

## Shareholder Information

### Registrars' details

All matters relating to the administration of shareholdings in National Express Group PLC, such as the loss of a share certificate, dividend payments or a change of address, should be directed to our Registrars, Equiniti Limited, Aspect House, Spencer Road, Lancing, West Sussex BN99 6DA; shareholder helpline number 0371 384 2152\* or +44 121 415 7047 from overseas or Textel (for the hard of hearing) on 0371 384 2255. If you are registered for online shareholder communications you can contact the Registrars via [www.shareview.co.uk](http://www.shareview.co.uk).

### Shareholder electronic communications

National Express encourages shareholders to use our online communications service. By registering for electronic communications, this provides a faster way to receive information and helps us to reduce print, paper and postage costs.

Log on to [www.shareview.co.uk](http://www.shareview.co.uk) if you would like to:

- register your e-mail so that you are able to access future shareholder information, including the Annual Report and Accounts electronically
- check the balance of your shareholding
- set up a dividend mandate online
- change your registered postal address or your dividend mandate details
- submit your vote online prior to a general meeting

To sign up for the first time you should click on 'Register' and follow the simple instructions – you will need your shareholder reference number from your share certificate or dividend voucher or any other correspondence sent to you by Equiniti Limited.

If you have any queries, contact our Registrars, Equiniti Limited, on the shareholder helpline number 0371 384 2152\* or +44 121 415 7047 from overseas or Textel (for the hard of hearing) on 0371 384 2255.

### Dividends paid direct to your bank account

Having dividends paid direct to your bank account has the following advantages:

- avoids the risk of cheques being lost and incurring a replacement fee
- saves you time in presenting the cheque for payment
- the dividend is credited to your account on the payment date

### Consolidated Tax Vouchers

The Company now issues a Consolidated Tax Voucher (CTV) once a year to all shareholders save for corporate and institutional shareholders. A CTV is included with this 2017 AGM mailing and will contain the tax and payment information for dividends paid during the tax year 2015/16.

To set up a new dividend mandate please log on to [shareview.co.uk](http://shareview.co.uk) or contact our Registrars, Equiniti Limited, on the shareholder helpline number 0371 384 2152\* or +44 121 415 7047 from overseas or Textel (for the hard of hearing) on 0371 384 2255.

### Share dealing service

A telephone and internet share dealing service, which provides a simple way to buy and sell shares, is available through our Registrars, Equiniti. For further information log on to [shareview.co.uk/dealing](http://shareview.co.uk/dealing) or telephone 0345 603 7037 or +44 121 415 7560 from overseas.

### Company website

The Company website at [www.nationalexpressgroup.com](http://www.nationalexpressgroup.com) has information about the Group, including press releases, share price data and copies of the half-year results and Annual Report and Accounts as well as corporate responsibility reporting. The Company no longer publishes the half-year results in hard copy. These will continue to be available via the website.

### ShareGift

ShareGift is an independent charity share donation scheme administered by the Orr Mackintosh Foundation (registered charity number 1052686). Those shareholders who hold only a small number of shares, the value of which makes it uneconomic to sell them, can donate the shares to ShareGift who will sell them and donate the proceeds to a wide range of charities. Further information about ShareGift can be obtained from its website at [sharegift.org](http://sharegift.org) and a ShareGift transfer form can be downloaded from [www.nationalexpressgroup.com](http://www.nationalexpressgroup.com).

### Unclaimed Assets Register

The Company participates in the Unclaimed Assets Register (UAR) which provides a search facility for shareholdings and other financial assets that may have been forgotten. For further information contact UAR by email at [uarenquiries@uk.experian.com](mailto:uarenquiries@uk.experian.com), Tel: 0844 481 8180 or visit [www.uar.co.uk](http://www.uar.co.uk).

### Unsolicited mail

We are legally obliged to make our register of members available, subject to a proper purpose test, to the public. As a consequence of this some shareholders might receive unsolicited mail. Shareholders wishing to limit the amount of such mail should write to the Mailing Preference Service, FREEPOST 29 LON20771, London W1E 0ZT. Shareholders can also register online at [www.mpsonline.org.uk](http://www.mpsonline.org.uk) or request an application form by calling from within the UK: 0845 703 4599 or by email to [mps@dma.org.uk](mailto:mps@dma.org.uk).

### Warning about share fraud

Share fraud includes scams where investors are called out of the blue and offered shares that often turn out to be worthless or non-existent, or an inflated price for shares they own. These calls come from fraudsters operating in 'boiler rooms' that are mostly based abroad.

While high profits are promised, those who buy or sell shares in this way usually lose their money.

The Financial Conduct Authority (FCA) and Prudential Regulatory Authority (PRA), which replaced the Financial Services Authority on 1 April 2013, have found most share fraud victims are experienced investors who lose an average of £20,000, with around £200m lost in the UK each year.

### How to avoid share fraud

If you are offered unsolicited investment advice, discounted shares, a premium price for shares you own, or free company or research reports, you should take these steps before handing over any money:

1. Get the name of the person and organisation contacting you.
2. Check the FCA Register at [www.fca.org.uk/register](http://www.fca.org.uk/register) to ensure they are authorised.
3. Use the details on the FCA Register to contact the firm.
4. Call the FCA Consumer Helpline on 0800 111 6768 (freephone) or +44 20 7066 1000 from overseas if there are no contact details on the Register or you are told they are out of date.
5. Search the FCA's list of unauthorised firms and individuals to avoid doing business with.
6. REMEMBER: if it sounds too good to be true, it probably is!

If you use an unauthorised firm to buy or sell shares or other investments, you will not have access to the Financial Ombudsman Service or Financial Services Compensation Scheme (FSCS) if things go wrong.

### Report a scam

If you are approached by fraudsters, please tell the FCA using the share fraud reporting form at [www.fca.org.uk/scams](http://www.fca.org.uk/scams), where you can find out more about investment scams, or call the FCA Consumer Helpline on 0800 111 6768.

If you have already paid money to share fraudsters you should contact ActionFraud on 0300 123 2040.

\*Lines are open 8:30 am to 5:30 pm, UK time Monday to Friday excluding English public holidays.

### Dividends and Financial Calendar

Final dividend ex-dividend date	27 April 2017
Final dividend record date	28 April 2017
Annual General Meeting	10 May 2017
Final dividend payment date	19 May 2017
Half Year Results announced	27 July 2017
Interim dividend ex-dividend date	31 August 2017
Interim dividend record date	1 September 2017
Interim dividend payment date	22 September 2017