

How do I sell my shares?

It depends on the company you hold shares in, and the market they are traded on. If you don't have this information, you can call our custody operations team using the number below and we can point you in the right direction.

How do I transfer my shares to a broker?

By filling in a "Transfer to an Alternate Crest Participant" form. Make sure you have opened an account with your new broker and they are aware and authorised to receive the shares into the account, before returning the completed transfer form. This form can be provided by our custody operations team. Depending on the total value of the shares you may be asked to provide some identification documents.

How do I transfer my shares to a certificate?

By filling in a "Nominee Withdrawal" form. If you would like us to send you this form, please call our custody operations team using the number below.

How do I transfer my shares to my partner?

By filling in a "Transfer by Way of Gift" form. Depending on the total value of the shares, you may be asked to provide some identification documents.

What price are my shares trading at?

You can find current shares prices on the website of the exchange the shares are listed on. Or, our custody operations team can provide this information.

How can I change my address / add my bank details to my shareholding?

You can do this in one of the following ways:

- By using our shareholder portal, at www.signalshares.com. You'll need to register, and activate your account, before you can change your details¹.
- By calling us on the number below. We'll need you to answer some security questions before we can change your details.
- By sending us a signed letter by post. Please remember to include your full name, the name of the company you hold your shares in, your current and previous address and – if you know it – your IVC.

¹ This option is not available for Sun life shareholders.

How can I change my name on my shareholding?

You'll need to send us a signed letter telling us your full name, address, the name of the company you hold your shares in, and – if you know it – your IVC.

You'll also need to send the original legal document which confirms the change, such as a marriage certificate, decree absolute, or deed poll.