.2 If you do not complete and provide us with a bank mandate (or any third party mandate accepted by us) and you do not at the relevant time participate in the Scrip dividend scheme or Dividend Reinvestment Plan, cheques will be sent to your registered address on receipt of funds from the Company.
- 6.3 If we, or the Company, are required by law to make any deduction from any dividend due to you, we or the Company will do so. We may also make deductions for other taxes or charges payable by us or the Company on dividends to you or on related documents. You will be notified of any such deductions in your dividend confirmation and we will pay the net amount to you.
- 6.4 If your registered address for the purposes of the Service is in Germany, Austria or the Republic of Ireland, you will be paid dividends in Euro. Otherwise you will be paid dividends in pounds sterling.
- 6.5 If you elect or are deemed to have elected to participate in any Dividend Reinvestment Plan which may be offered from time to time, but we do not receive any notification to that effect from you, the Company or the plan administrator by the specified time in respect of any dividend, then we will arrange for the Company to pay you a cash dividend instead. If we do not hold valid bank details in those circumstances, we will arrange for you to be issued with a cheque for your dividend.

B: New share issues and share offers

- 6.6 If you are entitled to additional Shares without having to make a payment (but not additional Shares which may be issued under the Scrip dividend scheme), as a result of holding the Shares (for example, through a bonus or other capitalisation issue), the Nominee will automatically hold the new Shares for you under these terms and conditions unless you instruct us otherwise.
- 6.7 If you elect or are deemed to have elected to participate in the Scrip dividend scheme but we do not receive any notification to that effect from you, the Company or the plan or scheme administrator by the specified time in respect of any dividend, then we will arrange for the Company to pay you a cash dividend instead. If we do not hold valid bank details in those circumstances, we will arrange for you to be issued with a cheque for your dividend.
- 6.8 If you are entitled to buy additional Shares as a result of holding Shares through the Service (for example, through a rights issue), we will ask you how you wish us to exercise your rights. We will take all reasonable steps to ensure that, as nearly as reasonably practicable, you receive the same rights as you would have done if you held your Shares in your own name. Any Shares purchased will be held by the Nominee unless we receive instructions to withdraw all of your Shares from the Service. Any payment we receive from you to buy additional Shares must be received in cleared funds.
- 6.9 If we receive notice of a take-over offer, we will tell you about it. If we receive your instructions in good time so as to allow us to take appropriate action, we will follow your instructions. If there is a take-over offer, which has become wholly unconditional and we have not received your instructions, we will ask you for your instructions by a specified date and we will follow them. If we do not receive your instructions by that date, we will take no action in respect of your Shares. We will, however, accept all compulsory purchase notices in respect of the Shares. In that instance, we will accept the basic offer. We will not accept loan notes as an alternative to cash if loan notes are offered by the purchaser as an alternative to a cash payment in the absence of your specific instruction. The cash element of any such entitlement will be paid to you in accordance with the terms of the offer.
- 6.10 If there is a take-over offer, demerger, capital reorganisation or restructuring of the Company and you are entitled to receive shares, cash or other securities in another company in exchange for your Shares or otherwise, in the absence of any instruction to the contrary, we will decide whether those shares or other securities in the other company should be:
- ▶ Held by you in your own name
 - ▶ Held by the Nominee on your behalf, or
 - ▶ Held on your behalf in any nominee service offered by the issuer of the relevant securities.
- If we decide that the shares or securities should be held by the Nominee on your behalf then these terms and conditions will be changed so that, with effect from the date when the transaction is completed, references to the Company mean that other company and to Shares mean the shares or other securities in that other company.
- 6.11 Where any other rights are offered in connection with your Shares, we will take all reasonable steps to ensure that, as nearly as possible, you receive the same rights as you would have done if you held your Shares in your own name.
- 6.12 If, after acting for you and our other clients under this Service, we are left with fractions of Shares, we will, so far as practicable, deal with them in a way consistent with how the Company would deal with fractions of Shares held by registered shareholders.
- 6.13 Where the Nominee holds Shares for a number of clients and Shares or other rights are allocated to the Nominee, it will allocate them between all such clients pro rata to the number of Shares it holds for them. Any fractions of Shares which arise as a result of the Nominee holding Shares for a number of clients, (for example through a bonus issue, rights issue, subdivision or consolidation) will be aggregated and sold and the proceeds relating to any fractions of shares held by the Nominee on your behalf will be remitted to you.
- 6.14 We may be required by the Company or a person seeking to acquire control of the Company to give warranties before acting for you in relation to your Shares. For example, a bidder on a take-over may require a warranty from the Nominee that there are no mortgages or charges over your Shares before their offer to buy your Shares can be

accepted. We may require you to give similar warranties to us and to the Nominee before we act.

7. Information

7.1 We will arrange for the Company to send you the same or equivalent information to that sent to registered shareholders of the Company (and for this purpose sent may also mean by electronic communication or website publication where you have agreed that such information may be communicated in this way), such as:

- ▶ An annual summary financial statement sent by the Company to its registered shareholders or, where such a summary financial statement is not made available (or upon your request), a copy of the annual report and accounts of the Company,
- ▶ All other documents issued by the Company and sent to registered holders of the Shares.

If we or the Company send you notification of an intention to send you information by electronic communication or website publication and you do not tell us or the Company within a specified time limit that you want to receive the information in paper format, you will be deemed to have agreed to receive it in this way. The time limit will be set out in the notification and will be 28 days or more. If you do not opt for paper format, we or the Company will email or write to you with details of how you can access the information.

7.2 We will send to you a statement of the number of Shares held by the Nominee on your behalf under your Nominee Account, when it is first opened for you. We will do this within 10 business days of the account being opened.

7.3 We will send to you quarterly statements of the number of Shares held by the Nominee on your behalf under the Service and detailing any changes. These statements are provided free but you will be charged a fee if you request a duplicate or additional statement, as set out in the Schedule. If you have elected for us to communicate with you electronically, your quarterly statement will be made available online via a secure designated page at www.standardlifeaberdeenshares.com. You can also view your holding balance at any time at www.standardlifeaberdeenshares.com

7.4 If any dividend is paid to you we will send you a dividend confirmation (which may be an annual dividend confirmation, where applicable) showing, in relation to each dividend paid, the date of payment, gross amount of payment, any tax withheld, net payment and any other information which may be required to complete a tax return and such other information as we may wish to provide to you. We may choose to combine that document with any other document which we are required by law to provide you with in connection with that payment to you. These dividend confirmations are provided free but you may be charged a fee as set out in the Schedule if you request a duplicate or additional dividend confirmation.

7.5 You should check any document which you receive from us. If you have any queries on the contents of the document you should contact us as soon as possible following its receipt. Our contact details are listed in section 23.

7.6 If we discover that we have incorrectly debited or credited your Nominee Account we reserve the right to correct your Nominee Account without any reference to you and will notify you as soon as reasonably practicable of any correction which we make.

7.7 Where you receive any Shares pursuant to the Scheme or otherwise where you hold Shares under the Service to which you are not legally entitled (for example, in the event you are over-allocated Shares), you agree to appoint the Nominee as your attorney to do all such acts (including selling the Shares) and execute any documents to sell or transfer your interests in such Shares or the cash proceeds to or to the order of the Company. You will not be paid any money in relation to any such sale or transfer.

8. Voting and shareholder meetings

8.1 We will send you information about shareholder meetings of the Company together with a form which you can use to:

- ▶ Instruct the Nominee how to exercise its votes on a poll at the shareholder meeting in respect of your Shares, or

- ▶ Appoint yourself as the proxy of the Nominee in respect of your Shares, if you wish to attend and speak at the shareholder meeting in person and vote on a poll and (subject to any applicable law and provided this is permitted by the articles of association of the Company) vote on a show of hands, or appoint a person you nominate to do so on your behalf.
- 8.2 If we do not receive the correctly completed form before the deadline notified to you, the Nominee will not normally exercise its votes on your Shares and you or your representative (as the case may be) may not be able to attend, speak and vote in person at the meeting.
- 8.3 We will attend meetings of the Company if you instruct us. However, in the absence of any such instructions, we do not have any duty or responsibility whatsoever to attend meetings although we may do so if we wish.

9. Transferring your Shares and charges for this

- 9.1 You may instruct us to arrange for the Nominee to transfer your Shares by way of gift to another person who is resident in a Qualifying Country and who would be eligible to be a shareholder in the Company. These Shares will still be held under the Service on behalf of that other person if you (and they) so choose. We will only do this if we have received the relevant form confirming that such a transfer is by way of gift. You can request a form by calling us on the telephone numbers listed in section 23. There is no charge for such a transfer.
- 9.2 You may instruct us to arrange for your Shares to be entered into the name of another person who is resident in a Qualifying Country and who would be eligible to be a shareholder in the Company, as a joint holder in relation to all or any of the Shares held by the Nominee on your behalf. These Shares will be held in the Service jointly on behalf of you and that other person. We will only do this if we have received the relevant form confirming details of the joint holder. You can request a form by calling us on the telephone numbers listed in section 23. There is no charge for such a transfer.
- 9.3 You may choose to withdraw all (but not some) of your Shares from the Service, and hold them under your own name. We will

arrange this if you complete the relevant form confirming the transfer and send it to us. We will then arrange for a share certificate to be sent to you. There will be a fixed charge for withdrawing from this Service as set out in the Schedule.

- 9.4 You may also choose to transfer all (but not some) of your Shares directly to another nominee. We will arrange this if you complete the relevant form confirming the transfer and send this to us. If your registered address for the provision of the Service is in Austria or Germany, you may choose to transfer all (but not some) of your Shares out of the Service and to a bank or custodian to hold on your behalf. We will arrange this if you complete the relevant form and send it to us. You can request any of these forms by calling us on the telephone numbers listed in section 23. If you transfer your Shares out of the Service, we will no longer hold your Shares for you and the terms and conditions of the Service will not apply to those Shares. There will be a fixed charge for withdrawing from this Service as set out in the Schedule.
- 9.5 If you want to sell or transfer your Shares other than by gift to someone else then you will need to use the dealing service provided by Link in relation to which additional charges will apply. These additional charges are available on our website. Our website details can be found in section 23.
- 9.6 If we no longer wish to hold the Shares for you or if you change your registered address for the provision of this Service and do not provide us with a registered address in a Qualifying Country, we will tell you in writing and give you time to withdraw your Shares from the Service. If you have not done this within the time given, we will arrange for the Shares to be registered in your name and for a certificate to be sent to you at the address registered on our systems. We will not hold certificates for you and the Service will not apply to Shares held in this form. In these circumstances there will be no charge in connection with the transfer of Shares into your name.
- 9.7 If you write to us and ask us to hold any Shares in the Service which you hold in your own name, there will be a fixed charge for joining the Service as set out in the Schedule and these terms and conditions will apply to those Shares.

10. Other charges

The only other charges for the Service, in addition to those detailed in section 9, are for the supply of duplicate account statements and duplicate dividend confirmations and issuing duplicate dividend cheques. You will be charged a fee as set out in the Schedule if you request a duplicate or additional statement. We will give you at least 30 days' notice of any other proposed charge for the Service. Up-to-date copies of the terms and conditions and current charges can be obtained by contacting us, using the contact details listed in section 23. You should note the possibility that taxes or costs may exist which are not paid through or imposed by us.

11. Contacting each other

- 11.1 All notices and other communications which you send us should be addressed to Link at the applicable address listed in section 23. If you are not sure which contact details apply to you, please contact our Beckenham office using the first listed details in section 23.
- 11.2 Any notice or communication which you send us should quote the 'Standard Life Aberdeen Share Account' and include the shareholder reference number of your account with the Nominee. Your shareholder reference number is quoted on the statement of holdings which we send you. If we send you notices, they will be treated as received by you 3 business days after the date on which they are posted.
- 11.3 We will assume that any communication which comes from you (or your authorised representative) is from you and we will assume that any document which we receive and which appears to have been signed by you (or your authorised representative), has been. We are entitled to request further information if we believe it is necessary to confirm your instructions.
- 11.4 If you change your name or address you should notify us straight away in writing, via our website or by telephone. You should make sure that the arrangements for receiving mail at your address are safe.
- 11.5 All communications and documents sent to you in relation to the Service will be at your risk.
- 11.6 Unless these terms and conditions say otherwise, any instruction, notices or other communications that you or we send under

them will only be valid if they are in paper format in writing. Nevertheless, we may accept voting instructions electronically and may provide you with notices, documents and other information about the Service, the Company and these terms and conditions by electronic communication or website publication, provided you have chosen, or are deemed to have chosen, to receive communications in such manner from us or the Company in accordance with section 7.1. In certain circumstances, we may also dispense with the requirement for you to provide notice in writing to us (for example, so you can give instructions by electronic communication, website or over the telephone).

12. When you cannot be traced

- 12.1 If:
 - ▶ We have sent documents to your address on three separate occasions and they have been returned, undelivered, or
 - ▶ Dividend cheques have been returned undelivered to the Nominee on three occasions in a row, and
 - ▶ After making reasonable enquiries we cannot find out your current address, then we will not send any more documentation or payments to you until you confirm your current address.
- 12.2 If:
 - ▶ After a 12 year period during which at least three dividends have become payable and none have been claimed, we announce that we intend to sell your Shares by placing an advertisement in a leading national newspaper in the UK and in at least one newspaper circulating in the area of your latest address on the Nominee register or the area of the address to which you have instructed notices to be sent,
 - ▶ During this 12 year period and for three months after the last of the advertisements appear, we have not heard from you or any person who is automatically entitled to your Shares by law, and
 - ▶ We have told the UKLA and London Stock Exchange that we intend to sell your Shares, then we can sell your Shares at the best price that we can reasonably obtain.

13. Liability and responsibilities

- 13.1 We will take all reasonable care in operating the Service and will be responsible to you for any losses or expenses (including loss of Shares) suffered or incurred by you as a result of our or the Nominee's negligence, wilful default or fraud or breach of the agreement formed by these terms and conditions (as amended from time to time) but not otherwise.
- 13.2 We accept responsibility for any losses arising from a breach of FSMA, the FCA Rules and any statutory duty, fraud, negligence or other default by us, the Nominee or its/our employees and agents.
- 13.3 We may also employ other persons as our agents and delegates on such terms as we think fit to carry out any part of our obligations or discretions under these terms and conditions. We will take all reasonable care in the selection and continued use of such persons and accept responsibility for all activities they carry out on our behalf and will be liable for all acts and omissions of such agents and delegates on the same basis as if they were our acts or omissions or those of the Nominee.
- 13.4 Neither the Company nor any member of the Company's Group is acting as our agent or as agent of the Nominee and neither the Company nor any member of the Company's Group is responsible for our acts or omissions, nor the acts or omissions of the Nominee or any other members of the Link group or any delegates and agents appointed in accordance with section 13.3.
- 13.5 Nothing in these terms and conditions restricts any rights you may have under the FCA Rules and/or FSMA.
- 13.6 If the Service cannot be provided because of circumstances or events beyond our reasonable control (for example, because of postal delays, industrial disputes or failure of computer systems or telecommunication links) we will take all reasonable steps to bring those circumstances to an end.
- 13.7 The Nominee will maintain your Shares in accordance with the terms and conditions of the Service. You remain the beneficial owner. If the Nominee became insolvent your Shares would be protected.

14. Potential conflict of interest, and inducements

- 14.1 We and our agents (including any broker) may effect transactions notwithstanding that we or they have a direct or indirect material interest or a relationship of any description with another party which may involve a conflict with our or their duty to persons using this Service. We manage those conflicts of interest of which we are aware and deal with potential conflicts of interest in accordance with our conflict of interest policy. We monitor the effectiveness of our policies and procedures on a regular basis. We make every effort to disclose our interests and those of our employees, delegates and agents (including any broker) where it is suspected that a conflict of interest may arise. In accordance with our regulatory responsibility on this matter we operate a documented policy that details our obligations if such events arise. Full details are available upon a written request to Link at the address listed in section 23.
- 14.2 Link is remunerated for the provision of the Service by the Company. There is no cost to you in being a member of the Service, other than as set out in clauses 9 and 10 above. As part of providing the Service to you, we may give or receive acceptable reasonable minor non-monetary benefits. Such benefits would usually comprise hospitality benefits, such as food and drink during a business meeting or a conference, seminar or other training events. These meetings and events are capable of enhancing the quality of the Service and the incidental non-monetary benefits would be of a scale and nature that could not be judged to impair our duty to act honestly and fairly in your best interests.

15. No security interest over Shares

Your Shares will not be lent to any third party, nor will your Shares be used by way of collateral or security to borrow money.

16. Changes to these terms and conditions

16.1 We may change these terms and conditions from time to time upon giving you 30 days' notice. In general, we will only amend these terms and conditions for the following reasons:

- ▶ to comply with legal, fiscal and regulatory requirements;
- ▶ to rectify errors, inaccuracies and ambiguities or to make them easier to understand; and
- ▶ to reflect alterations in the scope and nature of this Service in accordance with our agreement with the Company, the rules and regulations of CREST and our membership of CREST, changes to our technology or systems capabilities, changes to our administration procedures and having regard to market practice and client demands.

If we alter these terms and conditions for valid reasons that are not specified in these terms and conditions and you are not happy with those changes, then you may withdraw from the Service and transfer your Shares to another nominee or into your own name. In these circumstances Link will not charge you for the transfer of your Shares.

16.2 All of the charges referred to in these terms and conditions are set out in the Schedule. The charges are valid as at the date set out in the Schedule. Notwithstanding this, the charges referred to in these terms and conditions may vary from time to time upon giving you at least 30 days' notice. Charges may change to reflect any of the changes set out in 16.1 above. Charges will not be backdated. You may obtain up-to-date details of these terms and conditions by contacting us by telephone or checking our website. Our contact details, including our website address, are listed in section 23. All charges are expressed in pounds sterling. If your registered address for the purposes of the Service is in a country of the European Economic Area charges may be paid in Euro, at a rate equivalent to the sterling rate, as calculated by Link on a quarterly basis. A copy of the current equivalent Euro rate charges is available on our website or may be obtained by contacting us by telephone. Our contact details (including our website address) are set out in section 23.

16.3 If we do not enforce a term or condition, this will not affect our right to enforce the rest of the terms and conditions or to enforce that term or condition at another time.

16.4 If we cannot enforce a term or condition, this will not affect our right to enforce the rest of the terms and conditions.

17. Protection of information

17.1 We collect personal information about you and we are committed to protecting this information and your privacy. As part of providing the Service, we collect the following personal information:

- ▶ name, address, email address, telephone number and other contact details which you provide us with on completing your Application Form,
- ▶ date of birth, nationality, national insurance number (if required), passport number and overseas identification numbers;
- ▶ bank account details or other payment or financial information which you provide us with on completing your Application Form;
- ▶ a record of any correspondence you have with us, including certain telephone calls which we may be legally required to record (but we will inform you at the beginning of the telephone conversation if recording will be necessary);
- ▶ national client identifier information which you provide us with in accordance with clause 2.9;
- ▶ information which you provide to us as part of, or contained within, any supporting documentation provided to us in accordance with clause 2.8 or 11.3 or where reasonably requested by us in accordance with clause 2.8 or 11.3, such as death certificates, marriage certificates, grants of probate and proof of identity and address;
- ▶ where you use our web portal, the security questions and answers submitted by you, as well as your mother's maiden name, and your user name combined with your passwords; and
- ▶ any personal information provided to us by the Company.

17.2 Each time you use our websites, including our web portal (which can be accessed from www.standardlifeaberdeenshares.com), we will automatically collect certain technical information, including the type of browser you use, the 'Internet Protocol' (IP) address used to connect your computer

to the internet, and information about your visit, including the full 'Uniform Resource Locations' (URL), clickstream to, through and from our sites, traffic data and other communication data, the resources that you access, and the information derived from the cookies we place on your mobile device and/or computer.

17.3 We collect your personal information as set out in clause 17.1 and 17.2 above in order to provide the Service to you and to deal with your enquiries and requests connected with the Service, and our use of your information is required for the purposes of entering into our contract with you and on an ongoing basis pursuant to our contract with you.

17.4 In addition, we are required by law to obtain "know your client" information in order to verify the identity of our customers as detailed in clause 4.1 and this includes certain personal information as well as copies of any proofs of your identity.

17.5 We will use the information we hold about you for the following purposes:

- ▶ to provide you with the Service, and/or information you request from us;
- ▶ to check your identity;
- ▶ to assess any application you make to participate in any service we provide;
- ▶ so that we can communicate with you as necessary, including to answer questions raised by you;
- ▶ to carry out analysis about our services and how we might improve them;
- ▶ to notify you about changes to our services;
- ▶ to maintain records of your personal details, transactions and instructions;
- ▶ to transfer shares on your instructions, including transfers involving the creation or dematerialisation of certificated Shares;
- ▶ to comply with applicable regulations;
- ▶ to process and pay dividend monies, including the distribution of dividend vouchers;
- ▶ to transmit and process instructions received from you regarding a takeover, a capital reorganisation, conversion or other corporate actions relating to your shares;
- ▶ to create statements and make these available to you;
- ▶ to forward to you documents or information issued by the Company;
- ▶ to process your proxy voting requirements;

- ▶ to record on your account information or orders from third parties and regulatory authorities, and where required, to record your death and documents such as grant of probate and letters of administration in accordance with the terms and conditions of the Service;

- ▶ to record markers on your account to signify return of post from previous correspondence to you;

- ▶ any other processing activity which is strictly necessary for the processing of personal data in accordance with the purpose for collection and processing identified in the clauses 17.3 and 17.4 above, and in accordance with your instructions; and

- ▶ to write to you (or email you) with marketing information where you have consented to receive this.

17.6 We will only disclose your personal information in accordance with applicable laws and regulations. We will disclose your personal information to the following third parties:

- ▶ the Company, Client, Nominee, the Company's registrar, Euroclear UK & Ireland Limited (if entitled to such information), all of which may disclose the information to any person with legal or regulatory power over them such as regulatory, tax or governmental authorities as appropriate;
- ▶ any person with legal or regulatory power over us (such as the Financial Conduct Authority, police or the Serious Fraud Office that may require disclosure on legal grounds);
- ▶ any replacement provider of the Service;
- ▶ service providers engaged by us to help us run our business and provide the Service. Such service providers will include, for example, cloud storage providers (engaged by us to provide electronic storage facilities for our business data and your information), brokerage firms (engaged by us to facilitate deals in securities you instruct us to undertake), printer and mail firms (engaged by us or by the Company) and providers of data protection risk management platforms and reporting tools (engaged by us to record and monitor data protection governance, risk and compliance in accordance with best practice risk management procedures); and
- ▶ any member of the "Link Group" which means our subsidiaries, our ultimate holding company and its subsidiaries (from time to time) as necessary to provide the Service.

- 17.7 Some of these third parties (including Link Group subsidiaries and service providers) may be outside of the European Economic Area (EEA). We will ensure that any such subsidiary or service provider has put in place adequate safeguards to ensure that your information is held securely and in accordance with these terms and conditions.
- 17.8 We store the information you provide about yourself in a secure database and take appropriate security measures to protect such information from unauthorised access. For example, we have adopted internal data protection procedures and trained our staff on them with a view to preventing breaches of security. All exchanges of information between you and our web portal go through encrypted channels in order to prevent interception of your information.
- 17.9 We generally hold your personal data on our systems for as long as is necessary to perform our role under these terms and conditions. This is ordinarily 6 years from the date that we cease to hold any Client Assets on your behalf in relation to the Service we provide to you, in order to allow us to comply with our regulatory obligations.
- 17.10 You agree that the purposes for which we may process your personal information may be amended from time to time to include other uses or disclosures of personal information subject to us notifying you of such amendment.
- 17.11 You have the following rights in relation to how we use your information. If you would like to exercise these rights please contact us using the contact details listed at clause 23.
- ▶ Right of access – you have the right to know if we are using your information and, if so, about how we are using it.
 - ▶ Right of rectification – you have the right to require us to rectify any errors in the information we hold about you.
 - ▶ Right to erasure – you have the right to require us to delete your information if our continued use is not justified.
 - ▶ Right to restrict processing - in some circumstances, although you may not be entitled to require us to erase your information, but may be entitled to limit the purposes for which we can use your information.
 - ▶ Right of data portability – you have the right to require us to provide you with a copy of your information in a commonly used machine-readable format or to transfer your information directly to another controller (e.g. a third party offering services competing with ours).
- 17.12 Questions, comments and the exercise of your rights regarding this notice and your information are welcomed and should be addressed to the Data Protection Officer by email at Imsdpo@linkgroup.co.uk or by post to the Data Protection Officer, Standard Life Aberdeen Shareholder Services, Link Market Services Trustees Limited, The Registry, 34 Beckenham Road, Beckenham, Kent, BR3 4TU, quoting your full name and address, the name of the Client and your Investor Code which may be found on your personal statement.
- 17.13 If you wish to make a complaint on how we have handled your personal information, you can contact our Data Protection Officer. Whilst we hope that we can resolve any complaints for you, you also have the right to complain to the Information Commissioner's Office (ICO) about our collection and use of your information. You can contact the Information Commissioner's Office (ICO) via their website www.ico.org.uk/concerns or by calling their helpline on **0303 123 1113**.

18. Joint holders

- 18.1 The Nominee will not hold Shares for more than four joint holders. Where the Shares held by the Nominee for you are held for more than one person, references to 'you' in these terms and conditions are to each of the joint holders separately as well as jointly and severally. Each such person agrees that:
- ▶ All obligations, undertakings, agreements and liabilities on the part of Link and the Nominee are given to the joint holders taken together and not separately to each of them, and
 - ▶ All obligations, undertakings, agreements and liabilities on the part of the joint holders arising under or pursuant to these terms and conditions shall constitute joint and several obligations of each joint holder to Link (and where relevant, the Nominee).
- 18.2 We will only accept transfer instructions given by or on behalf of all of the joint holders. We reserve the right to accept other instructions signed by one or more joint holders. In such a case the person(s) giving the instructions warrant(s) to Link that he or they have the necessary authority to give such instructions on behalf of all joint holders.
- 18.3 All notices, other documents, information and payments sent by us pursuant to these terms

and conditions will be sent to the first named holder on the Nominee register and in any case will be treated as sent to all of the other joint holders. It is the responsibility of the holder who receives the notices, documents, information and payments to notify and account to the other joint holders.

19. Complaints

- 19.1 We have written procedures in place to help resolve complaints from clients effectively. If you have any complaints about the service (including the Service) provided to you, you should write to Link using the address listed in section 23. Our complaints procedure is available on request, but a copy will be provided automatically to you in the event of a complaint being received from you. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service, Exchange Tower, London E14 9SR www.financial-ombudsman.org.uk
- 19.2 Link is a member of the Financial Services Compensation Scheme ("FSCS"). If we cannot meet our obligations you may be entitled to compensation from the FSCS. This depends on the type of business and the circumstances of the claim. Most types of investment business are covered for 100% of the first £50,000 of the claim regarding the financial loss as at the date of these terms and conditions. The amounts of compensation may be changed from time to time and you should check your entitlement with the FSCS. Further information about compensation arrangement is available from the FSCS. You can contact the FSCS by calling their helpline on **0800 678 1100** or **+44 (0)20 7741 4100**, logging onto their website at www.fscs.org.uk or writing to the Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU. You may request further information concerning the conditions governing compensation and the formalities which must be completed to obtain compensation by writing to Link Asset Services, Link Market Services Trustees Limited, Nominee Service, The Registry, 34 Beckenham Road, Beckenham, Kent, BR3 4TU or by e-mail to: custodymgt@Linkgroup.co.uk

Telephone recordings

- 19.3 You agree that we may:
- ▶ record all telephone conversations between you and us; and
 - ▶ use such recordings, or transcripts from such recordings, as evidence in any dispute or anticipated dispute between you and us.
- 19.4 Recordings or transcripts made by us may be destroyed under our normal practice, although they will be retained for the period of time required under the FCA Rules. We may deliver copies or transcripts of such recordings to any court or regulatory body. Telephone recordings or copies of transcripts of our recordings with you are available to you upon request. Charges may apply.
- 19.5 We strongly recommend that you keep your own records of all communications between you and us (such as instructions and orders) including details of the times, dates and nature of your instructions as these details will be important if there is a dispute between you and us.

20. Termination

- 20.1 You may terminate these arrangements at any time by giving us a written instruction to withdraw all your Shares from the Service in accordance with section 9.
- 20.2 The provision of the Service is at the discretion of the Company. If the agreement between the Company and Link for the provision of the Service terminates, our agreement with you will automatically terminate and we will notify you of this in writing.

21. Consequences of termination

- 21.1 Termination will be without prejudice to the completion of services already initiated which will be completed expeditiously by us.
- 21.2 Termination will not affect accrued rights, indemnities, existing commitments or any contractual provision intended to survive termination and will be without penalty or other additional payment.

22. Other terms and conditions

- 22.1 These terms and conditions will take effect as between you and us from the time the Nominee first holds Shares on your behalf. There is no right to cancel this agreement under a mandatory cooling-off period, but you have a right to terminate this agreement under section 20 above.
- 22.2 The terms and conditions of this Service are binding upon your successors, executors, administrators and other legal representatives.
- 22.3 We will not offer the Service to any corporate body other than to corporate bodies incorporated in Austria or Germany which received Shares pursuant to the Scheme.
- 22.4 Nothing in these terms and conditions is intended to benefit a third party, other than the Nominee and your successors, executors, administrators and other legal representatives, and, in respect of section 13.4 only, the Company and any member of the Company's Group. Any provision which is for our benefit or confers a benefit on the Nominee shall be enforceable not only by us but by the Nominee under the Contracts (Rights of Third Parties) Act 1999. Section 13.4 is intended to confer a benefit on the Company and/or any member of the Company's Group and shall be enforceable by the Company and/or any member of the Company's Group under the Contracts (Rights of Third Parties) Act 1999. The terms and conditions may be changed or rescinded without the consent of the Nominee.
- 22.5 The parties to this agreement are you and us (the 'parties'). Save as indicated in section 22.4, the parties do not intend that any of its terms will be enforceable by virtue of the Contracts (Rights of Third Parties) Act 1999 by any person who is not a party to it.
- 22.6 We provide our contractual terms in English and are only obliged to communicate with you in English during the provision of the Services to you.
- 22.7 These terms and conditions are governed by and shall be construed in accordance with the laws of England and Wales. We have applied the same laws in our marketing of, and arrangements for you to enter into, this Service.

23. Contact details

Our contact details are as set out below:

UK and Ireland

phone

0345 113 0045
+353 (1) 431 9829
+44 (0)20 3367 8224

Calls may be monitored and/or recorded to protect both you and us and help with our training. Call charges will vary.

email

questions@standardlifeaberdeenshares.com

visit

www.standardlifeaberdeenshares.com

address

Standard Life Aberdeen Shareholder Services
34 Beckenham Road
Beckenham
Kent
BR3 4TU

Germany and Austria

phone

+49 (0)69 9753 3030

email

fragen@standardlifeaberdeenshares.de

visit

www.standardlifeaberdeenshares.com

address

Standard Life Aberdeen Aktionärservice
Postfach 2705
36243 Niederaula
Germany

Schedule

Share Account Charges effective 25 May 2018.

Description	Fees
Quarterly statement	Free of charge
Replacement or duplicate statement	£15
Replacement or duplicate dividend confirmation	£15
For each additional confirmation	£3
Transfer shares to another individual within the Standard Life Aberdeen Share Account	Free of charge
Transfer shares to be jointly held with another person	Free of charge
Withdraw from the Service and receive a share certificate in your own name	£12
Transfer shares to another nominee Service	£15
Transfer shares in your own name into the Standard Life Aberdeen Share Account	£12
Duplicate cheques	
Over £30 – under £100	£12
Over £100	£15
View information held on you	Free of charge

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