



Market Professionals Information Line

Capita Registrars is pleased to announce the launch of a new dedicated service for custodians and stockbrokers. The helpline will provide timely and expert responses to corporate action and other key questions.

The service will be staffed by a team of highly trained individuals with a wealth of experience in corporate actions. They will be equipped to answer your questions quickly and efficiently. As a result, you can respond to your clients' needs much more efficiently and confidently.

What do you receive as part of the service?

Access to the dedicated helpline will be from 9am to 5pm London Time on any business day.

Key Benefits:

- Timely and efficient responses to your enquiries
- Dedicated professional point of contact with specialist knowledge to deal with all of your queries
- Turnaround times:-
 - Immediate response to queries – where the information is available
 - Within 24 hours for more complex queries
 - Where the requested information is not in the public domain – as soon as the information is available
- Bespoke service for more complex questions
- Improved registrar / custodian / stockbroker relationship
- Availability of information and training workshops to support an understanding of the registrars procedures around receiving agent roles*
- Access to Capita Registrar's corporate action team

The helpline aims to provide information about a wide range of custodian and stockbroker queries, for example:

- What is the DRIP / SCRIP price?
- What is the scaling back percentage / ratio?
- Can my client make a partial election and how can they make this?
- Can you clarify the terms of this (non-standard/ ambiguous) corporate action (e.g. overseas holders)?
- Do you have a record of my clients' elections?

How much will this service cost?

You will be charged an annual fee for subscription to the service plus a call rate of 10p per minute (plus network extras). This approach ensures that detailed and important enquiries are not constrained by the pressure of a premium rate variable call cost.

* Subject to availability and additional fee.

For further information on how to subscribe to this service please call either Phil Roberts on +44 (0)207 954 9703, Ian Shaw on +44 (0)207 954 9705 or Paul Etheridge on +44 (0)207 954 9706 or email development@capitaregistrars.com