

Addressee
Address line 1
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Address line 4

Sutherland House
Russell Way
Crawley
West Sussex
RH10 1UH

13 August 2014

Dear Sir/Madam,

Overseas Pension Payment Service – Internal IT Changes

I am writing to inform you that we, as part of the Equiniti group of companies, are consolidating our IT infrastructure and support for our IT systems and group applications. These changes are taking place in the background and will not impact the front line overseas payment service provided to you and your pensioners.

Equiniti has experienced significant growth in its core markets of share registration and pension administration, including our overseas local currency payment service over the past five years. Since then we have continued to build on our market leading position in the business process services market. Underpinning our success in these markets are our robust IT systems, infrastructure and processes.

With over 400 staff and 200 clients, Equiniti's IT services operation has transformed into a significant commercial entity in its own right. The continued development of this business gives us the expertise and capability to support our plans to optimise our delivery of IT services both to our internal customers as well as a large number of clients in the public and private sectors.

Key to our growth plans is our ability to raise our service levels and strengthen our market leading position. It is only through this unrelenting focus on improving service quality that we will drive our plans and position our company for growth. It is with this focus in mind that Equiniti recently undertook a strategic review of its internal IT infrastructure and its ongoing support.

The review has concluded that as a result of the strength of our IT offering, we are now in an optimal position to consolidate our infrastructure and support which will include, but is not limited to, the standardisation of Equiniti's desktop environment, email, file servers and database administration. The support for internal IT systems will be carried out by Equiniti India Private Limited ("Equiniti India") a company in the Equiniti group.

It should be emphasised that this only refers to infrastructure and support. Equiniti will continue to have an onshore service management team to manage the overall process, and

will ensure that issues not resolved offshore are escalated to the existing onshore IT support teams.

All data will remain onshore on UK servers, and stringent controls are in place to protect access to data. Where an offshore staff member is approved to access the UK based systems to perform their role, this access is made available using Microsoft's Terminal Services technology which presents the data on an offshore screen. This means that only a 'desktop display' is shown to the offshore users, and no data is physically transferred to the remote location. Settings are in place within this type of session to prevent users from using the copy/paste function to move data into their own location. As a result this may be considered a data transfer which requires the protection of a Data Transfer Agreement.

Equiniti Paymaster has entered into a Data Transfer Agreement with Equiniti India. The Data Transfer Agreement takes the form of the standard contractual clauses adopted by the European Commission under Decision 2010/87/EU. A copy of the Data Transfer Agreement is attached.

To confirm your agreement to the transfer of our IT infrastructure support and group application support to Equiniti India in accordance with the terms of the Data Transfer Agreement **please sign the below** and, return it to me at the above address or, if it would be more convenient for you, please send your signed document attached to an e-mail to me at andy.brown@equiniti.com.

We agree with the terms of this letter including the Data Transfer Agreement.

[Name of individual signing & signature]

[Insert name of company]

Date

Yours faithfully,

Andy Brown

Andy Brown
Operations Director
Paymaster International Payments