

## TERMS AND CONDITIONS OF THE VESTED SHARE ACCOUNT SERVICE FOR DUTCH SHELL PLC

The Vested Share Account Service is administered by Computershare Nominees (Channel Islands) Limited ("Computershare") on behalf of and under an arrangement with Royal Dutch Shell plc ("RDS"). These terms and conditions form a legally binding agreement between you and us and set out the basis upon which Computershare provides the Vested Share Account Service. Computershare may change these terms and conditions from time to time. You can always obtain an up to date version from Computershare's website. No information in these terms and conditions is intended to constitute an invitation or recommendation to invest or otherwise deal in shares in RDS. The share dealing service and Vested Share Account Service are available on an execution only basis. Please note that the value of shares and the income from them may go down as well as up which may result in you receiving less than you originally invested. Neither RDS nor any member of the Computershare Group provides or will provide any investment, taxation, legal or other advice in connection with the Vested Share Account Service. The Vested Share Account Service may not be suitable for all participants. In the provision of the Vested Share Account Service, no member of the Computershare Group is required to or will provide any advice or assessment of the merits or suitability of holding the Shares or using the Vested Share Account Service. You should exercise your own judgement when making any decision relation to any dealings in the shares in RDS and ensuring that the Vested Share Account Service meets your own requirements. If you are unsure of what action to take you should seek independent financial advice. The Vested Share Account Service is only available to individuals who are or were employed within the RDS group and who own their Shares as a result of being a participant in a Share Plan. It is your responsibility to ensure that you are legally permitted to join the Vested Share Account Service, for completing any necessary formalities and to inform yourself about and observe any applicable legal requirements including (without limitation) any reporting, tax or exchange control requirements as these relate to your participation in the Vested Share Account Service. If there is any doubt regarding your suitability to join the Vested Share Account Service, you should seek independent financial advice. Should it materialise that you are subject to the jurisdiction of such a country we may, at our discretion, cancel your participation in the Vested Share Account Service.

### 1. Definitions

1.1 In these terms and conditions the following words and phrases have a special meaning as set out below:

**"Global ID"** means the number provided to you as a participant in a Share Plan;

**"Broker"** means the broker which we use from time to time in order to execute client instructions;

**"Business Day"** means any day (excluding Saturday) on which banks in the United Kingdom are generally open for non automated business;

**"Company"** means Royal Dutch Shell plc;

**"Computershare"** means Computershare Nominees (Channel Islands) Limited, a company registered in Jersey;

**"Computershare Group"** means Computershare and each of its parent undertakings and its and their respective subsidiary undertakings each as defined in section 258 of the Companies Act 1985 (as amended);

**"RDS group"** means the Company and any directly or indirectly held subsidiary company;

**"Nominee"** means Computershare Nominees (Channel Islands) Limited, a company registered in Jersey with company number 79245 whose registered office is at Queensway House, Hilgrove Street, St Helier, Jersey, JE1 1ES or any replacement company which we control, or which is controlled by a company that controls us, which we appoint to hold your Shares in the Vested Share Account Service;

**"Security Details"** means the Global ID and Personal Identification Number ("PIN") that have been provided to you as a participant in a Share Plan;

**"Share Plan"** means any employee share plan operated by the Company;

**"Shares"** means the shares or securities in the Company held or proposed to be held or to be held (as the context dictates) on your behalf through the Vested Share Account Service;

**"Sponsor"** means the person (which may be the Broker) (if any) who sends and receives electronic messages to and from applicable computer-based systems operated for the transfer of uncertificated securities on behalf of the Nominee;

**"us/we"** means Computershare;

**"Vested Share Account"** means the client account which we open to hold your Shares under the Vested Share Account Service;

**"Vested Share Account Service"** means the service that we provide under which the Nominee holds your Shares;

**"you"** means the person holding Shares using the Vested Share Account Service.

### 2. Vested Share Account Service

2.1 By agreeing to us holding your Shares for you or where the Company has elected to default shares into the Vested Share Account, you have agreed to be bound by these terms and conditions. We will arrange for the Nominee to hold your Shares for you as a bare trustee. It will be the legal owner of the Shares, bound by the Memorandum and Articles of Association of the Company. You remain the beneficial owner of the Shares.

2.2 The Nominee will hold the Shares in uncertificated form.

2.3 We will only act on instructions which are:

(a) effected via Computershare's website ([www.computershare.com/employee/shellshareawards](http://www.computershare.com/employee/shellshareawards)) using your Security Details; or

(b) given by you; or

(c) given by someone who is legally able to give instructions on your behalf (please note we may require proof that someone else is legally authorised to act on your behalf).

2.4 We will assume that any communication which comes from you is from you and we will assume that any document which we receive and which appears to have been signed by you has been authorised by you. We will not be required to establish the authority of anyone quoting or using your Global ID. Please keep this number safe since its object is to prevent fraud.

2.5 We and the Nominee are only bound by your interest in your Shares and cannot be bound by the interests of any third party. Therefore you must not give any other person rights over your Shares. No member of the Computershare Group will recognise any trust of any kind in relation to Shares held by the Nominee and notice of any such trust will not be binding on any such member.

2.6 You must tell us immediately if you have any reason to believe that someone is claiming an interest in your Shares or may try to stop you from transferring them.

2.7 Instructions which are given by fax, telephone or on photocopied forms cannot be accepted.

2.8 We are irrevocably and unconditionally appointed to act as your agent when we undertake a sale / transfer of your Shares. By agreeing to be bound by these terms and conditions, you give us your authority to sign, complete and deliver any transfer form or other document and to do anything else we think necessary to give effect to your instructions and/or to facilitate us holding your Shares for you subject to these terms and conditions.

### 3. Selling your Shares

3.1 You may instruct us to sell any or all of your Shares at any time via our internet dealing service which can be accessed via Computershare's website. Please see the Terms and Conditions for the Internet Sale and Transfer Facility for the Royal Dutch Shell plc Vested Share Account Service (which you will find on Computershare's website) for further details of the procedure and our charges in relation to the sale of Shares. Once the aforementioned sale has been effected we will then no longer hold the Shares in question for you and the terms and conditions of the Vested Share Account Service will not apply to those Shares.

3.2 If you sell some of your Shares we will assume you wish to continue to hold the remaining Shares in the Vested Share Account, unless you notify us otherwise.

### 4. Your benefits as a shareholder

4.1 Subject to paragraphs 4.2 and 4.8 dividends paid on the Shares held on your behalf through the Vested Share Account Service will be reinvested by us arranging the purchase of ordinary shares in the Company through a dealing arrangement and such shares will be held by the Nominee in accordance with these terms and conditions.

4.2 As many shares as possible will be purchased for you from the proceeds of your cash dividend. We may either use a Broker or place the order directly with the market ourselves.

4.3 Purchases are made on, or as soon as reasonably practicable after, receipt by the Nominee of the proceeds of your cash dividend. Purchases are made on an execution only basis.

4.4 If we or the Company are required by law to make any deduction from any dividend or other payment due to you, we or the Company will do so. In calculating such deductions we will round up to the nearest penny.

4.5 As soon as reasonably practicable on or after receipt of your dividend, monies will be aggregated with the monies of all other Vested Share Account Service participants.

An instruction will be passed by us to a Broker to ensure that it purchases as many shares as can be paid for from the proceeds of your cash dividend after providing for any applicable deductions pursuant to paragraph 4.4 above. Monies from the aggregated funds will be applied to settle executed trades as settlement becomes due. The Broker may carry out several market transactions in order to acquire the number of shares needed for the dividend reinvestment. To help ensure that you receive the best result, this process may take a number of days. The prices at which the shares are purchased may vary between transactions in which case deal prices will be averaged with all Vested Share Account participants receiving the same price and this may operate to your advantage or disadvantage. The price at which shares will be bought on your behalf will depend on the price of the shares on the exchange on which they are traded when the deal is carried out. The shares will be bought at the best price available at the time of dealing. Accordingly, you cannot specify a maximum or minimum price.

4.6 Due to the typically large size of aggregated dividend reinvestment trades, a validation process will be undertaken by us and the Broker to confirm that the correct number of shares have been purchased for all participants in the Vested Share Account Service. Only once we are able to determine finally how many shares will be allocated to all Vested Share Account participants, carried out the necessary internal audit procedures, allocated your shares to you and made a tax voucher available for collection, will the purchase be regarded as complete and properly executed. Depending upon the nature of the trade, this process can take up to fourteen Business Days.

4.7 You will be notified by electronic mail within one Business Day of us being satisfied that all the procedures described in paragraphs 4.5 and 4.6 have been completed when your tax voucher is available for collection from Computershare's website.

4.8 We may, at our absolute discretion, return dividends to you (without interest)

4.9 Employees in the Company designated as relevant employees for the purposes of share dealing will need to make a notification under the Securities Dealing Code of any shares purchased on their behalf.

4.10 If you are entitled to extra Shares (for example, through a bonus or other capitalisation issue), the Nominee will automatically hold the new Shares for you under these terms and conditions.

4.11 If you are entitled to buy extra Shares (for example, through a rights issue), either we will ask you how you wish us to exercise your rights or we will pass those rights to you so that you can exercise them yourself. We will take all reasonable steps to ensure that, as far as reasonably practicable, you receive the same rights as you would have done if you held your Shares in your own name.

4.12 If there is a takeover offer, we will tell you about it. If you reply in sufficient time to allow us to act, we will follow your instructions. We will not act without your instructions.

4.13 If there is a takeover offer which has become wholly unconditional and we have not received your instructions, we will ask you for your instructions by a specified date. If we do not receive your instructions by that date, we will take no action in respect of your Shares.

4.14 If there is a takeover offer or other transaction under which control of the Company is obtained and you are entitled to receive shares or other securities in another company in exchange for your Shares, either the Company or we will decide whether those shares or other securities in the other company should be held by you in your own name or by the Nominee on your behalf.

If either the Company or we decide that they should be held by the Nominee on your behalf then these terms and conditions will be changed so that, with effect from the date when the transaction is completed, references to "Shares" mean the shares or other securities in that other company.

4.15 Subject to these terms and conditions, where any other rights are offered in connection with your Shares, we will take all reasonable steps to ensure that, so far as reasonably practicable, you receive the same rights as you would have done if you held your Shares in your own name.

4.16 If as a result of an event which affects your shareholding, such as a rights issue, a subdivision or consolidation you are entitled to fractions of Shares, we will, so far as reasonably practicable, deal with them in a way consistent with how we would deal with fractions of shares held by registered holders.

4.17 If we and/or the Nominee are required by the Company (or any other person, e.g. a bidder on a takeover) to give warranties in order to take action in relation to the Shares the Nominee holds for you, we may require you to give us and/or the Nominee similar warranties before we act.

## 5. Information

5.1 The Company will ensure that you will have access to equivalent information to that sent to registered shareholders. For example, provided you have internet access you will be able to view the annual accounts and other related documents through the Company's website ([www.shell.com](http://www.shell.com)) or you may obtain copies of such documents upon request directly from the Company.

5.2 If we discover that we have incorrectly debited or credited your account, we reserve the right to correct that account without any reference to you and will notify you (where relevant) of any correction which we make.

## 6. Shareholder meetings

6.1 If your Shares and the Articles of Association of the Company entitle you to do so and you wish to vote at shareholder meetings, you can instruct us via Computershare's website as to how you want the Nominee to vote on your behalf.

## 7. Charges (including charges on termination)

7.1 The Company pays us an annual administration fee for administering the Vested Share Account Service.

7.2 In the event that you sell or transfer your Shares the fees will be as outlined in the Terms and Conditions for the Internet Sale and Transfer Facility for the Royal Dutch Shell plc Vested Share Account Service (which you will find on Computershare's website).

7.3 All of the charges referred to in these terms and conditions may at our absolute discretion be varied from time to time in accordance with clause 11.2. You may always obtain up to date details of our charges via Computershare's website.

## 8. Liability

8.1 You agree that no member of the Computershare Group will have any liability whatsoever (whether direct or indirect, for breach of contract, breach of statutory duty, tort or otherwise, including interests and costs) to you for, or in connection with things done or omitted to be done pursuant to the Vested Share Account Service (as the same may be amended or varied) except for losses or expenses (including loss of Shares) suffered or incurred by you to the extent that they result from Computershare's fraud, negligence or wilful default or that of the Nominee. Except in the case of fraud, negligence or wilful default, all liability is hereby excluded to the fullest extent permissible by applicable laws and regulations in respect of:

(a) indirect, or consequential loss or damage;

(b) loss of profit arising in the course of business; and

(c) loss of data, loss of business, loss of opportunity, loss of revenue, loss of goodwill or loss of anticipated savings.

8.2 For the avoidance of doubt, no member of the Computershare Group accepts any responsibility for any losses or expenses suffered or incurred by you as a result of your failure to adhere to any personal obligations imposed on you by the laws of the jurisdiction in which you are resident.

8.3 For the avoidance of doubt, no member of the Computershare Group accepts any responsibility for any losses or expenses suffered or incurred by you as a result of any acts or omissions of the Sponsor (unless it is a member of the Computershare Group and then only to the extent permitted by paragraph 10.1 above).

8.4 The Vested Share Account Service is provided for lawful purposes only. Computershare does not accept any responsibility or liability in the event that the Vested Share Account Service or the website through which the Vested Share Account Service is provided is misused in any way.

8.5 You are responsible for maintaining your computer system and any other equipment required by you to access the Vested Share Account Service.

8.6 Computershare reserves the right without notice to make any technical changes it considers necessary or desirable to the Vested Share Account Service where it considers that it is in your interests to do so. Computershare shall not be responsible, except as provided in 8.1, in the event that any upgrade to the Vested Share Account Service means that you are no longer able to access the Vested Share Account Service.

8.7 We may also employ or appoint other persons (including other members of the Computershare Group) as our agents and delegates on such terms as we think fit to carry out any part of our obligations or discretions under these terms and conditions. We will take reasonable care in the selection and continued use of any such person. We accept responsibility for any acts and omissions of such agents and delegates on the same basis and to the same extent as if they were our acts or omissions.

8.8 If you are in any doubt as to whether an instruction has been received or carried out you should telephone us immediately using the RDS Share Plans Team helpline on +44 (0) 870 703 6342 (operating hours are 08:30 to 17:30 UK time).

8.9 By its nature the Internet is not an entirely reliable medium. The delivery time for instructions using the Internet may vary considerably depending on your internet service provider, your computer system, the way in which the instruction has been routed on the Internet, and on third party providers. We do not accept liability for any indirect or consequential loss suffered by you or for any loss as a result of any delay in us receiving your instruction, or due to any inability to use, interruption to or non-availability of our website which does not arise as a result of our negligence, wilful default or fraud.

8.10 The Internet is not an entirely secure environment. For this reason, despite the security measures we operate we cannot guarantee that any message or instruction sent using the Internet will not be capable of being intercepted, read or copied by an unauthorised third party or parties. We do not accept liability for any indirect or consequential loss suffered by you or for any loss as a result of an unlawful interception of any message or instruction sent to us which does not arise as a result of our negligence.

8.11 You must take all reasonable steps to keep your Security Details secure and to prevent any unauthorised or fraudulent use of the Vested Share Account Service. If you suspect that your Global ID and/or PIN has been lost or stolen or that someone has obtained access to your Security Details without your consent you must notify us immediately using the RDS Share Plans Team helpline on +44 (0) 870 703 6342 (operating hours are 08:30 to 17:30 UK time). You will be unable to use the Vested Share Account Service until such time as a replacement PIN is issued to you. Until such notification is received by us, we will assume that any instructions received in electronic form, which have been authenticated by your Security Details, will be genuine and are valid instructions from you and we will act accordingly. You will be liable for all such transactions.

8.12 No member of the Computershare Group is liable or responsible for any acts or omissions of the Company.

8.13 We are not liable for forged or fraudulent instructions.

8.14 You will be liable for all instructions given to us (including instructions given on your behalf) relating to the Vested Share Account Service. No member of the Computershare Group will be liable to you for any loss or liability suffered or incurred by you as a result of acting on your instructions.

8.15 You must indemnify us fully (promptly on demand) and hold us harmless (and keep us indemnified and held harmless), acting for ourselves, and on trust for other members of the Computershare Group (and Computershare declares itself to be trustee accordingly) from and against any and all loss or liability whatsoever which may be suffered or incurred by us, which relates to or arises, directly or indirectly from, the lawful and proper carrying out of our obligations to you or as a result of acting on instructions we receive from you or which are given on your behalf. Notwithstanding this paragraph, you will not be liable in respect of losses or claims which have resulted from:

(i) the fraud, negligence or wilful default of any member of the Computershare Group; or

(ii) in circumstances where we are prohibited from receiving an indemnity pursuant to applicable laws or regulations, but only to the extent of such prohibition.

8.16 We shall not be responsible for delays or failure to perform any of our obligations due to acts beyond our control. Such acts shall include, but not be limited to, acts of God, strikes, lockout, riots, acts of war, epidemics, governmental regulations superimposed after the fact, communication line failures, power failure, earthquakes or other disasters.

8.17 If we cannot provide the Vested Share Account Service and the services related to it due to circumstances beyond our reasonable control (for example because of a failure of ours or another person's computer systems or telecommunications links or industrial disputes or postal delays) we will, where relevant, take such reasonable steps

as we can to bring those circumstances to an end but we will not be liable for any losses or expenses suffered by you as a result of such circumstances or as a result of a delay or failure in the performance of our obligations caused by such circumstances.

#### **9. Contacting each other**

9.1 Unless these terms and conditions say otherwise, all notices and other communications sent by you to us must be sent via Computershare's website or by electronic mail to: [shellshareawards@computershare.com](mailto:shellshareawards@computershare.com)

9.2 We will send all communications via Computershare's website and/or to the postal and/or electronic mail address(s) that we hold for you.

9.3 Any documents sent to you by us and any documents sent by you to us will be sent at your risk and we accept no liability prior to receipt of any document by us or, where relevant, after dispatch of any document to you.

9.4 You authorise us to communicate with you by letter, electronic mail or telephone or via Computershare's website. You are responsible for ensuring that the address, electronic mail address and other contact details provided to us are always kept up to date.

9.5 Electronic mail communications are not necessarily secure and there is always a risk that electronic mail messages may be intercepted or tampered with. By providing your electronic mail address and agreeing to receive communications in this way, you acknowledge that these risks exist and that confidentiality cannot always be assured.

9.6 Computershare does not accept any responsibility for any interception or tampering or loss of confidentiality which may take place either once an electronic mail message has been sent by Computershare or prior to an electronic mail message being received by Computershare or for any losses, claims, damages or expenses which may be suffered or incurred by you as a result of any such interception or tampering. In addition, Computershare does not accept any responsibility in the event that any electronic mail messages sent by you do not reach Computershare or any electronic mail messages sent by Computershare do not reach you. Computershare shall not be liable for any loss or damage you may suffer or incur as a result of any non-delivery of such electronic mail messages.

9.7 Before opening or using any documents or attachments, you should check them for viruses and defects. Computershare shall not be liable in respect of any affected documents or attachments but shall re-supply any affected documents.

9.8 You are responsible for ensuring all electronic communications sent by you to Computershare are free from viruses or defects and you will be responsible for any losses Computershare may incur if you fail to do this. If a communication from you is found to contain a virus, it may not be accepted by Computershare. Computershare shall not be liable in the event that you suffer or incur any loss or damage as a result of any such communication not being accepted by Computershare.

9.9 Unless these terms and conditions say otherwise, any instructions, notices or other communications that you or we send under them will only be valid if they are in writing.

#### **10. Changes to these terms and conditions**

10.1 By giving you at least '10 days' written notice, we may change these terms and conditions if you will not be materially prejudiced by such change:

- (a) to make them easier to understand or fairer to you;
- (b) to allow us to administer your Shares more efficiently or at a lower cost;
- (c) to reflect changes in market conditions;
- (d) to reflect changes in general market practice (including the terms on which similar services are offered by other nominees);
- (e) so that we can compete effectively with other nominees in all areas of our business;
- (f) to reflect changes to the way in which we administer your Shares or shares generally;
- (g) to correct mistakes;
- (h) to reflect changes in technology; or
- (i) for any other valid reason.

Where we refer to 'changes' in the above list, we mean changes we know will happen or we reasonably believe will happen or changes that have already taken place.

10.2 We may also, by giving you at least '10 days' written notice increase our charges or introduce new charges for any reason. No change in charges will be backdated.

10.3 We may change these terms and conditions without notice where the amendment is required by reason of a statutory or regulatory provision.

10.4 Up to date copies of the terms and conditions and our current charges can always be obtained via Computershare's website.

#### **11. Confirmations and Undertakings**

By agreeing to us holding your Shares for you, you will be deemed to have given the following confirmations and undertakings to Computershare:

- (a) you are or were employed within the RDS group and you own your Shares as a result of being a participant in a Share Plan;
- (b) you have read and understood these terms and conditions and agree to be bound by them; and
- (c) you have complied with all applicable legal requirements in your jurisdiction necessary for you to lawfully make use of the Vested Share Account Service.

#### **12. Other terms and conditions**

12.1 We will deal with you on an execution only basis when accepting any instruction in relation to the Vested Share Account Service.

12.2 If we no longer wish to hold Shares for you, we will inform you in writing and give you time to withdraw your Shares from the Vested Share Account Service.

12.3 We have an absolute discretion to refuse to accept any application to transfer Shares into the Nominee name.

12.4 We will not offer the services described in these terms and conditions to any corporate body.

12.5 If any member of the Computershare Group does not enforce a term or condition, this will not affect its rights to enforce the rest of the conditions or to enforce that term or condition at another time. If any member of the Computershare Group cannot enforce a term or condition, this will not affect its right to enforce the rest of the terms and conditions. No conduct or delay on the part of any member of the Computershare Group shall be taken as a waiver or variation of any rights unless we or the Nominee waive or vary a particular right in writing. No waiver or variation on a particular occasion will operate as a waiver or variation of any rights any member of the Computershare Group might have in respect of any other matter.

12.6 All fees and other charges payable to us by you are exclusive of VAT. VAT is payable where relevant in addition to any other fees or charges payable to us.

12.7 You authorise us to provide information concerning you, your Shares and any instructions given by you in relation to your Shares to carefully selected third parties in order to facilitate provision of the Vested Share Account Service. Your details will only be disclosed in accordance with the Principles set out in the Data Protection Act 1998:

- (i) to any person if that person has legal or regulatory powers over us or the Nominee; and
- (ii) to the Company (or any other person carrying out functions in relation to the Vested Share Account Service, including (without limitation) Euroclear UK) in order to facilitate the provision of the Vested Share Account Service; and
- (iii) to any person carrying out functions in relation to acting as the registrar of the Company.

We may use other members of the Computershare Group or other agents in countries outside the European Economic Area to provide any part of the Vested Share Account Service or any of the support services and may transfer your personal data to them provided that we are satisfied that the same standards of protection of personal data have been applied either by contract or law.

You have the right upon request to view what information we hold on you. We may charge you a small fee for providing you access to this information.

The Company will have access at all times to the records we hold about you in order to inform you of your rights as a person on whose behalf Shares are held by the Nominee, including corporate and other details, and products or services specifically designed for shareholders.

12.8 We reserve the right to delay taking any action on any particular instructions from you (including, without limitation, opening a Vested Share Account for you under the Vested Share Account Service) if we consider that we need to do so to obtain further information from you or to comply with any legal or regulatory requirement binding on us (including the obtaining of evidence of identity to comply with money laundering regulations) or to investigate any concerns we may have about the validity of or any other matter relating to the instruction.

12.9 Members of the Computershare Group will not do, and shall refrain from doing, anything which would, or might in our judgement, break any relevant laws, rules, regulations or codes or risk exposing any member of the Computershare Group to criticism for behaving improperly or not acting in accordance with good market practice.

12.10 Fractions of a penny arising in respect of money due to you are rounded down and retained by us for our own benefit.

12.11 We shall not lend your Shares to any third party or borrow money using them as security.

12.12 We may at any time transfer all or any of our rights and obligations under these terms and conditions to any person (the "Transferee") who is in our reasonable opinion able to perform our obligations under these terms and conditions. The transfer will be given effect by us and the Transferee sending a transfer notice to you specifying the date (the "Transfer Date") on and from which the Transferee will assume our rights and obligations under these terms and conditions. Any changes to the terms and conditions which will be necessary because of the transfer, for example (without limitation) changes of address and banking details, will be set out in the transfer notice. The transfer will not affect any rights you may have which relate to the period before the Transfer Date. With effect from the Transfer Date:

(i) the agreement formed by these terms and conditions (as amended from time to time) shall be treated for all purposes as having been transferred to and as if entered into between you and the Transferee in place of us;

(ii) we shall be released and discharged from all of our obligations and liabilities under these terms and conditions;

(iii) references to us shall be read as references to the Transferee;

(iv) the Nominee shall be discharged from any obligations which it may have and substituted by the Transferee or a suitable nominee of the Transferee.

12.13 We may choose to withdraw the Vested Share Account Service due to developments in legislation or should it materialise that you are not eligible or permitted to participate as envisaged by us by local legislation without giving you any notice that such service is no longer available.

12.14 Each of the provisions of these terms and conditions shall be severable and distinct from one another and if one or more of such provisions is invalid or unenforceable the remaining provisions shall not in any way be affected.