

Shareholder Information

Ordinary shares

The Company's ordinary shares, each of nominal value 5 pence, are traded on the main market for listed securities on the London Stock Exchange (LON:NEX).

Company website:

www.nationalexpressgroup.com

The Company website contains information about the Company, including results announcements and presentations, annual reports, AGM notices and other similar corporate communication and shareholder materials which are available to view and download. Information can also be found there about the latest National Express share price and dividends, news about the Group and its operations, and details and links to further information.

Registrar: Equiniti

For assistance and enquiries relating to the administration of shareholdings in National Express Group PLC, such as lost share certificates, dividend payments or a change of address, please contact the Company's Registrar:

Equiniti Limited
Aspect House
Spencer Road
Lancing
West Sussex
BN99 6DA

Telephone from UK:
0371 384 2152*

Telephone from overseas:
+44 (0) 121 415 7047*

Textel (for the hard of hearing):
0371 384 2255*

If you are registered for online shareholder communications, you can contact the Registrar and access details of your shareholdings electronically via www.shareview.co.uk.

* Lines are open from 8.30am to 5.30pm, Monday to Friday, excluding public holidays in England and Wales.

e-Communication

National Express encourages shareholders to receive communications from the Company electronically as this will enable you to receive them more quickly and securely. It also allows the Company to communicate in a more environmentally friendly and cost-effective manner. To register for this service, you should go to www.shareview.co.uk.

Payment of dividends to UK resident shareholders

Shareholders whose dividends are currently sent to their registered address may wish to consider having their dividends paid directly into their personal bank or building society account. This has a number of advantages, including the crediting of cleared funds on the actual dividend payment date. If you would like your future dividends paid in this way, you should contact the Registrar or complete a mandate instruction available at www.shareview.co.uk and return it to the Registrar. Under this arrangement, dividend confirmations are still sent to your registered address.

Payment of dividends to non-UK resident shareholders

Instead of waiting for a sterling cheque to arrive by post, shareholders can request that their dividends be paid directly to a personal bank account overseas. This is a service which the Registrar can arrange in over 30 different countries worldwide, and in local currencies, and it normally costs less than paying in a sterling cheque. For more information, you should contact the Registrar on +44 (0)121 415 7049 or download an application form online at www.shareview.co.uk. Alternatively, you can contact the Registrar at the address given above.

Annual Dividend Confirmation

The Company issues Annual Dividend Confirmations ('ADC') to private shareholders. An ADC in respect of dividends paid by the Company during the tax year 2018/19 has been issued at the same time as this report.

Share dealing service

Equiniti provides both existing and prospective UK shareholders with an easy to access and simple to use share dealing facility for buying and selling shares in National Express Group PLC by telephone, online or post. The telephone and online dealing service allows shareholders to trade 'real-time' at a known price that will be given to them at the time they give their instruction.

For telephone dealing, call 0345 603 7037 between 8.00am and 4.30pm, Monday to Friday (excluding public holidays in England and Wales). Calls are charged at the standard geographic rate and will vary by provider. Calls outside the UK will be charged at the applicable international rate. For online dealing, log on to www.shareview.co.uk/dealing. For postal dealing, call 0371 384 2248 for full details and a dealing instruction form. Existing shareholders will need to provide the account/shareholder reference number shown on their share certificate.

Other brokers, banks and building societies also offer similar share dealing facilities.

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. For further information, contact:

ShareGift
PO Box 72253
London
SW1P 9LQ

Telephone: 020 7930 3737
Email: help@sharegift.org
Website: www.sharegift.org

General Data Protection Regulation ('GDPR')

On 25 May 2018, the General Data Protection Regulation came into force which gives individuals improved clarity and rights over personal data. The Company has updated its Shareholder Privacy Notice to make it easier to understand how National Express uses and protects shareholder information. A copy of the Shareholder Privacy Notice can be found at www.nationalexpressgroup.com/investors/shareholder-centre/shareholder-privacy-notice.

Unclaimed Assets Register

The Company participates in the Unclaimed Assets Register ('UAR') programme which provides a search facility for shareholdings and other financial assets that may have been forgotten. For further information, contact:

Telephone: 0333 000 0182
Email: uarenquiries@uk.experian.com
Website: www.uar.co.uk

Unsolicited mail

The Company is legally obliged to make its share register available on request, subject to a proper purpose test, to other organisations and this may result in shareholders receiving unsolicited mail. To limit the receipt of such unsolicited mail, contact:

MPS Complaint Department
The Mailing Preference Service
DMA House
70 Margaret Street
London
W1W 8SS

Telephone: 0207 291 3310
Website: www.mpsonline.org.uk

Shareholder security

Share fraud includes scams where investors receive unsolicited calls or correspondence concerning investment matters from organisations or persons claiming or implying that they have some connection with the Company. These are typically from purported 'brokers' who offer to buy shares at a price often far in excess of their market value. These operations are commonly known as 'boiler rooms'. Shareholders are advised to be very wary of any offers of unsolicited advice, discounted shares, premium prices for shares they own or free reports into the Company. If you receive any such unsolicited calls, correspondence or investment advice:

- ensure you get the correct name of the individual and firm
- if you feel uncomfortable with the call or the calls persist, simply hang up
- check that the individual and/or firm appear on the Financial Conduct Authority ('FCA') Register to ensure they are authorised at <https://register.fca.org.uk/>
- use the details on the FCA Register to contact the firm, if you want to call them back
- call the FCA Consumer Helpline (0800 111 6768) if there are no contact details for the firm on the Register or you are told they are out of date
- if you are approached by an unauthorised individual or firm, you should inform the FCA via its website
- if you do buy or sell shares from an unauthorised individual or firm, you may not have access to the Financial Ombudsman Service of the Financial Services Compensation Scheme
- if you have already paid money to share fraudsters you should contact Action Fraud on 0300 123 2040.

REMEMBER: if it sounds too good to be true, it probably is!